Regular Meeting of the Milton Public Library Board
September 16, 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)

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 SDM

4.2. Staff Engagement Survey Update SDM

5. Consent Agenda

1

5.1. Approval of the Minutes of June 17, 2026

5.2. Approval of the Confidential Minutes of June 17, 2026

5.3. 2026 August YTD Operating and Capital Variance Report

5.4. Purchasing Report – 2026 September

5.5. Departmental Report – 2026 Q2

5.6. Workplan Update – 2026 Q2

6. Discussion Items

6.1. 2027 Operating Budget and 10-Year Capital Forecast Draft SDM

6.2. Board Recruitment Update SDM

6.3. CEO & Chief Librarian Report SDM

7. Reports and Updates

7.1. Committee Updates

7.2. Council Updates

8. Other Business

9. Future Meeting and Events

Next Board Meeting: Wednesday November 4, 2026

One Book One Milton: Wednesday September 23, 2026

10. Adjournment

Consent Agenda Item 5.1

Regular Meeting of the Milton Public Library Board
June 17, 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 Rick Malboeuf, Councillor Sarah Marshall**,** Ragy Sharkawy, Sibyl Shen, Karen Wolnik

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

Regrets: Councillor Colin Best

Meeting Commenced at 6:58pm

1. **Approval of Agenda**

Motion #26-2053
That the Milton Public Library Board approve the Agenda of the June 17, 2026 Meeting.

Moved by *Sana Malik,* **Seconded by** *Sibyl Shen* **Carried**

2. **Declaration of Interest:** none

3. **Confidential Session**

The motion was passed to move into Confidential Session.

Motion #26-2054
It was Moved by *Councillor Rick Malboeuf,* **Seconded by** *Karen Wolnik* **to move into the Confidential Session at 7:00pm. Carried**

It was Moved by *Councillor Rick Malboeuf,* **Seconded by** *Ragy Sharkawy* **to move out of the Confidential Session at 7: 15pm. 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. 2027 Budget

4. Consent Agenda

4.1. Approval of the Minutes of May 20, 2026

4.2. Approval of the Confidential Minutes of May 20, 2026

4.3. 2026 May YTD Operating and Capital Variance Report

4.4. Policy Updates

Motion #26-2056
That the Milton Public Library Board approve the Consent Agenda of the June 17, 2026 Meeting.

Moved by *Sana Malik,* **Seconded by** *Ragy Sharkawy* **Carried**

5. Discussion Items

5.1. 2025 Annual Report

Motion #26-2057
That Milton Public Library Board approve the 2025 Annual Report.

Moved by *Ragy Sharkawy,* **Seconded by** *Sana Malik* **Carried**

5.2. Social Return on Investment

Motion #26-2058
That the Milton Public Library Board receive the "Social Return on Investment (SROI) – OLS VOLT Analysis" report for information.

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

5.3. AI Framework

Motion #26-2059
That the Milton Public Library Board receive the "AI Staff Capacity Framework and Training Development" report for information.

Moved by *Sana Malik,* **Seconded by** *Karen Wolnik* **Carried**

5.4. CEO & Chief Librarian Report

Motion #26-2060
That the Milton Public Library (MPL) Board receives the CEO Report for June 2026.

Moved by *Sibyl Shen,* **Seconded by** *Councillor Sarah Marshall* **Carried**

6. Reports and Updates

6.1 Committee Updates:

HR Committee met in June to conduct the Q2 CEO Performance Check-in.

6.2 Council Updates:

- A special Council Meeting was held on Council met on June 16, 2026 to discuss the Development Charges Reduction Program. A decision was made to withdraw the application due to missing information, possible risks and timing challenges.

7. Other Business: None

8. Future Meeting and Events

Board Meeting: Wednesday September 16, 2026

One Book One Milton: Wednesday September 23, 2026

9. Adjournment

Meeting Adjourned: 7:45pm

Motion #26-2061
That Milton Public Library Board approve the adjournment of the June 17, 2026 meeting.

Moved by *Karen Wolnik***, Seconded by** *Councillor Rick Malboeuf* **Carried**

Signed: _____
Sana Malik, Chair
Milton Public Library Board

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

Consent Agenda Item 5.2

CONFIDENTIAL SESSION

Minutes of the Regular Meeting of the Milton Public Library Board
June 17, 2026 at 7:00 PM
Main Boardroom

Item # 4 of the Agenda

Motion #26-2054
It was Moved by *Councillor Rick Malboeuf,* **Seconded by** *Karen Wolnik* **to move into the Confidential Session at 7:00pm. Carried**

It was Moved by *Councillor Rick Malboeuf,* **Seconded by** *Ragy Sharkawy* **to move out of the Confidential Session at 7: 15pm. Carried**

Item # 4.1 2027 Budget

The CEO & Chief Librarian presented the 2027 Preliminary Operating Budget and 10-year Capital Forecast, highlighting key drivers for the increase over 2026 approved budget and recommended several 2027 budget directions for the Board consideration.

Motion #26-2055
That the Milton Public Library Board receive the 2027 Preliminary Operating Budget and 10-Year Capital Forecast Report;

That the Milton Public Library Board direct staff to bring forward the Beaty Makerspace and Operation Hours Extension with total impact of $230,963 including staffing requests as part of 2027 budget submission to the Town of Milton;

That the Milton Public Library Board direct staff to bring forward the expansion of Electronic Resources usage with total impact of $19,616, as part of the 2027 Operating Budget submission to the Town of Milton;

That the Milton Public Library Board defers the elimination of overdue charges on Adult materials (revenue reduction of $29,000) to the 2028 Operating Budget submission;

That the Milton Public Library Board endorses to defer the C80131626 Library Outreach Vehicle project and the related operating impact to the 2028 budget submission;

That the Milton Public Library Board directs staff to continue to work with the Town of Milton to finalize the 2027 Operating Budget and 10 Year Capital Forecast, and to bring a finalized Budget submission to the September 16, 2026 Board Meeting for approval by the MPL Board;

That the MPL Board remove the deliverable "Issue and award RFP for Outreach Vehicle (timing dependent on Town Purchasing)" from the CEO 2026 Goals.

Moved by *Karen Wolnik,* **Seconded by** *Sibyl Shen* **Carried**

Signed: _____
Sana Malik, Chair
Milton Public Library Board

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

Consent Agenda Item 5.3

Report to: Milton Public Library Board

From: Sarah Douglas Murray, CEO

Sonia Li, Supervisor, Finance & Administration

Date: September 16, 2026

Subject: 2026 August YTD Operating and Capital Variance Report

Recommendation:

That the Milton Public Library Board receives the 2026 August 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:

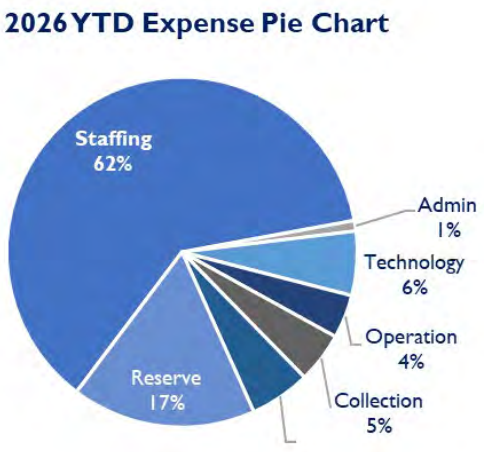
As of August 31st 2026, total Library Financial Balance stands at net ($2,216,010) with a budget variance of $2,239,112 to be used for the remaining of 2026. The year-to-date position is $221,765 below the prorated year-to-date budget, mainly driven by higher revenue from unbudgeted Grants and Donations, savings in electronic products and processing, as well as lower staffing costs partially due to the expiration of the Collective Agreement and ongoing Collective Bargaining.

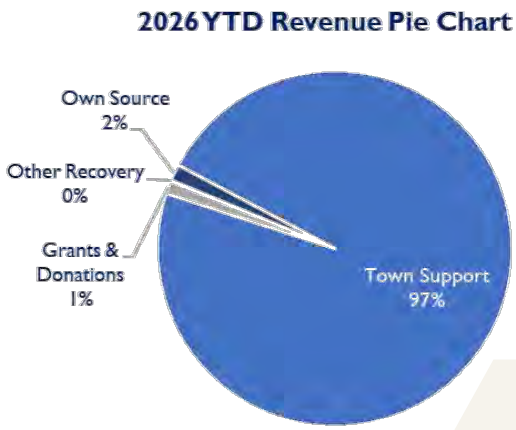
Total Library Operating Expenses to date are $4,653,547 or 67.4% of the 2026 Approved Budget. This is $134,963 below the prorated budget, primarily driven by lower staffing cost due to timing of union staff pay increase, lower electronic resources spending related to delays in expanding Hoopla usage and new purchase of E-Learning platform, as well as savings in processing and advertising expenses.

Total Library Revenues to date is $6,869,557, which is $86,802 above the prorated budget, mainly attributed to higher grants and donations.

Expense	MTD Actual	YTD Actual	MTD Bud	YTD Bud	MTD LY	YTD LY
Staffing	291k	2,878k	373k	2,948k	328k	2,630k
Admin	1k	45k	10k	67k	19k	100k
Technology	9k	276k	26k	281k	19k	186k
Operation	31k	187k	21k	179k	24k	191k
Collection	17k	217k	27k	267k	21k	223k
Facility	2k	260k	-	255k	3k	17k
Reserve	-	791k	-	791k	-	754k
Total Expense	**352k**	**4,654k**	**457k**	**4,789k**	**413k**	**4,100k**
Var/Growth $			*(105k)*	*(135k)*	*(61k)*	*553k*
Var/Growth %			*-23%*	*-3%*	*-15%*	*13%*

Revenue	MTD Actual	YTD Actual	MTD Bud	YTD Bud	MTD LY	YTD LY
Town Support	-	6,681k	-	6,681k	-	6,336k
Grants & Donations	-	78k	-	8k	-	44k
Other Recovery	.9k	9k	-	-	k	5k
Own Source	18k	102k	16k	94k	23k	126k
Total Revenue	**19k**	**6,870k**	**16k**	**6,783k**	**23k**	**6,511k**
Var/Growth $			*3k*	*87k*	*(4k)*	*359k*
Var/Growth %			*19%*	*1%*	*-19%*	*6%*
Total Library	**(333k)**	**2,216k**	**(441k)**	**1,994k**	**(390k)**	**2,411k**





The Library Capital projects are currently progressing under budget, with life-to-date spend of $1,333,271 and a remaining budget of $1,418,782. 2026 year-to-date Capital spend totals $652,703. C80012125 Collection – Replacement has been fully spent and will be closed by year-end.

Project Code	Project Name	Life-To-Date Actual	Approved Budget	Life-To-Date Variance	2026 YTD Actual	2026 Full Year Estimate	Remaining Budget By Year-end
C80010025	AUTOMATION REPLACEMENT	$201,007	$284,753	$83,746	$51,249	$186,244	$0
C80010026	AUTOMATION REPLACEMENT	$30,651	$282,956	$252,305	$30,651	$108,578	$174,378
C80010318	COLLECTION - NEW	$387,079	$450,219	$63,140	$100,438	$163,578	$0
C80012125	COLLECTION - REPLACEMENT	$564,578	$560,207	($4,371)	$382,941	$382,941	($4,371)
C80012126	COLLECTION - REPLACEMENT	$59,384	$524,749	$465,365	$59,384	$157,610	$367,139
C80131125	FURNITURE REPLACEMENT	$74,255	$105,266	$31,011	$11,723	$29,569	$13,165
C80131126	FURNITURE REPLACEMENT	$3,138	$104,602	$101,464	$3,138	$24,554	$80,048
C80131626	Library Outreach Vehicle	$8,679	$289,301	$280,622	$8,679	$0	$289,301
C80131726	Beaty Branch - Renovations	$4,500	$150,000	$145,500	$4,500	$63,084	$86,916
Total		**$1,333,271**	**$2,752,053**	**$1,418,782**	**$652,703**	**$1,116,159**	**$1,006,576**

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

Pillar: Creating a Robust & Resilient Organization
Objective: Provide a framework for strong governance.

