Milton Public Library

So You Want To Be A Board Member …

Information For A New Board

December 2014

Developed By:

2010-2014 Milton Public Library Board

Staff Support:

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MPL would like to acknowledge the Whitby Public Library Board for the concept of this document. Information was also received from the Town of Milton website.

Table of Contents

Purpose

This succession plan outlines the process by which appointments are made to the Milton Public Library Board (MPLB), supplies the new Board with an information package, and provides a legacy document of the achievements and future initiatives of the current Board. This document is not exhaustive in its areas of content but rather a summary of information from a number of documents that will be useful to potential Board members or other interested members of the public.

This plan is used when recruitment to the MPLB is necessary:

- The current term is concluding. The term mirrors Municipal Council.
- Vacancies

Process Overview – Appointing Library Board Members

- The Town Clerk will advertise Library Board vacancies in the local newspaper and on the Town's website. The vacancy may also be advertised on the Library's website.
- Incumbents and interested members of the public must participate in the application process.
- Council appoints three Councillors to the Library Board.
- Applications are reviewed and individuals may be selected for interviews.
- Interviews are conducted by the Council Interview Committee. *
- Councillors select the Library Board Members and may also include additional alternates should they be required before the end of the term.

* The CEO/ Chief Librarian may be invited by the Council Interview Committee to attend the interviews to provide any needed clarifications.

Information Package

This information contained within this Information Package is not intended to be exhaustive and is not limited to the information provided.

Mission Statement

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

Facilities

Milton Public Library serves a diverse and growing community. As of 2014, it has two library service facilities: Main Library and Beaty Branch. Please see Appendix A and B for condensed Branch Profiles.

What is a Library Board?

- A formal policy-setting group that exists to set goals and objectives to meet the community's public library needs.
- A nine member Board, consisting of three Councillors and six community representatives.
- Appointed by Milton Town Council at the beginning of each new Council term.
- Accountable to Milton Town Council for the operations of Milton Public Library. Town Council has line-by-line control over the annual budgets.
- A governance Board established by the Ontario Public Library Act. It takes its fiduciary, short and long term planning, and policy development responsibilities seriously.
- The Board delegates the appropriate authority to staff, through the CEO/Chief Librarian, to run the Library system and achieve the planning and financial goals set by the Board.
- The CEO/Chief Librarian acts as Secretary/Treasurer to the Board.

Responsibilities of the Library Board

- Analyse and interpret the needs of the community with respect to Library service.
- Determine, develop, establish, and review Library objectives appropriate to the needs of the community.
- Select and appoint, at adequate salary, a Chief Executive Officer/ Chief Librarian.
- Secure adequate funds.
- Approve the budget and the expenditure of Library funds.
- Make statement of financial requirements to Council.
- Establish policies governing library programs and operations of the Library, in consultation with the CEO/Chief Librarian.

- Maintain awareness of Library trends.
- Develop a program of public relations which will ensure the working relationship with politicians, local agencies, community groups, organizations, and the Ministry.
- Attend and encourage seminars and/or workshops for development of trustee talent and experience.
- Support opportunities for Staff professional development.
- Promote Library legislation that improves and extends Library service.
- Review, amend, and approve the Milton Public Library governance policies and Board by-laws on an annual basis.
- To protect the organization's information closely and not release or share confidential information.

Scope and Purpose

The powers and duties of the *Board* are defined by the Ontario Public Libraries Act R.S.O. 1990. The *Board*,

(a) shall seek to provide, in co-operation with other Boards, a comprehensive and efficient public library service that reflects the community's unique needs;

(b) shall seek to provide library services in the French language, where appropriate;

(c) shall operate one or more libraries and ensure that they are conducted in accordance with this Act and the regulations;

(d) may operate special services in connection with a library as it considers necessary;

(e) shall fix the times and places for *Board* meetings and the mode of calling and conducting them, and ensure that full and correct minutes are kept;

(f) shall make an annual report to the Minister and make any other reports required by this Act and the regulations or requested by the Minister from time to time;

(g) shall make provision for insuring the *Board's* real and personal property;

(h) shall take proper security for the treasurer; and

(i) may appoint such committees as it considers expedient.

