Mission Statement
Freedom to Discover

Strategic Priorities
A Community Beacon   Relevant and Responsive
A Creative and Changing Organization

HAMILTON PUBLIC LIBRARY BOARD

Regular Board Meeting
Wednesday, November 16, 2016
Central Library, Board Room

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

AGENDA

Guests: Terry Cooke, Annette Aquin

1. **Discussion Period**

    1.1   Ontario Library Association Super Conference – February 1-4, 2017

2. **Acceptance of the Agenda**

3. **Minutes of the Hamilton Public Library Board**   Attachment #3
   Meeting of Wednesday, October 19, 2016

4. **Presentations**

    4.1   Hamilton Community Foundation
           - Terry Cooke, President & CEO
           - Annette Aquin, Executive Vice-President of Finance & Operations
    4.2   Rural Service Delivery Model – PT

5. **Consent Items**
    5.1   Policy Framework – PT   Attachment #5.1
                              Suggested Action: Recommendation
    5.2   2017 Library Board Meeting Dates – KH   Attachment #5.2
                              Suggested Action: Recommendation
    5.3   NOTICE OF MOTION – Library Board Bylaws   Attachment #5.3
                              Suggested Action: Receive

6. Business Arising

6.1   Upcoming & Outstanding Agenda Items - PT   Attachment #6.1
Suggested Action: Receive
6.2   2017 Facilities Masterplan – PT-TD-KA   Attachment 6.2
Suggested Action: Recommendation

7. Correspondence

8. Reports

8.1   Chief Librarian's Report   Attachment #8.1
Suggested Action: Receive
8.2   Statistical Trends Report – MS   Attachment #8.2
Suggested Action: Recommendation
8.3   Adhoc Policy Review Committee Report – VC   Attachment #8.3
Suggested Action: Receive

9. New Business

9.1   2017 Operating Budget – TD   Attachment #9.1
Suggested Action: Recommendation
9.2   Nominating Committee – KH   Attachment #9.2
Suggested Action: Recommendation
9.3   Safety and Security Strategy – PT   Attachment #9.3
Suggested Action: Receive

10. Policies

10.1 Privacy Policy - SF   Attachment #10.1
Suggested Action: Recieve
10.2 Advocacy and Political Participation Policy – PT   Attachment #10.2
Suggested Action: Recieve

11. Private and Confidential

11.1 Employee Grievances

12. Date of Next Meeting

Wednesday, December 21, 2016
Central Library, Board Room, 5th Floor
5:00 p.m. Dinner
6:00 p.m. Meeting

13. Adjournment

Mission Statement
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HAMILTON PUBLIC LIBRARY BOARD
Regular Board Meeting
Wednesday, October 19, 2016
Central Library, Board Room
5:30 p.m. Dinner
6:00 p.m. Meeting

MINUTES

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

STAFF: Lisa DuPelle, Melanie Southern, Paul Takala, Lita Barrie, Sherry Fahim, Tony Del Monaco, Karen Hartog

REGRETS: Clare Wagner, Councillor Judi Partridge, Vikki Cecchetto

GUESTS: Naomi Brun

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

1. **Discussion Period**

2. **Acceptance of the Agenda**

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

   THAT THE AGENDA BE ACCEPTED AS PRESENTED.

   MOTION CARRIED.

3.   Minutes of the Hamilton Public Library Board Meeting of Wednesday, September 21, 2016

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

THAT THE LIBRARY BOARD MINUTES OF THE SEPTEMBER 21, 2016 MEETING BE ADOPTED AS PRESENTED.

MOTION CARRIED.

4.   Presentations

4.1   Library School Visits

Ms Barrie and Ms Brun provided an overview of the library's visits to local schools and how this long-term service has been updated over the last few years.

4.2   Strategic Plan Update – PT

Mr. Takala reported on the proposed strategic plan process and timelines for library board members.

5.   Consent Items

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

THAT CONSENT ITEMS 5.1 AND 5.2 BE APPROVED AS PRESENTED.

MOTION CARRIED.

5.1   Staff Day

That the Hamilton Public Library Board authorize the one-day closure of the system in 2017, on a date to be determined by Management, in order that a staff professional development day be held.

5.2   Gates Foundation Acknowledgement

That the Hamilton Public Library Board endorses the Urban Library Council's resolution honouring the Bill & Melinda Gates Foundation.

6. Business Arising

6.1 Upcoming & Outstanding Agenda Items

MOVED by Ms Fawcett, seconded by Mr. Kirkpatrick,

THAT THE UPCOMING AND OUTSTANDING AGENDA ITEMS REPORT BE RECEIVED.

MOTION CARRIED.

6.2 Local History & Archives Image Fees

MOVED by Mr. Geczy, seconded by Ms Gautrey,

THAT THE LIBRARY BOARD RECEIVES THIS REPORT FOR INFORMATION AND COMMENT.

MOTION CARRIED.

6.3 Makerspace Fees Report

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

THAT THE HAMILTON PUBLIC LIBRARY BOARD RECEIVES THIS REPORT FOR INFORMATION.

MOTION CARRIED.

7. Correspondence

MOVED by Mr. Brown, seconded by Mr. Kirkpatrick,

THAT THE CORRESPONDENCE RECEIVED FROM STEPHANIE PAPARELLA, LEGISLATIVE COORDINATOR, DATED SEPTEMBER 29, 2016 RE: 2017 BUDGET SUBMISSION FOR THE HAMILTON LIBRARY BOARD BE RECEIVED FOR INFORMATION.

MOTION CARRIED.

8. Reports

    8.1   Chief Librarian's Report

    MOVED by Ms Fawcett, seconded by Ms Spence-Smith

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

    MOTION CARRIED.

    8.2   Q3 Metrics

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

    THAT THE LIBRARY BOARD RECEIVES THE REVISED 2016 QUARTER 3 METRICS REPORT FOR ITS INFORMATION.

    MOTION CARRIED.

9. Policies

    9.1   Policy Framework

    MOVED by Mr. Kirkpatrick, seconded by Mr. Brown,

    THAT THE POLICY DEVELOPMENT FRAMEWORK BE RECEIVED FOR COMMENT AND FEEDBACK.

    MOTION CARRIED.

    9.2   Donations & Sponsorship Policy

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

    THAT THE ATTACHED DONATIONS, SPONSORSHIP & FUNDRAISING POLICY BE RECEIVED FOR INFORMATION AND COMMENT.

    MOTION CARRIED.

10. New Business

10.1 2017 Preliminary Operating Budget Report

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

THAT THE PRELIMINARY REPORT ON THE 2017 OPERATING BUDGET BE RECEIVED FOR INFORMATION AND COMMENT.

MOTION CARRIED.

10.2 Locke Improvements

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

THAT THE HAMILTON PUBLIC LIBRARY BOARD RECEIVES THE FOLLOWING FOR INFORMATION AND FEEDBACK AND AUTHORIZES STAFF TO PROCEED WITH FURTHER INVESTIGATION IN ORDER TO REFINE THE SCOPE OF THE PROJECT AND ESTIMATED COSTS. STAFF WILL REPORT BACK WITH A RECOMMENDATION.

MOTION CARRIED.

10.3 Projects Update

MOVED by Councillor Pearson, seconded by Ms Fawcett,

THAT THE HAMILTON PUBLIC LIBRARY BOARD RECEIVES THE FOLLOWING FOR INFORMATION AND FEEDBACK.

THAT THE HAMILTON PUBLIC LIBRARY BOARD APPROVES AN EARLY CLOSURE ON A SINGLE EVENING AT WESTDALE TO FACILITATE FLOORING REPLACEMENT.

MOTION CARRIED.

10.4 Mills Library Courtesy Collection

MOVED by Councillor Pearson, seconded by Ms Fawcett,

THAT THE HAMILTON PUBLIC LIBRARY BOARD AUTHORIZES STAFF TO PROCEED WITH A PILOT PROJECT TO PLACE A SMALL DEPOSIT COLLECTION AT MILLS LIBRARY, MCMASTER UNIVERSITY.

THAT STAFF REPORT BACK TO THE BOARD ON THE COST AND BENEFITS OF THE PILOT WITHIN TWELVE MONTHS.

MOTION CARRIED.

11. **Private and Confidential**

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

   THAT THE HAMILTON PUBLIC LIBRARY BOARD MOVE IN CAMERA TO DISCUSS NON-UNION COMPENSATION.

   MOTION CARRIED.

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

   THAT THE IN CAMERA SESSION BE ADJOURNED.

   MOTION CARRIED.

12. **Date of Next Meeting**

   Wednesday, November 16, 2016
   Central Library, Board Room, 5th Floor
   5:30 p.m. Dinner
   6:00 p.m. Meeting

13. **Adjournment**

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

   THAT THE HAMILTON PUBLIC LIBRARY BOARD MEETING OF WEDNESDAY, OCTOBER 19, 2016 BE ADJOURNED.

   MOTION CARRIED.

   The meeting was adjourned at 8:15 p.m.

Minutes recorded by Karen Hartog

Date: November 11, 2016

To: Chair and Members of the Board

From: Paul Takala, Chief Librarian/CEO

Subject: **Policy Development Framework**

RECOMMENDATION:

That the Hamilton Public Library adopt the Policy Development Framework.

FINANCIAL/STAFFING/LEGAL IMPLICATIONS:

The Policy Development Framework does not have direct staffing or financial implications. It is being developed to improve overall understanding and compliance with policies and procedures.

BACKGROUND:

As part of the Policy Review Committee's work around the Board Policy Manual, it became clear that a framework and template for policy development could improve how we write and develop policies. The framework has been developed to help ensure policies are as clearly communicated as possible and that they support locating key points and information.

The Policy was brought to the October Board meeting for comment and feedback. Board members were asked to share feedback with the Board Chair and Secretary. There have been no suggested amendments received. The attached Policy Development Framework has not been amended since the October meeting.

POLICY DEVELOPMENT FRAMEWORK

Policy Level: Library Board
Author: Chief Librarian/CEO
Approved: *New - Draft pending Board Approval*

Policy Purpose

To specify a formal mechanism to create, approve, publish, rescind and periodically revise Library policies and procedures.

Key Points Summary

• HPL's body of policy/procedures will be as simple as possible and clearly communicated
• There are clear responsibilities and steps to follow in getting policies/procedures approved and published
• Board policies provide the overall direction for the organization
• Administrative policies ensure regulatory compliance and effective operations
• Administrative policies and procedures are developed to be consistent with the direction provided by the Library Board in the strategic plan, Board policies and other directions provided.

Definitions

Policy: A policy is a governing set of principles that guide Library practice. It helps to ensure compliance with applicable laws and regulations, promotes operational efficiencies, enhances the Library's mission and values, and reduces institutional risks. It has broad application, provides a basis for consistent decision making and resource allocation.

Procedure: The operational processes or practices required to implement library policy. Operating procedures can be specific to a department or applicable across the entire library. Policy generally defines "what" the institution does operationally, while procedures define "how" the library intends to carry out those policies.

Differences between Policies and Procedures[i]
The distinctions between policy and procedures can be subtle and vary depending on the level of operations being described. Nevertheless, there are common characteristics that can help discern policy from procedures.

Policy	Procedures
Widespread application	Narrow application
Changes less frequently	Prone to change
Usually expressed in broad terms	Often stated in detail
Statements of "what" and/or "why"	Statements of "how," "when" and/or and sometimes "who"
Answers major operational issue(s)	Describes process

Guiding Principles and Commitments

The Hamilton Public Library is committed to having clearly written and understandable policies and procedures. Core principles and rules that shape HPL's policy and procedure body of work include:

1. **Simplicity**: We live in a time of rapid change with the need for HPL to continually evolve and change and to respond to changing individual and community needs. In this environment, complex rules and processes are less likely to be consistently followed and effectively communicated than simple ones. Our goal therefore in developing policies and procedures will be to aim for as much simplicity as practical.

2. **Clear Language & Presentation**: Policies and procedures will be written in clear language. Wherever possible formatting tools such as lists, tables, graphs, and other visual aids will be used to assist with communicating the information.

3. **Accessibility**: Policies and procedures will be available in accessible formats. Policies and procedures will be published using different channels to ensure they are readily available for staff and customers as needed.

4. **Consolidation**: Wherever practical, related information will be contained in the same policy/procedure. When new circumstances require additional policy development, the goal will be to update existing policies without adding new ones.

5. **Schedule of Review**: A schedule will determine the minimum frequency of review. Where policy/regulatory changes or other special circumstances arise, priority will be given to addressing those over the normal schedule. The standard review cycle will be developed to ensure these goals are met:
   - All policies/procedures get reviewed at a minimum every 4 years (term of the Library Board)
   - The frequency of review does not create unnecessary work that does not advance our mission or service.
   - We meet all regulatory requirements.

6. **General Rules**: Policies and procedures are meant to provide guidance to ensure we approach similar situations consistently and appropriately. In developing them the goal is to address most but not all situations (80/20 rule). Policies/procedures that try to capture rules that address every possible situation often become counterproductive because the core important rules get lost in too much detail and complexity.

7. **Incremental Changes:** Occasionally legislative changes or other external influences require major changes to our policy/procedures; however, when not facing such pressures the priority will be to make adjustments and improvements rather than radical changes.

Responsibility for Maintaining Policies/Procedures

Different levels of policy/procedures have different rules around where they need to be published and when they need to be reviewed. While work may be delegated, the responsibility for ensuring policies/procedures are up-to-date, follow at least the minimum review cycle and are published in the appropriate places lies with the CEO/Chief Librarian or Senior Director responsible for the policy/procedure.

Policy Levels

1. **Library Board Policies** – Core policies that set the broad direction for the organization. They articulate priorities for service development, define core service levels and specify fee structures.

2. **Administration Policies** – Policies that are required for administrative or regulatory purposes. These policies are developed consistent with the intention of Board policies and other direction provided by the Library Board.

3. **System Procedures** – Organization procedures developed to ensure effective and efficient operation of the Hamilton Public Library.

4. **Departmental Procedures –** Departments develop internal procedures to ensure effective and efficient operations of their department.

Publishing Rules for Policies

Policy Level	Approval	Published		
		Board Policy Manual	Website	Staff Intranet (HPLNET)
Library Board	Library Board	Required	Required	Required
Administration Team	Administration Team	Listed in manual	When needed	Required

Policy Template

Policies will be developed consistent with principles and commitments outlined in the Policy Development Framework. The following fields will provide the standard template for the structure of policies.

Note: Information from policies will be extracted and incorporated in online and print communications. This structure only applies to policies as they appear in the official policy manuals.

- **Policy Number:** Number of policy

- **Title**: Use a descriptive title that makes sense on its own. HPL or Hamilton Public Library should not be included in the standard title.

- **Policy Level**: Board, Administration or Procedure.

- **Author**: Title of the director responsible for maintaining policy, not personal name.

- **Review Period**: Standard review period in years. The maximum is 4 years.

- **Approval Date**: Date of approval.

- **Policy Purpose:** A brief description of the purpose of the policy

- **Key Points Summary (NEW):** A summary of the most important information contained in the policy or procedure. This should be in the form of a list of items or table. Recommended not to exceed 7 points.

- **Definitions:** An alphabetical listing of definitions that are important to understanding the context of the policy or procedure.   Generally simple or well understood concepts do not require a definition.

- **Policy Details**: Details of the policy. Remember to keep as simple as possible and format in ways that make it easy to scan for key information.

- **Review/Approval History**: Date(s) of past reviews and approvals.

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[i] http://policy.calpoly.edu/cappolicy.htm

![Hamilton Public Library logo]

Date: November 9, 2016
To: Chair and Members of the Board
c.c.   Paul Takala, Chief Librarian
From: Karen Hartog, Administrative Assistant
Subject: **2017 Library Board Meeting Dates**

Recommendation:

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

- January 18th
- February 15th
- March 15th (March Break and 5 Wednesdays)
- April 19th
- May 17th (5 Wednesdays)
- June 21st
- September 20th
- October 18th
- November 15th (5 Wednesdays)
- December 20th

Financial/Staffing/Legal Implications:

There are no financial implications.

Background:

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

There may be a possible change in the schedule once City Council has confirmed their dates for 2017. In months where there are five Wednesdays, Council sometimes schedules their Council Meeting on the third Wednesday versus the second and fourth Wednesday.

![Hamilton Public Library - FREEDOM TO DISCOVER]

Date: **November 11, 2016**

To: **Chair and Members of the Board**

c.c. **Paul Takala, Chief Librarian**

From: **Karen Hartog, Administrative Assistant**

Subject: **NOTICE OF MOTION – AMENDMENT TO THE HAMILTON PUBLIC LIBRARY BOARD BY-LAWS**

MOVED BY:

SECONDED BY:

THAT THE HAMILTON PUBLIC LIBRARY BOARD APPROVE THE ATTACHED REVISED BY-LAWS AT ITS MEETING OF DECEMBER 21, 2016.

Financial/Staffing/Legal Implications:
There are no financial implications.

Background:
Further to reports provided to the Library Board from the Ad hoc Policy Review Committee, amendments to the Hamilton Public Library Board By-laws are being recommended for approval. The last time the Library Board made any changes to the by-laws was in 2007.

The information provided in this report is for review and the motion will be placed on the December 21, 2016 meeting agenda for formal approval.

Notes to October 28, 2016 Draft: changes from the previous draft are indicated in this colour. Proposed amendments can be found in section 6.0 and 6.1. Section 6.10 includes some grammatical corrections.

1.1 Hamilton Public Library Board By-Laws for the Regulation of the Business of the Board *- Revised Draft Pending Approval*

Approved: March 2005; revised November 2007; and pending approval December 2016.

The Hamilton Public Library Board is duly constituted as a corporation and governed by the provisions of the Public Libraries Act, Statutes of Ontario, 1990, Chapter P. 44 and is established by the provisions of City of Hamilton By-Law 04-019.

 The Hamilton Public Library Board, hereinafter called "the Board", enacts the following by-laws for regulation of the business of the Board.

Table of Contents

1.0 Governance Vision of the Hamilton Public Library Board

The Hamilton Public Library Board oversees the purpose, plans and policies of the Hamilton Public Library. It is the responsibility of the Library Board to ensure that the funding it receives provides the best possible library service to Hamilton residents. In addition, it is committed to providing effective governance for the Hamilton Public Library to ensure services and programs offered by HPL remain relevant to the changing needs of the communities we serve. The Library Board has four main functions:

1)   To establish the mission and strategic directions.
2)   To hire and evaluate the Chief Executive Officer/Chief Librarian.
3)   To ensure resources are in place to achieve the mission.
4)   To monitor and audit results of programs and resources.

2.0 Corporation

In accordance with the Corporations Act, the Board shall have a corporate seal, which shall be under the control and responsibility of the Chief Executive Officer. This seal shall be affixed

under the direction of the Board to all deeds, contracts, or documents requiring the seal, which seal shall be attested to by the signatures of the Chair and the Secretary, or by such other member and/or other officer as the Board shall direct.

The Head Office of the Board shall be at the Central Library, 55 York Boulevard, Hamilton, Ontario L8N 4E4.

3.0 Officers

The Board shall have the following officers:

- Chair
- Vice Chair
- Secretary
- Treasurer
- Chief Executive Officer

3.1 Chair

In the first year of a new Board's term the Chair shall be elected at the inaugural meeting of the Board and serve until January, when there will be the election of the Chair for that year. In each subsequent year of a Board's term, the election of the Chair shall take place in January. The Chair shall hold office for one year and may be re-elected for a maximum of one additional consecutive year (See **Elections Section 5.0**).

The primary role of the Chair of the Board is to ensure the proper functioning of the Board and the proper conduct of Board business, in accordance with all relevant legislation and with the rules of procedure adopted by the Board.

The Chair's responsibilities include:

1) Presiding at regular and special meetings of the Board in the manner and extent prescribed by the Board.
2) Committing the Board to no course of action unless specifically authorized by the Board to do so.
3) Serving as an ex officio member of all Board committees.
4) Only the Chair may represent and speak for the Board in an official capacity to outside parties in announcing Board-stated positions and in stating Chair decisions.
5) Acting as one of the authorized signing officers of all documents pertaining to Board business.
6) Representing the Board, alone or with other members of the Board, at any public or private meetings for the purpose of conducting, promoting or completing the business of the Board.
7) Notifying the Vice-Chair and the Secretary, if for any reason, the Chair is unable to perform these functions.

3.2 Vice-Chair

The Vice-Chair shall be elected at the first meeting of the Board in each year, shall hold office for one year and may be re-elected for a maximum of one additional consecutive year.

The Vice-Chair, in the absence or illness of the Chair, shall act in the place and stead of the Chair and while so acting has all the powers of the Chair.

If both the Chair and Vice Chair are unavailable, the Secretary will assume the duties of the Chair.

3.3 Secretary

The Secretary of the Board shall be the Chief Executive Officer.

3.4 Treasurer

The Treasurer of the Board shall be the Chief Executive Officer.

3.5 Chief Executive Officer

The Board shall appoint the Chief Executive Officer, who shall be its Chief Librarian, and who shall hold office until the Board rescinds the appointment or a new appointment is made. The Chief Executive Officer shall be responsible, under the supervision of the Board, for the general conduct and management of the Hamilton Public Library.

Only decisions of the Board are binding on the CEO.

1) Decisions or instructions of individual Board Members, officers or committees are not binding on the CEO except in rare circumstances when the Board has specifically authorized or delegated such exercise of authority.
2) In the case of Board Members or committees requesting information or assistance without Board authorization, the CEO can refuse such requests.

Operational achievement and conduct of library staff are the responsibility of the CEO, to whom the Board has delegated authority over and accountability for staff performance.

1) The Board will never give instructions to persons who report directly or indirectly to the CEO.
2) The Board will refrain from evaluating, either formally or informally, any staff other than the CEO.

Systematic and rigorous monitoring of the CEO's job performance will be conducted in accordance with the Chief Librarian/ CEO Performance Appraisal document. (http://www.hpl.ca/articles/chief-librarianceo-performance-appraisal-policy)

4.0 Board Members' Code of Conduct

Board Members must avoid any conflict of interest with respect to their fiduciary responsibility by adhering to the regulations of the Municipal Conflict of Interest Act (R.S.O. 1990, Chapter M.50 (https://www.ontario.ca/laws/statute/90m50)

There will be no self-dealing or any conduct of private business or personal services between any Board Member and the organization except as procedurally controlled to assure openness, competitive opportunity and equal access to inside information.

Board Members will not use their positions to obtain employment in the organization for themselves, family members or close associates. In the event that a Board Member accepts employment with either the City of Hamilton or the Hamilton Public Library during their term, they shall resign immediately upon acceptance of said employment.

Any Board Member who declares their candidacy for public office, whether at the municipal, provincial or federal level, shall resign from the Board upon public declaration of their candidacy. This provision does not apply, however, to the Councillors of the City of Hamilton who are appointed to serve on the Hamilton Public Library Board.

Members will annually disclose their involvements with other organizations, with vendors, or any other associations that might produce a conflict.

Members will respect the confidentiality appropriate to issues of a sensitive nature and understand that it is the Chair's role to represent and speak on behalf of the Board.

4.1 Vacancies

In the event of a vacancy occurring on the Board, the Secretary, upon instructions from the Board in session, shall advise the Clerk of the City of Hamilton and request that a new member be appointed to fill the vacancy under the conditions contained in the Public Libraries Act.

In the event of a vacancy occurring during the year in the office of Chair or Vice-Chair, the Board at its first regular meeting thereafter shall elect a new Chair or Vice-Chair to serve for the remainder of the elected time in that office.

4.2 Resignation

Members of the Board who must resign before the end of their term of appointment on the Board shall inform both the Clerk of the City of Hamilton and the Secretary of the Board in writing, specifying the effective date of their resignation.

5.0 Inaugural Meeting and Elections

5.1 Inaugural Meeting

In the first year of its term, the Board shall hold its inaugural meeting at a place and time to be determined by the Chief Executive Officer, provided that such meeting shall be held within 30 days of the appointment of a majority of its members.

5.2 Elections

In the subsequent years of its term, the Board shall hold its nomination meeting at the place and time of its regular January meeting and the regular meeting shall take place immediately following.