Attachment 1

MPL 2026 August YTD Operating Variance Report

8	Actual	Budget	Budget	Var vs Bud		Actual	Forecast	Var vs LY
Library P&L	**2026 YTD**	**2026 YTD**	**2026 Total**	**2026 YTD Act vs Bud**	**2026 Budget Remained**	**2025 YTD**	**2025 Total**	**2026 YTD Act vs LY**
LIBRARY								
LIBRARY								
8025 LIBRARIES								
EXPENDITURES								
Salaries and Benefits								
3005 Salaries Full Time	1,514,396	1,598,911	2,401,656	(84,514)	887,260	1,407,331	2,203,029	107,065
3020 Hourly Part Time	725,661	811,198	1,188,173	(85,538)	462,512	694,916	1,017,852	30,745
3023 Overtime Pay	996	0	0	996	(996)	1,740	2,909	(744)
3025 Employee Benefits	636,472	537,538	800,656	98,934	164,184	525,779	851,589	110,693
3027 Staff Gapping	0	0	0	0	0	0	0	0
Total Salaries and Benefits	**2,877,526**	**2,947,647**	**4,390,485**	**(70,121)**	**1,512,959**	**2,629,767**	**4,075,379**	**247,759**
Administrative								
3120 Memberships	11,631	11,053	18,340	578	6,709	11,397	18,911	234
3125 Mileage/Car Allowance	3,365	3,103	6,000	262	2,635	2,416	4,672	949
3130 Professional Development	17,081	25,905	60,451	(8,825)	43,370	16,569	38,665	511
3135 Recognition Plan Awards	613	152	675	461	62	200	890	413
Total Administrative	**32,690**	**40,213**	**85,466**	**(7,523)**	**52,776**	**30,582**	**63,137**	**2,108**
Financial								
3205 Bank Charges	2,301	4,038	6,500	(1,738)	4,199	4,029	6,484	(1,728)
3275 Visa/Mastercard/Debit Charges	1,381	0	0	1,381	(1,381)	0	0	1,381
Total Financial	**3,682**	**4,038**	**6,500**	**(356)**	**2,818**	**4,029**	**6,484**	**(347)**
Transfers to Own Funds								
3292 Transfer to Reserve	791,118	791,118	791,118	0	0	753,543	753,543	37,575
Total Transfers to Own Funds	**791,118**	**791,118**	**791,118**	**0**	**0**	**753,543**	**753,543**	**37,575**
Purchased Goods								
3310 Equip-Data	98,204	107,376	149,559	(9,172)	51,355	73,321	102,126	24,882
3330 Copies	10,101	10,193	16,851	(91)	6,750	12,553	20,753	(2,452)
3335 Electronic Products	186,711	218,274	310,299	(31,563)	123,588	182,211	259,032	4,500
3375 Office Equipment	0	8,220	8,220	(8,220)	8,220	2,096	2,096	(2,096)
3380 Office Supplies	5,354	8,550	12,819	(3,196)	7,465	7,244	10,861	(1,890)
3400 Materials & Supplies	23,897	22,759	38,884	1,138	14,987	19,843	33,902	4,054
3410 Program Expenses	98,097	76,235	113,879	21,862	15,782	96,419	144,029	1,678
3474 Region Garbage Tags Expense	1,700	2,401	3,601	(701)	1,901	1,700	2,550	0
Total Purchased Goods	**424,064**	**454,007**	**654,112**	**(29,943)**	**230,048**	**395,387**	**575,348**	**28,677**
Purchased Services								
3610 Advertising	16,865	34,611	42,844	(17,746)	25,979	36,203	40,406	(19,338)
3630 Audit	0	0	8,801	0	8,801	8,446	8,446	(8,446)
3635 Automation Equip Maint	116,966	119,900	165,639	(2,934)	48,673	67,722	93,557	49,243
3650 Board Expenses	0	1,667	2,500	(1,667)	2,500	0	0	0
3670 Bldg Maintenance	0	667	1,000	(667)	1,000	15,616	10,288	(15,616)
3726 Telecommunications	59,086	52,186	80,865	6,900	21,779	44,461	68,894	14,625
3740 Contracts	0	0	0	0	0	25,618	25,050	(25,618)
3755 Equip Maintenance & Repairs	1,484	2,000	3,000	(516)	1,516	0	0	1,484
3799 Insurance	3,224	3,380	3,380	(156)	156	6,202	11,471	(2,978)
3825 Lease-Other	158	458	531	(300)	373	456	529	(299)
3868 Facility Rental Expense	3,888	457	10,115	3,431	6,227	434	9,613	3,454
3895 Postage	2,542	1,612	3,373	930	831	1,284	2,686	1,258
3900 Printing/Stationery	7,300	7,407	12,450	(107)	5,150	8,034	13,504	(734)
3905 Processing	29,914	48,413	82,219	(18,499)	52,305	40,621	53,578	(10,707)
3910 Professional Fees	9,141	9,540	15,000	(399)	5,859	3,089	4,856	6,052
3950 Shipping & Courier	13,677	11,839	20,656	1,837	6,979	9,462	16,508	4,215
4010 Subscriptions	0	2,092	2,092	(2,092)	2,092	2,013	2,013	(2,013)
4050 Utilities-Gas/Oil	1,081	0	0	1,081	(1,081)	3,893	6,073	(2,812)
4053 Utiliities - Hydro	3,852	0	0	3,852	(3,852)	11,312	19,287	(7,460)
4057 Utilities - Water	(0)	0	0	(0)	0	1,917	3,433	(1,917)
Total Purchased Services	**269,177**	**296,230**	**454,465**	**(27,053)**	**185,288**	**286,783**	**390,194**	**(17,606)**
Reallocated Expenses								
6805 CS Infrast. Reallocated Exp	255,290	255,257	510,513	34	255,223	0	397,478	255,290
Total Reallocated Expenses	**255,290**	**255,257**	**510,513**	**34**	**255,223**	**0**	**397,478**	**255,290**

Total EXPENDITURES	**4,653,547**	**4,788,510**	**6,892,659**	**(134,963)**	**2,239,112**	**4,100,091**	**6,261,564**	**553,456**
% of Full year	*67.4%*	*69.5%*		*-2.1%*	*32.5%*	*65.5%*		*1.9%*
REVENUE								
Financing Revenue								
5050 Tax Levy	(6,658,971)	(6,658,971)	(6,658,971)	0	0	(6,312,940)	(6,312,940)	(346,031)
5901 Contribution from Capital	(21,779)	(21,779)	(21,779)	0	0	(22,884)	(22,884)	1,105
Total Financing Revenue	**(6,680,750)**	**(6,680,750)**	**(6,680,750)**	**0**	**0**	**(6,335,824)**	**(6,335,824)**	**(344,926)**
Grants								
5230 Other Grants	(25,243)	0	0	(25,243)	25,243	0	(8,354)	(25,243)
5234 Public Library Operating Grant	0	0	(52,429)	0	(52,429)	0	(52,429)	0
5235 Public Library Pay Equity Gran	0	0	(3,275)	0	(3,275)	0	(3,275)	0
5250 Canada Summer Jobs	0	0	0	0	0	0	(4,816)	0
5252 Young Canada Work Revenue	(1,476)	0	0	(1,476)	1,476	0	(16,853)	(1,476)
5270 New Horizons for Seniors	(39,613)	0	0	(39,613)	39,613	(25,000)	(25,639)	(14,613)
5300 Recoveries from Others	(2,597)	0	0	(2,597)	2,597	(2,597)	(2,597)	0
Total Grants	**(68,930)**	**0**	**(55,704)**	**(68,930)**	**13,226**	**(27,597)**	**(113,964)**	**(41,332)**
Recoveries and Donations								
5315 Fundraising and Donations	(11,918)	(7,719)	(5,000)	(4,199)	6,918	(19,127)	(12,127)	7,209
5365 Salaries & Benefits Recovered	(6,443)	0	0	(6,443)	6,443	(2,124)	(7,085)	(4,319)
Total Recoveries and Donations	**(18,361)**	**(7,719)**	**(5,000)**	**(10,642)**	**13,361**	**(21,252)**	**(19,213)**	**2,890**
User Fees and Service Charges								
5400 Fees & Service Charges	(2,327)	(19,053)	(32,307)	16,727	(29,980)	(8,434)	(14,300)	6,107
5407 Administration Fees	(249)	(367)	(540)	118	(291)	(246)	(362)	(3)
5493 Region Garbage Tags Revenue	(1,411)	(2,102)	(3,061)	691	(1,650)	(1,434)	(2,089)	23
5580 (OTC) Over the Counter Sales	(6,263)	(2,667)	(4,000)	(3,597)	2,263	0	0	(6,263)
5595 Program Revenue	(1,391)	(1,333)	(2,000)	(57)	(610)	0	0	(1,391)
5665 Stat-Fines	(30,325)	(23,263)	(34,080)	(7,061)	(3,755)	(65,780)	(96,364)	35,455
5666 Stat-Lost Items	(4,660)	(3,405)	(4,880)	(1,255)	(220)	(5,629)	(8,067)	969
5667 Stat-Book Sales	(4,550)	(367)	(1,887)	(4,183)	2,663	(343)	(1,766)	(4,207)
5668 Photocopies	(46,576)	(38,127)	(56,251)	(8,449)	(9,675)	(36,073)	(53,220)	(10,503)
5686 Ticket Sales	0	0	(5,000)	0	(5,000)	(4,577)	(18,144)	4,577
5700 Vending Machine Revenue	(3,764)	(3,600)	(7,200)	(164)	(3,436)	(3,602)	(6,677)	(162)
Total User Fees and Service Charges	**(101,516)**	**(94,285)**	**(151,206)**	**(7,230)**	**(49,690)**	**(126,117)**	**(200,989)**	**24,601**
Total REVENUE	**(6,869,557)**	**(6,782,754)**	**(6,892,660)**	**(86,802)**	**(23,103)**	**(6,510,790)**	**(6,669,989)**	**(358,767)**
% of Full year	*98.9%*	*98.4%*		*0.5%*	*0.3%*	*97.6%*		*1.3%*
Total 8025 LIBRARIES	(2,216,010)	(1,994,245)	(1)	(221,765)	2,216,009	(2,410,699)	(408,426)	194,689
Total LIBRARY	(2,216,010)	(1,994,245)	(1)	(221,765)	2,216,009	(2,410,699)	(408,426)	194,689

Attachment 2

Library Capital Variance Statement - to August 31, 2026

Actual till: **Aug-26**

Project Code	Project Name	Life-To-Date Actual	Approved Budget	Life-To-Date Variance	2026 YTD Actual	2026 Full Year Estimate	Remaining Budget By Year-end
C80010025	AUTOMATION REPLACEMENT	$201,007	$284,753	$83,746	$51,249	$186,244	$0
C80010026	AUTOMATION REPLACEMENT	$30,651	$282,956	$252,305	$30,651	$108,578	$174,378
C80010318	COLLECTION - NEW	$387,079	$450,219	$63,140	$100,438	$163,578	$0
C80012125	COLLECTION - REPLACEMENT	$564,578	$560,207	($4,371)	$382,941	$382,941	($4,371)
C80012126	COLLECTION - REPLACEMENT	$59,384	$524,749	$465,365	$59,384	$157,610	$367,139
C80131125	FURNITURE REPLACEMENT	$74,255	$105,266	$31,011	$11,723	$29,569	$13,165
C80131126	FURNITURE REPLACEMENT	$3,138	$104,602	$101,464	$3,138	$24,554	$80,048
C80131626	Library Outreach Vehicle	$8,679	$289,301	$280,622	$8,679	$0	$289,301
C80131726	Beaty Branch - Renovations	$4,500	$150,000	$145,500	$4,500	$63,084	$86,916
Total		**$1,333,271**	**$2,752,053**	**$1,418,782**	**$652,703**	**$1,116,159**	**$1,006,576**

Consent Agenda Item 5.4

Report to: Milton Public Library Board

From: Sarah Douglas Murray, CEO
Kanta Kapoor, Director, Support Services
Sonia Li, Supervisor, Finance & Administration

Date: September 16, 2026

Subject: Purchase Report – September 2026

Recommendation:

That the Milton Public Library Board receive the Purchase Report - September 2026 for information;

That the Milton Public Library Board receive for information the purchase of Self-checkout Upgrades for Sherwood and Beaty Libraries, totaling $72,249 plus HST as outlined in Attachment 1;

That the Milton Public Library Board receive for information the purchase of Laser Printer for Beaty Makerspace, totaling $64,732 plus HST as outlined in Attachment 2;

That the Milton Public Library Board receive for information the purchase of Vinly Cutter and Printer for Beaty Makerspace, totaling $23,285 plus HST as outlined in Attachement 3;

That the CEO be authorized to execute the resulting purchase order as per MPL's purchasing policy Section 3 and Schedule A.3.

Background:

The Milton Public Library Board approve the updates to OP-09 Purchasing Policy through Motion # 26-2056 in the June Board meeting.

As per the Milton Public Library Purchasing Policy:

Section 3: *"This policy shall apply to the procurement of all goods and services required by MPL, excluding listed in Schedule A: Exclusions."*

Schedule A: Exclusions – 3. Technology Supplies:

- *Hardware(computers, laptops, tablets, printers, scanners, etc)*
- *Software & Licenses (sole source and already trusted vendors)*

Section 8 (iv): *"Unless provided for otherwise within this policy, Board Approval will be required if one of the following circumstances exists (iv) Purchasing Policy is being waived."*

Report:

Self-Checkout Upgrades

Milton Public Library's existing Bibliotheca self-checkout and automated material handling (AMH) infrastructure continues to support daily circulation services across library locations. However, several components are operating on legacy Windows platforms that are approaching end-of-support and vendor deprecation milestones. To maintain compatibility with Bibliotheca's software environment, preserve vendor support, and ensure compliance with MPL's cybersecurity and network security requirements, staff purchased Windows 11 upgrade kits, retrofit components, and replacement workstation hardware. As part of this initiative, MPL will upgrade one self-checkout unit at each location (Main, Sherwood, and Beaty branches) to serve as an accessible machine equipped with enhanced accessibility features. Because the existing kiosk at the Beaty Branch was outdated and could not be retrofitted with the required accessibility upgrades, a brand-new, fully accessible machine (selfCheck 3000) has been purchased for that location, while the remaining units will receive accessibility retrofit kits.

Beaty Makerspace Equipment

The Beaty Branch renovation is currently scheduled for completion in January 2027, with a Makerspace soft opening planned for February 2027. While the majority of technology equipment purchases are anticipated in Q4 2026, staff recommend the early procurement of the proposed laser printer to mitigate potential cost escalations and supply chain risks associated with ongoing uncertainty surrounding United States tariff measures.

Purchasing the equipment listed below in advance will allow MPL to secure current pricing, reduce exposure to market volatility, and ensure the equipment are ready for installation and commissioning as part of the Makerspace launch. Early acquisition also guarantees staff have sufficient time for training, testing, and operational preparation prior to the public opening, supporting a smooth implementation of the enhanced services.

- **Laser Printer**
  Epilog Manufactures
  Epilog Laser, based in Golden, Colorado, USA, is the exclusive original manufacturer, designer, and engineer of the Epilog Fusion Pro 24 laser system, which includes the 80-watt CO2 configuration being quoted. No equivalent system is manufactured, licensed, or produced by any other company.

  Synergy Products
  Synergy Products Inc., with offices in British Columbia and Ontario, is the exclusive authorized distributor and certified service provider for Epilog Laser products across Canada. Epilog Laser does not sell directly into Canada, making Synergy Products Inc. the sole authorized source for purchasing new Fusion Pro 24 equipment, factory replacement parts, and consumables. Additionally, their factory-trained and certified technicians handle all warranty repairs and servicing for Epilog machinery in Canada.

- **Vinyl Cutter and Printer**
  The proposed vinyl cutter and wide-format printer setup features the Roland TrueVIS VG4-540 / VG3-540 54" printer/cutter system, equipped with an optional high-volume dryer (DU3-540), integrated take-up system, stand, and specialized TrueVIS TR3 ink sets. Roland DG's integrated print-and-cut systems rely on proprietary printhead, ink, and control technologies (including True Rich Color settings and VersaWorks RIP software) engineered specifically for high-precision graphic output and automated contour cutting.

