

# 2022 Annual Report



Milton  
Public  
Library  
Be Inspired

# A Message From Our Chair & Interim Chief Librarian



**Sarah Marshall**  
MPL Board Chair (2018-2022)



**Sana Malik**  
MPL Board Chair (2023)



**Kanta Kapoor**  
Interim CEO and Chief Librarian (2023)

Our library plays a vital role in our community, and we are proud to lead an organization dedicated to supporting lifelong learning and providing access to information for all. This past year, we emerged from the disruption caused by COVID-19 only to see a town that needed us more than ever. Thus, we are proud to say that we remained committed to our mission of serving the community. We have worked interminably to adapt to the changing needs of our patrons, whether that means offering hybrid programming or expanding our collection to include gaming consoles, web archiving, local history digital collection, and physical and electronic resources.

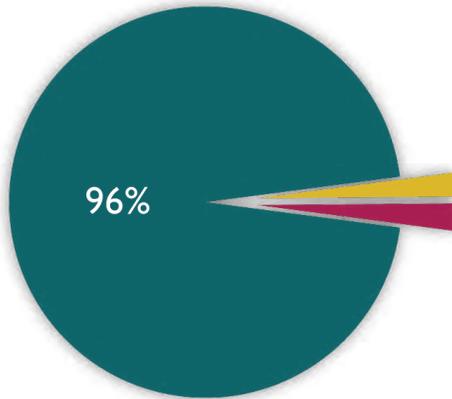
Despite our challenges, we have also achieved many notable accomplishments this year. We have partnered with community organizations to provide access to resources and services that would not be possible without their support. The prime examples are the Indigenous Garden, the Hand-me-Down initiative, and the Wikipedia in Residence project, all of which were only possible with Federal Government grants and support from our partners. In addition, we have also worked to promote equity and inclusion in our programming and services, recognizing that access to information is a fundamental right for all.

As we look ahead, we are excited about the countless opportunities available to us. We will continue to work with community partners to ensure that our library remains a hub of learning and innovation and that we remain responsive to the needs of our patrons. To accomplish this goal, we will begin the development of a new strategic plan for the library, which we expect to have ready by the end of the year. In preparation for this work, we plan to hold a Community Consultation to understand our community's changing needs and interests following the pandemic, while working with a strategic foresight consultant to envision what our future might look like. We look forward to talking with you more in 2023 about your vision for how we can best serve you and our community now and in the future.

Lastly, we would like to take this opportunity to thank our board members, dedicated staff, and community partners who have worked tirelessly to make our library a success. And we would like to extend a special thank you to our patrons, who inspire us every day with their curiosity, passion for learning, and commitment to building a better Milton. We promise that MPL will continue to encompass its values to inspire by helping and empowering our community to Read. Learn. Create. Connect.

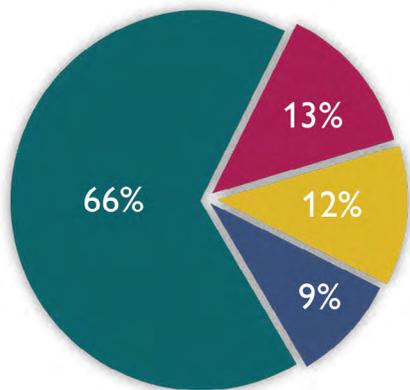
# 2022 Revenue & Expenses

## Where the money comes from



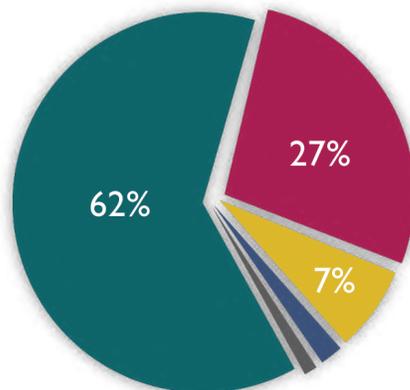
- 96%** Town of Milton  
\$5,308,486
- 2%** Grants & Donations  
\$134,468
- 2%** Own Source  
\$115,275

