

Mission Statement

Freedom to Discover

Strategic Priorities

*A Community Beacon Relevant and Responsive
A Creative and Changing Organization*

HAMILTON PUBLIC LIBRARY BOARD

**Regular Board Meeting
Wednesday, April 15, 2015
Central Library, Board Room**

5:30 p.m. Dinner
6:00 p.m. Meeting

AGENDA

1. **Discussion Period**
 - 1.1 Introduction Susan Kun, Interim Director Collections
2. **Acceptance of the Agenda**
3. **Minutes of the Hamilton Public Library Board Meeting of Wednesday, March 18, 2015** Attachment #3
4. **Presentations**
 - 4.1 March Break Update - LB
5. **Consent Items**
6. **Business Arising**
 - 6.1 Turner Park Update – KA Attachment #6.1
Suggested Action: Receive
 - 6.2 2014 Year End Variance Details - RH Attachment 6.2
Suggested Action: Receive
7. **Correspondence**
8. **Reports**
 - 8.1 Chief Librarian's Report Attachment #8.1
Suggested Action: Receive

9. New Business

- | | | |
|-----|---|---|
| 9.1 | Quarterly Metrics Report – LB | Attachment #9.1 |
| | | Suggested Action: Receive |
| 9.2 | Dundas Library – KA/RH | Attachment #9.2 |
| | | Suggested Action: Recommendation |
| 9.3 | Customer Code of Conduct - KA | Attachment #9.3 |
| | | Suggested Action: Recommendation |
| 9.4 | Self Check Replacement – LB | Attachment #9.4 |
| | | Suggested Action: Recommendation |
| 9.5 | Library Board Tablet Evaluation – PT/LB | Attachment #9.5 |
| | | Suggested Action: Recommendation |

10. Private and Confidential

11. Date of Next Meeting

Wednesday, May 20, 2015
Central Library, Board Room, 5th Floor
5:30 p.m. Dinner
6:00 p.m. Meeting

12. Adjournment

Mission Statement

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HAMILTON PUBLIC LIBRARY BOARD

Regular Board Meeting
Wednesday, March 18, 2015
Central Library, Board Room
5:30 p.m. Dinner
6:00 p.m. Meeting

MINUTES

PRESENT: Suzan Fawcett, David Simpson, Nicolas van Velzen,
Wenda Tulloch, George Geczy, Clare Wagner, Jennifer Gautrey,
Mary Ann Leach, Richard Bagdonas, Councillor Partridge

STAFF: Lisa DuPelle, Karen Anderson, Melanie Southern, Robin Hewitt,
Karen Hartog

REGRETS: Councillor Pearson

GUESTS: Mary Sakaluk

Ms Fawcett called the meeting to order at 6:00 p.m.

1. Discussion Period

1.1. Introductions

Councillor Partridge was welcomed to the Library Board and introductions were made.

1.2. Leaders in Literacy Breakfast

Board members interested in attending were requested to contact Karen Hartog.

1.3. Bookmobile

Ms Anderson reminded Board Members of the approved schedule change to Bookmobile service where 9 retirement home stops are to be discontinued and a Millgrove stop will be added. The discontinued retirement home stops will now be serviced by Visiting Library Service.

Councillor Partridge requested a blurb be sent to her to be included in her enews and website.

1.4. Waterdown

Ms Anderson provided an update on the construction of the new Waterdown Branch.

1.5. Fridays at Turner Park

Ms Anderson reported on the positive feedback received in regards to Friday openings at Turner Park.

2. Acceptance of the Agenda

MOVED by Mr. van Velzen, seconded by Ms Leach,

THAT THE AGENDA BE ACCEPTED AS PRESENTED.

AMENDMENT

MOVED by Councillor Partridge, seconded by Ms Leach,

THAT ITEM 9.2 BE MOVED TO THE BEGINNING OF THE AGENDA.

AMENDMENT CARRIED.

MOTION CARRIED AS AMENDED.

3. Minutes of the Hamilton Public Library Board Meeting of Wednesday, February 18, 2015

MOVED by Ms Tulloch, seconded by Mr. Bagdonas,

THAT THE MINUTES OF THE HAMILTON PUBLIC LIBRARY BOARD MEETING OF WEDNESDAY, FEBRUARY 18, 2015 BE ACCEPTED AS PRESENTED.

MOTION CARRIED.

4. Presentations

4.1 Juno Week Update

Ms Southern highlighted the events held at the Hamilton Public Library during Juno Week.

5. Consent Items

MOVED by Mr. vanVelzen, seconded by Ms Leach,

THAT CONSENT ITEM 5.1 BE APPROVED AS PRESENTED.

MOTION CARRIED.

5.1 Chief Librarian/CEO PA Policy

That the Hamilton Public Library Board approve the Chief Librarian/CEO Performance Appraisal (PA) Policy.

6. Business Arising

6.1 Facilities Master Plan Draft 2

Committee members provided some additional edits to draft two. It was reported that the building assessments will be available in September and will be included in the plan at that time.

MOVED by Ms Wagner, seconded by Mr. Bagdonas,

THAT THE ATTACHED SECOND DRAFT OF THE FACILITY MASTER PLAN BE RECEIVED FOR COMMENT AND FEEDBACK.

MOTION CARRIED.

7. Correspondence

No correspondence.

8. Reports

8.1 Chief Librarian's Report

MOVED by Councillor Partridge, seconded by Ms Leach,

THAT THE CHIEF LIBRARIAN'S REPORT BE RECEIVED FOR INFORMATION.