Selection of Members

- A person is qualified to be appointed as a member of the *Board* who is a member of the appointing Council or;
    a) Is a least eighteen (18) years old.
    b) Is a Canadian Citizen.
    c) Is a resident of the municipality for which the *Board* is established.
    d) Is not employed by the municipality or county.
- If a *Board* member,
    a) Is convicted of an indictable offence;

b) becomes incapacitated;

c) is absent from the meetings of the *Board* for three (3) consecutive months without being authorized, by a *Board* Resolution;

d) ceases to be qualified according to the above bullet criteria;

e) otherwise forfeits his or her seat;

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

- Where a vacancy arises in the membership of the *Board*, the appointing Council shall promptly appoint a person to fill the vacancy and to hold office for the unexpired term, except where the term is less than forty-five (45) days.

Term

- *Board* members shall be appointed for a term that runs concurrent with the Term of the appointing Council, or until such time as their successor(s) are appointed.

Frequency & Location of Meetings

The Library Board holds regular meetings at least once monthly from January to June and from September to December, both inclusive, and at such times as it considers it necessary. Board meetings are held on the third Wednesday of the month, at 7:00 p.m. in the Board Room at the Main Library.

E-packages (including the agenda and non-confidential reports) are available the Friday before the Board Meeting. Hardcopy agendas and accompanying *Board* packages are available at the Library before the Wednesday meeting date. *Board* members are required to pick up packages before the meeting.

Committees and Representations

Library Board members are expected to serve on committees. The Chair attends all committee meetings in an ex-officio capacity. Councillors are excused from participation, but all other Board members sit on one of two committees – Finance and Human Resources (HR). The Board shall nominate and appoint the Chairs of the Finance and HR Committees and appoint Board members to these committees. In addition, a Board member is appointed to the Negotiating Committee for the purposes of collective bargaining, the Advocacy Committee to build and nurture relationships with community influencers and to secure sufficient and stable support for its core services and strategic objectives, and the Succession Planning Committee to review and update the *So You Want to Be a Board Member … Information for a New Board* at least six months before the Board term ends.

The Finance Chair works closely with the Chief Librarian in reviewing the Budget, chairs the Finance Committee meetings, which are held based on recommendations from the CEO, and presents the Operating and Capital Budget to the *Board*. The Library Board Chair is present at Council meetings, with staff support, when budgets are being discussed to answer any questions.

The HR Chair calls and presides over the HR Committee meetings, which are held at the end of each calendar year, to complete, with input from all *Board* members, the CEO evaluation. The Chair of the HR Committee and the Chair of the Library Board meet with the CEO to review the evaluation.

The *Board* also appoints one (1) member to act as their representative on the SOLS Trustee Council. Each Council meets two (2) times per year. The purpose of the meeting is for library trustees to share information with each other on topics of mutual concern and offer advice and feedback to SOLS on services.

Conflict of Interest

Board members must declare any conflict of interest with respect to their fiduciary responsibility. If a conflict of interest does arise, an opportunity to declare such is given at the beginning of every *Board* meeting:

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

Other Documents

MPL Annual Reports and the 2014 Economic Impact Study are able to be viewed on the MPL website:

Annual Reports: http://www.mpl.on.ca/publications.php

Economic Impact Study: http://www.mpl.on.ca/documents/2014_10EconomicImpact.pdf

Current year hardcopies of these documents are available upon request.

How do I get further information?

Contact:

Leslie Fitch, CEO/Chief Librarian   Brad Boehmer, Milton Public Library Board Chair
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Legacy Document

Library Board Succession Plan: MPL Key Accomplishments 2011-2015

When the new Board was appointed in the mid-winter of 2011, the 2008 Library Master Plan was already in place to assist with the long and short-term planning objectives of the Board. The Master Plan is supported by associated annual Goals and Objectives, the achievement of which is guided by a detailed Annual Work Plan.

The Board and staff were able to achieve many of the essential recommendations stemming from the 2008 Library Master Plan, and so a planning initiative began, in tandem with the Town of Milton's Community Services Department, to update the respective Master Plans. The 2014 Library Master Plan, still in draft format, is expected to provide a similar framework for MPL's long and short-term planning goals as had been experienced with the 2008 process.

Listed below are **_some_** of the **_key accomplishments_** achieved under the auspices of the 2011-2015 Milton Public Library Board.