The Secretary of the Board shall take the chair and shall call for the Nominating Committee Report with the full slate of nominations for the Chair, Vice-Chair and members of the standing committees. The Chief Executive Officer shall introduce the nominee for each position individually and then ask if there are any nominations from the floor for the same position.

Any member of the Board has the right to make nominations from the floor. This can either be a self-nomination for any position - Chair, Vice-Chair or member of a standing committee – or the nomination of someone else.

1) Nominations shall be made with no seconder required.
2) Nominations shall be closed by a motion made and seconded.
3) Voting shall be by secret ballot.
4) The nominee receiving a clear majority of the votes cast shall be declared elected by the Chief Executive Officer.
5) Should no member receive a clear majority, balloting shall proceed with the nominee's name receiving the smallest number of votes being dropped.

6.0 Meetings and Notice of Meetings

A regular meeting of the Board shall be held on the third Wednesday of the month (except July and August) at 6:00 p.m. in the Board Room at the Central Library, 55 York Boulevard, Hamilton or at such other day or time or such other place as may be agreed upon by the Board. **The dates of Board and committee meetings will be listed on the Library's website. The upcoming meeting dates will be posted as they get scheduled; however, a minimum of three days' advance notice on the website is required.**
[Note: this addition addresses the issue of posting the meeting schedule on the website.]

Written notice of all regular meetings together with the proposed agenda and the minutes of the immediately preceding regular meeting and of any special meetings shall be communicated to each member of the Board at least three days in advance of such meetings.

~~Board meetings are open to the public except for in-camera sessions and individual committee meetings.~~
[Note: this sentence should be removed. Section 6.0 is about notice, in camera is covered in section 6.10.]

6.1 Special Meetings

The Chair may, or upon the written request of any two members of the Board, call a Special Meeting by giving, through the Secretary or designate, at least ~~two~~ **three** days written notice to each member, specifying the purpose for which the meeting is called**.** The purpose of a Special Meeting shall be specific. No business shall be transacted or considered at such a meeting other than that specified in the notice.
[Note: we should be consistent with three days notice listed in 6.0.]

Electronic Voting: In cases where a prompt decision is required and scheduling a meeting may not be practical, or expeditious for the issue at hand, the Chair may opt to seek a vote electronically**,** ~~such as by email or~~ **by** ~~other~~ **open and transparent electronic communication means. Instructions for public participation in the electronic meeting will be included in the website notice.** In such cases, motions will be carried by a simple majority of the entire Board. Items decided by electronic voting will be reported as part of the next scheduled Board meeting.
[Note: this addresses the lack of transparency of email. It removes email but specifies

open and transparent community means. If we had a video or teleconference that we could post so people could sign into then that would meet the transparency requirement. Technology will change so we do not want to be too specific we just want to ensure we meet the core legislative requirement.]

6.2 Attendance

Board Members are expected to attend all scheduled monthly meetings of the Board. Any member who must be absent from a meeting must advise the Secretary in advance. In any event, absence from three consecutive scheduled meetings (according to the Public Libraries Act, section 13 (c)) will result in the member's disqualification from the Board unless the member is 'excused for cause' by a motion of the Board.

The Secretary shall record the names of members in attendance in each meeting of the Board and of its committees.

6.3 Quorum

A quorum, which shall be a majority of the Board, must be present for the transaction of business at a meeting. If a quorum is not present within fifteen minutes after the hour for which any Board meeting has been called, the Secretary shall record the names of such members present and the Board shall stand adjourned. Any member declaring a conflict of interest in a matter to be discussed during the meeting will not be counted in establishing the quorum for that matter.

Nothing in the foregoing shall prohibit the members in attendance for a regular meeting, when no quorum is present, from constituting themselves as a committee dealing with such agenda items as they see fit.

However, no decisions taken at such meeting may be executed until ratified by motion at a regular meeting of the Board or, when time is of the essence, written approval of such decisions may be obtained from a majority of the members of the Board.

6.4 Voting

All members of the Board (including the Chair) - unless they have declared a conflict of interest on a matter and are therefore ineligible to vote on that matter - shall vote on all questions. Any motion on which there is an equality of votes shall be deemed to be lost. Abstentions are counted as a negative or no vote.

Motions shall be carried by a simple majority (more than one half the total members present eligible to vote), except as otherwise provided for in this By-Law.

Notice of motion given at the previous meeting and two-thirds majority vote is required for:

1) A motion to reconsider a lost motion.
2) A motion to amend the by-laws.

6.5 Agenda Procedure

The Secretary will work with the Chair and Vice Chair to determine the Agenda for any meeting of the Board. The standard process for getting items added to the agenda is for Board Members to communicate with the Chair and Secretary, preferably with a ten (10) day notice prior to a meeting.

The Secretary and Chair will then develop draft motions, presentations and reports as needed. Other than routine business or those arising out of reports from committees, the Chair may rule items out of order.

Board Members, in extraordinary circumstances where they deem the standard process unsatisfactory, may submit a formal notice of motion to the Chair and Secretary who will ensure their motion is attached to the Board package unedited. Notice of such a motion will be sent to the Chair and Secretary at least ten (10) days' notice before the meeting.

6.6 Meeting Procedural Rules

The rules and practice set out in *Robert's Rules of Order* shall govern wherever applicable in all cases not specifically provided for in these by-laws.

6.7 Order of Business

The order of business at regular meetings of the Board shall be as follows, subject to the discretion of the Chair:

1) Discussion
2) Acceptance of the Agenda
3) Minutes
4) Declarations of Conflict of Interest
5) Presentations
6) Consent Items
7) Business Arising from the Minutes
8) Correspondence
9) Reports
10) New Business
11) Private and Confidential
12) Date of Next Meeting
13) Adjournment

6.8 Delegations

Members of the public may make verbal presentations to the Board as a delegation with the permission of the Chair or upon written notification to the Secretary, received seven (7) days in advance of the meeting.

6.9 Minutes

The Secretary or designate shall keep Minutes of every meeting of the Board.
The Minutes shall be confirmed by motion at the next following Board meeting.

6.10 In Camera Sessions

An *in camera* session of the Board shall be held when it is expedient to consider all or part of an agenda *in camera* because "intimate financial or personal matters" may be disclosed in debate and the desirability of protecting against the consequences of such disclosure outweighs the desirability of holding the meeting in public.

The decision must be confirmed by the Board or Board Committee in the form of a motion "THAT item(s) #___ be considered during an *in camera* session". Such a motion shall be non-debatable and, if it is carried, the Chair shall designate a time for the session to be held. An *in camera* session shall be ended by a motion that the regular session be resumed.

Any actions determined during an in camera session must be authorized by **a** Board motion passed during **the** regular open session and recorded in public minutes. However, the Board's Secretary may designate the minutes of in camera sessions as confidential if Section 28(2) of the Public Libraries Act applies.

[Note: in camera should be in italics since it is a Latin not an English word.]

6.11 Committees

The Board has two standing Committees: the Nominating Committee and the Audit Committee, but may also appoint Ad Hoc Committees

1) Ad Hoc Committees may be appointed by the Board to deal with special issues assigned by the Board. Such committees report to the Board and shall be dissolved immediately upon making their final report to the Board.
2) A committee may have any number of members. The Board shall name a chair for each Ad Hoc committee.

A quorum for all committees shall be the majority of members. Committees meet when required at the call of the committee chair.
The Chair of the Board shall be a member of all Committees of the Board ex officio.
The Secretary of the Board (or designate) shall attend all committee meetings and shall be the Secretary of all committees.

6.12 Standing Committees

6.12.1 Nominating Committee

The **Nominating Committee** will be composed of four (4) members, - the Secretary of the Board plus three (3) elected Board Members. It shall be established annually by the Board at its November meeting to present the slate of officers for the ensuing year at the January Meeting.

In a municipal election year, the outgoing Chair of the Board shall appoint the Nominating Committee from among the members of the new Board immediately following the appointment of the new Board by City Council.

In each year, the Nominating Committee shall meet before and report to the January Meeting following its appointment.

Duties of the Nominating Committee:

1) To select from the nominations received for each position or standing committees, the most appropriate candidate. In their selection across the whole slate, the Committee will endeavour to balance candidates with expertise and new Board Members with a view to succession planning over the term of the Board.
2) To recruit candidates for those positions where no nominations have been received.
3) If any member of the Nominating Committee intends to stand for election as Chair or Vice Chair, they shall inform the Nominating Committee and withdraw from it.
4) To ensure that their report indicating the full slate of candidates is ready to be included with the January Board meeting package.
5) To ensure the right of any member to either self-nominate or nominate someone else for any of the positions from the floor during elections in January is clearly outlined in their report.

6.12.2 Audit Committee

The **Audit Committee** oversees the financial reporting process, monitors the choice of accounting policies and procedures and monitors internal control procedures to ensure the effective development and maintenance of adequate financial controls and reporting.

The Committee is independent of the auditing function and ensures appropriate actions are taken with audit findings. The Committee has no direct responsibility for the operations and functions of audit areas. It does however make recommendations to the Board regarding both factors.

The Audit Committee will be composed of four members of the Hamilton Public Library Board, one of whom shall be the Chair of the Hamilton Public Library Board. Preference will be given to Library Board Members who are financially literate with relevant background in financial matters (i.e. prior experience as a business person, recognized accounting designation, work in the accounting profession, or in the financial accounting department of a current or past organization). Committee members will have no current business relationship or financial interests with the Library or its management.

Members will be appointed at the first meeting in each year of the Board's term and will serve until the end of the year. The members of the Audit Committee will appoint one of the members as Chair who will chair the meeting of the Audit Committee and perform such other duties as required to ensure the proper functioning of the Committee. (See Audit Committee Terms of Reference, Appendix 1, for further information about the duties and responsibilities of this committee).

7.0 Payment of Board Expenses

Citizen appointees shall be paid no salary, fees or honorarium for their services. However, any member of the Board may be reimbursed for their actual, out of pocket expenses and travel costs, incurred as a result of their acting either within or outside the municipality in their capacity as members of the Board. Such payments must be allowed for in the budget that is approved by the Board and Council and the expenses must have been incurred with the prior approval of the Board.

8.0 Amendment of the By-Laws

Amendments to these by-laws may only be made at a regular meeting provided that Notice of Motion in writing shall have been given at the previous meeting. Such amendments shall require a two-thirds majority vote of the Board.

9.0 Board Self-Assessment

A Board self-assessment demonstrates that it believe in the values of accountability, learning and development and establishes its credibility not only with the funding agencies, but also with the public being served. In order to monitor how well it is fulfilling its responsibilities, there will be periodic self-assessments carried out by the Board according to the procedures/ processes and timing agreed upon by the Board.

10.0 Effective Date

These By-Laws shall come into effect on December 21, 2016 and all former By- Laws and Rules of Procedure of predecessor Boards are hereby repealed.

Appendix 1: Audit Committee Terms of Reference

Purpose

The Committee is to oversee the financial reporting process, to monitor the choice of accounting policies and procedures and to monitor internal control procedures to ensure the effective development and maintenance of adequate financial controls and reporting. The Committee is to be independent of the auditing function and ensure appropriate actions are taken with audit findings. The Committee has no direct responsibility for the operations and functions of audit areas. It does however make recommendations to the Board regarding both factors.

Appointment of External Auditors

Under the authority of the Municipal Act, the City of Hamilton shall appoint the external auditor for the Hamilton Public Library.

Membership

The Audit Committee will be composed of four members of the Hamilton Public Library Board one of whom shall be the Chair of the Hamilton Public Library Board. A quorum shall be two members.

Preference will be given to Library Board Members who are financially literate with relevant background in financial matters (i.e. prior experience as a business person, recognized accounting designation, work in the accounting profession, or in the financial accounting department of a current or past organization). Committee members will have no current business relationship or financial interests with the Library or its management.

Members will be appointed at the first meeting in each year of the Board's term and will serve until the end of the year. The members of the Audit Committee will appoint one of the members as Chair who will chair the meeting of the Audit Committee and perform such other duties as required to ensure the proper functioning of the Committee.

Meetings

The Committee will meet at least twice in each year – to meet the external auditors to review the scope of the audit and, after the audit has been done, to review the results.

Additional meetings may be held at the Call of the Chair of the Audit Committee, request by a Committee member or by the external auditors. Notice of each meeting confirming the venue, time and date of the meeting together with an agenda of items to be discussed shall be forwarded to each member of the Committee prior to the date of the meeting in a timely manner.

The external auditors, Chief Librarian and the Director, Finance and Facilities will be invited to attend meetings and at least once a year, the Committee will meet with the external auditors without Library staff present. The Audit Committee may invite such other persons to its meetings as it deems necessary.

Duties

The duties of the Committee will be:

1) To meet with the external auditors before the audit commences and to discuss and approve the nature and scope of the audit
2) To discuss with external auditors issues such as compliance with accounting standards and proposals by external auditors
3) To monitor the integrity of the financial statements of the Library and to review, and challenge where necessary, the actions and judgements of management in relation to financial statements before submission to the Board, focusing particularly on:
    1. Significant accounting policies and practices and any changes in them;
    2. Major judgemental areas
    3. The extent to which the financial statements are affected by any unusual transactions in the year and how they are disclosed;
    4. The clarity of disclosures
    5. Significant adjustments resulting from the audit
4) To meet with the external auditors post-audit at the reporting stage to discuss the audit, including problems and reservations arising from the audit, and any matters the auditor may wish to discuss;
5) To review the management representation letter, the external auditors' management letter and management's response.
6) To monitor and review the internal audit programme (if any) and its effectiveness;

7) To monitor and review the Library's systems for internal financial control, financial reporting and risk management;

8) To consider any major audit recommendations and to consider the major findings of internal investigations and management's response.

Reporting

The Chair of the Committee shall report to the Board on all meetings of the Committee.

The Committee shall make whatever recommendations to the Board it deems appropriate on any area within its responsibility where action or improvement is needed.

The Committee members shall conduct an annual review of their work and these *Terms of Reference* and make recommendations to the Board.

Hamilton
Public
Library

Date: November 11, 2016
To: Chair and Members of the Board
From: Paul Takala, Chief Librarian
Subject: **Upcoming and Outstanding Agenda Items**

RECOMMENDATION:

That the Upcoming and Outstanding Agenda Items report be received.

UPCOMING AND OUTSTANDING AGENDA ITEMS – NOVEMBER 2016:

Name of Issue - Comments	Month Action Initiated	Who Initiated	Month on Agenda
Valley Park Project – Review the Feasibility Study and initial design. Architect Grace Wang is available for the December 2016 meeting.	October 2016	P. Takala	December 2016
Youth Services Resources Renewal – Staff to report back with an update on the impact of the project upon its completion.	December 2015	L. Barrie	December 2016
Library Board Website - What enhancements can be made that would both better support Board communication and the discovery of past Board materials.	April 2016	Board	February 2017
Recording Library Board Meetings– Staff are to report back on the implementation of video recording and broadcasting Board meetings.	April 2016	Board	February 2017
Additional Waterdown Debrief – Additional information on the Waterdown project.	May 2016	D. Brown	January 2017
Public Firewall Settings - Staff to report back to provide the Board with an update and recommendations on next steps.	January 2016	P. Takala	TBD
Locke Vestibule and Improvements – Board received a presentation in September and a report in October requesting approval to refine scope and costing. Updated costing has been received but requires clarification from Facilities. Staff will prepare a recommendation.	September, October 2016	K. Anderson	December 2016

UPCOMING POLICY REVIEW

The Policy Review Committee (PRC) identified a number of policies that it recommends be reviewed. As well, staff have been working on a number of policies that need updating and Board review. To ensure appropriate opportunity for Board feedback each policy will be brought first as a draft for feedback before the Board is asked to approve.

Policy Name	Comments	1st Review	2nd Review
Fundraising and Donations	With the presentation of the Hamilton Community Foundation at the November meeting, the 2nd reading of the policy is being deferred to the December meeting.	October 2016	December 2016
Borrowing Policy	An updated consolidated policy is being developed. Staff are still investigating configuration options on the new Integrated Library System (ILS).	January 2016	February 2016
Fines & Fees Schedule	A consolidated fines & fee schedule is being developed. This is an important companion to the Borrowing Policy.	January 2016	February 2016
Accessibility for Customers with a Disability	PRC Priority 2.	January 2017	February 2017
Library Service Hours	PRC Priority 3.		
Core Position Statements	The Canadian Federation of Library Associations (CFLA) has just readopted the CLA statements. They are being reviewed to be presented at the 1st AGM in early February 2017. Board adoption following their	February 2017	March 2017
Technology and Internet Use	PRC Priority 3.		
Copyright	PRC Priority 3.		
Meeting Room	PRC Priority 3.		
Cash Handling	PRC Priority 3.		
Staff Development and Training	PRC Priority 3.		
Employee	PRC Priority 3.		

Assistance Program			
Administration Level Policies	PRC Priority 3.		

Hamilton Public Library

Date: November 11, 2016

To: Chair and Members of the Board

From: Karen Anderson, Director Public Services
Tony Del Monaco, Director of Finance and Facilities
Paul Takala, Chief Librarian/CEO

Subject: **Facility Master Plan (FMP)**

RECOMMENDATION:

That the attached Facility Master Plan be received for comment and feedback.

FINANCIAL/STAFFING/LEGAL IMPLICATIONS:

The Facilities Master Plan (FMP) provides an overview of the state of library facilities and guidance for both determining which library construction/renovation projects get priority and the form those projects take. It informs communications, staff actions and has helped support a significant facility renewal over the last several years at the Hamilton Public Library.

The actions recommended in the FMP are not binding; however, actions taken by the Board to advance aspects of the plan often lead to commitments that are binding.

BACKGROUND:

In 2005 the Library Board approved a comprehensive Facilities Master Plan. The document was significantly updated in 2011 and then again in 2015. This version is an update of the document received by the Library Board in May 2015. As requested, additional information has been added about future capital costs to the facilities. It should be noted that repairs to the hard infrastructure such as HVAC, roofs and elevators are generally covered by the City of Hamilton, however, as was recently the case with the Central Library windows, the City requested support from the Library Board because of the cost of the project. Library staff work closely with City of Hamilton Facilities staff to ensure that City led maintenance and Library led improvement projects align.

LOOKING BACK

The direction provided by the previous FMPs has shaped a tremendous renewal of Library facilities. We know that providing quality spaces that communities are proud of is essential to successful Library service.

The 2005, 2011 and 2015 plans provided recommended actions for each facility. The table below shows the direction provided in each of those documents. In most cases you can see a logical progression from previous reports. Where the direction has changed the Board has approved those changes based on changing circumstances. The clearest departure from previous direction was Greensville, where the Board decided to embrace a partnership with the Hamilton Wentworth District School Board and the City Recreation Department. In the case of Dundas the 2005 direction to renovate moved to a significant expansion in 2011 and then back to a renovation in 2015. The biggest factor in influencing that change was the fact that physical collections do not require as much space. A feasibility study confirmed the existing building could be significantly improved and made accessible.

FMP SUMMARY OF APPROVED ACTIONS ON ACTIVE PROJECTS

Facility	2005 Report	2011 FMP	2015 FMP
Binbrook	The building is an attractive and modern space, with large windows overlooking green space. The building will require expansion if the community grows as predicted. ... Some upgrades for accessibility are required.	Monitor use of the facility and growth in the community. Significant funding needs to be attached to this project.	Finalize capital funding for the new expanded Binbrook Library to be built in 2016 subject to completion of adjacent City sewer installation.
Central	The ongoing Central Library Review has assessed and made recommendations for improvements. They are contained in a separate report. There are costs associated with the recommendations which should be considered in conjunctions with other facility recommendations.	Continue with Renovations on 2 -5 floors, subject to Board budget approval, as funds become available. This is a high priority and can lead to operational efficiencies.	Phase 3 - 4th Floor, Hamilton-Wentworth Rooms, Technical Services move, 1st floor adjustments – complete approved plan in 2015. Phase 4 – Local History and Archives, 3rd Floor, move of Digital Technology. Report back to the Board to determine scope and funding.
Dundas	The branch will require some renovation to improve security (possible single entrance) since the double entry is awkward and hard to monitor. This involves the circulation desk and workspace on the main floor. The basement should be reconfigured at that time to make better use of natural lighting, and improve staff work areas.	Begin to plan for a significant renovation and expansion but not as one of the system's most urgent needs.	Complete renovation plans in 2015 with construction in 2016.

Facility	2005 Report	2011 FMP	2015 FMP
Greensville	This is an attractive and functional small library but its low use and limited hours must be considered.	Greensville provides little service for the money that is spent and should be a strong consideration for closure if budget issues arise. Staff should monitor growth in the community.	Partner with the COH and the HWDSB to relocate to a joint facility on the site of the new Greensville public school.
Locke	The old cottage has fond memories for many customers since it has been in use for over 80 years. A Community Review was conducted prior to the 1996 renovation and it informed the renovation process. Services for seniors, children and recreational functions were identified as the key roles for this library, in recognition that it falls within both the Central Library and the Westdale Library boundaries.	Maintain. Expand when and if donated funds and opportunity allow, but not as a high priority.	Review options and funds regarding a new vestibule and entrance.
Valley Park	This is a very busy branch in a growing community. With just over 3,000 sq. ft. to serve over 18,000 people, it is too small for current demand and the public's expectations. This is one of the largest disconnects in service of any branch of the library system. The building was apparently designed for future library expansion.	Work with the City to include an expansion as part of the Library Board's Capital Plan. Investigate the extent to which an expansion could be funded through Development Charges.	Work with the City to secure DCs and capital funding for the project. Work with the Heritage Green Community Trust to enhance the project.
Waterdown	The building is too small for current use. Future growth will continue in the north and west of Waterdown, making this location less accessible to the majority of Waterdown residents. There are insufficient study areas, public computers and space for collections.	Complete construction of the new branch library	New Library to open in spring 2015.

LOOKING AHEAD

The importance of the approved actions needs to be stressed. While staff will continue to bring forward opportunities that emerge, efforts will continue to be focused on advancing the objectives identified in the plan.

On the positive side, when the 2011 plan was written 6 buildings were identified as not being able to continue to provide services in their current locations. Today only

Carlisle and Mount Hope remain in that category and we do not have a plan to address.

In working towards realizing the vision outlined in previous facilities master plans the Library has been able to leverage its reserve funds. The City of Hamilton has also significantly invested in projects through capital financing and Development Charges (DCs). Moving forward we are going to need to allow our reserves and DCs to replenish before taking on major new commitments. We will also need to continue to pursue funding from other sources.

Some immediate questions that the Board will need to consider over the next while.

- **Locke Vestibule**: with the $150,000 of Ward 1 funds this project has moved up in priority. Staff will be bringing a report in December with updated costing. The scope of the project has been expanded to include an accessible washroom. The library reserve funds that would be used for this project are restricted for use at Locke because they come from the sale of the CIBC building.

- **Carlisle**: with the anniversary of the new Waterdown opening coming up in December, staff will be bringing a report on trends in usage as previously instructed. It is clear that Waterdown is seeing huge growth in usage and that usage at Carlisle has remained strong, given its limited hours and facility. The City Recreation Department funded a feasibility study on a renovation to the facility that includes a new library. That report will be completed soon and will be brought to the Board. Should the Library Board recommend a new build we will need to find funding for the project.

- **Mount Hope:** previous direction on Mount Hope has been to relocate to another location or move to alternative delivery methods as a "high priority". There may be future opportunities for partnerships in Mount Hope but nothing in the near future. The draft report removes reference to alternative service models.

- **Central**: Phase 4 of Central that includes Local History and Archives has been identified as a next step for some time. The City has made clear that there will not be capital funding for this project. Fortunately for Central we have trust funds with the Hamilton Community Foundation that could be used for enhancements. With all of the investments the Library Board has made from reserves it would be prudent to assume that Phase 4 of Central will need to be funding by the trust funds and/or additional outside funding but not reserves for the next several years.

- **Independent Assessment**: In the DC study report we have identified future potential projects. It is important to do this to ensure that DCs are collected for future Library usage. Every year there is an opportunity to update our submission. A lot has changed in the last several years and what would be helpful to have is an independent assessment of libraries analysed against current and future demographic trends. Are there gaps in service in parts of the City? Having this information before future new projects are approved

would help the Library Board determine priorities. Such an assessment would be appropriate use of our trust funds with the Hamilton Community Foundation (HCF).   If the Library Board is in agreement staff will develop a scope of work and get a cost estimate to bring to the Board in early 2017.

