

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, September 16, 2015
Central Library, Board Room**

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

AGENDA

1. Discussion Period

- 1.1 Board Tablet Rollout
- 1.2 Fall Program Guide
- 1.3 Telling Tales

2. Acceptance of the Agenda

3. Minutes of the Hamilton Public Library Board Meeting of Wednesday, June 17, 2015

Attachment #3

4. Presentations

- 4.1 125th Celebrations Update - MS
- 4.2 Waterdown Update – KA

5. Consent Items

- 5.1 Holiday Closures 2016 Attachment #5.1
Suggested Action: Recommendation
- 5.2 Family Day 2016 Attachment #5.2
Suggested Action: Recommendation
- 5.3 Non-Union Compensation Attachment #5.3
Suggested Action: Recommendation
- 5.4 Casual Staff Wage Rate Attachment #5.4
Suggested Action: Recommendation

6. Business Arising

7. Correspondence

8. Reports

8.1 Chief Librarian's Report

Attachment #8.1

Suggested Action: Receive

8.2 Q2 Metrics Report

Attachment #8.2

Suggested Action: Receive

9. New Business

9.1 Budget Variance Report

Attachment #9.1

Suggested Action: Recieve

9.2 2016 Capital Submission

Attachment #9.2

Suggested Action: Recommendation

9.3 Rights of Children and Teens Policy – LB

Attachment #9.3

Suggested Action: Recommendation

9.4 Safety of Children Policy – LB

Attachment #9.4

Suggested Action: Recommendation

10. Private and Confidential

10.1 Human Resources Update

11. Date of Next Meeting

Wednesday, October 21, 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

Inaugural and Regular Board Meeting

Wednesday, June 17, 2015

Central Library, Board Room

5:00 p.m. Meeting

7:00 p.m. Dinner

MINUTES

PRESENT: Suzan Fawcett, George Geczy, Clare Wagner, Jennifer Gautrey, Mary Ann Leach, Councillor Partridge, Councillor Pearson, Douglas Brown, Vikki Cecchetto, John Kirkpatrick, Lori-Anne Spence-Smith

STAFF: Lisa DuPelle, Karen Anderson, Melanie Southern, Robin Hewitt, Paul Takala, Susan Kun, Karen Hartog

GUESTS: Caitlyn Fralick

Ms Fawcett called the meeting to order at 5:00 p.m.

1. Discussion Period

1.1 LSP (Library Settlement Program)

HPL funding has been cut by the provincial government. It was reported that the Library is currently trying to sustain the program at some type of capacity.

1.2 Greensville

City council and the Hamilton District School Board have approved the Greensville project unanimously. The Hamilton District School Board now needs to apply to provincial government with the approvals. It is hoped that approval to move ahead with the project will be received by late summer/early fall.

2. Acceptance of the Agenda

MOVED by Ms Leach, seconded by Ms Wagner,

THAT THE AGENDA BE ACCEPTED AS AMENDED.

MOTION CARRIED

3. Minutes of the Hamilton Public Library Board Meeting of Wednesday, May 20, 2015

MOVED by Ms Gautrey, seconded by Mr. Geczy,

THAT THE MINUTES OF THE HAMILTON PUBLIC LIBRARY BOARD MEETING OF WEDNESDAY, MAY 20, 2015 BE ACCEPTED AS PRESENTED.

MOTION CARRIED.

4. Report of the Nominating Committee Meeting of Wednesday, June 17, 2015 and Elections

Nominating Committee members included Mr. Geczy, Ms Fawcett, Ms Leach and Ms Gautrey. Ms Fawcett presented the report of the Nominating Committee from its meeting held June 17, 2015.

Ms Fawcett reported that the Committee nominates Ms Jennifer Gautrey for Chairperson. Nominations for Chairperson were opened to the floor.

MOVED by Mr. Kirkpatrick, seconded by Mr. Geczy

THAT NOMINATIONS FROM THE FLOOR BE CLOSED AND MS GAUTREY BE APPOINTED AS CHAIRPERSON FOR 2015.

MOTION CARRIED.

MOVED by Councillor Partridge, seconded by Mr. Geczy,

THAT THE SLATE OF OFFICERS FOR THE 2015 LIBRARY BOARD BE ADOPTED AS FOLLOWS:

CHAIRPERSON: Jennifer Gautrey

VICE-CHAIRPERSON: Mary Ann Leach

EXECUTIVE COMMITTEE: Jennifer Gautrey
George Geczy
Mary Ann Leach
Suzan Fawcett
Alt: Lori-Anne Spence

AUDIT COMMITTEE: Jennifer Gautrey
George Geczy
Mary Ann Leach
Doug Brown
Alt: John Kirkpatrick

SOLS REPRESENTATIVE: Clare Wagner

MOTION CARRIED.

5. 2015 Board Chairman Calls the Inaugural Meeting to Order

6. Presentations

6.1 Centre For Equitable Library Access (CELA) Update

Mr. Ciccone provided an update on the Centre for Equitable Library Access.

6.2 Staff Day

Mr. Takala provided a presentation highlighting Staff Day 2015.

7. Consent Items

No consent items.

8. Business Arising

8.1 Start the Cycle

MOVED by Ms Fawcett, seconded by Ms Leach,

THE HAMILTON PUBLIC LIBRARY BOARD APPROVES A PILOT CHILDREN'S BIKE LOAN PROGRAM IN PARTNERSHIP WITH START THE CYCLE. THAT THE CHIEF LIBRARIAN IS AUTHORIZED TO ENTER INTO AN AGREEMENT WITH START THE CYCLE BASED ON THE TERMS AND CONDITIONS OUTLINED IN THIS REPORT.

MOTION CARRIED.

2 abstentions (Suzan Fawcett, Vikki Cecchetto)

9. Correspondence

No board correspondence

10. Reports

10.1 Chief Librarian's Report

MOVED by Councillor Pearson, seconded by Ms Spence-Smith,

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

MOTION CARRIED.

11. Private and Confidential

No private and confidential items.

13. Date of Next Meeting

Wednesday, September 16, 2015
Central Library, Board Room, 5th Floor
5:30 p.m. Dinner
6:00 p.m. Meeting

14. Adjournment

MOVED by Councillor Pearson, seconded by Ms Fawcett,

THAT THE HAMILTON PUBLIC LIBRARY BOARD MEETING OF WEDNESDAY, MAY 15, 2015 BE ADJOURNED.

