



10<sup>th</sup> May, 2019

Dear Members of Council,

In this, my first year as the Chief Librarian for Milton Public Library, I am delighted to present MPL's Annual Report for 2018. While it is impossible to cover every achievement, (including the 0% increase to MPL's budget for 2019, of which I am particularly proud) ) I hope you agree that the Annual Report provides a wonderful overview of some key achievements and successes.

To that end, I, along with MPL's current Board Chair, Ms. Sarah Marshall, will be attending the Council meeting on 27<sup>th</sup> May and would be delighted to answer any queries you may have, regarding the Annual Report, in advance, or at that meeting.

Yours Sincerely,

Mark Williams, Chief Librarian & CEO  
Main Library, 1010 Main Street East, Milton, L9T 6H7  
T: 905 875 2665 ext.3265 E: [mark.williams@mpl.on.ca](mailto:mark.williams@mpl.on.ca)

# Annual Report 2018



Our Innovative Approach





Birkdale has had a wonderful time using the Virtual Reality Technology provided by the Milton Public Library... Our residents can travel all over the world and get a fully immersed experience. Birkdale cannot thank MPL enough.

- Alyssa Trimm, Director of Recreation, Birkdale Seniors Centre



# Message from our Chair & Chief Librarian



In 2018, MPL continued to look ahead in developing programs and services for our patrons. Innovation was the driving force behind all that we achieved.

Under the new Chief Librarian's leadership, MPL's focus has been on supporting innovation through the investment in new technologies. The creative application of these technologies will continue to ensure that the patron experience in each and every interaction with MPL is a positive and meaningful one.

- Sarah Marshall, MPL Board Chair



My first six months as Chief Librarian at Milton Public Library has been both enjoyable and informative. During this time, I have been delighted and enthused by the staff's commitment to the

provision of customer service excellence as we continue our efforts to develop new and innovative programs and services that respond to the changing needs of the community we serve. I look forward to being part of and celebrating even greater staff successes as we roll out our new staffing model in 2019.

- Mark Williams, Chief Librarian

## 2018 Revenue & Expenses

### Where the Money Comes From

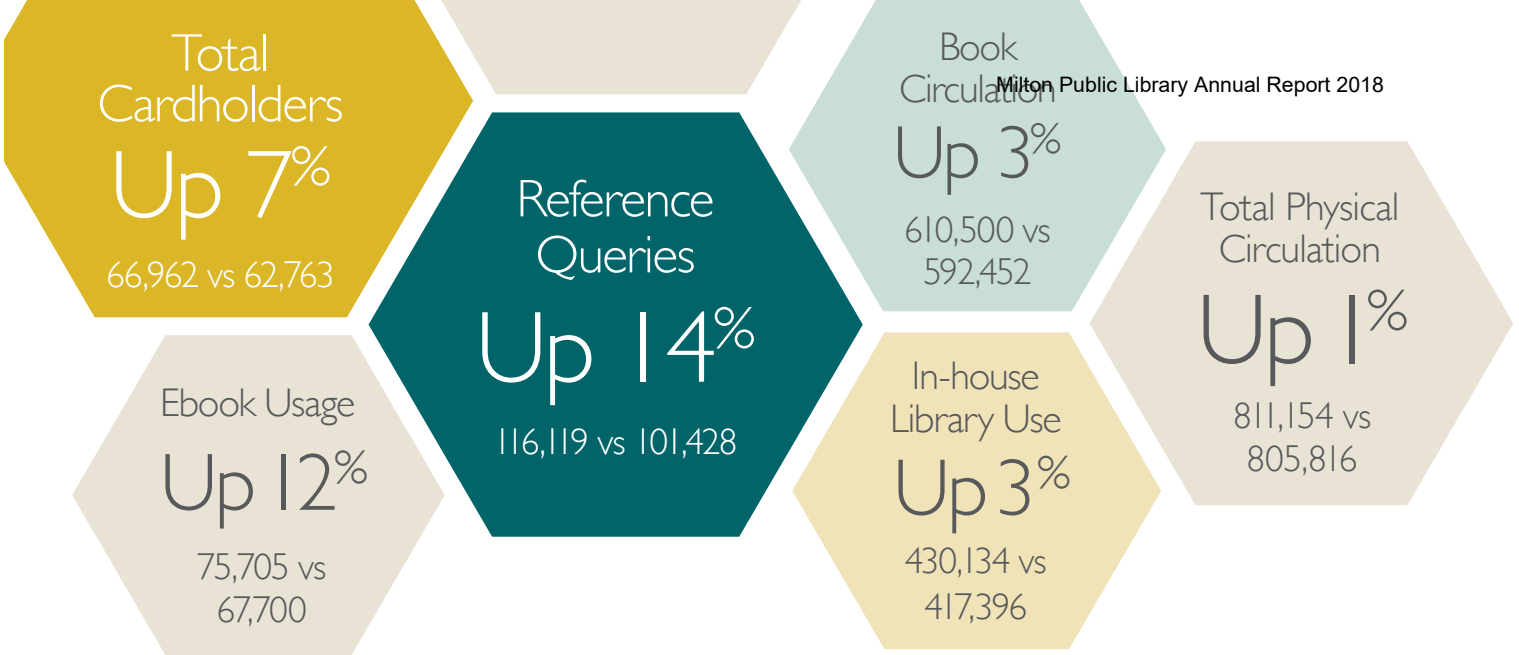
- 93% \$4,785,492 Town of Milton
- 5% \$236,777 Own Source
- 2% \$98,383 Grants & Donations

