

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, November 18, 2015 Central Library, Board Room

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

AGENDA

1. Discussion Period

- 1.1 Waterdown Update
- 1.2 Ontario Library Association Conference

2. Acceptance of the Agenda

- 3. Minutes of the Hamilton Public Library Board Meeting of Wednesday, October 21, 2015 Attachment #3

4. Presentations

- 4.1 Logo & Branding Update – LL
- 4.2 Bib Frame – LB
- 4.3 Branch Tour Survey – PT
- 4.4 Update on Staffing and Service Changes – PT

5. Consent Items

- 5.1 Access Card Report – LB Attachment #5.1
Suggested Action: Recommendation
- 5.2 Program Policy – LB/KA Attachment #5.2
Suggested Action: Recommendation
- 5.3 Customer Service Commitment – KA Attachment #5.3
Suggested Action: Recommendation
- 5.4 2016 Meeting Dates – KH Attachment #5.4
Suggested Action: Recommendation

6. Business Arising

- 6.1 2016 Operating Budget – RH Attachment 6.1
Suggested Action: Recommendation
- 6.2 Employee Code of Conduct & Conflict of Interest Policy – LD/PT Attachment #6.2
Suggested Action: Recommendation

7. Correspondence

8. Reports

- 8.1 Chief Librarian's Report Attachment #8.1
Suggested Action: Receive

9. New Business

- 9.1 Draft Partnerships Report – PT Attachment #9.1
Suggested Action: Receive
- 9.2 2016 Nominating Committee Attachment #9.2
Suggested Action: Recommendation
- 9.3 Capital Budget Variance Report – RH Attachment #9.3
Suggested Action: Receive

10. Private and Confidential

11. Date of Next Meeting

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

12. Adjournment

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, October 21, 2015
Central Library, Board Room
5:30 p.m. Dinner
6:00 p.m. Meeting

MINUTES

PRESENT: George Geczy, Jennifer Gautrey, Mary Ann Leach,
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

REGRETS: Councillor Partridge, Clare Wagner, Suzan Fawcett

GUESTS: Caitlin Fralick, Darcy Glidden

Ms Gautrey called the meeting to order at 6:03 p.m.

1. Discussion Period

1.1 Potential Board visit to Branches (survey)

It is being proposed that the new Library Board visit a select group of branches. Mr. Takala will be sending a survey to members and then when the results are known a date, time and locations to be visited will be organized.

1.2 Gallery of Distinction Dinner – November 17

This year's Hamilton Gallery of Distinction dinner will be held on November 17th. The Library is one of the founding members. Board Members were requested to contact Ms Hartog if interested in attending.

1.3 Carlisle Arena Meeting

It was reported that members of senior staff recently attended a Carlisle Arena meeting where staff were asked about a potential library.

2. Acceptance of the Agenda

Add: 1.3 Carlisle Arena Meeting

Move: 4.2 Start the Cycle to the beginning of agenda.

MOVED by Ms Spence-Smith, seconded by Mr. Kirkpatrick,

THAT THE AGENDA BE ACCEPTED AS AMENDED.

MOTION CARRIED

3. Minutes of the Hamilton Public Library Board Meeting of Wednesday, September 16, 2015

MOVED by Ms Spence-Smith, seconded by Ms Leach,

THAT THE MINUTES OF THE HAMILTON PUBLIC LIBRARY BOARD MEETING OF WEDNESDAY, SEPTEMBER 16, 2015 BE ACCEPTED AS PRESENTED.

MOTION CARRIED.

4. Presentations

4.1 Update on Security Strategy/Community Resource Worker

Mr. Takala and Ms Southern provided an overview of the security and safety strategy for HPL, as well as, highlighting the positive outcomes of having the Community Resource Worker.

4.2 Start the Cycle

Mr. Glidden and Ms Fralick were welcomed to the meeting. An overview and update of the Start the Cycle Program was presented to the Library Board. A report with recommendations to continue the program in 2016 will be provided at the November Library Board meeting.

4.3 Background on Library Hours

Mr. Takala and Ms Anderson provided the background and history of the current library hours and some issues and points to be considered as part of the review in analyzing hours for the future.

5. Consent Items

MOVED by Ms Cecchetto, seconded by Mr. Brown,

THAT CONSENT ITEM 5.1 and 5.2 BE APPROVED AS PRESENTED.

MOTION CARRIED.

5.1 That the Library Board receives the 2015 3rd Quarter Statistical Report Update for information.

5.2 That the Hamilton Public Library Board authorize the one-day closure of the system in 2016 on a date to be determined by Management, in order that a staff professional development day be held.

6. Business Arising

6.1 Customer Service Commitment

Board Members reviewed the document and suggested some edits and changes.

MOVED by Councillor Pearson, seconded by Mr. Brown,

THAT THE HAMILTON PUBLIC LIBRARY BOARD REFER THE DOCUMENT BACK TO STAFF FOR FURTHER EDITS AND BRING THE REVISED DOCUMENT BACK TO THE LIBRARY BOARD AT ITS NOVEMBER MEETING.

MOTION CARRIED.

7. Correspondence

Letter from City of Hamilton dated September 28, 2015 re 2016 Operating Budget Direction

MOVED by Ms Spence-Smith, seconded by Ms Leach,

THAT THE BOARD CORRESPONDENCE BE RECEIVED FOR INFORMATION.

MOTION CARRIED.

8. Reports

8.1 Chief Librarian's Report

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

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

MOTION CARRIED.

8.2 Access Card Report

MOVED by Ms Spence-Smith, seconded by Ms Cecchetto,

THAT THE HAMILTON PUBLIC LIBRARY BOARD RECEIVES THESE RECOMMENDATIONS FOR FEEDBACK AND DISCUSSION.

DRAFT RECOMMENDATION TO BE BROUGHT TO THE NOVEMBER BOARD MEETING.

THAT THE LIBRARY BOARD APPROVE THE CONTINUING USE OF THE ACCESS CARD AND THAT THIS PROGRAM BE EXTENDED TO INCLUDE CHILDREN AND THAT BORROWING PARAMETERS FOR THE ACCESS CARD BE AMENDED TO INCREASE THE HOLD LIMITS FROM TWO (2) TO FIVE (5).

MOTION CARRIED.

9. New Business

9.1 2016 Operating Budget

MOVED by Ms Leach, seconded by Ms Spence-Smith,

THAT THE PRELIMINARY REPORT ON THE 2016 OPERATING BUDGET BE RECEIVED FOR INFORMATION AND COMMENT.

MOTION CARRIED.

9.2 Programming Policy

MOVED by Ms Spence-Smith, seconded by Ms Leach,

THAT THE HAMILTON PUBLIC LIBRARY BOARD DIRECT STAFF TO INCLUDE A DEFINITION OF PROGRAMMING AND BRING THE REVISED POLICY BACK TO THE LIBRARY BOARD AT ITS NOVEMBER MEETING.

MOTION CARRIED.

9.3 Music Strategy

MOVED by Ms Spence-Smith, seconded by Mr. Kirkpatrick,

THAT THE LIBRARY BOARD APPROVES THE HAMILTON PUBLIC LIBRARY MUSIC STRATEGY.

MOTION CARRIED.

9.4 3D Printing Policy & Fee Schedule

MOVED by Ms Cecchetto, seconded by Ms Spence-Smith,

THAT THE HAMILTON PUBLIC LIBRARY BOARD APPROVES THE 3D PRINTING FEES OF \$0.10 PER GRAM OF FILAMENT OR \$0.30 PER GRAM OF RESIN (OF OBJECT'S PRINTED WEIGHT) AND THAT THE *FINES AND FEE SCHEDULE* BE UPDATED TO REFLECT THIS, AND

THAT STAFF PROVIDE A PROGRAM UPDATE REPORT IN SIX MONTHS.

MOTION CARRIED.

9.5 Code of Conduct and Conflict of Interest Policy

MOVED by Ms Leach, seconded by Ms Spence-Smith,

THAT THE HAMILTON PUBLIC LIBRARY BOARD REVIEW THE UPDATED DRAFT CODE OF CONDUCT AND CONFLICT OF INTEREST POLICY FOR REVIEW AND FEEDBACK.