## Where the money goes



- 66%** Staffing  
\$3,680,162
- 13%** Collections & Processing  
\$709,809
- 12%** Capital Projects/Reserve Transfer  
\$676,680
- 9%** Building Related  
\$519,318

## Collection expenditures



- 62%** Print  
\$518,715
- 27%** Electronic Products  
\$228,973
- 7%** DVDs  
\$56,541
- 2%** Subscriptions  
\$17,707
- 1%** Recordings  
\$10,729



# Year at a Glance

Refocusing was the objective of 2022 as Milton Public Library, and broader society, began to emerge out of the two unpredictable years of the pandemic. Library staff took on the challenge of refocusing our programs and services to meet the needs of the community by offering both virtual and in-person experiences. Our new Sherwood Branch exceeded attendance and circulation expectations after completing its first full year of service. MPL continues to be committed to engaging and meeting the needs of Milton residents in new and innovative ways, including delving deeper into emerging technologies and diverse programs.



↑ **58%** new cardholders

↑ **12%** total visits (in-person & online)



↑ **44%** circulation

↑ **59%** in-person visits



# Customer Experience

Milton Public Library continues towards its goal of delivering customer experience excellence, by ensuring that all patrons of MPL are treated in a consistent manner that contributes to a high level of user satisfaction. Our objective is in recognizing that patrons are the focus of the library's mission, and that MPL will be guided by an attitude of service. This attitude embodies every effort on the part of library staff to serve all patrons, in a consistent, fair, open, courteous, and efficient manner.

**82%** visitors rate their experience at MPL as **Very Happy or Happy**

**↑ 53%** customer interactions  
(email, phone, chat and in-person)

*"Libraries are my second home! I am so glad that Milton Public Library is welcoming young members of my family and making them feel that Library visits are the best outing. Thank you for being a vital part of Milton!!"*

MPL Patron

*"Libraries are awesome! Not sure what I would have done without the library when our daughter was born. It was my safe place, my go-to. It kept me sane that's for sure."*

MPL Patron

Library  
Services:  
**87%**  
Satisfaction Rate  
Citizen Engagement Survey 2022,  
conducted by the Town of Milton



You're braver than you believe,  
stronger than you seem, and  
smarter than you think.

Winnie the Pooh - A.A. Milne



You're mad, bonkers, completely  
off your head. But I'll tell you a  
secret. All the best people are.

Alice in Wonderland - Lewis Carroll



# Enhanced Collections

Milton Public Library collections are constantly evolving to assist the community, offering everything from educational to entertainment services. MPL offers “Library of Things” — collections of nontraditional items that are available to borrow with your library card. The library has expanded outward to continue to develop and meet community needs. In addition to our more traditional offerings such as books, video games, DVDs, and movies, we also offer recreational items for the community to borrow, including gaming consoles, sensory kits, park passes and sports equipment.



## Ukrainian Collection

Staff worked with the multilingual selectors to curate a small selection of adult and children materials in Ukrainian and, along with a collection of ESL guides explicitly tailored for speakers of Ukrainian, these have been added to the collection at the Main Library. Usage will be monitored, and if there is sufficient demand, more items will be purchased.

## Decolonization of our Records

MPL continues to update the subject headings of Indigenous and other diverse collections in response to a more decisively inclusive service model.

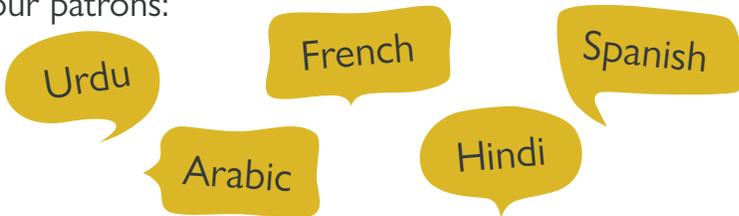


## New Gaming Consoles Available

MPL was excited to add gaming consoles to the collection for patrons to borrow. This year we saw an increase of **96%** in video game circulation.

