

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, June 19, 2013 Central Library, Board Room

5:00 p.m. Meeting
7:00 p.m. Dinner – Annual Chairmen's Dinner

AGENDA

1. Discussion Period

- 1.1 Executive Committee – Ms Gautrey, Ms Fawcett, Mr. Geczy and Mr. vanVelzen
- 1.2 Staff Day

2. Acceptance of the Agenda

3. Minutes of the Hamilton Public Library Board Meeting of Wednesday, May 15, 2013 Attachment #3

4. Presentations

5. Consent Items

- 5.1 Budget Variance Report – RH Attachment #5.1
 - 5.2 Fines and Fees Schedule – MC/RH Attachment #5.2
- Suggested Action: Receive**
Suggested Action: Receive

6. Business Arising

- 6.1 Access and Privacy by Design – PT/LB Attachment #6.1
 - 6.2 Binbrook Library Update – KA Oral Report
- Suggested Action: Recommendation**

7. Correspondence

8. Reports

- 8.1 Chief Librarians Report Attachment #8.1
Suggested Action: Receive
- 8.2 Report from the Audit Committee Attachment #8.2
Suggested Action: Recommendation

9. New Business

- 9.1 Hiring Policy – LD Attachment #9.1
Suggested Action: Recommendation
- 9.2 Accessibility Report and Policies - KA Attachment #9.2
Suggested Action: Recommendation
- 9.3 Saltfleet Library Update - PT Attachment #9.3
Suggested Action: Recommendation
- 9.4 Microsoft Software Licensing Agreement – LB Attachment #9.4
Suggested Action: Recommendation

10. Private and Confidential

11. Date of Next Meeting

Wednesday, September 18, 2013
Central Library, Board Room, 5th Floor
5:30 p.m. Dinner
6:00 p.m. Meeting

12. Adjournment

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HAMILTON PUBLIC LIBRARY BOARD

Regular Board Meeting
Wednesday, May 15, 2013
Central Library, Board Room
5:30 p.m. Dinner
6:00 p.m. Meeting

MINUTES

PRESENT: Jennifer Gautrey, David Simpson, Nicolas van Velzen,
Suzan Fawcett, Wenda Tulloch, Councillor Pearson,
Clare Wagner, Mary Ann Leach

REGRETS: Councillor Jackson, George Geczy, Richard Bagdonas

STAFF: Paul Takala, Lisa DuPelle, Robin Hewitt, Rebecca Raven,
Lita Barrie, Michael Ciccone, Karen Anderson, Karen Hartog

GUESTS: Jen Gal

Ms Gautrey called the meeting to order at 6:00 p.m. and welcomed Clare Wagner and Mary Ann Leach

1. Discussion Period

1.1 Board Resignation and Appointments

Ms Gautrey reported that Ms Baker has resigned to accept a judge position in Brantford. Ms Wagner and Ms Leach were welcomed to the Library Board as the new appointments to replace Ms Baker and Mr. Nakamura.

1.2 Rebecca Raven appointment CEO Brampton Public Library

Congratulations were extended to Ms Raven on her recent appointment as CEO of Brampton Public Library.

1.3 SOLS Report - WT

Ms Tulloch provided a summary of the discussions held at the recent SOLS meeting.

2. Acceptance of the Agenda

Item 9.3 was moved to the beginning of the agenda.

MOVED by Ms Fawcett, seconded by Mr. vanVelzen,

THAT THE AGENDA BE ACCEPTED AS AMENDED.

MOTION CARRIED.

3. Minutes of the Hamilton Public Library Board Meeting of Wednesday, April 17, 2013

MOVED by Ms Tulloch, seconded by Mr. Simpson,

THAT THE MINUTES OF WEDNESDAY, APRIL 17, 2013 MEETING BE ADOPTED AS PRESENTED.

MOTION CARRIED.

4. Presentations

There were no presentations.

5. Consent Items

There were no consent items.

6. Business Arising

There were no business arising items.

7. Correspondence

There was no correspondence.

8. Reports

8.1 Chief Librarians Report

MOVED by Ms Fawcett, seconded by Ms Leach,

THAT THE CHIEF LIBRARIANS REPORT BE RECEIVED FOR INFORMATION.

MOTION CARRIED.

9. New Business

9.1 Counting Opinions

MOVED by Ms Fawcett, seconded by Mr. Tulloch,

THAT AN AMOUNT NOT TO EXCEED \$50,000 FROM LIBRARY RESERVES BE ALLOCATED TO COVER THE COST OF A THREE YEAR SUBSCRIPTION TO THE COUNTING OPINIONS PLATFORM.

THAT THE HAMILTON PUBLIC LIBRARY BOARD IDENTIFIES COUNTING OPINIONS AS AN AUTHORIZED VENDOR TO PROVIDE SERVICES TO THE HAMILTON PUBLIC LIBRARY.

MOTION CARRIED.

9.2 Server Infrastructure Renewal

MOVED by Mr. vanVelzen, seconded by Ms Tulloch,

THAT THE LIBRARY BOARD APPROVE AN EXPENDITURE NOT TO EXCEED \$350,000 (EXCLUDING TAXES) FROM LIBRARY RESERVES TO REPLACE THE LIBRARY'S SERVER

INFRASTRUCTURE INCLUDING(STORAGE AREA NETWORK) SAN, VMWARE, BACKUP AND RELATED SERVICES.

THAT THE HAMILTON PUBLIC LIBRARY BOARD IDENTIFIES COMPUGEN AS AN AUTHORIZED VENDOR TO PROVIDE HARDWARE AND SERVICES TO THE HAMILTON PUBLIC LIBRARY.

MOTION CARRIED.

9.3 Local History & Archives Revenue Generation

MOVED by Mr. vanVelzen, seconded by Ms Leach,

THAT THE HAMILTON PUBLIC LIBRARY BOARD APPROVE THE ATTACHED FEE SCHEDULE AND USE GUIDELINES FOR THE REPRODUCTION OF IMAGES AND DOCUMENTS FOR PUBLIC USE FROM THE LOCAL HISTORY AND ARCHIVES DEPARTMENT.

MOTION CARRIED.

9.4 Access by Design/Privacy by Design Policy

MOVED by Ms Leach, seconded by Ms Fawcett,

THAT THIS REPORT BE RECEIVED FOR COMMENT.

MOTION CARRIED.

10. Private and Confidential

MOVED by Councillor Pearson, seconded by Ms Fawcett,

THAT THE HAMILTON PUBLIC LIBRARY BOARD MOVE IN-CAMERA TO DISCUSS LABOUR RELATIONS.

MOTION CARRIED.

MOVED by Mr. vanVelzen, seconded by Mr. Simpson,
THAT THE IN-CAMERA SESSION BE ADJOURNED.
MOTION CARRIED.

11. Date of Next Meeting

Wednesday, June 19, 2013
Central Library, Board Room, 5th Floor
5:00 p.m. Meeting
7:00 p.m. Dinner, Annual Chairmen's Dinner

12. Adjournment

MOVED by Ms Fawcett, seconded by Ms Leach,
THAT THE HAMILTON PUBLIC LIBRARY BOAD MEETING OF
WEDNESDAY, MAY 15, 2013 BE ADJOURNED.
MOTION CARRIED.

The meeting was adjourned at 8:00 p.m.

Minutes recorded by Karen Hartog.



Hamilton Public Library

Date: June 19, 2013
To: Chair and Members of the Audit Committee
c.c. Paul Takala, Chief Librarian
From: Robin Hewitt, Director - Finance and Facilities
Subject: **Budget Variance Report – April 30th, 2013**

RECOMMENDATION:

That Budget Variance Report as of April 30, 2013 and Estimate to December 31, 2013 be received for information.

Summary

The estimated variance at December 31, 2013 is based on the year to date actuals at April 30, 2013 and known upcoming commitments . It should be noted that it is still early in the year, and the projected year end variance is likely to change.

Estimated variance at December 31, 2013 - \$252,610 Favourable

The total 2013 annual operating budget for the Hamilton Public Library has a net expenditure of \$28,103,080 (gross expenditures of \$30,156,430 less gross revenues of \$2,053,350). The current estimated variance as at December 31, 2013 is favourable by \$252,610 which is ninety-nine point one percent 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, 2013 - \$11,080 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 are subject to what is offered on a year by year basis.

Fees and General

Estimated variance at December 31, 2013 - \$48,650 Favourable

The major items contained in this line are revenues from library fines, book sales, photocopiers, printers and donations. The estimated revenue for this line for the end of December 2013 shows a positive variance of \$48,646 of which the major cause is represented by fines, which are \$21,103 over budget, and photocopier revenue, which is \$11,641 over budget. Donations received also play a role since we do not include a figure for donations in our budget and are currently at \$4,924.

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Subject: Budget Variance Report – April 30th, 2013
Date: June 19, 2013

Reserves/Capital Recoveries

Estimated variance at December 31, 2013 - \$3,280 Favourable

This line currently contains transfers from City of Hamilton reserve funds to cover specific costs charged to the Hamilton Public Library. 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. The variance is driven from the Sick Leave Reserve which is not budgeted for as it is declining yearly.

Employee Related Costs

Estimated variance at December 31, 2013 - \$390,960 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 results from gapping.

Capital Financing

Estimated variance at December 31, 2013 - \$0

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

Financial

Estimated variance at December 31, 2013 - \$140,140 Unfavourable

The unfavourable variance is attributable to capturing processing fees for collections separately so as not to capitalize the cost at the end of the year. This variance should be netted against the collections budget, which is close to a zero variance when all things are taken into account.

Materials and Supplies

Estimated variance at December 31, 2013 - \$9,800 Unfavourable

The major items in this line are library materials and subscriptions, operating supplies and furnishings. Library Materials represents \$3,532,570 or 88% of the amount budgeted under this line. The estimated unfavourable variance results from increased costs related to the purchase of computers without using reserve funds.

Vehicle Expenses

Estimated variance at December 31, 2013 - \$10,020 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.

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Subject: Budget Variance Report – April 30th, 2013
Date: June 19, 2013

Buildings and Grounds

Estimated variance at December 31, 2013 \$6,860 Favourable

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 hydro charges to date are under budget, and should continue to be with the implementation of the lighting upgrade, however they will be transferred to reserves at the end of the year.

Contractual

Estimated variance at December 31, 2013 - \$89,350 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 the purchase of printers.

Reserves/Recoveries

Estimated variance at December 31, 2013 \$43,210 Favourable

This line includes budgeted transfers from operating to Library reserve funds and recoveries related to security service provided to the Hamilton Farmer's Market, transfers for future computer and server purchases. This section now also includes both direct and indirect charges from the city that were formerly known as cost allocations. This variance is due to a reduction in the facilities recovery by the City.

HAMILTON PUBLIC LIBRARY

BUDGET VARIANCE REPORT

As At April 30, 2013 and Estimate to December 31, 2013

	YEAR TO DATE			
	YTD BUDGET	YTD ACTUAL	YTD VARIANCE	% SPENT
REVENUE				
Grants and Subsidies	\$ 71,541	\$ 60,457	\$ (11,084)	84.5%
Fees and General	206,230	254,876	48,646	125.4%
Reserves/Capital Recoveries	93,832	97,112	3,280	124.5%
	\$ 371,603	\$ 412,445	\$ 40,842	111.0%

EXPENDITURES				
Employee Related Cost	\$ 6,699,298	\$ 6,101,936	\$ 597,362	91.1%
Capital Financing	115,324	-	\$ 115,324	0.0%
Financial	17,734	151,277	\$ (133,543)	853.0%
Materials and Supplies	1,338,312	1,044,570	\$ 293,742	78.1%
Vehicle Expense	21,757	8,303	\$ 13,454	38.2%
Building and Grounds	521,598	384,094	\$ 137,504	73.6%
Contractual	865,018	619,167	\$ 245,851	71.6%
Reserves and Recoveries	578,652	416,446	\$ 162,206	72.0%
	\$ 10,157,693	\$ 8,725,793	\$ 1,431,900	85.9%

NET EXPENDITURES	\$ 9,786,090	\$ 8,313,348	\$ 1,472,742	85.0%
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	ALL YEAR			
	ANNUAL BUDGET	ESTIMATED ACTUAL	ANNUAL VARIANCE	% SPENT
	\$ 1,166,310	\$ 1,155,230	\$ (11,080)	99.0%
	605,550	654,200	48,650	108.0%
	281,490	284,770	3,280	101.2%
	\$ 2,053,350	\$ 2,094,200	\$ 40,850	102.0%

	\$ 20,084,480	\$ 19,693,520	\$ 390,960	98.1%
	345,970	345,970	\$ -	100.0%
	87,770	227,910	\$ (140,140)	259.7%
	4,010,600	4,020,400	\$ (9,800)	100.2%
	64,890	54,870	\$ 10,020	84.6%
	1,563,400	1,556,540	\$ 6,860	99.6%
	2,086,890	2,176,240	\$ (89,350)	104.3%
	1,912,430	1,869,220	\$ 43,210	97.7%
	\$ 30,156,430	\$ 29,944,670	\$ 211,760	99.3%

	\$ 28,103,080	\$ 27,850,470	\$ 252,610	99.1%
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Date: June 13, 2013
To: Chair and Members of the Board
c.c. Paul Takala, Chief Librarian
From: Michael Ciccone, Director Collections; Robin Hewitt, Director Finance and Facilities
Subject: **Fines and Fee Schedule**

RECOMMENDATION:

That the Fines and Fee Schedule be received for information.

BACKGROUND:

The fines and fees the Library charges have been consolidated into this report in follow-up to discussions at the May 2013 Library Board meeting. This item will be on the Library Board Agenda in the fall of 2013 for the Board's consideration.

Generally the rates are set by the Library Board. The exception to this rule is in cases where the Library is selling a product or merchandise to customers. For example, the Library sells items like tote bags and USB memory sticks to customers that request them. These items are provided to fulfil a customer need and/or to enable customers to use merchandise that promotes HPL. Prices are based on the cost of the items the Library pays; the objective in setting the price is to ensure we recover our costs.