MOTION CARRIED.

The meeting was adjourned at 7:15 p.m.

Date: September 16, 2015
To: Chair and Members of the Board
c.c. Paul Takala, Chief Librarian
From: Lisa DuPelle, Director of Human Resources
Subject: **Christmas and New Year Service Closures 2016**

RECOMMENDATIONS:

That the Hamilton Public Library Board approves the following Christmas/New Years closure period for 2016:

All locations of the Hamilton Public Library will close on December 24th and will remain closed through to December 27th and,

That the Library re-open on December 28th and service hours be adjusted through December 31st as noted below, and that the Library will re-open January 3, 2017.

BACKGROUND:

This closure schedule is in line with previous years' closures and reflects increased service hours during the holiday season.

CHRISTMAS 2016 CLOSURE INFORMATION

All locations of the Hamilton Public Library will close on Saturday December 24th, 2016 at 1pm through to December 27, 2016 to recognize Christmas Day and Boxing Day.

The Library will reopen on Wednesday December 28th (all branches will open) and service hours will be adjusted from December 28th through December 31st, 2016 as noted below:

- December 28th, 29th and 30th 2016:
All locations will open daytime hours closing at 6pm
- December 31st:
On Saturday, December 31st, 2016 all locations will open at 10am (except for Central which will open at 9am) and close at 1pm
- January 1st and 2nd 2017:
- All locations will remain closed on Sunday January 1, 2017 and Monday January 2, 2017 in recognition of New Year Day
- Regular operations will resume on Tuesday, January 3rd, 2017

Date: September 16, 2015
To: Chair and Members of the Board
c.c. Paul Takala, Chief Librarian
From: Karen Anderson, Director Public Service
Melanie Southern, Director Public Service, Partnerships &
Communications
Subject: Family Day Service Hours

RECOMMENDATION:

That the Hamilton Public Library Board approves the opening of the Central Library and Turner Park Branch for Family Day 2016 (1 pm to 5 pm) and that recommendations for hours on future Family Days be considered as part of the review of system hours.

FINANCIAL/STAFFING/LEGAL IMPLICATIONS:

Family Day is a statutory holiday. Staff volunteer to be scheduled on Family Day and are paid time and one half. The opening of locations on Family Day has been reviewed annually and subject to budget constraints.

BACKGROUND:

The Hamilton Public Library conducted a pilot in 2013 to open the Turner Park Branch on the Monday afternoon of Family Day. The pilot proved successful and the branch attracted many families. Building on that success, Turner Park was open for Family Day hours in 2014 and 2015 and, in 2015, the Red Hill Branch was opened as a second option for families.

When libraries open on Family Day it is not just for “business as usual.” While the facility is fully operational with collections, study spaces and public computers, the focus on families includes activities for all ages as well as guest performers. In 2015 over 1000 people visited the library and over 500 attended programs. Feedback from staff has been positive, “I had a great time working, the energy in the library was so positive – so many families excited to be here!” and there has been appreciative feedback from customers about library spaces and programs as well, “thanks for planning something for every one of my grandchildren, ages 6 – 12.”

Based on attendance and feedback, the demand for the library to be open on Family Day is high. The additional service hours help to meet the needs of families in the community and supplement the limited options for low cost family activities throughout the City.

In 2016 we have been exploring opening Turner Park and Central recognizing that these locations will serve both the upper and lower city. The inclusion of Family Day hours will be considered in the review of system service hours.

Date: September 16, 2015
To: Chair and Members of the Board
c.c. Paul Takala, Chief Librarian
From: Lisa DuPelle, Director of Human Resources
Subject: **Non-union Compensation**

RECOMMENDATIONS

That the salary schedule for the Non-Union Management and Professional Exempt Employee Group be increased by 1.5%, as budgeted in 2015, effective January 1, 2015, to be consistent with the 2015 negotiated memorandum of settlement for CUPE Local 5167 and City of Hamilton non-union male comparators in order to maintain pay equity compliance, and individual salaries be adjusted accordingly; and

That the non-union casual employees (pages and shelf readers) compensation will be dealt with in a separate Board motion moving forward with the subsequent changes anticipated by the provincial government. These changes are in accordance with the changes with the Employment Standards Act, and the City of Hamilton minimum wage male comparator non-union positions in order to maintain pay equity compliance.

FINANCIAL/STAFFING/LEGAL IMPLICATIONS:

The Library Board's Non-Union Pay Equity Agreement requires the Board to ensure pay equity compliance. One way that is done is through matching the cost of living increases given by the City of Hamilton.

The proposed increases have been budgeted for in 2015. HPL will be required to follow future cost of living wage adjustments made by the City of Hamilton. City Council approved the 1.5% increase for their non-union groups in 2015 at the August 14, 2015 meeting.

BACKGROUND

The Hamilton Public Library Board has a province-approved non-union pay equity plan that requires the Library Board to use City of Hamilton salaries as their comparator.

The library's non-union employees includes the Chief Librarian, all other senior administration, all branch and department managers, several professional and administrative staff positions in Human Resources whose positions are non-union because of the nature of their work and the administrative assistant for the Chief Librarian and the Board.

The casual staff (shelf-readers and student pages) are non-unionized and their wage structure was adjusted in 2014 related to the change in Ontario's minimum wage. For the purposes of wage increases for this group we normally follow the City Non-Union cost of living increases but more recently the Provincial government has been making substantial changes to the rate regularly which has changed that process. The minimum wage is set to increase again and this will impact the current salary structure.

Date: September 16, 2015
To: Chair and Members of the Board
c.c. Paul Takala, Chief Librarian
From: Lisa DuPelle, Director of Human Resources
Subject: **Casual Staff Wage Rates**

RECOMMENDATION:

That the Board approves the following wage rates for all casual (Library Page) non-union employees and that these rates will be implemented effective October 1, 2015.

Old Grid effective June 1, 2014	Step 1	Step 2
Library Page (Casuals/Shelfreaders)	\$11.00	\$ 11.55

New Grid effective October 1, 2015	Step 1	Step 2
Library Page (Casuals/Shelfreaders)	\$11.25	\$11.80

FINANCIAL/STAFFING/LEGAL IMPLICATIONS:

The cost associated with this change is in line with our approved 2015 budget which estimated a casual staff rate of \$11.62/ hour. There will be a modest impact to future budget years depending on future increases approved by the government.