MOTION CARRIED.

10. Private and Confidential

MOVED by Mr. Brown, seconded by Mr. Cecchetto,

THAT THE LIBRARY BOARD MOVE IN-CAMERA TO DISCUSS A HUMAN RESOURCES UPDATE.

MOTION CARRIED.

MOVED by Ms Spence-Smith, seconded by Mr. Kirkpatrick,

THAT THE IN-CAMERA SESSION BE ADJOURNED.

MOTION CARRIED.

MOVED by Councillor Pearson seconded by Ms Leach,

THAT THE HAMILTON PUBLIC LIBRARY BOARD RECEIVE THE INFORMATION PROVIDED DURING THE IN-CAMERA SESSION.

MOTION CARRIED.

11. Date of Next Meeting

Wednesday, November 18, 2015
Central Library, Board Room, 5th Floor
5:30 p.m. Dinner
6:00 p.m. Meeting

12. Adjournment

MOVED by Ms Leach, seconded by Ms Spence-Smith,

**THAT THE HAMILTON PUBLIC LIBRARY BOARD MEETING OF
WEDNESDAY, OCTOBER 21, 2015 BE ADJOURNED.**

MOTION CARRIED.

The meeting was adjourned at 9:45p.m.

Minutes recorded by Karen Hartog

Date: November 13, 2015
To: Chair and Members of the Board
c.c. Paul Takala, Chief Librarian
From: Melanie Southern, Director, Public Service, Partnerships & Communications
Lita Barrie, Director, Digital Technology & Youth Services
Subject: Access Card

Recommendation:

That the Library Board approves the continuing use of the Access Card and that:

- The service be extended to include children and
- The borrowing parameters for the Access Card be amended to increase the hold limits from two (2) to five (5).

Financial / Staff / Legal Implications

As stated in the pilot report, implementation of Access Card continues to comply with all relevant borrowing and use policies.

A more detailed breakdown of the financial implications is provided in the Appendix. The financial information available relates to late fees and lost item charges. Unfortunately, we do not have the means to calculate the economic and social financial benefits that have been incurred by the Access Card program, though we know that participants have been able to resume use of library services and collections as a result.

The implementation of the Access Card program has allowed for greater accountability for computer users, as the Library has successfully transitioned away from visitor passes for computer use for area residents.

Background

The Library Board approved the creation of a low barrier Access Card in February, 2014. It was in response to the understanding that two significant barriers to library use for socially-excluded or vulnerable customers are address requirements for membership and library fines.

The Access Card is available to all residents 14 years of age or older with the following parameters:

- Cardholders will be required to have a single piece of identification;
- Cardholders will be limited to 5 checkouts at a time;
- Cardholders will be able to have 2 active hold requests at a time;
- Cardholders would not accrue fines for overdue materials but they will lose borrowing privileges if they have 2 items that are overdue;
- Cardholders can check out 1 express item, express items and video games will be charged \$0.50 per day for overdues with a limit of \$5.00 per item (amended May, 2014)
- Cardholders will be responsible for the cost of lost items and the materials they borrow will follow the same 6 week loss cycle as all other materials;
- Cardholders will have full access to digital collections wherever possible.

The Board was informed that standard security and borrowing responsibilities would apply. The loss of fine revenue was expected to be minimal since for these customers, once they acquire fines their library privileges would be suspended and their fine totals would not be reflected in our fine revenues.

Staff made the commitment to review and update the Board on the usage of the Access Card 18 months after Board approval. The appended information illustrated the use of the card, and is provided for the Board's information and review.

Since this program was launched, 3500 cards have been issued. Standard security and borrowing responsibilities apply to the customers using the Access Card. It is recognized that the target user groups for this borrower category frequently suspend using Library materials once they acquire fines and therefore does not negatively impact our fine revenues. Access Card users can accumulate fines and are responsible for paying for lost items. The fine charges appear modest and manageable based on 3500 cardholders. Data regarding the impact on lost items is not completely transparent. Some customers were transitioned to the Access Card because they have charges on their library card based on lost items. They reported that they did not have the means to pay for the lost items, so they were given a second chance through the Access Card.

Positive Feedback

Staff report that they are able to give better customer service as a result of the Access Card. They are able to accommodate the needs of the socially-excluded or vulnerable populations who cannot get a library card otherwise. People appreciate

the card and the ability to use all library services. Several customers with cognitive disabilities are also finding the Access Card a good fit for them. The Access Card has also been a helpful tool for those who have been unable to manage their library card use in the past and have fines that they cannot possibly pay. The Access Card allows these individuals to have a second chance and enables staff to reintroduce them to library services.

Visitor Pass Transition

Visitor Passes were created to enable out of town guests to use public computers. The use of these passes was extended to individuals who were unable to obtain a library card, generally due to the fact that they lacked sufficient identification. Other customers used Visitor Passes as they felt it allowed them anonymity when accessing the Internet. With the implementation of the Access Cards, the barrier was removed and, as a result, the Visitor Pass was eliminated for those who reside in the area. The transition from Visitor Passes to Access Card use went well and resulted in fewer line-ups at service points, and better management of Internet use. Customers have a greater sense of autonomy when using public computers and are given access to a wide range of resources and collections.

Circulation

Along with allowing customers the use of our computers and digital collections, the Access Card allows people to borrow physical materials. They are taking advantage of this service as illustrated by the appended information.

Draft Recommendations

Increase hold limits: Some customers have expressed concern that the Access Card does not allow sufficient hold limits. It is not uncommon for high demand items to take an extended period of time to have the hold fulfilled. Changing the card to have a hold threshold of five items instead of two would improve this service and make it parallel to the normal library card where people can borrow up to fifty items and have fifty holds.

Expand the Access card program to Children: Staff has requested that the Library Board consider expanding the Access Card program to children under the age of 14. There are many different scenarios where children and their family or guardians face barriers to library use and suspend using the library as a result.

The Access Card for children would be similar to the adult version of the card, with the modifications to the parameters highlighted in bold text:

- Cardholders required **to have parent/guardian present or application form signed and submitted** (as is now the case);
- Cardholders will be limited to 5 checkouts at a time;
- Cardholders would not accrue fines for overdue materials but they will lose borrowing privileges if they have 2 items that are overdue;
- Cardholders will be able to have 5* active hold requests at a time (* if recommendation is approved);
- Cardholders would **accrue children's fines regardless whether item is adult or children's with a maximum of \$5.00**
- Cardholders will be able to check out 1 express item and will be charged \$0.50 per day for express overdues with a maximum of \$5.00;
- Cardholders will be responsible for the cost of lost items and the materials they borrow will follow the same 6 week loss cycle as all other materials;
- Cardholders will have full access to digital collections wherever possible.

Appendix

This information is for the Board's information, and represents data collected on up to August 2015.

Number of Cards Issued, age range and locations: Since its implementation, 3500 Access Cards have been created. The chart that follows breaks down the cards by locations where the cards were issued:

BRANCH	TOTAL CARDS ISSUED
ANCASTER	28
BARTON	227
BINBROOK	12
BOOKMOBILE	18
CARLISLE	3
CENTRAL	1854
CONCESSION	26
DUNDAS	114
FREELTON	2
GREENSVILLE	1
KENILWORTH	135
LOCKE	32
LYNDEN	2
MILLGROVE	3
MOUNT HOPE	2
RED HILL	127
SALTFLEET	108
SHERWOOD	151
STONEY CREEK	16
TERRYBERRY	304
TURNER PARK	93
VALLEY PARK	11
WATERDOWN	32
WESTDALE	197
E-BRANCH	2
TOTAL	3500

The chart that follows breaks down the cards by age range:

Age Demographic	% of Cardholders
UNDER 20	25%
20-24	18%
25-34	26%
35-44	13%
45-54	10%
55-64	6%
65+	3%

Circulation: The average circulation use of physical collections is broken down by age groups:

Age Demographic	Aver. Circ Count
UNDER 20	39.43
20-24	26.47
25-34	19.49
35-44	30.40
45-54	42.34
55-64	86.78
65+	39.21

Financial implications:

Standard security and borrowing responsibilities apply to the customers using the Access Card.