Facilities

The MPL System has been transformed over the past five years, and the need for capital expansion continues in response to the rapid growth and changing needs of the Milton community. Planning for MPL's second branch, to be situated in west Milton, is expected to be well underway in 2015, with a completion date in 2017. Pending budget approvals, an expansion of the Main Library is currently in the planning forecast for 2019, and the construction of the third branch in south Milton post-2024

- Main Library construction underway Spring 2010 and continued throughout 2011
- Main Library in the MCA opened June 2011
- Branch 2 (in west Milton) project initiation 2015 for expected completion 2017
- Main Library expansion slated for 2019 completion
- Branch 3 (in south Milton) also on planning horizon post 2024
- Hours of operation improved at Beaty (2012)
- Hours of operation improved at Main (2012)
- Hours of operation improved at Main (2013)

Milton Public Library Board (MPLB)

The current MPLB has been a pro-active Board and has demonstrated this not only by approving Annual Goals and Objectives to support Master Plan goals but also by continuing to use and refine the established Board Self-Evaluation Process, by initiating an ad hoc Board

Education process, by establishing new Board committees, and in general, seeking service excellence from MPL staff, and communicating that excellence to stakeholders and community members. Requests of the Board to Milton Council for improvement to library hours in order to maximize the usage of the spaces were persuasive, and the additional hours of operation are noted above.

- Board Self-Evaluation
- Board Education
- Board Advocacy Committee
- Board Succession Planning Committee
- CEO Evaluation: process refined; CEO goal setting established
- eBoard packages
- Board Policy Manual
- Community Profile (2013) results
- MPL Economic Impact Study
- Library Master Plan (2014)

Operations

Space improvements, technology implementations, projects, partnerships and collaborations leading from the 2008 Master Plan continued to inform and redefine the look, feel, and functions of the MPL System, and these areas will continue to be developed and expanded as per the 2014 Master Plan.

- Communications and Marketing transformation and communication of the MPL Brand including: library logo, brochures, flyers, Annual Reports, Champion Page, and more
- Self-service / patron empowerment technologies to enhance public service including self-check in and out, automated notification, library catalogue improvements, etc.
- Virtual Library Branch options enhanced and improved
- Resources and collections to support AODA requirements
- Engagement via Social Media continues
- Defining new metrics

Public Service

Knowledge based economies are supported by the goals and directions of a public library, and MPL is no exception. Literacy-based reading-readiness programs for children, writing workshops and book-based programming for teens and adults, technology learning based programs, opportunities to cultivate creativity and collaboration, along with programs to

welcome newcomers to the community, and multilingual resources further deepen the connection of residents to the MPL system.

- MPL System Strategy development: Collections, Services, Programming, Outreach, Staffing alignment
- MPL Project Management Strategy
- Public Input formalized via situational surveys, review of comment forms, 24/7 user satisfaction surveys
- Newcomer / multilingual service development
- 21st Century Literacies, to support traditional literacies
- Ready for Reading
- Social media engagement
- Focus on user groups, including children, teens, adults and seniors
- Information Milton responsibilities

Library Board Succession Plan: MPL Future Initiatives

The Board and staff work together to plan, develop, and achieve a number of initiatives annually. The Library Master Plan (LMP) is one of the driving forces behind moving the Library into the future. The 2014 LMP is expected to be approved by Council in 2015 and will be reviewed again in three to five years' time (2017-2019).

Listed below are *__just some__* of the *__future initiatives__* of the Milton Public Library that are expected to be completed in order to fulfill the directions coming out of the most recent Master Plan process. Many of these items will come before the Board over the next four years for its consideration:

Facilities

 Short term

- Branch 2 – Third library location (in west Milton – Sherwood Survey) building project, initiation 2015 for expected completion in 2017
- Improved hours of operation at Main, pending budget approval

 Long term

- Main Library expansion slated for 2019 completion
- Improved hours of operation at Beaty, pending budget approval

Milton Public Library Board (MPLB)

 Short term

- Board Orientation
- Board Education
- Board Self-Evaluation
- Board Advocacy
- Board Succession Planning
- CEO Evaluation (annual)
- Board elections
- Deputy Chief Librarian hiring process involvement (second interview)
- Union Contract Negotiations Team member
- HR Review Update