  Daly Digital
  Daly Digital Inc., based in Burlington, Ontario, is an authorized reseller and official equipment dealer for Roland products, supplying the Roland TrueVIS VG4-540 / VG3-540 wide-format printer/cutter system along with genuine TrueVIS ink cartridges, cleaning supplies, accessories, delivery, setup, and training services.

Full financial impact are included in the Attachment 1, 2 and 3.

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

Pillar: Building Strong Infrastructure
Objective: Proactively plan for future population growth by ensuring appropriate physical and technological infrastructure

Pillar: Delivering Quality Services
Objective: Explore and implement innovative models and ensure Milton residents have access to exceptional library service.

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

BOARD AUTHORITY FOR CONTRACT AWARDS
TECHNOLOGY SUPPLIES AWARD

Project Award	Technology Supplies purchase of the Self-Checkout Upgrades for Sherwood and Beaty libraries are awarded to Bibliotheca Canada Inc.
Recommendation	**That the Milton Public Library Board receive for information the purchase of Self-checkout Upgrades for Sherwood and Beaty Libraries, totaling $72,249 plus HST;** **That the CEO be authorized to execute the resulting purchase order as per MPL's purchasing policy Section 3 and Schedule A.3.**
Purpose of Report	As per Section 3 of Purchasing Policy, this policy shall apply to the procurement of all goods and services required by MPL, excluding listed in Schedule A: Exclusions - 3. Technology Supplies. As per Section 8 of Purchasing Policy, unless provided for otherwise within this policy, Board Approval will be required if one of the following circumstances exists (iv) Purchasing Policy is being waived. As such, this form is provided for Board's information.
Background information	Milton Public Library currently utilizes Bibliotheca hardware and a proprietary software ecosystem across its branches for its self-checkout kiosks and automated material handling (AMH) infrastructure. To ensure continued operational reliability, cybersecurity compliance and vendor support, MPL is undertaking a targeted upgrade of its Bibliotheca self-service infrastructure. The project includes the replacement and modernization of both self-checkout kiosks and supporting automated material handling (AMH) systems. These upgrades will address the end-of-support status of legacy Windows operating systems, maintain compatibility with Bibliotheca's supported software ecosystem, enhance accessibility for library patrons, and ensure MPL's self-service and material handling infrastructure remains secure, supported, and compliant with current technology standards.

Financial Planning Section: Budget Impact (Note 1)

Account Number(s)	C80010025 – A1640 – 7140
Account Description	Computer Equipment

Project Total Budget	$284,753
Contract Budget	$72,249
Actual (Net of HST Rebate)	$72,249
Variance	$0
Funding Source	Project Various Account

Note 1: Financial impact includes any non-refundable portion of HST.

BOARD AUTHORITY FOR CONTRACT AWARDS
TECHNOLOGY SUPPLIES AWARD

Project Award	Technology Supplies purchase of the Laser Printer for Beaty Makerspace is awarded to Synergy Products Inc.
Recommendation	**That the Milton Public Library Board receive for information the purchase of Laser Printer for Beaty Makerspace, totaling $64,732 plus tax;** **That the CEO be authorized to execute the resulting purchase order as per MPL's purchasing policy Section 3 and Schedule A.3.**
Purpose of Report	As per Section 3 of Purchasing Policy, this policy shall apply to the procurement of all goods and services required by MPL, excluding listed in Schedule A: Exclusions - 3. Technology Supplies. As per Section 8 of Purchasing Policy, unless provided for otherwise within this policy, Board Approval will be required if one of the following circumstances exists (iv) Purchasing Policy is being waived. As such, this form is provided for Board's information.
Background information	**Epilog Manufactures** Epilog Laser, based in Golden, Colorado, USA, is the exclusive original manufacturer, designer, and engineer of the Epilog Fusion Pro 24 laser system, which includes the 80-watt CO2 configuration being quoted. No equivalent system is manufactured, licensed, or produced by any other company. **Synergy Products** Synergy Products Inc., with offices in British Columbia and Ontario, is the exclusive authorized distributor and certified service provider for Epilog Laser products across Canada. Epilog Laser does not sell directly into Canada, making Synergy Products Inc. the sole authorized source for purchasing new Fusion Pro 24 equipment, factory replacement parts, and consumables. Additionally, their factory-trained and certified technicians handle all warranty repairs and servicing for Epilog machinery in Canada.

Financial Planning Section: Budget Impact (Note 1)

Account Number(s)	C80131726 – A1640 – 7140
Account Description	Computer Equipment
Project Total Budget	$154,500
Contract Budget	$64,732

Actual (Net of HST Rebate)	$64,732
Variance	$0
Funding Source	Project Various Account

Note 1: Financial impact includes any non-refundable portion of HST.

BOARD AUTHORITY FOR CONTRACT AWARDS
TECHNOLOGY SUPPLIES AWARD

Project Award	Technology Supplies purchase of the Vinyl Cutter and Printer for Beaty Makerspace is awarded to Daly Digital Inc.
Recommendation	**That the Milton Public Library Board receive for information the purchase of Vinyl Cutter and Printer for Beaty Makerspace, totaling $23,285 plus tax;** **That the CEO be authorized to execute the resulting purchase order as per MPL's purchasing policy Section 3 and Schedule A.3.**
Purpose of Report	As per Section 3 of Purchasing Policy, this policy shall apply to the procurement of all goods and services required by MPL, excluding listed in Schedule A: Exclusions - 3. Technology Supplies. As per Section 8 of Purchasing Policy, unless provided for otherwise within this policy, Board Approval will be required if one of the following circumstances exists (iv) Purchasing Policy is being waived. As such, this form is provided for Board's information.
Background information	The proposed vinyl cutter and wide-format printer setup features the Roland TrueVIS VG4-540 / VG3-540 54" printer/cutter system, equipped with an optional high-volume dryer (DU3-540), integrated take-up system, stand, and specialized TrueVIS TR3 ink sets. Roland DG's integrated print-and-cut systems rely on proprietary printhead, ink, and control technologies (including True Rich Color settings and VersaWorks RIP software) engineered specifically for high-precision graphic output and automated contour cutting. Daly Digital Daly Digital Inc., based in Burlington, Ontario, is an authorized reseller and official equipment dealer for Roland products, supplying the Roland TrueVIS VG4-540 / VG3-540 wide-format printer/cutter system along with genuine TrueVIS ink cartridges, cleaning supplies, accessories, delivery, setup, and training services.

Financial Planning Section: Budget Impact (Note 1)

Account Number(s)	C80131726 – A1640 – 7140
Account Description	Computer Equipment
Project Total Budget	$154,500
Contract Budget	$23,285

Actual (Net of HST Rebate)	$23,285
Variance	$0
Funding Source	Project Various Account

Note 1: Financial impact includes any non-refundable portion of HST.

Consent Agenda Item 5.5

Report to: Milton Public Library Board

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

Date: September 16, 2026

Subject: Departmental Quarterly Report – Q2

Recommendation:
That Milton Public Library Board receive the report entitled "Q2 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

Active Cardholders:
MPL currently has 65,449 active cardholders. MPL welcomed over 2,000 new patrons in Q2, 2026.

Customer Experience Feedback:

Patrons are sent post-program emails to provide feedback and to rate their experience between 1-4 (4 being excellent). There were 309 responses in Q2 (42 less than previous quarter) with 91% rating their experience 4/4 – same as the previous quarter. Only 3% of respondents provided feedback in the 2 and 1 rating, majority of which related to a venue chosen for an author visit. This has been noted by staff for future planning.

Q2 2026 Feedback Results

Ranking	Number of Submissions	% of Overall Submissions
1	4	1%
2	5	2%
3	20	6%
4	280	91%
Total	309	100.00%

Marketing & Communications:

Social and Email Marketing Stats		
	Total	Inc/Dec Prev Qtr
Facebook - Total Followers	6,724	5.77% increase
Instagram - Total Followers	6,471	8.01% increase
YouTube - Total Subscribers	310	0.32% increase
Facebook - Post Clicks / Engagement	13,937	39% decrease
Instagram - Post Clicks / Engagement	7,295	28% decrease
eNewsletter Open Rate	33.36%	4.41% decrease
eNewsletter Click Rate	2.41%	32.11% decrease
eNewsletter Subscribers	55,570	0.81% increase

Colouring Books and Wellness Journals - MPL-branded Colouring Books and Wellness Journals launched May 9 to support creativity, mindfulness and wellness.

Baby Bees Welcome Event - The April 24 Baby Bees Welcome Event celebrated early literacy with storytime, activities, giveaways and family engagement. 15 families attended the program.

Children's Area Redesign at Main - New bee-themed murals are complete in the Main Library Children's Area, creating a brighter and more engaging space.

Summer Giving Campaign - The Summer Giving Campaign was promoted across digital and in-branch channels to encourage community donations and participation.

Name Badges - New mustard-coloured staff name badges were introduced in June and include languages spoken by staff to better support patrons.

Printed Newsletter - The Q3 printed newsletter highlights programs and services taking place from July through September.

Multilingual Collections - Promotion continued for multilingual collections, including new Tamil and Punjabi materials and supporting in-branch marketing.

Footfall & Spaces:

The system saw a total of 182,432 visits in Q2 of 2026, up 16,436 visits from the same time last year (165,996). Increases in foot fall were seen at the Main Library and Sherwood Branch, with a slight decrease seen at Beaty Branch, compared to the same quarter last year. The year-to-date visits across the system is 343,573 compared to 322,650 (6% increase) during the same period in 2025. This is an increase of 20,923 visits cross all branches, continuing the trend of growing demand for Library services by the public.

Main Library

Footfall: 99,750 compared to 88,302 in Q2 2025 – 12% increase

Public Room Bookings:

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

Beaty Branch

Footfall: 22,171 compared to 22,427 in Q2 2025 – 1% decrease

Public Room Bookings:

- 250 bookings (compared to 171 last quarter)
- 68% of available time booked

Sherwood Branch

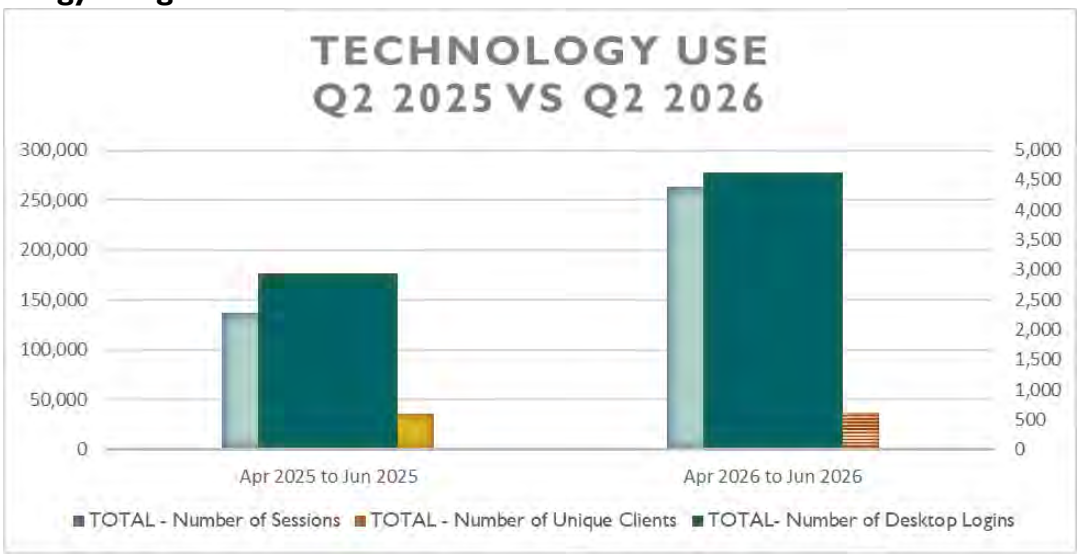
Footfall: 60,511 compared to 55,267 in Q2 2025– 9% increase

Public Room Bookings:

- 316 bookings (compared to 356 last quarter)
- 68% of available time booked

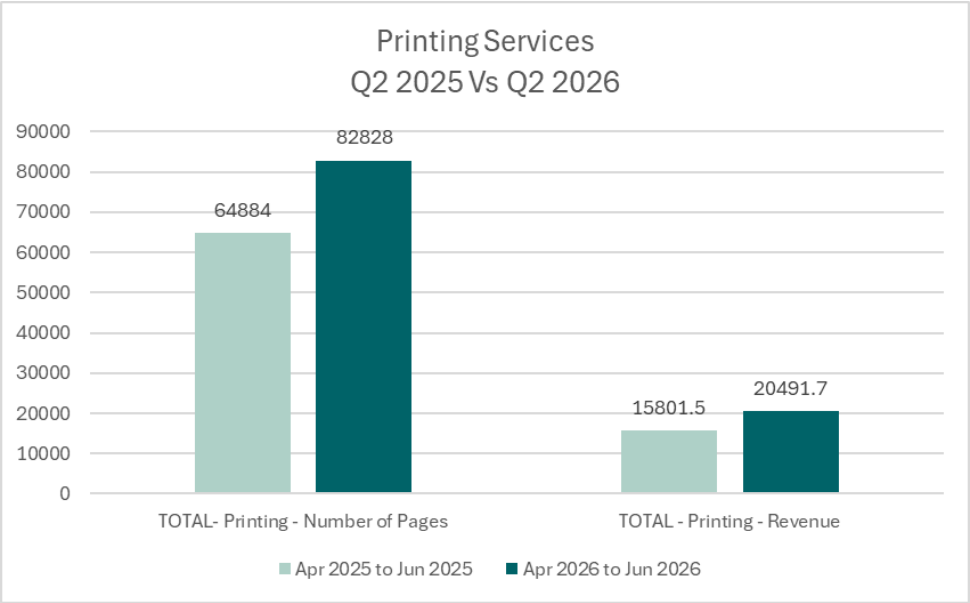
Technology and Online Activity

Technology Usage:



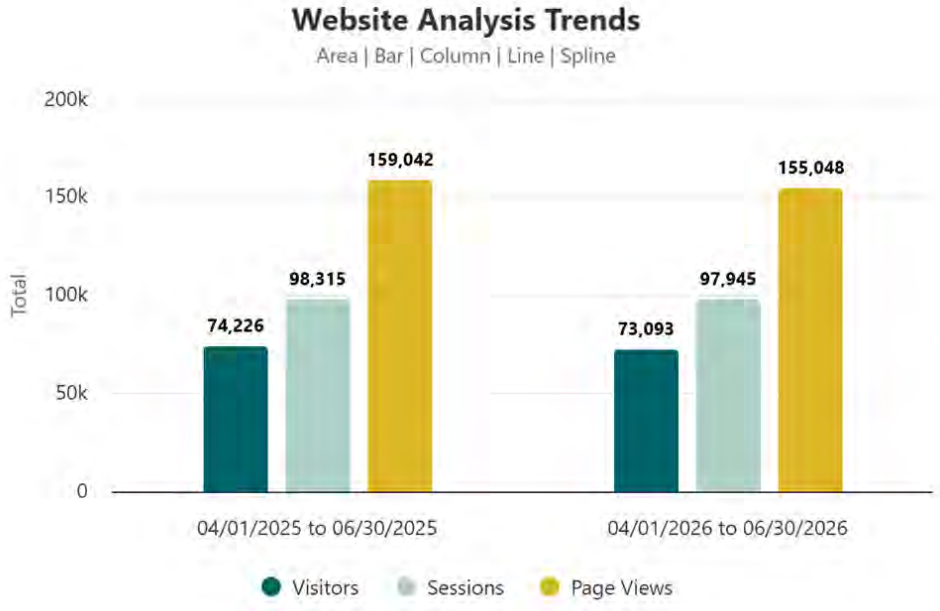
Total Wi-Fi sessions grew by 92.55%, rising from 136,846 in Q2 2025 to 263,487 in Q2 2026. Desktop logins showed a similar upward trend, increasing 57.43% from 2,936 to 4,622. Meanwhile, the number of unique clients grew modestly by 5.89%, increasing from 35,387 to 37,470 over the same period.