BACKGROUND:

The Employment Standards Act was amended to reflect new minimum wage levels for 2008, 2009 and 2010. We adjusted the rates with each change and in 2009 the Board approved a new grid for casual staff effective January 1, 2010 since the old grid was eradicated with all of the increases. In 2014 the non-union approved increase of 1.9% was applied bringing the lowest rate to \$10.84 but the Employment Standards Act (ESA) was amended to reflect a higher minimum wage of \$11.00 per hour effective June 1, 2014. We are recommending that we do not apply the non-union increase since minimum wage has been increased this year. The ESA mandated increase to \$11.25 is greater than the non-union increase of 1.5% at the City of Hamilton. We recommend that the second step be increased as well so that we maintain the same differential applied previously. It is expected that another amendment to minimum wage will be announced in the next six months. If the minimum wage exceeds the second step we would be recommending a one step grid (eg. Living Wage). If there is a change we will bring a recommendation to the board at that time.

Chief Librarian's Report – September 2015

Bookmobile in the Community

The Bookmobile was present in the community a lot this past summer. In addition to a number of neighbourhood visits to celebrate HPL's 125th with City Councillors, the Bookmobile was also at the annual Greenbelt Harvest Picnic. Feedback from staff, program organizers and the general public was overwhelmingly positive. Next stop for the Bookmobile includes the 7th Annual Telling Tales Festival on September 20.

Summer Reading Program

The 2015 Summer Reading Program wrapped up on Saturday, September 5. It was another wonderful summer of reading. Over 9,500 young people formally registered for Summer Reading this year. Library staff provided a diverse mix of programming for all ages to support summer reading. We will be sharing more details about the Summer Reading Program and many fantastic events that happened over the summer at the October Board meeting.

Start2Finish

HPL participated once again the Start2Finish's annual Backpack Program. Start2Finish is a non-profit organization; their mission is to break the cycle of child poverty by providing ongoing educational support to Canada's at risk children throughout their school years, nurturing mind, body and social health so they are empowered to succeed. HPL provided books, in partnership with First Books Canada, for all of the 1100 backpacks that were assembled and hosted the launch event for this year's program at the Central Library.

Exterior Signage

Over the summer, exterior signage was replaced around the system. The signs have the new logo and colours. At this point, only signage at Turner Park and Terryberry have not yet been replaced.

Binbrook Building Project and Public Consultation

As part of the schematic design phase of the Binbrook library building project, members of the public will be invited to two open house sessions to offer their suggestions and feedback. Architectural renderings, a draft site plan and draft layout will be displayed. Library Board members, architects and library staff will be available to meet with individuals during these October sessions.

Update on Central Construction

Phase 3 construction at Central, which involves the basement, 4th floor, 5th floor and Hamilton Wentworth room is well underway. Work on the 5th floor is complete and maintenance staff has already moved into their new work area. Construction on the Hamilton Wentworth Rooms and the basement is now underway. Once basement construction is complete we will be able to move our Technical Services Department to Central and release space at the former Stoney Creek City Hall. Work on the 4th floor is being scheduled for after the Hamilton Wentworth Rooms, otherwise we would be without a space to accommodate large groups. The project is on budget and we anticipate completion of the construction by the end of 2015. We will provide updates as the work progresses.

Concession Street Construction

The ongoing reconstruction of Concession Street continues to impact the Concession branch. Despite the challenges, customers are still coming to the library to use the services and programs and over 200 kids (an increase over 2014) registered for the Summer Reading Club. Construction began in March and will continue through the fall. While it seems that construction has impacted circulation the in-house computer use has actually held steady in terms of the number of computer sessions and increased in terms of computer use time. Staff continues to be positive and welcoming and recently hosted an appreciation event to thank customers for their support and patience.

Public Computer Replacement Completed

In March of 2015 the Library Board approved funding for the replacement of the library's public computers with a Virtual Desktop Infrastructure (VDI). Over the course of the summer, Library staff completed the public implementation of the VDI project. Public workstations at all library branches were refreshed with new hardware and transitioned to the VDI environment. Public response to date has been very positive. Customers have noted improved usability and are pleased to have easy access to the Microsoft office suite. The Digital Technology team is now working on next phase of the project, staff computing.

Hamilton Community Energy Telecom (HCE)

The Library works in partnership with the City's IT department for the provision of the Library's network layer. In August, the City of Hamilton formalized their partnership with Hamilton Community Energy Telecom (HCE) as the lead network provider for the City of Hamilton. HCE will work directly with Rogers, the current network provider. The City's current contract with Rogers comes to an end in 2015.

Integrated Library System (ILS) Platform

As previously reported, Innovative acquired HPL's ILS platform provider in May 2014. Since this acquisition, Library staff have known that the lifecycle of Virtua is limited. While Innovative has stated it will continue to support Virtua in the near future, they have fewer staff dedicated to Virtua support and development. There are very few Canadian libraries using Virtua. Library staff are in discussions with Innovative about the possibility of migrating to Sierra (their flagship ILS product). The ILS team from Digital Technology and Technical Services is planning to have a recommendation later this fall.

Language Instruction for Newcomers to Canada (LINC)

HPL's grant application for three years of funding for the LINC Program has been submitted to Citizenship and Immigration Canada. The proposal continues to support the one-to-one tutoring program, and English for Chinese seniors classes. A third element is being proposed for this grant application: a pilot program for youth ages 18 to 25 that includes an employment component. The program will feature four, two-month sessions per year and will target newcomer and refugee youth. The additional academic and communications skills support will help prepare newcomer youth for entry into the job market or post secondary education. Discussions are taking place with PATH Employment Services to assist with the provision of employment training component. The current three year funding period ends on March 31, 2016.

Witness Blanket

Inspired by a woven blanket, the Witness Blanket is a national monument that recognizes the atrocities of the Indian Residential School era, honours the children, and symbolizes ongoing reconciliation. In 2013 and 2014, the artist Carey Newman and project coordinators travelled across the country to meet with and gather artifacts from residential school survivors, families, churches and others with memories or relationships with residential schools. The Witness Blanket exhibit, on display during July and August at Central Library, was presented in partnership by: City of Hamilton, Hamilton Community Foundation, Hamilton Public Library, Hamilton Regional Indian Centre, McMaster University, McMaster University Indigenous Studies and Mohawk College. Programs included an opening celebration with the artist and an evening with residential school survivors. The exhibit was viewed by many throughout the summer.

