

# Library Impact Report

Public libraries provide benefits and value that go beyond just financial measurements such as revenue or profit.

Social Return on Investment (SROI) is a way to assess the positive impact libraries create, including both direct, visible benefits and deeper contributions to the community.

Using the Valuing Ontario Libraries Toolkit (VOLT) developed by the Ontario Library Service, and customer feedback received through the 2025 Library Customer Survey, this report provides a high-level overview of Mississauga Library's SROI to better understand the true community value of our services, resources, programs, and spaces.

## Overall Economic Benefit

**\$236,715,871**

**\$1 Invested =  
\$6.96 of Value**

To find the value for each dollar spent, we divide the total economic benefit by the annual operating budget.

## Per Resident Benefit

**\$307**



# Milestones



## Circulation

6,946,809 ↑ 8%

### Digital

2,529,684 ↑ 11%

### Physical

4,417,125 ↑ 6%



## Programs and Attendance

### Programs

5,660 ↑ 4.5%

### Attendance

138,181 ↑ 17%



## Computer and Wi-Fi usage

261,615 (computer)

1,245,400 (Wi-Fi)

Total =

1,507,015 ↑ 11%



## Foot traffic

3,791,808 ↑ 28%



## Room bookings

28,539 ↑ 197%

(Based on 2024 data)



**“The Library helped give a space for my kids to explore”**

## **Education**

**\$53,256,428**

Mississauga Library supports education through access to information, programming for children and youth, and its support of learning opportunities.

## **Economic Development**

**\$33,330,968**

The library helps to support local economic growth through employment, training and development, collections, and revenues such as grants and donations.