Hamilton Public Library
Facilities Master Plan 2017 – DRAFT 1

Last updated 16-11-11

Table of Contents

Reader's Note:
In 2015, Building Condition Assessments were conducted on Library facilities. Relevant information from these assessments has been incorporated into the updated version of this document. This is a first draft of the 2017 Facilities Master Plan. Future drafts will be brought back to the Library Board over the coming months.

Links to the previous Facilities Master Plans:
Facilities Master Plan 2011
Facilities Master Plan 2015

PART I

Introduction

The Hamilton Public Library Board serves the 557,000 residents of the City of Hamilton. While most Hamiltonians live in a densely populated urban area, many live in rural communities or suburban neighbourhoods. The City of Hamilton is spread over a large geographic area, covering more than 1,200 square kilometres. The library system provides services through a Central Library, 22 branch libraries, two bookmobiles and Visiting Library Services.

The Hamilton Public Library Board adopted its first Facilities Master Plan in 2005, and then updated it in 2007, 2011, and 2015. These documents have provided excellent guidance and contributed to major facility renewal. While previous documents are still highly relevant, FMP 2017 is being developed to address developments since 2015:
1. Significant progress made on facility renewal
2. Growth in digital usage and eBooks that is having an impact on the amount of space our physical collections will need to occupy in the future
3. The inclusion of Building Condition Assessments into the Master Plan

Progress has been made on challenges and work indentified in previous reports:
- Only 2 buildings remain identified as not being able to continue to provide services in their current locations:
  - Carlisle
  - Mount Hope
- Several significant renovations/ changes have been completed recently, including:
  - Central – Phase 2 & 3 completed 2014 – 2016
  - Technical Services – vacated office space in Stoney Creek and moved to Central
  - Millgrove - closed when Waterdown opened in Dec 2015
  - Waterdown - New building opened Dec 2015
- Planning progress that has been made including:
  - Binbrook – Funding secured, new construction underway
  - Central – Window replacement planned to begin 2017
  - Dundas – Funding secured, renovations underway
  - Greensville – New multi-use facility partnership planned for 2017/18
  - Locke – Vestibule & other branch improvements planned for 2017
  - Valley Park – 8,000-10,000 sq ft project planned for 2017/18

Library Design Principles adopted by the Library Board

Each library branch must be designed in such a way that people passing in a car, in a bus, or on foot feel invited to enter and use the facility.   Branches should be located on main thoroughfares with good street presence.

1.   Each branch must appear inviting, and attractive with a clearly visible entrance.
2.   Each branch library should be a single story building whenever possible.
3.   Construction materials should be durable and easily maintained. Designs should allow for people who pass by to experience a sense of community pride.
4.   Branch construction should be as energy efficient as possible and as environmentally sensitive as budgets will allow.
5.   Each branch library must provide flexible space, allowing for easy adaptation.
6.   Each branch library must meet all provincial and federal accessibility standards.
7.   Library branches should be community meeting places.
8.   New branches should be located, whenever practical, in a multi-use facilities shared with partners that possess visions compatible with that of the library system.
9.   The library system must accommodate new service models and the changing demands of customers. This will entail a shift toward more electronic service delivery.
10.   The sustainability of the entire system is dependent on balancing the resources that are spent on services, collections, staff, and facilities.
11.   Changes in the ways that library services are delivered will mean that staff space must be ergonomic, flexible and efficient.
12.   Library Branches should be spaced throughout the city so that no resident (or as few as possible) need to travel more than fifteen minutes to reach a library location. Travel time is defined as transit use where transit is available and car use where no transit is available. Priority will be given to sustaining or creating branches that help to meet this need.
13.   New branches should be located in population clusters serving at least 15,000 people. Rural branches, which may be needed to meet travel expectations, may be an exception.
14.   Branches serving growth areas need to be large enough to serve anticipated growth in their catchment area. This is currently estimated at a minimum of 10,000 square feet in size in urban areas. That minimum number should be re-evaluated over time and local community needs should dictate the actual size.
15.   Furnishings, equipment and technology must anticipate the future needs of customers and must take advantage of technologies that maximize self-service, improve security and minimize materials handling.

Signage Standards
Wording on this to be added

Furnishings & Equipment Standards
Wording on this to be added.

Library Board Statement on Sustainability

It is the responsibility of the Hamilton Public Library Board to ensure that the funding it receives provides the best possible library service to Hamilton residents. It is the responsibility of the library to ensure that all residents have access to the information and resources required to enhance their lives. Libraries thrive when five core elements are present. These elements are:

1. Collections that are relevant and that are available when people need them;
2. Facilities that are busy, attractive, accessible and open sufficient hours to justify their costs;
3. Technological infrastructure that is robust and capable of adapting to changing customer demands and expectations;
4. Staff that are knowledgeable, trained and who perform work that provides relevant value to those they serve;
5. Services and programs that remain relevant to those they serve and that are modified, added or eliminated to reflect changing customer needs;

When too much or too little of the available funding is disproportionately spent on any single element or elements, a library system cannot operate effectively or provide relevant on-going service to the municipality it serves.

The Hamilton Public Library Board is committed to seek a delicate balance between these elements when it sets budgets and when it reviews the operations of the library system.

Best Practices and Trends

Cities have discovered that attractive downtown libraries are powerful magnets for attracting people and bringing together a wide diversity of community members. The same is true for library branches where they play a similar role in communities and neighbourhoods. In addition to providing access to books and other library materials, increasingly individuals are using our library locations to engage in group and individual study, access wireless and computers; and attend library programs that are relevant to their interests and needs.

There is general recognition that library facilities can no longer convey a bland institutional look and remain effective. People react to space. The quality of the space that is provided affects the way people use their libraries. There is a clear expectation that facilities will be cleaned, maintained, and upgraded as needed. There are expectations that staff space will be ergonomic and comfortable. In general, legislation pertaining to Health and Safety issues continues to evolve and to require the attention of employers.

Since the rapid adoption of digital formats which started to accelerate in 2011, leading libraries have been shifting some of their spaces from housing collections to other uses. While it is difficult to predict with precision how rapidly the shift to digital will happen, the broad trends are clear and widespread. The impact of this change on existing libraries will be a gradual reduction in space dedicated to collections. The rate of that change will be determined by local use and need. The largest impact on the digital shift is to the size of collections, however, this shift has also resulted in a reduction in the amount of space needed for staff backroom functions. Together these trends impact overall size requirements of future library buildings.

People want to use mobile devices, eat, drink, and stay connected while inside library branches. At the same time, others demand space that allows them to escape and focus. Libraries need to cater to both expectations: collaborative community space and quiet individual study space. Libraries have been looking to a number of solutions to accommodate these different expectations of our spaces including:

- Where appropriate, using zoned spaces to ensure we can accommodate both quiet study and louder more collaborative activities. Also, high quality white noise systems present a promising technology that assists with reducing the conflict between those looking for quiet space and those looking to collaborate and engage with others.
- Increasingly library customers are seeking spaces to plug-in and use their own devices. Having sufficient electrical outlets and good wifi coverage creates opportunities for customers to self select areas that best meet their needs.
- Libraries have relaxed rules around eating and drinking as spaces have shifted from a primary focus on collections. Some libraries have been successful at partnering with businesses to provide coffee and other refreshments for sale. In shared facilities this has worked very well in common spaces.

As mobile devices, such as tablets, become more popular, we see a gradual shift away from the need to provide a large number of public access computers. The rate and degree of the shift will be dependent on local needs and will vary. Also, we see that access to more specialized digital media equipment is increasingly in demand and the library will need to shift resources freed up by fewer public computers to this emerging service area.

There is a trend to locate library branches within multi-use facilities. Recreation facilities are probably the most prevalent partnership, although there are a number of potential partners with compatible missions and values. With current accessibility standards the required size of washrooms has increased and the multi-use facility model is particularly cost effective when building small branches.

Implementations of vending machines to provide an alternative service delivery to date have not been very successful. Although vending technology that distributes physical formats will likely improve over time, remote stations that make digital downloads available provide a more promising and cost effective way of promoting

library service in remote locations

Many Library branches now house services that are delivered by third party agencies or under contract to third party agencies such as literacy training to new Canadians. Almost all large public library systems offer some form of literacy training and assistance, often through grant funding.

Challenges/Roadblocks

- Some library branches do not meet the Library Board's vision for libraries as places that are comfortable and inviting and that contain meeting spaces as well as computers and collections of appropriate material.
- HPL has two remaining buildings that cannot be renovated at a reasonable cost to provide adequate library services or to meet accessibility requirements.
- The high cost of maintaining small buildings that are open few hours is of continuing concern.

Opportunities/Assets

- There has been a significant renewal of many Hamilton Public Library buildings over the last several years. That, along with consolidation of services in some locations, has put the Library facilities on a more sustainable footing.
- The Library Board's strategic plan has committed us to maintain excellent physical collections while embracing the digital. This direction means we will need to keep parts of our buildings dedicated to physical formats for the foreseeable future. While physical books will continue to have an important place in our libraries, with the shift to digital formats, we should anticipate continued opportunities to shift spaces from holding collections to meeting customer needs. Expanding spaces for people to collaborate or engage in quiet study will help us meet increasing demands for service without significant capital investments. It should be noted that some of our locations are small with limited opportunities to repurpose space.
- Multi-year efforts to improve staff processes and empower customers to self serve have created opportunities to shift staff resources from manual repetitive tasks to providing higher value training and learning programs. This work is core to our role as a public library and we should continue to shift staff resources to higher value tasks. Also, the changing nature of our work (shift to digital formats and more self service) will create opportunities for HPL to look at service hours.

Listening to those we serve

Face-to-face meetings are an important part in any consultation process but large public meetings permit only a few voices to be heard and a skewed view of public opinion to emerge. When public advice and options are being considered, other means of consultation must also be used.

The Library Board has found enormous value in holding Open House style sessions over

several time periods, allowing people to sit down and discuss issues with individual Board and staff members. The Library Board finds that this consultation model is excellent as it involves more dialogue with more individuals allowing for a more complete conversation. As well, the discussions can be summarised and shared with the community.

The Library's collection management system and other reporting mechanisms provide information about patterns of use. The activity by postal code report, for example, shows where people in particular neighbourhoods are likely to turn for library services. The provision of this information is seen as another means of consultation.

Focus groups, public meetings, discussions with councillors are all appropriate ways to create dialogue. The Library also offers ongoing customer service feedback mechanisms including Counting Opinions and AskHPL.

Appropriate community consultation helps all participants reach an understanding of how residents use or could use library services and how the services can be provided efficiently and effectively.

The Library Board understands that people want assurance that they are receiving excellent value for their tax dollars provide.

Next Steps

The Facilities Master Plan is designed to catalogue, as accurately and as factually as possible, the current condition of library facilities as well as the Library Board's vision for the desired tone and feeling for library facilities.   It is expected to be a living document. Changes to the Approved Actions can take place at any Library Board meeting and the changes will be reflected in the Facilities Master Plan.

The entire Facilities Master Plan, including the principles and trends upon which it is based, will be reviewed by the Library Board no later than 2020.

While this Facilities Master Plan identifies proposed "actions" that staff are to take, it does not set out either a timeframe or a source of funding for all of these actions.

The Facilities Master Plan does not address how existing facilities that fall short of the Library Board's vision can be brought up to an acceptable standard, both in terms of physical accessibility and in terms of mood and atmosphere.

Setting timelines, priorities and indentifying funding is an ongoing process. Once the Board approves the updated Facilities Master Plan, staff will begin to work on the priorities. While staff will focus their efforts on realizing the vision outlined in this document, from time to time, a new funding offer or partnership may create an unexpected opportunity not envisioned in this plan. In those circumstances staff will

look to alignment with this document and our overall strategic priorities and will bring the matter to the Library Board to get authorization to pursue.

Summary of Approved Actions by Location

Location	Approved Actions 2011	Approved Actions 2015	Draft Proposed Actions 2017	Notes
Ancaster	Monitor use of the facility and growth in the community.	Monitor use of the facility and growth in the community.	Monitor use of the facility and growth in the community.	
Barton	Renovate early in 2011	Monitor and Maintain	Monitor and Maintain	
Bookmobiles	Review the locations served by the library's bookmobile service, with the possibility of rural bookmobile service as a consideration.	Add bookmobile stop to Millgrove when new Waterdown opens. Review stops in 2015.	Review Stops in 2017.	
Binbrook	Monitor use of the facility and growth in the community. Significant funding needs to be attached to this project.	Finalize capital funding for the new expanded Binbrook Library to be built in 2016 subject to completion of adjacent City sewer installation.	Complete construction on new facility. Expected completion in summer/ fall 2018.	Funding has been secured. Demolition and construction of new facility are underway Branch currently operating out of temporary leased space.

Location	Approved Actions 2011	Approved Actions 2015	Draft Proposed Actions 2017	Notes
Carlisle	The Board is committed to try to keep the portable open until a new Waterdown Branch is open, at which time its future will be reviewed. This commitment cannot be kept if construction of Waterdown is delayed or unexpected problems arise. With the construction of the Lynden Branch, the Board now knows that any new rural location will cost at least $1,500,000 to build. There is no known source of funding for a Carlisle Branch.	Consistent with previous commitments made by the Board, postpone a review of Carlisle until at least one year after the new Waterdown Branch is open.	Review impact on Carlisle now that Waterdown branch has been open for a full year. Complete feasibility study with Recreation Department.	Feasibility study is being worked on in conjunction with City Recreation. Carlisle branch renovations have been tentatively identified in the 10-yr capital plan in 2019. Funding would still need to be identified and secured.
Central	Continue with Renovations on 2 -5 floors, subject to Board budget approval, as funds become available. This is a high priority and can lead to operational efficiencies.	Phase 3 - 4th Floor, Hamilton-Wentworth Rooms, Technical Services move, 1st floor adjustments – complete approved plan in 2015. Phase 4 – Local History and Archives, 3rd Floor, move of Digital Technology. Report back to the Board to determine scope and funding.	Review scope of Phase 4 in 2017. Investigate use of trust funds and/or other funding. Replenish reserves prior to allocating to Central Phase 4.	$1.8m Window replacement project has received Board approval and is pending City approval. Lifecycle replacement of windows on floors 2-6 along with mechanical tower would take place in 2017-18. Sliding doors to be installed at York Blvd entrance.

Location	Approved Actions 2011	Approved Actions 2015	Draft Proposed Actions 2017	Notes
Concession	Monitor and Maintain	Monitor and Maintain	Monitor and Maintain	New HVAC/roof installed 2015.
Dundas	Begin to plan for a significant renovation and expansion but not as one of the system's most urgent needs.	Complete renovation plans in 2015 with construction in 2016.	Complete major renovation project underway. Expected completion in summer/ fall 2017.	Funding has been secured. Demolition and construction of new facility are underway. Branch currently operating out of temporary leased space on Cootes Dr.
Freelton	Monitor and maintain	Monitor and maintain	Monitor and maintain.	Potential pilot site to investigate expanded, staff-less hours. Required fit-ups to be assessed in early 2017.
Greensville	Greensville provides little service for the money that is spent and should be a strong consideration for closure if budget issues arise. Staff should monitor growth in the community.	Partner with the COH and the HWDSB to relocate to a joint facility on the site of the new Greensville public school.	Library Board has approved the project and is now pending City approval. Design would take place in 2017 with opening in 2018 to coincide with new school year.	
Kenilworth	Structural and interior renovations are slated for 2011.	Monitor and Maintain.	Monitor and Maintain.	Historical designation pending, part of 2015-2019 process. Hot water tank replacement planned for 2017 as well as cooling for IT network closet.

Location	Approved Actions 2011	Approved Actions 2015	Draft Proposed Actions 2017	Notes
Locke	Maintain. Expand when and if donated funds and opportunity allow, but not as a high priority.	Review options and funds regarding a new vestibule and entrance.	Exterior improvements to the vestibule and outdoor space will be undertaken. The feasibility of creating a barrier free washroom will be explored. Pending Board approval	
Lynden	Construct new building in 2011.	Monitor and Maintain. Repair sidewalk to improve accessibility and ease of use.	Monitor and Maintain.	New Building opened 2013. Construction of patio completed spring of 2015.
Mount Hope	Relocate to another location or move to alternative delivery methods as a high priority	Relocate to another location or move to alternative delivery methods as a high priority	Relocate to another location when an appropriate partnership opportunity presents itself.	As part of the Township Hall historical designation pending, process from 2015-2019 Tentatively included in 10-year capital plan for replacement in 2022. Funding would still need to be identified and secured.
Red Hill	Monitor and Maintain	Monitor and Maintain	Monitor and Maintain.	Electrical panels scheduled to be replaced in 2016/17.

Location	Approved Actions 2011	Approved Actions 2015	Draft Proposed Actions 2017	Notes
Saltfleet	Investigate leasing the second floor to the school board.	Monitor and Maintain. Long term look for opportunities to partner with the City to locate the Library in downtown Stoney Creek.	Monitor and Maintain. Long term look for opportunities to partner with the City to locate the Library in downtown Stoney Creek.	The operating budget impact of move would need to be factored in.
Sherwood	Monitor and Maintain	Monitor and Maintain	Monitor and Maintain	
Stoney Creek	Monitor and Maintain	Monitor and Maintain	Monitor and Maintain	Winona/Stoney Creek Library has tentatively been included in 10-year capital plan for 2024. Funding would still need to be identified and secured.
Terryberry	Renovate as a high priority.	Monitor and Maintain.	Monitor and Maintain.	HVAC and Boiler Replacement scheduled for 2017
Turner Park	Monitor and Maintain	Monitor and Maintain. Work with City and YMCA to investigate options to expand/reconfigure parking lots.	Monitor and Maintain. Work with City and YMCA to investigate options to expand/reconfigure parking lots.	

Location	Approved Actions 2011	Approved Actions 2015	Draft Proposed Actions 2017	Notes
Valley Park	Work with the City to include an expansion as part of the Library Board's Capital Plan. Investigate the extent to which an expansion could be funded through Development Charges.	Work with the City to secure DCs and capital funding for the project. Work with the Heritage Green Community Trust to enhance the project.	Library Board has approved the project and is now pending City approval. Design would take place in 2017 with construction beginning in 2018.	HPL continues to work with the Heritage Green Community Trust to enhance the project.
Waterdown	Complete construction of the new branch library	New Library to open in spring 2015.	Monitor and Maintain.	Opened Dec 2015.
Westdale	Monitor and Maintain	Monitor and Maintain Implement recommendations to improve space for customers.	Monitor and Maintain.	Carpet replacement planned in 2017.

PART II: LOCATON PROFILES

About our Facilities

Throughout the City of Hamilton there are 22 library branches and one Central Library. The buildings range from the smallest branch, Locke, at 1,451 square feet to the largest, Central Library, at 146,000 square feet. Each building has distinct features and character but all share a range of common elements and purpose.

Common Elements
All Hamilton libraries provide:
- Afterhours Drop Box
- Bike Racks
- Wireless Access

Accessible Spaces
The Hamilton Public Library is committed to accessibility when building and maintaining our facilities and developing our services for people with disabilities, their families and their caregivers. The library welcomes service animals. Depending on the site, parking, washrooms, doors and ramps are barrier free. Assistive devices such as magnifying sheets, handheld magnifiers, accessible keyboards with trackball mouse and headphones are available at all locations. All library computers are equipped with a range of accessibility software tools. In addition a Text Enlarger is available at the Central, Terryberry, Turner Park, Red Hill and Dundas branches. Our multi story buildings, Central, Ancaster, Concession, Dundas, Kenilworth, Sherwood and Terryberry have passenger elevators and all other branches provide service on one level. Service desks are accessible to persons who use a wheelchair or scooter. Self-service options have been introduced to most library locations to improve speed and privacy and to reduce materials handling. Staff is always available to assist individuals who cannot or choose not to use self-service kiosks.

Spaces for Programming
Library programming for all ages is a significant focus across the system and is a major consideration when designing and maintaining our facilities. Local programming, tailored to library customers, provides an opportunity to be responsive and to reinforce each library's role as a community destination. Specific programming spaces, as well as the provision of flexible space, facilitate program planning and delivery. New and renovated libraries feature these types of spaces, typically older buildings and smaller branches may not.

Library programs for adults are designed to inform, engage, inspire and entertain and may include topics such as health and wellness; lifestyle, travel, book clubs, conversation circles, writing groups, and films. The library is unique in offering assistance for any residents who have questions about technology, e-readers, and tablets and ensuring that everyone has the opportunity to acquire essential digital literacy skills for the 21st century. These service needs impact our space planning and

the new Digital Media Labs and a Maker Space at the Central, Red Hill, and Terryberry branches are prime examples of how library spaces are changing to meet customer needs.

Library programs for children, teens, parents and caregivers are designed to promote library use and to create and nurture a lifelong interest in reading, learning and discovery. A combination of core youth services and local programs are offered. Core literacy programming includes storytimes, summer reading club, reading buddies and homework help. Community partnerships are essential as the Library works collaboratively with community partners towards the City's vision that Hamilton be the best place to raise a child. The diverse service needs of children and teens for accessible and family friendly spaces impacts our space planning. Connected learning principals are integrating digital literacy skills into the Library's children's and teen spaces and programming as the library continues to evolve to meet the needs of families.

Serving newcomers is an important priority and several library locations host Library Settlement Partnership Program (LSP) workers who assist newcomers with housing support, employment & education, English conversation circles, citizenship class preparation and English as a Second Language (ESL) program. These services require areas for quiet conversation and meeting rooms.

Projected State of Good Repair Expenditures

In Spring 2015, the Public Works Department of the City of Hamilton retained building system specialists to carry out on-site building condition assessments on all library facilities. These assessments provide a detailed overview of lifecycle work that should be undertaken over the next 15 years as part of an asset management schedule. Timing and estimated costs are also provided. It is important to note that for multi-use facilities, certain work identified relates to more than just the Library portion of the building.

Work identified as part of these assessments is prioritized and included as part of the City's capital budget each year. In some cases, the Library may contribute some funding for larger scale projects. An example of this is the $1.8 million window replacement project planned for the Central branch. The Library is contributing $300,000 in reserve funding toward this project. Library staff will continue to work with City staff to prioritize and co-ordinate these works to maximize the impact of available funding.

A summary of these conditions assessments has been included in the branch profiles in this report. Work has been summarized into the following categories:

Building Component	Related Works
Substructure	Work related to building foundations & basements
Shell	Work related to roofing, windows, outside walls, & structural frame
Interiors	Work related to indoor walls, flooring, ceilings, & stairs
Electrical Services	Work related to lighting, security systems, & fire alarm systems
Mechanical Services	Work related to elevators, heating, ventilation, cooling, and plumbing systems
Sitework	Work related to the exterior building site such as parking lots, pedestrian walkways, exterior steps, & lighting

Central Library

55 York Boulevard. Hamilton, ON L8R 3K7 (Ward 2)   905-546-3200

Hours

Weekly Service Hours (Winter): 69
Weekly Service Hours (Summer): 65

Monday	9:00 a.m. – 9:00 p.m.
Tuesday	9:00 a.m. – 9:00 p.m.
Wednesday	9:00 a.m. – 9:00 p.m.
Thursday	9:00 a.m. – 9:00 p.m.
Friday	9:00 a.m. – 6:00 p.m.
Saturday	9:00 a.m. – 5:00 p.m.
Sunday	1:00 p.m. – 5:00 p.m. (September – April)

Facility Information

- 146,131 square feet
- 5 floors
- Meeting/program rooms
- 1 reading patio
- 73 public computer stations
- 8 seat computer lab
- Automated return
- 7 self checkout terminals
- Digital media lab and maker space
  - 8 Mac computers
  - 3 3D Printers
  - Large Format Printer
  - Digital Medial Studio
  - Video Studio
  - Sound Studio

Staff Complement
2015 FTE: 118.93

Recent Annual Statistics

	2015	2014	2013	2012	2011	2010
Visitors	1,531,652	1,392,450	1,442,855	1,492,575	1,482,000	1,162,200
Circulation Statistics	1,044,905	1,127,860	1,230,771	1,226,201	1,092,904	848,582
Computer Usage	329,728	347,137	424,150	416,900	247,700	334,800
Program Attendance	25,076	25,995	27,227	11,504	10,459	11,157
Holdings	231,167	225,801	245,268	235,119	253,390	232,038

Catchment Area
Population Served: 63,304
Active Library Cardholders: 35,465
Central is situated in the Central Valley and is bordered by the northern and southern edges of the Niagara Escarpment up to Binkley Road. The east and south-east border runs along Highway 6, Highway 403, Cootes Paradise and the lower edge of the Escarpment between Central and Ancaster.