Creative Aging Programming

Programming funded by New Horizons will start again in October at Central, Dundas, Red Hill and Sherwood. Ukulele instruction for our marginalized group of older adults continued through the summer with happy results. The group is practicing for two performances, the first scheduled to take place on September 17

as part of a seniors' expo. The second performance will take place at the end of October at Central Library as part of the Friday Lunch Hour Concert series. A second New Horizons grant application was submitted and if successful, will fund an open media desk program for seniors.

Book Sale

The annual book sale will be held from Monday, September 21 to Saturday, September 26 in the food court area in Jackson Square (next to Freshly Squeezed). Sale hours are: Monday to Friday – 9 a.m. to 6 p.m. Saturday – 9 a.m. to 5 p.m.

Building Condition Assessments

The Library Facility Condition Assessments and AODA assessments are now complete. We are in the process of getting the information from the City of Hamilton. This information will assist with forecasting Capital costs from 2015 – 2024. As previously discussed, we will be updating the Facilities Master Plan to include key information from these reports.

Central Library York Blvd Door Replacement Feasibility Study

David Premi Architects Inc. has been engaged by the City to conduct a Feasibility Study to provide options for replacement of the York Blvd. Entrance doors. We will be bringing back information on options to the Library Board in the coming months.

Paul Takala
Chief Librarian



Date: September 16, 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 receives the 2015 2nd 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 2nd Quarter statistical report provides 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 with 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. *The Q1 number was adjusted to include programs statistics that were reported after the deadline.

Program Attendance

The corresponding attendance from all of the programs listed above that were held during the given period. *The Q1 number was adjusted to include programs statistics that were reported after the deadline.

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.

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: **151,982**

Active Cardholders Per Population Served: **29.23%**



Performance Statistic	Q2, 2015	Q2, 2014	Q2, 2013	Q1, 2015	Q1, 2014	Q1, 2013	YTD, 2015	Fiscal, 2014	Fiscal, 2013	% Change for Q2 of 2014-2015	YTD 2015 as a % of 2014	YTD 2015 as a % of 2013
New Registered Cardholders	5,232	4,320	4,350	5,799	4,561	5,311	11,031	19,995	20,478	21.11%	55.17%	53.87%
Circulated Items (Physical)	1,340,015	1,413,421	1,586,254	1,423,731	1,471,557	1,689,189	2,763,746	5,825,464	6,466,086	(5.19%)	47.44%	42.74%
Circulated Items (Digital)	243,793	228,862	199,222	268,784	236,611	192,232	512,577	944,239	779,047	6.52%	54.28%	65.80%
*Circulated Items (Digital Streaming)	104,334	N/A	N/A	97,355	N/A	N/A	201,689	N/A	N/A	N/A	N/A	N/A
Circulated Items (Total)	1,583,808	1,642,283	1,785,476	1,692,515	1,708,168	1,881,421	3,276,323	6,769,703	7,245,133	(3.56%)	48.40%	45.22%
*In Person Visits	820,075	928,063	931,991	1,173,500	928,063	931,991	1,993,575	3,712,253	3,727,965	(11.64%)	53.70%	53.48%
Website Visits	691,464	755,681	801,567	779,955	851,960	845,636	1,471,419	3,111,001	3,303,316	(8.50%)	47.30%	44.54%
Catalogue Visits	2,197,113	494,548	553,122	613,128	538,110	559,881	2,810,241	2,108,376	2,201,226	344.27%	133.29%	127.67%
Number of Programs	2,187	2,037	1,840	2,412 *	2,040	1,909	4,590	8,312	7,436	7.36%	55.33%	61.85%
Program Attendance	54,272	51,020	54,012	40,819*	29,959	32,429	95,091	161,347	159,656	6.37%	58.64%	59.26%
Computer Sessions	190,570	184,996	202,214	192,399	202,496	221,344	382,969	788,333	850,029	3.01%	48.58%	45.05%
Wireless Network Uses	218,311	135,613	109,300	168,807	135,613	109,300	387,118	542,450	437,200	60.98%	71.36%	88.54%
Social Media Fans	7,975	6,140	3,936	7,562	5,662	N/A	7,975	7,205	5,282	29.89%	215.64%	294.15%

Date: September 16, 2015
To: Chair and Members of the Board
c.c. Paul Takala, Chief Librarian
From: Robin Hewitt, Director, Finance and Facilities
Subject: **2015 YTD Variance Report**

RECOMMENDATION:

That Budget Variance Report as at July 31, 2015 and Estimated to December 31, 2015 be received for information.

Summary

Estimated variance at December 31, 2015 - \$241,280 Favourable

- The total 2015 annual operating budget for the Hamilton Public Library has a net expenditure of \$28,576,020 (gross expenditures of \$30,706,280 less gross revenues of \$2,130,260).
- The current estimated variance as at December 31, 2015 is favourable by \$241,280 which is 99% of the budgeted net expenditure.
- An explanation of the type of revenues and expenditures contained with each line of the Budget Variance Report is provided below along with an explanation of the significant variances.

Grants and Subsidies

Estimated variance at December 31, 2015 - \$50,190 Unfavourable

- This line includes the annual operating grant from the Province of Ontario which is budgeted at \$949,450 and funding by Provincial and Federal governments for specific grant programs such as Literacy Instruction for New Canadians (LINC).
- The annual operating grant is paid in one lump sum and is normally received in the last quarter of the year. The claims for the funding for the grant programs are submitted monthly to the funding governments.
- Subsidies and grants are subject to what is offered on a year by year basis. It is possible the unfavourable variance will be offset later in the year.

Fees and General

Estimated variance at December 31, 2015 - \$115,900 Unfavourable

- The major items contained in this line are revenues from library fines, book sales, photocopiers, printers and donations.
- The unfavourable variance is directly attributable to the reduction in library fines, which will need to be adjusted in the 2016 budget.

Reserves/Capital Recoveries

Estimated variance at December 31, 2015 - No Variance

- Transfers from the City's Development Charge reserve fund are intended to cover the repayment of debentures that were issued by the City for a Library capital project instead of being funded directly from the Development Charge reserve.

Employee Related Costs

Estimated variance at December 31, 2015 - \$553,370 Favourable

- This line includes all the employee related costs such as salaries, wages and government and employer benefits including medical, dental, OMERS, WSIB and Vested Sick Leave payouts.
- The variance is a result of gapping.