MOTION CARRIED.

9. New Business

9.1 2014 Budget Variance Report

MOVED by Ms Wagner, seconded by Ms Gautrey,

THAT THE UNAUDITED HAMILTON PUBLIC LIBRARY BUDGET VARIANCE REPORT AS AT DECEMBER 31, 2014 BE RECEIVED FOR INFORMATION.

MOTION CARRIED.

MOVED by Mr. Geczy, seconded by Mr. Simpson,

THAT MANAGEMENT BRING BACK A MORE DETAILED BREAKDOWN OF THE MATERIALS AND SUPPLIES LINE AND FINANCIAL LINE INCLUDING MORE INFORMATION ON THE FAVOURABLE AND UNFAVOURABLE VARIANCES OF EACH ITEM.

MOTION CARRIED.

9.2 Public & Staff Computer Renewal

Ms Sakaluk was welcomed to the meeting and provided an overview of the public and staff computer renewal.

MOVED by Ms Leach, seconded by Mr. Simpson,

THAT THE HAMILTON PUBLIC LIBRARY BOARD APPROVES THE ALLOCATION OF UP TO \$600,000 FROM THE RESERVE

FUNDS TO SUPPORT THE PUBLIC PHASE OF THE COMPUTER RENEWAL PROJECT.

Phase 1: Public Computing	
300 Public Thin Clients	\$139,000.00
Additional Blade Servers	\$55,000.00
VMWare Horizon View ELA	\$330,000.00
Office Standard License	\$22,000.00
Windows Software Assurance	\$30,000.00
Approximate Total Phase 1:	\$576,000.00

AMENDMENT

MOVED by Mr. Geczy, seconded by Mr. vanVelzen,

THAT ESTIMATED PROJECT COSTS BE INCLUDED IN THE MOTION.

AMENDMENT CARRIED.

MOTION CARRIED AS AMENDED.

10. Private and Confidential

No private and confidential items.

11. Date of Next Meeting

Wednesday, April 15, 2015
Central Library, Board Room, 5th Floor
5:30 p.m. Dinner
6:00 p.m. Meeting

12. Adjournment

MOVED by Mr. vanvelzen, seconded by Ms Tulloch,

THAT THE HAMILTON PUBLIC LIBRARY BOARD MEETING OF WEDNESDAY, MARCH 18, 2015 BE ADJOURNED.

MOTION CARRIED.

The meeting was adjourned at 7:50 p.m.

Minutes recorded by Karen Hartog



Date: April 10, 2015
To: Chair and Members of the Board
c.c. Paul Takala, Chief Librarian
From: Karen Anderson, Director of Public Service
Subject: **Turner Park Update**

Recommendation:

That this report on recent Turner Park customer usage be received for information.

Background:

In December 2014 the Board approved an expansion of service hours at the Turner Park branch extending service to Fridays from 10-6. This expansion of service hours was effective March 6, 2015 and has been very well received by Turner Park customers.

Opening Turner Park on Fridays is a first step to improving service to customers. Establishing Turner Park as a six (seven) day operation like Central is required to better meet customer needs, particularly on the mountain.

Co-locating with the YMCA in a multi-use facility has proved to be a significant factor in creating a community destination. Many residents visit both sites and support the success of each partner.

In keeping with the library's role as a community beacon, many Turner Park customers first priority is to utilize the space and services the library provides, the computers, the study areas, the children's spaces and programs, with borrowing a lower priority. With new Friday hours we expect to see visitor counts increase more than circulation. There is also an expectation that Thursday and Saturday visitor counts may be impacted as customers make adjustments to their "weekend" borrowing routines. The seasonal aspect of the branch's Sunday service may also affect borrowing patterns.

The adjustment to service hours is very recent and we have limited data, but indications are that these additional 8 open hours will result in net increases in both visitors and circulation.

Since opening on Friday March 6th, each successive Friday has seen increased visitors and circulation. During this period March Break also impacted how customers used the library.

Turner Park Friday Circulation March 2015

Date	Daily Circulation	% Change from previous Friday
Friday March 6	549	
Friday March 13	578	+5.2%
Friday March 20*	820	+41.9%
Friday March 27	637	-22.3%

Turner Park's March 2015 monthly circulation includes four additional service days and this has reduced the rate of decline from March 2014. It is important to note that earlier Turner Park statistics for 2013 and 2014 still show evidence of the post renovation transition of customers back to Terryberry.

Turner Park Monthly Circulation Comparison

Monthly Circulation	2013	2014	% Change (2013-14)	2015	% Change (2014-15)
January	46,114	34,654	-24.9%	31,015	-10.5%
February	41,266	32,158	-22.1%	27,670	-14%
March	44,376	38,327	-13.6%	35,799	-6.6%

Anecdotally, branch staff report very positive feedback from customers who are pleased with the extra hours. The library's online customer satisfaction survey has also received comments on Turner Park's expanded hours. An example: "Thank you for opening on Friday....Thanks again". Survey comments are reviewed on an ongoing basis.

At the point of writing this report the visitor count data is still being verified. A manual count of visitors is happening on Friday, April 10. Preliminary visitor counts will be brought to the April Board meeting.

In 2015 we will continue to monitor traffic patterns and circulation. The Turner Park data will assist with a broader review of service hours.