Printing Revenue



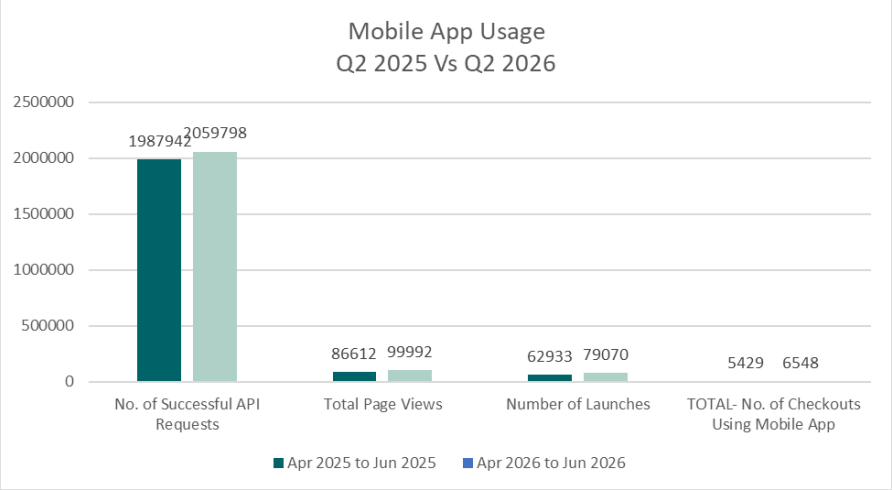
The total number of printed pages increased by 27.66%, rising from 64,884 pages in Q2 2025 to 82,828 pages in Q2 2026. Similarly, the printing revenue grew by 29.68%, moving from $15,801 to $20,491 over the same period.

Library Website



Overall activity experienced slight year-over-year declines across all measured categories. Visitors dropped by 1.53%, decreasing from 74,226 in Q2 2025 to 73,093 in Q2 2026. Sessions saw a slight decline of 0.38%, moving from 98,315 down to 97,945. Similarly, page views fell by 2.51%, decreasing from 159,042 to 155,048 over the same period.

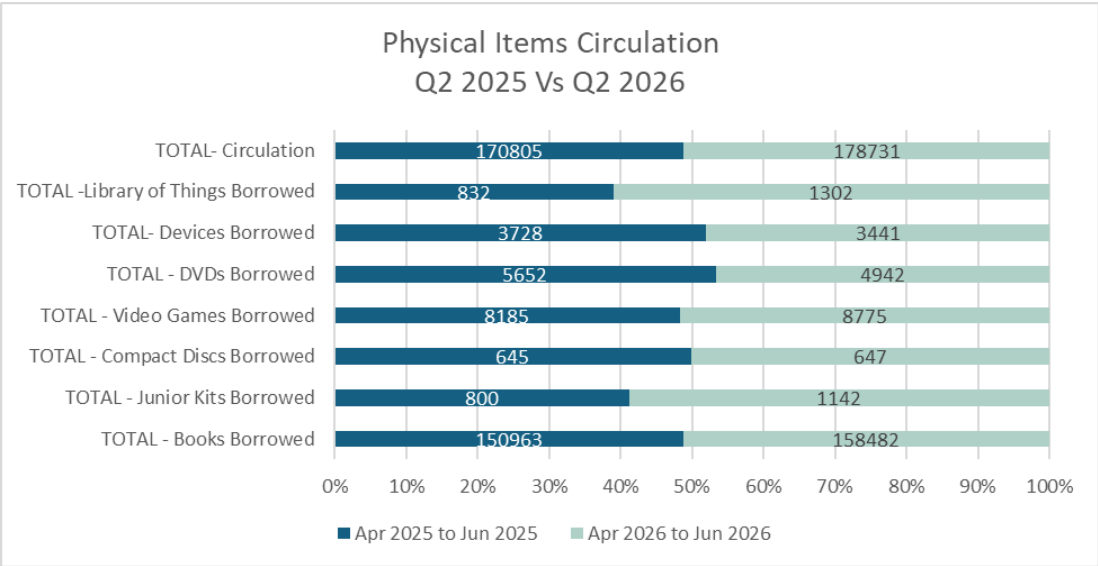
Mobile Application



Comparing April 2025 to June 2025 against April 2026 to June 2026, all four mobile application usage metrics demonstrated solid growth. The number of API Requests increased from 1,987,942 to 2,059,798, representing a 3.61% rise. Total Page Views grew from 86,612 to 99,992, which is a 15.45% increase. Number of Launches saw the largest proportional jump, rising from 62,933 to 79,070 for a 25.64% gain. Lastly, TOTAL - No. of Checkouts Using the Mobile App increased from 5,429 to 6,548, a 20.61% increase.

Collections & Circulation

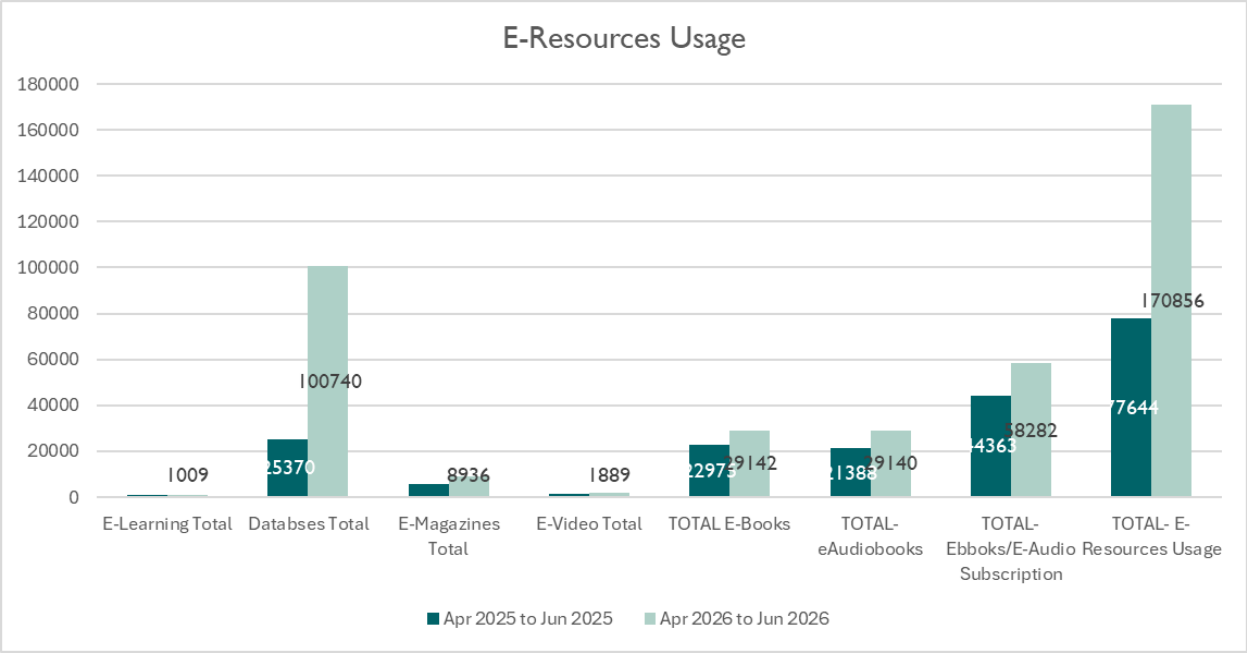
Physical Items Circulation



Overall physical circulation increased by 4.64% year-over-year, rising from 170,805 items in Q2 2025 to 178,731 in Q2 2026. Books continued to dominate total volume, growing nearly 5% to 158,482 items and accounting for over 88% of all borrowings. The strongest relative growth occurred in non-traditional collections, with Library of Things borrowings surging 56.5% (to 1,302) and Junior Kits rising 42.8% (to 1,142).

Our patrons have saved $24,264,386 by borrowing physical materials, including $133,102 on Library of Things items and $244,988 on Park Passes and Sports equipment.

E-Resources:



Databases Total represents the main engine behind this overall growth, skyrocketing 297.1% from 25,370 to 100,740.

Other digital content also saw strong gains, with eAudiobooks up 36.2%, eBooks up 26.8%, and combined eBook/eAudio subscriptions up 31.4%. E-Video increased 35.6%, while E-Learning rose 14.4%.

Overall, Q2 2026 shows a strong upward trend in e-resource usage, driven largely by increased demand for digital content. The growth across eBooks, eAudio, databases, video, and learning resources highlights the increasing importance of e-resources in meeting user needs and supports continued investment in digital access.

Interlibrary Loan:
Our commitment to providing extensive resources to our patrons is also reflected in the Interlibrary Loan service, which fulfilled 619 requests in Q2, a 38% increase from the same period in 2025. 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:
2025 financial year end is still pending finalization. Based on 2025 preliminary financial result, the cost per capita is $43.55. The population estimate continues to rely on 2024 actual figures, as 2025 data is not yet available. Compared to the 2024 cost per capita of $43.69, the result remains consistent.

Programming & Partnerships

Programming:
In Q2 of 2026, a total of 1,086 programs were offered, compared to 984 last year (102 increase) during the same period with a total participation of 20,983, compared to 22,454 (1,471 decrease). There were a total of 67 partner facilitated programs and 1,019 staff facilitated programs offered in Q2. The programming team continues to monitor attendance numbers and no shows, and have strategized ways of correcting attendance issues.

Children's Programs in Q2
Offered in Q2: 504
Participants in Q2: 10,371

Teen Programs in Q2
Offered in Q2: 98
Participants in Q2: 1,935

Adult Programs in Q2
Offered: 484
Participants: 8,677

Partnerships:

Children's Portfolio:

- Town of Milton Aquatics - Children ages 12 and under were able enjoy free outdoor swimming on Saturdays in July from 1:00 p.m. to 4:00 p.m. with a valid library card. Readers participating had to present their card upon arrival to Rotary Park pool.

Plus, participants in the TD Summer Reading Club through Beanstack had the chance to enter to win one of three 10-visit swim passes at the end of the summer.

- 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 with Author Sade Smith joining MPL in May.
- MPL partnered with Author of *Guineapigs Don't Wear Pants* Chris Rainbows who delivered a pride themed storytime on July 19 and drove a custom pride themed VW Bettle in the parade.
- MPL's Summer Giving Donation Campaign partnership with MCRC continued for the 3rd year. The campaign took place from June 13 - August 21. MPL also had a presence at MCRC She can 5k this year.
- Toronto Pearson Airport – MPL partnered with Toronto Pearson Airport to bring free programming to all locations. Toronto Pearson recently developed new hands-on STEM educational workshops for kids. The workshops focused on basic principles of flight and teach children basic aviation terms.
- The library continued its Storytime in the Sunshine program for the 3rd year in a row with support from the Town of Milton Recreation team. They granted the Library the space in Community Park to continue with the program.

Teen Portfolio:

- Milton Youth Task Force PA Day Hackathon: In partnership with the Milton Youth Task Force, MPL hosted a PA Day Hackathon, providing youth with an opportunity to strengthen their creativity, problem-solving, and teamwork skills through engaging technology-based challenges.
- All Together Now: intergenerational games night. MPL continued to offer monthly *All Together Now: An Intergenerational Games Night for Teens and Seniors*, providing a welcoming space for participants to connect, build relationships, and engage in friendly games and activities.
- Artificial intelligence skills: MPL, in partnership with NextWis, offered Python Coding and Robotics Workshops for teenagers, providing hands-on introduction to programming and robotics using the mBot2 educational robot.
- Sewing Program: In partnership with Creative Community Hive (CCH), MPL offered a Sewing Skills Workshop that gave participants the opportunity to learn basic sewing techniques and explore creative textile projects.
- Tech and Craft programs: MPL offered a variety of technology and craft programs, including sublimation mug and water bottle design, knitting, and crocheting. These programs provided teens with opportunities to develop creativity, learn new practical skills, build confidence, and connect with peers in a supportive and engaging environment.

- Garden Volunteering: MPL offered the Garden Volunteer Program at the Beaty Branch's Medicine Learning Garden, beginning with a garden opening ceremony and providing teens with hands-on opportunities to support garden maintenance while learning about Indigenous plants, pollinators, and environmental stewardship.