Fine averages:	
All Access Cardholders	\$7.92
Under 20	\$7.85
20-24	\$10.11
25-34	\$8.70
35-44	\$7.52
45-54	\$5.96
55-64	\$5.63
65+	\$0.90

Of the 3500 Access Card holders, 675 (19%) have accrued fines and fees as Access Card holders. We've included a more detailed breakdown of these 675 accounts. The

charges applied include late fines for express and high demand items and lost materials:

- 33 of the 675 individuals (5%) have charges > \$100 applied to their card.
- 149 individuals of the 675 individuals (22%) have charges of between \$50-\$100 applied to their card.
- 293 of the 675 individuals (43%) have charges of between \$10-\$50 applied to their card.
- 200 of the 675 individuals (30%) have charges of <\$10 applied to their card

Date: November 13, 2015
To: Chair and Members of the Board
c.c. Paul Takala, Chief Librarian
From: Melanie Southern, Director, Public Service, Partnerships,
Communications
Subject: Program Policy

Recommendation:

That the Hamilton Public Library Board approves the Program Policy.

Background:

The Hamilton Public Library considers the offering of programs to be an integral part of its mission and strategic priorities, and it strives to offer programs that complement other library services offered to the community. It is recognized that Library programs provide an alternate way for people to learn and obtain information. Since 2007, the number of programs has more than doubled. In 2014, HPL offered approximately 8,300 programs with more than 160,000 people attending.

The attached Program Policy outlines the principles and criteria for programs at Hamilton Public Library and provides guidelines for staff developing and/or delivering library programs. It is designed to support staff and better position the library for the future.

It is noted that one of the key references for HPL's communications is the Canadian Press Style Guide that stipulates many communication elements including spelling. As a result, program is not spelled "programme."

Program Policy

Policy Level: Library Board

Authors: Directors Public Services & Director of Digital Technology & Youth Services

Revision History: Draft November 13, 2015 (NEW)

Policy Statement

The Program Policy outlines the principles and criteria for programs at Hamilton Public Library and provides guidelines for staff developing and/or delivering programs. A program is defined as a coordinated activity or event with a specific purpose, such as highlighting collections, services or sharing knowledge and expertise.

Hamilton Public Library considers the offering of programs to be an integral part of its mission and strategic priorities and strives to offer programs that complement library services and collections offered to the community. Library programs provide an alternate way for people to learn and obtain information. Programs in public libraries encourages participation in civic life and serves to address the cultural and leisure interests of our community.

The Library may present programs that some individuals find controversial. Holding a program does not indicate an endorsement of its contents by the Hamilton Public Library, but rather is an affirmation of the principle of intellectual freedom as embodied in the Canadian Library Association Statement on Intellectual Freedom

Purpose of Library Programs

Programs expand the Library's visibility in the community and offer staff opportunities to engage community members. The Hamilton Public Library provides programs that support the Library's mission, values, goals and strategic priorities. Library programs are designed to:

- Support lifelong learning including literacy, numeracy and problem solving in a technology rich environment (digital and interface literacy).
- Provide information, education and recreation opportunities to Library customers.
- Promote the use of library services and collections.
- Nurture community cohesion and reduce social isolation by bringing members of the community together.
- Celebrate our history, heritage and promote cultural awareness.
- Strengthen partnerships with a wide variety of organizations.
- Attract new and unique audiences to the Library.

Priority to Offer Free Programs

The majority of programs offered by the Library are free to attend. Charging for programs creates a participation barrier that excludes some community members. In addition, we need to be mindful of the administrative costs associated with collecting a registration entry fee.

Charging for Programs

In some cases there is a need to charge for a program. Charging for a program must receive approval from the Library's Administration Team. To offset obstacles created by charging, where appropriate, free tickets will be made available to customers or a similar type of program may be offered free of charge. Programs are designed to be informative learning opportunities, not a vehicle for commercial ventures.

Scope

This policy applies to all Library organized, co-sponsored and partnership events offered to the public by the Hamilton Public Library. This policy does not apply to:

- Events that are developed for special purposes such as fundraising, donor recognition, media conferences or community festivals.
- Programs offered by other organizations on library premises where space is rented and governed by the terms and conditions of the Library's [Meeting Room Rentals](#) policy.

Program Development

Programs are developed in accordance with the Hamilton Public Library's program strategy and framework.

- Library program development and planning is carried out on a scheduled basis.
- The Library may set age or other guidelines for participation in a program, such as a children's program, when the program is designed and best suited for a particular audience.
- Liability insurance is required for all programs taking place in Library premises and will be purchased through the library prior to the date of the activity/event. Alternatively, for those organizations that already have insurance, proof must be provided in advance with the Library and City of Hamilton named on the certificate.
- Programs reflect community needs and interests.

Program Delivery

Programs will be offered by employees with program-related expertise or topic specific training, or by invited speakers and experts from the community including:

- Authors
- Performers

- Staff or members of community partner agencies
- Volunteer presenters with recognized program-related credentials

Library staff will be available to welcome customers to the branch and to promote upcoming programs. Programs are evaluated and designed with measurable outcomes.

The Library reserves the right to cancel programs as deemed necessary and will make every effort to notify the public in advance.

Suggestions for Programs

Library customers are encouraged to suggest topics for future programs. These suggestions will be considered in light of the program criteria, strategic priorities and library resources. Not all suggestions will be utilized. The program suggestion form is available on the Library's website.

Date: November 13, 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: Customer Service Commitment

Recommendation

That the Hamilton Public Library Board endorses the Customer Service Commitment statement.

Financial/Staff/Legal Implications

Establishing a new Customer and Service Commitment does not impact our budget, staffing levels or legal responsibilities.

Background

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. 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.

In May 2015 the Board approved a new Customer Code of Conduct. By clarifying the underlying principles of respect, inclusion and accountability the Code sets the tone for a positive interaction between customers and staff. When the new Customer Code of Conduct was introduced it was indicated that a companion Service Commitment would be forthcoming. The statements below reflect the commitment by staff to ensure a positive experience for our library users while upholding the Library's values of intellectual freedom, inclusiveness, innovation, respect and accountability.

Both the Staff Service Commitment and the new Code of Conduct will be presented as a combined document in pamphlet format and on hpl.ca and will be included in customer service training.

Customer and Service Commitment Statement

At HPL our goal is to deliver an exceptional library experience. Library staff commit to:

- Provide professional, knowledgeable and best in class customer service.
- Be engaged with our customers and our community. We welcome feedback to continually improve our service delivery.
- Strive to meet your expectations for timely delivery of materials and provision of relevant services and programs. We are life-long learners and ready to help you with questions or concerns.
- Provide welcoming and inclusive spaces and be sensitive to your individual needs. We will maintain your confidentiality and privacy.

Date: November 13, 2015
To: Chair and Members of the Board
c.c. Paul Takala, Chief Librarian
From: Karen Hartog, Administrative Assistant
Subject: **2016 Library Board Meeting Dates**

Recommendation:

That the Hamilton Public Library Board approves the following meeting dates for 2016.

- January 20th
- February 17th
- March 16th (March Break)
- April 20th
- May 18th
- June 15th
- September 21st
- October 19th
- November 16th
- December 21st

Financial/Staffing/Legal Implications:

There are no financial implications.

Background:

The above-noted meeting date schedule has been created based on the Library Board Bylaws (meetings to be held on the third Wednesday of the month). There are no Library Board meetings held during the months of July and August. The Library Board empowers the Executive Committee to conduct any business necessary during the summer months.

Date: November 13, 2015
To: Chair and Members of the Board
c.c. Paul Takala, Chief Librarian
From: Robin Hewitt, Director, Finance and Facilities
Subject: **2016 Operating Budget Report**

Recommendation:

That the 2016 Operating Budget, at an increase of \$295,270 or 1%, be approved for submission to the City of Hamilton.