FINES & FEES FOR LIBRARY MATERIALS	
Adults & Teens	25¢/day, Max \$5 (per item)
Children	10¢/day, Max \$2.50 (per item)
Exceptions	<ul style="list-style-type: none"> • Interlibrary Loan, DVD Express, Bestseller Express: \$1/day Max \$10 (per item) • Games: \$1/day Max \$10 for adults & teens, 50¢/Max \$5 for children (per item)
Lost Cards	\$2 to replace.
Customers sent to Collection	\$15 service fee
ILLO Charges	Some libraries charge for ILLO and customers are asked to cover the cost

PRINTING AND PHOTOCOPYING	
Printing & Photocopying: Black & White	10¢ per page (first 2 copies free)
Printing & Photocopying: Colour	25¢ per page

LOCAL HISTORY & ARCHIVES - IMAGE REPRODUCTION FEES		
Resolution	300 DPI JPEG	600 DPI TIFF
Non-Commercial Use	\$20/image	\$30/image
Commercial Use	\$40/image	\$50/image
ADDITIONAL FEES		
New Digital Images	\$20 per scanned image	
Rush Orders (2 business days)	1-5 images : \$20/order 6-20: \$50/order 21+: \$100/order	
Shipping	Within Canada \$5/order International: \$15/order	

ROOM BOOKING FEES			
Room Type	Capacity	For Profit	Not for Profit
Central Library - Hamilton-Wentworth Room	200	4hrs: \$135, 8hrs \$270	4hrs: \$90, 8hrs \$180
Central Library - Hamilton Room	100	4hrs: \$75, 8hrs \$150	4hrs: \$50, 8hrs \$100
Central Library - Wentworth Room (Board Room Style)	25	4hrs: \$75, 8hrs \$150	4hrs: \$50, 8hrs \$100
Central Library - Wentworth Room (Theatre Style)	60	Above +\$30	Above +\$30
Sherwood Branch A-B	100	\$75	\$50
Ancaster Branch -Murray Ferguson	40	60	40
Central Library - Board Room	30	\$250 half day, \$400 full day	\$250 half day, \$400 full day
Dundas Branch - Allwood Room	50	60	40
Red Hill Branch	50	60	40
Turner Park Branch	50	60	40
Westdale Branch	50	60	40
Security	NA	\$18.20/hour during closed hours (3 hour minimum may apply)	



To: Chair and Members of the Library Board
From: Paul Takala, Chief Librarian
Lita Barrie, Director of Digital Technology
Subject: Privacy and Open Data Principles
Date: June 12, 2013

Recommendation:

THAT THE HAMILTON PUBLIC LIBRARY ENDORSE THE PRINCIPLES OF ACCESS BY DESIGN (ABD) AND PRIVACY BY DESIGN (PbD) AS DEVELOPED BY THE ONTARIO PRIVACY COMMISSIONER.

THAT AS LIBRARY SYSTEMS, PROGRAMS AND POLICIES ARE REVIEWED OR DEVELOPED THE PRINCIPLES OUTLINED IN ABD AND PbD WILL BE INCORPORATING INTO THE PLANNING PROCESS.

Background

The Library has legislative and policy obligations to protect the privacy of personal information we hold in trust for our customers and to ensure the security and integrity of our systems. As security threats to online systems become more sophisticated we will need to ensure we keep adequate measures in place to manage the evolving risks. In addition, as a publicly funded institution, we also exist in an environment where there are increasing expectations for the Library to make information freely available as a standard business practice. Adopting the AbD and PbD frameworks will help HPL facilitate both a secure environment that protects the privacy and integrity of information while also enabling us to play a leadership role in open data.

The Library's obligations to protect customer privacy are primarily governed by the Municipal Freedom of Information and Protection of Privacy Act (MFIPPA)ⁱ. The Library has a Privacy Policyⁱⁱ and has developed staff procedures to ensure we are in compliance with the act. Ontario's Privacy Commissioner developed Privacy by Design (PbD) to give organizations guidance in ensuring they develop systems and programs that effectively protect privacy. PbD identifies 7 fundamental principles that need to be incorporated into the design of systems to ensure privacy is protected. The emphasis is on proper design and architecture at the outset to meet privacy obligations. Ontario's Privacy Commissioner recently published a report on the convergence of information system design, system security and privacyⁱⁱⁱ. PbD provides a framework that will support the design and development of systems that will help us meet the evolving environment of new demands for services and information while meeting new security challenges.

In September 2010 in Whitehorse, Yukon the Access to Information and Privacy Commissioners from around Canada adopted a resolution in support of Open Government^{iv}. Open government applies principles from open data to the public sector. The commissioners' resolution outlines reasons why open government is important and

recommends the elements of a sound implementation strategy. At the heart of open government is a shift from a reactive to a proactive approach to the disclosure of information. Information created by organizations funded by taxpayers, where that information does not need to be kept private, should be made readily available. Open government facilitates innovation, transparency and maximizes the value of information created by public funds. Sound open government strategies include:

- **Commitment:** develop a culture that is conducive to open government. Develop robust programs that ensure access mechanisms are built into the design and implementation stages of all new programs and services.
- **Public Participation:** engaging in ongoing, broad-based public consultations to determine what information should be made available.
- **Open, accessible and reusable information:** information disseminated free or at minimal cost and is in formats that support with the reuse of that information.

According to the commissioners, open government is important as “a means to enhance transparency and accountability which are essential features of good governance and critical elements of an effective and robust democracy.”^v

There are a number of best practices being established around open data and open government. Municipalities and public libraries are beginning to get actively involved in publishing data-sets on open data sites. As a public library, our core values and policies, including the Intellectual Freedom Policy, challenge us to be transparent and accountable. Advances in technology now enable us to securely make new kinds of information available. By adopting the PbD and AbD frameworks, staff will be able to ensure that overtime; HPL will be able to advance open government principles while protecting the privacy and security of systems.

The proactive approach to both privacy and access ensures we can maximize both while not adding additional work to meet these requirements. A few HPL examples that illustrate the PbD approach that we have already put in place are:

- Not keeping the reading/usage history of customers on our systems except where they have opted in for personal convenience. We also keep the current borrower and last previous borrower to manage missing, damaged or missing parts of materials.
- We do not keep on any of our systems personal credit card information to handle transactions. All information is on secure external systems. We reduce the risk of accidentally having a privacy breach but not having that information.
- While we verify identification of customers applying for a library card by checking ID such as a health card or drivers license, we do not copy that information onto our system. In the new system that we will be implementing later this year we will have staff indicate by using a check box that ID has been verified. This will reduce the risk that information is incorrectly recorded, the current system uses a text box which enables information to be recorded.

Appendix I: Privacy by Design (PbD) - The 7 Fundamental Principles^{vi}

1. Proactive not Reactive; Preventative not Remedial

The Privacy by Design (PbD) approach is characterized by proactive rather than reactive measures. It anticipates and prevents privacy invasive events before they happen. PbD does not wait for privacy risks to materialize, nor does it offer remedies or resolving privacy infractions once they have occurred — it aims to prevent them from occurring. In short, Privacy by Design comes before-the-fact, not after.

2. Privacy as the Default Setting

We can all be certain of one thing — the default rules! Privacy by Design seeks to deliver the maximum degree of privacy by ensuring that personal data are automatically protected in any given IT system or business practice. If an individual does nothing, their privacy still remains intact. No action is required on the part of the individual to protect their privacy — it is built into the system, by default.

3. Privacy Embedded into Design

Privacy by Design is embedded into the design and architecture of IT systems and business practices. It is not bolted on as an add-on, after the fact. The result is that privacy becomes an essential component of the core functionality being delivered. Privacy is integral to the system, without diminishing functionality.

4. Full Functionality — Positive-Sum, not Zero-Sum

Privacy by Design seeks to accommodate all legitimate interests and objectives in a positive-sum “win-win” manner, not through a dated, zero-sum approach, where unnecessary trade-offs are made. Privacy by Design avoids the pretense of false dichotomies, such as privacy vs. security, demonstrating that it is possible to have both.

5. End-to-End Security — Full Lifecycle Protection

Privacy by Design, having been embedded into the system prior to the first element of information being collected, extends securely throughout the entire lifecycle of the data involved — strong security measures are essential to privacy, from start to finish. This ensures that all data are securely retained, and then securely destroyed at the end of the process, in a timely fashion. Thus, Privacy by Design ensures cradle to grave, secure lifecycle management of information, end-to-end.

6. Visibility and Transparency — Keep it Open

Privacy by Design seeks to assure all stakeholders that whatever the business practice or technology involved, it is in fact, operating according to the stated promises and objectives, subject to independent verification. Its component parts and operations remain visible and transparent, to users and providers alike. Remember, trust but verify.

7. Respect for User Privacy — Keep it User-Centric

Above all, Privacy by Design requires architects and operators to keep the interests of the individual uppermost by offering such measures as strong privacy defaults, appropriate notice, and empowering user-friendly options. Keep it user-centric.

Appendix II: Access by Design (AbD) - The 7 Fundamental Principles^{vii}

1. Proactive, not Reactive

Many public institutions are still reactive and wait until a request for information is received before deciding to release it; this can be a slow, cumbersome process, easily used as a mechanism to deny access to information. With Access by Design, government institutions can take a proactive approach to promote full transparency, while at the same time, achieving cost-savings by eliminating a costly and cumbersome disclosure process.

2. Access Embedded into Design

When access is embedded into the design of public programs from the outset, it delivers the maximum degree of access to government-held information by making proactive disclosure the default. The benefits are twofold: the public can access information more directly; and government institutions can save significant resources by making their information available on a routine basis – by default.

3. Openness and Transparency = Accountability

A transparent and open government is vital for a free and democratic society. The essential purpose of access to information legislation is to support the democratic process by ensuring that citizens have the information required to hold their governments accountable – which is not possible if government activities and documents are hidden from public view. When government proactively provides routine access to government-held information, it creates a “culture of accountability.”

4. Fosters Collaboration

The Internet has given impetus to a new phenomenon where more and more community groups are coming together online with the power to engage government policy makers directly. Government institutions need to embrace this new culture by making data readily available to these groups as part of the social contract to serve their citizens. Further, there are new opportunities for the private sector to work collaboratively with government in utilizing public data, with many potential benefits for the economy as a whole.

5. Enhances Efficient Government

The demand for government services continually increases, while governments constantly face the need for cost reduction measures. By embracing Access by Design, public institutions can improve their information management practices by eliminating the inefficient process of “reactive” disclosure, and yet provide more streamlined access to public information. Further, citizen groups can also utilize public data to spot inefficiencies in, and improvements for, government services – increasing efficiency by reducing demand on government resources.

6. Makes Access Truly Accessible

Simply releasing more data is not enough. Access by Design also requires that public information be easily found, indexed and presented in user-friendly formats. There is little value in proactively disclosing public information if it is quietly placed online in obscure locations, using uncommon software which cannot be widely utilized. In addition, public institutions need to ensure that their IT systems are up-to-date and can meet increased public demand by extracting information quickly, in a cost-effective manner.

7. Increases Quality of Information

Information has been called the lifeblood of the 21st century economy. This is no less true when it comes to meaningful citizen participation in public life. Not only is it essential for government institutions to place public data on public databases, they must also ensure that the information is accurate, reliable and up-to-date. Quality control and assurance protocols are vital to ensure that public participation in the democratic process remains relevant and meaningful.

ⁱ http://www.e-laws.gov.on.ca/html/statutes/english/elaws_statutes_90m56_e.htm

ⁱⁱ <http://www.hpl.ca/articles/municipal-freedom-information-and-protection-privacy-act>

ⁱⁱⁱ Ann Cavoukian, Ph.D., Information & Privacy Commissioner Ontario, January 2013

<http://www.ipc.on.ca/images/resources/pbd-convergenceofparadigms.pdf>

^{iv} http://www.ipc.on.ca/images/Resources/FPT_Whitehorse_-_Resolution_Final_EN_1.pdf

^v http://www.ipc.on.ca/images/Resources/FPT_Whitehorse_-_Resolution_Final_EN_1.pdf

^{vi} Ann Cavoukian, Ph.D., Information & Privacy Commissioner Ontario, January 2011

<http://www.ipc.on.ca/images/Resources/7foundationalprinciples.pdf>

^{vii} Ann Cavoukian, Ph.D., Information & Privacy Commissioner Ontario, April 2010

http://www.ipc.on.ca/images/Resources/accessbydesign_7fundamentalprinciples.pdf

Chief Librarian's Report – June 2013

Staff Day 2013

On behalf of all staff I want to extend a thank you to the Board for enabling us to get together for a day of learning. The June 5 staff day was a great success thanks to the efforts of a large group of staff. The theme of the day was Change Management and the day focused on opportunities we have to better serve our customers and community. Board Chair, Jennifer Gautrey, brought greetings on behalf of the library board that were well received. The day provided staff with learning opportunities on a wide range of topics. Staff appreciated the opportunity to ask questions and provide input into our strategic plan.

Launch of New Digital Media Service - Hoopla

Hoopla is a digital media service available through libraries which enables customers to borrow movies, television shows, instructional videos, documentaries, music, and audio books via a browser, smart phone or tablet. Hamilton Public Library was the first Canadian library to launch. It is being offered in beta so that the vendor, CVS Midwest Tapes, can gather first-hand feedback and ensure the best user experience possible going forward.

Customers can borrow up to 10 items per month. Movies and television shows circulate for three days, music for one week and audio books for three weeks. Hoopla is following a new model that ensures customers do not have to wait for content. The service is free to customers and the library pays on a per-lend basis. Hoopla is now available to our customers and is being promoted on our web site, on BiblioCommons and through social media.

Web Site and Branding Refresh

Over the course of the summer, we will be drafting and issuing a Request for Proposals (RFP) for a new web site design and structure. Our goal is to create an external web site design and structure that:

- Promotes the services of the library and its partners with an attractive, logical, easy-to-use design (responsive design)
- Is flexible enough to support special web-based collaboration and content creation projects
- Allows for integration of key digital products and resources
- Is the catalyst for a re-branding exercise that will expand to encompass our entire marketing strategy
- Allows for a seamless and efficient content management process

We hope to have a successful proponent named by November 1, 2013. An upgrade of our web platform from Drupal 6 to Drupal 7 will occur concurrently, as will a continuous review of the content on our current site.