Adult Portfolio:

- Grief Counselling and Art Therapy: MPL offered a series of free mental health workshops focused on handling grief and/or using art as an outlet to handle grief, anxiety, and other forms of emotion. MPL worked closely with Holding Space Halton and Art as Therapy to offer free therapy services by certified counsellors and therapists.
- Language Based Programming: MPL has continued partnership with Prime Care Family Health Team by now offering free fitness programs by a Registered Nurse and Kinesiologist in Spanish, Mandarin, Urdu, and Arabic. These programs have expanded to include Mandarin dance sessions with Milton Chinese Canadian Association. Additionally, MPL continues a strong partnership with HMC Connections to offer English Conversation Circles.
- Enhanced Programs for Adults with Disabilities: Working closely with Special Friends Network, MPL has expanded day-time programming for adults with disabilities to now extend to two days a week. The programming consists of back-to-back programs pertaining to art, fitness through Town programming, book clubs, and technology.
- Assistive Technology Programming: MPL is focused on planning programs with and making use of assistive technologies to offer programs best suited for a variety of audiences, including Halton Deaf Seniors Group and Inclusive Momentum Inc, a group devoted to Blind navigation. MPL has adapted our Creative Connections program to display digital visuals for art instruction for Deaf participants, and to make use of assistive Rubik's cubes for Blind attendees.
- Large Scale Events: The adult portfolio welcomed author, Adam Shoaltz, to an audience of 133 people at Aspire Climbing Gym on April 15. On May 2, MPL hosted our third annual Tea Fest, welcoming 2,207 attendees and 45 tea vendors, and offering 10 tea-based programs with 316 attendees.
- Environmental-based Programs: MPL organized an Earth Day Neighborhood Cleanup on April 22. On May 9, our annual Garden Opening offered Indigenous education on the importance of native plants, and invited pollinator information through kit lending, bee box community painting, and pollinator seed giveaways. Gardening programs were implemented such as “Urban Gardening” and the importance of waterways was relayed through our annual Ocean Day event, where we welcomed 15 vendors and 308 attendees.

Summary

Q2 2026 statistics continue to highlight the strong community demand for MPL's programs, services and collections, reinforcing the library's role in delivering high-quality, accessible resources. Staff remain committed to finding innovative ways to connect with the Milton community, enhancing engagement and awareness of MPL's offerings.

As such, this fulfills the following 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.
- Explore and implement innovative models and ensure Milton residents have access to exceptional library service.

Consent Item 5.6

Report to: Milton Public Library Board

From: Sarah Douglas-Murray, CEO
Chris Dorscht, Director of Customer Experience
Kanta Kapoor, Director of Support Services

Date: September 16, 2026

Subject: 2026 Work Plan Update - September

Recommendation:

That the Milton Public Library (MPL) Board receive the 2026 Work Plan Update – September report.

Background:
Annually staff provide the Milton Public Library Board with an Annual Work Plan outlining key initiatives and projects for the upcoming year.

Report:

The 2026 Annual Work Plan was developed based on the MPL Strategic Master Plan and is organized into the following Service Areas;

- Advocacy Governance and Funding
- Communications and Marketing
- Staffing and Training
- Technology
- Facilities
- Customer Experience
- Collections

The 2026 work plan was approved by the MPL Board in January 2026.

An updated copy of the Work Plan is attached. As of August 31, 2026, 79 (69%) work plan items have been completed, 21 (18%) are in progress, 9 (8%) have not started and 6 (5%) have been deferred. Progress continues across all strategic pillars, and the organization remains on track to achieve its target of completing 90% of planned 2026 initiatives by year end. Major accomplishments include completion of the Mini-Sorter installation, Board governance policy

updates, implementation of the Technology Plan, approval of the AI Policy, advancement of the Main Branch Space Use Study, and planning for the Beaty Makerspace project.

The annual Work Plan will continue to be updated throughout the year and an Update Report will be brought to the November 24, 2026 Board Meeting.

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

Pillar: Creating a Robust & Resilient Organization
Objective: Provide a framework for strong governance.

2026 Library Work Plan

79	21	9	6	0
Completed	In Progress	Not Started	Deferred	Overdue

[Drop-down] [Formula lookup in Masterplan] [Drop-down] [Input] [Drop-down] [Drop-down] [Input] [Drop-down ->] [Formulas ->]

Strategic Pillar	Driver	Implementation	2026 Actions	Staff Lead	Status	Notes	Start	End	Frequency	Jan-26	Feb-26	Mar-26	Apr-26	May-26	Jun-26	Jul-26	Aug-26	Sep-26	Oct-26	Nov-26	Dec-26
Advocacy Governance and Funding																					
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.	Jan-26	Sep-26	Month	X								X			
Creating a Robust & Resilient Organization	Annual Task	2026	Public Libraries Operating Grant and Pay Equity Submission	CEO	Not Started	Grant portal is not yet open. Will likely open in September 2026	Aug-26	Sep-26	Month								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.	May-26	Jun-26	Month			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	Sep-26	Nov-26	Month									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.	Sep-26	Nov-26	Month									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. Hiring is in progress.	Sep-26	Nov-26	Month									X	X	X	
Creating a Robust & Resilient Organization	Annual Task	2026	TD Friends of the Environment Grant Application	DCX	Completed	Project is in development and will be submitted in June. Submitted application in June.	Jun-26	Jul-26	Month						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	Feb-26	Feb-26	Month		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 took place in May.	Aug-26	Sep-26	Month								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.	Apr-26	May-26	Month				X	X							
Creating a Robust & Resilient Organization	Annual Task	2026	Commemorative Partnership Grant Application	DCX	Completed	Submitted in July.	Oct-26	Nov-26	Month										X	X	
Creating a Robust & Resilient Organization	Annual Task	2026	Development of 2027 Work Plan	CEO	Not Started	In progress. Meetings with Management and Leadership Team have been scheduled for September	Oct-26	Dec-26	Month										X	X	X
Creating a Robust & Resilient Organization	Annual Task	2026	Complete Staff Performance Evaluations	All	Not Started	To be completed by November 15 as per policy	Nov-26	Nov-26	Month											X	
Creating a Robust & Resilient Organization	Annual Task	2026	Development of 2027 Operating Budget and Capital Forecast	CEO	In Progress	Draft version completed and submitted to the Town for review.	Jun-26	Nov-26	Month						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	Jan-26	Jan-26	Month	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.	Feb-26	Feb-26	Month		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.	Jan-26	Mar-26	Month	X	X	X									
Creating a Robust & Resilient Organization	Governance	2026	Board recruitment for 2027-2030 Term	CEO	In Progress	Plan has been developed in consultation with the Town Clerk. Materials and communication have been developed and will roll out mid-September. Update report will be provided to Board at September Meeting.	Sep-26	Dec-26	Month									X	X	X	X
Creating a Robust & Resilient Organization	Governance	2026	Review and Update of Board On-boarding documents and process	CEO	Not Started		Oct-26	Dec-26	Month										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.	Jan-26	Jan-26	Month	X											
Creating a Robust & Resilient Organization	Governance	2026	Written agreement with the Town of Milton	CEO	In Progress	Town has been contacted in relation to drafting a new agreement. Doug to speak with SMT.	Jan-26	Dec-26	Month	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	Completed	Invitations have been sent to MP's, MPP's and events are booked for summer 2026.	Jan-26	Dec-26	Month	X	X	X	X	X	X	X	X	X	X	X	X
Creating a Robust & Resilient Organization	Governance	2026	Councilors Orientation	CEO	Not Started	To be completed in December post-election. All candidates will also be invited to the Board Member Information evening.	Dec-26	Dec-26	Month												X
Creating a Robust & Resilient Organization	Governance	2026	Purchasing Policy Review	CEO	Completed	Approved at June 2026 Board Meeting	Jan-26	Apr-26	Month	X	X	X	X								

Creating a Robust & Resilient Organization	Governance	2026	Operation Policies Review	CEO	Completed	11 policies incl. 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, OP-18 Record Management Policy and OP-08 Bed Bug Prevention and Containment (rescinded) OP - 14 Canada's Anti-Spam Legislation, OP -01	Jan-26	May-26	Month	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	Nov-26	Nov-26	Month												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.	Jan-26	Dec-26	Month	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.	Jan-26	Jun-26	Month	X	X	X	X	X	X							

Communications and Marketing

Strategic Pillar	Driver	Implementation	2026 Actions	Staff Lead	Status	Notes	Start	End		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	Completed	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.	Apr-26	Aug-26	Month				X	X	X	X	X				
Telling Our Story	Annual Task	2026	Annual Patron Survey	DCX	In Progress	Delivery to public in September. Evaluating 2025 survey to make updates. September 21 - October 4. Report on results will be brought to the November Board Meeting.	Aug-26	Sep-26	Month								X	X			
Telling Our Story	Annual Task	2026	Annual Marketing and Communications Plan	DCX	Completed	Board approved plan in March 2026.	Jan-26	Jan-26	Month	X											
Telling Our Story	Annual Task	2026	Annual Report	DCX	Completed	Draft is circulating to Management for review. Completed in May for June Board meeting.	Feb-26	Jun-26	Month		X	X	X	X	X						
Telling Our Story	Annual Task	2026	Telling Our Story Quarterly Update	DCX	Completed	Quarterly update of webpage with stats and initiatives	Jan-26	Dec-26	Qtr.												
Telling Our Story	Service Improvements	2026	Branding of Main Children's Area	DCX	Completed	Concept designs are in circulation and artist procurement is underway. Completed by top of June.	Jan-26	Mar-26	Month	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	Jan-26	Mar-26	Month	X	X	X									
Creating a Robust & Resilient Organization	Governance	2026	Development of Crisis Communication Plan	DCX	In Progress	In progress. Meetings with Management and Leadership Team have been scheduled for September	Apr-26	Aug-26	Month				X	X	X	X	X				
Creating a Robust & Resilient Organization	Governance	2026	Emergency Manual Review and Update on a regular basis	DCX	In Progress	DCX and Manager of Main reviewing documentation with Town of Milton.	May-26	Aug-26	Month					X	X	X	X				
Delivering Quality Services	Service Improvements	2026	Communication plan for Mini Sorter	DSS/DCX	Completed	Completed in March 2026	Jan-26	Feb-26	Month	X	X										
Delivering Quality Services	Service Improvements	2026	Communication framework to promote collection	DSS	Completed	Completed. Will begin implementation in fall 2026.	Mar-26	Apr-26	Month			X	X								
Delivering Quality Services	Service Improvements	2026	Communication framework to promote technology	DSS	In Progress	Will start the work in June 2026, project to roll out in fall	Jun-26	Jul-26	Month						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.	Jan-26	Jul-26	Month	X	X	X	X	X	X	X					

Staffing and Training

Strategic Pillar	Driver	Implementation	2026 Actions	Staff Lead	Status	Notes	Start	End		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	Completed	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.	Jan-26	Mar-26	Month	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 underserviced 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	Deferred	Due to Budget pressures this has been deferred to 2028			Month												

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	Completed	Report was brought to the June Board Meeting for consideration. Staffing for Beaty expansion was prioritized for 2027	Jun-26	Nov-26	Month						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	Completed	Feedback on draft report has been provided to HR. Project has been delayed and will now come to the Board in May.	Jan-26	Mar-26	Month	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		Jun-26	Nov-26	Month						X	X	X	X	X	X		
Creating a Robust & Resilient Organization	Annual Task	2026	Staff Engagement Survey	CEO	Deferred	HR has advised that this should be deferred until after the new Collective Agreement is ratified.	Aug-26	Oct-26	Month								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. Estopel was issued as part of CA negotiations. New vacation request form has been developed.	Sep-26	Oct-26	Month									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 & Q2 are complete. September scheduled for September 14. November Meeting planning is in progress.	Jan-26	Dec-26	Month		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	Completed	Training material has been finalized. Management and front line training has been completed.	Jan-26	Mar-26	Month	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	In Progress	The work will start in Q4. Equipment list is complete and It staff are starting to develop manuals.	Apr-26	Jun-26	Month										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.	Jan-26	Mar-26	Month	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.	Jan-26	Mar-26	Month	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. Ryan Dowd library safety training is on-going.	Jan-26	Oct-26	Month	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	May-26	Jun-26	Month											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. To be conducted at November Staff training day.	Apr-26	Jun-26	Month									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.	Apr-26	Jun-26	Month				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.	Feb-26	May-26	Month		X	X	X									
Creating a Robust & Resilient Organization	Intellectual Freedom Training	2026	All Staff Training	DSS	Completed	Completed	Jan-26	Mar-26	Month	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	Completed	The initiative will Increase CS staff understanding of collection policies, procedures, and legal/ethical boundaries. It will be rolled out in Q3	Jul-26	Aug-26	Month							X	X					
Creating a Robust & Resilient Organization	Display guidelines	2026	Develop guidelines for physical and digital displays along with framework for staff training	DSS	Completed	Improve consistency and accuracy of collection-related communication. Will be rolled out in the Fall 2026	Sep-26	Oct-26	Month									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	Jan-26	Oct-26	Month	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.	Jan-26	Mar-26	Month	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.	Jan-26	Dec-26	Month	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. Mandate report for the Board approved May. Four Bargaining dates completed and three other dates booked.	Apr-26	Sep-26	Month				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. Paused until Barganning is complete as it will affect workday configurations	Jan-26	Dec-26	Month	X	X	X	X	X	X	X	X	X	X	X	X

Technology

Strategic Pillar	Driver	Implementation	2026 Actions	Staff Lead	Status	Notes	Start	End		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	Completed	Ongoing conversation with Town IT are underway. Currently working with Town IT on Sherwood Internet infrastructure and consulting on SharePoint projects.	Jan-26	Dec-26	Month	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	Jan-26	Dec-26	Month	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	Completed	IT is rolling out plan. Staff Laptops have been upgraded. Replacement of Kiosks scheduled for Q2.	Oct-26	Nov-26	Month							x	x		X	X	
Creating a Robust & Resilient Organization	Annual Task	2026	Workday Financial Systems Transition and Integration	FIN	Completed	Town led project rolled out in June. Internal training and transition completed in July.	Jan-26	Jul-26	Month	X	X	X	X	X	X	X					
Creating a Robust & Resilient Organization	Governance	2026	Launch internal IT governance framework and policy review cycles.	DSS	Completed	Was approved at June Board Meeting.	Feb-26	Apr-26	Month		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.	Jan-26	May-26	Month	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	Completed	The work is underway and will be completed in Q2	May-26	May-26	Month					X							
Delivering Quality Services	Service Improvements	2026	Launch new digital programming streams	DSS/DCX	Completed	Ongoing	Jan-26	Dec-26	Month	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	Completed	The draft plan is ready and will be shared with leadership and managers in its July meeting for their feedback. Accessible Self-Checkout upgrades in progress.	Jan-26	May-26	Month	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.	Jan-26	May-26	Month	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	Completed	Ongoing upgrades	Jan-26	Dec-26	Month	X	X	X	X	X	X	X	X	X	X	X	X