### Where the Money Goes

- 62% \$3,194,856 Staffing
- 13% \$682,392 Building Related
- 13% \$655,644 Collections & Processing
- 12% \$587,760 Capital Projects/ Reserve Transfer

### Collection Expenditures

- 49% \$269,100 Print
- 32% \$179,707 Electronic Products
- 8% \$44,850 DVDs
- 6% \$31,050 Recordings
- 5% \$26,317 Subscriptions



# Year at a Glance (All numbers showcase 2018 vs 2017)

## Virtual Reality Program

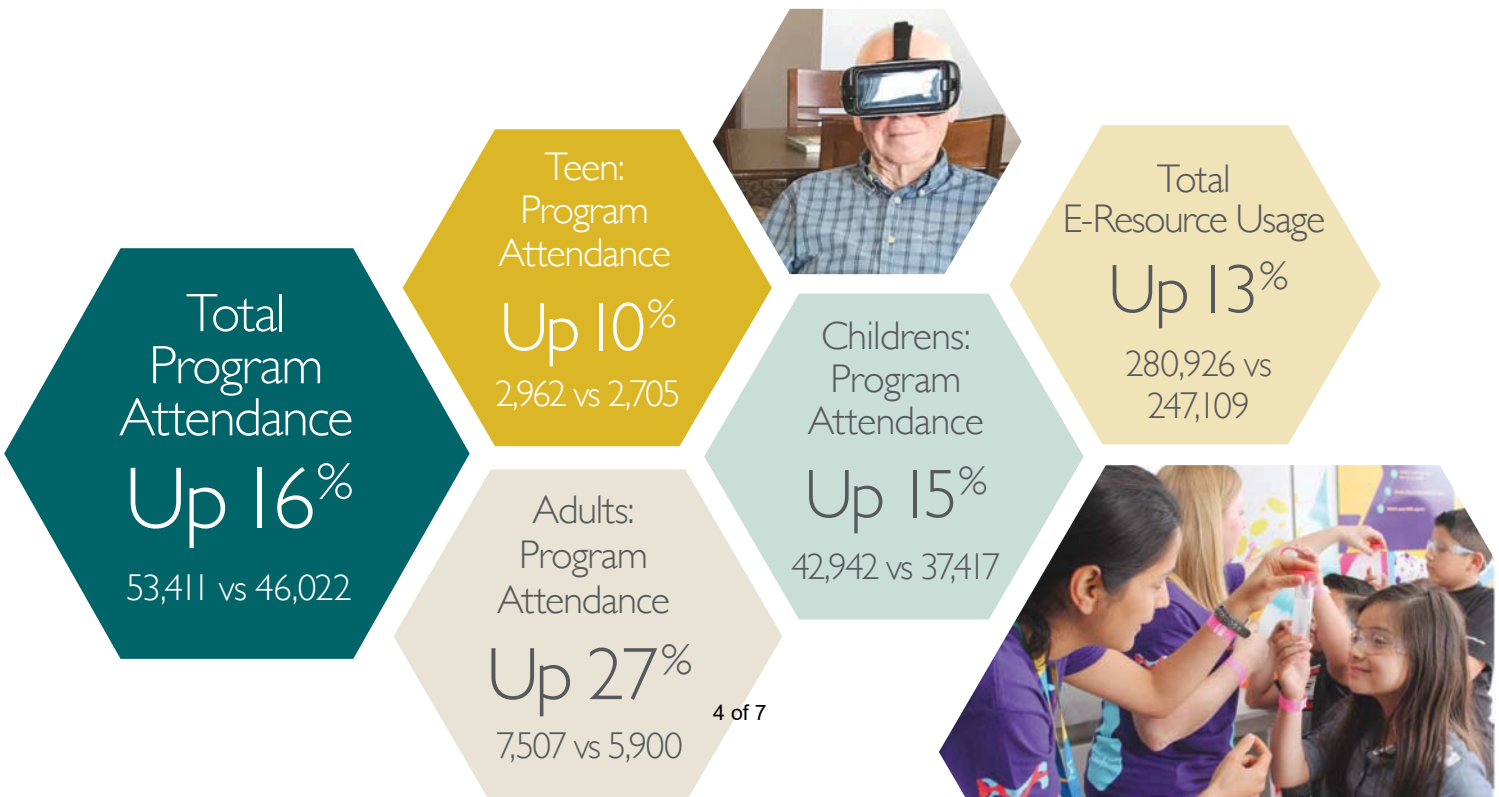
Piloted in late 2018 and funded 100% by external funding, this program provided MPL with the opportunity to use Virtual Reality (VR) to work with seniors in residential homes.