About the Branch
There is a diverse and multifaceted community in downtown Hamilton. Central Library has a vibrancy that stems from customers accessing the collections, the activities, the resources (great people, great materials), within the walls of a unique and welcoming core institution. Central is an integral part of the vibrant downtown community and has the highest amount of customer traffic and borrowing of materials in the HPL system. Before opening time the basement and loading dock are humming, displays are ready, holds are waiting, programs, concerts, and exhibitions are planned, and at 9 a.m. the doors swing open.

The community of Central is an urban one. The number of residents in the Downtown Hamilton Secondary Plan is just over 8500. The area identified as the Downtown Hamilton Community Improvement Project Area (CIPA) has a population of just over 10,800. All of Ward 2 has a population of just over 37,800. Downtown is home to young adults. Compared to Hamilton as a whole, Downtown has greater proportion of residents in household forming years (20 to 34), fewer children, and a similar proportion of seniors. Downtown residents tend to be single people, with families and households being smaller. 79% of Downtown's recent immigrants are from Africa and Asia, compared to 66% for Hamilton. Downtown is home to 2% of City's population but 7% of City's recent immigrants.

64% of Downtown residents aged 15 and over have incomes below $20,000 per year, compared to 43% for the City. Over 20,000 people work Downtown, one quarter in

Public Administration. Downtown has 10% of all jobs in Hamilton. One quarter of Downtown workers use public transit, walk or bike to work. 31% of Downtown workers have been to university, but among people living downtown, nearly half have finished high school or less. Central is the only location to provide a JAWS computer and is also designated to provide an Enroga Merlin text enlarger which is also supplied at four other branches.

Projected State-of-Good-Repair Expenditures Over Next 15 Years

	B-Shell	C-Interiors	D-Services-Electrical	D-Services-Mechanical	G-Building Sitework
■ 11-15 Years	$159,000	$440,000	$25,000	$374,000	$90,000
■ 6-10 Years	$0	$758,000	$0	$1,113,000	$0
■ 0 - 5 Years	$2,692,500	$741,000	$93,000	$412,200	$0
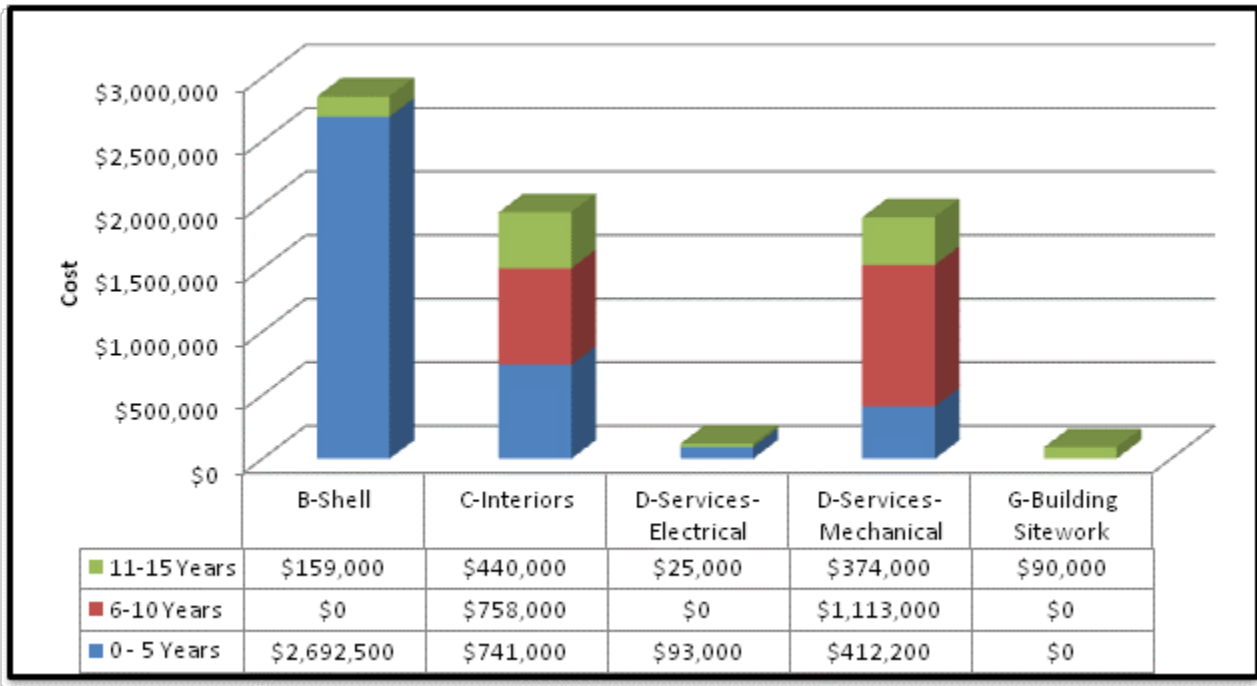
- $6,927,700 or $461,800 per year.
- Includes $1.8m window replacement project (shell)

Recommended Action
Review scope of Phase 4 in 2017. Investigate use of trust funds and/or other funding. Replenish reserves prior to allocating to Central Phase 4.

$1.8m window replacement project has received Board approval and is pending City approval. Lifecycle replacement of windows on floors 2-6 along with mechanical tower would take place in 2017-18.

Sliding doors to be installed at York Blvd entrance.

Bookmobile

55 York Boulevard. Hamilton, ON   L8R 3K1

Hours

Weekly Service Hours: 30
The current bookmobile schedule includes neighbourhood and seniors stops from Monday to Thursday from 9:30 am to 8:30pm. Special events and outreach opportunities are coordinated on Fridays and Saturdays.

Facility Information

- 3,083 square feet vehicle (2 vehicles)

Staff Complement

2017 FTE: 4.37

Recent Annual Statistics

	2015	2014	2013	2012	2011	2010
Visitors	30,768	33,200	33,100	33,600	33,850	32,550
Circulation Statistics	112,686	118,967	132,547	130,334	123,710	127,461
Computer Usage	0	0	0	0	0	0
Program Attendance	4,195	1,068	1,106	1,499	1,095	479
Holdings	14,018	13,433	14,030	14,699	16,794	20,077

Catchment Area

Population Served: 519,949 (supplements the catchment areas of other branch locations)

Active Library Cardholders: 2,135

About the Branch

Recommended Action

Review stops in 2017

Ancaster

300 Wilson Street East. Ancaster, ON L9G 2B9 (Ward 12)   905-648-6911

Hours

Weekly Service Hours: 51

Monday	10:00 a.m. – 9:00 p.m.
Tuesday	10:00 a.m. – 9:00 p.m.
Wednesday	10:00 a.m. – 9:00 p.m.
Thursday	10:00 a.m. – 9:00 p.m.
Saturday	10:00 a.m. – 5:00 p.m.

Facility Information

- 12,500 square feet
- 2 floors
- Shared facility
- 2 study rooms, 1 meeting/program room
- Reading patio
- Parking
- 3 public computer stations plus an 8 seat computer lab
- Automated return
- 3 self checkout terminals

Staff Complement

2017 FTE: 11.27

Recent Annual Statistics

	2015	2014	2013	2012	2011	2010
Visitors	193,414	161,425	148,100	154,450	156,900	158,550
Circulation Statistics	290,384	306,407	331,799	370,291	369,223	364,383
Computer Usage	12,316	11,800	12,650	15,050	12,100	13,200
Program Attendance	8,339	7,679	7,925	7,620	4,726	3,716
Holdings	51,858	51,459	52,998	54,578	54,361	54,170

Catchment Area

Population Served: 36,282
Active Library Cardholders: 8,696
Ancaster serves an area bordered by the community of Dundas to the north to Sawmill Road to the south (the city limits). It is bounded by Highway 403 to the west and Glanbrook Road to the east (including a hydro corridor).

About the Branch

The Ancaster Branch first opened in 1955. The branch moved several times over the following decade. The library arrived at its current location on Wilson Street in 1967 as a Centennial project. Completely renovated in 2006, the branch offers materials and programming for children, teens and adults.

The Ancaster Library is part of a shared facility known as Ancaster Square. The library operates on the top floor of the building and the Municipal Services office and Ancaster Community Services operate on the lower level. The library is 12,500 square feet and houses over 60,000 items. There are windows on all sides of the building looking out to the former Old Town Hall and a park with lawn bowling, tennis courts, and children's play equipment, including a splash pad. The front of the building faces Wilson Street. The library offers a fireplace, a reading lounge and lots of study space. Ancaster Square is surrounded by heritage buildings that give the town its quaint feel; the Old Town Hall, Hammill House, and the historic Tisdale House.

Projected State-of-Good-Repair Expenditures Over Next 15 Years

	B-Shell	C-Interiors	D-Services-Electrical	D-Services-Mechanical	G-Building Sitework
■ 11-15 Years	$219,700	$172,500	$52,000	$152,100	$159,000
■ 6-10 Years	$0	$105,100	$0	$62,000	$46,000
■ 0-5 Years	$29,100	$104,500	$2,000	$18,100	$0
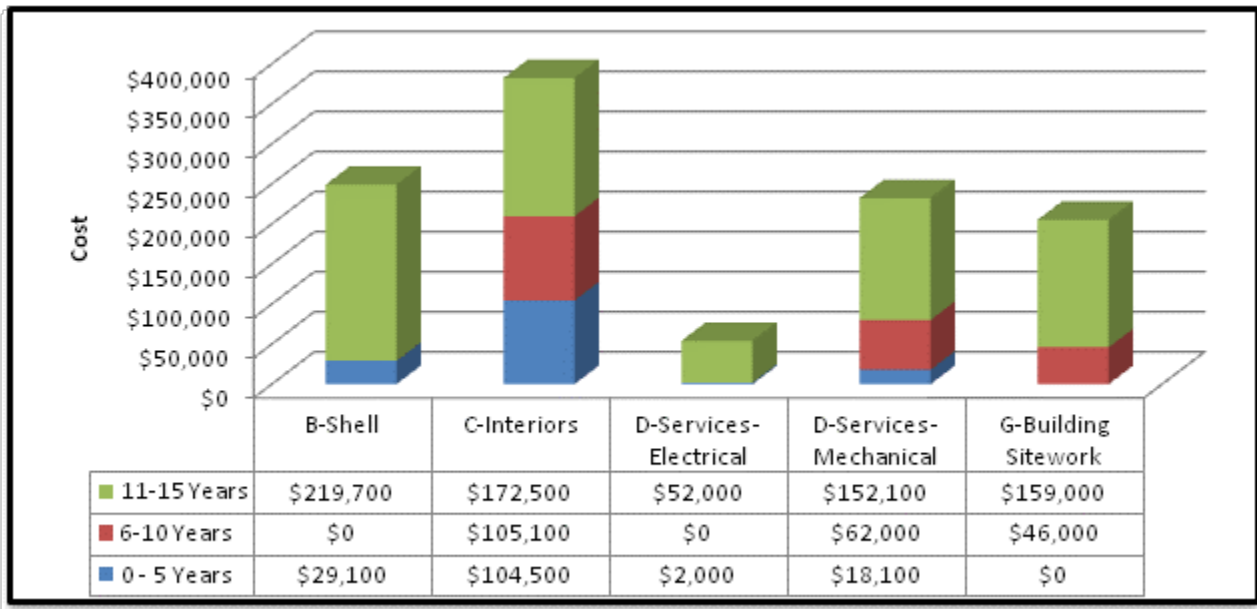
- $1,122,000 or $74,800 per year average
- includes costs for the municipal service centre as well
- As a result of recent renovations, bulk of costs relate to 11-15 year period

Recommended Action

Monitor use of the facility and growth in the community.

Barton

571 Barton Street East. Hamilton, ON L8L 2Z4 (Ward 3)   905-546-3450

Hours

Weekly Service Hours: 35

Monday	1:00 p.m. – 8:00 p.m.
Tuesday	10:00 a.m. – 5:00 p.m.
Wednesday	1:00 p.m. – 8:00 p.m.
Thursday	10:00 a.m. – 5:00 p.m.
Saturday	10:00 a.m. – 5:00 p.m.

Facility Information

- 6,272 square feet
- 1 meeting/program room
- Parking
- 19 public computer stations
- 2 self checkout terminals

Staff Complement

2017 FTE: 4.45

Recent Annual Statistics

	2015	2014	2013	2012	2011	2010
Visitors	108,788	71,150	71,194	75,150	86,750	61,300
Circulation Statistics	155,044	171,777	160,958	151,732	137,776	146,918
Computer Usage	33,297	31,889	31,000	34,600	20,700	9,450
Program Attendance	4,705	6,676	2,180	3,058	2,310	2,338
Holdings	27,938	27,198	27,068	29,088	27,070	25,500

Catchment Area

Population Served: 11,367
Active Library Cardholders: 3,472

The Barton branch is bordered by Cannon Street East to the south, Wellington Street to the west, Gage Avenue North to the east and Hamilton Bay to the North. Many customers who live between Cannon Street and the escarpment are also Barton customers, as it is geographically closer than Central. Customers often comment that they prefer the neighbourhood feel of the branch over the busy and crowded Central Library, but many customers frequent both locations. In addition to the Central Library, many customers also regularly frequent the Kenilworth Branch, located about 3 km east.

About the Branch

Barton Branch was the first branch in the Hamilton Public Library system and opened in May, 1908. Barton occupied a number of permanent and temporary locations over the next 55 years until it moved to its present location in November, 1963. Barton underwent a large renovation in 1999. The exterior woodwork was sanded and re-stained in 2009 and a group of local families planted gardens in the flowerbeds in front of the library. A mini-renovation took place in early 2011 to remove the circulation desk and install self-check terminals and more public computers.

The Barton branch sits a few kilometres east of the Central Library in Hamilton's inner city. It is a busy branch, with active computer use and very high non-print circulation. It is a true neighbourhood library in that it serves the immediate area population. A welcoming environment in a marginal area, the library serves as a community centre to many regulars and new residents of the neighbourhood.

Barton also offers customers a multilingual children's collection.

Projected State-of-Good-Repair Expenditures Over Next 15 Years

	A-Substructure	B-Shell	C-Interiors	D-Services-Electrical	D-Services-Mechanical	G-Building Sitework
■ 11-15 Years	$0	$2,000	$13,800	$0	$0	$0
■ 6-10 Years	$0	$2,000	$0	$0	$80,360	$0
■ 0- 5 Years	$1,000	$203,400	$84,725	$40,677	$6,100	$57,500
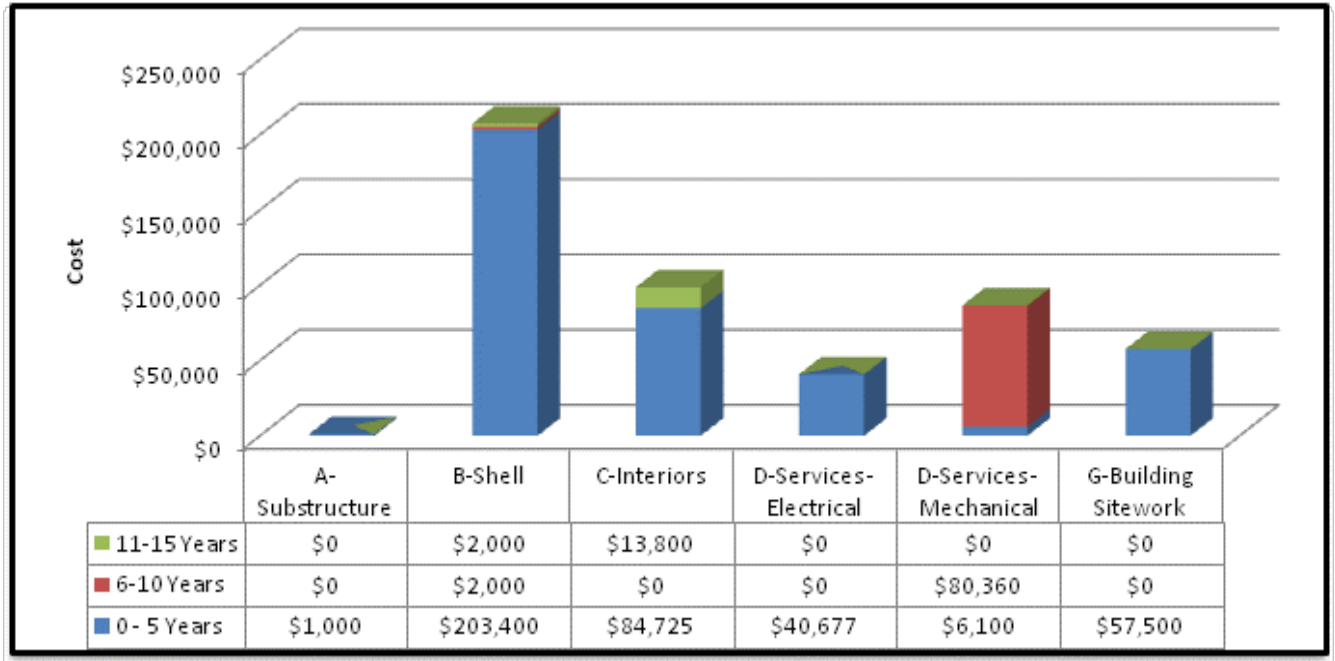
- $492,000 or $32,800 per year average
- Majority of Shell costs in 0-5 year period related to lifecyle roof replacement.

Recommended Action
Monitor and Maintain

Binbrook

2641 Highway 56, Binbrook, ON L0R 1C0 (Ward 11)   905-692-3323

Hours
Weekly Service Hours: 35

Monday	1:00 p.m. – 8:00 p.m.
Tuesday	10:00 a.m. – 5:00 p.m.
Wednesday	1:00 p.m. – 8:00 p.m.
Thursday	10:00 a.m. – 5:00 p.m.
Saturday	10:00 a.m. – 5:00 p.m.

Facility Information (old branch)
- 3,192 square feet
- Parking
- 7 public computer stations
- 1 self checkout terminal

Facility Information New Branch
- 6,000 square feet
- Parking

Staff Complement
2017 FTE: 2.99

Recent Annual Statistics

	2015	2014	2013	2012	2011	2010
Visitors	30,217	47,900	36,450	34,050	35,200	32,500
Circulation Statistics	73,898	78,969	88,651	83,299	91,471	70,979
Computer Usage	5,083	4,583	3,000	3,850	1,450	2,250
Program Attendance	4,662	6,004	6,006	3,877	3,072	2,841
Holdings	19,125	18,886	19,223	17,639	17,211	16,197

Catchment Area

Population Served: 8,787
Active Library Cardholders: 2,453

Binbrook is bounded by Golf Club Road to the North, Trinity Church Road to the West, Westbrook Road to the East and Haldibrook Road to the South. Situated in the hub of this transportation network this once small village is becoming a bedroom community for nearby urban centres.

About the Branch

The branch is currently in a temporary location on the second floor at 2668 Binbrook Rd. in Binbrook. At the North-East corner entrance, which faces the parking lot, there is an elevator to the second floor. During construction the branch will offer programming for children, teens and adults at the Binbrook United Church located at 2617 Binbrook Rd. E. The original location of the branch is at 2641 Highway 56, Binbrook, ON L0R 1C0. Construction is currently underway for a new building to accommodate the growing population of the area. The Binbrook Branch was established in 1966. The open concept design building opened to the public in 1982 and was partially funded through a grant from the proceeds of Wintario.

The Binbrook community has experienced extensive growth in recent years with many new housing developments emerging in and around the former village. Binbrook lies in a prosperous farming community with a rich rural history. It is not uncommon for residents to be the fourth, fifth or sixth generation in the area. All are very proud of their deep roots in the hamlet and feel very strongly about the village's traditions and sense of community, especially the annual fall fair that has taken place since the 1850's. A public library has operated out of people's homes since the 1950s, and moved to its current public building in 1982. This vibrant village is evolving while preserving its rural traditions. Much of the agricultural land is protected by the Greenbelt Legislation. The new housing developments are attracting a growing population of young families and retirees wanting a safe environment and escape from the City. Binbrook is advantageously located with quick access to the Red Hill Valley Expressway and the Lincoln Alexander Parkway (LINC).

Binbrook library is currently undergoing reconstruction to meet the needs of the growing population and is being replaced by a larger library to better meet customer needs. The current prime location in the village core will be retained and the new library will be designed to complement other developments and create a destination for residents.

The new building of 6000 square feet, will double the size of the old library. The new library will be situated closer to Hwy 56 to maximize street presence and integrate with an improved pedestrian streetscape in the village core. Repositioning the building on the site also optimizes the parking plan. This is consistent with the Binbrook Village Urban Design Guidelines. The new building will reduce the risk of unplanned costs associated with renovating the existing structure including foundation work, the need for a new roof, the need for barrier free washrooms and other AODA compliance issues. The new building will also provide more options to create a high quality welcoming community destination consistent with the Library Board's vision.

Projected State-of-Good-Repair Expenditures Over Next 15 Years
n/a

Recommended Action
Complete construction on new facility. Expected completion in summer/fall 2018.

Carlisle

1496 Centre Road. Carlisle, ON L0R 1H0 (Ward15)   905-689-8769

Hours

Weekly Service Hours: 32

Monday	2:00 p.m. – 8:00 p.m.
Tuesday	2:00 p.m. – 8:00 p.m.
Wednesday	2:00 p.m. – 8:00 p.m.
Thursday	10:00 a.m. – 5:00 p.m.
Saturday	10:00 a.m. – 5:00 p.m.

Facility Information

- 2,491 square feet
- Parking
- 2 public computer stations

Staff Complement

2015 FTE: 2.14

Recent Annual Statistics

	2015	2014	2013	2012	2011	2010
Visitors	17,714	20,300	17,250	23,150	24,300	17,800
Circulation Statistics	36,671	35,550	39,423	45,240	43,131	40,674
Computer Usage	919	487	650	750	300	700
Program Attendance	541	391	291	479	469	263
Holdings	13,233	13,116	13,802	13,465	13,380	12,555

Catchment Area

Population Served: 5,475
Active Library Cardholders: 1,136

The Carlisle branch serves the Carlisle area and east Flamborough from Highway 6 to Milburough Townline and northwest to Puslinch Townline Road. Customers in neighbouring Burlington may also use Carlisle with reciprocal library privileges.

About the Branch

The branch is located in a double portable building structure and is situated adjacent to the Carlisle Arena creating a community destination for families. While the Carlisle branch was established in 1971, the library building which dates from 1989, is in poor condition and is not sustainable for long term library use. While the branch is quite small, it does provide space for study tables, public computers and hosts a weekly children's storytime.