Capital Financing

Estimated variance at December 31, 2015 - No Variance

- This line reflects the repayment of debentures issued by the City of Hamilton to fund Library capital projects.

Financial

Estimated variance at December 31, 2015 - \$24,540 Favourable

- The favourable variance is attributable to unspent legal fees.

Materials and Supplies

Estimated variance at December 31, 2015 - \$57,970 Unfavourable

- The major items in this line are library materials and subscriptions, operating supplies and furnishings.
- Library Materials has a favourable variance of \$80,870, however Subscriptions has an unfavourable variance of \$141,750. The budgets will be realigned in the 2016 budget process due the digital shift.

Vehicle Expenses

Estimated variance at December 31, 2015- \$470 Favourable

- This line includes those vehicle expenses that are paid directly by the Library and not through a cost allocation from the City.
- These include costs for fuel and vehicle washing. The favourable variance is directly related to the costs charged from the City.

Buildings and Grounds

Estimated variance at December 31, 2015 \$49,210 Unfavourable

- This line includes building associated costs that are paid directly by the Library and not through a cost allocation from the City.
- They also include relocation costs, data and external telephone lines and security guards.
- The variance is attributable to extra security costs of \$24,570 related to special events held at the library and market (i.e. Juno's, In the Round

Concerts, Art Cawls, Witness Blanket etc.), as well as relocation/renovation costs of \$9,480 which are not budgeted for, and data line costs projected to be over budget by \$14,800. Some security costs were recovered from event organizers.

Consulting

Estimated variance at December 31, 2015 - \$5,800 Unfavourable

- The variance is driven by expenditures for architects for unbudgeted upgrades to the Westdale library.

Contractual

Estimated variance at December 31, 2015 - \$56,050 Unfavourable

- This line includes the expenditures for items such as rental of photocopiers, advertising, service contracts, aquarium maintenance, collection agency fees, Access Copyright fees and inter-branch courier service.
- The variance is driven mainly by printer costs and programming costs. Printer costs will need to be increased in the 2016 budget. Programming costs are over budget due to an expanded summer reading program, costs related to the Juno's and In The Round, as well as grant funded programs such as the Davis Creek and Riverdale summer camps.

Reserves/Recoveries

Estimated variance at December 31, 2015 - \$1,980 Unfavourable

- This line includes budgeted transfers from operating to Library reserve funds and recoveries related to security service provided to the Hamilton Farmer's Market and the Juno's. This section now also includes both direct and indirect charges from the city that were formerly known as cost allocations.

	BUDGET	ACTUAL	VARIANCE	% SPENT
GRANTS AND SUBSIDIES	(1,182,330)	(1,132,140)	(50,190)	95.75%
Fine Revenue	(476,070)	(350,690)	(125,380)	73.66%
Other	(190,370)	(199,860)	9,480	104.98%
FEES AND GENERAL	(666,440)	(550,550)	(115,900)	82.61%
RESERVES/CAPITAL RECOVERIES	(281,490)	(281,490)	-	100.00%
TOTAL REVENUE	(2,130,260)	(1,964,180)	(166,090)	92.20%
EMPLOYEE RELATED COSTS	20,657,320	20,103,950	553,370	97.32%
CAPITAL FINANCING	343,760	343,760	-	100.00%
Processing Fee	300,000	299,760	240	99.92%
Legal Fees	50,000	28,940	21,060	57.88%
Other	58,120	54,880	3,240	94.43%
FINANCIAL	408,120	383,580	24,540	93.99%
Library Materials	2,632,570	2,551,700	80,870	96.93%
Subscriptions	600,000	741,750	(141,750)	123.62%
Printing And Reproduction	6,000	40,020	(34,020)	667.01%
Other	458,860	421,930	36,930	91.95%
MATERIALS AND SUPPLIES	3,697,430	3,755,400	(57,970)	101.57%
VEHICLE EXPENSES	67,950	67,480	470	99.31%
Security	293,940	318,510	(24,570)	108.36%
Other	1,282,160	1,306,800	(24,640)	101.92%
BUILDINGS AND GROUNDS	1,576,100	1,625,310	(49,210)	103.12%
CONSULTING	-	5,800	(5,800)	0.00%
Printers	30,000	71,640	(41,640)	238.80%
Lease & Service Contracts	355,000	326,450	28,550	91.96%
Programming	26,970	75,940	(48,970)	281.57%
Other	1,568,290	1,562,280	6,010	99.62%
CONTRACTUAL	1,980,260	2,036,310	(56,050)	102.83%
RESERVES/RECOVERIES	1,975,340	1,977,320	(1,980)	100.10%
TOTAL EXPENDITURES	30,706,280	30,298,910	407,370	98.67%
TOTAL NET EXPENDITURE	28,576,020	28,334,730	241,280	99.16%
Processing Fee	300,000	299,760	240	99.92%
Library Materials	2,632,570	2,551,700	80,870	96.93%
Subscriptions	600,000	741,750	(141,750)	123.62%
COLLECTIONS	3,532,570	3,593,210	(60,640)	101.72%

Date: September 16, 2015
To: Chair and Members of the Board
c.c. Paul Takala, Chief Librarian
From: Robin Hewitt, Director, Finance and Facilities
Subject: **2016 Capital Budget Submission**

Recommendation:

That the capital budget submission to the City of Hamilton be approved to include the following:

- a) Pending final project approval, build a new Greensville Library, in partnership with the City of Hamilton and the Hamilton Wentworth District School Board at the site of the future Greensville Elementary School, plus materials and furnishings;
- b) Construct and expand the Valley Park Library on the site of the existing Valley Park Community Centre, plus materials and furnishings;
- c) Build the Binbrook Library, as previously approved for submission by the Hamilton Public Library Board in September 2014, plus materials and furnishings

Financial details are included in the attached chart.

Background:

The library generally has four sources of funds for Capital projects:

1. Library reserves
2. Development charges (where applicable)
3. City Capital budget
4. Financing

In some cases, other forms of funding can be sought such as grants and trust funds etc.

Greenville

Current size: 2,331 square feet
Proposed size: 3,400 square feet
Construction costs: \$1,326,000
Materials costs: \$223,421
Furniture costs: \$100,000

In May 2015, the Library Board endorsed a working partnership with the City of Hamilton and the Hamilton Wentworth District School Board to build a new 3,400 square foot public library on the site of the future Greenville Elementary School, located at 625 Harvest Road in Greenville. The project costs are estimated to be \$1,649,421. \$200,000 was approved by the board to be allocated from the Library Major Capital Projects reserve as the contribution towards the building of the new Greenville Library. Funding sources include \$788,388 in Capital Financing and \$661,033 in development charges.