## Languages Spoken by our Patrons

Top five languages read at home other than English according to our patrons:



*“Thank you for sharing your curated book collection MPL, giving all of us an opportunity to read, understand and reflect on the tragic history and ongoing legacy of residential schools.”*

MPL Patron

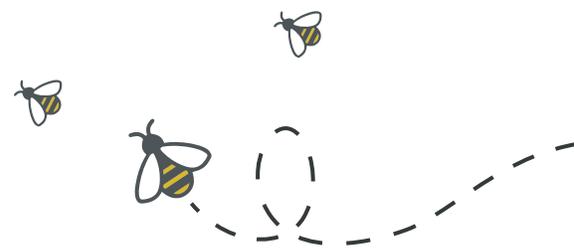
*“We love the affirming books offered at the Library. I’ve been noticing more and more have a wait list, which makes me so happy.”*

MPL Patron



# Continuing to Inspire

## 2022 Notable Programs



Milton Public Library staff and partners offered over **800** innovative programs to Children, Adults and Youth in 2022 to inspire the community of Milton to Read. Learn. Create. Connect.

Notable programs included:

### Hand-me-Down Project

MPL was the proud recipient of \$25,000 in federal funding under the 'New Horizons for Seniors Program' for projects that make a difference in the lives of seniors and their communities. MPL launched the program with the goal of sharing generational knowledge with the next generation. Programs offered included financial literacy, knitting, computer building, book binding, cooking, and culminating with the 101 Dewegun's Project in partnership with Grandmother's Voice.



Funded by the  
Government  
of Canada

Canada

*"The Milton Public Library is a long-standing pillar within our community, and I am proud that they have received funding through the New Horizons for Seniors Program! With this funding, they will serve not only our growing senior population to stay active and socially connected but also continue to support the greater community by providing a safe and inclusive space for all to come."*

MP Adam van Koeverden

## STEAM Programs



### ULC Summer STEAM Program

Each week, youth from the community conducted an experiment or activity that was designed to have them learn about and engage with a specific STEAM concept. The program was inclusive for neurodiverse tweens, and was designed in consultation with the Milton Teen community as well as the Halton Youth Disability Advisory Council.



### Science Literacy Series

Throughout the summer of 2022, STEAM and science literacy programs were offered for various age ranges. In total, 20 programs were conducted under this theme, with **256** children attending. Topics included: Make Your Own Solar Oven, Science with Snapology Milton, Fairy Tale Science, and Scientists in School sessions.

## Summer Reading Club

MPL's 3rd annual Summer Reading Club, using the Beanstack app, engaged over **930** pre-school and school-aged children to complete a combined **18,883** activities and earning **4,658** badges. In total the group read over **4,409** books for a combined **598,389** minutes of reading.

*"I love that it challenged me to find the time to read despite having a busy summer and I found that I can read anywhere and everywhere! It's truly an amazing program."*

MPL Patron

## Read & Ride

In partnership with Milton Transit, MPL handed out over **800** stickers allowing children and youth up to age 16 to ride the Town's buses for free from June 25 to September 4.



## Land Acknowledgement Smudge Ceremony

In partnership with NaWalka Geeshy Meegwun (Lyndon George – Anishnaabe Ojokwe) of Hamilton Community Legal Clinic, MPL held a special Land Acknowledgement Smudge Ceremony at the Main library. The ceremony began with a welcoming drum beat of truth and participants were invited to read, learn, create, and connect land acknowledgments to the journey of reconciliation. A smudge ceremony followed challenging participants towards community action.

## Inclusive Programs

### *Diwali Story Time*

Patrons listened to stories, made Diwali crafts and learned about the significance of Diwali and how it is celebrated.