Central Library Space Planning

As Phase II of the Central Library renovations near completion on Floor 2, plans for Phase III, which will primarily focus on Floors 3 and 4, are in development. Prior to finalizing plans for the Central Library Phase III, staff are engaging in an analysis of space needs throughout the system. We want to ensure we understand current and future space requirements and that we use this opportunity to improve operations and service and reduce facilities costs through consolidation if possible. This analysis will also support updating the Facility Master Plan this year. The analysis will look at our workflows and interactions between departments, the impact of the digital shift on our operations, future programming needs and the impact of consolidating more departments at Central. To expedite our planning process and to ensure we have the appropriate expertise available we will be working with the firm MHPM which is on the City of Hamilton Consultants Roster. Staff will report back on the results of this analysis in the fall of 2013.

YouTube Videos Promoting Library Services

Staff are currently exploring creating promotional videos about HPL services that would appear on Cable 14 and on the City of Hamilton's YouTube Channel. The Library will be able to promote these videos through our website, social media and in library branches. City staff have successfully worked with Cable 14 to develop a number of videos that have received good coverage. As we explore new ways of reaching out to our community, online channels like YouTube provide potentially high visibility opportunities at modest costs.

Update on the Integrated Library System (ILS) Migration

A lot of work is happening behind the scenes to ensure a successful migration to our new ILS later this year. Since the Library Board approved awarding the contract to VTLS in December 2012, our staff have been working closely with VTLS to set-up the new ILS Virtua. In addition to successfully migrating our customer, bibliographic and acquisitions databases to the new system, staff also need to ensure we can successfully integrate several 3rd party applications that we use to our new ILS. For example, some of the systems that we need the ILS to integrate with include: BiblioCommons public catalogue; Comprise eCommerce, POS system, printer and computer booking system; a new tele-messaging system; and Unique Management that supports the collection of library fines and the return of missing material. Work on the new system is on budget and on schedule for a launch in late 2013. In June, a member of the VTLS training team spent 10 days in Hamilton

training DT staff on how to configure and support the new system and training the staff train-the-trainer team. As our implementation process continues staff are reviewing internal processes to see how the migration to Virtua could be used to improve internal processes and library service.

Update on the Valley Park LibDispenser

We have been working closely with MK Sorting to stabilize the functionality of the LibDispenser. The work appears to have been successful as we have had a solid period of reliability and circulation is seeing a steady increase. We are preparing for an official launch of the LibDispenser in conjunction with Valley Park's Summer Reading Kick Off program on July 9th.

Paul Takala
Chief Librarian



Hamilton Public Library

Date: June 19, 2013

To: Chair and Members of the Board

From: Hamilton Public Library Board Audit Committee

c.c. Paul Takala, Chief Librarian

Subject: 2012 Financial Report

RECOMMENDATION:

That the 2012 Financial Statements for the Hamilton Public Library Board and Statements for the Hamilton Public Library Board – Trust Funds, included in the attached Audit Committee Agenda, be approved.

BACKGROUND:

Every year, the Library must prepare and present the audited financial statements to the Council of the City of Hamilton as required by the Public Libraries Act. The financial statements present the 2012 financial position of the Library as at December 31, 2012 and the financial activities for the year ended December 31, 2012.

KPMG, LLP, Chartered Accountants, who are external auditors for both the City of Hamilton and the Hamilton Public Library have performed the statutory audit function and will be presenting their Audit Concluding Memorandum to the Board.

The Library derives revenue from donations and cash sales, the completeness of which is not susceptible to satisfactory audit verification. Accordingly, the auditors' verification of these revenues was limited to the amounts recorded in the Library's records.

Subject to any required adjustments, if any, which they may have determined to be necessary had they been able to satisfy ourselves concerning the completeness of the revenue referred to in the preceding paragraph, KPMG, LLP, Chartered Accountants have expressed an opinion on the financial statements that they present fairly, in all material respects, the financial position of the Hamilton Public Library Board as at December 31, 2012 and the results of its operations for the year then ended in accordance with Canadian generally accepted accounting principles free of any qualifications.

The financial statements have been prepared by staff in accordance with generally accounting principles for local governments (including local boards) as recommended by the Public Sector Accounting Board ("PSAB") of the Canadian Institute of Chartered

Subject: 2012 Financial Report
Page 2 of 2
June 19, 2013

Accountants (CICA). PSAB requirements for local boards include fund accounting, accrual accounting and post employment and retirement benefit obligations.

Effective January 1, 2007, the Library adopted Accounting Guideline 7 (PSG-7) of the Public Sector Accounting Handbook of the Canadian Institute of Chartered Accountants ("CICA") with respect to the disclosure of tangible capital assets for local governments. PSG-7 provides transitional guidance on presenting information related to tangible capital assets until Section 3150 - Tangible Capital Assets of the Public Sector Accounting Handbook came into effect on January 1, 2009.

Also included is the 2012 Financial Report for Hamilton Public Library Board Trust Funds.

KPMG, LLP, Chartered Accountants, performed the statutory audit function and expressed an opinion, present fairly, in all material respects, the financial position of the Hamilton Public Library Board and Trust Funds of the Hamilton Public Library Board as at December 31, 2012 and its results of operations for the year then ended in accordance with Canadian public sector accounting standards

- | | | |
|----|---|---------------|
| 1. | Acceptance of the Agenda | |
| 2. | Minutes of the Hamilton Public Library Board Audit Committee Meeting of Tuesday October 9, 2012 | Attachment #1 |
| 3. | Hamilton Public Library Board Audit Findings Report | Attachment #2 |
| 4. | 2012 Hamilton Public Library and Hamilton Public Library Trust Fund Statements | Attachment #3 |
| 5. | Adjournment | |

**HAMILTON PUBLIC LIBRARY BOARD
Audit Committee Meeting**

**Tuesday October 9, 2012
Central Library, Board Room
5:00 p.m. Dinner
5:30 p.m. Meeting**

MINUTES

PRESENT: David Simpson, George Geczy, Rich Bagdonas

REGRETS: Nick van Velzen

STAFF: Robin Hewitt

Mr. Simpson called the meeting to order at 5:30 p.m.

1. Discussion Period

There was no quorum until after the meeting began.

2. Acceptance of Agenda

Received and accepted for information by the Audit Committee. No motion (no quorum).

3. Minutes of the Hamilton Public Library Board Audit Committee Meeting of Tuesday May 29, 2012.

No discrepancies were noted. No motion (no quorum).

4. Smart Money Manager Update

Ms. Hewitt gave the committee an updated presentation on the status of the Smart Money Manager project.

5. Library Debt

Ms. Hewitt provided a report on Library debt, including information on branch specific debt, year of issue, term, maturity dates, rates, total issue and total outstanding.

Mr. Simpson questioned the possibility of refinancing the Turner Park debt at a lower rate, but it was explained this was not possible because the debt was issued as part of a City \$50,000,000 debenture, during a period of market uncertainty and has a set term.

6. Library Reserves

Ms. Hewitt provided detailed information on Library reserves, including purpose of each reserve, date of establishment, a summary of contributions and a summary of expenditures (year and purpose). As well, the return on investment was provided for each year.

7. Hamilton Community Foundation

Detailed information was provided for each fund invested with the Hamilton Community Foundation, including the year established and the conditions for using the funds. A copy of the Fund Status Report for the foundation's year end of March 31, 2011 was provided, as well as the Hamilton Community Foundation Investment Policy Statement.

Mr. Simpson raised a concern about the asset mix as most funds are in long term investments. He was concerned there are no liquid assets. He suggested that because most of the funds are in long term, the Library give them ample notice if we anticipate a withdrawal so the foundation can change their investment mix to minimize penalties.

8. Chief Librarian Expenses

Ms. Hewitt provided a draft report recommending a Chief Librarian Expense Protocol. It was suggested that this item be brought to the Board, with recommendations that:

1. All travel expenses greater than \$2,000 be approved in advance by the Board Chair or Vice Chair.
2. All monthly P-card (Visa) expenditure reports be signed off by the Board Chair.

9. Adjournment

The meeting was adjourned at 6:30 p.m.

AUDIT

Hamilton Public Library Board

Audit Findings Report

For the year ended December 31, 2012

Licensed Public Accountants

kpmg.ca

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Misstatements	6
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Executive summary

Overview

The purpose¹ of this Audit Findings Report is to assist you, as a member of the Audit Committee, in your review of the results of our audit of the financial statements of the Hamilton Public Library Board ("Library") as at and for the year ended December 31, 2012.

We appreciate the assistance of management and staff in conducting our audit. We hope this audit findings report is of assistance to you for the purpose above, and we look forward to discussing our findings and answering your questions.

Status

As of the date of this report, we have completed the audit of the financial statements, with the exception of certain remaining procedures which include:

- completing our discussions with the Audit Committee
- obtaining evidence of the Board's approval of the financial statements
- receipt of signed management representation letter

Please refer to the Appendices for our draft auditors' report. We will update you on significant matters, if any, arising from the completion of the audit, including completion of the above procedures. Our auditors' report will be dated upon completion of any remaining procedures.

¹ This Audit Findings Report should not be used for any other purpose or by anyone other than the Audit Committee. KPMG shall have no responsibility or liability for loss or damages or claims, if any, to or by any third party as this Audit Findings Report has not been prepared for, and is not intended for, and should not be used by, any third party or for any other purpose.

Significant audit, accounting and reporting matters

Included in this report are significant matters we have highlighted for discussion at the upcoming Audit Committee meeting. We look forward to discussing these matters and our findings with you.

Changes from the Audit Plan

There have been no changes from the Audit Planning Report previously presented to you.

Matters related to management's judgment and estimates

We have highlighted below significant matters related to management's judgment and estimates that we would like to bring to your attention:

Liability for future benefits
<ul style="list-style-type: none"> The Library is required to report obligations for retirement benefits earned over the employment period of its employees. Library recognizes the post employment benefit costs as they are earned during the year. The Library's obligation under the post employment provisions of employment agreements will be funded out of current year revenue. Management relies on the actuarial services of Eckler. As required by the accounting standards, a full actuarial valuation is performed every 3 years. The last full actuarial valuation was performed for the year ending December 31, 2010. The liability for employee future benefits increased by \$34,197 during fiscal 2012.
KPMG comments regarding effect on the audit
<ul style="list-style-type: none"> KPMG obtained external confirmation from management's expert. KPMG evaluated management's expert for competence and independence. KPMG reviewed the actuarial valuations performed on post employment and retirement benefits to assess the estimates set up for the accrued benefit obligation.
Misstatements
<ul style="list-style-type: none"> No misstatement noted

Other matters

Prepaid expenses
<ul style="list-style-type: none"> Library purchased multiple subscription based expenses during the year for different services. Some of these subscriptions cover time periods that differ from the fiscal year of the Library and thus may not be entirely used by the Library's fiscal year-end of December 31, 2012. Library recorded all of these subscriptions as expenses during the current year.
KPMG comments regarding effect on the audit
<ul style="list-style-type: none"> KPMG obtained and reviewed the agreements related to the subscriptions. KPMG recalculated the portion of the subscriptions that remained unused at December 31, 2012 and noted that balance was material to financial statements of the Library. KPMG proposed a correction of these unused subscriptions of \$183,509. The correction would require removal of this amount from expenses and addition of this amount to prepaid expenses. Library has made a correction for the major subscriptions resulting in a correction of \$113,531 out of the total \$183,509 proposed by KPMG. This resulted in a remaining uncorrected balance of \$69,978. Library concluded that the remaining uncorrected balance of \$69,978 is not material to the financial statements.
Misstatements
<ul style="list-style-type: none"> A corrected misstatement of \$113,531 was recorded by the Library to reduce the expenses and increase the prepaid expenses to reflect the economic reality of the unused subscriptions at December 31, 2012. An uncorrected misstatement of \$69,978 related to unused subscriptions at December 31, 2012 has been carried to the summary of uncorrected audit misstatements.

Significant qualitative aspects of accounting policies and practices

Our professional standards require that we communicate our views regarding the matters below, which represent judgments about significant qualitative aspects of accounting policies and practices. Judgments about quality cannot be measured solely against standards or objective criteria. These judgments are inherently those of the individual making the assessment: the engagement partner. However, although judgments about quality are those of the engagement partner, the views discussed below are not contrary to positions KPMG has taken.

The following are the matters we plan to discuss with you:

Significant accounting policies	<p>Significant accounting policies or practices are disclosed in Note 1 to the financial statements. A number of significant accounting policies have not been formally disclosed in the audited financial statements in the past. To ensure compliance with the disclosure requirements under PSAB, the following significant accounting policies have been included in the notes to the 2012 audited financial statements:</p> <ul style="list-style-type: none"> • Trust funds • Municipal Contributions • Employee future benefits • Non-financial assets
--	---

Misstatements

Identification of misstatements

Misstatements identified during the audit have been categorized as follows:

- corrected misstatements, including disclosures
- uncorrected misstatements, including disclosures.

Corrected misstatements

The representation letter in the Appendices includes all corrected misstatements communicated to management identified as a result of the audit procedures performed.

Uncorrected misstatements

Refer to Management's representation letter and the Summary of Uncorrected Audit Misstatements in the Appendices for the uncorrected audit misstatement.

Professional standards require that we request of management and the Audit Committee that all uncorrected misstatements be corrected. We have already made this request of management. However, based on both quantitative and qualitative considerations, management has decided not to correct certain misstatements and represented to us that the uncorrected misstatement is, in their judgment, not material to the financial statements.

We concur with management's representation that the uncorrected misstatement is not material to the financial statements. Accordingly, the uncorrected misstatement has no effect on our auditors' report.

Previously undiscovered misstatements affecting previously issued audited financial statements

No items to note.

Control deficiencies

Background and professional standards

As your auditors, we are required to obtain an understanding of internal control over financial reporting (ICFR) relevant to the preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances for the purpose of expressing an opinion on the financial statements, but not for the purpose of expressing an opinion on internal control. Accordingly, we do not express an opinion on the effectiveness of internal control].

Our understanding of ICFR was for the limited purpose described above and was not designed to identify all control deficiencies that might be significant deficiencies and therefore, there can be no assurance that all significant deficiencies and other control deficiencies have been identified. Our awareness of control deficiencies varies with each audit and is influenced by the nature, timing, and extent of audit procedures performed, as well as other factors.

Identification

We did not identify any control deficiencies that we determined to be significant deficiencies in ICFR.