Financial/Staffing/Legal Implications:

On September 23, 2015, Council approved sub-section (b) of Item 2 to the General Issues Committee Report 15-017, which reads as follows:

2016 Budget Guidelines, Preliminary Outlook and Process (FCS15062) (City Wide) (Item 7.2)

*(b) That Boards and Agencies be requested to submit their 2016 operating budget based on an **increase of 1.0%**, and that any increase beyond the guideline, be forwarded for consideration with an appropriate explanation.*

Over the last 5 years, the following direction has been received by Council and subsequent submission by the Library Board:

	<u>Council Direction</u>	<u>Library Submission</u>
2011	2.0%	0.7%
2012	0.0%	1.0%
2013	0.0%	0.0%
2014	0.0%	0.2%
2015	-----	1.5%
2016	1.0%	1.0%

The 2016 Operating Budget is currently at a requested municipal contribution of \$28,810,180 which is an increase of \$295,270, or 1.0%, over the 2015 Restated Operating Budget of \$28,514,910.

Account Category	2015 Budget Restated	2016 Budget Change	2016 Budget Submission	% Increase/ (Decrease)
Net Levy	28,514,910	295,270	28,810,180	1.0%
Expense	30,363,680	236,100	30,599,780	0.8%
Employee Related Costs	20,657,320	116,270	20,773,590	0.6%
Material and Supply	3,697,430	112,250	3,809,680	3.0%
Vehicle Expenses	67,950	(31,860)	36,090	-46.9%
Building and Grounds	2,315,710	29,820	2,345,530	1.3%
Contractual	1,240,650	(19,470)	1,221,180	-1.6%
Reserves/Recoveries	1,737,740	39,090	1,776,830	2.2%
Cost Allocations	238,760	-	238,760	0.0%
Financial	408,120	(10,000)	398,120	-2.5%
Revenue	(1,848,770)	59,170	(1,789,600)	3.2%
Fees and General	(666,440)	64,170	(602,270)	-9.6%
Grants and Subsidies	(1,182,330)	(5,000)	(1,187,330)	0.4%

Category	Budget change	Drivers
Expense	236,100	
Employee Related Costs	116,270	
Salaries	144,230	2.0% COLA increase, reduction of 2.39 FTE's
Wages	96,230	Minimum wage increase
Benefits	5,210	
Material and Supplies	112,250	
Office Supplies	(7,800)	Reductions in various departments based on actual usage
Operating supplies	47,000	\$10K Local History Archives archival supplies, \$40K RFID Tags
Employee Commuter Pass	(950)	Based on actual usage
Postage	(2,000)	Based on actual usage
Printing & Reproduction	76,000	Moved from 'Advertising & Promotion' budget for quarterly guides
Vehicle Expenses	(31,860)	
Central Fleet Charge	(31,860)	Charges from City for vehicle maintenance
Building and Grounds	29,820	
I/P Telephony Charge	(1,200)	City driven cost for system wide telephones
Security	35,000	Special events (In The Round, Art Crawls, Concerts, Market etc)
Contractual	(19,470)	
Cell Phones	1,770	Facilities staff now carry cell phones for work orders
Advertising & Promotion	(76,000)	Moved to 'Printing & Reproduction' for quarterly guides
Cable TV	(780)	No longer subscribed to cable
Printers	38,000	Per copy usage not adequately budgeted for in the past

Community Development	(4,000)	Not utilized
Contractual Services	13,540	\$48K Sorter contracts, \$60K Community Resource Worker, -\$85K Pest Control Contract
Programming	8,000	To support new Programming Development department

Reserves/Recoveries	39,090	
Transfer to Vehicle Reserve	610	City Reserve for vehicle replacement
City Vehicle Insurance Recovery	(1,710)	Based on claims history
City Insurance Recovery	16,890	Based on claims history
City Facilities Recovery	23,300	Includes new Waterdown Library branch

Cost Allocations	-	No Change at this time - City driven
-------------------------	---	--------------------------------------

Financial	(10,000)	
Legal Fees	(10,000)	Based on historical spending

Revenue	59,170	
Fees and General	64,170	
Merchandise Sales	(3,000)	Materials for Maker Spaces, cost recovery
Photocopier Revenue	(10,730)	Based on actual revenue
Research Fees	(2,000)	Local History and Archives, based on actual revenue
Rental Fees	1,500	Red Hill and Dundas
Fines	78,400	Reduction based on declining trend due to increased digital content

Grants and Subsidies	(5,000)	
Federal Grant	(5,000)	\$2.5K Young Canada Works and \$2.5K Summer Career Placement for the Summer Reading Program

Date: November 13, 2015
To: Chair and Members of the Board
From: Paul Takala, Chief Librarian/CEO
Lisa DuPelle, Director Human Resources
Subject: Employee Code of Conduct and Conflict of Interest Policy

Recommendation:

That the Hamilton Public Library Board approve the Employee Code of Conduct and Conflict of Interest Policy.

Financial/Staffing/Legal Implications:

This draft updates the Hamilton Public Library's Conflict of Interest Policy to align with the current City of Hamilton Conflict of Interest Policy. It does not impact on staffing. It does not directly impact our budget but it is essential that employees act with integrity to ensure we maintain ongoing support.

Background:

The document has been updated to reflect feedback received at the October Board meeting.

In the past few years the City of Hamilton has updated their Conflict of Interest Policies. The draft is consistent with the City's policy but has been adapted to the Hamilton Public Library. It incorporates a core Code of Conduct and includes the Customer Service Commitment to reflect the fact that most of our work takes place in public service settings with customers present.

CODE OF CONDUCT & CONFLICT OF INTEREST POLICY

Policy Level: Library Board

Author: CEO/Chief Librarian- Director Human Resources

Revision History: December 2002, November 2015

Table of Contents

Scope..... 3

Core Principles..... 3

Customer and Service Commitment 4

Conflicts of Interest & Breaches of Trust 4

- Definition of Family..... 4
- Personal Benefit..... 4
- HPL’s Reputation..... 4
- Protecting Confidentiality..... 4
- Waiving Fines and Fees..... 5
- Respecting Library Property including Library Collections..... 5
- Doing Business with HPL and Contract Approval: 5
- Hiring and Supervision of Employees 6
- Gifts and Benefits 6
- Speaking Fees and Publications: 6
- Outside Employment: 7
- Community Board Activity: 7
- Compliance with Laws and Regulations 7
- Software Piracy 7
- Public Duty:..... 7

Compliance 8

References & Related Links 8

SCOPE

This Code of Conduct and Conflict of Interest Policy applies to all HPL employees, including but not limited to regular, temporary and contract employees, volunteers, students and interns (collectively referred to as "Employees").

CORE PRINCIPLES

Core values of the Hamilton Public Library are: ***Intellectual Freedom, Inclusiveness, Innovation, Respect and Accountability***. Each employee occupies a position of trust in dealing with others inside and outside the Library. Whatever the area of activity or degree of responsibility, the Library Board expects each employee to act in a manner which will enhance the Library's reputation for ethical performance and professionalism in all its dealings.

The Hamilton Public Library is an organization funded primarily by the City of Hamilton and is charged with the management of public funds and programs, and therefore, employees must avoid not only actual conflicts of interest and breaches of trust, but also the appearance of conflicts of interest or breaches of trust.

Library employees often work in spaces where their actions are visible to members of the public. Staff need to ensure that both their actions and the appearance of their actions reflect well on the Hamilton Public Library. Focusing on meeting the needs of customers, including making them feel welcome in our spaces is essential to building trust and confidence in HPL.

Employees of the Hamilton Public Library are guided by the following principles:

1. We understand that we all have a role to play in ensuring the community has confidence and trust in HPL. We will behave with high ethical and customer service standards and be accountable for our actions.
2. We will be respectful of each other and towards members of the community we serve. We will treat all with dignity, respect and without discrimination.
3. We will adopt the perspective of advocate for our customers, ensuring we understand their needs and assist them to the best of our ability. If we are in doubt that we have not given a full answer or solution we will get appropriate assistance from other staff.
4. We will promote and foster a safe, secure and healthy work environment and public space for all.
5. As public servants we will not engage in any conduct or business practice which might bring the reputation of HPL into ill-repute or damage or diminish the reputation of the Library in the eyes of members of the community.
6. We will avoid actual and potential conflicts of interest or breaches of trust. We will be proactive in disclosing actual or potential conflicts with the appropriate individuals and seek proper advice if we are unsure.
7. We will abide by the law and adhere to all Hamilton Public Library policies and procedures. In following policy and procedures we will use good judgement and consider the individual needs of customers.