Long term

- Update of the MPL Master Plan in 2017-2019
- Possible creation of a Friends of the Library group
- CEO recruitment and selection (date to be determined)
- Seek non-municipal revenue streams
- Explore opportunities for room rentals as part of building projects

Operations

Short term / ongoing

- ILS Implementation
- Ongoing Maker Space implementation
- Core Services Review
- Marketing and Communications: Annual Report, Economic Impact Study, Library Master Plan, E-communication, etc.
- Resources and collections to support the Access for Ontarians with Disabilities Act (AODA)
- Self-service / patron empowerment technologies
- Social media engagement
- Creation of a Crisis and Emergency Communications Plan
- Partnerships and collaboration continues
- Records management multi-year project
- Implement a meaningful outcome-based metrics
- Volunteer management plan
- Monitor and implement AODA requirements

Public Service

Short term / ongoing

- Continue to target a collection size of 3.0 items per capita
- Expand multilingual collections
- Develop plans for staffing, collections, and programming for the Sherwood Branch (Branch 2) and future library building projects
- Develop a Collections Development Policy
- Continue to strengthen current programming and collections for all ages
- Continue to collect public input and satisfaction surveys
- Continue to develop Newcomer / multicultural service

- Information Milton responsibilities
- Website content review and development strategy
- Participation in Pan Am and Parapan Am Games promotion with Ignite status

Appendix A – Main Library Profile - 2014

Main Library is the Milton Public Library's flagship location, providing library services to the entire community, as well as housing MPL's administration, circulation, information, and technical services departments.

Relocated to Main Street in the Milton Centre for the Arts in June 2011, the new Main Library is 30,000 gross square feet housing a collection of materials including books, DVDs, CDs, videogames, magazines, and online materials.

Responding to community demand, Main Library expanded its hours to include Mondays 10 – 5 p.m. as of June 2012 and 9:30 a.m. openings as of June 2013. This location comprises of two floors, including a passenger elevator, and holds additional collections such as Adult Graphic Novels and multilingual books in Urdu and Spanish.

Features:
- Built to a LEED gold standard, the building is strategically designed to lessen its negative impact on the environment
- Meets London's Facility Accessibility Design (FADs)
- Large and numerous windows allow natural light to fill public and employee spaces
- Wireless Internet offered throughout all public spaces
- The Children's Area offers a bright and appealing space for playing, enjoying books, and is equipped with computers offering access to the Internet and early literacy programs
- The Teen Area offers space for studying / socializing and is equipped with internet terminals for Teen use
- The Scandlan/Leeds Group Study Room provides space for patrons to study in groups of three-eight and is well used by local High School students from Bishop Redding Catholic Secondary School
- The Flint Computer Lab gives patrons the opportunity to study individually and is well used by laptop users
- The Beaty Silent Study Room provides a quiet space for silent study
- The Bandura Fireside Lounge provides a space for the public to enjoy the Library's magazine collections and some table space for groups of two
- The Watson & Associate's Children's Program Room provides a multi-purpose space for offering diverse programs with space for 40 people without tables or 30 people when tables are used
- The Whitehead Lookout Lounge holds the Large Print collections and offers views of the Cogeco Escarpment Hall in the Milton Centre for the Arts and the parking lot
- A Laptop Lounge on the second floor offers space for laptop users to charge up and access the Library's public wireless internet

- Main Library is located in the Milton Centre for the Arts at the corner of Main Street & Thompson Road

OVERVIEW

Chief Executive Officer	Leslie Fitch, CEO and Chief Librarian
Senior Managers	Susan Mickalow, Deputy Chief Librarian Mark Williams, Information Services Sherri Norris, Circulation Services and Beaty Branch
Administration	Cyndi Duncan, Financial & Human Resources Officer Myra Gibbs, Library Operations Officer Liz Gingras, Accounts Payable Assistant Kari Veno, Marketing & Communications
Opened	June 7, 2011
Population	**2011 Census:** 84,362 **Town of Milton 2013**: approximately 102,000 as of 2013 Source: http://www.miltonthiswayup.ca/pdfs/Milton_Fast_Facts.pdf
Hours	Total Hours open per week: 61 winter / 57 summer Monday 9:30 - 5 Tuesday—Thursday 9:30 – 9 Friday—Saturday 9:30 – 5 Sunday 1 – 5 CLOSED May to September
Collection	Fiction, non-fiction, juvenile and adult French books, large print, books on CD, CD-ROMS, Fiction and Nonfiction DVDs, videogames, Music CDs, magazines, newspapers, and electronic databases, eBooks, and emusic available through the MPL website. **Special Collections:** Adult Graphic Novels Multilingual books in Urdu and Spanish, plus DVDs **Size :** 160,952 items, including items on order **Estimated Value:** $5,583,029.50
Technology	Public Computer Stations (Internet and MS Office): 14 Children's Early Literacy Stations: 6 Children's Computer Stations (Internet and MS Office): 6 Wireless Access: Yes Photocopier (Black and White): 1

