

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, December 18, 2013
Central Library, Board Room**

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

AGENDA

- 1. Discussion Period**
- 2. Acceptance of the Agenda**
- 3. Minutes of the Hamilton Public Library Board Meeting of Wednesday, November 20, 2013** Attachment #3
- 4. Presentations**
 - 4.1 Counting Opinions – LB
- 5. Consent Items**
 - 5.1 Family Day 2014 – KA Attachment #5.1
Suggested Action: Recommendation
- 6. Business Arising**
 - 6.1 Space Study Report - PT Attachment #6.1
Suggested Action: Recommendation
 - 6.2 Development Charges Follow-up – RH Attachment #6.2
Suggested Action: Receive

7. Correspondence

Attachment #7

Letter from Carolyn Biggs, City of Hamilton, dated November 27, 2013
re 2014 Budget Submission

8. Reports

8.1 Chief Librarians Report

Attachment #8.1

Suggested Action: Receive

9. New Business

9.1 Sorters – LB

Attachment #9.1

Suggested Action: Recommendation

9.2 RFP Procurement Policy – PT

Oral Report

10. Private and Confidential

10.1 Employee Issue

11. Date of Next Meeting

Wednesday, January 15, 2014

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, November 20, 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, George Geczy, Richard Bagdonas, Councillor
Jackson, Mary Ann Leach

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

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

1. Discussion Period

1.1. Update on the New Integrated Library System (ILS) Virtua

Ms Barrie and Mr. Ciccone provided an update on the migration of the new ILS system. Staff were congratulated on all their hard work.

1.2. Bus Tour – November 23

An update was provided for Saturday's bus tour.

1.3. OLA Conference

Board members were requested to contact Karen Hartog if interested in attending the upcoming OLA Conference from January 29, 2014 to February 1, 2014.

1.4. SOLS Meeting – Report from Wenda Tulloch

Ms Tulloch summarized the discussions from the recently attended SOLS meeting.

1.5. Future Agenda Items: Local History and Archives Fee Schedule; Development Charges Follow-up

Staff reported that follow-up reports for the Local History and Archives fee schedule will be placed on the January 2014 agenda and the development charges follow-up report will be placed on the December 2013 agenda.

2. Acceptance of the Agenda

MOVED by Ms Leach, seconded by Mr. Bagdonas,

THAT THE AGENDA BE ACCEPTED AS PRESENTED.

MOTION CARRIED.

3. Minutes of the Hamilton Public Library Board Meeting of Wednesday, October 16, 2013

MOVED by Mr. vanVelzen, seconded by Ms Fawcett,

THAT THE MINUTES OF THE HAMILTON PUBLIC LIBRARY BOARD MEETING OF WEDNESDAY, OCTOBER 20, 2013 BE ACCEPTED AS PRESENTED.

MOTION CARRIED.

4. Presentations

No presentations.

5. Consent Items

MOVED by Ms Leach, seconded by Ms Tulloch,

THAT CONSENT ITEM 5.1 BE APPROVED AS PRESENTED.

MOTION CARRIED.

5.1 2014 Library Board Meeting Dates

That the Hamilton Public Library schedule its 2014 Board meetings on the following dates.

- January 15th
- February 19th
- March 19th
- April 16th
- May 21th
- June 18th
- September 17th
- October 15th
- November 19th
- December 17th

6. Business Arising

6.1 Space Study Report

MOVED by Mr. Simpson, seconded by Ms Fawcett,

THAT THE ATTACHED REPORT PREPARED BY MHPM CALLED *HAMILTON PUBLIC LIBRARY, FACILITIES MASTER PLAN IMPLEMENTATION STRATEGY* BE RECEIVED FOR INFORMATION.