Projected State-of-Good-Repair Expenditures Over Next 15 Years

	B-Shell	C-Interiors	D-Services-Electrical	D-Services-Mechanical	G-Building Sitework
11-15 Years	$0	$38,100	$0	$50,000	$6,000
6-10 Years	$60,000	$4,800	$0	$0	$0
0 - 5 Years	$113,500	$54,470	$88,580	$20,700	$25,300
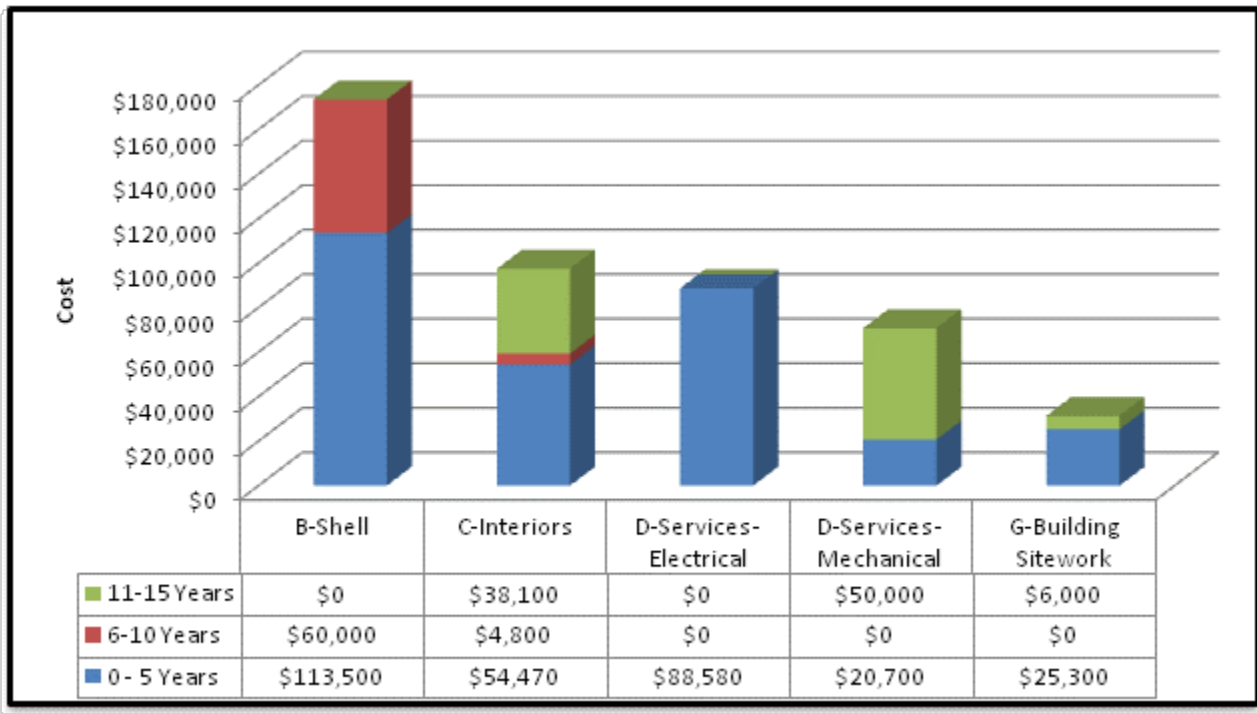
- $461,000 or $30,700 per year on average
- The high ratio of expenditures that are required over the next 5 years is indicative of the poor condition of the facility.

Recommended Action

Review impact on Carlisle now that Waterdown branch has been open for a full year. Complete feasibility study with Recreation Department.

Concession

565 Concession Street. Hamilton, ON L8V 1A8 (Ward 7)   905-546-3415

Hours

Weekly Service Hours: 43

Monday	Closed
Tuesday	10:00 a.m. – 8:00 p.m.
Wednesday	10:00 a.m. – 6:00 p.m.
Thursday	10:00 a.m. – 8:00 p.m.
Friday	10:00 a.m. – 6:00 p.m.
Saturday	10:00 a.m. – 5:00 p.m.

Facility Information

- 8,380 square feet
- 2 floors
- 1 meeting/program room
- 16 public computer stations
- 2 self checkout terminals

Staff Complement

2017 FTE: 8.61

Recent Annual Statistics

	2015	2014	2013	2012	2011	2010
Visitors	98,165	87,613	80,200	101,075	87,250	80,950
Circulation Statistics	141,753	155,309	177,997	214,496	198,473	184,735
Computer Usage	32,644	32,328	33,300	30,250	23,550	6,150
Program Attendance	4,986	4,181	4,357	4,356	2,637	2,282
Holdings	27,392	26,516	29,220	33,069	31,582	29,445

Catchment Area

Population Served: 13,335
Active Library Cardholders: 4,112
Concession Library serves the community bounded by Upper Wellington on the west, Upper Gage on the East, the Mountain Brow to the north and Fennell Avenue on the south. This is a stable, predominantly English-speaking area that also includes the Juravinski Hospital (formerly known as the Henderson General Hospital) and the Juravinski Cancer Centre within its boundaries.

About the Branch

Concession Street was one of the earliest streets surveyed in Hamilton in 1780; it has been a residential and commercial area since that time. Concession Library, the first branch on Hamilton mountain and previously known as the Mountain Branch, has been located on Concession Street since 1930. After occupying storefront locations for a number of years, a permanent building was opened in 1949, at the corner of Concession Street and Cliff Avenue. This building was demolished and an 8000 square foot library was opened in 1994. In March of 2009 the circulation desk was relocated allowing room for two self check-out terminals.

Projected State-of-Good-Repair Expenditures Over Next 15 Years

	B-Shell	C-Interiors	D-Services-Electrical	D-Services-Mechanical	G-Building Sitework
■ 11-15 Years	$0	$110,050	$0	$7,000	$5,000
■ 6-10 Years	$155,250	$0	$0	$92,300	$0
■ 0-5 Years	$133,800	$130,400	$59,000	$335,100	$69,000
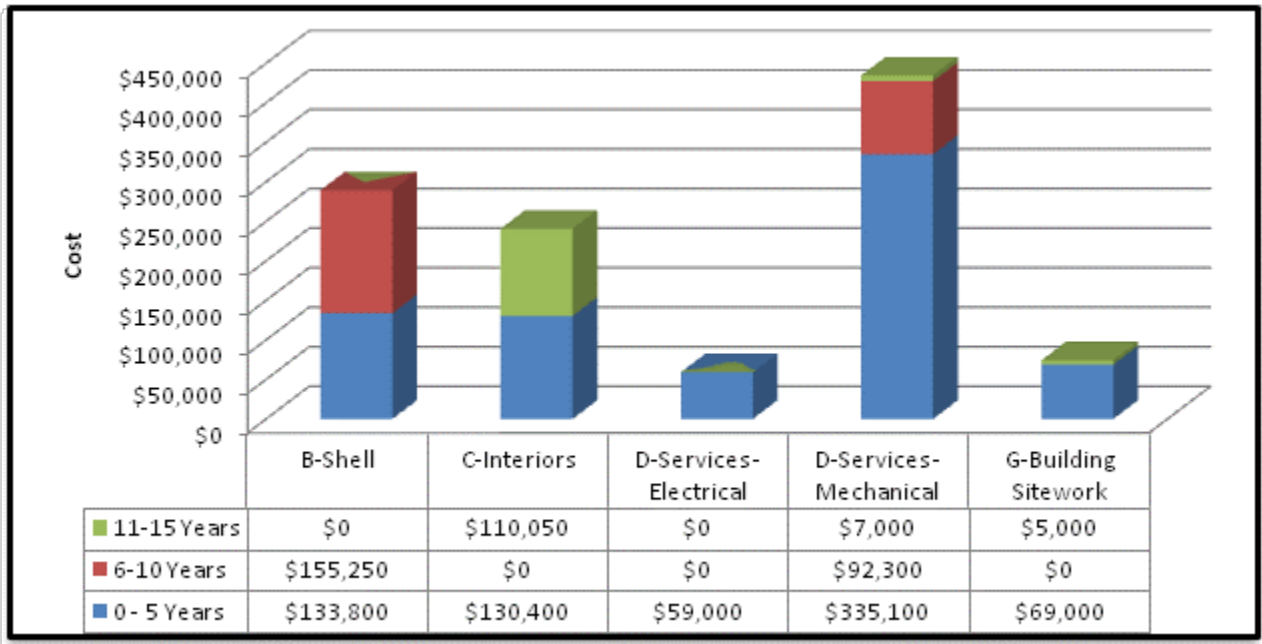
- $1,097,000 or $73,100 per year average
- Mechanical Services includes elevator replacement

Recommended Action

Monitor and Maintain.

Dundas

18 Ogilvie Street. Dundas, ON L9H 2S2 (Ward 13)   905-627-3507

Hours

Weekly Service Hours (Winter): 52
Weekly Service Hours (Summer): 48

Tuesday	10:00 a.m. – 9:00 p.m.
Wednesday	10:00 a.m. – 9:00 p.m.
Thursday	10:00 a.m. – 9:00 p.m.
Friday	10:00 a.m. – 6:00 p.m.
Saturday	10:00 a.m. – 5:00 p.m.
Sunday	1:00 p.m. – 5:00 p.m. (September – April but not during renovations)

Facility Information

- 13,712 square feet
- 2 floors
- 1 meeting/program room
- 25 public computer stations
- 12 seat computer lab
- 3 self checkout terminals

Staff Complement

2017 FTE: 14.38

Recent Annual Statistics

	2015	2014	2013	2012	2011	2010
Visitors	219,818	203,250	207,050	202,300	222,650	202,450
Circulation Statistics	342,531	352,736	386,836	412,119	411,865	400,144
Computer Usage	29,106	28,230	33,050	36,150	24,450	16,750
Program Attendance	9,185	11,275	11,397	7,591	7,547	7,363
Holdings	67,454	66,753	66,105	65,491	61.724	66,545

Catchment Area

Population Served: 26,615
Active Library Cardholders: 8,794

Dundas is situated in the Dundas Valley and is bordered by the northern and southern edges of the Niagara Escarpment up to Binkley Road. The east and south-east border runs along Highway 6, Highway 403, Cootes Paradise and the lower edge of the Escarpment between Dundas and Ancaster.

About the Branch

In 1793 the town of Dundas began to take shape when Governor John Graves Simcoe ordered his Deputy to survey a road from Cootes Paradise to the Thames River and locate a town plot (present-day Dundas) at its beginning. The village flourished and was incorporated as a town in 1847. It was amalgamated with the City of Hamilton in 2001. Originally situated in the purpose-built Carnegie building in 1909, a new library was built on Ogilvie Street in 1970 and then renovated in 1979 and 2008.

The branch is currently in a temporary leased location at 55 Cootes Dr due to renovations. The permanent location of the branch is 18 Ogilvie St, Dundas, ON L9H 2S2. During the renovations, the Bookmobile will stop at Dundas Market Square every Friday from 10:00am to 12:00pm.

The renovations will upgrade the building systems and reconfigure the floor plan to maximize space for public use and ensure flexibility for future use of the library, improve the space available for customers and bring this building to the same standard that we expect of library locations.

Dundas is HPL's 4th busiest location. With the large population of seniors in Dundas, renovating the library to meet all accessibility standards is a high priority. By improving the layout, reducing amount of space dedicated to staff, meeting accessibility standards, and reconfiguring our shelving this renovation will significantly improve Dundas Library in a cost effective way.

The Dundas branch is designated to provide an additional assistive device, an Enroga Merlin text enlarger.

Projected State-of-Good-Repair Expenditures Over Next 15 Years
n/a – major renovations underway

Recommended Action
Complete major renovation project underway. Expected completion in summer/ fall 2017.

Note: Funding has been secured and renovations are underway.   Branch currently operating out of temporary leased space on Cootes Dr.

Freelton

1803 Brock Road. Freelton, ON L0R 1K0 (Ward 14)   905-659-7639

Hours

Weekly Service Hours: 17

Monday	4:00 p.m. – 8:00 p.m.
Tuesday	2:00 p.m. – 5:00 p.m.
Wednesday	4:00 p.m. – 8:00 p.m.
Thursday	2:00 p.m. – 5:00 p.m.
Saturday	2:00 p.m. – 5:00 p.m.

Facility Information

- 2,113 square feet
- Parking
- 2 public computer stations

Staff Complement

2017 FTE: 1.1

Recent Annual Statistics

	2015	2014	2013	2012	2011	2010
Visitors	8,597	8,925	9,900	9,200	10,150	9,350
Circulation Statistics	22,739	24,216	27,911	28,755	29,048	27,391
Computer Usage	841	512	300	50	250	200
Program Attendance	158	118	105	39	17	77
Holdings	11,172	11,015	11,554	12,274	12,607	11,913

Catchment Area

Population Served: 3,745

Active Library Cardholders: 672

The Freelton branch serves both the immediate Freelton area and the surrounding area of Flamborough bounded by Hwy 6 and Hwy 8 and Gore Road and Concession 6.

About the Branch

The Freelton branch was first established in 1978 and moved to a newly built facility in 1995. The library is an attractive and welcoming destination in the village core. Furnishings have been upgraded and many customers use the public computers. Kids enjoy the Early Literacy computer as well as a small but bright children's area.

Projected State-of-Good-Repair Expenditures Over Next 15 Years

	B-Shell	C-Interiors	D-Services-Electrical	D-Services-Mechanical	G-Building Sitework
11-15 Years	$5,000	$14,300	$0	$0	$33,450
6-10 Years	$3,000	$19,753	$0	$0	$5,000
0-5 Years	$28,616	$14,300	$13,000	$21,500	$21,500
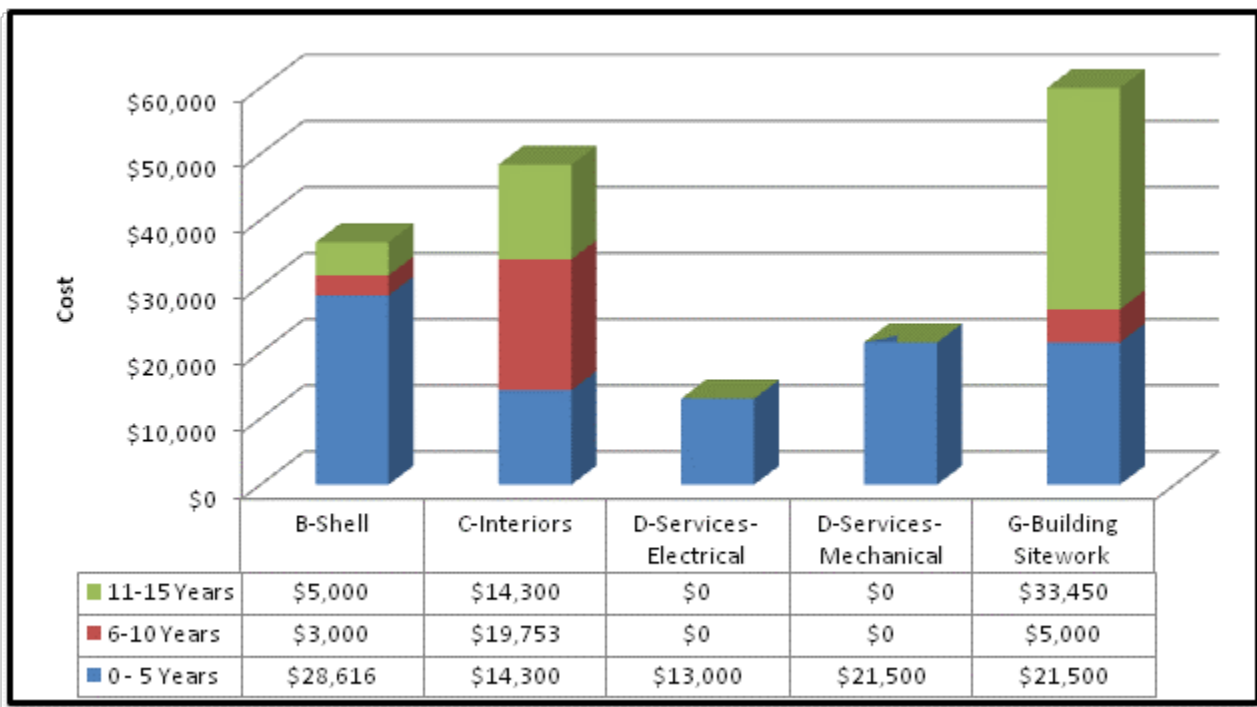
- $179,000 or $11,900 per year on average
- Sitework relates primarily to parking lot rehabilitation.

Recommended Action
Monitor and maintain.

Note: Potential pilot site to investigate expanded, staff-less hours. Required fit-ups to be assessed in early 2017.

Greensville

59 Kirby Avenue Unit 5. Greensville, ON L9H 4H6 (Ward 13)   905-627-4951

Hours

Weekly Service Hours: 17

Monday	4:00 p.m. – 8:00 p.m.
Tuesday	2:00 p.m. – 5:00 p.m.
Wednesday	4:00 p.m. – 8:00 p.m.
Thursday	2:00 p.m. – 5:00 p.m.
Saturday	2:00 p.m. – 5:00 p.m.

Facility Information

- 2,504 square feet
- Leased building
- Parking
- 2 public computer stations

Staff Complement
2017 FTE: 1.13

Recent Annual Statistics

	2015	2014	2013	2012	2011	2010
Visitors	11,819	12,850	11,150	9,150	10,300	11,850
Circulation Statistics	25,676	27,861	33,753	33,907	33,417	31,252
Computer Usage	1,220	669	900	600	500	650
Program Attendance	1,337	1,044	1,067	1,164	650	644
Holdings	14,570	14,540	15,911	15,581	15,146	14,523

Catchment Area
Population Served: 2,422
Active Library Cardholders: 496
The branch serves the residents of Greensville and households along Hwy 8 as well as the area north to Hwy 5 and west to Middletown Rd.

About the Branch
The Greensville community is nestled on top of the Niagara escarpment in Flamborough, adjacent to Dundas. The village is home to a prosperous suburban community with large homes surrounded by fertile land supporting a wide range of agricultural pursuits, from market gardening to livestock. Webster's Falls and Spencer Gorge are part of Greensville, bringing nature lovers from far and wide to enjoy the scenic beauty of this area of the Bruce Trail. Many historically designated homes and businesses are located within the village, which was established in 1846. The community has a strong identity, united by a number of local environmental causes. There are few commercial enterprises in Greensville, and the community uses services in the adjacent town of Dundas.

After a deposit station had been in existence for a number of years, the Wentworth Library System established the first library in Greensville in 1969. The branch was moved to a leased location in a new strip mall on Highway 8 in 1989. The plaza came under new ownership in 2005, when considerable landscaping work was done in an effort to attract new tenants.

A new Greensville Branch has been approved by the Library Board but still requires City Council approval. In partnership with the City of Hamilton and the Hamilton-Wentworth District School Board, the plan is to build a new library on the site of the future Greensville Elementary School (625 Harvest Rd, Greensville). Partnering with the school board and the City to build a new public library and school will create an important community hub while providing opportunities to increase Library usage in Greensville and grow the next generation of readers. To help fund the new facility the current

Greensville town hall will be sold. The City and HPL will be able to share building costs to ensure barrier free community spaces and washrooms.

Projected State-of-Good-Repair Expenditures Over Next 15 Years
Space is currently leased.

Recommended Action
Library Board has approved the new Greensville project and it is now pending City approval. Design would take place in 2017 with opening in 2018 to coincide with new school year.

Kenilworth

103 Kenilworth Avenue North. Hamilton, ON (Ward 4)   905-546-3960

Hours

Weekly Service Hours: 43

Monday   10:00 a.m. – 6:00 p.m.
Tuesday   10:00 a.m. – 8:00 p.m.
Wednesday   10:00 a.m. – 6:00 p.m.
Thursday   10:00 a.m. – 8:00 p.m.
Saturday   10:00 a.m. – 5:00 p.m.

Facility Information

- 8,000 square feet
- 3 floors
- 1 meeting/program room
- Parking
- 16 public computer stations
- 2 self checkout terminals

Staff Complement

2017 FTE: 8.38

Recent Annual Statistics

	2015	2014	2013	2012	2011	2010
Visitors	105,015	103,825	95,125	107,125	132,086	113,775
Circulation Statistics	218,258	216,165	222,296	237,816	192,032	213,907
Computer Usage	27,467	27,884	25,500	35,200	10,506	9,050
Program Attendance	11,954	8,937	5,772	3,543	4,644	3,551
Holdings	35,038	34,815	33,323	33,379	38,354	37,191

Catchment Area

Population Served: 39,590
Active Library Cardholders: 5,288

The branch serves the area bounded by Gage Avenue in the west, to Parkdale Avenue in the east and from Lake Ontario in the north to the Escarpment as the southern border.

About the Branch

The Kenilworth Branch opened in 1932. Its architecture was based on the former Boys and Girls House of the Toronto Public Library. Recent renovations in 2011 updated the building while maintaining the heritage integrity of the building. The branch is well-used by neighbourhood residents, who enjoy the building's old-fashioned feel combined with the modern amenities and technologies of the library branch.

Kenilworth is an active neighbourhood branch, with a steady flow of customers throughout the day. There are typically five to ten patrons waiting outside the doors at opening, and once the doors are unlocked, people usually head to the public computers, the newspaper area, and the upstairs children's department. The Kenilworth neighbourhood is populated by a mix of longtime residents and young families moving into historic and still relatively affordable houses. There are also a number of rental properties and apartments in the area.

The building is being reviewed for heritage designation through a process that will extend from 2015 – 2019.

Projected State-of-Good-Repair Expenditures Over Next 15 Years

	A-Substructure	B-Shell	C-Interiors	D-Services-Electrical	D-Services-Mechanical	G-Building Sitework
11-15 Years	$0	$0	$160,500	$141,000	$0	$49,000
6-10 Years	$0	$6,500	$0	$0	$42,000	$3,000
0-5 Years	$30,000	$59,000	$152,000	$0	$112,600	$6,600
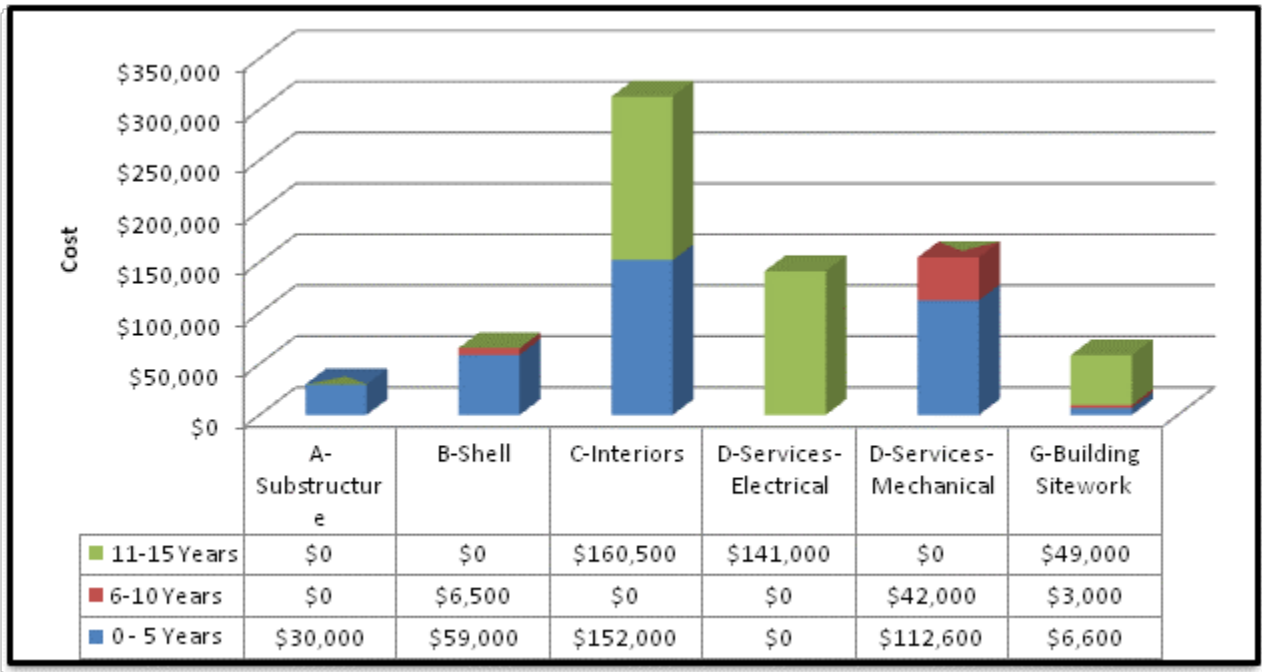
- $762,000 or $50,800 per year average.
- Majority of Interior costs related to interior doors (11-15 yrs) and carpet replacement (0-5).

Recommended Action

Monitor and Maintain.

Locke

285 Locke Street South. Hamilton, ON L8P 4C2 (Ward 1)   905-546-3492

Hours

Weekly Service Hours: 35

Monday	10:00 a.m. – 5:00 p.m.
Tuesday	1:00 p.m. – 8:00 p.m.
Wednesday	10:00 a.m. – 5:00 p.m.
Thursday	1:00 p.m. – 8:00 p.m.
Saturday	10:00 a.m. – 5:00 p.m.