Appendices

Draft auditors' report

Management representation letter

Draft auditors' report



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INDEPENDENT AUDITORS' REPORT

To the Board Members, Members of Council, Inhabitants and Ratepayers of the Corporation of the City of Hamilton

We have audited the accompanying financial statements of The Hamilton Public Library Board, which comprise the statement of financial position as at December 31, 2012, and the statements of operations, changes in net financial assets and cash flows for the year then ended, and notes, comprising a summary of significant accounting policies and other explanatory information.

Management's Responsibility for the Financial Statements

Management is responsible for the preparation and fair presentation of these financial statements in accordance with Canadian public sector accounting standards, and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

Auditors' Responsibility

Our responsibility is to express an opinion on these financial statements based on our audit. We conducted our audit in accordance with Canadian generally accepted auditing standards. Those standards require that we comply with ethical requirements and plan and perform the audit to obtain reasonable assurance about whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on our judgment, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, we consider internal control relevant to the entity's preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by management, as well as evaluating the overall presentation of the financial statements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

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Opinion

In our opinion, the financial statements present fairly, in all material respects, the financial position of The Hamilton Public Library Board as at December 31, 2012, and its results of operations and its cash flows for the year then ended in accordance with Canadian public sector accounting standards.

Chartered Accountants, Licensed Public Accountants

Hamilton, Canada
June 19, 2013

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Management representation letter

KPMG LLP
Chartered Accountants
Commerce Place
21 King Street West, Suite 700
Hamilton, Ontario L8P 4W7
Canada

June 19, 2013

Ladies and Gentlemen:

We are writing at your request to confirm our understanding that your audit was for the purpose of expressing an opinion on the financial statements (hereinafter referred to as "financial statements") of Hamilton Public Library ("the Entity") as at and for the period ended December 31, 2012.

We confirm that the representations we make in this letter are in accordance with the definitions as set out in **Attachment I** to this letter.

We confirm that, to the best of our knowledge and belief, having made such inquiries as we considered necessary for the purpose of appropriately informing ourselves:

GENERAL:

- 1) We have fulfilled our responsibilities, as set out in the terms of the engagement letter dated December 7, 2012, for:
 - a) the preparation and fair presentation of the financial statements.
 - b) providing you with all relevant information and access.
 - c) such internal control as management determined is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.
 - d) ensuring that all transactions have been recorded in the accounting records and are reflected in the financial statements.

INTERNAL CONTROL OVER FINANCIAL REPORTING:

- 2) We have communicated to you all deficiencies in the design and implementation or maintenance of internal control over financial reporting of which management is aware.

FRAUD & NON-COMPLIANCE WITH LAWS AND REGULATIONS:

- 3) We have disclosed to you:
- a) the results of our assessment of the risks that the financial statements may be materially misstated as a result of fraud.
 - b) all information in relation to fraud or suspected fraud that we are aware of and that affects the Entity and involves: management, employees who have significant roles in internal control, or others, where the fraud could have a material effect on the financial statements.
 - c) all information in relation to allegations of fraud, or suspected fraud, affecting the Entity's financial statements, communicated by employees, former employees, regulators, or others.
 - d) all known instances of non-compliance or suspected non-compliance with laws and regulations, including all aspects of contractual agreements, whose effects should be considered when preparing financial statements.
 - e) all known actual or possible litigation and claims whose effects should be considered when preparing the financial statements.

COMMITMENTS & CONTINGENCIES:

- 4) There are no:
- a) other liabilities that are required to be recognized and no other contingent assets or contingent liabilities that are required to be disclosed in the financial statements in accordance with the relevant financial reporting framework, including liabilities or contingent liabilities arising from illegal acts or possible illegal acts, or possible violations of human rights legislation.
 - b) other environmental matters that may have an impact on the financial statements.

SUBSEQUENT EVENTS:

- 5) All events subsequent to the date of the financial statements and for which the relevant financial reporting framework requires adjustment or disclosure in the financial statements have been adjusted or disclosed.

RELATED PARTIES:

- 6) We have disclosed to you the identity of the Entity's related parties and all the related party relationships and transactions of which we are aware and all related party relationships and transactions have been appropriately accounted for and disclosed in accordance with the relevant financial reporting framework.

ESTIMATES:

- 7) Measurement methods and significant assumptions used by us in making accounting estimates, including those measured at fair value, are reasonable.

NON-SEC REGISTRANTS OR NON-REPORTING ISSUERS:

- 8) We confirm that the Entity is not a Canadian reporting issuer (as defined under any applicable Canadian securities act) and is not a United States Securities and Exchange Commission ("SEC") Issuer (as defined by the Sarbanes-Oxley Act of 2002). We also confirm that the financial statements of the Entity will not be included in the consolidated financial statements of a Canadian reporting issuer audited by KPMG or an SEC Issuer audited by any member of the KPMG organization.

MISSTATEMENTS:

- 9) The effects of the uncorrected misstatements described in Attachment II are immaterial, both individually and in the aggregate, to the financial statements as a whole.
- 10) We approve the corrected misstatements identified by you during the audit described in Attachment II.

Yours very truly,

HAMILTON PUBLIC LIBRARY

By: Mr. Paul Takala, Chief Librarian/Chief Executive Officer

By: Ms. Robin Hewitt, Director, Finance and Facilities

Attachment I – Definitions

MATERIALITY

Certain representations in this letter are described as being limited to matters that are material. Misstatements, including omissions, are considered to be material if they, individually or in the aggregate, could reasonably be expected to influence the economic decisions of users taken on the basis of the financial statements. Judgments about materiality are made in light of surrounding circumstances, and are affected by the size or nature of a misstatement, or a combination of both.

FRAUD & ERROR

Fraudulent financial reporting involves intentional misstatements including omissions of amounts or disclosures in financial statements to deceive financial statement users.

Misappropriation of assets involves the theft of an entity's assets. It is often accompanied by false or misleading records or documents in order to conceal the fact that the assets are missing or have been pledged without proper authorization.

An error is an unintentional misstatement in financial statements, including the omission of an amount or a disclosure.

RELATED PARTIES

In accordance with Canadian accounting standards for the public sector (PSAB) *related party* is defined as:

- Related parties exist when one party has the ability to exercise, directly or indirectly, control, joint control or significant influence over the other. Two or more parties are related when they are subject to common control, joint control or common significant influence. Two not-for-profit organizations are related parties if one has an economic interest in the other. Related parties also include management and immediate family members.

In accordance with Canadian accounting standards for the public sector (PSAB) a *related party transaction* is defined as:

- A related party transaction is a transfer of economic resources or obligations between related parties, or the provision of services by one party to a related party, regardless of whether any consideration is exchanged. The parties to the transaction are related prior to the transaction. When the relationship arises as a result of the transaction, the transaction is not one between related parties.

Attachment II

Summary of uncorrected audit misstatements

Method used to evaluate audit differences: Income statement (Roll over)

Impact on financial statement captions - DR(CR)																	
#	Account #	Account Name	Description / Identified During	Error Type	Amount	Income Effect DR (CR)			Balance Sheet Effect					Cash Flow Effect			Statement of Comprehensive Income - Debit (Credit)
					DR (CR)	Income effect of correcting the balance sheet in prior period	Income effect of current period balance sheet	Income effect (Rollover method)	Equity at period end	Current Assets	Non-Current Assets	Current Liabilities	Non-Current Liabilities	Operating Activities	Investing Activities	Financing Activities	
1	14010	Prepaid Expenses	To record uncorrected prepaid expense		\$ 69,978				\$ -	\$ 69,978	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	53865	Subscriptions			\$ (69,978)	\$ -	\$ (69,978)	\$ (69,978)	\$ -					\$ -	\$ -	\$ -	\$ -
Total uncorrected misstatements						\$ -	\$ (69,978)	\$ (69,978)	\$ -	\$ 69,978	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -

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Financial Statements of

**THE HAMILTON PUBLIC LIBRARY
BOARD**

Year ended December 31, 2012

DRAFT

THE HAMILTON PUBLIC LIBRARY BOARD

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December 31, 2012, with comparative figures for 2011

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Opinion

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Chartered Accountants, Licensed Public Accountants

Hamilton, Canada
June 19, 2013

DRAFT

THE HAMILTON PUBLIC LIBRARY BOARD

Statement of Financial Position

December 31, 2012, with comparative figures for 2011

	2012	2011
Financial assets		
Cash	\$ 24,927	\$ 32,232
Accounts receivable	49,727	67,782
Due from City of Hamilton (note 2)	9,345,611	7,898,934
	\$ 9,420,265	\$ 7,998,948
Financial liabilities		
Accounts payable and accrued liabilities	\$ 825,137	\$ 697,672
Due to trust funds	366,669	365,643
Liability for future benefits (note 3)	2,166,433	2,132,236
	3,358,239	3,195,551
Net financial assets	6,062,026	4,803,397
Non-financial assets		
Prepaid expenses	113,531	35,113
Tangible capital assets (net) (Schedule)	12,789,410	12,729,594
	12,902,941	12,764,707
Commitments (note 6)		
Accumulated surplus (note 8)	\$18,964,967	\$17,568,104

See accompanying notes to financial statements.

On behalf of the Board:

Director

Director

THE HAMILTON PUBLIC LIBRARY BOARD

Statement of Operations

Year ended December 31, 2012, with comparative figures for 2011

	Budget 2012	Actual 2012	Actual 2011
	(unaudited)		
Revenues:			
Municipal contribution	\$ 28,108,160	\$ 28,108,160	\$ 27,635,290
Province of Ontario Grants	949,450	949,451	949,451
Other grant revenue	581,270	468,570	965,215
Fines	461,070	522,615	513,294
Photocopier revenue	28,370	67,650	50,669
Other – rentals, sales and recoveries	79,910	77,194	110,896
Interest	-	17,137	149,062
Contributions from Municipal reserves	281,490	94,851	334,343
Contributions from Capital	-	23,540	234,529
Donations	-	1,885	7,900
	30,489,720	30,797,000	30,950,649
Expenditures:			
Employee related expenses	20,309,700	18,615,435	18,520,453
Capital financing (note 4)	351,040	287,892	627,612
Financial	113,840	86,915	43,693
Materials and supplies	2,500,500	970,429	726,200
Vehicle expenses	63,400	34,856	34,242
Building and grounds	1,604,190	1,428,884	1,578,600
Consulting	-	-	11,212
Contractual	1,971,090	1,736,969	1,363,347
Reserves/recoveries	1,912,000	1,546,520	2,064,694
Cost allocations	-	3,634	1,476
Amortization	-	3,477,735	3,361,194
Employee future benefits	-	34,197	48,951
Contribution to Municipal reserves	-	68,880	9,938
Contribution to Municipal capital	-	162,357	-
	30,489,720	28,454,703	28,391,612
Annual surplus	-	2,342,350	2,559,037
Contributions from reserves to Municipality (note 10)	-	945,487	1,159,252
Annual surplus	-	1,396,863	1,399,785
Accumulated surplus, beginning of year	17,568,104	17,568,104	16,168,319
Accumulated surplus, end of year	\$ 17,568,104	\$ 18,964,967	\$ 17,568,104

See accompanying notes to financial statements.

THE HAMILTON PUBLIC LIBRARY BOARD

Statement of Changes in Net Financial Assets

Year ended December 31, 2012, with comparative figures for 2011

	2012	2011
Annual surplus	\$ 1,396,863	\$ 1,399,785
Acquisition of tangible capital assets	(3,537,551)	(3,810,153)
Amortization of tangible capital assets	3,477,735	3,361,194
	(59,816)	(448,959)
Acquisition of prepaid expenses	(113,531)	(35,113)
Use of prepaid expenses	35,113	67,208
	(78,418)	32,095
Change in net financial assets	1,258,629	982,921
Net financial assets, beginning of year	4,803,397	3,820,476
Net financial assets, end of year	\$ 6,062,026	\$ 4,803,397

See accompanying notes to financial statements.

THE HAMILTON PUBLIC LIBRARY BOARD

Statement of Cash Flows

Year ended December 31, 2012, with comparative figures for 2011

	2012	2011
Cash provided by (used in):		
Operating activities:		
Annual surplus	\$ 1,396,863	\$ 1,399,785
Items not involving cash:		
Amortization	3,477,735	3,361,194
Increase in future benefits	34,197	48,951
Changes in non-cash assets and other liabilities:		
Decrease in accounts receivable	18,055	985,140
Increase in due from City of Hamilton	(1,446,677)	(2,199,576)
(Increase) decrease in prepaid expenses	(78,418)	32,095
Increase in accounts payable and accrued liabilities	127,465	192,440
Increase (decrease) in due to trust funds	1,026	(7,589)
	3,530,246	3,812,440
Capital activities:		
Purchase of tangible capital assets	(3,537,551)	(3,810,153)
Net change in cash	(7,305)	2,287
Cash, beginning of year	32,232	29,945
Cash, end of year	\$ 24,927	\$ 32,232

See accompanying notes to financial statements.

THE HAMILTON PUBLIC LIBRARY BOARD

Notes to Financial Statements

Year ended December 31, 2012

The financial statements of the Hamilton Public Library Board (the "Board") are prepared by management in accordance with Canadian public sector accounting standards as recommended by the Public Sector Accounting Board ("PSAB") of the Canadian Institute of Chartered Accountants.

The budget established for capital investment in tangible capital assets are on a project-oriented basis, the costs of which may be incurred over a number of years and therefore may not be comparable with the current year's actual expenditures. The Board does not budget actively within reserves or reserve funds, with the exception being those transactions which affect either operations or capital investments. Budget figures do not include amounts for tangible capital asset amortization.

1. Significant account policies:

(a) Basis of accounting:

Revenues are recorded on the accrual basis of accounting which recognizes revenues as they become available and measurable, with the exception of fines and other desk receipts which are reported on the cash basis of accounting. Expenditures are reported on the accrual basis of accounting which recognizes expenditures as they are incurred and measurable as a result of a receipt of goods or services or the creation of a legal obligation to pay.

(b) Tangible capital assets:

(i) Determination of costs:

Tangible capital assets are recorded at cost which includes all amounts that are directly attributable to acquisition, construction, development or betterment of the asset. Contributed or donated tangible capital assets are recorded at their fair value at the date of receipt.