CUSTOMER AND SERVICE COMMITMENT

At HPL our goal is to deliver an exceptional library experience. Library staff commit to:

- Provide professional, knowledgeable and best in class customer service.
- Be engaged with our customers and our community. We welcome feedback to continually improve our service delivery.
- Strive to meet your expectations for timely delivery of materials and provision of relevant services and programs. We are life-long learners and ready to help you with questions or concerns.
- Provide welcoming and inclusive spaces and be sensitive to your individual needs. We will maintain your confidentiality and privacy.

CONFLICTS OF INTEREST & BREACHES OF TRUST

Conflicts of interest and breaches of trust may take many forms. It is impossible to list them all. Remember, if you are unsure ask your manager/supervisor. In most cases, prompt and early disclosure of potential conflicts of interests will permit the problem to be resolved.

- **Definition of Family:** For the purposes of this policy family is defined as: spouse (including common law and same sex), or relative (including child, dependant, parent, foster or adopted parent, grandparent, grandchild, brother or sister, son-in-law, daughter-in-law, brother-in-law, sister-in-law).
- **Personal Benefit:** Employees shall not engage in any behaviour or conduct which may be seen to be an attempt to gain, through their positions as Library employees, or through their knowledge or contact gained as a Library employee, any personal advantage, advancement, favour, influence, benefit, discount or other interest, for themselves, their family or friends.
- **HPL's Reputation:** Employees shall not engage in any activities or business practices which might bring the reputation of the Library into ill-repute or damage or diminish the reputation of the Library in the eyes of members of the community.
- **Protecting Confidentiality:** Protecting the confidentiality of customers, employees and business partners is a responsibility that all staff need to take very seriously.
 - Employees will not access personal customer information (i.e. borrowing records, computer logs...) unless it is required to conduct legitimate library related business.
 - Employees will not disclose personal customer information unless it is required to conduct legitimate library related business and/or is permitted under the Municipal Freedom of Information and Protection of Privacy Act.
 - Employees shall not release a customer's personal record or any other "personal information" about a customer without permission from the individual involved. This includes the right to privacy of a specific family member from inquiries made by other family members. Employees need to be knowledgeable of Library policies and procedures around parent's access to children's account information, picking up holds of family members and other

related circulation functions that provide limited and defined exceptions where disclosure is appropriate.

- Library staff need to be knowledgeable of Library policies and procedures related to assisting Police in cases of emergency or a criminal investigation.
- **Waiving Fines and Fees:** In following policy and procedures employees will use good judgement and consider the individual needs of customers. Library procedures include circumstances when staff can adjust fines or fees based on the circumstances of the customer.
 - Procedures for waiving or reducing monies owed to the Library must be adhered to so an appropriate record of the transaction is maintained for audit purposes.
 - Employees will not exceed the staff limit to waive fines by creating multiple transactions below the threshold set out in policy. Where a larger waive seems justified staff should refer to the Manager or designate. Staff should use good judgement and may allow a checkout to continue by overriding the limit in cases where the matter has been referred to a Manager.
 - Employees will not waive fines or otherwise adjust their own records or those of family members.
- **Respecting Library Property including Library Collections:** Library collections, computers, furniture, supplies and equipment are held in trust by HPL for the purpose of fulfilling our mission to the people of Hamilton.
 - Employees will not use library supplies or equipment for personal use, except where permitted by library policy. For example, the Technology Use Policy allows for limited personal use of library computers in certain circumstances.
 - Employees will access library collections for personal use by ensuring they are properly checked out on the integrated library system (ILS).
 - Employees will not use access to the ILS or other systems to extend loan periods, adjust hold queues or fines for themselves or other employees. This restriction does not include staff that are accessing the system for legitimate business purposes, such as, setting up a display or resolving customer complaint or system problem.
 - Upon termination of employment, an employee shall promptly deliver to HPL any and all property, technology, data, manuals, notes, records, plans, or other documents, including any such documents stored on any video or software related medium, held by the employee concerning HPL's services and programs, know-how, developments, and equipment. This includes property made or prepared by the employee and relating in any way to the affairs of HPL. With permission, employees may retain samples of their work if such work is in the public domain. However, this paragraph shall not apply to any original research or to any articles or papers for which the employee is an author or co-author, for which the employee shall retain all intellectual property rights.
- **Doing Business with HPL and Contract Approval:** Employees shall not, personally or through companies in which they or their family are involved:
 - Bid on Library contracts for the supply of goods or services

- Work on Library contracts, for the supply of goods or services, other than in their capacities as Library employees.
- Approve any contract, agreement or other document on behalf of the Library for any business in which they or their family is personally involved.
- **Hiring and Supervision of Employees:** Employees shall not be involved in any decision to hire or engage their family members for any employment with the Library whether temporary, full-time, part-time, casual or seasonal.
 - Employees shall not influence or attempt to influence any decision relating to the hiring of family members.
 - Employees shall not permit themselves to be placed in supervision over another Library employee who is a family member without disclosing the nature of the relationship to the appropriate supervisor.
- **Gifts and Benefits:** Employees shall not accept any gift, benefit, money, discount, favour or other assistance from any business which has a contract with the Library Board to supply goods or services, unless the gift, benefit, money, discount, favour, or assistance is one which, due to the nature of the business, is available to the general public.
 - No employees shall accept any gifts, hospitality, and invitations to special events which exceed \$100 in value.
 - Nominal gifts or hospitality below \$25 may be accepted under appropriate conditions.
 - Gifts or hospitality ranging from \$25 to \$100 may be accepted under appropriate conditions as long as they are documented and disclosed. Employees will disclose the receipt of such gifts to the Chief Librarian and Director of Finance and Facilities. The Chief Librarian will disclose to the Library Board Chair.
 - Appropriate conditions for this policy is defined as: it is in the context of a business meeting or interaction, or in the context of a recognized charitable event; and it is an infrequent occurrence; and it legitimately serves a business purpose; and it is appropriate to the business responsibilities of the individual employee; and the gift or hospitality is not an attempt to seek special favours or advantages from the employee or HPL.
- **Speaking Fees and Publications:** No employee shall charge or knowingly accept a fee for taking part in a public speaking engagement such as a public radio/television broadcast, web site broadcast or conference to which he or she was invited as a direct result of his or her position as an employee. No employee shall charge or knowingly accept a fee for writing or publishing articles or books in any print or online publications, if such articles or books directly relates to the employee's position at HPL or uses insider information about HPL. The same restrictions apply for the creation of audio, video and other media types. The rules specified in the Gifts and Benefits section apply to Speaking Fees and Publications, however, some additional exceptions apply:
 - Accepting free admission from the seminar or conference organizers for the balance of the seminar or conference is not a violation of this Policy.

- Any fee that is received for work done during normal working hours, or at any time where the employee is representing the Library, shall be turned over to the Library, unless the value of the fee does not exceed expenses (incurred for attending the event) which are not reimbursed by the Library.
- Employees may charge or accept a fee for speaking engagements during time off work (e.g. vacation time) providing such employees are not representing or purporting to represent the Library.
- **Outside Employment:** Employees shall not take outside employment, including self-employment, if such employment: causes a real or apparent conflict of interest; or is performed in such a way as to appear to be an official act of or to represent HPL; or interferes with regular duties in any way, or involves the use of Library premises, resources or equipment including but not limited to Library e-mail, telephones, cell phones, or supplies.
 - Where it appears that a conflict of interest might arise in accepting outside employment, employees must notify their supervisor in writing of the nature of such outside employment prior and receive written permission prior to the acceptance of such employment.
- **Community Board Activity:** Employees are encouraged to volunteer in the community on their personal time and this may include serving on local boards or agencies, however; no employee shall accept an appointment to the Board of a community agency or association that deals with matters related to the activities of HPL, without the written permission of the Chief Librarian or designate. Written permission of the Chief Librarian or designate is not required if the employee is appointed to the Board of the agency or association by HPL to represent HPL's interests.
 - Any Library employee serving on a community board shall take all reasonable actions to avoid any real conflict or apparent conflict between Board activity and HPL's interests. Where a real or apparent conflict exists, the employee shall declare the conflict and shall not take part in, or be present for, any Board discussion or decision about the issue raising the conflict of interest. If the conflict of interest is significant, the employee shall resign from the board.
- **Compliance with Laws and Regulations:** Employees shall not, during the course of their conduct of their employment duties, knowingly violate, or permit the violation of, or fail to report the violation of, any federal or provincial statute or regulation. Staff will adhere to all policies of the Hamilton Public Library. Library procedures exist to provide guidance to staff in circumstances where potential crimes need to be reported to the Police.
- **Software Piracy:** HPL forbids software piracy, defined as using any unlicensed copy of a software package that has not been purchased for Library purposes. It includes taking a copy of a licensed software package for one's own use or passing a copy on to another person for their use (See the Staff Technology Use Policy.)
- **Public Duty:** Some positions in the organization are more subject than others to conflicts of interest. Managers, Directors and employees who give professional advice

or assistance, or participate in enforcement and/or inspection activities, shall take every reasonable action not to place themselves in conflict of interest situations, or exhibit behaviour or commit acts which could bring disrepute to HPL or undermine HPL's reputation.