## **Civic Engagement**

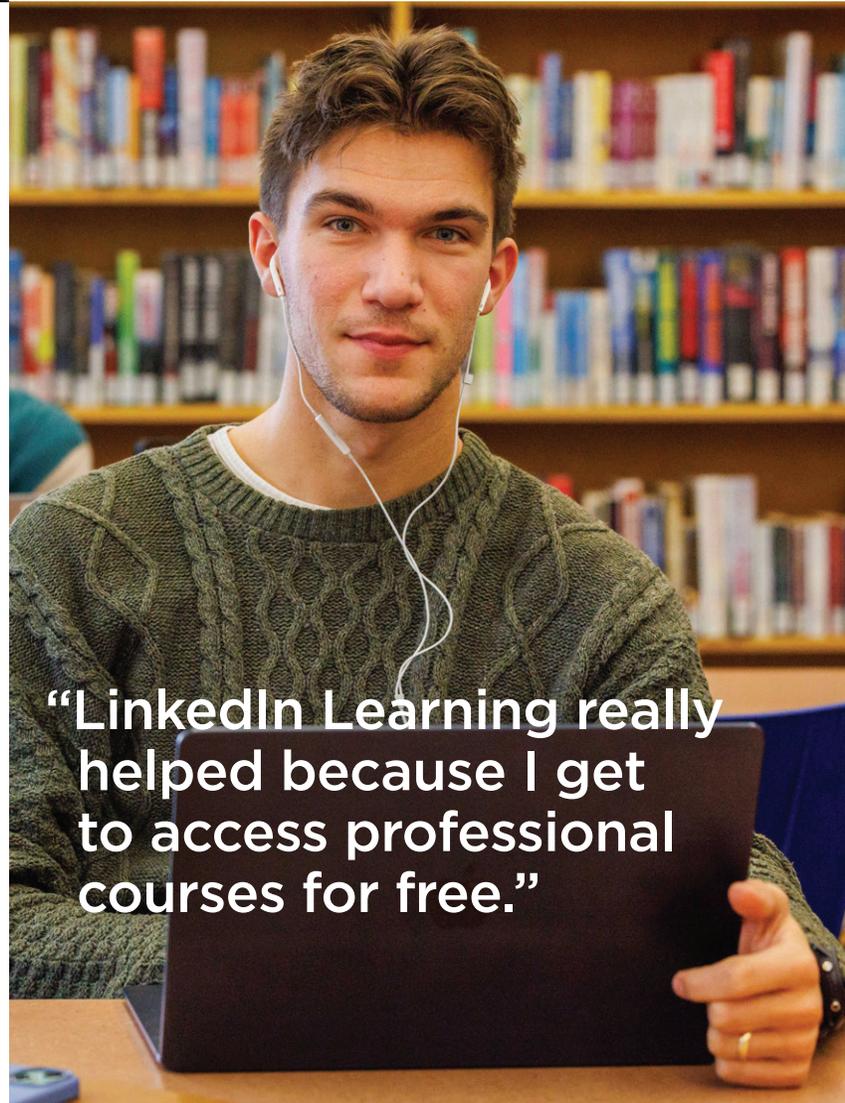
**\$409,869**

Through fostering of relationships, and community connections and partnerships, Mississauga Library strengthens civic engagement across the city.

## **Space**

**\$54,129,066**

The library provides pivotal space in Mississauga for people to meet, gather, and be.



**“LinkedIn Learning really helped because I get to access professional courses for free.”**



**“The library has given me access to entertainment I can’t otherwise afford.”**

## **Inclusion & Well-being**

**\$2,205,006**

Mississauga Library fosters inclusion and personal well-being through accessible collections and programs that help the community to foster a sense of belonging. We also strive to bridge the digital divide in Mississauga through access to technology.

48% of respondents gained access to technology through the library that they would not have had access to otherwise (2024 Bridge Survey data).

The Open Window Hub is a resource and information centre designed to support and empower individuals and families who are unhoused and/or experiencing mental health issues within the City of Mississauga. In 2024, 1,952 people were connected to housing support and 1,081 to health services.

## **Culture**

**\$1,241,561**

The library increasingly contributes to cultural vitality and connecting diverse peoples through special collections, cultural programming and events.

**“Mississauga libraries have played a pivotal role in our wellbeing. Thank you for that.”**

## **Entertainment & Leisure**

**\$92,142,973**

The library encourages reading, viewing and listening for entertainment through fiction collections, online streaming services, and creative programming.





# Customer Feedback

We asked residents:

**How has Mississauga Library made a difference in your life or your family's lives?**

■ **“We are so grateful to Mississauga libraries.**

They provide us with opportunities to find interesting books, safe and quiet spaces to read, and amazing staff who are always happy to help. My daughter loves the libraries and she can always find materials for school projects. Most importantly, the libraries in our city ignite in children the love for books through fun events like the book club and summer events that make learn a fun adventure. Thank you!!!”

■ **“It has been amazing for being a space where me, and my friends can study.**

I have never experienced the sheer quality and volume of facilities the Central Library offers, and I'm happy I get to access it! I adore this library and would spend more time there if I could.”

■ **“...Makerspace helped me to start my social media channel. ”**

■ **“The third party audiobooks have changed my life.**

My “hands” are too busy in last few years assisting 2 physically dependent family members. I was an AVID reader all my life and missed it terribly. I am now able to enjoy listening to free audiobooks while I prepare meals and do chores. It has allowed me time to “read” again (last year I read over 70 books for the first time in several years) and escape into a story for a little while. I love being able to listen on multiple devices.”



# Accomplishments

- **Mississauga Literary Festival welcomed 1,400 people in 2024**, connecting them with authors, publishers, and exhibitors through panels, workshops, and creative discussions.
- **Expanded the collection** with new borrowable items, including autism sensory kits, guitars, and lifejackets.
- **Introduced a new online catalogue and mobile app**, enhancing user experience, accessibility, and discoverability.
- **Hazel McCallion Central Library's grand opening** drew over 6,000 attendees, featuring activities for all ages and opportunities to explore the new spaces.
- **2024 Mississauga Comic Expo (MCX) drew 6,000 attendees**, featuring 120 exhibitors, cosplayers, gaming events, a trading post and workshops.
- **The Mississauga Seed Library celebrated its tenth anniversary in 2024.** In the past five years, the Mississauga Library has distributed over 18,500 packets of seeds to the community.