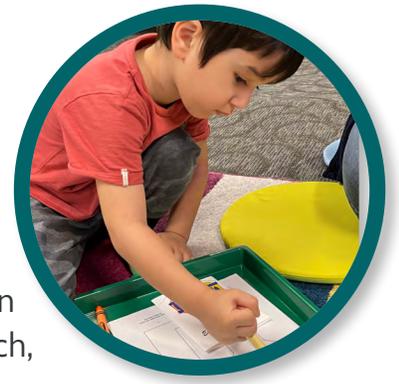
### *Multilingual Story Time*

MPL continues to offer virtual multilingual storytimes in the top five spoken languages within the Milton community. Staff recorded stories in French, Urdu, Punjabi, and Hindi.

### *Rick Hansen Foundation Program*

The “Everyone Everywhere” volunteer series was aimed at educating youth on ways to be inclusive to individuals with disabilities in their community.

Other notable programs included Chef Mary Berg; Urdu and Seniors bookclubs.



## Rainbow Reads with Special Guests



MPL hosted a series of drop in Rainbow Reads storytimes during Pride month with special guests MP Adam van Koeverden and Fairy T. Children’s books from our Rainbow collection were featured during the storytimes held across branches.





Top row L to R: David A Robertson, Deborah Falaye, Meeta Kaur, Lawrence Hill, Ann Cleeves  
 Middle row L to R: Mary Berg, Eva Stachniak, Mark Critch, Omar El Akkad  
 Bottom row L to R: Ivan Coyote, Rick Westhead, Liselle Sambury, Clayton Thomas-Müller, Denise Davy, Jael Richardson

## 2022 Notable Author Visits

### Black History Month Virtual Author Visit: Lawrence Hill

MPL co-hosted the event with Halton Catholic District School Board and the Canadian Caribbean Association of Halton. Lawrence Hill read a chapter from his new children’s novel “Beatrice and Croc Harry,” shared his writing process with the students, and answered their questions. Over **12,000** participants from 58 schools viewed the presentation making it the highest attended event offered by MPL.



## Intellectual Freedom with David A. Robertson

Author David A. Robertson joined MPL virtually to discuss Intellectual Freedom and his experience of having his middle-grade fantasy novel, *The Great Bear*, challenged and almost removed from some school libraries this past year.

Other notable author visits included: Ivan Coyote, Meeta Kaur, Omar El Akkad, Denise Davy, Eva Stachniak, Liselle Sambury, Jael Richardson, Rick Westhead, Clayton Thomas-Müller and Deborah Falaye.