Facility Information

- 1,451 square feet
- 4 public computer stations
- 1 self checkout terminal

Staff Complement

2017 FTE: 3.96

Recent Annual Statistics

	2015	2014	2013	2012	2011	2010
Visitors	64,235	66,125	65,850	75,550	69,750	81,300
Circulation Statistics	134,701	142,968	164,918	178,482	171,343	175,097
Computer Usage	5,491	5,679	6,800	7,850	1,050	2,600
Program Attendance	3,983	4,036	3,270	3,059	2,014	2,059
Holdings	16,709	17,456	17,106	18,335	17,791	18,834

Catchment Area

Population Served: 8,447

Active Library Cardholders: 2,990

The Locke catchment area is comprised of two neighbourhoods: Kirkendall South and Kirkendall North. The boundary for this branch is the Niagara Escarpment in the south to Main Street in the north, as well as Queen Street in the east to Highway 403 in the west

About the Branch

Locke is the oldest continuously operating branch library building in Hamilton and was established in 1925 as a children's library. Locke Library continues to play an important role in the family life of the neighbourhood.

The latest renovation of the building took place in 1996. Furnishings and equipment have been upgraded on an on-going basis since that time.

Since 2002, significant structural work has been done to improve the basement and foundation of the building to insure its longevity and improve the building condition. Locke continues to be a community beacon for local residents. To augment the small continually updated collection, demanding readers place many holds, and Locke is increasingly becoming a convenient destination where patrons pick up and return these materials.

In 2014 a feasibility study of the Locke branch was undertaken to investigate increasing the size of the vestibule, assess the existing exterior access ramp, and review the use of the south patio area exploring the potential to create covered space for programming, wifi use, and seating.

The current vestibule dates from the 1970s, does not comply with the Ontario Building Code or the City of Hamilton Barrier Free Guidelines and is too small to serve current library needs.

The 2014 report provided a preliminary design for a larger vestibule and a covered south facing outdoor space. Implementing the design would create a single accessible and welcoming entrance with an interior ramp, improved street presence and would establish the branch as an attractive "bookend" to Locke Street.

In 2016 this project was submitted for consideration in the Ward 1 Participatory Budget

Process and has received preliminary support for significant funding. In addition to the exterior improvements in the vestibule and outdoor space, an investigation into potential interior layout changes will be undertaken. The feasibility of creating a barrier free washroom will be explored. With such a small building footprint, any interior changes will impact both staff and public space and alternative options such as self serve returns will also be considered.

The project will be supported by funds previously set aside from the 2007 sale of the former CIBC building and earmarked for Locke improvements and from a contribution from Ward 1 funds.

Projected State-of-Good-Repair Expenditures Over Next 15 Years

	A-Substructure	B-Shell	C-Interiors	D-Services-Electrical	D-Services-Mechanical	G-Building Sitework
■ 11-15 Years	$0	$6,280	$9,450	$0	$1,000	$0
■ 6-10 Years	$0	$0	$0	$0	$0	$4,000
■ 0 - 5 Years	$37,000	$29,500	$21,650	$15,500	$17,000	$1,500
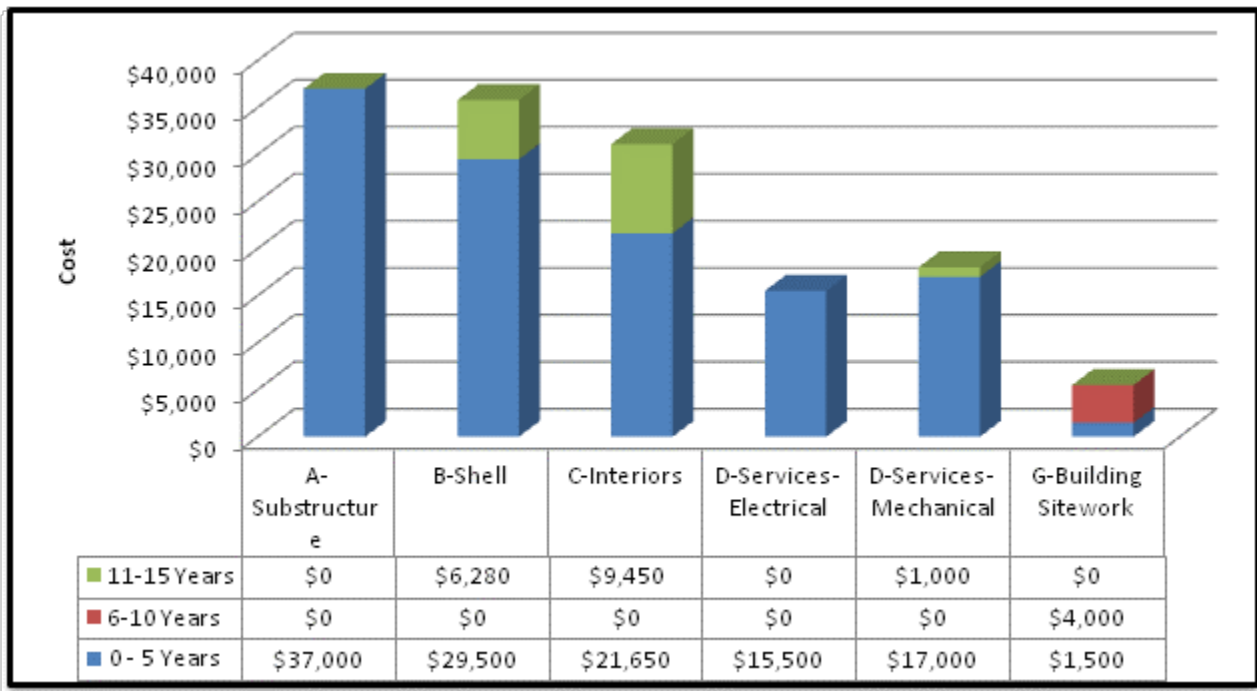
- $143,000 or $9,500 per year average.
- Substructure costs relate to basement foundation repairs.

Recommended Action
Exterior improvements to the vestibule and outdoor space will be undertaken. The feasibility of creating a barrier free washroom will be explored. Pending Board approval.

Lynden

110 Lynden Road PO Box 9. Lynden, ON L0R 1T0 (Ward 14)   519-647-2571

Hours

Weekly Service Hours: 35

Monday	1:00 p.m. – 8:00 p.m.
Tuesday	1:00 p.m. – 8:00 p.m.
Wednesday	1:00 p.m. – 8:00 p.m.
Thursday	10:00 a.m. – 5:00 p.m.
Saturday	10:00 a.m. – 5:00 p.m.

Facility Information

- 4,000 square feet
- 1 meeting/program room
- 1 reading patio (2015)
- Parking
- 6 public computer stations
- 1 self checkout terminal

Staff Complement

2017 FTE: 2.53

Recent Annual Statistics

	2015	2014	2013	2012	2011	2010
Visitors	27,794	27,050	23,250	15,350	17,700	13,750
Circulation Statistics	62,070	65,814	73,436	48,693	52,182	49,972
Computer Usage	3,107	2,818	3,300	500	650	600
Program Attendance	1,397	1,288	1,237	489	522	354
Holdings	14,890	14,683	15,972	11,145	11,815	11,124

Catchment Area

Population Served: 6,997
Active Library Cardholders: 1,274

The Lynden branch serves West Flamborough including neighbouring communities such as Sheffield, Rockton, Troy and Copetown and the area bounded by Governors Road and Highway 8.

About the Branch

Established in 1966 the Lynden branch moved to a newly built facility in 2013. The new construction incorporates many sustainable features. This fully accessible new building has vaulted ceilings and is flooded with natural light. With seating surrounding a fireplace and a newly constructed reading patio, the branch offers a welcoming destination for a community that has seen recent closures of other institutions. Significantly larger than the former branch, Lynden can now offer programming for all ages, and has more public computers, a dedicated teen area and meeting room space.

Projected State-of-Good-Repair Expenditures Over Next 15 Years

	B-Shell	C-Interiors	D-Services-Electrical	D-Services-Mechanical	G-Building Sitework
11-15 Years	$33,000	$11,442	$10,000	$14,000	$45,000
6-10 Years	$0	$38,168	$0	$0	$0
0 - 5 Years	$0	$0	$0	$0	$3,000
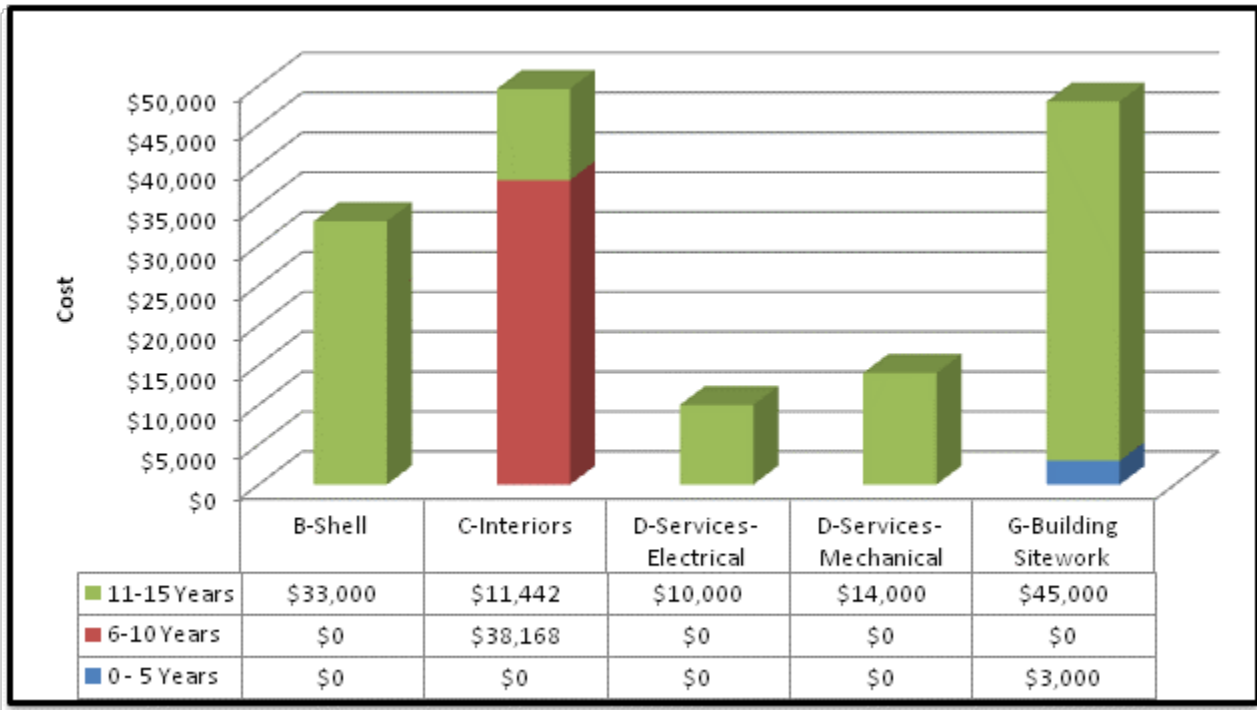
- $155,000 or $10,300 per year average.
- As expected with a new building, very little required over next 5 years, most expenditures related to years 10+

Recommended Action

Monitor and Maintain. New building opened in 2013. Construction of patio completed in the Spring of 2015.

Mount Hope

3027 Homestead Drive, RR1. Mount Hope, ON L0R 1W0 (Ward 11) 905-679-6445

Hours

Weekly Service Hours: 18

Monday	2:00 p.m. – 5:00 p.m.
Tuesday	2:00 p.m. – 8:00 p.m.
Wednesday	2:00 p.m. – 5:00 p.m.
Thursday	2:00 p.m. – 8:00 p.m.

Facility Information

- 2,230 square feet
- Shared facility
- Parking
- 2 public computer stations

Staff Complement

2017 FTE: 1.24

Recent Annual Statistics

	2015	2014	2013	2012	2011	2010
Visitors	8,384	10,100	6,900	7,150	7,200	7,850
Circulation Statistics	21,913	23,803	27,099	30,120	31,599	29,993
Computer Usage	798	595	400	500	450	650
Program Attendance	347	332	228	253	289	191
Holdings	10,193	10,007	10,716	10,040	10,900	10,462

Catchment Area

Population Served: 5,068

Active Library Cardholders: 621

Mount Hope is a tiny community which has maintained its small town character. "Mount" Hope is aptly named, as it is the highest point between Lake Erie and Lake Ontario. The community is bounded by Twenty Road East to the North, Glancaster Road to the West, Trinity Church Road to the East, and Haldibrook Road to the South.

About the Branch

Due to the age of the building and current design, the building is not as accessible as other locations. Customers must use two small sets of stairs to enter the building from the front. There is a ramp available for those customers who require it; however these customers then require staff to let them in through a side entrance.

The Mount Hope branch was established in 1966 and moved to its current location in 1990. It is situated at the front of the Mount Hope Community Hall, formerly the administrative offices of the Township of Glanbrook. The branch is located on the main street of the village.

The Mount Hope library is situated in a building that includes an attached hall. The hall can be booked for library programs and recreational activities through the City. There is ample parking. The building is being reviewed for heritage designation through a process that will extend from 2015 – 2019.

Projected State-of-Good-Repair Expenditures Over Next 15 Years

	B-Shell	C-Interiors	D-Services-Electrical	D-Services-Mechanical	G-Building Sitework
■ 11-15 Years	$0	$52,300	$0	$14,400	$258,540
■ 6-10 Years	$84,050	$0	$0	$10,000	$0
■ 0 - 5 Years	$51,470	$115,713	$14,500	$26,900	$3,000
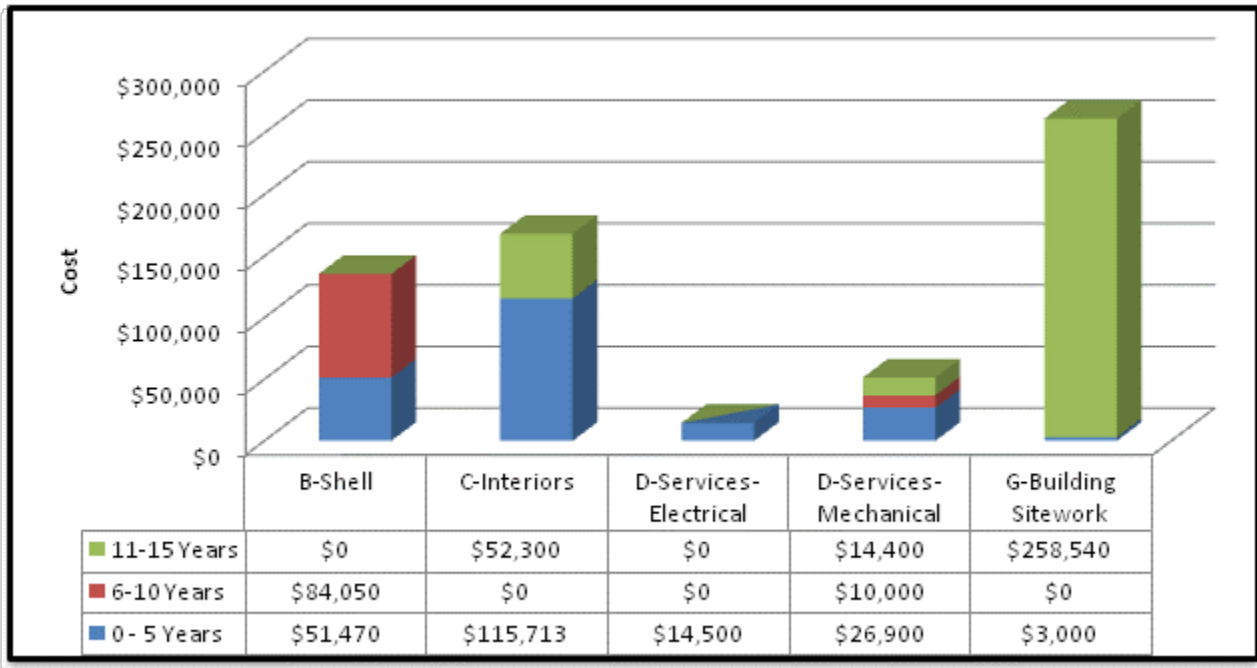
- $631,000 or $42,000 per year on average.
- Costs include infrastructure shared with Town Hall.

Recommended Action

Relocate to another location when an appropriate partnership opportunity presents itself.

Note: This has tentatively been included in the 10-year capital plan in 2022. Funding would still need to be identified and secured.

Red Hill

695 Queenston Road. Hamilton, ON L8G 1A1 (Ward 5)   905-546-2069

Hours

Weekly Service Hours (Winter): 52
Weekly Service Hours (Summer): 48

Tuesday	10:00 a.m. – 9:00 p.m.
Wednesday	10:00 a.m. – 9:00 p.m.
Thursday	10:00 a.m. – 9:00 p.m.
Friday	10:00 a.m. – 6:00 p.m.
Saturday	10:00 a.m. – 5:00 p.m.
Sunday	1:00 p.m. – 5:00 p.m. (September – April)

Facility Information

- 11,760 square feet
- Leased building
- 1 meeting/program room
- Parking
- 21 public computer stations plus a 12 seat computer lab
- Digital media lab
- Automated return
- 3 self checkout terminals

Staff Complement
2017 FTE: 12.40

Recent Annual Statistics

	2015	2014	2013	2012	2011	2010
Visitors	151,371	178,800	250,625	197,275	249,950	185,650
Circulation Statistics	264,029	296,334	337,177	360,816	343,423	360,833
Computer Usage	61,654	63,534	69,350	77,800	60,900	29,500
Program Attendance	11,312	10,767	11,759	11,760	11,761	11,762
Holdings	49,352	49,080	51,439	52,380	55,141	53,644

Catchment Area
Population Served: 32,976
Active Library Cardholders: 9,388

Red Hill's catchment runs from the Queen Elizabeth Way in the north, to the escarpment in the south. It's bounded on the west by Parkdale Avenue and Mount Albion Road to Centennial Parkway and Gray's road (south of Barton) in the east.

About the Branch
Taking its name from the historical Red Hill Creek area, the Red Hill Branch began life in October 1968 in the Towers Plaza on the southwest corner of Queenston and Nash. In 1973, the branch made a move to Eastgate Square. Unfortunately, the location on the mezzanine level of the plaza had no elevator or escalator access. Since 1983, the Red Hill Branch has been in the plaza at 695 Queenston Road, located just east of Nash Road. Originally the library's floor space was 4700 sq ft. but in 1989 the branch footprint increased to 11,760 sq ft after expansion into a recently vacated storefront. The facility is leased from Effort Trust.

Red Hill is a leader in outreach programming to the community and also provides a large multilingual collection including Hindi DVDs.

Red Hill is designated to provide an additional assistive device, an Enroga Merlin text enlarger. Red Hill is now equipped with a Digital Media Lab.

Projected State-of-Good-Repair Expenditures Over Next 20 Years
Space is leased.

Recommended Action
Monitor and Maintain.

Saltfleet

131 Gray Road. Stoney Creek, ON L8G 3V3 (Ward 9)   905-662-8611

Hours

Weekly Service Hours: 48

Monday	10:00 a.m. – 9:00 p.m.
Tuesday	10:00 a.m. – 9:00 p.m.
Wednesday	10:00 a.m. – 9:00 p.m.
Thursday	10:00 a.m. – 6:00 p.m.
Saturday	10:00 a.m. – 5:00 p.m.

Facility Information

- 11,573 square feet
- Leased building
- Shared facility
- 1 meeting/program room
- Parking
- 15 public computer stations
- 2 self checkout terminals

Staff Complement

2017 FTE: 10.11

Recent Annual Statistics

	2015	2014	2013	2012	2011	2010
Visitors	136,689	127,775	142,275	196,825	142,625	144,950
Circulation Statistics	204,083	210,176	238,896	251,648	266,839	247,225
Computer Usage	23,864	23,488	25,750	34,350	17,350	13,700
Program Attendance	9,016	10,258	9,862	7,779	8,925	6,578
Holdings	43,250	43,233	42,586	49,627	52,930	53,647

Catchment Area

Population Served: 37,543
Active Library Cardholders: 7,183

The Saltfleet catchment area extends from Lake Ontario, south to the Escarpment and is bounded by Centennial Parkway to the west and Dewitt Road to the east. The area includes much of the former City of Stoney Creek and is a blend of both urban and rural landscapes. There is a balanced blend of residential and commercial development which follows a small town, "Main Street" model. The bulk of commercial activity occurs along King Street and Queenston Road/Highway 8. Residential areas are largely comprised of single family dwellings with some senior centres and apartments.

About the Branch

The Saltfleet Branch was first established in 1966 and has been in the current building since 2000. The former City of Stoney Creek entered into a partnership agreement with the Hamilton Wentworth Catholic District School Board to build the facility which houses the Cardinal Newman Secondary School and the Saltfleet Branch Library. The two entities share a building but are separate. There is no door open to the public that links the two facilities. In 2014 Saltfleet was renovated to close the second floor and turn the space over to the School Board.

Saltfleet provides a French juvenile collection.

Projected State-of-Good-Repair Expenditures Over Next 15 Years

Space is leased.

Recommended Action

Monitor and Maintain. Long term look for opportunities to partner with the City to locate the Library in downtown Stoney Creek.

Sherwood

467 Upper Ottawa Street. Hamilton, ON L8T 3T3 (Ward 6)   905-546-3249

Hours

Weekly Service Hours: 48

Monday	10:00 a.m. – 9:00 p.m.
Tuesday	10:00 a.m. – 6:00 p.m.
Wednesday	10:00 a.m. – 9:00 p.m.
Thursday	10:00 a.m. – 9:00 p.m.
Saturday	10:00 a.m. – 5:00 p.m.

Facility Information

- 20,400 square feet
- 2 floors
- Leased building
- 3 meeting/program rooms
- Parking
- 20 public computer stations
- 12 seat computer lab
- 4 self checkout terminals

Staff Complement

2017 FTE: 12.69

Recent Annual Statistics

	2015	2014	2013	2012	2011	2010
Visitors	134,667	136,813	159,525	139,150	149,400	140,550
Circulation Statistics	221,605	235,921	263,673	295,224	299,677	253,631
Computer Usage	35,242	34,943	41,300	40,100	27,650	14,950
Program Attendance	6,884	7,553	8,207	6,822	6,743	4,958
Holdings	41,514	41,593	41,781	45,377	47,139	47,369

Catchment Area

Population Served: 33,087
Active Library Cardholders: 7,903

Sherwood's catchment area runs from Mountain Brow Boulevard and Concession Street to the Lincoln Alexander Parkway and from Upper Sherman to Mountain Brow Blvd.

About the Branch

The Sherwood Branch was opened as a storefront in a small plaza on Upper Ottawa Street near the corner of Fennell Avenue in November, 1966. It expanded in 1981 and then moved to a larger and brighter facility in June, 1991. Sherwood underwent extensive renovations in 2010 adding a much needed computer lab. The branch is a standalone leased building and the closest intersection is Upper Ottawa Street and Fennell Avenue East.

The first floor houses adult material, non-print and a computer lab and the second floor is children's and teen collections as well as more computers. Sherwood also provides a French juvenile collection. A Library Support Program worker assists newcomers in obtaining services and support.

Projected State-of-Good-Repair Expenditures Over Next 15 Years

Space is leased.

Recommended Action

Monitor and maintain.

Stoney Creek

777 Highway 8, Stoney Creek, ON L8E 5J4 (Ward 11)   905-643-2912

Hours

Weekly Service Hours: 35

Monday	1:00 p.m. – 8:00 p.m.
Tuesday	10:00 a.m. – 5:00 p.m.
Wednesday	1:00 p.m. – 8:00 p.m.
Thursday	10:00 a.m. – 5:00 p.m.
Saturday	10:00 a.m. – 5:00 p.m.

Facility Information

- 6,404 square feet
- Shared facility
- Parking
- 5 public computer stations
- 2 self checkout terminals

Staff Complement

2017 FTE: 3.56

Recent Annual Statistics

	2015	2014	2013	2012	2011	2010
Visitors	57,564	61,113	60,900	53,125	60,075	30,800
Circulation Statistics	92,540	100,004	111,233	107,273	113,135	103,970
Computer Usage	4,519	3,714	3,850	2,900	2,300	3,000
Program Attendance	7,784	6,608	6,613	4,693	3,232	2,696
Holdings	26,541	26,392	28,191	27,334	24,899	24,074

Catchment Area

Population Served: 16,486
Active Library Cardholders: 3,339

The Stoney Creek catchment area is bounded by DeWitt Road to the west, Fifty Road to the east, Lake Ontario to the north and Ridge Road to the south. Since Stoney Creek is so close to Grimsby, a lot of Grimsby patrons borrow Hamilton collections.