Facilities

Strategic Pillar	Driver	Implementation	2026 Actions	Staff Lead	Status	Notes	Start	End		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 was approved in May.	Jan-26	Dec-26	Month	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	Work has been started. Report to be deferred to late fall.	Jan-26	May-26											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	Completed	Programming for 2026 is in planning throughout the year. Garden opening occurred May 9 with the closing scheduled for Oct 3. Indigenous Veterans Day planned	Jan-26	Dec-26													
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 held in May. Meeting with consultant in August 2026. Report to come to November Board Meeting.	Jan-26	Dec-26													

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	Deferred	Meeting completed with Town staff. Town will put together procurement documents to issue. Vehicle was planned for Q2 2027, but was paused at June 2026 Board Meeting. Budget constraints do not allow for operating impacts of Makerspace/Beaty Expansion and Vehicle in same year. Project will proceed in late 2027 with operations in 2028.	Jan-26	Sep-26	Month	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	Deferred	Will be done as part of procurement.	Mar-26	Sep-26	Month			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	Deferred	Work will start after the initial purchase. Scope of work to be completed in fall 2026.	Mar-26	Sep-26	Month						X	X	X	X			
Delivering Quality Services	Service Improvements	2026	Mini Sorter Installation and Delivery	DSS	Completed	Complete	Jan-26	Apr-26	Month	X	X	X	X								

Customer Experience

Strategic Pillar	Driver	Implementation	2026 Actions	Staff Lead	Status	Notes	Start	End		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	Completed	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. Has been submitted as part of 2027 Budget	Jan-26	Dec-26	Month	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	Completed	Planning to be completed by June 2026 to inform 2027 Budget	Feb-26	Aug-26	Month		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	Completed	Planning to be completed by June 2026 to inform 2027 Budget	Feb-26	Aug-26	Month		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 Wilfried 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	Jan-26	Dec-26	Qtr.												
Delivering Quality Services	Increase the focus placed on programming for newcomer families.	2026	Quarterly program planning to incorporate newcomer programs	DCX	Completed		Jan-26	Dec-26	Qtr.												
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	Completed		Jan-26	Dec-26	Qtr.												
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	Completed		Jan-26	Dec-26	Qtr.												
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	Completed		Jan-26	Dec-26	Qtr.												
Delivering Quality Services	Annual Task	2026	2026 One Book One Milton OBOM	DCX	In Progress	Mary Walsh has been booked. Tickets on Sale. Event September 23	Jan-26	Nov-26	Month	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.	Jan-26	May-26	Month	X	X	X	X	X							
Delivering Quality Services	Annual Task	2026	Summer Reading Club	DCX	Completed	Planning is underway. Launched on June 13. Completed on August 21.	Jan-26	Aug-26	Month	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	Nov-26	Nov-26	Month											X	
Telling Our Story	Annual Task	2026	Annual Events Calendar	DCX	Completed		Sep-26	Sep-26	Month									X			
Telling Our Story	Annual Task	2026	Community Asset Map	DCX	Completed		Apr-26	May-26	Month				X	X							
Telling Our Story	Annual Task	2026	Evaluating Current Programs	DCX	Completed	Annual Update	Dec-26	Dec-26	Month												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.	Jun-26	Sep-26	Month						X	X	X	X			
Creating a Robust & Resilient Organization	Annual Task	2026	Annual Programming Audit	DCX	Completed		Jan-26	Jan-26	Month	X											

Collections

Strategic Pillar	Driver	Implementation	2026 Actions	Staff Lead	Status	Notes	Start	End	Frequency	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	Mar-26	Mar-26	Month				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.	Jan-26	Dec-26	Month	x	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 bene added; RBG and PAMA passes have been added in 2026.	Jan-26	Dec-26	Month	X	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	Completed	Ongoing, data is tracked monthly, daily based on the e-resource. 2027 Budget has been built based on data and continued growth.	Jan-26	Dec-26	Month	X	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	Completed	Plan to add Punjabi and Tamil collections have been added.	Jan-26	Dec-26	Month	X	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	Completed	2025 plan has been completed and approved by Board in January. Collections assistant is updating.	Mar-26	May-26	Month					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	Completed	Framework is complete. Teen and Adult focus groups underway. Children's will launch in June.	Jan-26	Mar-26	Month	X	X	X										
Delivering Quality Services	Service Improvements	2026	Explore costs and feasibility of additional Courrier.	DSS	Completed	Additional Courrier day was added in February	Jan-26	Dec-26	Month	X	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 fall.	Jul-26		Month													
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 November	May-26	Aug-26	Month					X			X					
Delivering Quality Services	Standardize tagging, metadata, and discovery improvements for diverse collections.	2026	Improved MARC records for multilingual items	DSS	Completed	The work will start in Q2	Jun-26	Jun-26	Month						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		Jan-26	Mar-26	Month	X	X	X										
Creating a Robust & Resilient Organization	Annual Task	2026	Collection Display Schedule	DSS	Completed		Jan-26	Mar-26	Month	X	X	X										

Discussion Item 6.1

Report to: Milton Public Library Board

From: Sarah Douglas Murray, CEO & Chief Librarian

Sonia Li, Supervisor, Finance & Administration

Date: September 16, 2026

Subject: 2027 Operating Budget and 10-Year Capital Forecast Draft Report

Recommendation:

That the Milton Public Library Board receive the 2027 Operating Budget and 10-Year Capital Forecast Draft Report;

That the Milton Public Library Board direct staff to continue to work with the Town of Milton to finalize the 2027 Operating Budget and 10-Year Capital Forecast as presented, and to bring a finalized Operating Budget submission to the November 4, 2026 Board Meeting for final approval;

That the Milton Public Library Board directs staff to submit the 10 Year Capital Forecast as presented to the Town of Milton and to bring a finalized Capital Budget submission to the November 4, 2026 Board Meeting for final approval.

Background:

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

Report:

The 2027 Preliminary Operating Budget (Attachment 1) presented today totals $6,995,900, excluding the new staffing requests for Beaty Makerspace and Extension of Hours as guided by the Town. This is an increase of $336,930 or 5.1% over the 2026 Approved Budget.

The current budget growth rate of 5.1% is lower than the 7.4% presented at the June Board meeting, primarily due to the exclusion of new staffing requests, as well as the Town adjustments in the Transfer to Reserve and Audit budget lines. Including the new staffing requests, the 2027 Operating Budget would total $7,196,774 or 8.1% above the 2026 Approved Budget. There may

still be some pending budget changes for town-managed accounts, but only small adjustments are anticipated.

2026 Budget	**6,659k**	Growth Contribution
Beaty Extension of Hours	201k	3.0%
Beaty Makerspace	15k	0.2%
Staffing	256k	3.8%
Inflation	48k	0.7%
E-resource Growth	20k	0.3%
Town Adjustment	25k	0.4%
Savings	(27k)	-0.4%
2027 Budget	**7,197k**	8.1%
Growth $	538k	
W/O New Staffing (Beaty Extension of Hours)	**6,996k**	5.1%
Growth $	337k	

	Amount $	**Growth $**	**Growth %**
2026 Approved Budget	$6,658,970		
2027 Budget Draft (with Beaty Extesion Staffing Requests)	$7,196,774	$537,804	8.1%
2027 Budget Draft (w/o Beaty Extesion Staffing Requests)	$6,995,900	$336,930	5.1%

The Preliminary 10-Year Capital Forecast is presented in Attachment 2. The new project Website Update is updated to begin in 2027 with a total cost adjusted down from $154,500 to $103,000 following discussions with current service providers. Management identified opportunities to leverage existing systems and achieve efficiencies, resulting in a lower project cost. Funding is included for the following projects in 2027.

C80010027 Automation Replacement $297,594
C80012127 Collection – Replacement $579,774
C80131127 Furniture Replacement $110,013
C80131927 Library Website Update $103,000

Staff will continue to collaborate with the Town to refine the budget and will present an updated 2027 Operating Budget and 10-year Capital Forecast at the November Board meeting for final approvals.

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

Pillar: Creating a Robust & Resilient Organization
Objective: Provide a framework for strong governance.

Attachment 1

MPL 2027 Budget PnL

Library P&L	2025 Total	2026 YTD	2026 Total Forecast	2026 Total Budget	2027 Total Budget	2027 Growth % vs 2026
LIBRARY						
LIBRARY						
8025 LIBRARIES						
EXPENDITURES						
Salaries and Benefits						
3005 Salaries Full Time	2,203,029	827,829	2,401,656	2,401,656	2,542,699	5.9%
3020 Hourly Part Time	1,017,852	341,719	1,188,173	1,188,173	1,234,516	3.9%
3023 Overtime Pay	2,909	597	597	-	4,303	0.0%
3025 Employee Benefits	851,589	336,862	800,656	800,656	865,156	8.1%
3027 Staff Gapping	-	-	-	-	-	0.0%
Total Salaries and Benefits	**4,075,379**	**1,507,007**	**4,391,082**	**4,390,485**	**4,646,674**	**5.8%**
Administrative						
3120 Memberships	18,911	11,631	18,682	18,340	20,284	10.6%
3125 Mileage/Car Allowance	4,672	1,621	6,000	6,000	6,127	2.1%
3130 Professional Development	38,665	13,845	40,451	60,451	60,000	-0.7%
3135 Recognition Plan Awards	890	613	675	675	225	-66.7%
Total Administrative	**63,137**	**27,710**	**65,808**	**85,466**	**86,635**	**1.4%**
Financial						
3205 Bank Charges	6,484	1,903	6,500	6,500	6,637	2.1%
Total Financial	**6,484**	**1,903**	**6,500**	**6,500**	**6,637**	**2.1%**
Transfers to Own Funds						
3292 Transfer to Reserve	753,543	791,118	791,118	791,118	830,631	5.0%
Total Transfers to Own Funds	**753,543**	**791,118**	**791,118**	**791,118**	**830,631**	**5.0%**
Purchased Goods						
3310 Equip-Data	102,126	68,312	122,778	149,559	138,632	-7.3%
3330 Copies	20,753	4,763	19,487	16,851	21,898	30.0%
3335 Electronic Products	259,032	108,892	292,003	310,299	336,462	8.4%
3375 Office Equipment	2,096	-	8,220	8,220	5,000	-39.2%
3380 Office Supplies	10,861	2,023	12,819	12,819	11,000	-14.2%
3400 Materials & Supplies	33,902	7,310	38,884	38,884	64,704	66.4%
3410 Program Expenses	144,029	36,543	113,879	113,879	126,282	10.9%
3474 Region Garbage Tags Expense	2,550	-	3,601	3,601	3,601	0.0%
Total Purchased Goods	**575,348**	**227,843**	**611,672**	**654,112**	**707,579**	**8.2%**
Purchased Services						
3610 Advertising	40,406	5,154	42,844	42,844	38,748	-9.6%
3630 Audit	8,446	-	8,801	8,801	18,801	113.6%
3635 Automation Equip Maint	93,557	106,329	139,665	165,639	159,787	-3.5%
3650 Board Expenses	-	-	2,500	2,500	2,500	0.0%
3670 Bldg Maintenance	10,288	-	1,000	1,000	1,000	0.0%
3726 Telecommunications	68,894	30,414	82,310	80,865	91,047	12.6%
3740 Contracts	25,050	0	0	-	-	0.0%
3755 Equip Maintenance & Repairs	-	1,484	3,000	3,000	8,063	168.8%
3799 Insurance	11,471	3,224	3,224	3,380	3,451	2.1%
3825 Lease-Other	529	-	531	531	542	2.1%
3868 Facility Rental Expense	9,613	562	10,115	10,115	10,328	2.1%
3895 Postage	2,686	1,302	3,373	3,373	3,444	2.1%
3900 Printing/Stationery	13,504	4,406	12,450	12,450	13,713	10.1%
3905 Processing	53,578	17,574	54,710	82,219	57,864	-29.6%
3910 Professional Fees	4,856	8,070	15,000	15,000	15,000	0.0%
3950 Shipping & Courier	16,508	826	25,176	20,656	26,564	28.6%
4010 Subscriptions	2,013	-	1,000	2,092	1,021	-51.2%
4050 Utilities-Gas/Oil	6,073	(0)	(0)	-	-	0.0%
4053 Utiliities - Hydro	19,287	0	0	-	-	0.0%