	Three rooms equipped with a screen and Data Projector: Board Room, Flint Computer Lab, and Watson and Associates Children's Program Room
Self Check-Out Units	Four units, three located beside Circulation desk and one on the second floor
Building	**Size:** 30,000 square feet **Accessibility:** - Two public service levels - Fully accessible elevator - Three accessible washrooms **Features:** - Built to LEED gold standards - Watson and Associates Children's Program Room - Scandlan/Leeds Group Study Room - Beaty Silent Study Room - Flint Computer Lab - Bandura Fireside Lounge - Laptop Lounge - Whitehead Lookout Lounge - Teen Area - Children's Area
Condition	New (built in 2011)
Parking	161 spaces at the Milton Centre for the Arts with a further 216 spaces at the Memorial Arena & Lion's Club Hall

Type of Community:

Main Library serves neighbourhoods with a mix of residential housing and commercial spaces. Directly to the north and south of Main Library are residential neighbourhoods made up of detached and semi-detached homes. To the immediate west of Main Library is a large commercial development consisting of a Real Canadian Superstore and small shops, as well as

fast food and sit down restaurants. Slightly farther east of the Library are two complexes of short rise condominiums, and construction has begun on a third condominium complex.

Major roads running north and south: Thompson Rd. and James Snow Parkway
Major roads running East and West: Main St. E., Steeles Ave., Childs Dr.

Demographics:
According to 2011 Census data, the majority of Main's catchment area population is within the age groupings of 20 to 64 years (17,650), with children and teens ages 0 to 19 years (8, 375) acting as the second largest population grouping. Seniors aged 65 or older (2,145) represent the smallest population in this catchment.

Languages:
11% of residents in the Main Library catchment area speak a language other than English (88%) or French (0.01%) most often at home. Urdu is the non-official language most often spoken at home, followed by Spanish, Panjabi, and Polish.

Other Services:
- Interlibrary Loan
- TTY Services for the Hearing Impaired
- Milton Transit Ticket Agent
- Region distributor of garbage tags
- Public Access Defibrillator

Programming:
Children's Programming includes:
- Weekly registered and drop-in story times that promote early literacy for children ages 0 to 5 years
- Battle of the Books
- Special holiday programming, such as Christmas and March Break activities
- Summer Reading Club
- Paws to Read

Teen Programming includes:
- Teen Advisory Group (TAG)
  - Lego Stream
  - Creative Stream
  - Technology Stream

- - Event Stream
- Special events, such as exam support and interest workshops (for example, creative writing)
- Library Lock-Ins
  - One Direction

Adult Programming includes:
- Newcomer programs, such as Settlement Worker services, ESL Conversation Circles, and Newcomer Information Centre sessions
- Non-Credit University Course in partnership with the University of Waterloo
- Small business and job search workshops
- Book Club
- Technology workshops
- One on One technology appointments

Appendix B – Beaty Branch Profile - 2014

Beaty Branch serves the diverse population of its surrounding residential neighbourhood in Milton, Ontario. Beaty Branch is a one-storey building that supports the services offered by the Main Branch of the Milton Public Library system.

Opened in 2009, Beaty Branch responds to the need to expand library services for the growing population of Milton. The Branch was named after the neighbourhood in which it is located, acknowledging the local history of the Beaty family who were among the first European settlers in the area.