THAT THE FOLLOWING RECOMMENDATIONS BE RECEIVED FOR COMMENT AND FEEDBACK. THAT STAFF BRING RECOMMENDATIONS TO THE DECEMBER LIBRARY BOARD

MEETING. DRAFT RECOMMENDATIONS FOR REVIEW AND COMMENT:

- **THAT THE RECOMMENDED ACTIONS IDENTIFIED IN PHASE 3 AND PHASE 4 BE APPROVED IN PRINCIPLE;**
- **THAT STAFF PROCEED WITH DETAILED PLANNING FOR PHASE 3 PROJECTS.**
- **THAT THE HAMILTON WENTWORTH ROOM BE DESIGNATED OUR DONOR RECOGNITION ROOM. THAT UP TO \$650,000 FROM THE LIBRARY'S SPECIAL GIFT FUNDS BE ALLOCATED TO SUPPORT THE RENOVATION OF THE HAMILTON WENTWORTH ROOM AT THE CENTRAL LIBRARY.**
- **THAT UP TO \$1,100,000 OF LIBRARY RESERVES, MAJOR LIBRARY CAPITAL PROJECTS, BE ALLOCATED TO FUND THE PHASE 3 PROJECTS.**
- **THAT STAFF ARE AUTHORIZED TO CONTINUE INVESTIGATING AND PLANNING FOR PHASE 4 PROJECTS; BUT THAT PHASE 4 PROJECTS BE BROUGHT BACK TO THE LIBRARY BOARD AT A FUTURE DATE FOR FUNDING CONSIDERATION;**

MOTION CARRIED.

6.2 2014 Operating Budget

MOVED by Ms Leach, seconded by Ms Fawcett,

THAT THE 2014 OPERATING BUDGET, AT AN INCREASE OF \$43,860 OR 0.2%, BE APPROVED FOR SUBMISSION TO THE CITY OF HAMILTON.

MOTION CARRIED UNANIMOUSLY.

7. Correspondence

No correspondence.

8. Reports

8.1 Chief Librarian's Report

MOVED by Mr. vanVelzen, seconded by Ms Tulloch,

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

MOTION CARRIED.

9. New Business

9.1 Nominating Committee

MOVED by Councillor Pearson, seconded by Mr. Bagdonas,

THAT THE LIBRARY BOARD APPOINT THE FOLLOWING MEMBERS TO THE NOMINATING COMMITTEE: MR. GECZY, MR. VANVELZEN, MS GAUTREY AND MS FAWCETT. MS TULLOCH WILL BE AN ALTERNATE.

MOTION CARRIED.

9.2 Website RFP

MOVED by Ms Wagner, seconded by Ms Leach,

THE HAMILTON PUBLIC LIBRARY BOARD APPROVES AWARDING THE CONTRACT (#C8-02-13) FOR THE WEBSITE DESIGN AND DEVELOPMENT TO FACTOR[E].

THAT THE CHIEF LIBRARIAN BE AUTHORIZED TO NEGOTIATE AND ENTER INTO A SUITABLE AGREEMENT WITH FACTOR[E].

THAT UP TO \$110,642 FROM LIBRARY RESERVES BE ALLOCATED TO COVER THE COST OF THE NEW WEBSITE DESIGN AND IMPLEMENTATION.

MOTION CARRIED.

9.3 e-book Update

Mr. Ciccone provided an update.

10. Private and Confidential

MOVED by Ms Fawcett, seconded by Councillor Pearson,

THAT THE LIBRARY BOARD MOVE IN-CAMERA TO DISCUSS LABOUR ISSUES.

MOTION CARRIED.

MOVED by Ms Wagner, seconded by Mr. Geczy,

THAT THE IN-CAMERA SESSION BE ADJOURNED.

MOTION CARRIED.

11. Date of Next Meeting

Wednesday, December 18, 2013

Central Library, Board Room, 5th Floor

5:00 p.m. Dinner

6:00 p.m. Meeting

12. Adjournment

MOVED by Councillor Pearson, seconded by Ms Wagner,

THAT THE HAMILTON PUBLIC LIBRARY BOARD MEETING OF WEDNESDAY, NOVEMBER 20, 2013 BE ADJOURNED.

MOTION CARRIED.

The meeting was adjourned at 8:20 p.m.

Minutes recorded by Karen Hartog.



Date: December 13, 2013

To: Chair and Members of the Board

c.c. Paul Takala, Chief Librarian

From: Karen Anderson, Director Public Service

Subject: Family Day Weekend Hours

RECOMMENDATION:

That the Hamilton Public Library Board authorize the opening of the Turner Park Branch on Sunday, February 16, 2014.