Date: April 15, 2015
To: Chair and Members of the Board
c.c. Paul Takala, Chief Librarian
From: Robin Hewitt, Director, Finance and Facilities
Subject: **2014 Year End Variance Details**

Recommendation:

That the unaudited Hamilton Public Library Budget Variance Details for Cost Categories Financial and Materials and Supplies, be received.

Background:

At the April 18, 2015 board meeting, a motion was passed requesting additional details on the cost categories Financial and Materials and Supplies. The budget for library collections is disbursed between the two categories.

The table attached details the variances and provides an explanation of significant variances.

DESCRIPTION	BUDGET	ACTUAL	VARIANCE	EXPLANATION
Legal Fees	50,000.00	8,125.55	41,874.45	No arbitration or contract negotiation costs for 2014.
Cash Over / Short	(6,070.00)	(809.70)	(5,260.30)	Budget reduced to zero for 2015
Debit & Credit Card Processing Charges	10,400.00	14,997.76	(4,597.76)	Charges for customer use of eCommerce, credit and debit cards. Budget increased for 2015.
Audit Fees	9,620.00	(1,628.16)	11,248.16	Accrual reversal
Collection Fees	25,300.00	22,975.13	2,324.87	Fees charged by the collection agency to recover overdue accounts.
Processing Fee	300,000.00	419,929.59	(119,929.59)	
Other Fees & Services	8,520.00	9,128.04	(608.04)	
FINANCIAL	397,770.00	472,718.21	(74,948.21)	
Operating Supplies	159,400.00	203,915.99	(44,515.99)	\$15K new logo library cards, \$35K RFID tags
Computer Software	53,060.00	4,568.56	48,491.44	First year software costs included in startup capital costs (VTLS). There will be more software purchases in 2015 for projects such as HPLnet, VDI etc.
Computer Hardware	-	13,197.15	(13,197.15)	Desk Tops and Notebooks
Operating Equipment	117,820.00	247,176.44	(129,356.44)	\$125K Security Gates, \$10K Blade Server
Furniture And Fixtures	50,000.00	106,184.42	(56,184.42)	\$6.7K Piano, \$7.5K Sound Masking system for Westdale, \$8.2K Shades for LHA, \$6.5K table refinish, \$30K Teknion Furniture
Merchandise	-	5,903.16	(5,903.16)	Local History and Archives Calendars. Cost offset by revenues.
Library Materials	2,632,570.00	3,021,363.21	(388,793.21)	
Subscriptions	600,000.00	410,612.68	189,387.32	
Juvenile Miscellaneous	-	7,195.18	(7,195.18)	First Books for summer reading programming. Cost offset by a grant.
Repairs-Equipment	4,440.00	329.45	4,110.55	
Service-Reader/Printer	3,100.00	-	3,100.00	
Postage/Freight/Courier	5,270.00	2,219.93	3,050.07	
Printing And Reproduction	6,000.00	36,828.05	(30,828.05)	New bags, business cards, tshirts, print materials - all new logo. Design fees \$7K
Other Fees and Services	67,580.00	69,784.06	(2,204.06)	
MATERIAL AND SUPPLIES	3,699,240.00	4,129,278.28	(430,038.28)	
Processing Fee	300,000.00	419,929.59	(119,929.59)	The collections variance is due to a change in the exchange rate, as well as a substantial increase in demand for digital collections and a continued need to support physical collections. While physical circulation is dropping overall, customers are still borrowing nearly as much as they did in 2009 with little change to the budget.
Library Materials	2,632,570.00	3,021,363.21	(388,793.21)	
Subscriptions	600,000.00	410,612.68	189,387.32	
Total Collections Budget	3,532,570.00	3,851,905.48	(319,335.48)	

Chief Librarian's Report – April 2015

125 Anniversary Celebration Update

Last month a staff committee started their work planning for HPL's upcoming 125th anniversary in September. Committee members' excitement about the possibilities was evident and a number of potential events and programs were identified. The Library was officially opened by Lord and Lady Aberdeen on September 16, 1890. The 16th falls on a Wednesday this year, so to facilitate as much community participation as possible the main celebration date will fall on a Saturday. After considering what is happening in September in our system and our communities, the Committee suggested Saturday, September 26 as a day of grand celebration with birthday cake and celebratory activities. This day coincides with Culture Days – a complementary initiative and one that will provide additional advertising opportunities. In addition to system plan activities we will be encouraging local activities around the system.

Witness Blanket

We are pleased to report that we have received confirmation that the Witness Blanket will be coming to Central Library for July and August. Inspired by a woven blanket, this large scale art installation is made out of numerous reclaimed items from the Residential School era, and acts as a national monument that recognizes the atrocities, honours the children, and symbolizes ongoing reconciliation. The delivery date for the arrival has not been given due to the fact that four stops prior to Hamilton are not finalized. It is anticipated that this large work (approximately 40' x 10'), will be displayed on the second floor. HPL is excited to be able to host this significant work, and promotion is currently being developed to highlight this installation. (<http://witnessblanket.ca/>)

Central Fire and Evacuation

At approximately 4:00 pm on March 26 the fire and evacuation alarm sounded at Central. Staff and security implemented our procedures under the fire safety plan in a calm and methodical manner. The entire library was evacuated in about five minutes. One fire response staff advised our Human Resources Coordinator that he was very impressed with how organized and timely the process was handled by staff and customers. Facility and fire response staff ascertained, after investigation, that an unidentified person activated the fire alarm in the market which led to the full evacuation of the building. In 2009, the Board approved delayed openings so that up to three fire drills could be conducted per year. For the past few years we have conducted one drill a year at Central. We have an upcoming drill scheduled for May 13, 2015. The branches hold their fire drills during closed days or times.