Materials and furnishings were submitted as they are substantially funded by development charges. The library portion of the commitment to partially fund these items is included in the \$200,000 already approved by the board.

Valley Park

Current size: 2,976 square feet
Proposed size: 8,000 square feet
Construction costs: \$2,770,000
Materials costs: \$1,045,000
Furniture costs: \$100,000

With the large growth in population on the Stoney Creek Mountain the current 3,100 square foot library is very inadequate. The plan is to build a new 8,000 square foot Library by constructing a new and expanded Valley Park Library on the site of the current Valley Park Community Centre. A feasibility study was conducted by Recreation that included placing a new larger Valley Park Library on the site (*Reference: Renovation and Replacement Study, Upper Stoney Creek (page 155)*) and turning over the existing library space to the City. Staff are working with the Heritage Green Community Trust to acquire an investment in the project to complement DCs, Library Reserve Funding and Financing. With sufficient funding, a 10,000 square foot library would be more appropriate.

Funding for construction of an 8,000 square foot library would comprise \$965,000 in library reserves, \$1,305,000 in development charges and a \$500,000 city capital request (\$250,000 in 2016 and \$250,000 in 2017).

Funding for materials would comprise \$104,500 from library reserves and \$940,000 from development charges. Funding for furnishings would comprise \$10,000 from library reserves and \$90,000 from development charges.

Once the project is approved by the City, a report will be brought back to the board for approval of the use of library reserves for construction, materials and furnishings.

Binbrook

Current size: 3,192 square feet
Proposed size: 6,000 square feet
Construction costs: \$2,470,000
Materials costs: \$679,900
Furniture costs: \$215,000

The new Binbrook Library project was previously submitted to both the board and the City. The board approved \$908,500 for construction in September 2012. \$450,000 was submitted for City capital however, it was approved as financing in 2014. Development charges of \$1,111,500 were also submitted to the City. Although this project was submitted previously, it must be submitted again as it is still a work in progress.

In addition to construction costs, materials and furnishings are also being submitted for approval as they are both subsidized by development charges. A report requesting \$67,990 for materials and \$21,500 for furnishings, both from reserves, will be brought to the board at a later date.

Note on Debt Financing

The Municipal Act allows municipalities to issue debentures for debt financing. In 2015, City Council approved \$1,125,000 in debt financing for Dundas and \$450,000 for Binbrook. The debt is financed over 15 years at a rate of 5% by issuing debentures. The budget for debt financing is funded from the City's Capital Levy.

Project	Library Reserves	Development Charges	City Capital Financing	City Capital Request	Total
Valley Park Construction	965,000	1,305,000		500,000	2,770,000
Valley Park Materials	104,500	940,500			1,045,000
Valley Park Furnishings	10,000	90,000			100,000
Valley Park Total	1,079,500	2,335,500	-	500,000	3,915,000
Binbrook Construction	908,500*	1,111,500	450,000		2,470,000
Binbrook Materials	67,990	611,910			679,900
Binbrook Furnishings	21,500	193,500			215,000
Binbrook Total	997,990	1,916,910	450,000		3,364,900
Greensville Construction	167,658	369,954	788,388		1,326,000
Greensville Materials	22,342	201,079			223,421
Greensville Furnishings	10,000	90,000			100,000
Greensville Total	200,000	661,033	788,388		1,649,421
Total	2,277,490	4,913,443	1,238,388	500,000	8,929,321

*Highlight indicates previously approved by the Hamilton Public Library Board

Reserve Update

**HAMILTON PUBLIC LIBRARY
RESERVE FUNDS
AT DECEMBER 31, 2014**

	106005	106006	106007	106008	106009	106011	106012	106013	106014	
Total	Mobile Equipment	Library Collections	Library General Development	Library Major Capital Projects	Youth Literacy	Redeployment Training Restructuring	Youth Programming	Accessibility Health & Safety	Computers & Servers	
Opening Balances Jan 1, 2013	(7,854,284.53)	(340,467.00)	(686,723.29)	(1,812,184.12)	(2,646,562.71)	(394,616.82)	(494,238.72)	(116,389.74)	(638,806.44)	(724,295.69)
Adjustment to Reserve	-	-	-	-	-	-	-	-	-	-
Opening Balances Jan 1, 2014	(7,854,284.53)	(340,467.00)	(686,723.29)	(1,812,184.12)	(2,646,562.71)	(394,616.82)	(494,238.72)	(116,389.74)	(638,806.44)	(724,295.69)
47535 Interest Own Funds	(188,045.96)	(8,151.40)	(16,441.41)	(43,387.01)	(63,363.56)	(9,447.85)	(11,832.98)	(2,786.58)	(15,294.20)	(17,340.97)
48500 Contribution from Current										
750020 Mobile Equipment	(30,000.00)	(30,000.00)								
750020 Grounds provision	(9,000.00)				(9,000.00)					
750020 Donations	(20,255.20)		(20,255.20)							
750305 Printer Revenue	(96,357.65)			(96,357.65)						
750160 Computers & Servers	(308,040.00)									(308,040.00)
	(463,652.85)	(30,000.00)	(20,255.20)	(96,357.65)	(9,000.00)	-	-	-	-	(308,040.00)
49400 Borrowing From Reserves										
750040 Hydro Savings Repayment	(144,763.00)	(14,536.67)	(43,006.30)	(50,878.35)		(36,341.68)	-	-	-	-
	(144,763.00)	(14,536.67)	(43,006.30)	(50,878.35)	-	(36,341.68)	-	-	-	-
58101 Transfer Operating										
750160 Counting Opinions	1,703.31		1,703.31							
	1,703.31	-	1,703.31	-	-	-	-	-	-	-
Net Change	(794,758.50)	(52,688.07)	(77,999.60)	(190,623.01)	(72,363.56)	(45,789.53)	(11,832.98)	(2,786.58)	(15,294.20)	(325,380.97)
Balance at December 31, 2014	(8,649,043.03)	(393,155.07)	(764,722.89)	(2,002,807.13)	(2,718,926.27)	(440,406.35)	(506,071.70)	(119,176.32)	(654,100.64)	(1,049,676.66)