(ii) Amortization:

Amortization is recorded to reflect the cost, net of anticipated salvage value, associated with the use of the asset in providing Library services over the estimated useful life of the asset. Amortization expense is calculated on a straight-line basis over the assets' estimated useful lives as follows:

Asset	Number of years
Collections (asset pool)	7 years
Furniture, equipment and shelving	10 years
Computer hardware	3 years
Computer software	5 years

THE HAMILTON PUBLIC LIBRARY BOARD

Notes to Financial Statements (continued)

Year ended December 31, 2012

1. Significant account policies (continued):

(b) Tangible capital assets:

(ii) Amortization (continued):

One half of the annual amortization is charged in the year of acquisition and in the year of disposal. Assets under construction are not amortized until the asset is available for productive use.

Library land and buildings are owned and controlled by the City of Hamilton and are therefore not reflected in these financial statements.

(c) Trust funds:

Trust Funds and their related operations administered by the Library are not included in these financial statements, but are reported separately.

(d) Municipal contributions:

Municipal contributions received relate to library operations. Municipal contributions paid relate to surplus repayment and future reserves. Contributions are recognized in the financial statements as revenues in the period in which events giving rise to the contribution occur, providing the contributions are authorized, any eligibility criteria have been met, and reasonable estimates of the amounts can be made.

(e) Employee future benefits:

The Library provides certain employee benefits which will require funding in future periods. The cost of self-insured retirement and other employee future benefits that vest or accumulate over the periods of service provided by employees, such as retirement health and dental benefits for retirees, is actuarially determined using the project benefit method prorated on service. Under this method, the benefit costs are recognized over the expected average service life of the employee group. Any actuarial gains and losses related to the past service of employees are amortized over the expected average remaining service life of the employee group.

The costs of multi-employer defined contribution pension plan benefits, such as the Ontario Municipal Employees Retirement System ("OMERS") pensions, are the employer's contributions due to the plan in the period.

(f) Non-financial assets:

Non-financial assets are not available to discharge existing liabilities and are held for use in the provision of services. They have useful lives extending beyond the current year and are not intended for sale in the ordinary course of operations.

THE HAMILTON PUBLIC LIBRARY BOARD

Notes to Financial Statements (continued)

Year ended December 31, 2012

1. Significant account policies (continued):

(g) Use of estimates:

The preparation of financial statements in accordance with public sector accounting standards requires management to make estimates and assumptions that affect the reported amounts of assets and liabilities and disclosure of contingent assets at the date of the financial statements and the reported amounts of revenues and expenditures during the reporting period. Actual results could differ from those estimates.

2. Due from City of Hamilton:

The balance due from the City of Hamilton is non-interest bearing and has no set terms of repayment.

3. Liability for future benefits:

In accordance with PSAB guidelines, the Board is required to report obligations for retirement benefits earned over the employment period of its employees.

Employees who have retired either under the OMERS early retirement provisions or otherwise are eligible to receive drug, extended health services and dental benefits for the lifetime of the retiree. Effective January 1, 2002 new retirees only receive benefits until age sixty-five.

The Board recognizes the post employment benefits costs as they are earned during the year. The Board's obligation under the post employment provisions of employment agreements will be funded out of current revenue.

Accrued benefit obligation:

	2012	2011
Vested sick leave liability	\$ 101,306	\$ 102,588
Retirement benefits	2,573,195	2,602,454
	2,674,501	2,705,042
Net unamortized actuarial loss	(508,068)	(572,806)
Accrued liability	\$ 2,166,433	\$ 2,132,236

THE HAMILTON PUBLIC LIBRARY BOARD

Notes to Financial Statements (continued)

Year ended December 31, 2012

3. Liability for future benefits (continued):

The continuity of employee benefits and other obligations are summarized as follows:

	2012	2011
Liability for employee benefits and other obligations balance at beginning of the year	\$ 2,132,236	\$ 2,083,285
Benefit expenditure	63,231	60,508
Interest expenditure	118,377	119,395
Amortization of actuarial loss	64,737	64,737
Benefit payments	(212,148)	(195,689)
Liability for employee benefits and other obligations balance at end of the year	\$ 2,166,433	\$ 2,132,236

Actuarial valuations are performed on post employment and retirement benefits to provide estimates of the accrued benefit obligations. These estimates are based on a number of assumptions about future events including interest rates, inflation rates, salary and wage increases, medical and dental cost increases and mortality. The assumptions are determined at the time of the actuarial valuations and are reviewed annually. Consequently, different assumptions are used as follows:

	Discount Rate	Inflation rate	Salary increases	Health increases	Dental increases	Life Expectancy (years)
Vested sick leave	4.5%	2%	4%	NA	NA	12
Retirement benefits – health and dental	4.5%	2%	4%	(1)	3.5%	12

Note (1) – Medical costs are assumed to increase at a rate of 6% in 2012 grading down linearly by 0.5% to an ultimate rate of 3.5%.

(a) Liability for vested sick leave:

Effective May 1, 1982 the Income Protection Plan was adopted and sick leave credits earned under the Sick Leave Benefit Plan were frozen. Under the Sick Leave Benefit Plan unused sick leave would accumulate and employees were entitled to cash payment upon termination of services after ten continuous years. Entitlement to cash payment continues to apply to those employees who accumulated days, to the extent that they have vested and could be taken in cash by an employee on termination. The estimated accrued benefit obligation at December 31, 2012 is \$101,306 (2011 - \$102,588).

THE HAMILTON PUBLIC LIBRARY BOARD

Notes to Financial Statements (continued)

Year ended December 31, 2012

3. Liability for future benefits (continued):

(b) Liability for retirement benefits:

The Board provides certain health, dental and life insurance benefits between the time an employee retires under the Ontario Municipal Employees Retirement System (OMERS) or the normal retirement age and up to the age of 65 years. The estimated accrued benefit obligation at December 31, 2012 is \$2,573,195 (2011 - \$2,602,454).

4. Long term debt:

The City charges the Library principal and interest for long term debt, as well as sinking fund charges, related to Library facilities and other capital. These charges are funded by the City through its annual contributions. The debt is not disclosed on the statement of financial position as the City of Hamilton is legally responsible for the repayment of the debt.

(a) The net long term debt to which these charges are related is as follows:

Debenture number	Purpose	Interest rates	Maturity date	2012	2011
12-094	Westdale Branch	2.13%	2017	\$ 85,392	\$ -
12-094	Barton Branch	2.13%	2017	195,119	-
01-162	Central Library	4.65% to 6.75%	2016	10,885	13,203
06-120	South Mtn Complex	4.728%	2023	2,308,739	2,475,152
				<u>\$ 2,600,135</u>	<u>\$ 2,488,355</u>

(b) Principal charges in each of the next five years are as follows:

2013	\$ 232,944
2014	241,447
2015	250,359
2016	259,700
2017	266,314
2018 and thereafter	1,349,371

THE HAMILTON PUBLIC LIBRARY BOARD

Notes to Financial Statements (continued)

Year ended December 31, 2012

4. Long term debt (continued):

(c) The Board was charged \$287,892 (2011 - \$627,612) for long term debt charges during the year as follows:

	2012	2011
Principal	\$ 168,731	\$ 488,474
Interest	119,161	139,138
	<u>\$ 287,892</u>	<u>\$ 627,612</u>

5. Pension agreements:

The Hamilton Public Library makes contributions to the Ontario Municipal Employees Retirement System (OMERS), which is a multi-employer plan, on behalf of 249 members of its staff. The plan is a defined benefit plan, which specifies the amount of the retirement benefit to be received by the employees based on the length of service and rates of pay.

The latest actuarial valuation as at December 31, 2010 indicated that current member and employer contributions were sufficient to fund future benefits. Contributions were made in the 2012 calendar year at rates ranging from 8.3% to 12.8% depending on the level of earnings. As a result, \$1,140,311 was contributed to OMERS (2011 - \$986,471) for current service.

6. Commitments:

Minimum future lease payments for various premises and equipments are as follows:

2013	\$ 510,480
2014	509,400
2015	484,400
2016	504,800
2017	504,800
2018 and thereafter	1,330,067
	<u>\$ 3,843,947</u>

7. Trust funds:

Trust funds administered by the Board amounting to \$2,863,263 (2011 – \$2,694,048) have not been included in the statement of financial position nor have these operations been included in the statement of operations.

THE HAMILTON PUBLIC LIBRARY BOARD

Notes to Financial Statements (continued)

Year ended December 31, 2012

8. Accumulated surplus:

Consists of:

	2012	2011
Reserves and reserve funds	\$ 8,341,990	\$ 6,970,746
Amounts to be recovered in the future	(2,166,433)	(2,132,236)
Tangible capital assets	12,789,410	12,729,594
Balance, end of year	\$ 18,964,967	\$ 17,568,104

Reserves and reserve funds:

	2012	2011
Mobile equipment	\$ 175,445	\$ 129,726
Library collections	1,110,710	1,213,569
Library general development	1,952,111	1,150,859
Library major capital projects	2,993,300	3,071,661
Summer reading	349,856	457,266
Redevelopment, training & restructuring	482,624	373,379
Youth programming	113,655	13,325
Accessibility health & safety	428,495	222,973
Computer reserve	735,433	337,988
	\$ 8,341,990	\$ 6,970,746

9. Budget figures:

The budgets originally approved by the Library for 2012 are reflected on the statement of operations and the statement of changes in net financial assets and do not include amounts related to PSAB reporting requirements.

- The budget reflects anticipated expenditures for collection purchases, whereas actual results have been adjusted to move capital-related collection items to tangible capital assets. An amount for amortization expense has not been included in the budget, but is reflected in actual results.
- Amounts included in the original council approved capital budget which are not recognized as tangible capital assets are included in the statement of operations under the appropriate functional expense category, while those recognized as tangible capital assets are included in the statement of changes in net financial assets.

THE HAMILTON PUBLIC LIBRARY BOARD

Notes to Financial Statements (continued)

Year ended December 31, 2012

10. Contribution from reserves to the Municipality:

The contribution from reserves to the Municipality does not include any transfers for the operating budget.

Net transfer to Municipality	\$945,487
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Historically, there has been no budgeted amount for transfers to the Municipality. This is due to the fact that impending projects are not necessarily known or approved at the time of the budget preparation.

11. Comparative figures:

Certain comparative figures have been reclassified to conform with the presentation adopted in the current year.

DRAFT

THE HAMILTON PUBLIC LIBRARY BOARD

Schedule of Tangible Capital Assets

Year ended December 31, 2012 with comparative figures for 2011

December 31, 2012

Cost	Computer hardware	Computer software	Collections	Furniture and equipment	Total
Beginning of year	\$ 227,974	\$ 98,985	\$ 22,181,291	\$ 1,815,331	\$ 24,323,581
Add: additions during the year	78,277	45,912	2,975,569	437,793	3,537,551
Less: disposals during the year	-	-	(2,955,020)	(186,725)	(3,141,745)
End of year	\$ 306,251	\$ 144,897	\$ 22,201,840	\$ 2,066,399	\$ 24,719,387
Accumulated amortization	Computer hardware	Computer software	Collections	Furniture and equipment	Total
Beginning of year	\$ 37,996	\$ 9,892	\$ 10,675,236	\$ 870,863	\$ 11,593,987
Add: amortization during the year	89,037	24,388	3,170,224	194,086	3,477,735
Less: amortization on disposals	-	-	(2,955,020)	(186,725)	(3,141,745)
End of year	\$ 127,033	\$ 34,280	\$ 10,890,440	\$ 878,224	\$ 11,929,977
Net book value	\$ 179,218	\$ 110,617	\$ 11,311,400	\$ 1,188,175	\$ 12,789,410

December 31, 2011

Cost	Computer hardware	Computer software	Collections	Furniture and equipment	Total
Beginning of year	\$ -	\$ -	\$ 21,674,913	\$ 1,799,061	\$ 23,473,973
Add: additions during the year	227,974	98,985	3,200,884	282,308	3,810,153
Less: disposals during the year	-	-	(2,694,506)	(266,039)	(2,960,545)
End of year	\$ 227,974	\$ 98,985	\$ 22,181,291	\$ 1,815,330	\$ 24,323,581
Accumulated amortization	Computer hardware	Computer software	Collections	Furniture and equipment	Total
Beginning of year	\$ -	\$ -	\$ 10,237,156	\$ 956,182	\$ 11,193,338
Add: amortization during the year	37,996	9,892	3,132,586	180,720	3,361,194
Less: amortization on disposals	-	-	(2,694,506)	(266,039)	(2,960,545)
End of year	\$ 37,996	\$ 9,892	\$ 10,675,236	\$ 870,863	\$ 11,593,987
Net book value	\$ 189,978	\$ 89,094	\$ 11,506,055	\$ 944,467	\$ 12,729,594



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INDEPENDENT AUDITOR'S REPORT

To the Board Members, Members of Council, Inhabitants and Ratepayers of the Corporation of the City of Hamilton

We have audited the accompanying financial statements of the Trust Funds of the Hamilton Public Library Board, which comprise the statement of financial position as at December 31, 2012, and the statement of operations for the year then ended, and notes, comprising a summary of significant accounting policies and other explanatory information.

Management's Responsibility for the Financial Statements

Management is responsible for the preparation and fair presentation of these financial statements in accordance with Canadian public accounting standards, and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

Auditors' Responsibility

Our responsibility is to express an opinion on these financial statements based on our audit. We conducted our audit in accordance with Canadian generally accepted auditing standards. Those standards require that we comply with ethical requirements and plan and perform the audit to obtain reasonable assurance about whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on our judgment, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, we consider internal control relevant to the entity's preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by management, as well as evaluating the overall presentation of the financial statements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

*Opinion*

In our opinion, the financial statements present fairly, in all material respects, the financial position of the Trust Funds of the Hamilton Public Library Board as at December 31, 2012, and its results of operations for the year then ended in accordance with Canadian public sector accounting standards.

Chartered Accountants, Licensed Public Accountants

Hamilton, Canada
June 19, 2013

DRAFT

THE HAMILTON PUBLIC LIBRARY BOARD TRUST FUNDS

Statement of Financial Position

December 31, 2012, with comparative figures for 2011

	2012	2011
Assets		
Cash	\$ 305,062	\$ 301,163
Accrued interest receivable	1,312,470	714,772
Deposits - Hamilton Community Foundation	879,062	1,312,470
Due from City of Hamilton	366,669	365,643
Total assets	2,863,263	2,694,048
Accumulated surplus	2,863,263	\$ 2,694,048

See accompanying notes to financial statements.