- o Since public criticism can also undermine HPL's reputation, employees are expected to refrain from public criticism of HPL or of other Library employees through all venues including social networking. This does not remove employees' rights as citizens to comment generally on matters of public interest, but in exercising this right, Library employees must not identify themselves as such or purport to be speaking on behalf of the HPL.

COMPLIANCE

Employees are reminded of the importance of disclosure. In most cases, prompt and early disclosure of potential conflicts of interests will permit the problem to be resolved.

By signing the Employee Code of Conduct & Conflict of Interest Policy, employees acknowledge and accept responsibility to act and behave in a manner that is consistent with the expectations prescribed in this Policy. Employees collectively benefit from an overall atmosphere of high ethical conduct that flows from this commitment. Employees who are found to be in a conflict of interest or breach of trust, or who fail to disclose circumstances with the potential for a conflict of interest or breach of trust will be dealt with seriously and disciplinary action up to and including termination will be taken.

REFERENCES & RELATED LINKS

- City of Hamilton:
 - o [Code of Conduct for Employees Policy](#)
 - o [Schedule A: Conflict of Interest](#)
 - o [Schedule B: Fees, Gifts and Hospitality](#)
 - o [Disclosure of Gifts and Hospitality Form](#)
 - o [Schedule C: Financial and Business Integrity](#)
 - o [Schedule D: Outside Employment and Integrity](#)
- [Municipal Freedom of Information and Protection of Privacy Act](#)
- [Ontario Human Rights Code](#)
- [Accessibility for Customers with a Disability](#)
- [Advocacy and Political Participation Policy](#)
- [Diversity and Inclusion Policy](#)
- [Privacy Policy](#)
- [Staff Technology Use Policy](#)
- [The Rights of Children and Teens in the Public Library Policy](#)
- [Security Camera Policy](#)

Chief Librarian's Report – November 2015

Waterdown

Final construction is being completed at the new Waterdown branch and collections and equipment are arriving. Staff are now working in the new space to prepare for opening later in November. The library and the Flamborough Archives will be the first partners to open in the new multiuse complex. New bookmobile service started in Millgrove on November 10 to ease the transition for that community. A grand opening with all partners will be planned for January, 2016.

Sorters

The new materials handling units have been installed and are now in operation at Red Hill and Westdale branches. Westdale's two bin unit has been relocated to the Barton branch. While onsite, MK Solutions tested and cleaned the Waterdown sorter and it is ready for opening.

Terryberry Study Hall

Similar to previous years, Terryberry will extend service hours to facilitate quiet study and exam preparation from December 1 to December 16. This period coincides with the exam schedules at Mohawk College and McMaster University and the additional study hours will be promoted to students. As part of our service hours review, this study hall period will be used to pilot late evening access for a range of library customers including high school students and other adults. Participants will be asked to provide feedback on this service model. Security staff will supervise the space.

Start the Cycle Update

There have been some developments since last month's presentation on the Start the Cycle pilot project. It is possible that additional funding through the City of Hamilton Public Health Department's Healthy Kid's Community Challenge may become available. As well, funding for the 2016 program is not yet secured. Staff are therefore not making a recommendation at this time. As the funding plan for 2016 emerges staff will explore ways to transition the pilot project into a sustainable program and report back to the Library Board.

Information Technology and Seniors Social Isolation

Staff are working with McMaster University researchers on a Social Science and Humanities Research Council (SSHRC) Partnership Development Grant proposal, entitled, *"Using Information and Communication Technology to Reduce Social Isolation of Older Adults and to enhance their Quality of Life."* This partnership will investigate how social media and other Information Communications and Technologies (ICT) can be used by older adults to enhance their wellbeing and to minimize their feelings of social isolation. This partnership aligns with HPL's seniors programming and the City of Hamilton's Seniors' Strategy.

Homework Help Program

This fall, the Library is offering the Homework Help program at 12 branches. The Homework Help program matches volunteers with students in grades one through six and assist with their homework needs. The program also provides literacy and numeracy related activities and games for fun learning. For 2015/2016, we have been successful at recruiting French speaking volunteers for all locations to assist French Immersion students. During the winter session, we will be adding a session at the new Waterdown location.

Scanning to USB

The Library is now offering free scanning to USB key service at branches with existing multifunction copiers with the USB function: Ancaster, Dundas , Kenilworth, Locke, Lynden, Saltfleet, Stoney Creek, Terryberry, Waterdown and Westdale. We will work to expand this service as the copiers at the other locations reach their end of life and are replaced. To date the service has been very popular and well received.

Take Our Kids to Work Day

On November 4, 8 grade nine students participated in Take Our Kids to Work Day at various HPL locations. Participants shadowed their parent, toured locations and assisted with library programs and activities. Take Our Kids to Work Day is an annual program held in November where Grade 9 students are hosted by parents, friends, relatives and volunteers at workplaces across the country. The program is designed to support career development by helping students connect the world of work to their own goals and aspirations.

Winters Wanders Festival in Westdale

On Friday December 4th the Westdale Library will open from 5-10pm to participate in the Winter Wanders Festival. The BIA requested this support and the extended hours provide a good opportunity to welcome families to the library and promote Saturday festival programs. The local BIA is fully supporting the library and produced a promotional bookmark that will be available throughout the community. In addition they have made a monetary donation to offset library costs and donated 200 cookies for the library's Saturday program.

Hamilton Reads

Hamilton Public Library's annual *Hamilton Reads* campaign concluded with two author readings by Miriam Toews, author of *All My Puny Sorrows* (AMPS). The program began with an unveiling of the title in June as part of an *Evening for Book Lovers*. Hamiltonians were encouraged to read AMPS throughout the summer months and they did – AMPS was the second highest circulating title at HPL this summer. A host of programs were offered throughout September and October including Scrabble sessions, mental health programs, book discussions and piano recitals featuring the works of Rachmaninoff – all featured in AMPS. Combined, the two concluding readings had an attendance of approximately 280 attendees. Promotions included a *Hamilton Reads* brochure outlining programs and suggested titles as well as photos of celebrity readers featuring Mayor Eisenberger, Molly Hayes, Tom Wilson and more. Plans are currently underway for *Hamilton Reads* 2016.

Writer-in-Residence

Hamilton Public Library and McMaster University welcomed the 2015/16 Mabel Pugh Taylor Writer-in-Residence, Kim Echlin, at a reception held at Central Library on October 27. Echlin lives in Toronto and is the author of *Elephant Winter*, *Dagmar's Daughter*, and *Inanna: From the Myths of Ancient Sumer*. Her third novel, *The Disappeared*, was nominated for the Scotiabank Giller Prize and won the Barnes & Noble Discover Great New Writers Award for Fiction. Echlin is available to meet with writers on Saturdays at Central Library and will be involved in a number of programs over the course of the residency.

Michael Ciccone, Executive Director at the Centre for Equitable Library Access

Michael Ciccone has been working as the Executive Director at the Centre for Equitable Library Access over the past year. Michael has announced that he has accepted this position on a permanent basis and will be leaving HPL. Although we are happy for Michael, he will be missed at the Hamilton Public Library. Over his 7 years with the organization he and his team have implemented many successful projects and process in terms of Collections, Technical Services, Customer Service

and Local History and Archives. Michael's technical skills and passion for Collections was unparalleled.