FINANCIAL/STAFFING/LEGAL IMPLICATIONS:

The Hamilton Public Library conducted a pilot in 2013 to open the Turner Park Branch on the Sunday during the Family Day long-weekend. The pilot was a success and the branch was very busy. A couple of programs were offered during the four-hour opening. Although the 2013 pilot was a success and we recommend it be continued, before expanding the pilot or making it permanent, we think it should be considered as part of a broader discussion about Library hours that will happen at the Library Board in 2014.



To: Chair and Members of the Board
From: Paul Takala, Chief Librarian; Robin Hewitt, Director Finance and Facilities
Re: **HPL Space Study Report**
Date: December 12, 2013

RECOMMENDATIONS

THAT THE HAMILTON PUBLIC LIBRARY BOARD SUPPORTS THE RECOMMENDED ACTIONS FOR PHASE 3 OF CENTRAL RENOVATIONS, TO INCLUDE: 1ST FLOOR DVD AREA, HAMILTON WENTWORTH ROOM RENOVATION, RELOCATION OF TECHNICAL SERVICES TO CENTRAL BASEMENT AND 4TH FLOOR RENOVATION.

THAT UP TO \$1,100,000 OF LIBRARY RESERVES, MAJOR LIBRARY CAPITAL PROJECTS, BE ALLOCATED TO FUND THE PHASE 3 PROJECTS.

THAT THE HAMILTON WENTWORTH ROOM BE DESIGNATED OUR DONOR RECOGNITION ROOM. THAT UP TO \$650,000 FROM THE LIBRARY'S SPECIAL GIFT FUNDS BE ALLOCATED TO SUPPORT THE RENOVATION OF THE HAMILTON WENTWORTH ROOM AT THE CENTRAL LIBRARY.

THAT PHASE 4 PROJECTS BE BROUGHT BACK TO THE LIBRARY BOARD FOR CONSIDERATION PRIOR TO PROCEEDING TO IMPLEMENTATION/CONSTRUCTION.

FINANCIAL/STAFFING/LEGAL IMPLICATIONS

The Library's Special Gifts fund was established to "enable the Library to expand its present services, initiate new ones and enrich its resources for the community that are housed or headquartered in its Central Library". The renovation of the Hamilton Wentworth Room is consistent with the mandate of that fund. After allocating \$650,000 for the renovation a balance of \$2,074,523 would remain in the Special Gifts fund.

There are sufficient funds in the Major Library Capital Projects fund to allocate to the renovation. After allocating \$1,100,000 a balance of \$3,327,221 would remain uncommitted in Library reserves.

To develop the funding recommendation we used the higher estimates provided by MHPM. \$70,000 has been added for design and a \$50,000 contingency has been added for the Hamilton Wentworth Room.

The recommendations do not have an immediate impact on staffing; however, the move of Technical Services to Central will help improve the Library's efficiency and will enable future staff savings or enhanced services. Our goal is to continue the practice of using attrition and retirements as the source of reductions to our staffing complement.

BACKGROUND

The Space Study report from MHPM, part of the November 2013 Board package, was commissioned to provide us with a better and more informed understanding of the opportunities our spaces present and to give us cost estimates. The report provided options for us to consider and has assisted us with identifying new opportunities that we had not previously considered.

We worked with MHPM to study the use of spaces at the Library. Our Facilities Master Plan and our current Strategic Priorities were used to identify the following three goals for this project:

1. Enhance public library service delivery
2. Enhance staff efficiency
3. Optimize building footprint

As part of the 2013 Capital Budget process, the City of Hamilton funded \$2,735,000 of Library capital projects, including assuming \$1,300,000 of the Library Board's commitment to additional funding for the Waterdown Branch. At the time we were informed that funding for the next phase of the Central Library renovation would need to be funded from Library Reserves.

The projects recommended in this report represent high impact projects that could be done at modest cost. They focus on delivery of services to customers as well as the provision of public space. The proposed projects represent great opportunities for us to cost effectively meet the goals identified above.

Central Library Phases

Phase 1: 1st floor major renovation with the Farmers Market. This project was completed in late 2010. The enhancements to the 1st floor have resulted in increased use of the Central Library and it becoming an important part of the renewal of downtown Hamilton. Annual visits to the Central Library increased from 1.3 million before the renovation to just under 1.49 million in 2012. Annual circulation has increased in the same period from 797,000 to over 1.2 million.