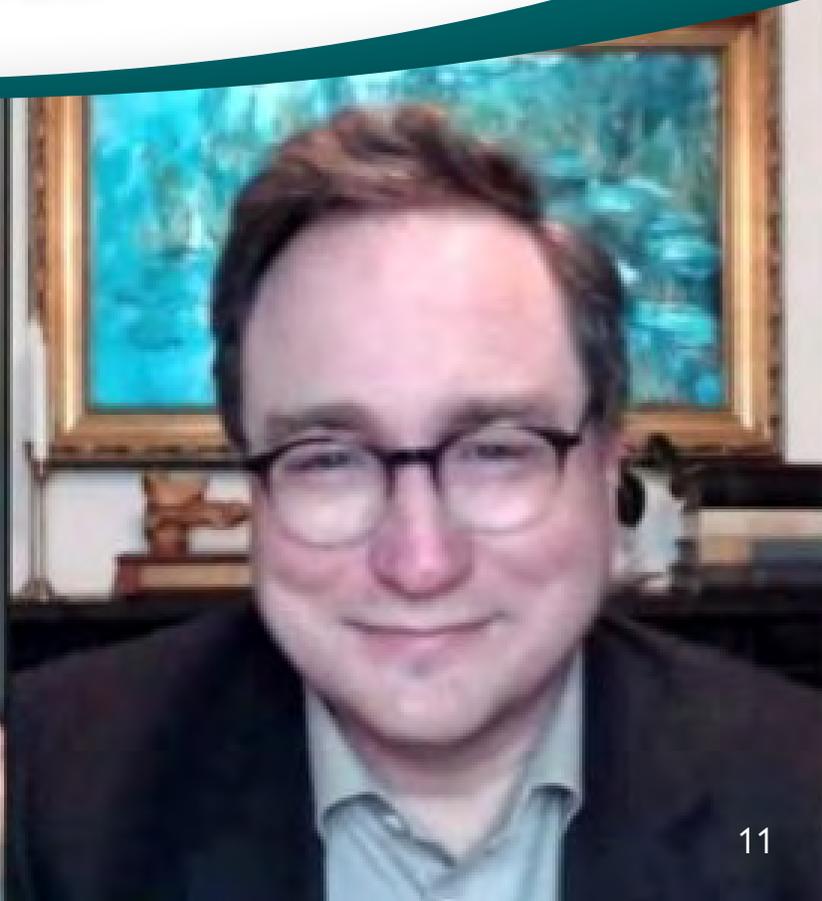
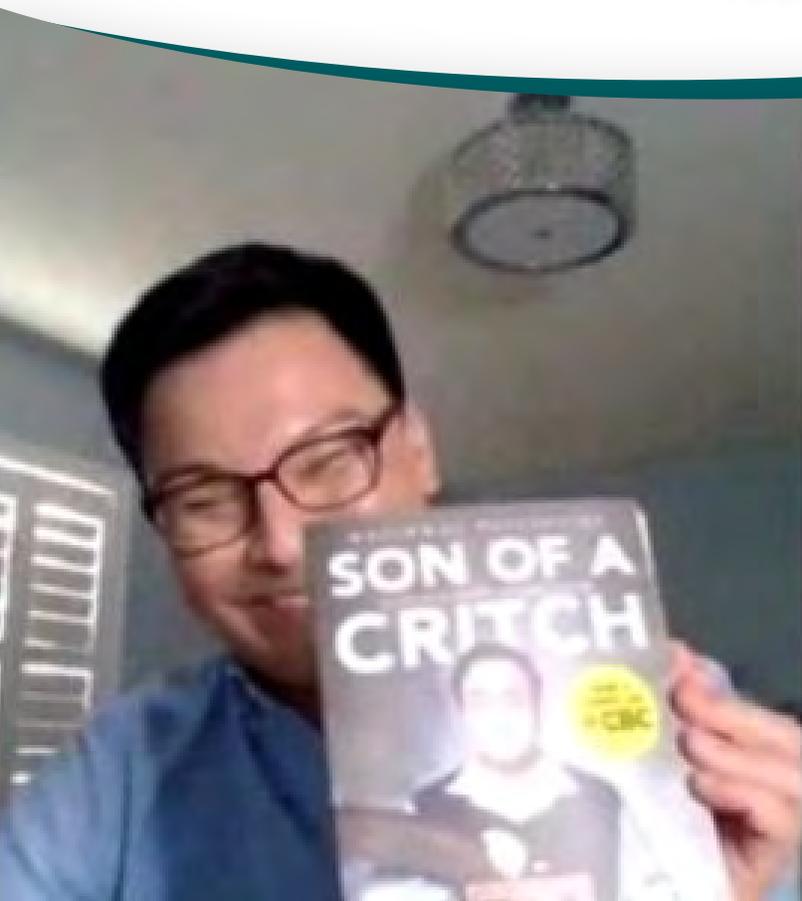
## OBOM: Culminating Author Event

MPL presented the One Book, One Milton main author event hosted by CBC's Michael Serapio, who facilitated a humorous and engaging discussion with author Mark Critch about his book *Son of a Critch*. This virtual event was viewed by an audience of 296 people from across Canada and the United States.