About the Branch

The Stoney Creek Branch moved to its current location in the former Stoney Creek City Hall in January 2003. It shares the building with the RCMP. The area surrounding the Stoney Creek branch is rapidly expanding with new developments and many new families are moving into the area. New commercial developments are also underway in the area.

Stoney Creek Branch is striving to become a cultural destination with art displays to show off local artists and writing programs supporting developing authors.

Projected State-of-Good-Repair Expenditures Over Next 15 Years

	B-Shell	C-Interiors	D-Services-Electrical	D-Services-Mechanical	F-Special Construction and Demolition	G-Building Sitework
11-15 Years	$0	$306,402	$0	$395,855	$0	$75,058
6-10 Years	$423,617	$400,996	$637,482	$253,964	$0	$236,485
0-5 Years	$221,062	$16,451	$59,635	$874,995	$10,282	$21,746
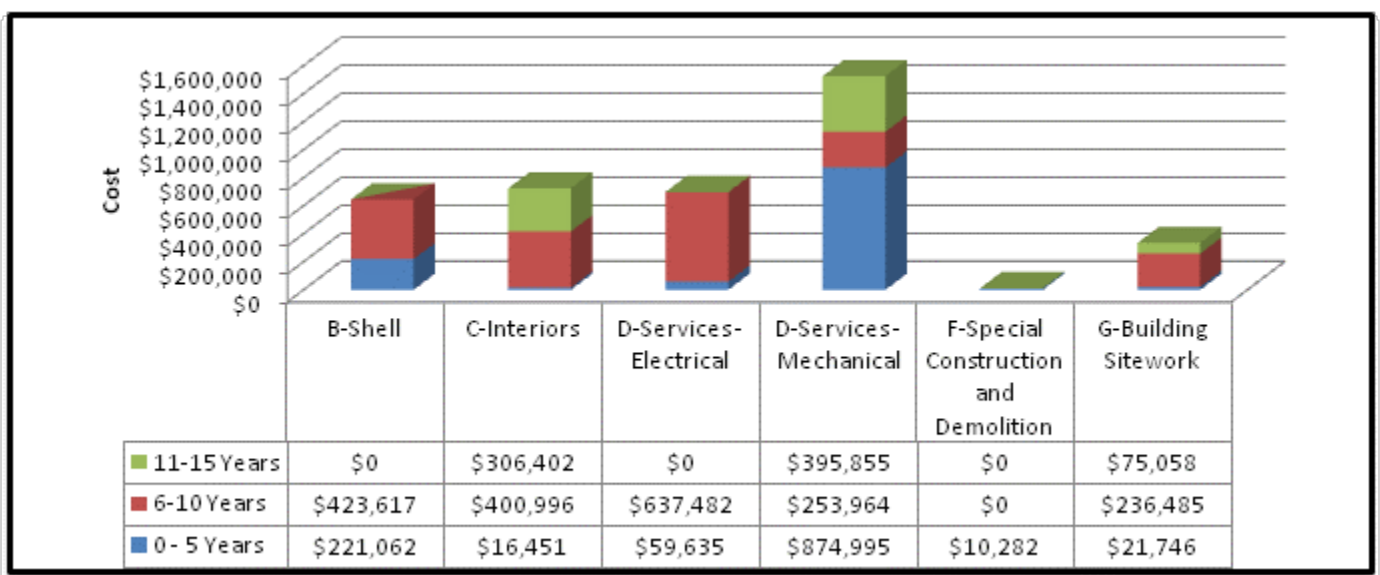
- $3,934,000 or $262,300 per year
- Costs also include infrastructure requirements that are shared with the Town Hall.
- Bulk of Mechanial Services costs in the 0-5 year period relates to lifecycle replacement of Heating & Cooling units

Recommended Action

Monitor and Maintain. A new Winona/Stoney Creek Library has tentatively been included in the 10-year capital plan for 2024. Funding would still need to be identified and secured.

Terryberry

100 Mohawk Road West. Hamilton, ON L8R 3K7 (Ward 8)   905 546-3921

Hours

Weekly Service Hours: 51

Monday	10:00 a.m. – 9:00 p.m.
Tuesday	10:00 a.m. – 9:00 p.m.
Wednesday	10:00 a.m. – 9:00 p.m.
Thursday	10:00 a.m. – 9:00 p.m.
Saturday	10:00 a.m. – 5:00 p.m.

Facility Information

- 30,000 square feet
- 3 floors
- 3 study rooms
- 2 meeting/program rooms
- Parking
- 33 public computer stations
- 12 seat computer lab
- Digital media lab
- Automated return
- 4 self checkout terminals

Staff Complement

2017 FTE: 18.36

Recent Annual Statistics

	2015	2014	2013	2012	2011	2010
Visitors	249,953	307,525	226,766	231,900	389,300	279,150
Circulation Statistics	415,678	436,540	495,661	277,746	658,896	632,145
Computer Usage	55,660	55,536	63,150	60,050	36,350	22,600
Program Attendance	18,477	16,443	18,173	6,317	7,989	5,393
Holdings	73,339	72,224	78,808	52,923	98,923	95,153

Catchment Area

Population Served: 43,849
Active Library Cardholders: 15,732

Terryberry boundaries extend to the Lincoln Alexander Parkway (LINC) in the south, Scenic Drive to the north as far as Wellington Street and then run south to Fennel Avenue and then swing east to Upper Wentworth Street.

About the Branch

The Terryberry Branch was built on land once owned by William Terryberry and his wife Anne Young who came to Upper Canada circa 1806. Prior to the War of 1812, William Terryberry owned an inn which was a popular stopover for travellers making the trip from Niagara to Ancaster.

Terryberry library was constructed in 1970 as a one floor building and since that time has undergone two significant renovations. The first renovation occurred in 1991 when a second floor was added to allow for a much needed expansion and most recently in 2012, when the library was completely updated. The redesigned library features a larger children's department, public computer lab, a barrier free washroom, and expanded lounge and study space.

The building consists of 30,000 square feet on three floors. The library materials are located on the first and second floors with program rooms and staff working areas in the basement.

Terryberry is a vibrant and diverse community with the second highest amount of customer traffic and borrowing of materials after the Central Library. Customers enjoy a large multilingual collection including DVDs as well as a juvenile French collection. A Library Support Program worker assists newcomers in obtaining services and support.

Terryberry is designated to provide an additional assistive device, an Enroga Merlin text enlarger.

Projected State-of-Good-Repair Expenditures Over Next 15 Years

	B-Shell	C-Interiors	D-Services-Electrical	D-Services-Mechanical	G-Building Sitework
■ 11-15 Years	$30,000	$59,000	$0	$5,700	$0
■ 6-10 Years	$248,000	$350,500	$4,500	$189,000	$22,500
■ 0-5 Years	$275,600	$119,500	$70,600	$197,700	$22,000
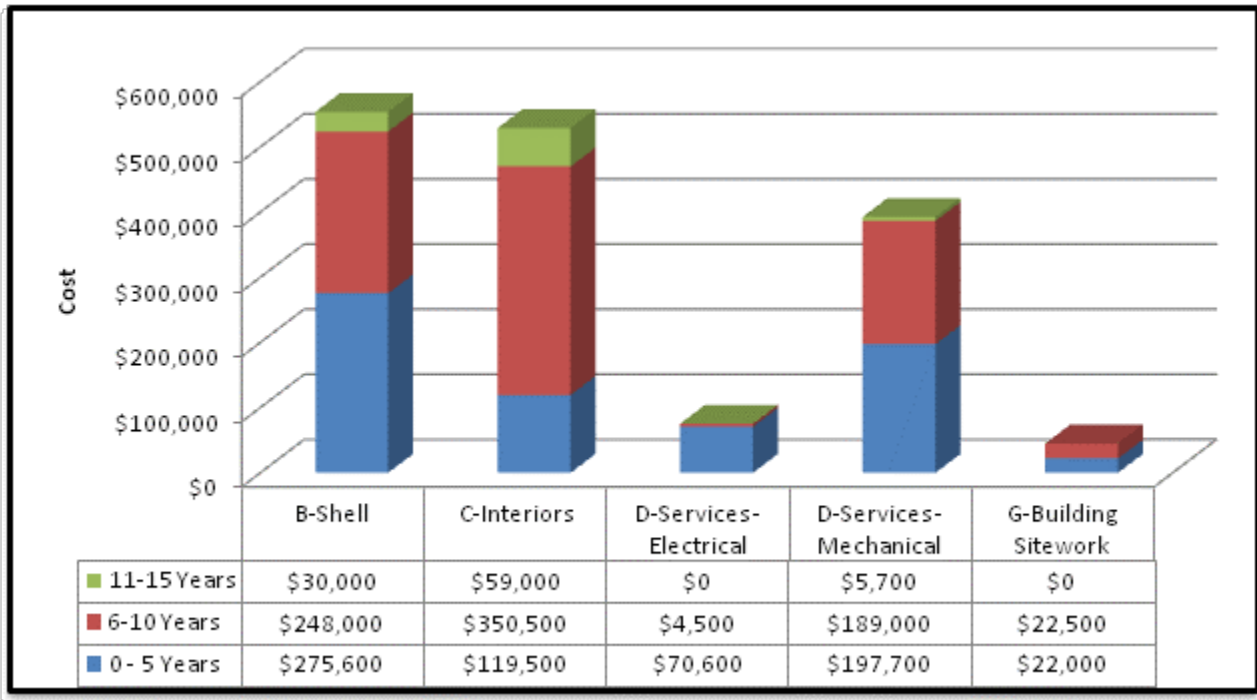
- $1,595,000 or $106,300 per year.
- Majority of 0-5 year Shell work relates to lifecycle roofing replacement
- Majority of 0-5 year Mechanical Services work relates to lifecycle replacement for plumbing, boilers, and HVAC units.

Recommended Action
Monitor and Maintain. HVAC and boiler replacement is scheduled for 2017.

Turner Park

352 Rymal Road East. Hamilton, ON L9B 1C2 (Ward 7)   905-546-4790

Hours

Weekly Service Hours (Winter): 63
Weekly Service Hours (Summer): 59

Monday	10:00 a.m. – 9:00 p.m.
Tuesday	10:00 a.m. – 9:00 p.m.
Wednesday	10:00 a.m. – 9:00 p.m.
Thursday	10:00 a.m. – 9:00 p.m.
Friday	10:00 a.m. – 6:00 p.m.
Saturday	10:00 a.m. – 5:00 p.m.
Sunday	1:00 p.m. – 5:00 p.m. (September – April)

Facility Information

- 23,681 square feet
- Shared facility
- 3 study rooms
- 2 program rooms
- 2 reading patios
- Parking
- 19 public computer stations plus a 12 seat computer lab
- Automated return
- 4 self checkout terminals

Staff Complement
2017 FTE: 16.37

Recent Annual Statistics

	2015	2014	2013	2012	2011	2010
Visitors	387,533	315,200	287,650	383,500	344,650	343,650
Circulation Statistics	382,038	407,305	480,506	635,311	492,989	528,095
Computer Usage	71,114	67,703	87,200	65,900	43,650	37,600
Program Attendance	16,114	14,754	15,870	14,313	10,617	7,553
Holdings	66,625	65,439	72,190	87,659	70,662	73,814

Catchment Area
Population Served: 65,659
Active Library Cardholders: 10,565

The branch serves the area bounded by the Lincoln Alexander Expressway to the north, Twenty Road to the south, Glancaster Road to the west, and Glover Road to the east.

About the Branch
Turner Park is one of the Hamilton Public Library's newest branches celebrating its fifth anniversary in 2014. The need for a branch in the area known as the South Mountain was recognized in the early 1980's as the city began to expand further south. On May 23, 2009 the Turner Park Library opened to the public and at day end the new library had already become the third highest circulating Hamilton Public Library location.

Designed to adapt to customer needs, the library is light filled and spacious with lots of flexible space for programming and for customers seeking a quiet corner or collaboration. Clerestory windows ensure an abundance of natural light and users gravitate to seating by the windows.

Located in a joint facility with the YMCA, the two organizations together serve as a community destination for the surrounding neighbourhoods. The 280 space parking lot is consistently full has been identified as insufficient after only five years of operation.

Located within a diverse community, a Library Support Program worker assists newcomers in obtaining services and support. As well Turner Park is designated to provide an additional assistive device, an Enroga Merlin text enlarger.

Projected State-of-Good-Repair Expenditures Over Next 15 Years

Cost	B-Shell	C-Interiors	D-Services-Electrical	D-Services-Mechanical	F-Special Construction and Demolition	G-Building Sitework
■ 11-15 Years	$6,000	$212,000	$10,000	$167,200	$60,000	$84,000
■ 6-10 Years	$8,000	$258,500	$0	$367,850	$9,400	$34,000
■ 0 - 5 Years	$65,000	$69,000	$10,000	$67,700	$61,650	$36,000
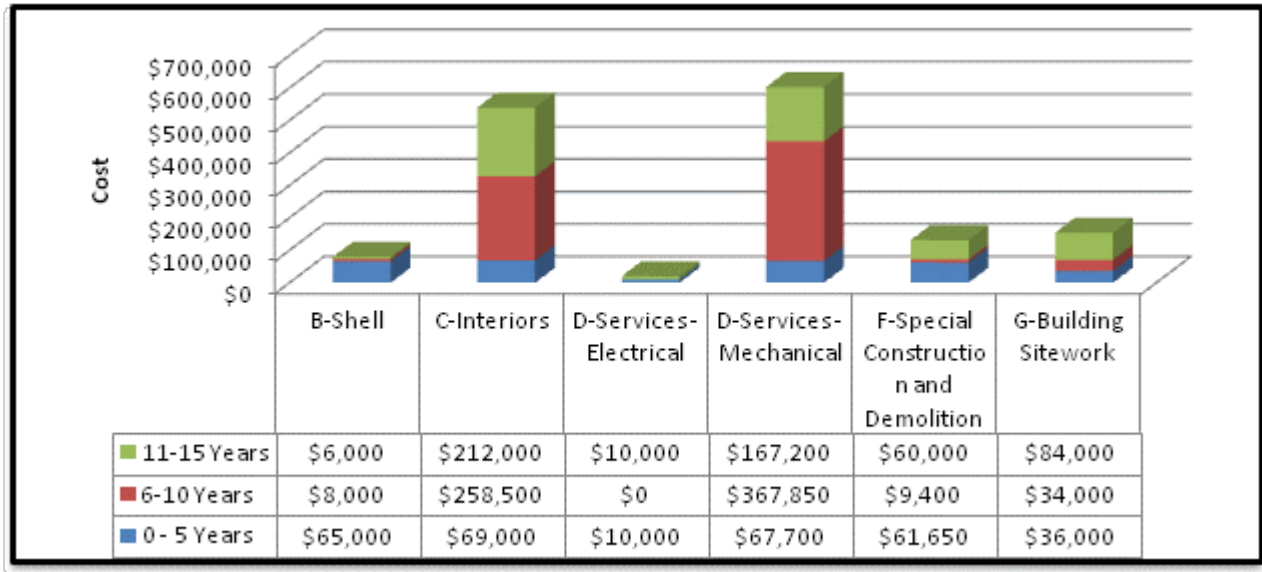
- $1,526,000 or $101,700 per year
- Building state of good repair expenditures includes shared YMCA infrastructure also.
- Majority of work required in 6+ year period.
- Special Construction costs relate entirely to YMCA

Recommended Action

Monitor and Maintain. Work with City and YMCA to investigate options to expand/ reconfigure parking lots.

Valley Park

970 Paramount Drive. Stoney Creek, ON L8J 1Y2 (Ward 9)   905-573-3141

Hours

Weekly Service Hours: 47

Monday	10:00 a.m. – 8:00 p.m.
Tuesday	10:00 a.m. – 8:00 p.m.
Wednesday	10:00 a.m. – 8:00 p.m.
Thursday	10:00 a.m. – 8:00 p.m.
Saturday	10:00 a.m. – 5:00 p.m.

Facility Information

- 3,100 square feet
- Shared facility
- Parking
- 10 public computer stations
- 2 self checkout terminals

Staff Complement

2017 FTE: 5.45

Recent Annual Statistics

	2015	2014	2013	2012	2011	2010
Visitors	96,620	105,575	105,500	82,300	88,100	91,500
Circulation Statistics	118,614	122,610	144,261	163,496	172,104	143,549
Computer Usage	9,615	10,910	12,600	14,350	8,150	4,850
Program Attendance	5,418	4,292	4,653	6,904	4,309	3,918
Holdings	26,654	26,378	25,136	25,100	24,988	25,734

Catchment Area

Population Served: 24,016
Active Library Cardholders: 4,572

Valley Park's catchment area extends from Paramount Drive to Mud Street, including Stone Church Road East.

About the Branch

The Valley Park Branch was established in 1978 and moved to the Valley Park Arena and Recreation Centre in 1982. The recreation center is located in parkland at the corner of Paramount Drive and Mud Street. It has a swimming pool, arena, and activity rooms. Access to the library is through the main entrance of the Recreation Centre. Signage directing customers to the library is located on the corner of Paramount Drive and Mud Street, and at the entrance of the recreation centre.

The Library Board has approved a proposed expansion project that would make more space and services available for the area's growing population. The new and expanded Valley Park Library would be situated on the site of the current Valley Park Community Centre. Plans include placing a new larger Valley Park Library on the site and converting the existing library space within the current recreation facility. The project is still pending City Council approval.

With the large growth in population on the Stoney Creek Mountain the current 3,100 square foot library is very inadequate. The plan is to at least double the size of the Valley Park Library. With sufficient funding a 10,000 square foot library would be more appropriate.

Projected State-of-Good-Repair Expenditures Over Next 15 Years

	B-Shell	C-Interiors	D-Services-Electrical	D-Services-Mechanical	G-Building Sitework
■ 11-15 Years	$2,616	$208,000	$0	$0	$19,840
■ 6-10 Years	$0	$72,000	$37,194	$0	$15,000
■ 0-5 Years	$19,879	$235,000	$0	$5,000	$15,000
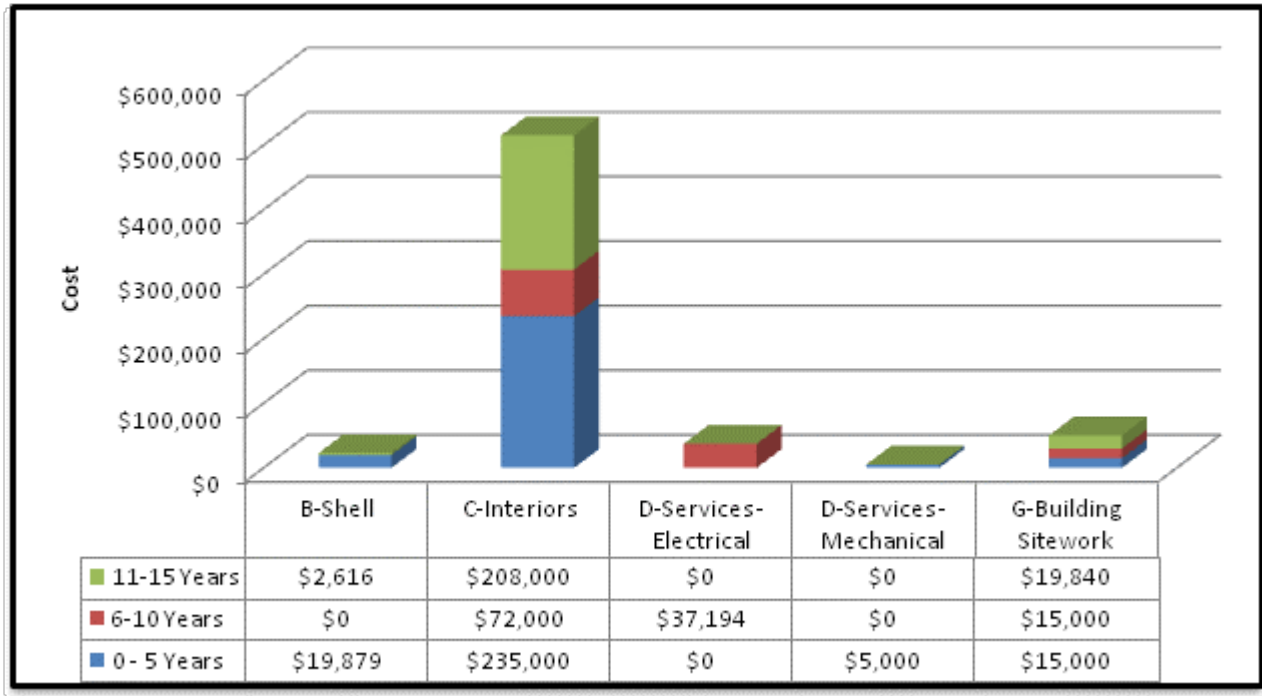
- $630,000 or $42,000 per year on average
- Includes shared costs with Recreation space as well.
- Most of Interior work over upcoming 5 year period relates to floor, ceiling, and wall finishes.

Recommended Action

Library Board has approved the project and is now pending City approval. Design would take place in 2017 with construction beginning in 2018. The HPL continues to work with the Heritage Green Community Trust to enhance the project.

Waterdown

163 Dundas Street East, Waterdown, ON L0R 2H0 (Ward 15)   905-689-6269

Hours

Weekly Service Hours: 51

Monday	10:00 a.m. – 9:00 p.m.
Tuesday	10:00 a.m. – 9:00 p.m.
Wednesday	10:00 a.m. – 9:00 p.m.
Thursday	10:00 a.m. – 9:00 p.m.
Saturday	10:00 a.m. – 5:00 p.m.

Facility Information

- 15,500 square feet
- 1 floor
- Shared facility
- 1 meeting/program room
- Parking
- 14 public computer stations
- 10 seat computer lab
- Automated return
- 3 self checkout terminals

Staff Complement

2017 FTE: 11.34

Recent Annual Statistics

	2015	2014	2013	2012	2011	2010
Visitors	53,727	64,250	66,550	67,550	79,700	66,750
Circulation Statistics	149,031	155,812	178,316	185,577	192,140	174,016
Computer Usage	10,242	6,165	8,050	7,700	3,900	3,950
Program Attendance	2,125	1,803	4,380	2,702	2,164	1,435
Holdings	30,353	30,209	30,896	28,064	28,679	26,903

Catchment Area

Population Served: 18,774
Active Library Cardholders: 4,869

The Waterdown branch serves a large area of Flamborough extending from the escarpment northwest and west from Milburough Townline to Brock Road.

About the Branch

The Waterdown Branch was established in 1966 and moved to the Mill Street North location in 1979. In December 2015, the branch moved to its new location on Dundas St E.

The Waterdown Branch is a uniquely designed tiered structure situated in a multiuse facility. The building's award winning design brings together a number of partners to create a community destination. The facility includes the library, including the Flamborough Archives within the library space, as well as a seniors centre, Municipal Services Centre and Flamborough Information. The building is fully accessible, has many sustainable features and the use of extensive glazing and a series of sawtooth skylights ensures plenty of natural light in all seasons. Beautiful recycled wood panels from the Central Library ensure the space is warm and welcoming. The new branch is significantly larger than the former branch and provides opportunities for extensive programming as well as spaces for quiet study and collaboration for customers.