Phase 2: Renovations to the 2nd floor public area and the consolidation of Central information staff in the 2nd floor workroom. This phase has also consisted of the full refurbishing of the elevators in the Central Library and the lighting retrofit. Work is almost complete on Phase 2. The final elevator is currently being worked on and the new information desk on the 2nd floor will be set-up shortly. Some additional display cases will also be moved to the 2nd floor. Phase 2 has brought features of the Phase 1 renovation to other parts of the building. Consolidating staff on the 2nd floor has created new opportunities to maximize the use of space on the 3rd and 4th floors.

Proposed Phases

Phase 3: Proceed to design and then implementation/construction.

Item	Brief Explanation
1st Floor DVD Area <i>Cost estimate:</i> \$60,000	<p>The current holds pick-up and fiction DVD area on the 1st floor is currently too congested. Non-fiction DVDs have already been moved to shelving outside of the area. Creating a new area for fiction DVDs on shelving that fits into the aesthetic of the floor would resolve a significant customer service issue and improve the customer experience for both pick-up holds and DVDs. As part of this project we would also look for other opportunities to better configure the shelving/display units on the 1st floor, including moving a few display units to the 2nd floor.</p>
Hamilton Wentworth Room Renovation <i>Cost estimate:</i> \$ 600,000	<p>The Hamilton Wentworth Room does not meet AODA standards, is very outdated in its appearance and is not properly wired or equipped. These rooms are great community assets that are currently underutilized because of their condition. They have the ability to generate revenue and attract non-library customers into events. Renovating to create a welcoming attractive space that recognizes our donors would support our ability to attract future support.</p>
Relocation of Technical Services to Central Basement <i>Cost estimate:</i> \$300,000	<p>Our Technical Services (TS) Department is responsible for acquiring, cataloguing and processing our collections (books, DVDs...) Although a lot of material already arrives mostly shelf-ready, TS checks-in materials, troubleshoots problems and ensures vendors are paid appropriately for items received. This project would create a new flexible staff workspace at Central for TS staff that will improve workflow, save on shipping, control facilities costs, and facilitate future shifts in duties to other areas as more physical circulation shifts to digital. The project would also include moving the Central Maintenance staff workroom, expanding the shipping area and some reconfiguration of the Central Circulation Workroom.</p>
4th Floor Renovation <i>Cost estimate:</i> \$670,000	<p>Our 4th Floor is increasingly becoming a hub of activity. To realize its potential as a community destination and to enhance our digital literacy training programs, renovations would include: Maintaining an open community space that is welcoming and includes space for art and other community displays. Enhancing individual and group study spaces using appropriate furniture and white noise to mitigate sound. A new Technology Training Centre would be created to include a new Public Training Lab that would support computer training classes, including equipment to support creation of multi-media, digitization, public converting personal VHS to digital formats, a Maker Space Lab and a Sound Proof Audio/Video Recording Room.</p>

Phase 4: The recommendation is for these projects to be brought back to the Library Board for consideration and funding before moving to implementation/construction. The Board will need to evaluate these projects, as well as, other opportunities that may emerge at the time based on current and future needs.

Item	Brief Explanation
Renovate/Expand Local History and Archives (LHA)	This project remains a high priority; however, we need to ensure we have a more complete understanding of the future program and space needs of LHA before proceeding. Some initial changes to the staff area are already happening that do not require additional funding. The plan with LHA is to continue with more detailed planning in 2014 and report back to the Library Board at the appropriate time.
Relocate Digital Technology Department	Move Digital Technology to the 2nd Floor and release the 6th floor space to the City Information Technology Services (ITS) Department. The TS move has been identified as a higher priority so this is being recommended for Phase 4.
New Staff Computer Training Lab	To accommodate the proposed move of the Digital Technology Department to the 2 nd Floor the current staff training room that is located in the Dundas Room would need to be moved. The plan is to build this lab in the 5 th floor area behind the hoarding in Phase 4. Since the new Maintenance workroom would also be located in this area the plan is to proceed with doing more detailed planning for this project so we know how best to configure the space for both uses.
1st Floor Further Adjustments*	The MHPM Study identified a number of other changes to the 1 st floor that could help improve the space. Because our services are evolving so rapidly our plan is to address the most pressing challenge in Phase 3, moving the DVDs and renovating the Hamilton Wentworth Rooms, then determine the effects of those changes before proceeding to Phase 4. *Note: at the November Board meeting some concerns were expressed about spending additional money on the 1 st floor of Central. Given that, careful consideration will need to be made before approving any additional funds for the Central 1 st floor. Staff will take this into consideration as they investigate options.