*“What a coup to get Mark Critch! His books are so funny... plus interesting, tender and heartwarming as is his new show Son of a Critch on CBC.  
#agreatCanadian”*

MPL Patron



# Inclusion, Diversity, Equity, Accessibility and Anti-Racism

MPL continues along our IDEAA journey which has resulted in the following milestones in 2022:

- The development of our formal IDEAA strategy which includes 31 recommendations that will help MPL move towards Inclusion, Diversity, Equity, Accessibility and Anti-Racism.
- The hiring of our Chief Diversity Officer, who will work with the Leadership Team in the implementation of the recommendations.
- Adopted [12 Calls to Action](#) based on a report by the [Hamilton Community Legal Clinic](#)
- Implementing All Gender Washrooms and making available free menstrual products within all of our branch bathrooms.

## Beaty Branch Indigenous Garden

The Indigenous Garden at Beaty Branch opened in the spring of 2022 with the support of a \$50,000 'Canada Healthy Communities Initiative' grant. The purpose of the garden is to inspire an inclusive, inviting and vibrant community space and to offer the public an opportunity to communally cultivate the garden. Throughout the summer, the Garden Ambassador Program ran 26 sessions, with over 100 teen volunteers, to maintain and learn about the garden, hear book talks and access new Indigenous collections.

**MIINIKAAN**  
Innovation and Design



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of Canada

Canada



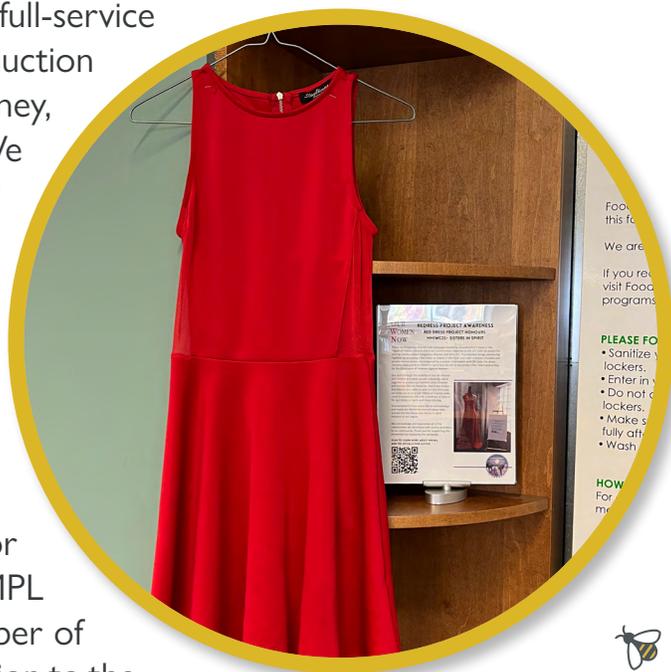
# Collaboration and Partnerships

## HumbleBee & Beaty Honey

MPL partnered once again with Humble Bee, a full-service apiary with a focus on sustainable urban honey production and education. The second annual batch of Beaty honey, from Beaty's own beehives, was offered for sale. We experienced record sales and sold out in just 3 weeks!

## REDress Project

The REDress Project began in response to the missing and murdered Indigenous women across Canada. This art installation was created by artist Jaime Black and calls attention to the thousands of Indigenous women and girls who have disappeared or been murdered. Red dresses were installed at all MPL branches as a visual reminder of the staggering number of women who are no longer with us and to draw attention to the gendered and racialized nature of violent crimes against Indigenous women.



## Red Scarf Project

MPL partnered with the AIDS Network to host MPL's first-ever Red Scarf Project in November. In honour of World AIDS Day, the community was encouraged to knit red scarves, mittens, and hats to donate to the AIDS Network for those in need and held knitting circles to support the initiative.

## CCAH

MPL and the Canadian Caribbean Association of Halton (CCAH) continue to partner on community events, including Emancipation Day and Reading Corner author events, and in the fall of 2022 solidified a tutoring program in partnership with the Halton District School Board.