"Lighting it up Blue" for Autism Awareness

On April 2, Central Library had its roof and perimeter lighting turned to blue to show its support for World Autism Day. The goal is to raise awareness of autism and demonstrate our support of the ASD community. The link below, illustrates a number of well recognized landmarks from last year:

http://www.autismspeaks.ca/_autismspeaksca/assets/Image/liub%20waad%20collage%20of%20world%20landmarks.jpg HPL has supported similar initiatives, such as last year's International Awareness Day for Myalgic encephalomyelitis (chronic fatigue syndrome), Fibromyalgia and Multiple chemical sensitivity in May.

Tweetstock

Tweetstock is a social media conference that celebrates the impact social media can have for small business owners, not-for-profits and charities, as well as entrepreneurs and professional. It is a practical, hands-on conference with breakout sessions and guest speakers. HPL and the City of Hamilton's Economic Development Department have worked together to bring this social media conference from Brantford where it has been hosted for the last 10 years, to Hamilton. As a partner, HPL will host this event at Central Library on the fourth floor. The all day event is scheduled for Thursday, June 18 and publicity is currently being developed. (<http://tweetstock.ca>)

Sit, Stay, Read Program Launches at Turner Park

A new partnership with the Hamilton Burlington SPCA is pairing pet therapy animals and adult volunteers with reluctant readers ages 6-12. The program encourages children to take part in literacy activities as animals make ideal non-judgmental reading companions for children who may not be strong readers and reluctant to read aloud. The program at Turner Park will include therapy dogs as well as a rabbit. This new partnership initiative is similar to a longstanding program at the Central Library, offered in partnership with BISHPets, but marks the first time for a branch location.

Network Update

The Library works in partnership with the City's IT department for the provision of the Library's network. Rogers is the current network provider. The City's current contract with Rogers comes to an end in 2015. The City is currently exploring a partnership with Hamilton Community Energy Telecom (HCE).

(<http://www.thespec.com/news-story/5523783-hamilton-to-explore-dropping-rogers-as-telecom-provider/>)

Grant Funding Announcements

Last month the Board was informed of HPL's successful grant application for the provincial New Horizons Grant that will support creative aging programming. Since that time, three other grant announcements have been announced in partnership with HPL:

Trillium Grant: Hamilton Council on Aging (HCoA)

HPL is identified as partner with HCoA's successful grant application, the HCoA Peer Connector Program. This is a volunteer program aimed at recruiting and training older adult volunteers to support other seniors in developing, maintaining and/or enhancing their connections with all aspects of community-life. The program focuses on developing a pool of well-trained older adult volunteers who will support seniors in accessing the information, supports and services they require to age successfully. Program implementation runs from September 2015 to April 2017.

Research on the Digital Storytelling Project

Brian Detlor, Associate Professor at the DeGroot School of Business, was successful in his Social Sciences and Humanities Research Council (SSHRC) Partnership Development Grant application to research the impact of digital storytelling. His project will happen over 3 years, and will be working with staff and our Storytelling Project. The findings from this research will inform policy-makers and cultural institutions, and provide them with insights on how to best use digital storytelling techniques to promote a city or region. Brian is a member of the steering committee for the Story Telling project, "Love Your City, Share Your Stories." This digital storytelling project promotes and fosters the City of Hamilton's cultural identity and contributes to the preservation of Hamilton's history. Last year, the project was awarded \$150,000 from the Hamilton Future Fund.

Research Supporting Curriculum Development

We are one of several partners in a research project on curriculum development. Kathy Hibbert, Associate Professor, Adolescent Literacy and Medical Imaging Education (Faculty of Education and Schulich School of Medicine & Dentistry), Western University, was successful in a SSHRC partnership development grant application. This project will involve the development of a dynamic "cloud-based" teaching and learning curriculum based on the worldwide success of the *Shakespeare Can Be Fun (SCBF)* children's book series and instructional seminars created by Lois Burdett. The purpose of the collaboration is

to advance how curriculum is conceptualized, developed, and implemented by creating a more dynamic and flexible model of curriculum. As a project partner, HPL will be able to offer this curriculum as activity to a wide range of youth at different locations. Ultimately, the vision is to provide participants opportunities to perform the end results. Using our Digital Media Labs, HPL will be able to facilitate the recording, and production of these performances, and share them to a wider audience. This project aligns with our current initiative to integrate connected learning principles into our youth services programming and spaces. There are several partners in this project including researchers and staff from: University of Illinois at Urbana Champaign, Nipissing University, Brock University, Western University and QWILL Media and Education.

Paul Takala
Chief Librarian



DATE: April 10, 2015
REPORT TO: Chair and Members of the Board
C.C.: Paul Takala, Chief Librarian
From: Lita Barrie, Director, Digital Technology & Youth Services
Subject: **Quarterly Statistical Report**

Recommendation:

That the Library Board receive the 2015 1st Quarter Statistical Report Update for information.

Background:

One of the Library's current strategic priorities is to ensure the Library is relevant and responsive. A key component of advancing this strategic priority has been to improve our capacity to gather, analyse and interpret our quantitative data.