Hamilton Public Library

Date: December 18th, 2013
To: Chair and Members of the Board
c.c. Paul Takala, Chief Librarian
From: Robin Hewitt, Director, Finance and Facilities
Subject: **Development Charge Update - Part II**

RECOMMENDATION:

That the attached Development Charge Update be received for information.

BACKGROUND:

At the October 16th, 2013 board meeting, a Development Charge Update was accepted by the Hamilton Public Library Board for information. Additional information was requested by the Board in relation to the history of development charges since amalgamation.

Moving forward, staff will be providing an annual update to the Library Board on the status of Development Charges collected for the Library.

Development Charge Reserve History

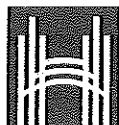
Prior to 2004, the Library's development charges were included in the City's development charge reserve for soft services. After amalgamation, the former municipalities development charge reserves were combined into two city reserves. One was for hard services and one was for soft services. It is difficult at this point to clarify how much, if any, of that reserve was earmarked for libraries. We are currently working with the City to try and access this information, however it is a labour intensive process and will take some time. We can confirm that \$2,008,170 was transferred to the Turner Park capital project in the form of Capital Budget Contributions that include Appropriation transfers (\$1,057,170) and Capital Financing from the City (\$561,000) that are in addition to the development charges transferred from library DC reserves.

In 2008, \$3,000,000 in debt was issued for Turner Park. The debt matures in 2023. In 2007, the library development charge reserve transferred \$3,000,000 to the Turner Park capital project, so when the debt was issued in 2008, it was deposited back in the development charge reserve.

In 2001, the library incurred debt for renovations to Westdale (\$200,000), Barton (\$457,000) and Central first floor improvements (\$29,875). These projects would not have qualified for development charges as there was no increase in size to any of the buildings. The debt for Barton and Westdale will mature in 2017, and for Central in 2016.

	Budget	Actual	Variance	Notes
2013 - Dundas Library Expansion				
Development charges	85,000	75,556	9,444	
Capital Budget Contribution (City)				
Current Budget Contribution (Library)				
Reserve Financing (City)	15,000	13,333	1,667	Development Charge Administration reserve
Reserve Financing (Library)				
Debenture Financing				
Total	100,000	88,889	11,111	
2012 - Binbrook Feasibility Study				
Development charges	100,000		100,000	Funds not yet transferred.
Capital Budget Contribution (City)				
Current Budget Contribution (Library)				
Reserve Financing (City)				
Reserve Financing (Library)				
Debenture Financing				
Total	100,000	0	100,000	
2012 - Central Library - Phase 2 - Floors 2 to 4				
Development charges				
Capital Budget Contribution (City)				
Current Budget Contribution (Library)				
Reserve Financing (City)				
Reserve Financing (Library)	600,000		600,000	Funds to be transferred Dec 31st, 2013. Work done in 2013
Debenture Financing				
Total	600,000	0	600,000	
2010 - Library Branch Renovs				
Development charges				Kenilworth - \$50K
Capital Budget Contribution (City)				Terryberry - \$75K
Current Budget Contribution (Library)				Saltfleet - \$10K (not originally planned for)
Reserve Financing (City)				Redhill - \$100K
Reserve Financing (Library)	275,000	285,000	100,000	Barton - \$50K
Debenture Financing				
Total	275,000	285,000	- 10,000	
2009 - Lynden Branch (new)				
Development charges	1,212,000	1,215,572	- 3,572	
Capital Budget Contribution (City)				
Current Budget Contribution (Library)				
Reserve Financing (City)				
Reserve Financing (Library)	608,000	608,000		
Debenture Financing				
Total	1,820,000	1,823,572	- 3,572	
2007 - Library Renovations				
Development charges				Terryberry - \$560K
Capital Budget Contribution (City)	255,953	225,000	30,954	Sherwood - \$265K
Current Budget Contribution (Library)		30,035	- 30,035	Central - 5th - \$678K
Reserve Financing (City)				* Current budget contr for Dundas vestibule
Reserve Financing (Library)	1,247,047	1,247,047		\$12.8K & Central 5th \$17.1K
Debenture Financing				
Total	1,503,000	1,502,082	919	
2006 - Central Library - Phase 1 - First Floor				
Development charges				
Capital Budget Contribution (City)	530,000	497,547	32,453	
Current Budget Contribution (Library)				
Reserve Financing (City)	5,448,707	5,491,029	- 42,322	
Reserve Financing (Library)	1,501,293	1,501,293	-	
Debenture Financing				
Total	7,480,000	7,489,869	- 9,869	