On behalf of the Board:

Director

Director

THE HAMILTON PUBLIC LIBRARY BOARD TRUST FUNDS

Statement of Operations

Year ended December 31, 2012, with comparative figures for 2011

	2012	2011
Revenue:		
Investment income (loss)	\$ 66,666	\$ (3,850)
Hamilton Community Foundation	129,963	35,926
Total revenue	196,629	32,076
Expenses:		
Other	27,414	31,118
Annual surplus	169,215	958
Accumulated surplus, beginning of year	2,694,048	2,693,090
Accumulated surplus, end of year	\$ 2,863,263	\$ 2,694,048

See accompanying notes to financial statements.

THE HAMILTON PUBLIC LIBRARY BOARD TRUST FUNDS

Notes to Financial Statements

Year ended December 31, 2012

1. Accounting policies:

Basis of accounting:

Income and capital receipts are reported on the cash basis.

Expenditures are reported on the cash basis of accounting with the exception of administrative expenses, which are reported on the accrual basis of accounting, which recognizes expenditures, as they are incurred and measurable as a result of the receipt of goods or services and the creation of a legal obligation to pay.

2. Reserve for capital projects:

The accumulated surplus consists of:

	2012	2011
Library		
M. Walden Thompson Estate	\$ 20,114	\$ 19,673
Special Gift Fund Central	2,085,199	1,955,114
Permanent Endowment Funds	621,505	587,449
Keetha McLaren Memorial Fund	30,890	28,064
F. Walden Library Bequest	63,098	62,317
Waterdown Library Fundraising	42,457	41,431
	<u>\$ 2,863,263</u>	<u>\$ 2,694,048</u>



To: Chair and Members of the Library Board
From: Lisa DuPelle, Director of Human Resources
Cc: Paul Takala, Chief Librarian
Subject: Revised Hiring Policy
Date: June 19, 2013

RECOMMENDATION:

That the attached Library Board Revised Hiring Policy be adopted.

FINANCIAL/STAFFING/LEGAL IMPLICATIONS:

The Library board Hiring policy complies with the Library Board's obligations under the Municipal Act, 2001. [Section 270](#) of the Act states that before January 1, 2005, library boards are required to adopt policies with respect to the hiring of employees, including policies with respect to,

- (a) the hiring of relatives of a member of council or local board, as the case may be;
- (b) the hiring of relatives of existing employees of the municipality or local board, as the case may be; and
- (c) any other prescribed matter. 2001, c. 25, s. 270 (1).

BACKGROUND:

The purpose of the policy sets out the organization's policy on hiring practice, to increase the transparency of our hiring practice, and to give direction regarding the issue of nepotism in the workplace.

Recruitment for casual staff continues to be done at the branch level with advertisements of current openings done in the branch and online system wide. Additional procedures surrounding recruitment, selection, and background references are under development, for our casual staff.

Library Human Resources has updated the application form and reference check form to ensure compliance with employment legislation.

There is a separate policy to address vulnerable sector screening requirements which is approved at the Administration level.

Hiring Policy

Policy Level: Library Board

Author: HR Director

Date Approved: 2010-08-05

Date Revised: June 12, 2013

Next Review Date: June 2014

Policy Statement

The Hamilton Public Library is committed to transparent and merit based selection in all of its hiring decisions. All applicants are given an equal opportunity for employment in compliance with the provisions in the Ontario Human Rights Codes, the Accessibility of Ontarians with Disabilities Act and any other applicable legislation.

Purpose

The purpose of this Policy is to set a consistent and equitable standard for the recruitment and selection of employees at the Hamilton Public Library. This will help to create a diverse and qualified talent pool to support the Library's current and future business needs. Effective recruitment, selection and promotion practices optimize the efficiency of human resources, and maximize the number of promotion and career development opportunities for existing employees.

The Hamilton Public Library recognizes that its effectiveness as a publicly funded organization is determined largely by the quality of its workforce. To this end, an impartial and objective recruitment and selection process best ensures the employment of the most qualified and experienced personnel available. The Hamilton Public Library Board is committed to ensuring that the best qualified candidates are selected for positions within the Library system.

It is the policy of the Library to hire employees on the basis of merit and the following criteria will govern during the selection process: seniority, knowledge, education, experience, qualifications, ability and skill to fill the vacancy immediately shall be selected. A relative of an existing employee, who is identified as being the best candidate, may be hired if there is no direct on-the-job supervisory link between the parties.

The Hamilton Public Library will not tolerate acts of favoritism, discrimination or influence in the selection process. Elected officials, appointed officers or employees of the Library shall not attempt to influence the hiring of any applicant.

All selected candidates for positions that require employees to work closely with and without supervision of children and vulnerable adults will require a vulnerable sector screening, as per our policy, as a bona fide occupational requirement.

To facilitate effective recruitment and selection, all permanent hirings and hiring processes are to be coordinated through the Human Resources Department. For permanent positions, the Human Resources Department is responsible for assembling the most qualified and experienced candidates available, and for providing professional assistance and counsel to the hiring Department or selection panel. Unless otherwise specified and subject to the approval of the Chief Librarian who is responsible for the final hiring decision.



Date: June 19, 2013
To: Chair and Members of the Board
c.c. Paul Takala, Chief Librarian
From: Karen Anderson, Director of Public Service
Subject: **Annual AODA report and Accessibility for Customers and Employees with a Disability Policy update**

RECOMMENDATION:

That the attached AODA report for the Hamilton Public Library be received for information and the updated Accessibility for Customers and Employees with a Disability Policy be approved.

FINANCIAL/STAFFING/LEGAL IMPLICATIONS:

Detailed in report

BACKGROUND:

The report outlines Hamilton Public Library's status with respect to current requirements of the AODA legislation. This status report and the five year plan included are required by legislation and will be distributed as required.

The policy has been updated to reflect requirements of the Integrated Accessibility Standards Regulation. The main changes focus on inclusion of employees and address the need for employment accommodation processes for employees and job applicants and for staff training on AODA and the Human Rights Code as it pertains to persons with disabilities.

Additionally the policy has been updated to reflect new standards for the design of public spaces and for the accessibility of web sites.

HAMILTON PUBLIC LIBRARY- ACCESSIBILITY REPORT 2012-2013
Updated June 2013

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BACKGROUND

The Hamilton Public Library is committed to providing accessible service for people with disabilities, their families and their caregivers. The Library describes this commitment in its [Accessibility for Customers and Employees with a Disability Policy](#) and reviews the Policy annually to ensure compliance and continued relevance. The Library also has additional internal policies and procedures in place to support employees with disabilities.

As a public sector organization, the library is required to develop and publicize a five (5) year Strategic Plan for Accessibility and to review progress annually.

This report summarizes Library activities relating to accessibility during the reporting period, April 1, 2012 through March 31, 2013. All activities relating to accessibility are designed to complement and support the Board's Strategic Priorities.

OVERVIEW OF LEGISLATION

On May 10, 2005, the Provincial Government passed the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)*. The AODA is a provincial law that recognizes the history of discrimination against persons with disabilities in Ontario and will require the "... development, implementation and enforcement of standards for accessibility to goods, services, facilities, employment, accommodation, buildings, structures and premises for persons with disabilities". The AODA standards apply to private and public sector organizations across Ontario. Persons with disabilities and representatives of the Ontario government, specific industry sectors and various groups to whom the standards will apply have been involved in the development of the accessibility standards.

Legal obligations under the *Ontarians with Disabilities Act, 2001* remain in force until such time that Act is repealed. The Library's *Accessibility for Customers with a Disability Policy* was approved by the Board in November of 2009 to comply with the AODA and the then newly released Accessibility Standards for Customer Service regulation. It is the intention of the Hamilton Public Library to comply as early as possible with the requirements of the Act and associated regulations in keeping with its Mission and Values and to avoid incurring financial penalties that can be assessed for non-compliance.

The Library's focus currently is on review and implementation of the requirements of the Integrated Accessibility Standards Regulation which was enacted July 1, 2011 and which sets out special requirements for four standards in the areas of Employment, Information and Communication, Transportation and the Design of Public Spaces. As well, general

requirements that apply to all four areas are set out for organizations including the development of policies and plans to incorporate accessibility in their procurement policies, to incorporate accessibility when designing or buying self-service kiosks and to provide training for staff and volunteers.

COMPLIANCE WITH THE AODA AND ITS REGULATIONS

The Library's *Accessibility for Customers with a Disability Policy* was approved by the Board in May 2012 to comply with the *Accessibility Standards for Customer Service*, O. Reg. 429/07 and the *Integrated Accessibility Standards Regulation*, O. Reg 191/11. The *Policy* must be reviewed annually and must be considered as the Library develops or revises its other policies, procedures and practices.

In 2013 the policy was updated to include information pertaining to requirements of the Integrated Accessibility Standards regulation in the areas of Employment, Information and Communication and Design of Public Spaces and renamed *Accessibility for Customers and Employees with a Disability Policy*.

The Hamilton Public Library continues to be committed to providing library services that are accessible to all persons who wish to obtain and use library services. As policies and procedures were created or updated in 2012-13, accessibility issues were considered and addressed. Activity was focused in the following areas.

Training: The Library reviewed its programs and updated its orientation and training procedures for volunteers and contracted service providers to ensure these groups have necessary awareness and relevant customer service skills. In 2013 the Library will update training to all staff and volunteers on the requirements of the Integrated Accessibility Standards Regulation and deliver training about the Human Rights Code as it relates to persons with disabilities.

Emergency Procedure, Plans or Public Safety Information: The Integrated Accessibility Standards Regulation added obligations relating to emergency procedures, plans and public safety information and a requirement to make the information available to the public in an accessible format or with appropriate communication supports, as soon as practicable, upon request. The City is assisting with this requirement by updating library floor plans and reviewing Fire Plans.

Employment Standards: The Library has reviewed the Standard's expectations of large designated public sector organizations and expects to fully comply by the January 1, 2014 deadline. Some expectations of the standards are long-standing practices at HPL such as the provision of return to work plans, accommodations and job supports for employees. In addition accessibility needs of employees with disabilities will be taken into account in

the areas of career development, performance management and redeployment. For example, the Library has added a statement about the availability of accommodation for applicants with disabilities to its recruitment processes at all stages including advertising, testing and offer letters. Additionally, the Library has provided individualized workplace emergency response information to employees who have a disability and, with employees' consent and participation, has created individualized workplace emergency response plans.

Consultation and Feedback: Following the adoption of the *Accessibility for Customers with a Disability Policy*, library staff updated publicity guidelines to include standardized messages about how to make inquiries relating to accessibility and accommodation and developed procedures to facilitate the provision of sign language interpreters or FM sound systems upon request.

Plans for library renovations or construction are reviewed by the City's Access and Equity Coordinator. In the past year the Library received a range of helpful feedback to assist with building and renovation projects including guidance about accessible ramps, barrier free washrooms, sloped walkways and hand rails, barrier free parking and improvements to assist customers with visual impairments.

The City's Advisory Committee for Persons with Disabilities, Integrated Standards Subcommittee also provided valuable feedback to the Library. Areas for improvement ranged from suggestions about the Library web site, improving access to audio books, dealing appropriately with service animals and maintaining barrier free facilities.

Website and Communications: The Library is striving to adhere to the standards listed in the Integrated Accessibility regulation as early as possible. There is ongoing review of the website, reduced use of attached.pdf format documents and awareness of contrast, type colour, leading, font family, font style, font heaviness, uppercase, italics, letter spacing, margins, columns, paper finish, watermarks, clear design and simplicity. A plan is in place to completely revise the web site by 2014 and AODA compliance will be one of the highest priorities when the design work is offered for tender.

The Library updated its response guidelines in 2012 to ensure that its e-mail replies to AskHPL customers comply with the Clear Print Guidelines developed by the City of Hamilton in conjunction with the City of Hamilton Advisory Committee for Persons with Disabilities. In addition, all written responses to customers from managers or staff are consistently in Verdana 12. This includes correspondence about Interlibrary Loans, room bookings and information questions.

Customer Inquiries: Hamilton Public Library uses Comment Forms to encourage and receive in-person comments from customers regarding services. From our website, customers can use AskHPL to provide feedback through e-mail. All feedback related to access and disabilities is collected and analyzed to ensure that issues are being addressed in a timely way and responses to customers are tracked. During the 2012-13 reporting year, several comments on a variety of accessibility issues were received and the following describes the issues identified and actions taken:

Concerns were raised about the library's selfcheck units. To assist customers in wheelchairs and scooters, library selfcheck units were pulled forward on the desk surface to reduce the "reach" to the touchscreen. In addition staff was reminded to assist customers and check out their items as needed.

As a result of a customer comment to staff in the Local History and Archives Department, a height adjustable table was purchased and installed to improve access to the microfilm reader.

At the Red Hill branch a concern regarding easy access to the automatic door opener was raised. The Library is working with City Facilities to determine the best solution. A similar concern at the Dundas branch is being addressed with the installation of a new side door.

At Central a solution was developed to meet the accessibility needs of one of our regular customers. A limited amount of printing is done ahead of time for the customer and the material is set aside. Additionally our one-on-one Book a Librarian service has been offered.

A customer who has had difficulty with the library's web site has graciously offered to provide feedback as our web site is redesigned.

ACCESSIBILITY AND LIBRARY SERVICES

Information Service: The *Accessible Canadian Library II* provides guidelines for ensuring that customers can access the collection. In situations where the environment cannot be changed to meet the needs of persons with disabilities, staff assistance is recognized as an appropriate solution. Library staff routinely provides assistance to locate and retrieve materials from upper and lower shelves as part of our information service. Staff have also been trained to recognize invisible barriers to access, including literacy, and to offer and provide alternate or additional services.

For customers who cannot visit our locations in person, remote information service is delivered through our website, by telephone, by e-mail, and by real-time chat. Remote service is often a good option for customers with disabilities who already have adaptive technologies in use with personal computers or other devices.

Library Collections: The library provides collections in varying formats and customers with differing disabilities can choose a format that best meets their needs.

E-books: Books in this relatively new format are downloaded from the Library's website, and have the potential to meet the needs of a variety of customers with differing disabilities. Depending on the device used, font size, brightness and contrast can be adjusted based on customers' needs.

E-audio Books: Also downloaded from the Library's website, e-audio books are a popular option for readers who have typically used either the large print collection or books on CD.