Research continues to highlight the benefits of VR in offsetting further decline into Alzheimer's. Using VR technology in this way allows MPL to build on the existing relationships between MPL and the seniors homes in Milton -- expanding the services provided beyond the traditional book groups and engaging with seniors in meaningful ways. As a result of the program's success, MPL has been successful in obtaining a federal grant to continue the project beyond the initial phase.

## One Book, One Milton

While community reads are commonplace among public libraries in Canada, MPL continues to punch above its weight in the caliber of the authors we attract. This continued in 2018 when Neil Pasricha and *The Book of Awesome* were selected as the author and title for our 2018 One Book, One Milton program.

MPL hosted an evening with Neil Pasricha on December 17<sup>th</sup> where he shared moments in his life that inspired him and how intentional living helped him prevail over challenging times. Over 350 people attended the event and Pasricha signed copies of his books following the presentation. The event was truly awesome!





“ The committee was impressed with not just the app itself but what you were able to do in bringing together a wide array of partners and creating something that is fun and also helps people get to know the community and library better. The app would be impressive coming from a library of any size and knowing that you pulled it together with a smaller budget and resources makes it all the better.

- John Iliff Award Jury Chair, on Quest Milton App

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## Storybook Dads

Staff at MPL partnered with Maplehurst prison in order to support the literacy of the children of inmates. MPL received external funding to record inmates reading storybooks to their children. Copies of the books and the recording were then given to the children.

Through this program, MPL was able to ensure that the parent remains the child's 'first and most important teacher' in order to provide the child with the greatest opportunity for academic success, despite the absence of the parent and their inability to read to them, in person.

*"...bringing a free book... working for 30 minutes with a parent and their child twice a week... increases graduation by 30% and results in a 50% reduction in the need for special education" - risingground.org*

## Curiosity Cube & STEAM Programming

In August, children with an interest in STEAM were invited to come visit the MilliporeSigma Curiosity Cube at the Milton Public Library. Visitors were invited to take part in immersive, interactive and hands-on science experiments, sparking scientific curiosity and wonder.

MPL's commitment to STEAM programming continued with STEAM Thursdays, Technology Tuesdays, Wednesday Webcomic creation, an Evil Genius Technology Lab as well as 3D Printing and scanning. Integrating STEAM learning helps to expose children to the sciences, providing valuable hands-on learning experiences.