	Budget	Actual	Variance	Notes
2006 - Waterdown (new)				
Development charges	6,223,000	3,907,970	2,315,030	Funds not yet fully transferred
Capital Budget Contribution (City)				
Current Budget Contribution (Library)				
Reserve Financing (City)	879,000	884,902	- 5,902	
Reserve Financing (Library)	240,000		240,000	To be transferred December 31, 2013
Debenture Financing				
Total	<u>7,342,000</u>	<u>4,792,873</u>	<u>2,549,127</u>	
2003 - Turner Park (new)				
Development charges	4,761,000	4,791,679	- 30,679	
Capital Budget Contribution (City)	2,008,170	2,008,170		
Current Budget Contribution (Library)				
Reserve Financing (City)		26,464	- 26,464	Project Closing Reserve
Reserve Financing (Library)			-	
Debenture Financing	3,000,000	3,000,000		Note - transferred to DC reserve in 2008 but to capital project in 2007
Total	<u>9,769,170</u>	<u>9,826,313</u>	<u>- 57,143</u>	
TOTAL				
Development charges	12,381,000	9,990,776	2,390,224	
Capital Budget Contribution (City)	2,794,123	2,730,717	63,406	
Current Budget Contribution (Library)	0	30,035	- 30,035	
Reserve Financing (City)	6,342,707	6,415,729	- 73,022	
Reserve Financing (Library)	4,471,340	3,641,340	830,000	
Debenture Financing	3,000,000	3,000,000	-	
Total	<u>28,989,170</u>	<u>25,808,597</u>	<u>3,180,573</u>	



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City Clerk's Division, Corporate Services
Phone: 905.546-2424 ext. 2604 Fax: 905.546-2095
Email: Carolyn.Biggs@hamilton.ca

Hamilton

November 27, 2014

Mr. Paul Takala
Chief Librarian
Hamilton Public Library
55 York Blvd.
Hamilton, ON L8N 4E4

Dear Mr. Takala:

The General Issues Committee will be meeting on Thursday, January 23, 2014 to review your 2014 Budget Submission. The meeting will be held in the Council Chambers at Hamilton City Hall, commencing at 9:30 a.m., at which time you will have the opportunity to make a presentation in support of your 2014 Budget.

Attached for your information is the schedule for the upcoming presentations.

Your time slot is indicated on the attached list. Please provide 40 collated sets of any presentation materials you wish circulated to members of Council by no later than **Friday, January 10, 2014**. Should you be unable to provide the material before this date, it will be the responsibility of the organization to bring such material to the meeting on January 23, 2014 by no later than 8:30 a.m. for distribution.

The meeting will be held in the Council Chambers, 2nd Floor, Hamilton City Hall.

If you have any questions or concerns, please do not hesitate to contact me by phone at (905)546-2424 Ext. 2604 or by e-mail at Carolyn.Biggs@hamilton.ca.

Yours truly

A handwritten signature in cursive script that reads "Carolyn Biggs".

Carolyn Biggs, Co-ordinator
Legislative Co-ordinator

c.c. M. Zegarac, Acting General Manager, Finance and Corporate Services
Attention: C. Patel, Senior Financial Analyst, Current Budget

**BOARDS AND AGENCIES
2014 BUDGET PRESENTATIONS TO
GENERAL ISSUES COMMITTEE
THURSDAY, JANUARY 23, 2014**

9:45 a.m.	Conservation Halton
10:15 a.m.	Hamilton Conservation Authority
10:45 a.m.	Grand River Conservation Authority
11:15 a.m.	Niagara Peninsula Conservation Authority
11:45 a.m.	Hamilton Public Library