Features:

- Built to a LEED Canada-Silver standard, the building is strategically designed to lessen its negative impact on the environment

- Collections and services are provided at one level, increasing accessibility to patrons

- Large and numerous windows—both interior and exterior—and skylights allow natural light to fill public and employee spaces

- Wireless Internet offered throughout all public spaces

- The Children's Area offers a bright and appealing space for playing and enjoying books, and is equipped with computers offering access to the Internet and early literacy programs

- The Group Study Room provides space for patrons to study in groups of 3–8

- The Silent Study Room provides a quiet study space for individuals

- The Program Room provides a multi-purpose space for offering diverse programs with space for 60 people (without tables) and can expand into the Group Study Room as demand warrants

- Patrons can easily browse high demand materials such as DVDs, magazines, and newspapers in one location: The Lounge

- *Information Milton* is maintained from this branch

BEATY BRANCH OVERVIEW

Chief Executive Officer	Leslie Fitch, CEO and Chief Librarian
Senior Managers	Susan Mickalow, Deputy Chief Librarian Sherri Norris, Circulation Services and Beaty Branch Mark Williams, Information Services
Senior Staff	Maria Benadik, Branch Librarian Bekah Crozier, Children's Librarian (maternity leave) Emily Thompson, Acting Children's Librarian
Opened	November 17, 2009
Population	**2011 Census:** 84,362 **2006 Census:** 53,940
Hours	Total Hours open per week: 47 Monday CLOSED Tuesday–Thursday 10–9 Friday–Saturday 10–5 Sunday CLOSED
Collection	Fiction, non-fiction, juvenile French books, books on CD, CD-ROMS, DVDs, videos, videogames, music CDs, magazines, newspapers, and electronic databases, ebooks, emusic, and evideos available through the MPL website. **Special Collections:** Multilingual DVDs **Size : 67,595** items, including items on order **Estimated Value of the Collection: $1,441,310**
Technology	Public Computer Stations (Internet and Microsoft Office): 8 Children's Early Literacy Stations: 4 Children's Computer Stations (Internet and Open Office): 4 Wireless Access: Yes Photocopier (Black and White): 1 Screen and Data Projector: 1
Self Check-out Units	1 unit, located beside Circulation desk
Building	**Size:** 11,300 square feet

	Accessibility: One level 　　　　　　　Accessible/family public washroom 　　　　　　　Accessible staff washroom **Features:** Built to LEED standards 　　　　　　Program Room (capacity: 60 without room divider) 　　　　　　Group Study Room 　　　　　　Silent Study Room 　　　　　　Children's Area
Condition	New (built in 2009)
Parking	35 spaces

Type of Community:

The Beaty Branch serves a residential neighborhood. The community is made up of private dwellings of mainly single-detached houses. Semi-detached houses and row homes together represent less than half of Beaty's community dwellings. The Library is the only Town facility in the area except for parks and parkettes. There is a daycare immediately adjacent to the facility.

Major roads running north and south: Thompson Rd., Fourth Line, James Snow Parkway
Major roads running East and West: Derry Road

Demographics:

The population of Milton has increased by approximately 30,000 in the past 5 years. According to 2011 Census data, the majority of Beaty's catchment area population is within the age groupings of 20 to 54 years (8393), with children and teens ages 0 to 19 years (5530) acting as the second largest population grouping. Seniors ages 65 or over (560) represent the smallest population in this catchment area.

Languages:

One third of this catchment area (32.2%) has a mother tongue in a language other than French or English; of this population 1.6% does not speak either of the official languages: English (65.6%) and French (2.2%).

Other Services:
- Interlibrary Loan
- Milton Transit Ticket Agent
- Region distributor of garbage tags
- Public Access Defibrillator

Programming:

Children's Programming includes:
- Weekly registered and drop-in story times that promote early literacy for children ages 0 to 5 years
- Book Buddies
- Battle of the Books
- Special holiday programming, such as Christmas and March Break activities
- Summer Reading Club
- LEGO Creations

Teen Programming includes:
- Teen Advisory Group (TAG)
  - Creative Stream
- Craft programs
- Special events, such as exam support and interest workshops (for example, creative writing)

Adult Programming includes:
- Newcomer programs, such as Settlement Worker services, ESL Conversation Circles, Commissioner of Oaths services, and citizenship workshops
- Small business and job search workshops
- Book Club
- Polish Film Showcase
- Parenting Workshops (Halton Public Health Nurses)