4057 Utilities - Water	3,433	(0)	(0)	-	-	0.0%
Total Purchased Services	**390,194**	**179,345**	**405,699**	**454,465**	**451,874**	**-0.6%**
Reallocated Expenses						
6805 CS Infrast. Reallocated Exp	397,478	-	510,513	510,513	521,285	2.1%
Total Reallocated Expenses	**397,478**	**-**	**510,513**	**510,513**	**521,285**	**2.1%**
Total EXPENDITURES	**6,261,564**	**2,734,926**	**6,782,391**	**6,892,659**	**7,251,315**	**5.2%**
% of Full year		*0*				
REVENUE						
Financing Revenue						
5050 Tax Levy		(3,129,797)			-	0.0%
5901 Contribution from Capital	(22,884)	(21,779)	(21,779)	(21,779)	(22,239)	2.1%
Total Financing Revenue	**(22,884)**	**(3,151,576)**	**(21,779)**	**(21,779)**	**(22,239)**	**2.1%**
Grants						
5230 Other Grants	(8,354)	(25,243)	(10,243)	-	-	0.0%
5234 Public Library Operating Grant	(52,429)	-	(52,429)	(52,429)	(52,429)	0.0%
5235 Public Library Pay Equity Gran	(3,275)	-	(3,275)	(3,275)	(3,275)	0.0%
5250 Canada Summer Jobs	(4,816)	-	-	-	-	0.0%
5252 Young Canada Work Revenue	(16,853)	16,853	-	-	-	0.0%
5270 New Horizons for Seniors	(25,639)	(39,613)	(24,613)	-	-	0.0%
5300 Recoveries from Others	(2,597)	(2,098)	(2,098)	-	(2,000)	0.0%
Total Grants	**(113,964)**	**(50,101)**	**(92,658)**	**(55,704)**	**(57,704)**	**3.6%**
Recoveries and Donations						
5315 Fundraising and Donations	(12,127)	(11,398)	(11,398)	(5,000)	(5,000)	0.0%
5365 Salaries & Benefits Recovered	(7,085)	(2,986)	(2,986)	-	(11,258)	0.0%
Total Recoveries and Donations	**(19,213)**	**(14,384)**	**(14,384)**	**(5,000)**	**(16,258)**	**225.2%**
User Fees and Service Charges						
5400 Fees & Service Charges	(14,300)	(834)	(10,834)	(32,307)	(22,989)	-28.8%
5407 Administration Fees	(362)	(132)	(540)	(540)	(540)	0.0%
5493 Region Garbage Tags Revenue	(2,089)	(748)	(3,061)	(3,061)	(3,061)	0.0%
5580 (OTC) Over the Counter Sales	-	(3,483)	(4,000)	(4,000)	(19,084)	377.1%
5595 Program Revenue	-	(1,039)	(2,000)	(2,000)	(2,042)	2.1%
5665 Stat-Fines	(96,364)	(16,527)	(34,080)	(34,080)	(34,799)	2.1%
5666 Stat-Lost Items	(8,067)	(2,541)	(4,880)	(4,880)	(4,983)	2.1%
5667 Stat-Book Sales	(1,766)	(3,019)	(3,319)	(1,887)	(1,927)	2.1%
5668 Photocopies	(53,220)	(26,976)	(56,251)	(56,251)	(57,438)	2.1%
5686 Ticket Sales	(18,144)	-	(5,000)	(5,000)	(5,000)	0.0%
5700 Vending Machine Revenue	(6,677)	(1,772)	(7,200)	(7,200)	(7,352)	2.1%
Total User Fees and Service Charges	**(200,989)**	**(57,072)**	**(131,165)**	**(151,206)**	**(159,215)**	**5.3%**
Total REVENUE	**(357,049)**	**(3,273,132)**	**(259,985)**	**(233,689)**	**(255,416)**	**9.3%**
% of Full year		*13*				
Total 8025 LIBRARIES	5,904,514	(538,206)	6,522,406	6,658,970	6,995,900	5.1%
Total LIBRARY	5,904,514	(538,206)	6,522,406	6,658,970	6,995,900	5.1%

Attachment 2

Library Capital Project 10 Year Forecast- Summary

Type	Project ID	Project Name	Bud 2026	2027	2028	2029	2030	2031	2032	2033	2034	2035	2036	10-Year Forecast	
Replacement	C80010027	AUTOMATION REPLACEMENT	$ 291,445	$ 297,594	$ 297,594	$ 297,594	$ 297,594	$ 297,594	$ 297,594	$ 297,594	$ 298,442	$ 298,442	$ 298,442	$ 2,978,487	
	C80012127	COLLECTION - REPLACEMENT	$ 540,491	$ 579,774	$ 604,955	$ 625,853	$ 656,025	$ 689,481	$ 689,481	$ 689,481	$ 833,687	$ 833,687	$ 851,278	$ 7,053,704	
	C80131127	FURNITURE REPLACEMENT	$ 107,740	$ 110,013	$ 110,013	$ 110,013	$ 110,013	$ 110,013	$ 110,013	$ 110,013	$ 132,016	$ 132,016	$ 134,802	$ 1,168,927	
Total Replacement			**$ 939,676**	**$ 987,382**	**$ 1,012,563**	**$ 1,033,460**	**$ 1,063,633**	**$ 1,097,089**	**$ 1,097,089**	**$ 1,097,089**	**$ 1,264,145**	**$ 1,264,145**	**$ 1,284,522**	**$ 11,201,118**	
New	C80010327	COLLECTION - NEW	$ -	$ -	$ -	$ -	$ 1,020,076	$ 1,079,961	$ -	$ -	$ -	$ -	$ -	$ 2,100,037	
	C80010427	Shelving - New	$ -	$ -	$ -	$ -	$ 584,700	$ 584,700	$ -	$ -	$ -	$ -	$ -	$ 1,169,400	
	C80011127	Library Services Master Plan	$ -	$ -	$ 102,113	$ -	$ -	$ -	$ 102,113	$ -	$ -	$ -	$ -	$ 204,226	
	C80012327	New Branch Computer Equipment	$ -	$ -	$ -	$ -	$ 144,834	$ -	$ -	$ -	$ -	$ -	$ -	$ 144,834	
	C80131427	Integrated Library System	$ -	$ -	$ -	$ 117,953	$ -	$ -	$ -	$ -	$ 132,480	$ -	$ -	$ 250,433	
	C80131927	Library Website Update	$ -	$ 103,000	$ -	$ -	$ -	$ -	$ -	$ 171,502	$ -	$ -	$ -	$ 274,502	
Total New			**$ -**	**$ 103,000**	**$ 102,113**	**$ 117,953**	**$ 1,749,610**	**$ 1,664,662**	**$ 102,113**	**$ 171,502**	**$ 132,480**	**$ -**	**$ -**	**$ 4,143,433**	
Total Library Capital Forecast		**2027 Bud**		**$ 1,090,382**	**$ 1,114,676**	**$ 1,151,414**	**$ 2,813,243**	**$ 2,761,751**	**$ 1,199,202**	**$ 1,268,591**	**$ 1,396,625**	**$ 1,264,145**	**$ 1,284,522**	**$ 15,344,551**	*(2027-2036*
		2026 Bud	**$ 939,676**	**$ 966,979**	**$ 1,091,642**	**$ 1,127,621**	**$ 2,755,110**	**$ 2,704,682**	**$ 1,174,422**	**$ 1,074,419**	**$ 1,367,765**	**$ 1,238,023**	**$ -**	**$ 14,440,339**	*(2026-2035*
		Growth $		*$ 123,403*	*$ 23,034*	*$ 23,793*	*$ 58,133*	*$ 57,069*	*$ 24,780*	*$ 194,172*	*$ 28,860*	*$ 26,122*	*$ 1,284,522*	*$ 904,212*	
		Growth %		*12.76%*	*2.11%*	*2.11%*	*2.11%*	*2.11%*	*2.11%*	*18.07%*	*2.11%*	*2.11%*		*6.26%*	

Discussion Item 6.2

Report to: Milton Public Library Board

From: Sarah Douglas-Murray, CEO

Date: September 16, 2026

Subject: Board Recruitment Update for the 2026 – 2030 Board Term

Recommendation:

That the Milton Public Library Board receives the Board Recruitment Update report;

Background:

The Milton Public Library Board is established under Ontario's *Public Libraries Act* and is responsible for the governance, strategic direction, policy oversight, financial stewardship, CEO oversight, and advocacy of public library services.

As the current Board term approaches its conclusion, administration has developed a comprehensive recruitment and communications strategy to support the appointment of qualified candidates for the 2026-2030 Board term. The recruitment campaign is designed to increase awareness of Board service opportunities, attract diverse and skilled applicants, and provide potential candidates with information about Board responsibilities and expectations.

The purpose of this report is to provide the Board with an update on the planned recruitment process for the upcoming Milton Public Library Board term, including recruitment timelines, communications activities, and alignment with the requirements of Ontario's *Public Libraries Act*

Report:

In accordance with the *Public Libraries Act*, library board members are appointed by municipal council and must meet legislated eligibility requirements. These include being at least 18 years of age, a Canadian citizen or permanent resident, and a resident of the municipality or otherwise eligible under the Act. Employees of the board or municipality are not eligible for appointment.

Administration will support the recruitment process by:

- Promoting Board vacancies and encouraging applications from qualified residents.

- Providing information on Board governance responsibilities and expectations.
- Hosting an information session for interested candidates.
- Directing applicants to the Town of Milton's appointment process.
- Supporting Council's review and appointment process as requested.

The proposed recruitment schedule includes the following key milestones:

- **September 15, 2026**: Launch of the Board Recruitment webpage and recruitment awareness campaign. The webpage will include Board responsibilities, eligibility requirements, desired qualifications, commitment expectations, information session details, and application information.
- **September 15, 2026**: Distribution of a dedicated recruitment email to the community announcing the upcoming recruitment process and providing information about Board service opportunities.
- **September 15, 2026**: Launch of the social media awareness campaign across Library channels to promote Board recruitment and the upcoming information session.
- **September 28, 2026**: Public Board Member Information Session at the Beaty Branch from 7:00 p.m. to 8:30 p.m. The session will provide prospective applicants with information about Board governance responsibilities, eligibility requirements, time commitments, and community impact.
- **October 1, 2026**: Applications officially open, and the full recruitment campaign begins. Recruitment messaging will be promoted through digital, print, community, and media channels.
- **October 1 to October 29, 2026**: Active recruitment period supported by website promotion, email marketing, social media content, brochures, in-branch posters, digital displays, local media outreach, and advertising.
- **October 29, 2026**: Application period closes.
- **November to December 2026**: Town of Milton review and appointment process, including consideration of applicants and recommendations for appointment to the Milton Public Library Board. Consistent with the Public Libraries Act, Board members are appointed by municipal council.
- **December 2026** Appointment of Board members by Council and preparation for the new Board term, including orientation and onboarding activities for newly appointed members.

- **January 2027**: Orientation and onboarding program delivered to the newly appointed Board to support a successful transition into the 2027-2030 Board term.

Communication Plan

MPL staff have developed a multi-channel communications strategy to ensure broad community awareness and participation. A copy of the plan is attached as Appendix A to this report and the Board Recruitment Brochure is included as Appendix B

Information Session

A public information session is scheduled for September 28, 2026, from 6:30 p.m. to 8:00 p.m. at the Beaty Branch. The session will provide prospective applicants with information regarding:

- Board roles and responsibilities.
- Governance versus operational responsibilities.
- Time commitment expectations.
- Board member eligibility requirements.
- The impact Board members have on library services and the community.

Administration will continue implementation of the recruitment and communications plan through the application period and will provide a further update to the Board following the close of applications at the November 4th Board Meeting. Orientation materials and onboarding activities will be prepared in advance of the new Board term.

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.

Pillar: Creating a Robust & Resilient Organization
Objectives:
Provide a framework for strong governance.

Attachment 1

Board Recruitment Marketing and Communications Plan

Date	Channel	Activity	Execution Detail
Sept 15	Website	Launch Board Recruitment webpage	Publish the full recruitment webpage with Board role, eligibility, desired experience, commitment, Information Session details, supporting materials, and the application dates. Promote the Information Session before applications open and activate the Apply Now CTA on October 1.
Sep 15–Oct. 29	Website	Homepage featured section	Link to the recruitment page.
Sept 15	Email Marketing	Dedicated email	Share when applications will be open, other details, add a section about OBOM
Sept 15	Social media	Info session awareness post	Recruitment announcement. Launch across Facebook, Instagram, LinkedIn, Twitter and BlueSky. Introduce the opportunity, explain how Board members help shape MPL's future, and note that applications open October 1. Talk about the info session on Sept 28.
Oct. 1–29	Website	Top alert banner	Add a top banner: "Applications are now open for the Milton Public Library Board. Applications close October 29. Learn more and apply."
Oct. 1	Email Marketing	Applications open email	Include in the October eNewsletter announcing that applications are open. Highlight community impact, basic eligibility, the October 29 application deadline, and the application CTA.
Oct 1–Oct. 29	Brochures	Distribute recruitment brochures	Place brochures at all MPL branches, service desks and community information areas. Include QR codes for the application and Information Session, and note that applications are open October 1–29.
Oct 1–Oct. 29	In-Branch Posters	Install recruitment posters	Display posters at entrances, service desks and high-traffic areas at Main, Beaty and Sherwood. Include the October 1 opening date and October 29 application deadline.
Oct 1–Oct. 29	October Glass Displays	Launch campaign displays	Use glass displays for larger campaign creative featuring the main message, key benefits, and application dates: October 1–29.
Oct 1–Oct. 29	Self-Checkout Machines	Display recruitment creative	Run digital ads on self-checkout machines with a concise message: "Help Shape the Future of Your Library. Join the MPL Board." Include that applications open October 1 and close October 29.
Oct 1–Oct. 29	Town Screens	Run campaign creative	Share digital artwork with the Town of Milton for available municipal screens. Include the October 1 opening date and October 29 application deadline.
Oct 1	Press Release	Issue recruitment announcement	Distribute a press release to local media announcing Board recruitment, the type of candidates MPL is seeking, the Information Session, and that applications open October 1 and close October 29.
Oct 1 -29	Radio Ads	Information Session and recruitment ad	Run a 15–30 second local radio ad promoting Board recruitment and the September 28 Information Session. Mention that applications open October 1 and close October 29, and direct listeners to beinspired.ca.

Social Media Campaign

Sep 15	Social Media	Campaign awareness launch post	**Post type:** Recruitment announcement. Launch across Facebook, Instagram, LinkedIn, Twitter and BlueSky. Introduce the opportunity, explain how Board members help shape MPL's future, and note that applications open October 1. Talk about the info session on Sept 28.
Oct 1	Social Media	Applications open	**Post type:** Static post announcing the applications are open.
Oct 7	Social Media	Why Join the Board?	**Post type: Carousel.** Highlight reasons to serve: shape library services, support literacy and learning, contribute professional skills, advocate for the community and collaborate with local leaders.
Oct 12	Social Media	What Does the Board Do?	**Post type: Educational carousel.** Explain governance, strategic direction, policy, financial oversight, CEO oversight and advocacy. Clarify that staff manage day-to-day operations.
Oct 17	Testimonials	Board member	**Post type: Short video/ Static post.** Current or former Board member shares why they served and what they found meaningful about the experience.
-	Social Media	Information Session launch	**Post type:** Event promotion. Encourage prospective candidates to attend and learn about governance responsibilities, commitment and community impact. Remind audiences that applications open October 1 and close October 29.

Interested in learning more?

Join us for a Milton Public Library Board Member Information Session to learn about the role of the Board, governance responsibilities, time commitments, and the impact you can make in your community.

Beaty Branch
945 Fourth Line, Milton

Monday, September 28

6:30 – 8:00 PM

Register here:
[Link]

Libraries strengthen community, connection, and opportunity. Help ensure every resident has access to knowledge, resources, and spaces they need to thrive.