******* LUNCH BREAK *******

1:00 p.m.	Hamilton Police Services
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Chief Librarian's Report – November 2013

Waterdown Library Design Wins Award

RDH Architects' design for the Waterdown Library and Flamborough Seniors Recreation Centre has won a Canadian Architect National Award of Excellence. Now in their 46th year, these awards are the highest recognition for excellence in the design stage in the Canadian architectural sector. By focusing on commissioned yet unbuilt projects the program recognizes design ambitions and supports an overall culture of design excellence. We are very excited about the design of the new facility and are confident it will be a Library the Waterdown community will be proud of. Congratulations to RDH for receiving this important recognition. (www.canadianarchitect.com/news/2013-canadian-architect-awards-of-excellence-winners-announced/1002790761/)

Telling Tales

The mission of Telling Tales is to: "build a national festival that promotes children's stories and a love of reading, while raising awareness and support for local literacy in our community." With over 6,000 in attendance in 2013 the festival continues to realize its mission in a remarkable way. The Telling Tales website has a photo gallery which captures some of the magic of the day and is worth viewing. Work on the 6th annual festival has already started. It will be held on September 14, 2014 at the Westfield Heritage Village, Rockton Ontario. (www.tellingtales.org)

Summer Camps Supporting Literacy

The Hamilton Community Foundation has approved grants for both the Riverdale and Davis Creek neighbourhood summer reading camps. The camps were very successful in 2013 and we are pleased the programs will continue next summer. Each location has been approved to receive \$8,395.00. Thank you to the Hamilton Community Foundation for supporting our efforts to enhance literacy in our community.

Videos Promoting HPL

In the June 2013 Chief Librarian's report I mentioned staff were exploring creating promotional videos with Cable 14 as part of the Inside City of Hamilton series (www.youtube.com/InsideCityofHamilton). The first two videos have now been posted. One is about the benefits of a Library card and the second one profiles the Writer-in-Residence, Ann Simpson. You can also now view other Library videos on our YouTube channel (youtube.com/HamiltonLibraryVideo). We will continue posting new videos that help get the story of HPL out.

Security Contract Update

Earlier this month we were informed by the company that provided security contract services to us, Sheprott, that they were in receivership. As a result, we worked with City Procurement on making immediate arrangements to get another company to provide security services. Using the Emergency Procurement Policy (Policy 10) we contracted Garda to supply the service until March 31, 2014. Emergency procurements are reported to City Council on a quarterly basis. Staff are currently working on an RFP on security services.

Toronto Public Library Return on Investment Study

Toronto Public Library recently commissioned the Martin Prosperity Institute, part of the Rotman School of Management at the University of Toronto, to conduct a study to measure the library's economic impact on Toronto. The study findings demonstrate that TPL delivers a strong return on investment that enhances the city's competitiveness and prosperity. A few key findings:

- The total economic impact of the Library on the City of Toronto is \$1 billion.
- Torontonians receive \$5.63 of value for every dollar invested in Toronto Public Library. For those who use the library, the average value of services accessed is as much as \$500.
- Beyond tangible benefits outlined in the report, the library delivers value to Toronto's communities and residents in ways that are not easily quantifiable but nonetheless support Toronto's economy, increase its competitiveness and prosperity and contribute to the city's livability and quality of life

([So Much More: the Economic Impact of the Toronto Public Library System on the City of Toronto](#)).

The Centre for Equitable Library Access (CELA)

In October 2012 the Hamilton Public Library passed a motion in support of the public library community working with the CNIB on their digital hub proposal to develop an equitable distribution model for accessible formats for all Canadians. Progress on making that vision a reality continues. On September 1, 2013 Industry Canada issued approved Articles of Incorporation for a new Canadian Not-for-Profit corporation to establish, operate and maintain national equitable library services delivered through Canada's public libraries for Canadians with print disabilities. The working name of the new entity is The Centre for Equitable Library Access (CELA). The new organization, separate from CULC/CBUC and the CNIB, will leverage the extensive publicly-funded digital repository, ILS and physical production and delivery infrastructure currently used for those Canadians who receive their service direct from the CNIB Library Service and from existing public library partners. In November a Senior Project Director, Andrew Martin, was appointed. The plan is to have the organization operational in 2014. We look forward to working with CELA to ensure the residents of Hamilton have improved access to materials in accessible formats.