The format of the 1st Quarter statistical report has been updated to provide the Library Board with the comparable 2014 and 2013 data where possible. Three additional performance indicators have been added for this fiscal year: Circulated Items (digital streaming), In Person Visits and Wireless usage. These additional indicators help to demonstrate the changing nature of customer usage of the Library's collections, programs and services.

The Library Board will be provided with quarterly updates of our key performances statistics. The quarterly statistical report will provide the Library Board will the key indicators to monitor trends in the use of Library facilities, collections, programs and services and plan for future strategic opportunities and developments. These performance indicators will continue to evolve as Library service evolves.

Performance Statistic Definitions:**Active Library Cardholders**

The number of library cardholders who have used their library card in the past two years. This statistic is taken as a snapshot at the end of the given period.

New Registered Cardholders

The number of library cardholders who have registered for a new library card or have updated their existing card (but not necessarily active) within the given period.

Circulated Items (Physical)

The number of physical items borrowed/checked out from the library's collection (holdings) for use outside of the library during the given period. Items that are used within the library that have not been checked out and therefore never physically leave the library facility are not included in this total. Circulated items that are renewed by phone and through the online catalogue are included in this statistic.

Circulated Items (Digital)

The number of items borrowed/checked out by active cardholders of the Hamilton Public Library during the given period. Digital items include eBooks and eAudiobooks, digital magazines and newspapers; and digital media such as music and videos.

Circulated Items (Digital Streaming)

The number times Hamilton Public Library cardholders accessed and viewed streamed online training and video tutorials and streamed music during the given period. *This content was added to the collection in January 2015.

In Person Visits

The number of in person visits made to all Hamilton Public Library branches (physical location) during the given period. * For this quarter, this figure is an extrapolation of sample data gathered during the typical week survey that the Library performs once every quarter.

Website Visits

The number of visits (user sessions) made to the Hamilton Public Library webpage (www.hpl.ca) during the given period.

Catalogue Visits

The number of visits (user sessions) made to the Hamilton Public Library Catalogue (www.hpl.bibliocommons.com) during the given period.

Number of Programs

The number of programs held during the given period. A program is a planned presentation given at a scheduled time by library staff or another resource person to a group of library users or potential users. Program examples include children's storytime, visits to classrooms and auditoriums; library tours, movie and gaming programs; and talks given to groups that introduce users to library materials and

services. Additionally, external authors, presenters or speakers delivering a presentation to library users within the library itself count towards this statistic. Activities such as exhibits, contests, library booths and the use of meeting rooms by external groups are not counted.

Program Attendance

The corresponding attendance from all of the programs listed above that were held during the given period.

Computer Sessions

The number of times the patrons log on with their library card and use a library workstation (computer) during the given period. Cardholders who book/sign up in advance to utilize computer time as well as those who require computer use time on an ad hoc basis are counted. The amount of time that the cardholder uses the computer does not count in this statistic. As an example, if the cardholder uses a library workstation for 30 minutes in the morning, and then 30 minutes in the afternoon, the library computer session use for this patron would be 2.

Wireless Usage

The number of times visitors to the Hamilton Public Library utilized the free wireless network during the given period. The amount of time that the cardholder uses the wireless network is not reflected in this statistic. * For this quarter, this data is based on an extrapolation of a 3 week sample due to the timing of the implementation of new wireless hardware.

Social Media Fans

The aggregate total of the number of fans and followers of the Hamilton Public Library on the social media platforms Facebook and Twitter. This statistic is taken as a snapshot at the end of the given period.

Hamilton Public Library

55 York Boulevard
Hamilton, Ontario



Population Served: **519,949**, Active Library Cardholders: **144,148**, Active Cardholders Per Population Served: **27.72%**

Performance Statistic	Q1, 2015	Q1, 2014	Q1, 2013	% Change 2014-2015	% of Fiscal 2014	% Change 2013-2015	% of Fiscal 2013	Fiscal, 2014	Fiscal, 2013
New Registered Cardholders	5,799	4,561	5,311	27.1%	29.0%	9.2%	28.3%	19,995	20,478
Circulated Items (Physical)	1,423,731	1,471,557	1,689,189	(3.3%)	24.4%	(15.7%)	22.0%	5,825,464	6,466,086
Circulated Items (Digital)	268,784	236,611	192,232	13.6%	28.5%	39.8%	34.5%	944,239	779,047
*Circulated Items (Digital Streaming)	97,355	N/A	N/A	100%	N/A	N/A	N/A	N/A	N/A
Circulated Items (Total)	1,692,515	1,708,168	1,881,421	(0.9%)	25.0%	(10.0%)	23.4%	6,769,703	7,245,133
*In Person Visits	887,019	928,063	931,991	(4.4%)	23.9%	(4.8%)	23.8%	3,712,253	3,727,965
Website Visits	779,955	851,960	845,636	(8.5%)	25.1%	(7.8%)	23.6%	3,111,001	3,303,316
Catalogue Visits	613,128	538,110	559,881	14.0%	29.1%	9.5%	27.9%	2,108,376	2,201,226
Number of Programs	2,412	2,040	1,909	18.2%	29.0%	26.3%	32.4%	8,312	7,436
Program Attendance	40,340	29,959	32,429	34.7%	25.0%	24.4%	25.3%	161,347	159,656
Computer Sessions	192,399	202,496	221,344	(5.0%)	24.4%	(13.1%)	22.6%	788,333	850,029
*Wireless Network Uses	168,807	135,613	109,300	24.5%	31.1%	54.4%	38.6%	542,450	437,200
Social Media Fans	7,562	5,662	N/A	33.6%	105.0%	N/A	143.2%	7,205	5,282

Date: April 10, 2015
To: Chair and Members of the Board
c.c. Paul Takala, Chief Librarian
From: Karen Anderson, Director of Public Service
 Robin Hewitt, Director Finance & Facilities
Subject: **Dundas Renovation – Request for Funds**

Recommendation:

That the Library Board approves the allocation of \$500,000 from Library Reserves (Library Major Capital Projects), \$100,000 from AODA Operating and \$75,000 from the Special Gifts Fund to support the cost of renovations to the Dundas Branch.