*"Keep doing good work. LIBRARY is the most important part of my life & for my students."*

*MPL Patron*



## Food for Fines & Fill-a-Crib Campaign

MPL led another successful Food for Fines Campaign in October, collecting donations to support the Milton Community Resource Centre's Infant Food Bank. The campaign gathered non-perishable food items, baby formula and diapers to help Milton families in need, in exchange for the waiving of fines on overdue library materials. Throughout December, MPL branches were a drop-off point for donations during the Infant Food Bank's annual Fill-a-Crib campaign.

## Food for Life Lockers

In partnership with Food for Life, MPL celebrated the launch of our Penguin Food Locker initiative. These refrigerated food lockers are an innovative, user-centered approach to addressing food insecurity in the community. For transitional youth, accessing existing food resources can be a significant barrier. Located at our Main branch, these lockers give youth access to fresh food beyond traditional hours.

## Awards and Recognition

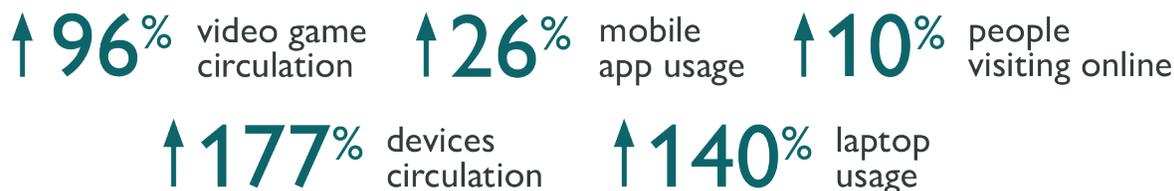
Milton Public Library was the recipient of the Milton Youth Champion of the Year Award in 2022 for exhibiting strong leadership skills and a drive to improve the community.





# Technology and Innovation

Milton Public Library provides various services using modern and cutting-edge technologies and reaches our patrons through social networking and marketing platforms. We've extended access to digital information resources with increased bandwidth at the Beaty branch to offer seamless services to our patrons.



## OverDrive

As part of MPL's ongoing efforts to continue to deliver customer service excellence, we made the switch to OverDrive as a provider of eBooks and audiobooks. OverDrive and its accompanying reading app Libby, is more user-friendly and functions better with a variety of devices, providing an overall better user experience for our patrons.

## Milton Digital

MPL is using a state-of-the-art book scanner to digitize and preserve items from MPL's local history collection, which are then being made available online through Milton Digital. Digitizing local history records provides a new way to share our town's history. It allows the library to make fragile materials available without risking damage to the originals, make materials available to anyone anywhere in the world, and keep digital copies in case something happens to the originals.

## Patron Point

In 2022, MPL launched a new marketing automation platform, Patron Point, to provide a more personalized approach to marketing and communications. This platform helps drive further awareness and engagement with our programs, services, resources and collections.

# Young Canada Works Grant for Wikipedian in Residence

Milton Public Library became one of the first public libraries in Canada to hire a Wikipedian-in-residence in 2022, funded by the Young Canada Works Grant from the Government of Canada. Our Wikipedian-in-residence, Emily Carrasco, is working to develop the relationship between Wikipedia and MPL, while also conducting workshops for students, educators and staff.