CULC Public Library eBook Lending Initiative

As was discussed at the November Board meeting, the Canadian Urban Library Council (CULC) posted a notice about the outcome of the eBook Lending Initiative. The notice reads: "In mid-November, the Working Group of eBOUND Canada and CULC/CBUC members reached the conclusion that a made in Canada eBook lending technology solution could not be developed at a cost that was sustainable for all parties while still achieving the goals of the pilot project Since the inception of the Working Group significant progress has been made. This project helped to accelerate changes in the marketplace in terms of both content and discoverability. Most large multinational publishers now make their content available to public libraries, joining a long list of Canadian independent publishers such as Dundurn Press, House of Anansi, Orca, ECW Press and Coach House. The basic framework from the CULC/CBUC RFP was used as a baseline for the technical requirements shared with vendors through the Readers First initiative, providing detailed information on library and customer expectations surrounding user experience with eBooks. As a result, vendors have begun to release technology solutions that enhance access and discoverability and advance the goals established by the CULC/CBUC Working Group." The full notice is available on the CULC website (www.culc.ca).

Paul Takala
Chief Librarian



To: Library Board
From: Lita Barrie, Director Digital Technology
CC: Paul Takala, Chief Librarian
Subject: Materials Management – Sorter Recommendations
Date: December 12, 2013

RECOMMENDATION:

That the Hamilton Public Library Board approve the installation of sorters at the Red Hill and Dundas branches.

That the Hamilton Public Library Board approve the expansion of the Westdale sorter from a two to three bin unit.

That the Hamilton Public Library Board approve an additional \$500,000.00 be added to the RFID capital project from reserves to implement RFID Automated Material Handling Systems (sorters) at Red Hill, Dundas and the expansion of the Westdale unit.

FINANCIAL/STAFFING/LEGAL IMPLICATIONS:

- In October 2007, the Library Board approved that a total of \$3,400,000 be allocated to fund implementation (\$620,000 to be funded from Reserve for Library Collections and \$2,780,000 to be funded from Reserve for Library Capital Projects).
- In October 2011, the Hamilton Public Library Board approved MK Sorting Systems as an authorized vendor to provide materials handling systems (sorters).
- In October 2013, the Hamilton Public Library Board approved the implementation of a sorter at the new Waterdown branch.
- Implementation of a Red Hill and Dundas sorter machine and retrofit of the Westdale sorter will comply with the same policies and legislation that govern other RFID implementations at HPL. These include: the Hamilton Public Library *Privacy Policy for Library Users*, the ALA Policy for *Radio Frequency Identification (RFID) Technology and Privacy Principles* and the Information and Privacy Commissioner of Ontario *Guidelines for Using RFID Tags in Ontario Public Libraries*.

BACKGROUND

Over the course of the RFID implementation, HPL has realized significant workflow improvements with the implementation of RFID Automated Material Handling Systems (sorters). Sorters have traditionally been installed at our largest locations or in tandem with renovation project. The Ancaster branch has a mid sized sorter unit. We have reviewed workflow and staff scheduling and compared Ancaster with our busiest mid-sized locations Red Hill and Dundas, we've identified that sorters at these locations would be a valuable investment that would free Staff to provide more value added services such as information, programming and readers' advisory. All of which are in

high demand in both of these communities. We have also reviewed the sorter at Westdale and determined that an expansion of this unit of one additional bin and staff induction unit would offer significant benefits in workflow and efficiencies.

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

The RFID project began in 2007 and included the following components:

- RFID tagging of library materials
- Self check
- Staff RFID stations
- Security gates that read RFID tags
- Sorters (material handling systems)

The implementation of RFID technology, along with other process improvements, has enabled the Hamilton Public Library to meet significant increases in library usage while controlling costs.

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

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

PROPOSED NEXT STEPS

2014

- Implement RFID Automated Material Handling System (sorter) at Red Hill
- Review implementation of a RFID Automated Material Handling System in tandem with the feasibility study underway for the Dundas Branch to determine appropriate location and timing.
- Expand the Westdale sorter from a two to a three bin unit and add staff induction.

Dates TBD

- Explore sorter implementation with the expansion and redevelopment of the Binbrook and Valley Park projects.