Darcy Glidden, Director of Content, Spaces and Technology – Burlington Public Library

Darcy Glidden has accepted a position with the Burlington Public Library and will be leaving HPL. He will be filling the Director of Content, Spaces and Technology position with the organization. This is a wonderful opportunity for Darcy who had been working as the Director on a temporary basis earlier this year. Darcy commenced his tenure at HPL in 2002 and in the 2005 Library Journal was named one of their annual "Movers and Shakers". Darcy has held a management position at a number of HPL branches and Central Library. Please join me in congratulating Darcy on his new appointment.

Paul Takala
Chief Librarian

Date: November 13, 2015
To: Chair and Members of the Board
From: Paul Takala, Chief Librarian
Subject: **Partnerships Draft Report**

Recommendation:

That the Hamilton Public Library Board receives this report for information and comment.

Financial/Staffing/Legal Implications:

The Hamilton Public Library has a long history of successful partnerships. HPL partners to increase the impact of our work and to enhance the sustainability of programs and services.

Background:

As part of HPL's budget presentation for 2015 we included a list of selected partnerships. At the time it was pointed out that Board members were not aware of the extent to which we engage in partnerships. To address this, we plan to bring an annual Partnerships report to the Board in March that summarizes the past years activities and developments. We will continue to bring important developments in partnerships through the monthly Chief Librarian's Report and other reports.

It should be noted that a formal partnership that creates any significant legal or financial commitments are brought to the Library Board for approval prior to commitments being made. However, our use of the word partner encompasses many of the collaborative efforts we engage in. These are often informal and reflect the fact that we attempt to participate and support community initiatives that align with our goals. As with other libraries that support a "Community Led" approach to librarianship, we empower local staff at branches to connect with groups in their neighbourhoods to look for ways to cooperate to advance mutual interests. By working together we are able to reach more people and avoid duplicating efforts.

We are in the process of implementing a new internal tracking system to better coordinate all our external agency contacts. The intention is to use that system to generate the annual report for the Library Board. Here is a partial list of our partnerships. We are looking for feedback on the kinds of information you would like to see in the report. The first report will be brought to the March 2016 Board meeting.

Name	Brief Description
Best Start Network	The Hamilton Best Start Network is comprised of members and community partners from over 50 organizations. HPL was a founding member and remains active. The Best Start Network promotes the well-being of families and children prenatal to 12 by helping them reach their full potential.
Brain Injury Services Hamilton (BISH) - PAWS for Reading	Brain Injury Services Hamilton brings trained service dogs (BISH pets) to the Central Library to participate in the PAWS for Reading program. In this registered program, reluctant readers aged 6-12 read to the service animals on a weekly basis. BISH staff are present at the program.
Bryan Prince Bookseller – Author Readings	Bryan Prince bookstore has a long history of involvement with HPL and the community. As part of our ongoing relationship, we advertise and support each others literary programmes.
Centre for Equitable Library Access (CELA)	CELA provides access to materials in accessible formats for customers with print disabilities.
Chamber Music Hamilton – Concert	Chamber Music Hamilton is a non profit organization which provides a series of concerts featuring national and international chamber ensembles. Chamber Music enhances HPL's programming by providing a range of musical experiences that highlight Chamber Music Hamilton - generally, string ensembles.
Citizenship and Immigration Canada (CIC)	CIC provides funding for our Language Instruction for Newcomers to Canada (LINC) program. The program provides one on one tutoring using volunteers and English classes for people over 55 years old.
City of Hamilton (COH)	<p>The Library is primarily funded by the COH and looks for ways to collaborate on City led initiatives. Here are some examples of how HPL works with the COH:</p> <ul style="list-style-type: none"> · Shared facilities: Ancaster, Central, Mount Hope, Stoney Creek, Valley Park, Waterdown · Neighbourhood Action Strategy – HPL participates with each neighbourhood group, new Learning Annex program · Public Health - joint programming · Recreation – cross promotion, joint program · Museums – passes provide for circulation and Summer Reading prizes · Culture – Digital Story Telling project in support of City Culture Strategy
Community Action Program for Children	HPL receives annual funding from Health Canada through Social Planning and Research Council Hamilton. Programs include Newcomer Storytime, Summer Reading Club, Ready for School and Hamilton Family Literacy Week.
Early Literacy Hamilton (ELH)	The vision of ELH is Beginning at birth, our children will have access to a community rich in resources and, supported by their families and caregivers, will emerge as life-long learners of literacy.
First Book Canada	First Book Canada makes new books available to organizations able to provide those books to children from lower income households. HPL uses books for summer reading and literacy program giveaways.

Name	Brief Description
First Ontario Credit Union	Support for financial literacy programs running Money on Trees targeting youth and newcomer populations
Flamborough Archives Support	Flamborough Archives will reside in new WA building. An MOU and a lease agreement are in place. HPL hosts their web site (wefhs.myhamilton.ca)
Hamilton Arts Council	HPL is a long standing member of the Hamilton Arts Council. The Hamilton Arts Council is a member driven organization with a vision to strengthen the role of the arts and culture in the City of Hamilton by making the arts accessible and relevant to the entire community.
Hamilton Association for the Advancement of Literature Science and Art (HAALSA)	Founded in 1857, the Hamilton Association is one of Canada's oldest independent not-for-profit cultural organizations. The primary focus is the presentation each year of a series of free public lectures. In addition the association encourages interest in literature, science and music through the support of four awards. The literary awards are presented in conjunction with the HPL's Power of the Pen contest.
Hamilton Council on Aging	HPL, Hamilton Council on Aging and Information Hamilton as partners received Trillium Funding to establish a new volunteer peer connector program.
Hamilton Health Sciences Regional Rehabilitation Centre	Disability Information Service Program (DISP) supports one staff person to work between the Central Library and General Hospital to provide information services to people with disabilities.
Hamilton-Wentworth Catholic District School Board	Formal partnership outlining class visits, program promotion, partner programs and resources. Shared facility Saltfleet branch at Cardinal Newman School.
Hamilton-Wentworth District School Board	Formal partnership outlining class visits, outreach and partner programs, resources. Shared facility project at Greensville in development.
Information Hamilton	HPL provides Information Hamilton with office space at the Central Library and provide some technology support. Information Hamilton connects people with the services and resources they need. They gather, organize, and share information about community and government services in Hamilton. IH manages the Red Book of Hamilton database, which consists of over 4500 records of community and government services.
McMaster University - English Department	The Mabel Pugh Taylor Writer in Residence (WiR) program: HPL and McMaster University has been partnering with this initiative since 2013. Based on funding, the WiR program is a four month or eight month residency. 2015/16 Kim Echlin 2014/15 Hal Niedzviecki. 2013/14 Anne Simpson

Name	Brief Description
McMaster University - Library Partner Program	<p>The “Love Your City, Share Your Stories” project is a storytelling project carried out by the Hamilton Public Library, the City of Hamilton’s Tourism and Culture Division, and the McMaster University Library that will result in the creation, storage, and dissemination of a collective memory of digital stories concerning significant Hamilton cultural icons and their history. These stories will promote and foster Hamilton’s cultural identity and contribute to the preservation of Hamilton’s history. Stories from Hamilton citizens concerning these icons will be captured in a wide variety of digital formats (e.g., textual, audio, video) and will be supported by accompanying materials (e.g., photographs, images, archival material, geo-coded references) provided by project partners.</p> <p>Project outputs will include a collection of stories, a digital repository to house the stories and digitized archival materials, as well as a dedicated website, a large interactive electronic display wall, and mobile device applications to showcase the stories.</p>
Our Digital World Support - Server Hosting	OurDigitalWorld is a not-for-profit organization. ODW is staffed by a dynamic, virtual team whose collective experience amounts to decades of work in software and system development, archives and digitization project management in public, school and academic organizations.
St. Joseph's Healthcare Hamilton - Youth Wellness Centre Program - St. Joe's Youth Wellness Centre	<p>HPL partners with St. Joseph's Healthcare for adult and teen programs (e.g. series of talks about Depression and Mental Health during October 2015 for themes in the Hamilton Reads title, All my Puny Sorrows. The library posts booklists co-authored by library staff and St. Joe's staff on topics associated with Mental Health. The Library and St. Joe's staff are working on the first of an annual speaker series for Psychology month (February 2016).</p> <p>Library and the St. Joe's Wellness Centre are partnering on a book club initiative for youth (17-25). Library book club kits can be used for the book club. Book club meetings will be held alternately at the Youth and Wellness Centre (38 James Street South) and the Library.</p>
Start2Finish Program - Start2Finish Annual Backpack Program	<p>Start2Finish’s 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 and become role models for change.</p> <p>Start2Finish offers a backpack distribution program, reading and running programs at Hamilton Schools, scholarships and a leadership program for high school students.</p>
The Hamilton Spectator	Official sponsor of Power of the Pen. Cash donation in support of the program.
Wesley Urban Ministries	<p>Community Resource Worker (CRW) – Wesley works with us to support Community Research Worker (CRW) services.</p> <p>Davis Creek Summer Literacy Camp- Funding from the Hamilton Community Foundation through the Davis Creek Neighbourhood Development group enables HPL and Wesley Urban Ministries to offer a summer literacy camp for youth in the</p>