Financial/Staffing/Legal Implications:

In September 2014 the Board approved a Capital Budget submission to the City which included a proposed renovation to the Dundas branch.

Year	Library Reserves	City Capital Request	Facilities Block Funding	Operating AODA	Special Gifts Fund	Total
Dundas 2015	\$500,000	\$975,000	\$150,000	\$100,000	\$75,000	\$1,800,000

The \$975,000 capital request was approved by the City in January 2015. Now that the project is able to proceed, the funds for the project need to be officially allocated to the project with a Board motion.

Background:

The Dundas branch is HPL's fourth busiest location with approximately 200,000 visitors per year. With the large population of seniors in Dundas, renovating the library to meet all accessibility standards is a high priority.

In 2014 the City approved \$100,000 for a feasibility study to look at options for renovating/expanding the Dundas branch. The Dundas Library was constructed in 1970, with a renovation done in 1979. The current building is inefficient and does not meet all accessibility standards. As a result of the feasibility study, the preferred option is to renovate the existing building. The renovation will provide greater optimization of space by consolidating and reducing staff areas, expanding and improving space available for customers, removing or remediating designated substances and bringing the building up to the higher standard that we expect of library locations. The design will ensure space allocation is flexible in order to meet changing demands in the future.

The improvements will meet the City's Barrier Free Guidelines, and will also address aging building systems and infrastructure. In particular a new barrier free side entrance and walkway and improved washrooms will address accessibility concerns.

The planned renovation will start in 2015 and public consultation will be scheduled for the spring.

Date: April 10, 2015
To: Chair and Members of the Board
c.c. Paul Takala, Chief Librarian
From: Karen Anderson, Director Public Service
Subject: **Customer Code of Conduct**

Recommendation:

That the Hamilton Public Library Board approve the updated Customer Code of Conduct.

Financial/Staffing/Legal Implications:

Updating the Customer Code of Conduct does not impact our budget, staffing levels or legal responsibilities.

Background:

As part of our ongoing development of Customer Service improvements we identified that our Customer Code of Conduct needed to be updated.

Hamilton libraries strive to be community beacons throughout the city. Receiving more than 3.8 million in person visitors per year, libraries are well used destinations with customers and staff sharing space and interacting on a daily basis. It is important to establish a shared expectation of how customers will use the spaces and access service. Libraries should present a respectful and inclusive environment where customers feel welcomed, comfortable and able to fully utilize the wide range of services and programs.

Occasionally staff or security is required to remind customers of appropriate conduct. These interventions are the exception. By clarifying the underlying principles of respect, inclusion and accountability the Code sets the tone for a positive interaction between customers and with staff. Rather than focus on negative behaviours, the new wording restates the expectations in terms of positive behaviours and actions and will improve customer communication.

Customer Code of Conduct

Policy Level: Library Board

Author: Director, Public Services

Date Approved: January 15, 2001; January 2005; Draft April 2015

Service and Customer Commitment

Welcome to the Hamilton Public Library. Our top priority is to ensure a positive experience for our library users, whether in person or virtual. With staff and customers sharing a commitment to maintain a pleasant, safe and respectful environment for learning and leisure, together we will create the opportunity for everyone to use the library.

Everyone has the right to enjoy the services of the Hamilton Public Library. As a customer of Hamilton Public Library we ask you to:

- **Be courteous and respectful**

Please minimize disturbance to others and use respectful language and conduct at all times. Be mindful of personal hygiene and always wear appropriate attire including shirt and footwear.

- **Follow Library policies and procedures**

Employees make every effort to apply these library rules in a fair, dignified, and positive manner for the benefit of all. You can assist by providing the library with your up-to-date personal and contact information as well as offering comments and feedback on our service.

- **Treat Library materials, resources and spaces with care and respect**

Please keep library materials clean and in good condition so that they may be enjoyed again. When visiting the library, please use resources and spaces for their intended purpose to ensure a positive experience for all.

- **Be responsible for those in your care**

Do not leave a child or vulnerable person unattended. Supervise all individuals for whom you are responsible.

Relevant Legislation: [Child and Family Services Act](#); [Accessibility for Ontarians with Disabilities Act](#); [Human Rights Code](#); [Public Libraries Act](#); [Children's Aid Society of Hamilton](#); [Catholic Children's Aid Society of Hamilton](#)

Code of Conduct (Previous Version to be Replaced)

Policy Level: Library Board

Author: Director, Public Services

Date Approved: January 15, 2001; January 2005

Purpose

These rules have been established and will be enforced for the comfort and safety of patrons, volunteers, and staff and for the protection of library materials and property.