## Quest Milton App

Launched in February 2018 and the brainchild of MPL's new Chief Librarian, the gaming app is the first of its kind for a Canadian Public Library. The development of the app was completely funded through a provincial grant from the Ministry of Tourism, Culture and Sport and uses gaming technologies to engage new users in connecting with MPL and its partners.

Due to the success of the app, the American Library Association have chosen to present the 2019 John Iliff Award for Innovation to Milton Public Library. The award is granted annually to only one public library across North America and MPL's win will mark the second time in its history that a Canadian Library has received the award. <http://www.ala.org/pla/awards/johniliffaward>

## LGBTQ+ Youth

Milton Public Library worked closely with ROCK and the Positive Space Network in order to support Milton's LGBTQ+ youth community. MPL's Rainbow Collection provides youth with resources that provide important information as well as stories with relatable experiences. Programs including Rainbow Storytime, Pride Zine Workshop, and the monthly Prism Bookclub all of which highlight the library as a space where everyone is welcome.

**Left:** Dav Pilkey event – his only Canadian public library event in 2018 – a sell out in just 20 minutes!





# Looking Ahead

## Let's Talk Milton

In 2019, we are excited to be partnering with the Town of Milton on their Let's Talk Milton app. The app is a new online community engagement platform which seeks feedback from the community. In order to have an input into the strategic development of MPL and share your feedback, please check out the app at [letstalkmilton.ca](http://letstalkmilton.ca)!

## New Sherwood Branch

The Sherwood branch library will open this September and will be part of the new Sherwood Community Centre. The focus of the new branch will be on service innovation in order to provide the highest levels of customer satisfaction.

Through the application of retail principles, the 'discovery layout' of the new shelving will help patrons more easily find the items they are looking for. Also at the new branch, patrons will be able to access a broader range of self-service options including laptop lending, self-directed printing and access to library materials even when the library is closed.

## New Service Delivery Model:

Throughout 2019, the staffing model at MPL will undergo some exciting changes in order to improve and enhance the customer experience. From June 1st onwards, the new staffing model will result in one point of contact for all of your library needs. Visit your local library branch to see this new plan in action!

Staff are also in the early stages of planning for even more service innovations. Please check [mpl.on.ca](http://mpl.on.ca) throughout 2019 for announcements on these exciting innovations, as and when they will be implemented.

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I declare that the Milton Public Library is AWESOME!

- Neil Pasricha

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**Mission**  
 MPL empowers the community to:  
 Read. Learn. Create.  
 Connect.

**Vision**  
 To inspire through discovery, collaboration and creation.

**Values**  
 Intellectual Freedom.  
 Inclusivity, Accessibility,  
 Exceptional Public Service, Lifelong Learning, Accountability

**Location**

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

Beaty Branch  
 945 Fourth Line  
 Milton, Ontario, L9T 6P8

Tel: (905) 875-2665  
 TTY: (905) 875-1550

**Management Team**

- Mark Williams Chief Librarian (effective July 2018)
- Leslie Fitch Chief Librarian (until June 2018)
- Mark Williams Deputy Chief Librarian (until June 2018)
- Mai Lu Deputy Chief Librarian (effective Oct 2018)
- Vito Montesano Senior Manager; Human Resources (effective Oct 2018)
- Chris Jasztrab Manager of Information Technology & Technical Services
- Anne O'Sullivan Manager of Information Services & Programming (until Feb 2018)
- Laura Shtern Manager of Information Services & Programming (effective June 2018)
- Sherri Norris Manager of Circulation & Customer Services (until Oct 2018)

**Board Members**

- Brad Boehmer, Chair (until March 2018)
- Daniel Cloutier, Vice Chair (until March 2018)
- Sarah Marshall, Chair (effective April 2018)
- Margaret Warmels, Vice Chair (effective April 2018)
- Omer Amin
- Councillor Robert Duvall
- Councillor Zeeshan Hamid
- Councillor Rick Malboeuf
- Matthew Fabian

Thank you to MPL's funding partners and to the Town of Milton for its ongoing commitment to the provision of public library services.



[www.mpl.on.ca](http://www.mpl.on.ca)

A VISIT WILL GET YOU THINKING.