Name	Brief Description
	area

Date: November 13, 2015
To: Chair and Members of the Board
c.c. Paul Takala, Chief Librarian
From: Karen Hartog, Administrative Assistant
Subject: **Nominating Committee**

Financial/Staffing/Legal Implications:

There are no financial implications.

Background:

A Nominating Committee needs to be established in order to meet and review the completed forms submitted by library board members. The Nominating Committee recommends a slate of officers for 2015 at the inaugural meeting scheduled in January.

The library board bylaws state "**A Nominating Committee** composed of four members, one of whom shall be the Chair of the Board, shall be appointed by the Board annually at its November meeting to present the slate of officers for the ensuing year at the next Inaugural Meeting. In a municipal election year, the outgoing Chair of the Board shall appoint the Nominating Committee from among the members of the new Board immediately following the appointment of the new Board by City Council. In each year, the Nominating Committee shall meet before and report to the next Inaugural Meeting following its appointment"

Please complete the attached form and submit it to me at the December meeting. Those Library Board Members not wishing to stand for any positions still are required to complete the form with your name on it.

November 2015

To assist the Nominating Committee in its appointment process, please indicate whether you are interested in any one or more of the following positions on the Library Board's slate of officers for 2016. Please return completed forms at the next Board Meeting (December 16, 2015).

NAME OF BOARD MEMBER: _____

POSITION	PLEASE CHECK IF INTERESTED IN THIS POSITION
Chairperson	
Vice-Chairperson	
Executive Committee Member	
Southern Ontario Library Service Board Representative	
Audit Committee	

Date: November 18th, 2015
To: Chair and Members of the Board
c.c. Paul Takala, Chief Librarian
From: Robin Hewitt, Director - Finance and Facilities
Subject: **Capital Variance Report - September 30th, 2015**

Recommendation:

That the Capital Variance Report as at September 30th, 2015 be approved.

Background:

Central Library Renovations - Phase 3

Phase 3 of the Central Library renovations is well underway. The Maintenance area has been moved to the 5th floor, and basement work is nearing completion. The Hamilton Wentworth rooms and Security should be done the second week of December. Work on the 4th floor has begun, however the majority of the work will be done once the Hamilton Wentworth rooms are complete.

Logo & Brand Implementation

Branches have been outfitted with the new signs and materials have all been updated with the new logo. The project is nearing completion.

Love Your City

This story telling project is being funded by the Hamilton Future Fund. A documentary was completed for the Blackie and the Rodeo Kings concert and a large projector and screen was installed on the first floor at Central.

Security Camera Installation

Many branches have had exterior cameras installed at the drop boxes. Plans are underway for upgraded cameras at Central, and planning has begun for the branches.

Dundas Library Expansion

The detailed design phase is underway, and renovations are expected to begin next spring.

Binbrook Library Branch Renovations

The initial design process has begun, and public consultation was undertaken in October.

RFID

Sorters were recently installed at Westdale and Red Hill, and will be installed at Barton shortly. New gates were installed at Central.

Waterdown Branch

Construction is nearing completion and the new branch should be opening by the end of November.

Completed Projects – To be closed

Over spent projects will be funded by under spent projects, and the balance of will be transferred back to the original funding source.

Digital Equipment Upgrade

Central Floors 2 - 4

Lighting Retrofit

Library Branch Renovations

Public Computing and Printing

Library Renovations

Lynden Library Branch

Integrated Library System

Computer Replacement

Capital Variance - Hamilton Public Library

As at September 30th, 2015

PROJECT ID	DESCRIPTION	APPROVED BUDGET	ACTUAL REVENUES	ACTUAL	COMMITMENTS (adjusted)	BUDGET VARIANCE		% COMPLETE	
				EXPENDITURES LTD		INCLUDING	COMMITMENTS		
7501551501	Computer Replacement	600,000	-	568,027		31,973	103.13%	Project to finish under budget. Surplus to be applied other over budget projects	
	Sub-Total	600,000	-	568,027	-	31,973			
7501451401	Central Lib Renos - Phase 3	1,750,000	-	531,190	978,105	240,705	86.25%	Project to finish on budget	
7501451402	Logo & Brand Implementation	135,000		56,691	3,187	78,309	44.35%	Project to finish on budget	
7501451403	Love Your City	150,000	84,634	89,340	-	60,660	59.56%	Hamilton Future Fund Story Telling Project	
	Sub-Total	2,035,000	84,634	677,222	981,292	379,674			
3501351303	Security Camera Installation	325,000	325,000	42,672.87	14,411	267,916	17.56%	Project to finish on budget	
7501341301	Dundas Library Expansion	1,900,000	538,500	92,563	122,237	1,685,200	11.31%	Project to finish on budget.	
7501351302	Digital Equipment Upgrade	350,000	350,000	311,904	-	38,096	89.12%	Project to finish under budget. Surplus to be applied other over budget projects	
	Sub-Total	2,575,000	1,213,500	447,140	136,648	1,991,212			
7501241200	Binbrook Library Branch Renos	2,100,000	538,500	259,941	7,486	1,832,573	6.82%	Project to finish on budget	
7501241203	Central Library Renos Flrs 2-4	600,000	600,000	551,324		48,676	93.53%	Project to finish under budget. Surplus to be applied other over budget projects	
7501257201	Integrated Library System	400,000	400,000	325,162		74,838	81.29%	Project to finish under budget. Surplus to be applied other over budget projects	
	Sub-Total	3,100,000	1,538,500	1,136,427	7,486	1,956,087			
7501041101	Lighting Retrofits-Library	995,850	995,847	935,609	-	60,241	93.95%	Project to finish under budget. Surplus to be applied other over budget projects	
7501041102	Library Branch Renovations	285,000	317,453	287,207	-	30,246	104.44%	Project to finish under budget. Surplus to be applied other over budget projects	
7501057100	Public Computing and Printing	172,300	218,281	259,941	- -	41,661	155.21%	Project finished over budget. To be offset by surplus in other projects.	
	Sub-Total	1,453,150	1,531,580	1,482,757	-	48,826			
7500941900	Lynden Branch Library	1,820,000	1,823,572	1,696,478	5,343	121,751	93.51%	Project to finish under budget.	
	Sub-Total	1,820,000	1,823,572	1,696,478	5,343	121,751			
7500841800	RFID Project	3,900,000	3,400,000	3,954,611	82,838 -	137,449	103.52%	Project finished over budget. To be offset by surplus in other projects.	
	Sub-Total	3,900,000	3,400,000	3,954,611	82,838 -	137,449			
7500741701	Library Renovations	1,503,000	1,502,082	1,556,957	-	54,876	103.59%	Project finished over budget. To be offset by surplus in other projects.	
	Sub-Total	1,503,000	1,502,082	1,556,957	- -	54,876			
7500641101	Waterdown Branch	7,402,000	5,252,873	7,092,736	629,640 -	320,376	104.33%	Project to finish on budget pending sale of old Waterdown branch.	
	Sub-Total	7,402,000	5,252,873	7,092,736	629,640 -	320,376			