Large Print Books: These books have a fourteen (14) point typeface to provide access to recreational reading for adults who find regular print a challenge. All library locations have a collection of large print books.

Talking Books: Full-text talking books are provided under a license agreement with the CNIB. The Daisy format was introduced in 2007 with Daisy readers available for 1 month loans. The library abides by CNIB copyright agreements with publishers that restrict the use of these books and readers to persons registered with the CNIB. This service is available to persons who are unable to read or use standard print material as a result of visual disability, physical limitations or a reading disability.

Books on CD and Playaways: These recorded books are available for use by all library customers.

Online Collections: This collection of databases, including magazines and newspapers, can be accessed from any computer including those in homes, schools and workplaces. Often people with vision disabilities have specialized software on their computers that can provide voice and print modifications allowing full access to the Library's online collections.

DVD and CD Collections: These two collections are among the most popular in the library. Some DVDs include audio descriptions, other provide closed captioning for persons with hearing impairment. In addition to the standard music CDs available, customers can also download music for free from the library's website through the Freegal service.

Braille Books: There is an introductory collection of Braille books for children at the Central Library.

Self-Service Check Outs/Returns: Self-service options are being introduced to most library locations to improve speed and privacy and to reduce material handling. At all locations staff are always available to assist individuals who cannot or choose not to use the self-service kiosks. Self-service kiosks guide the user with audio prompts and are provided at two heights to make them easy to use.

Disability Service Helpline (DISH): This telephone information and referral service provides information service to persons with disabilities, caregivers and family. It is operated jointly with Hamilton Health Sciences' General Hospital.

Inter-branch Delivery: The Library delivers materials, upon request, to a location selected by the customer. All customers may use this service and holds on materials may be placed remotely through the Library's website.

Visiting Library Service: Throughout the city, library materials are delivered monthly to homebound individuals who are unable to visit the library. Library staff selects materials and home delivery is done by trained volunteers.

Bell Relay Telephone Calls: The Bell Relay service enables individuals who are deaf or speech impaired to call a single TTY number. A specially trained Operator will make the call on behalf of the individual and relay the information. Library staff received training about how to serve customers using the Bell Relay service.

Furnishings and Equipment: The Library adheres to the guidelines of the *Accessible Canadian Library: a resource tool for Libraries Serving Persons with Disabilities* (The National Library of Canada) to ensure that library facilities, furnishings and services are accessible to all. These guidelines, applied since 1985, are more nuanced than the City *Barrier Free Design Guidelines* as they address conflicts between the needs of different disabilities, provide alternate means of meeting needs, and strive to balance needs within the space constraints of a public library. These guidelines are used to inform decisions regarding the placement and design of furnishings, shelving, service desks, etc., as well as when identifying service improvements. Library staff looks to the guidelines to help optimize services and balance the needs of persons with differing disabilities. As a rule of thumb, the Library applies the City *Barrier Free Design Guidelines* for the building envelope (entrances, washrooms, parking, ramps, etc.) and the *Accessible Canadian Library Guidelines* for the building interior.

Accessible Programs, Publicity and Public Meetings: The Library's *Accessibility for Customers and Employees with a Disability Policy* emphasizes its commitment to accessibility including providing accessible publications, programs and public meetings. Library publicity guidelines were updated in 2012 to include standardized messages about how to make requests relating to accessibility and accommodation. The Library will make sign language interpreters and FM sound systems available for programs and meetings upon request and can provide publicity in alternate formats and through its website.

ACCESSIBILITY AND LIBRARY BUILDINGS AND EQUIPMENT

Buildings and Furnishings: The Library's *Facilities Master Plan* includes an overview of each branch providing information about accessibility issues or noting that the branch meets current standards. The *Facilities Master Plan*, in its Principles section, states that "each branch library must meet all provincial and federal accessibility standards" but the *Plan* also notes that the Board faces significant problems relating to its facilities and states that "insufficient funds have been set aside to correct the library's accessibility issues" and that "some existing buildings cannot be renovated at a reasonable cost to provide adequate library services or to meet accessibility requirements."

In 2012/13 improvements to library facilities occurred in a number of locations. The newly renovated Terryberry branch reopened in July 2012 and includes a barrier free washroom as well as improvements to entrances, service desks and overall layout, exterior sidewalks and parking.

Renovations to the second floor of Central will be completed in 2013 and include improvements to staff work areas, improved accessibility for the DISH office and the installation of a barrier free second floor service desk.

The Kenilworth branch had extensive renovations including a new exterior ramp, new covered entrance, and a more open interior layout to improve accessibility.

A brand new accessible Lynden branch, replacing two inaccessible branches, opened in early 2013. Community feedback has been very positive.

Planning for a new accessible Waterdown branch, replacing two partly accessible branches, is underway. Construction will begin in summer 2013 with completion in 2014.

A 2012/13 study will look at the potential for the expansion/rebuild of the Binbrook branch. Construction is expected to begin in 2014.

Computers: All public computers have been upgraded. Currently there are over 450 public computers that are equipped with accessibility features that include the standard Windows XP accessibility tools Magnifier and On Screen Keyboard as well as two additional tools:

- **NVDA (Screen Reader):** NonVisual Desktop Access (NVDA) is a free and open source screen reader for the Microsoft Windows operating system. Providing feedback via synthetic speech and Braille, it enables blind or vision impaired people to access computers running Windows.
- **DesktopZoom:** DesktopZoom is a zoom/magnify program with lots of options. Users can zoom an area around the mouse, zoom a fixed window or zoom the entire desktop. The mouse can be used inside the

zoomed window and the mouse wheel or arrow keys can be used to adjust the magnification strength.

Additionally, the Library has taken other actions to improve computer accessibility:

- **Size of Monitors:** HPL has replaced all 17" monitors with 19" monitors to improve the viewing experience for all customers.
- **Accessible Keyboards with Trackball Mouse and Headphones:** At each service point where public computers are located, a minimum of one accessible keyboard is available for customers to use. The accessible keyboards are wireless and include a trackball mouse that can be used with any public computer. If required, headphones are also supplied.
- **Accessible Furniture:** The library ensures that there is a combination of stand-up and sit-down furniture for computers, library catalogues and self service equipment.

BUDGET IMPACTS

Many of the budget impacts relating to the full implementation of the *Accessibility for Ontarians with Disabilities Act (AODA)* are unknown. It is anticipated that there will be budget implications to create practices or to change current practices. Without further information, projections of those costs are difficult.

RESERVE FUNDS

The library contributes annually to an *Accessibility and Health and Safety Reserve Fund* and in 2012 \$100,000 was set aside for AODA initiatives. The *Reserve Fund* allows the library to prepare for possible increased costs in terms of American Sign Language interpreters, conversion of documents to alternate formats and infrastructure improvements. It is difficult to project what operating costs will be incurred as the Library accommodates persons with disabilities making requests for accessible services.

IMPACT ON CAPITAL BUDGET PROJECTIONS

As additional requirements are legislated thru the *Accessibility Standard for the Built Environment* or the *Ontario Building Code* there may be significant budget implications for the Library although currently the magnitude of the budget implications is unknown. As stated in the *Facilities Master Plan*, the Library will ensure that our buildings meet all federal and provincial accessibility standards and the Library will continue to review each location and recommend renovation plans to ensure compliance. However, the *Facilities Master Plan* does identify several Library buildings that cannot be renovated at a reasonable cost to provide adequate library services or to meet accessibility requirements.

HAMILTON PUBLIC LIBRARY ACCESSIBILITY PLAN 2012-13

Introduction

The Hamilton Public Library is committed to accessibility with respect to the development of services for people with disabilities, their families and their caregivers. This Library system works proactively to address access issues in the built environment, meeting and at times exceeding existing standards. As additional standards are introduced there will be areas for improvement.

Public sector organizations are required to prepare and publicize annual accessibility reports that summarize the previous year's activities as well as accessibility plans for upcoming years. The two charts included below provide a summary of completed projects and a list of current and future initiatives that represent the Library's Accessibility Plan for 2012-16. As a multi-year plan it is dynamic plan and will be amended as new initiatives are undertaken.

SUMMARY OF COMPLETED PROJECTS AS DESCRIBED IN PREVIOUS *ACCESSIBILITY PLANS*

Completed Projects	Relevant AODA Standard / Area	Location / Impact	Details / Date completed
Board Policy to Comply with AODA Standard	<i>Accessibility Standards for Customer Service</i>	System	<i>Accessibility for Customers with Disabilities Policy</i> approved by Library Board, November 2009. Reviewed annually
AODA Training for Staff	<i>Accessibility Standards for Customer Service</i>	System	Managers, full and part time staff trained, 2009, 2010, 2011, 2012
AODA Training for Security Guards	<i>Accessibility Standards for</i>	System	Central Security Guards trained, 2010

	<i>Customer Service</i>		
Storefront Service Point during Central Renovation	Built Environment	Central Branch	Improved accessibility of service desks and collections, 2009/10 [served customers with limited mobility that might have had difficulty entering the library through the 2 nd floor entrance
Sherwood Renovation	Built Environment	Sherwood Branch	Improved accessibility of entrance, service desks, self-service technology and collections Completed 2010
Inventory of Equipment and Services	<i>Accessibility Standards for Customer Service</i>	System	Inventory of all equipment and services provided by all library locations completed 2010
Comment Form Review	<i>Accessibility Standards for Customer Service</i>	System	All comment forms regarding AODA are now completed via an electronic incident form. Annually these comments are reviewed, reported on and addressed, 2012
Barton Renovation	<i>Built Environment</i>	Barton	Improved accessibility of entrance, service desks, self-service technology and collections, started December 2010 –

			completed in Jan 2011
Red Hill Renovation	<i>Built Environment</i>	Red Hill	Improved accessibility of entrance, service desks, self-service technology and collections, started December 2010 – completed in Jan 2011
Hpl.ca Landing Page	<i>Accessibility Standards for Customer Service</i>	System	Website redesign underway in 2011-2012 – in progress
Purchasing of Specialized Equipment	<i>Accessibility Standards for Customer Service</i>	System	Specialized equipment (e.g. Enhanced Vision Monitors) was purchased and placed at the library locations across the system
Central 1 st Floor Renovation	<i>Built Environment</i>	Central 1 st floor	Improved accessibility of entrance, service desks, self-service technology and collections, completed in 2010
<i>Facilities Master Plan 2011</i>	<i>Built Environment</i>	Library Board	The report was updated, presented and approved by the Board in February 2011
Integrated Accessibility Regulation	<i>Integrated Accessibility Regulation</i>		Hamilton Public Library submitted a response to the public consultation process for the <i>Integrated</i>

			<i>Accessibility Regulation</i> March 2011
Accessible Keyboard and Mouse Provided	<i>Accessibility Standards for Customer Service</i>	System	Accessible keyboard, trackball mouse and headset to be provided at all public service points – complete 2011
Saltfleet Renovation	<i>Built Environment</i>	Saltfleet	Improved accessibility of entrance, service desks, self-service technology and collections – 2011
Terryberry Renovations	<i>Built Environment</i>	Terryberry	Branch refurbished; access to collections improved; new layout and service desks; self-serve technology; barrier free washroom; new parking lot and walkway. Completion July 2012
Kenilworth Exterior Renovations	<i>Built Environment</i>	Kenilworth	New exterior ramp; new covered entrance; improved barrier free parking; improved layout, 2011; new service desks 2013
New Lynden Branch	<i>Built Environment</i>	Lynden	New branch to be built that will meet all current accessibility requirements. Completion January 2013

Ancaster Front Entrance Improvements- Concrete stairs to be replaced	<i>Built Environment</i>	Ancaster	Improvements to entrance stairs. Completion May 2012
Self check units – pin pads added	<i>Accessibility Standards for Customer Service</i>	System	Advocate for and monitor the availability of accessibility improvements for self-service kiosks. Pin pads to be installed 2012

HAMILTON PUBLIC LIBRARY ACCESSIBILITY PLAN 2013-17**UPDATE as of March 31, 2013 showing status of current and future projects**

New Waterdown Branch	<i>Built Environment</i>	Waterdown	New branch to be built that will meet all current accessibility requirements. Expected completion mid 2014
Public Computing	<i>Information Communication Technology</i>	System	Expand the number of public computers, provide enhanced accessibility software on all public computers and ensure special equipment and furniture is available at all locations. The goal for 2012-13 is to complete the public computer rollout at all locations
Collections – Partnership with CNIB	<i>Information Communication Technology</i>	System	Currently partnership underway to catalogue donated collections from CNIB(restricted use) Ongoing
Inventory of Equipment and Services	<i>Accessibility Standards for Customer Service</i>	System	Continue to update inventory of all equipment and services provided by all library locations annually
Upgrade automatic		Selected	Replace outdated

door openers	<i>Built Environment</i>	branches	automatic door openers December 2014
Comment Form Review	<i>Accessibility Standards for Customer Service</i>	System	Annually these comments are reviewed, reported and addressed
Prepare for Compliance with Proposed Accessibility Standards	<i>Built Environment, Integrated, Information and Communication Employment</i>	System	Monitor progress of standards and regulations to ensure planned compliance
Enhance Training to Volunteers on Customer Service Standards	<i>Accessibility Standards for Customer Service</i>	System	Provide additional information and tips on communicating to people with disabilities via newsletter articles. Ongoing
HPL.ca Landing Page	<i>Accessibility Standards for Customer Service</i>	System	Accessibility Services page launched 2011. Improvements planned for 2012/13
Staff Training on Accessibility features on Public Computers	<i>Accessibility Standards for Customer Service</i>	System	Develop train-the-trainer module through our Tech Liaison Team. Self-directed staff training 2012, Staff Day session 2013
Investigate potential for Binbrook Renovation and Expansion	<i>Built Environment</i>	Binbrook	Feasibility study of branch to identify scope of work and constraints. Study complete December 2012. Design in 2013.