BE INSPIRED. MAKE A DIFFERENCE.

JOIN THE MPL BOARD.

GET IN TOUCH

Questions about the Board role, eligibility, or the application process? We're happy to help.

905-875-2665 ext. 3265

mpl@beinspired.ca

beinspired.ca

APPLY TODAY

Application form and full details at:

beinspired.ca/board-recruitment

APPLICATIONS OPEN
October 1, 2026

APPLICATIONS CLOSE
October 29, 2026

Milton Public Library
Be Inspired

BE INSPIRED. MAKE A DIFFERENCE.

JOIN THE MPL BOARD

Why Join the Library Board?

- Help shape library services, spaces, and future growth
- Support literacy, learning, creativity, and community connection
- Contribute your professional skills and lived experience
- Advocate for equitable access to information and lifelong learning
- Collaborate with community leaders and engaged residents

What Does the Board Do?

- Set strategic direction, policies, and priorities
- Monitor organizational performance and progress toward strategic goals and community outcomes
- Provide financial oversight, accountability, and stewardship of public resources
- Hire, support, and evaluate the CEO
- Advocate for strong, responsive public library services
- Ensure the Library remains responsive to the evolving needs of Milton's growing and diverse community

Commitment & Expectations

- Attend and actively participate in Board meetings
- Review meeting materials in advance
- Support and advocate for Milton Public Library within the community
- Attend library events and community engagements throughout the year
- Participate in orientation and ongoing professional development opportunities
- Act in the best interests of the Library and the community as a whole
- Work collaboratively and respectfully with fellow Board Members and library leadership

Your dedication and leadership help ensure the Library continues to be a vital, inclusive, and inspiring resource for everyone in Milton.

Discussion Item 6.3

Report to: Milton Public Library Board
From: Sarah Douglas-Murray, CEO
Date: September 16, 2026
Subject: CEO Update – September 2026

Recommendation:

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

Advocacy Governance and Funding

Commemorative Partnership Program

Milton Public Library was successful in receiving $3,500 from the Federal Government to support our second annual observance of Indigenous Veterans Day. Staff are finalizing the date of the event which will either be on Friday November 6 or Sunday, November 8. The ceremony will be held at Sherwood Community Centre.

Accessibility Week Grant

Milton Public Library has submitted a $180,000 federal grant application to support Accessible Stories, Inclusive Communities: Building Milton's Barrier-Free Future, a three-year initiative focused on accessibility awareness, disability inclusion, and community engagement. The project will deliver National AccessAbility Week programming, disability-led storytelling, accessibility workshops, and assistive technology demonstrations, supported by community partners and an Accessibility Advisory Committee. If funded, the initiative is expected to engage over 1,200 residents, strengthen inclusive programming, and enhance the Library's long-term capacity to serve persons with disabilities while advancing MPL's commitment to accessibility and community inclusion.

New Horizon for Seniors Programme 2025-26 and 2026-27

MPL has officially kick-started *Nourish & Connect: A Senior-Led Culinary Wellness Initiative* following the successful conclusion of our *Preserving Stories* project and the official federal NHSP grant announcement by MP Kristina Tesser Derksen. The initiative launched with a community recipe submission contest, encouraging local seniors to share meaningful culinary traditions. This opening activity lays the groundwork for peer-led cooking workshops and social wellness

sessions designed to foster healthy living, practical skills-sharing, and vibrant intergenerational connections across our community.

New Horizon for Seniors Programme 2027
Milton Public Library has submitted a $50,000 New Horizons for Seniors Program (NHSP) grant application for Digital Creativity for Healthy Aging, a project designed to enhance senior well-being, social connection, and digital skills through creative technology programming. The initiative will provide seniors with opportunities to engage in digital storytelling, photography, podcasting, makerspace activities, and adaptive technology training, supported by dedicated equipment, specialized workshops, and accessible resources. If funded, the project will strengthen digital inclusion, encourage lifelong learning and creativity, and further MPL's commitment to supporting healthy aging and community engagement for older adults.

Harmony for Healing 2026-27
Milton Public Library (MPL) successfully secured $25,000 in funding for Harmony for Healing, kick-started following a public announcement by MPP Zee Hamid. Designed to enhance seniors' emotional well-being, cognitive health, and social connection, this culturally inclusive, community-based initiative addresses isolation while stimulating memory through rhythm, singing, and instrument play. Led by certified music therapists, weekly group sessions incorporate diverse musical traditions celebrating Ontario's vibrant multicultural landscape. By integrating cultural heritage and intergenerational engagement, the program fosters mental health resilience and meaningful relationships, helping older adults live healthier, more connected lives.

Communications and Marketing

Annual Patron Survey
The Annual Patron Survey has been prepared and reviewed based on last year's results and recommendations. Small adjustments have been made to the survey to ensure quality input. They survey will be open to Milton residents from September 21 until October 4.

GO Transit – Library Partnership
MPL is partnering with 18 GTA Library Systems on a GO transit Marketing Campaign that will launch in October, 2026. The campaign will feature a poster in each GO train car encouraging riders to sign up for a library card and will direct them to librarycard.ca, a dedicated web page allowing them to link back to their local library.

Staffing and Training

The Collection Management Assistant position (6 month contract) hired with support of the Young Canada Works funding program was filled in August 2026.

Technology

Adobe Creative Suite

The library has launched free public access to the full Adobe Creative Suite at both the Main and Sherwood branches, expanding digital media and creative opportunities for cardholders. Dedicated workstations are available on a first-come, first-served basis for two-hour sessions, with plans underway to incorporate these stations into the library's online booking system for advance reservations.

Ipads and AWE Tables for Kids

The Library is expanding digital learning resources for young patrons by updating its children's iPad fleet and transitioning its AWE learning tablets from in-house use to a lendable collection. By allowing families to borrow these educational devices for home use, the library is taking an important step toward bridging the digital divide and supporting community-wide digital equity.

Accessible Checkout Machine at Beaty

To advance our commitment to an accessible and inclusive library environment, a new accessible self-checkout machine has been implemented at the Beaty branch. Designed to accommodate diverse mobility and functional needs, this system ensures all patrons can independently navigate the checkout process, with plans to roll out similar upgrades to the Main and Sherwood branches in future phases.

Infrastructure & IT Operations

System reliability and operational support were reinforced through key server upgrades alongside the acquisition of a new audio speaker system. Cyber resilience was further strengthened by executing monthly KnowBe4 phishing simulation campaigns for staff. On-demand support remained consistent, with staff resolving daily Helpdesk tickets and managing Active Directory and email provisioning for new MPL hires. In alignment with the library's cloud-first strategy, active consultations are underway with system providers to migrate our patron scheduling and PC reservation tools to the cloud, ensuring seamless, high-availability services for both staff and patrons.

Integrated Library System (ILS) Enhancements

MPL recently upgraded its Polaris system with new features focused on operational efficiency and improved patron record management. Staff can now capture standardized hold cancellation reasons to provide clearer patron communication, flag critical account notes directly within new registration forms using a Patron Alert field, and utilize optimized picklist processing logic that prevents duplicate trapping of located items. Furthermore, the introduction of Vega Patron Assist allows staff to securely support patrons with account tasks in real time while maintaining strict privacy standards.

Mobile App and Push Notification
To strengthen patron engagement and real-time communication, the library launched mobile app push notifications to deliver instant account reminders, hold status updates, and library news directly to patrons' devices. To complement this, the library added a new dynamic alert bar in the mobile app to ensure immediate visibility of branch closures, schedule changes, or service disruptions, keeping the community informed across all digital channels.

Facilities

Beaty Renovation
The Beaty Branch renovation project remains on track, with construction scheduled to begin on Tuesday, October 27, following the use of the branch for advance polling and Municipal Election Day on Monday, October 26. The renovation includes a refresh of the Children's Area to create a more engaging and welcoming space for families, as well as the conversion of the current lounge into a new Makerspace that will support creativity, learning, and hands-on exploration. Construction is expected to be completed by the end of January, understand that dates are fluid throughout the project.

To support the renovation work, we are planning for a limited two-week full closure at the beginning of the project. We anticipate a partial reopening by mid-November, with limited services available while construction continues in designated areas. Beaty programming will be redistributed across the library system and, where necessary, offered in Town of Milton facilities to minimize service impacts for customers. Leadership has been working closely with the Town of Milton to coordinate construction schedules and project details, while internal working groups continue to advance plans related to collection management, furniture layouts, and technology procurement. Additional project details, timelines, and service impacts will be shared with staff at the next Staff Training Day.

Customer Experience

Emergency Manual Review
The bi-annual review of the Emergency Procedures Manual was completed in conjunction with the Town of Milton and emergency responders. Scenario training will take place at the September Staff Training Day.

Jay Odjick Author Visit
MPL will be hosting Indigenous Comic Books Artist Jay Odjick on October 5th at the Mattamy Theatre. Jay Odjick is an artist and writer from the Kitigan Zibi Anishinabeg Algonquin community, just outside of Maniwaki, Quebec. He has created comic books and produced the animated TV series Kagagi: The Raven, which airs in Canada, the US and Australia. He previously illustrated Robert Munsch's picture books Blackflies, Bear for Breakfast/Makwa kidji kijebà wìsiniyàn as well as The Ocean Goes on Forever, which appears in the anthology Munsch

Mania. He is thrilled to be able to join forces with Robert Munsch to bring stories about today's Indigenous kids to a broad audience.

Spooky Stories by the Campfire at Kelso Conservation Area with Joel Sutherland
On August 21 MPL hosted author Joel Sutherland as part of the Spooky Stories by the Campfire at Kelso Conservation Area with over 100 participants in attendance.

Outdoor campfire programming Beaty Branch
Beaty Branch will be hosting two campfire storytimes this fall on October 13 and 20th during the evening. Gather round the campfire for a Halloween storytime that is full of fun but not fright! Listen to some not-so-spooky Halloween stories and sing a few campfire songs with us- costumes encouraged! **For all ages!**

Culture Days
Children will have the chance to participate in a wide range of programs during culture days! Some highlights include the Teddy Bear Picnic, Springcreek Dancers featuring Daniel Secord and the Mid Autumn Festival.

Beaty Garden Closing
Children will have the opportunity to participate in the final Pollinator Power program of the year on October 3rd at Beaty branch at 12:45pm. Pollinator Power allows kids to discover local pollinators in the Beaty Garden and learn about the role they play in the environment.

Fire Safety Storytime with Town of Milton Fire and Rescue Services
MPL has partnered with the Town of Milton Fire and Rescue Services for a story time at the Sherwood Community Centre on October 9th. . Particpants will enjoy a story with our firefighter friends, check out their gear, and maybe even experience a firetruck up close!

Collections

Local History
In July 2026, space at the Main Branch was optimized by transferring the microfiche reader to the Milton Historical Society, strengthening our key community partnership while encouraging patrons to access digitized historical collections online. Additionally, the library's local history holdings were expanded through newly accepted donations, including duplicate volumes from the Kelso Research Library distributed to strategic partners, further enhancing resources for local heritage and historical research.

Books Sale
The summer book sale at the Main Branch wrapped up on August 26th, having run since mid-July with titles for all age groups. Designed to reduce backroom inventory of weeded materials and make space

for new collections, the sale generated about $1,200 in revenue. The initiative achieved its dual goals of optimizing storage capacity while delivering valuable reading materials to community members.

Digital Collections:

- **Hoopla Consortium Exploration** An exploratory discussion was initiated with the Hoopla Account Manager regarding a potential consortium model among similarly sized Ontario library systems. The proposed framework would allow participating libraries to pool resources and share access to high-demand, new-release eBooks and audiobooks using single-copy user licenses, lowering acquisition costs while improving digital availability. A follow-up meeting is scheduled to review participating libraries and operational structures.
- **PressReader Expansion:** PressReader has now expanded its offerings at no additional cost. Notable international publications, including The Sydney Morning Herald, The Age, and The Australian Financial Review, were added to the collection. This enhancement provides patrons with expanded access to premier global news, Australian regional reporting, and international financial coverage without impacting the budget.
- **OverDrive/Libby** recently updated its Reciprocal Borrowing Agreement (RLA) feature to streamline access across partner library networks. Patrons can now browse and borrow titles from partner library collections directly using their home library card within a new "Partner Libraries" menu, eliminating the need to add separate cards for each system. Additionally, Libby now automatically routes patrons to the best available copy across all linked networks to minimize wait times.

Collection Signage Working Group

A cross-functional Signage Working Group was established in July, setting project parameters and deploying a standardized audit template across library collections at Main. The group collaborated to complete a thorough review of the adult collections, including fiction, non-fiction, large print, graphic novels, local history, and world languages. The interdepartmental group will reconvene in the coming months to analyze audit results and draft strategic recommendations to modernize Main Library wayfinding and collection signage.

OverDrive/Libby

OverDrive's Libby platform was updated to optimize both reciprocal lending and local access to high-demand digital content. Enhancements to the reciprocal borrowing interface allow patrons to access partner collections seamlessly with a single home library card, automatically displaying the best available copy across systems. Additionally, the high-demand "Lucky Day" skip-the-line

collection was updated to feature MPL-owned titles exclusively, ensuring local patrons receive priority access to popular digital releases. Broad access to partner libraries' general collections remains unchanged, supported by targeted patron messaging across digital channels.

Collection Awareness Program Framework

A new Collection Awareness Program Framework was developed and presented to management to systematically build staff familiarity, confidence, and consistency across physical and digital collections. Built on quarterly spotlights, centralized intranet toolkits, micro-learning updates, and integrated onboarding modules, the program equips frontline teams to proactively promote underutilized resources during everyday patron interactions. Implementation will begin with foundation building in Q4 2026, followed by a system-wide launch in Q1 2027.

Communication Framework to Promote MPL Collections

A new Communication Framework to Promote MPL Collections was established to operationalize the strategic pillar *Telling Our Story*. Designed to increase visibility and discoverability across physical, digital, and non-traditional collections, the framework aligns messaging with equity, diversity, and community needs. Implementation involves a multichannel approach utilizing in-branch displays, self-checkout digital signage, social media challenges, and newsletter spotlights guided by a shared annual communications calendar to maximize engagement, demonstrate return on investment, and support lifelong learning.

Report:

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

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: 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.

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

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