COMMITMENTS	Date Approved	Total	106005 Mobile Equipment	106006 Library Collections	106007 Library General Development	106008 Library Major Capital Projects	106009 Youth Literacy	106011 Redeployment Training Restructuring	106012 Youth Programming	106013 Accessibility Health & Safety	106014 Computers and Servers
Board Approved											
Library Facilities updates (furniture)	Dec-11	250,000			149,000	101,000					
Binbrook Reno	Sep-12	908,500				908,500					
Printer Revenue		76,690			76,690	-					
Locke (sale of CIBC building)		287,071				287,071					
Sherwood tenant allowance		186,000				186,000					
Counting Opinions 3 yr subscription	May-13	48,297		48,297							
Digitization & Online Access (ID not set up)	Oct-13	113,000			100,000						13,000
Central Renovations Phase III	Dec-13	1,100,000				1,100,000					
7501451402 Website Renewal & Logo Refresh	Nov-13	110,642			110,642						
7501451402 Logo Brand Implementation	Jun-14	120,000			120,000						
7500841800 Sorter Increase - RFID	Dec-13	500,000			500,000						
Greenville-New Branch	May-15	200,000			200,000						
Dundas Renovation	Apr-15	500,000				500,000					
Sub-total		4,400,200	-	48,297	1,256,332	3,082,571	-	-	-	-	13,000
Potential Future Commitments											
Saltfleet Library		530,000			530,000						
Staff Computers		300,000									300,000
Bookmobile		250,000	250,000								
Courier Van		35,000	35,000								
VP Construction		965,000			200,000	200,000				565,000	
VP Materials		104,500		104,500							
VP Furniture		10,000			10,000						
BI Materials		67,990		67,990							
BI Furniture		21,500			21,500						
Sub-total		2,283,990	285,000	172,490	761,500	200,000	-	-	-	565,000	300,000
Total Commitments		6,684,190	285,000	220,787	2,017,832	3,282,571	-	-	-	565,000	313,000
Annual Funding from Operating											
Bookmobile Provision		(30,000)	(30,000)							-	-
Grounds Provision		(9,000)	-			(9,000)				-	-
Accessibility Provision		(100,000)	-			-				(100,000)	-
Sub-total		(139,000)	(30,000)	-	-	(9,000)	-	-	-	(100,000)	-
Available		(2,103,853)	(138,155)	(543,936)	15,025	554,645	(440,406)	(506,072)	(119,176)	(189,101)	(736,677)

Date: September 16, 2015
To: Chair and Members of the Board
c.c. Paul Takala, Chief Librarian
From: Lita Barrie, Director, Digital Technology & Youth Services
Subject: **The Rights of Children and Teens in the Library Policy**

Recommendation:

That the Hamilton Public Library Board approves the Rights of Children and Teens in the Library Policy.

Background

The Library Board endorsed the OLA's statement on the Rights of Children in the Library in 1999. OLA passed the Rights for Teens in 2010 but it has not yet been endorsed by HPL. As part of the ongoing policy review program, staff reviewed this policy. It was determined that the policy required revision to include the teen statement as the intent of the policy is to ensure that all of our services and programs meet the unique needs of children and teens in Hamilton.

The two statements were incorporated under one policy for the review and approval of the Library Board. This new policy reflects a clearer mandate of how we incorporate the rights and needs of children and teens into the work that we do as a public library.

The Rights of Children and Teens in the Public Library Policy (New Policy)

Policy Level: Library Board

Author: Director, Digital Technology & Youth Services

Approval Dates: First Approved: Draft September 2015 – replacing the Children's Rights in the Public Library Policy - First Approved June 18, 1999; Revision date: April 2001

The Hamilton Public Library provides library service for children and teens to support and foster a lifelong love of reading and learning. The Hamilton Public Library Board fully endorses the **Children's Rights in the Public Library** adopted at the Ontario Library Association Annual General Meeting, November 1998 and the **Teen Rights in the Public Library** adopted at the Ontario Library Association General Meeting, June 2010.

Ontario Library Association's Position on Children's Rights in the Public Library.

Children in Public Libraries have the right to:

1. Intellectual freedom
2. Equal access to the full range of services and materials available to other users.
3. A full range of materials, services and programs specifically designed and developed to meet their needs.
4. Adequate funding for collections and services related to population, use and local community needs.
5. A library environment that complements their physical and developmental stages.
6. Trained and knowledgeable staff specializing in children's services.
7. Welcoming, respectful, supportive service from birth through the transition to adult user.
8. An advocate who will speak on their behalf to the library administration, library board, municipal council and community to make people aware of the goals of children's services.
9. Library policies written to include the needs of the child.

Ontario Library Association's Position on Teen's Rights in the Public Library

Teens in Ontario Public Libraries have the right to:

1. Intellectual freedom

The library establishes clear policy statements concerning the right to free access by young adults to library resources and information sources; and respect for the rights of young adults to select materials appropriate to their needs without censorship, The library's teen collection, policies and services should be consistent with the concepts of intellectual freedom defined by the CLA, OLA and Ontario Human Rights code.

2. Equal access to the full range of materials, services, and programs specifically designed and developed to meet their unique needs.

The Library integrates library service to teens into the overall plan, budget and service program for the library. Library service to teens is integrated with those offered to other user groups.

3. Adequate funding for collections and services related to population, use and local community needs.

The Library incorporates funding for materials and services for teens in the library operating budget and ensures there is equitable distribution of resources to support programs and services for young adults.

4. Collections that specifically meet the needs of teens

The Library provides a wide spectrum of current materials of interest to young adults to encourage lifelong learning, literacy, reading motivation, and reader

development.

The library endeavors to develop collections that encourage leisure reading, support homework and school success and responds to gender and cultural diversity. The library provides unfettered access to technology including social networking, licensed databases, and other online library resources for teens.

5. A library environment that complements their physical and developmental stages.

The Library provides identifiable spaces for teens that are separate from children's spaces where possible, reflects their lifestyle and allows for teens to use this library space for leisure or study, either independently or in groups.

6. Welcoming, respectful, supportive service at every service point.

The Library promotes friendly, positive, non-biased customer interactions with teens, providing staff development and training and ensures that services for teens embrace cultural and gender diversity and economic differences. Library staff will endeavor to respect the teen's need for privacy and nonjudgmental service and assist young adults in acquiring the skills to effectively access all library resources and become information literate.