Investigate expansion of programming for persons with intellectual disabilities	<i>Accessibility Standards for Customer Service</i>	System	Build on pilot program at one branch. 2013 TE, DU
Staff training regarding Human Rights Code	<i>Integrated Accessibility Regulation</i>	System	Planning underway for implementation in 2013
Red Hill entrance	<i>Built Environment</i>	Red Hill	Replace door, improve ramp and access to automatic door opener 2013
Dundas side entrance	<i>Built Environment</i>	Dundas	Replace door and relocate automatic door opener. 2013
Investigate renovation of Dundas branch	<i>Built Environment</i>	Dundas	Feasibility study to be undertaken in 2013.
Central Library 1st floor layout	<i>Built Environment</i>	Central	Revise layout to improve accessibility and reduce congestion. 2013
Central 2 nd floor service desk and DISH office	<i>Integrated Accessibility Regulation</i>	Central	Renovations to include a new barrier free public service points 2013
Central 3 rd floor	<i>Built Environment</i>	Central	Proposed Phase III Central renovation to include new barrier free public and staff washrooms 2015
Investigate renovation/expansion of the Valley Park branch	<i>Built Environment</i>	Valley Park	Coordinate planning with City of Hamilton Recreation to align with redevelopment

			of the Valley Park Community Centre 2015/2016
<i>Facilities Master Plan</i> 2013	<i>Built Environment</i>	Library Board	To be updated in 2013

CONCLUSION

This plan will be reviewed and updated annually. The Hamilton Public Library is committed to providing equitable access and removing barriers to services and facilities.

Accessibility for Customers and Employees with Disabilities

Policy Level: Library Board

Author: Director of Public Service and Branches

Date Approved: Approved by the Library Board May 2012. Policy must be reviewed by Board annually at the time of the publication of its Annual Accessibility Report and Plan.

Purpose

The purpose of this policy is to ensure that the Library is compliant with the requirements of the Statutes of Ontario. Ch. 32, *Ontarians with Disabilities Act. 2001* (ODA). and the Statutes of Ontario. Ch. 11, *Accessibility for Ontarians with Disabilities Act. 2005* (AODA)

This policy addresses accessibility policies and standards and includes areas outlined in the *Accessibility Standards for Customer Service* (Ontario. Regulation. 429/07,) and in the *Integrated Accessibility Standards* (Ontario. Regulation, 191/11). This policy applies to all persons who provide library services.

Policy Statement

The Hamilton Public Library is committed to providing Library services that are accessible to all persons who wish to obtain and use Library services. Library services will be relevant, inclusive and responsive to community needs and will comply with the requirements of the *Ontarians with Disabilities Act* and the *Accessibility for Ontarians with Disabilities Act*. Each member of the community, including persons with disabilities, has an equal opportunity to use and/or to be employed by the Hamilton Public Library. All library services will be provided in a manner that respects the dignity and independence of persons with disabilities. The Library will strive to provide library services in a way that meets the specific needs of persons with disabilities and in a way that is convenient and accessible to persons with disabilities.

The Hamilton Public Library will incorporate accessibility criteria when procuring or acquiring goods, services or facilities, except where it is not practicable to do so.

The Hamilton Public Library is committed to providing employment accommodation processes for library employees and job applicants. The

Library will notify its employees and the public about the availability of accommodation for job applicants and for employees with disabilities.

The Library will meet the accessibility needs of persons with disabilities in a timely manner. When communicating with a person with a disability, the Library will do so in a manner that takes into account the person's disability.

Annual Accessibility Report and Plan: The Hamilton Public Library will annually describe its activities relating to barrier-free design of library services and buildings. It will report the measures the Library has taken to identify, remove and prevent physical and attitudinal obstacles and promote free movement of persons with disabilities in a manner that is consistent with regulations, standards or codes of practice. The Annual Report and Accessibility Plan will report the measures in place to ensure that the Library assesses its policies, programs, practices and services to determine their effect on accessibility for persons with disabilities and the measures that the Library intends to take in the coming year to identify, remove and prevent barriers to persons with disabilities. The Annual Report and Accessibility Plan will also provide a list of the by-laws, policies, programs, practices and services that the organization will review in the coming year in order to identify barriers to persons with disabilities.

Consultation and Feedback: The Hamilton Public Library will consult with members of the public and community stakeholders when considering or reviewing customer service practices, service delivery channels, types of services and new buildings or renovations to current buildings. Public meetings for the purpose of consultation will be advertised in advance, will be held in accessible locations and accessibility services will be provided when a request is received in advance of the meeting. Additionally, the Hamilton Public Library will have in place a procedure for receiving and responding to feedback about how it provides library services to persons with disabilities. Such feedback from a member of the public may be given by telephone, in person, in writing, in electronic format or through other methods.

Availability of Documents: This Policy and related procedures and forms and the Library's Annual Accessibility Report and Plan will be available on the Library's website. Additionally, a copy of this Policy and related procedures and forms will be provided in an accessible format upon request. No fees will be charged for the provision of documents required by this Policy.

Assistive Devices: Persons with a disability may provide their own assistive device for the purpose of obtaining or using Library Services and may have

free access to assistive devices available in the Library. An assistive device is any product, instrument, equipment or technological aid used by persons with disabilities to help prevent, compensate, relieve or neutralize a disability and which helps a person with a disability to carry out activities or to gain access to library services.

Exceptions may occur in situations where the Library has determined that the assistive device may pose a risk to the health and safety of the person with a disability or to the health and safety of others on Library premises. In these situations, the Library may offer a person with a disability other reasonable measures to assist him or her in obtaining and using library services, where the Library has such other measures available. It is the responsibility of the person with a disability to ensure that his or her assistive device is operated in a safe and controlled manner at all times.

Service Animals: Persons with a disability may enter Library premises accompanied by a service animal and may keep the animal with them. Service animals are animals that are individually trained to carry out tasks for people with disabilities. Service animals are generally dogs but do include other animals such as monkeys. If it is not readily apparent that the animal is a service animal, Library staff may ask the person for confirmation of the animal's status. It is the responsibility of the person with a disability to ensure that his or her service animal is kept under control at all times.

Support Persons: Persons with a disability may enter Library premises with a support person to assist with communication, mobility or medical needs or with access to Library Services and may have access to the support person while on the premises. The Library may require a person with a disability to be accompanied by a support person while on Library premises in situations where it is necessary to protect the health and safety of the person with a disability or the health and safety of others on the Library premises. A support person, when assisting a person with a disability to obtain or use Library Services, will be permitted to attend at no charge where an admission fee is applicable. Upon request, persons with disabilities may be issued a duplicate library card, at no charge, for use by a support person.

Information and Communication: The Library will provide access to or arrange for access to accessible materials where they exist and will provide library publicity and reports in alternate formats upon request. The Library complies with the Clear Print Guidelines developed by the City of Hamilton in conjunction with the City of Hamilton Advisory Committee for Persons with Disabilities. The Library will work to ensure the website and web content is

accessible according to the Web Content Accessibility Guidelines (WCAG) 2.0.

Design of Public Spaces: In the event of new construction or significant building renovations, the Library will reduce barriers by ensuring accessible parking and maintaining accessible library spaces and service desks.

Temporary Service Disruptions: The Library will make reasonable effort to provide notice of planned or unplanned disruption of library services to the public, including information about the reason for the disruption, its anticipated duration and a description of alternative facilities or services, if any, that may be available. In the case of unplanned disruption, advance notice will not be possible. Notice will be given to the public by posting the information at a conspicuous place on affected premises and by posting notice on the Library website, and by such other method as is reasonable in the circumstances. The Library will have a procedure document that sets out the steps to be taken in connection with a temporary disruption and, upon request, will give a copy of the document in an accessible format to any member of the public.

Employment: The Hamilton Public Library will notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes and will take into account the accessibility needs of its employees with disabilities as well as any individual accommodation plans, when providing career development and advancement to its employees with disabilities. Additionally, the Hamilton Public Library will notify job applicants, when they are individually selected to participate in an assessment or selection process, that accommodations are available upon request in relation to the materials or processes to be used and if a selected applicant requests an accommodation, the Library will consult with the applicant and provide or arrange for the provision of a suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability.

When making offers of employment, the Hamilton Public Library will notify the successful applicant of its policies for accommodating employees with disabilities. The Library will ensure that its employees are aware of its supports for employees with disabilities including the provision of job accommodations. The Library will consult with its employees and will provide accessible formats and communication supports for information that

is needed in order to perform the employee's job and information that is generally available to employees in the workplace.

The Hamilton Public Library has a return to work process for its employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work and works with employees with disabilities to develop individual accommodation plans. The Library documents its process for the development of such plans. The Library's Performance Management process takes into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when using its performance management process in respect of employees with disabilities.

When redeploying employees, the Library will take into account the accessibility needs of its employees with disabilities, as well as individual accommodation plans.

The Hamilton Public Library will provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary and the employer is aware of the need for accommodation due to the employee's disability. If an employee who receives individualized workplace emergency response information requires assistance in case of evacuation or other emergency, with the employee's consent, the Library will designate an employee to provide assistance and will provide the workplace emergency response information to the designated person. Workplace emergency response plans will be reviewed annually.

Note: This section of the Policy applies to employees and does not apply to volunteers and other non-paid individuals.

Training: The Library will ensure that training is provided on the requirements of the *Accessibility for Ontarians with Disabilities Act (AODA)* and its applicable regulations, and on the *Human Rights Code (HRC)* as it pertains to persons with disabilities. Training will be provided to all employees and volunteers, to all persons who participate in developing the organization's policies and to all other persons who provide goods, services or facilities on behalf of the organization. Training will be provided as part of orientation for new employees, volunteers and persons providing goods,

services or facilities on behalf of the organization and, on a continuing basis, as required.

The amount and format of training will be dependent on employee role relating to policy development and on the nature of a person's interactions with Library customers and employees with disabilities. A record of training will be maintained in the Human Resources Department.

The training will include a review of the purpose of the *AODA* and the requirements of the *Accessibility Standards for Customer Service* (Ontario Regulation 429/07) and of the *Integrated Accessibility Standards* (Ontario Regulation, 191/11). Training will include information about how to interact and communicate with persons with various types of disabilities and what to do if a person with a disability is having difficulty gaining access to Library services or employment. The training will help trainees develop understanding of how to interact with persons with disabilities including those who use assistive devices or who require the assistance of a support person or service animal. The training will provide orientation to this Policy, related procedures and guidelines and to the use of equipment and devices available on Library premises or through the website that may help with the provision of Library Services to persons with disabilities. The training will also provide orientation to the Library's employment accommodation policies and procedures and to the *Human Rights Code (HRC)* as it pertains to persons with disabilities. Members of the Library's Management Committee and any other persons that participate in the development of the Library's public and internal policies and procedures or in procurement processes will, additionally, receive training regarding their *AODA* and *HRC* related responsibilities.

Inquiries: Any inquiries related to this Policy or requests for documents related to this Policy may be directed to library staff at any public service point. Staff will respond as they are able and may refer the inquiry within the organization, including to the Chief Librarian.



To: Chair and Members of the Library Board

From: Paul Takala, Chief Librarian
Karen Anderson, Director of Public Service

Subject: Saltfleet 2nd Floor

Date: June 12, 2013

Recommendation:

THAT THE CHIEF LIBRARIAN IS AUTHORIZED TO ENTER INTO AN AGREEMENT TO ENABLE THE 2ND FLOOR OF THE SALT FLEET LIBRARY, LOCATED IN CARDINAL NEWMAN SCHOOL, TO BE USED BY THE HAMILTON WENTWORTH CATHOLIC DISTRICT SCHOOL BOARD FOR THE DURATION OF THE LEASE.

Financial/Staffing/Legal Implications:

The Library is not using the 2nd Floor of the Saltfleet Library so this recommendation does not impact staffing or library service. Leasing back the space to the School Board will have a modest positive impact on our annual operating budget and reduce the Libraries' share of future capital repairs to the school.

Staff are currently working with the City of Hamilton Corporate Assets & Strategic Planning Division to ensure the financial arrangements for this transfer protect the interests of the Hamilton Public Library and the City of Hamilton.

Background

The Saltfleet Library, opened in 2000, consisting of 11,882 square feet on the first floor and 3,600 on the second floor. The Library has a 50 year lease on the space. Library service was consolidated on the first floor in 2009 which enabled the Library to save significant operating costs.

This recommendation is consistent with the Library Board's current approved action for Saltfleet which states: "Investigate leasing the second floor to the school board and investigate all reasonable alternatives." The Hamilton Wentworth Catholic District School Board needs additional space to accommodate a growing student population. Releasing the space back to the School Board will enable the school to reduce their reliance on portable classrooms. The lease agreement requires School Board permission for changing the use of the space, so the second floor could not be used by other parties without their consent.

While investigating the financial implications of releasing the second floor, staff also investigated releasing the first floor and developing an alternative plan to provide library service in the area, preferably in downtown Stoney Creek. The financial impact of such a move would be significant and does not seem likely for the foreseeable future.



DATE: June 18, 2013
REPORT TO: Chair and Members of the Board
C.C.: Paul Takala, Chief Librarian
FROM: Lita Barrie, Director, Digital Technology
SUBJECT: Microsoft Software Licensing Agreement

RECOMMENDATION:

That the Hamilton Public Library extend the approval of Metafore Corporation as our Large Account Reseller (LAR) for the purchase of Microsoft software and Microsoft Software Assurance effective from the expiration of the previous Board authorization until April 30, 2014.

BACKGROUND:

In March 2009, the Library Board approved Metafore Corporation as the Library's Large Account Reseller (LAR) for the purchase of Microsoft software and software assurance. At the time of the report an end date of January 31, 2011 was part of the approval.

As part of the staff computing review, staff are currently investigating best options for software delivery, including cloud based solutions, for public and staff computing. This recommendation will enable staff to continue to work with Metafore as our LAR on an interim basis. We will be reporting back to the Library Board later this year on our overall technology strategy and our plans for staff and public computing going forward. That strategy will inform the future of the Library's software licensing requirements.

The City of Hamilton receives discounts on Microsoft Licenses through government discounts; however as a public library the Hamilton Public Library qualifies for educational pricing which provides further significant discounts on our licenses. Licensing through this contract is approximately one third of the cost of government licensing. Microsoft licenses costs are fixed based on the eligibility criteria of an organization and designated level of the software reseller. Metafore Corporation continues to be a gold certified Microsoft partner which is the highest designation for a Microsoft partner. The pricing from Metafore which provides us with Microsoft Licensing is the lowest pricing we are eligible for. Software resellers are not able to reduce the cost of license lower the pricing assigned by Microsoft

Related Policies, Guidelines and Standards

Hamilton Public Library Procurement Policy