Policy Statement

LIBRARY USERS MUST NOT

- Engage in any activity in violation of Federal or Provincial law, Municipal by-law or library policy.
- Physically assault or threaten violence.
- Harass staff or other library users or use insulting or threatening language.
- Leave children without someone who is responsible for their safety and supervision. Library staff is obligated by the Ontario Child and Family Services Act to call the Police or Children's Aid Society if a child is in need of protection.
- Fail to comply with a reasonable request.
- Cut, tear, deface, break, damage, or steal any library materials, equipment or property. Interfering with the designated use of computers and networks is also not allowed.
- Create disruptive noises such as loud talking, screaming or banging on computer keyboards.
- Disturb or intrude upon the rights of others to use the library.
- Smoke on library premises or within 9 metres of library entrances.
- Enter into staff areas, including staff workstations, desks or use staff equipment in public areas.
- Enter library premises drunk or under the influence of illegal drugs.
- Enter the library or while on library premises be barefoot, without a shirt, or with offensive body odour.
- Canvas, petition or engage in commercial activity, including selling, soliciting or unauthorized distribution of circulars.
- Move library furniture from areas so as to interfere with the use and enjoyment of the library by others.
- Place feet on tables and chairs or sleep in the library.
- Use roller blades, skateboards or other sporting equipment while on library premises.
- Use washrooms for bathing, shampooing, doing laundry, or changing clothes.
- Take library materials into a washroom.
- Members of the public must open all bags, books and papers for inspection if requested by staff.
- Animals are not permitted in library buildings, except in authorized programs or when needed to assist a person with a disability.
- Violation of any of the above rules could result in suspension of library privileges including banning from all library locations, cost recovery charges, and/or prosecution under the Ontario Trespass to Property Act, R.S.O. 1990 or the Criminal Code.

Relevant Legislation: [Child and Family Services Act](#); [Children's Aid Society of Hamilton](#); [Catholic Children's Aid Society of Hamilton](#)



Date: April 10, 2015
Report to: Chair and Members of the Library Board
CC: Paul Takala, Chief Librarian
From: Lita Barrie, Director Digital Technology & Youth Services
Subject: RFID Self-Check Renewal – Recommendation

RECOMMENDATION:

That the Hamilton Public Library Board approve an additional \$390,000.00 be added to the RFID capital project from reserves (106014-Computers and Servers) to replace the self check units at all Library locations with Bibliotheca self check units.

FINANCIAL/STAFFING/LEGAL IMPLICATIONS:

- This recommendation will enable staff to continue to work with the existing vendors and pay maintenance and support on an ongoing basis. The costs for maintenance and support are factored into the operating budget. Future purchases will be done within operating budgets or major capital purchases that require the use of reserve funds the will go to the Library Board for approval.
- Standardizing on Bibliotheca and MK Sorting Systems has enabled library staff to develop expertise to support this equipment. This is an efficient use of staff resources. Acquiring equipment from other vendors would increase the staff time to support and train on the use of the equipment.
- Implementation of RFID will continue to comply with all relevant policies and legislation. These include: the Hamilton Public Library *Privacy Policy for Library Users*, the ALA Policy for *Radio Frequency Identification (RFID) Technology and Privacy Principles* and the Information and Privacy Commissioner of Ontario *Guidelines for Using RFID Tags in Ontario Public Libraries*.
- Recognizing Bibliotheca and MK Sorting Systems as authorized vendors has enabled staff to negotiate pricing directly with the vendors. If either vendor fails to cost effectively provide quality equipment and services the library would follow the normal RFP process to acquire new equipment and services.

BACKGROUND

Hamilton Public Library's implementation of RFID systems began in 2007 and included the following components:

- RFID tagging of library materials
- Self checks
- Staff RFID stations
- Security gates that read RFID tags

- Sorters (material handling systems) at the busiest locations

The implementation of RFID technology, along with other process improvements, has enabled the Hamilton Public Library to meet significant increases in library usage while controlling costs. Currently, over 87% of the Library physical circulation is checked out via the Library's self-check kiosks. We continue to see other public libraries that have not yet implemented RFID now looking to catch-up in order to meet operational challenges.

The majority of the Library's self checks and staff stations are over five years old and we are beginning to experience an increase in equipment failures. In 2014, we began an RFID refresh project to review the status of the RFID hardware and software. We are in the process of updating the configuration of our security tags from the EAS to the current North American standard AFI. We have also upgraded the security gates to improve access to visitor counts and centralize the gate administration. We've identified the renewal of the self check units as a key priority. The new hardware will increase the speed of the transactions, user experience and allow for centralized administration and troubleshooting of the equipment.

Moving forward, RFID and materials handling are important consideration in any library renovation or expansion project. It is essential to workflow of the operation of the new location with the anticipated increase in volume of circulation when the branch opens. Staff will be freed to provide more value added services such as information, programming and readers' advisory.

Benefits of Self Check Kiosk Renewal:

- Up-to-date systems with improved ability to maintain
- Improved performance
- Improved user privacy
- Improved accessibility

Authorization to purchase the RFID systems to date has followed the normal City of Hamilton Request for Purchase (RFP) process. After completing an RFP evaluation staff brought reports to the Library Board for approval. These included:

- September 2006 - Approved Libramation as the vendor to complete RFID at three pilot locations: Ancaster, Dundas and Westdale
- September 2008 - Approved SirsiDynix who partnered with ITG to implement RFID system-wide including self-checks, staff stations and security gates
- February 2009 - Approved MK Sorting Systems to implement RFID Automated Material Handling Systems (sorters) at Central, Terryberry and Turner Park
- October 2011 Approved Bibliotheca, as they acquired ITG, to provide RFID system-wide including self-checks, staff stations and security gates
- October 2013 approved MK Sorting Systems to implement RFID Automated Material Handling Systems (sorters) at Waterdown.