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Government  
of Canada

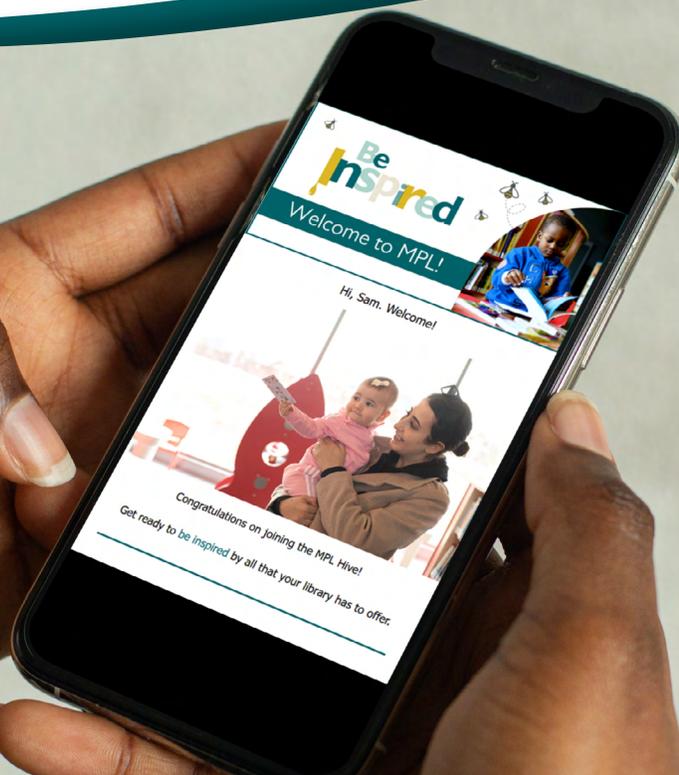
Canada

## Web Communities Project

MPL has partnered with Archive-It to preserve born-digital records that represent life in Milton and make this information accessible for future use. In 2022, MPL preserved the online presence of candidates running in the provincial and municipal elections, various community organizations, and the library. By partnering with Archive-It to preserve these dynamic web materials, MPL is helping to ensure perpetual access to diverse, cultural, and historically relevant digital collections.

## Office 365 + new phone system roll out

Innovation continued to be top of mind for MPL, both for our patrons as well as our employees. In 2022, we migrated from legacy outlook to office 365, which offers a plethora of streamlined collaboration features, whether employees are working on a project, sharing ideas, or accessing emails from anywhere. Similarly, our new VoIP-based phone system offers unified communication and further collaboration opportunities to the MPL's employees.



# Looking Ahead

## New Website

In 2023, MPL's website will be completely relaunched, focusing on improving the user experience.

## Community Engagement

MPL plans to conduct a community consultation to review the community's needs concerning services, programming, alternate service delivery and Main Library expansion.

## Laptop Kiosks & AWE Tablets for Children

In order to continue to offer outstanding services to our patrons, laptop lending kiosks and AWE tablets are coming to the Main Library. Stay tuned!

## Recommends Service for Patrons

MPL is excited to launch a new reading recommendations service for patrons in 2023. Recommends will allow patrons to select categories that interest them and will send a monthly email with reading recommendations based on their preferences that links straight to our catalogue!





Top row L to R: Kanta Kapoor, Vito Montesano, Chris Dorscht, Indra Ramnath  
 Bottom row L to R: Amrit Gill, Furrukh Inayat, Ashley Directo

## Management Team

Kanta Kapoor, Interim Chief Librarian (2023)

Chris Dorscht, Director, Customer Experience (Effective Sept 2022)

Vito Montesano, Director, Employee Experience

Amrit Gill, Manager, Sherwood (Effective Nov 2022)

Furrukh Inayat, Manager, Beaty (Effective Nov 2022)

Ashley Directo, Manager, Marketing & Communications

Indra Ramnath, Manager, Finance (Effective Apr 2023)

## Board Members

### 2022 Board Members

- Sarah Marshall, Chair
- Margaret Warmels, Vice Chair
- Omer Amin
- Matthew Fabian
- Councillor Sameera Ali
- Councillor Kristina Tesser Derksen

### 2023 Board Members

- Sana Malik, Chair
- Sibyl Shen, Vice Chair
- Councillor Colin Best
- Councillor Sarah Marshall
- Councillor Rick Malboeuf
- Karen Wolnik
- Ragy Sharkawy



## 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.

## Locations

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

**Sherwood**  
6355 Main Street West,  
Milton, Ontario L9T 2Y1

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



[www.beinspired.ca](http://www.beinspired.ca)