7. Library Programs and Services appropriate for Teens

The Library fosters youth development by providing programs for teens that contribute to literacy, life-long learning and healthy youth development. The library endeavors to provide volunteer opportunities for helping others through community service hours including participating on Library Advisory Boards, and other projects that help develop a sense of responsibility and community involvement. The library's teen services initiatives are effectively managed according to best practices in the field of Youth Services.

8. Trained and knowledgeable staff specializing in teen services.

Library staff is knowledgeable about adolescent development and age appropriate resources for young adults inclusive of those with special needs. The library provides services by teen specialists as well as by others who are trained to serve teens.)

9. An advocate who will speak on their behalf to the library administration, library board, municipal council and community to make people aware of the goals of teen services.

The Library works in partnership with other community agencies and organizations to support all aspects of healthy, successful youth development.

10. Library policies are written to include the needs of the youth.

Date: September 11, 2015
To: Chair and Members of the Board
c.c. Paul Takala, Chief Librarian
From: Lita Barrie, Director, Digital Technology & Youth Services
Subject: **Safety of Children in the Library Policy**

Recommendation:

That the Hamilton Public Library Board approves the Safety of Children in the Library Policy.

Background

The *Safety of Children in the Library* policy is intended to replace the *Unattended Child Policy*. The *Unattended Child Policy* was last reviewed in 2001. The new policy was drafted to better reflect the Library's intention to promote the safety of children and clarify expectations as to the role of Library staff.

The Children's Aids Society is the local agency mandated to support the Ontario Child and Family Services Act in the community. The *Safety of Children in the Library* policy is in accordance with the CAS's recommendations for parents and caregivers in our City. In accordance with the Act, parents are encouraged to introduce children to being left alone as of the age of 10.

Unattended Children Policy (to be replaced)

Policy Level: Library Board

Author: Director, Public Service & Community Development

Date Approved: First Approved: June 21, 1995; Revision Date: April 2001

The library welcomes children of all ages, but it cannot be responsible for their safety or supervision. Parents and caregivers are reminded that children may be at risk in a public place and should not be left unattended in or about the Library premises.

When an unaccompanied child is found in the library, and if the parent cannot be located, staff may contact the Children's Aid Society (CAS), the Catholic Children's Aid Society or the Hamilton-Wentworth Regional Police Department.

Phone Numbers

Children's Aid Society: 905-522-1121 or 905-522-8053 (after hours)

Catholic Children's Aid Society: 905-525-2012 or 905-522-8053 (after hours)

Hamilton-Wentworth Regional Police: 905-546-4925 (non-emergency line)

Safety of Children in the Library Policy (New Policy)**Policy Level:** Library Board**Author:** Director, Digital Technology & Youth Services**Date Approved:** First Approved: Draft September 2015 – replacing the Unattended Children Policy – First Approved June 21, 1995; Revision date April 2001

The Hamilton Public Library welcomes and encourages children of all ages to enjoy the Library's programs, collections, services and spaces. Library staff work to engage children, families and teens in positive ways, and provide support while they are in the Library. All customers are expected to abide by the Library's [Customer Code of Conduct](#). Staff and customers share 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.

The Hamilton Public Library Board endorses the Ontario Library Association's statements on Children and Teens Rights in the Public Library. Library staff are trained to assist children in using the Library but cannot assume responsibility for the safety and well-being of children left unattended in the building. Library policies and services are designed to provide a safe and welcoming environment for customers of all ages but parents need to use the same caution with their children at the library as they would in any other public setting.

Responsibility for the welfare and the behaviour of children using the library ultimately rests with the parent/legal guardian or an assigned caregiver. The Library recognizes the following terms as stipulated in the [Ontario Child and Family Services Act \(CFSA\)](#) with regards to supervision of children:

Section 79(3) "No person having charge of a child less than 16 years of age shall leave the child without making provision for his or her supervision and care that is reasonable in the circumstances."

Section 79(4) "Where a person is charged with contravening Subsection (3) and the child is less than 10 years of age, the onus of establishing that the person made provision for the child's supervision and care that was reasonable in the circumstances rests with the person."

Library staff are obligated by the [Ontario Child and Family Services Act](#) to call the Police or the Hamilton Children's Aid Society if they have any concerns about the safety and well being of a child.

General Guidelines

Children under the age of 10 should be accompanied by an adult or caregiver while in the Library. If a child is left at the library at closing time or in the event of an emergency situation or closure the staff person in charge will attempt to contact the parents or caregivers. If the parent or adult caregivers cannot be contacted within 10 minutes after closing, staff will notify the police.

Parents must ensure that children requiring supervision are brought to the library with a responsible caregiver. Parents or caregivers are responsible for supervising their child's access to all library resources including the Internet and Digital Media

Lab technologies. Children under the age of 10 must have a parent or caregiver in the immediate vicinity unless they are participating in a library program. We ask that Parents or caregivers who do not attend a program with the child under the age of 10 must remain on the premises. Library staff may request that a parent or caregiver be present to sign a child in and out of a program.

Children ages 10 and over are welcome to use library independently on a regular basis, but parents are still responsible for the behavior of any children while in the library.

Unattended Children in the Library

In most circumstances, the health and safety of children, particularly older children and teens, is not an issue. However, Library staff will intervene when they become aware that a child in the Library is in these, or similar situations:

A child is alone, visibly upset or ill;

A child under the age of 12 is left alone with younger siblings;

A child is alone and doing something dangerous, or another person in the library seems to be a danger to the child;

A child is alone, and is not following library rules after reasonable warnings;

A child is left alone at the library at closing time.

Requests for information regarding Truant children

As a public facility, the library does not monitor the activities of its customers unless there is a problem with conduct or a child is inappropriately left alone as outlined above.

If a school age child is noticed to be spending considerable time in the library during the school day, staff may check with the child and ask that a parent confirm with the library that he/she is aware of the child's whereabouts.

Requests for Information regarding Missing Children/Runaways

Staff will not give information to any person over the telephone as to whether a child is currently in the library or has been in the library recently. Staff may offer to take a message and ask the child to call the person back. In the case of a missing child, Library staff will share information with the law enforcement agency requesting specific personal information.

Phone Numbers

Children's Aid Society: 905-522-1121 or 905-522-8053 (after hours)

Catholic Children's Aid Society: 905-525-2012 or 905-522-8053 (after hours)

Hamilton Police Service: 905-546-4925 (non-emergency line)