- December 2013 approved MK Sorting Systems to implement RFID Automated Material Handling Systems (sorters) at Dundas and Red Hill and expand the Westdale unit to a three bins sorter.
- December 2013 That the Hamilton Public Library Board approve the installation of sorters at the Red Hill and Dundas branches and expand the sorter at Westdale to a 3 bin unit.

PROPOSED NEXT STEPS

2015

- June: Installation of the RFID Automated Material Handling System (sorter) at the new Waterdown
- September: Installation of the RFID Automated Material Handling System (sorter) at Red Hill and the expanded three bin unit at Westdale
- Install self check units

Dates TBD

- Installation of a RFID Automated Material Handling System in tandem with the renovation of the Dundas Branch.
- Replace staff RFID stations.
- Explore sorter implementation with the expansion and redevelopment of the Binbrook and Valley Park projects.

Date: April 10, 2015
To: Chair and Members of the Board
From: Paul Takala, Chief Librarian
Lita Barrie, Director Digital Technology & Youth Services
Subject: **Library Board Tablet Evaluations and Guidelines**

Recommendation:

That this report be received for information and comment.

Financial/Staffing/Legal Implications:

The cost of providing tablets to library board members is more than offset by savings in printing, courier charges and staff time to prepare print packages.

The posting of documents is consistent with our Privacy Policy and the Municipal Freedom of Information and Protection of Privacy Act. Library Board documents are now posted in accessible PDF format to comply with AODA requirements.

Background:

Early in the current term, the Library Board decided to go paperless. The decision was made to give Board members a tablet that would be used for the term of the Board. In September 2011 the Library Board approved the plan and adopted the terms of use.

When we investigated the options in 2011 and recommended the iPad2, the total cost per unit was approximately \$980. The cost for replacement devices is now about \$500 or could be lower. The financial viability of purchasing tablets for Board Members was dependent on agreement that a print copy of the Board package will no longer be distributed. At the time we estimated the move to go paperless was cost neutral. With even lower costs now, moving back to paper distribution would be a more expensive option.

In addition to saved staff time, and courier costs, the presumed benefits of converting the Library Board packages from print to electronic included:

- It is a green initiative that reduced paper consumption
- Providing Board members with tablets has helped facilitate usage of some of our newer services such as eBooks. Increasing Board members' familiarity with these new and rapidly growing services has assisted with a better understanding of current challenges.

At this point staff are preparing for when the new Library Board gets appointed. We are currently seeking feedback on what has worked and what could be improved. We want to test assumptions about the benefits. In 2011 we standardized on one device, the iPad2; today the market has matured significantly so we want to determine if we should offer another option besides a current generation of the iPad. To assist with the discussion it would be appreciated if Board members could complete a brief survey (to be emailed to Board members).

HPL was an early adopter to go paperless and we are sharing what we have learned to develop updated best practices.

Tablet Guidelines/Requirements

The approved device(s) will be a current generation tablet that will serve Board members for the life of the Board Term (2015-2018).

- It will support Board members reviewing all Board documentation wherever there is a Wi-Fi connection. (No data/cellular plan will be provided)
- It will support Board members in their use of Library resources, such as, eBooks, electronic databases, audio, video formats...

Components

In addition to the device, the following components will also be provided:

- Case to protect the device & a wireless keyboard
- Additional applications to support viewing and annotating Board documents

Ownership and Replacement

All components purchased by the library will be owned by the Hamilton Public Library.

- The anticipated useful lifecycle of the devices is the current term of the Library Board. At the end of the term the devices will become the property of the individuals.
- If a Board member leaves office during the term, the device will be returned, and it will be issued to the incoming Board member. Staff will ensure all personal data is removed.
- The Library may ask for the device to be returned at any time. (This is not anticipated but security vulnerabilities or other valid business reasons could require the device to be returned.)
- When initially establishing the licensing of the new iPad software, all licensing will be registered in the device holder's name.

Terms of Use for Board Members

Upon receiving tablets Board Members will be asked to agree to the following Terms of Use Agreement.

1. **Usage for Board Meetings:** The tablets will be used to review electronic materials for each board meeting. Board members agree to bring the tablets to board meetings to access agendas, minutes and reports.
 - The Administrative Assistant to the Chief Librarian will electronically post the Board package before each meeting and notify board members by email when this has happened.
 - Paper copies will no longer be provided. Meeting locations will be coordinated to ensure that Wi-Fi access can be obtained. The Library will provide the necessary software to access materials for Board meetings.

2. **Personal Use and Other Activities:** Library Board members are encouraged to use their tablet devices to access library materials and services, such as eBooks.
 - Board members will follow normal support channels when using their devices for personal reasons.
 - Users may load (at their own expense) and use other software on their tablets for personal use provided the software is approved/certified by the tablet manufacturer.
 - The Library is not responsible for the support or replacement of software or peripheral devices purchased for personal use.

3. **Security:** Board members will ensure their tablets are password protected and will follow other security procedures as instructed.
 - Loss of a tablet and/or suspected or known breach of security and access to information on the device must be reported to the Administrative Assistant to the Chief Librarian.
 - Tablets are not to be loaned to other individuals unless their usage is supervised.
 - HPL will activate security features to protect the device from unauthorized access and viruses. Those features will not be disabled.