Projected State-of-Good-Repair Expenditures Over Next 15 Years

	C-Interiors	D-Services- Electrical	D-Services-Mechanical
■ 11-15 Years	$19,505	$32,195	$0
■ 6-10 Years	$0	$0	$32,195
■ 0 - 5 Years	$0	$0	$0
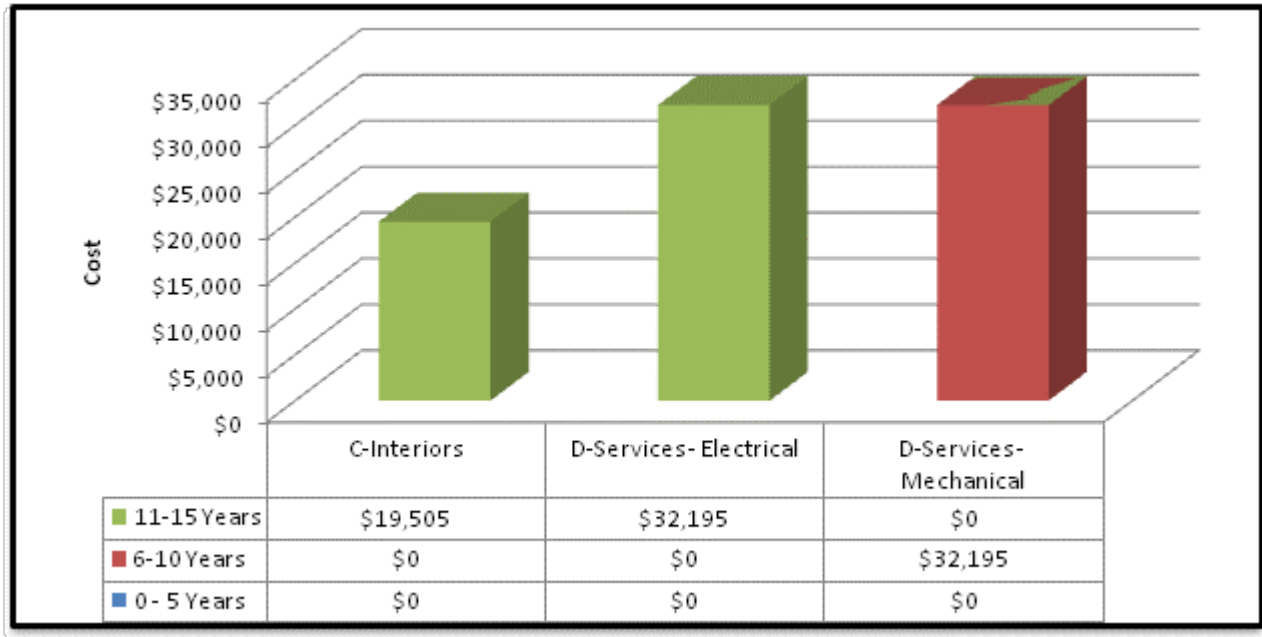
- $84,000 or $5,600 per year.
- New building, very little identified as required.
- Costs also include municipal service centre and recreation centre.

Recommended Action

Monitor and Maintain. New Library opened in December 2015.

Westdale Branch

955 King Street West. Hamilton, ON L8S 1K9 (Ward 1)   905-546-3456

Hours
Weekly Service Hours: 48

Monday	10:00 a.m. – 6:00 p.m.
Tuesday	10:00 a.m. – 9:00 p.m.
Wednesday	10:00 a.m. – 9:00 p.m.
Thursday	10:00 a.m. – 9:00 p.m.
Saturday	10:00 a.m. – 5:00 p.m.

Facility Information
- 9,950 square feet
- 1 meeting/program room
- Parking
- 13 public computer stations
- Automated return
- 3 self checkout terminals

Staff Complement
2017 FTE: 11.17

Recent Annual Statistics

	2015	2014	2013	2012	2011	2010
Visitors	177,520	249,557	172,250	85,925	195,800	191,700
Circulation Statistics	223,549	235,590	276,061	291,387	303,268	302,753
Computer Usage	24,556	27,164	29,900	31,600	20,400	12,950
Program Attendance	11,045	9,632	6,282	5,402	3,640	2,779
Holdings	44,582	44,183	48,424	53,180	55,180	54,997

Catchment Area

Population Served: 14,525
Active Library Cardholders: 6,651

The branch serves the area bounded by Highway 403 to Main Street West and Cootes Drives and includes the neighbourhoods of Westdale North and South, Cootes Paradise A and B; and Ainslie Wood.

About the Branch

The Westdale Branch, known originally as Western Branch, opened its doors to the public in June of 1957 and was renovated and expanded in 1998. Before the renovation, Westdale branch occupied 7750 square feet which was expanded to 945 square feet in the renovation. The single floor plan allows for the most efficient scheduling of staff to meet customer demand. Parking is sometimes at a premium as only 10 spots are allocated to the branch in a busy shared parking lot but there is plenty of street parking available nearby. Westdale is a popular after school destination and the children's department continues to be one of the busiest areas of the library. As part of the Westdale Village shopping district, the Westdale library is an important neigbourhood destination.

To serve its community Westdale provides Chinese newspapers and DVDs, Hindi DVDs and a juvenile French collection. A Library Support Program worker assists newcomers in obtaining services and support.

Projected State-of-Good-Repair Expenditures Over Next 15 Years

	A-Substructure	B-Shell	C-Interiors	D-Services-Electrical	D-Services-Mechanical	G-Building Sitework
■ 11-15 Years	$0	$70,000	$141,500	$10,000	$0	$42,500
■ 6-10 Years	$0	$9,000	$19,500	$0	$4,700	$0
■ 0 - 5 Years	$1,000	$157,000	$132,000	$6,500	$67,000	$0
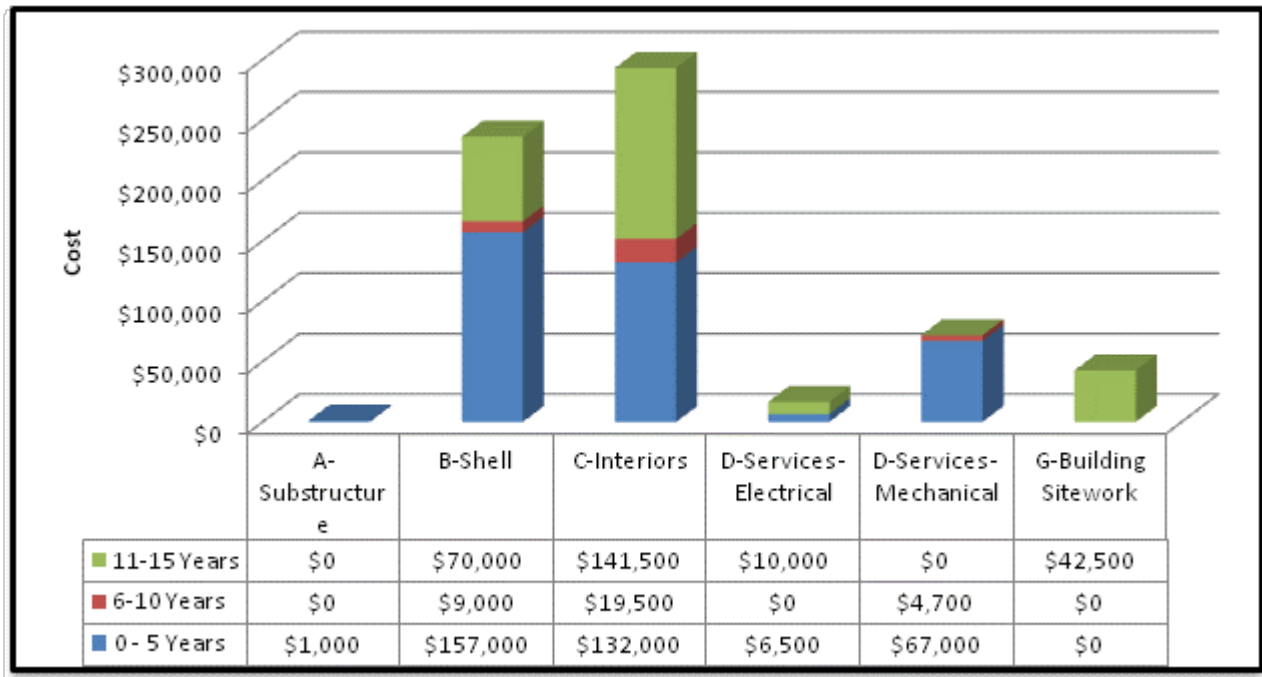
- $661,000 or $44,100 per year.
- Upcoming interior work relates to carpet replacement which is scheduled for 2017.
- Majority of upcoming Shell work relates to roof replacement.

Recommended Action

Monitor and Maintain.

Note: Carpet replacement scheduled for early 2017.

Part III: Digital Services and Technology

Key Online Resources

In addition to our rich physical collections, the Hamilton Public Library provides access to a wide range of content through digital means. In most cases, digital collections are available remotely and do not require a visit to one of our locations to access.

A rich collection of online materials that are not available on the open Internet are available through **HPL Online** (http://hpl.ca/online-resources). The following are a few selected online resources available to library customers:

- **OverDrive** – Hamilton Public Library currently has over 55,000 eBooks and over 10,500 eAudiobooks in the collection. Enjoy a wide selection of titles, genres and subjects in both eBook and eAudiobook formats. OverDrive is compatible with all major ereading devices including Android, iPad and iPhone.

- **Freegal** – Freegal is a downloadable music service with over 11 million songs from the Sony music catalogue. Freegal allows every Hamilton Public Library customer access to unlimited streaming and limited weekly download for songs and music videos. Freegal is available on personal computers, Android mobile devices, and Apple mobile devices.

- **Lynda.com** – Access over 3,500 self paced video tutorial courses led by recognized industry experts. Customers can access tutorials on web design, software development, photography, business skills, project management, 3D + Animation, graphic design audio, music, video editing and more. HPL's Lynda.com account is available through browser access only. App access is not available for Library accounts.

- **Hoopla** - Hoopla is a digital media service that allows customers to borrow movies, music, eAudiobooks, eBooks, comics and TV shows to enjoy on their computer, tablet, or phone. Titles can be streamed immediately or downloaded to phones or tablets for offline enjoyment later. Customers can borrow 10 titles every month.

- **Consumer Reports** - Free access to Consumer Reports' ratings, recommendations, recalls, safety alerts, user reviews and blogs on thousands of products and services in categories including appliances, cars, electronics and computers, home and garden, health and fitness, babies and kids, food, personal finance and more.

- **Mango Languages** – Learn languages online with Mango's visual and auditory learning. Mango Languages is designed to teach practical conversation and simulate the way people learn when immersed in a culture. Each lesson covers vocabulary, pronunciation, grammar and culture and Mango can track your progress. Mango can also be used to learn English as a second language. Mango is available on personal computers or by using the Mango Languages Library Edition app.

- **NoveList** - NoveList is a fiction database that provides reviews, annotations, and subject heading access for over 135,000 fiction titles. Includes author read-alikes, book discussion guides, and more.

- **Press Reader** – Access to more than 2,000 newspapers and 1,000 magazines from around the world. Titles from 100 countries in 60 languages, with 50 Canadian newspapers including the Hamilton Spectator. Press Reader is available on personal computers, Android mobile devices, and Apple mobile devices.

- **Ancestry Library Edition** – A great resource for anyone doing genealogical or historical research. ALE offers 200+ billion images in 7,000 unique databases from North America, the United Kingdom, Europe, Australia, and other international collections that continue to grow. Records include census data, vital records, directories, photos, and more with some information dating back to the early 13th century. **Accessible only from within the library.**

Overview of Digital Technology Infrastructure

The Library's digital technology infrastructure is key to supporting the wide range of collections, programs and services offered by the Hamilton Public Library. Our technology solutions must be innovative and anticipate and respond to the changing needs of Library customers and staff. As part of the Library's commitment to accountability, the Library must ensure that the public and staff computing services are vital and relevant.

Data Centre - The Library's Data Centre was renewed in 2013 leveraging Hewlett Packard technology with VMware and Veeam software solutions. The HP blade environment is 95% virtualized hosting over 40 servers, primarily running Windows 2008 R2 Enterprise.

Hardware - The Hamilton Public Library infrastructure supports over 650 end users in both a public domain and a staff domain. The Library's public thin clients provide internet access and software applications and Library catalogue terminals for our customers. The Hamilton Public Library is predominantly a Microsoft environment, with Windows 7 on most endpoints.

Software Applications - The Library's Integrated Library System (catalogue) is Innovative Interface's Polaris platform. The Library migrated to Polaris in 2016. Library customers access the Library's catalogue through the BiblioCommons discovery layer. Comprise Technologies Smart Access Manager software manages the Library's public computer terminals and print management. Comprise's Smart Money Manager and Smart Pay are the Library's point of sales solutions managing the collection of fines and fees.

Website & Intranet - The Library's website was redesigned in Drupal 7 in 2015. The new website is fully responsive and compliant with current accessibility legislations. The Library utilizes Microsoft SharePoint 2007 as the platform for the staff Intranet. A migration to SharePoint 2013 technology has been completed, and the new HPLnet is being rolled-out to management and staff in November 2016.

Summary of Computer & Wireless Hardware

Location	Local Bandwidth	# Public Computers (includes PACs, Kids ELS & iPads)	# of Staff Computers (includes Tablets & laptops)	Wireless Access Points	Additional Information (Labs, Special Equipment…)
Ancaster	100 Mbps	17	10	3	**8 seat computer lab; 3 RFID Security Gate sets**
Barton	50 Mbps	25	8	1	**1 RFID Security Gate set**
Binbrook	10 Mbps	9	4	1	
Carlisle	10 Mbps	4	2	1	
Concession	100 Mbps	20	8	1	**2 RFID Security Gate sets**
Concession	100 Mbps	20	8	1	**2 RFID Security Gate sets**
Central	1 Gbps	119	151	24	**11 seat computer lab (mobile); 3 RFID Security Gate sets Includes the 11 seat mobile lab for branches**
Dundas (temp)	10 Mbps	19	11	1	**6 seat computer lab; 2 RFID Security Gate sets**
Freelton	10 Mbps	4	2	1	
Greensville	10 Mbps	4	2	1	
Kenilworth	50 Mbps	21	6	2	**1 RFID Security Gate set**
Locke	10 Mbps	6	4	1	
Lynden	10 Mbps	8	3	1	**1 RFID Security Gate set**
Mount Hope	10 Mbps	3	1	1	
Red Hill	50 Mbps	43	10	2	**12 seat computer lab and Digital Media Lab; 1 RFID Security Gate set**
Saltfleet	50 Mbps	21	10	2	**1 RFID Security Gate set**
Sherwood	50 Mbps	26	11	2	**12 seat computer lab; 1 RFID Security Gate set**
Stoney Creek	100 Mbps	8	5	1	**2 RFID Security Gate sets**
Terryberry	50 Mbps	45	17	2	**12 seat computer lab and Digital Media Lab; 3 RFID Security Gate sets**
Turner Park	100 Mbps	41	12	3	**12 seat computer lab; 1 RFID Security Gate set**
Valley Park	100 Mbps	14	4	1	
Waterdown	100 Mbps	35	10	4	**10 seat computer lab**
Westdale	100 Mbps	18	9	2	**2 RFID Security Gate sets**
Admin		Incl in CE	Incl in CE	7	
Total		**510**	**300**	**65**	

Summary of Materials Handling & Security Hardware

Location	# of Self Checks	# Security Cameras	Gates	RFID Pads	Sorting Systems
Ancaster	3	4	Yes	4	**5 bin, 1 public induction**
Barton	2	8	Yes	3	**Mini Sorter (2 Bin, 1 public induction)**
Binbrook	1	3	Yes 2018	2	**No**
Carlisle	0	3	No	1	**No**
Concession	2	7	Yes	3	**No**
Central	7	50	Yes	43	**11 bin sorter, 2 public, 1 staff induction**
Dundas (temp loc.)	2	3	Yes	4	**5 bin sorter- ETA 2017 2 public, 1 staff induction**
Freelton	1 (ETA Dec 2016)	4	No	1	**No**
Greensville	0	4	No	1	**No**
Kenilworth	2	6	Yes	4	**No**
Locke	1	2	No	3	**No**
Lynden	1	5	Yes	2	**No**
Mount Hope	0	2	No	1	**No**
Red Hill	3	4	Yes	4	**5 bin sorter 2 public, 1 staff induction**
Saltfleet	2	0	Yes	4	**No**
Sherwood	4	5	Yes	5	**No**
Stoney Creek	2	0	Yes	3	**No**
Terryberry	4	6	Yes	8	**7 bin sorter, 1 public, 1 staff induction**
Turner Park	4	14	Yes	5	**9 bin sorter 2 public, 1 staff induction**
Valley Park	2	3	No	2	**Libdispenser (decommissioned Sept 2016)**
Waterdown	3	4	Yes	5	**5 bin sorter 2 public, 1 staff induction**
Westdale	3	0	Yes	4	**3 bin sorter – Fall 2015 1 public, 1 staff induction**

Part IV: Demographic Information

Ministry of Finance Population Projections

Ontario Population Projections Update, 2015–2041 Table 4: Historical and projected population by census division, selected years – reference scenario Greater Toronto Area (GTA) (Thousands)								
Region & Census Division	**Historical 2006**	**Historical 2011**	**Historical 2015**	**Projected 2016**	**Projected 2021**	**Projected 2026**	**Projected 2031**	**Projected 2036**	**Projected 2041**
Greater Toronto Area (GTA)	5,795.8	6,254.6	6,625.7	6,737.2	7,289.5	7,843.3	8,397.0	8,938.2	9,465.3
Toronto	2,609.2	2,704.6	2,826.5	2,870.4	3,070.8	3,255.4	3,430.0	3,592.4	3,742.8
Durham	584.3	626.8	661.2	669.7	715.8	767.6	823.3	880.4	938.9
Halton	457.7	517.2	559.2	570.4	630.8	696.7	766.8	839.5	914.8
Peel	1,212.8	1,340.5	1,438.8	1,466.7	1,602.5	1,736.3	1,869.3	1,998.7	2,124.1
York	931.8	1,065.5	1,140.0	1,159.9	1,269.7	1,387.3	1,507.6	1,627.1	1,744.7
Central (Excluding GTA)	2,790.2	2,862.1	2,957.5	2,986.8	3,132.4	3,279.5	3,423.9	3,559.5	3,687.2
Brant	135.9	139.9	144.2	145.6	152.4	159.2	165.7	171.8	177.7
Dufferin	56.5	58.5	62.0	62.8	66.6	70.6	74.9	78.9	82.9
Haldimand-Norfolk	112.4	111.8	111.7	111.7	112.0	112.4	112.8	112.8	112.6
Haliburton	16.6	17.4	18.0	18.2	19.0	19.8	20.6	21.4	22.2
Hamilton	523.6	535.6	556.4	562.5	592.1	621.9	651.6	680.0	706.9

http://www.fin.gov.on.ca/en/economy/demographics/projections/

GRIDS (Growth Related Integrated Development Strategy)

Urban Area	2001 Population	2001 Units	2031 Population	2031 Units	Population Growth	Unit Growth
Ancaster	30,155	9,664	39,565	14,224	9,410	4,560
Dundas	24,042	8,965	24,783	10,207	741	1,242
Flamborough	39,122	12,600	54,366	19,280	15,244	6,680
Glanbrook	13,685	4,926	34,515	13,9565	20,830	9,039
Lower Stoney Creek	42,028	14,437	47,354	17,774	5,326	3,337
Upper Stoney Creek	18,319	5,860	30,153	10,492	11,834	4,632
Lower Hamilton	190,184	78,844	191,081	85,742	897	6,898
Upper Hamilton	142,682	52,390	148,442	58,308	4,562	5,918
TOTAL	500,217	187,686	569,061	229,992	68,843	42,306

http://www.hamilton.ca/NR/rdonlyres/B49685D5-CEBF-463A-B2D0-01190AFE06BF/0/GRIDSFinalReport.pdf

Chief Librarian's Report – November 2016

CHIEF EXECUTIVES OF LARGE URBAN LIBRARIES (CELUPL)

On November 4th I attended my first meeting of CELUPL now that HPL is a member of the Federation of Ontario Public Libraries (FOPL). CELUPL is the caucus of large libraries in Ontario that are members of FOPL. The meeting was very informative. One of the more significant points of discussion was about the current funding review the Ontario Ministry of Tourism, Culture and Sport is doing around their funding for libraries. There will a be consultation meeting with the ministry at OLA on February 1st. The Ministry has indicated that they do not plan to increase funding for libraries but are reviewing how it is distributed. We will be working closely with FOPL to ensure that the Ministry understands the impact for public libraries and the importance of provincial investment in libraries.

Another important discussion took place around the Ontario Government's new Culture Strategy. Four key goals of the strategy:

- promote cultural engagement and inclusion
- strengthen culture in communities
- fuel the creative economy
- promote the value of the arts throughout government

2016 BILLBOARD CONTEST WINNER

This year's billboard winner was Kase who submitted his artwork at our Binbrook Branch. Kase's billboard was on display at Delena Ave and Queenston for two weeks during the last week of October and the first week in November. The Library has been offering this contest for over 20 years. This year's program was provided in partnership with Outfront Media.

HEADSTONES INSTALLED AT WATERDOWN LIBRARY

The tombstones of original settlers Alexander Brown and Merren Grierson have been restored and mounted in Flamborough Archives at HPL's Waterdown Branch. The stones had previously been mounted in the Mill St location.

Celebrating the restoration project's completion on November 7 are Tony Del Monaco, HPL; Lyn Lunsted, Flamborough Archives; Chuck Alkerton, City of Hamilton; Councillor Judi Partridge, Ward 15; Paul Takala, HPL; and Mary Ann Leach, Chair, HPL Board of Directors.

MUSIC LIVES HERE

In the Round Concerts: Canadian rock group 54-40 performed in the round to a full house at Central Library on Saturday, October 22. Hawksley Workman's *Almost a Full Moon* tour will make a stop at Central Library on Friday, December 16. The tour carries the same name as Workman's first children's book.

Hamilton Philharmonic Holiday Brass Concert: Join us at Central Library on Friday, December 9 for our annual Hamilton Philharmonic Orchestra Holiday Brass Concert featuring favourite carols of the season.

Bach Elgar Choir Open Rehearsal: Central Library hosted the Bach Elgar Choir for an Open Rehearsal in the Hamilton Room on Saturday, November 5. The choir performed and work-shopped selections from their upcoming program of Canadian folk music. The performance was a great way to experience classical music for the first time and we are hopeful that it will become a more frequent event supporting HPL's Music Strategy.

SPEAKER SERIES PARTNERSHIP

February 2017 is Psychology Month and in partnership with St. Joe's Healthcare, HPL has a roster of speakers set up for Central, Westdale, Terryberry and Turner Park Branches. Topics include "Managing Big Emotions," "Memory and Aging" "Anxiety" and "Mindfulness."

HAMILTON READS CONCLUDING AUTHOR READINGS

HPL had a successful culmination of its Hamilton Reads initiative with Lawrence Hill presenting at Turner Park Branch (audience of 75) and Central Library (audience of 130). He met with Councilor Green's book club after the reading. Bryan Prince sold copies of various Lawrence Hill titles and the author signed copies for audience members. To date, *The Illegal* is the most circulated item in the summer 2016. Staff is currently working on Hamilton Reads 2017.

ART GALLERY OF HAMILTON PARTNERSHIP

Hamilton Public Library's partnership with the Art Gallery of Hamilton continues to grow. The current program for older adults and seniors, made possible with a grant for New Horizons for Seniors, includes an initial session featuring a visit and a guided tour of the gallery and then three subsequent sessions in an HPL location with a focus on a creative project based on the gallery experience. The most recent program participants were excited by the addition of a MakerSpace tour and an introduction to all the space has to offer.

HIVEX EVENT

Two Community Librarians attended the HIVEX 2016 conference for young professionals on Saturday, November 5. Staff promoted library programs and services, and attended some of the sessions. It was a worthwhile event that staff would like to support again in the future.

HAMILTON FEMINIST ZINE FAIR

Over 40 zine-makers attended to share their writing and self-published creations on Saturday, November 5 at Central Library. Organized with SACHA Hamilton, nearly 300 visitors came to the event that also included workshops on self-publishing and advocacy.

CIRCUIT PARTNERS BREAKFAST

On November 8, HPL hosted a morning meeting for all partners programming and working in the Circuit 4.0 space. Attendees included staff from McMaster Children and Youth University, City School by Mohawk, Xperience Annex, and Unfiltered Facts. The meeting resulted in decisions around how often the partners will connect to share and network, and was also a valuable time to catch up on the many meaningful activities being undertaken by so many significant community stakeholders.

VALLEY PARK CONSTRUCTION PROJECT
On November 21 staff along with Architect Grace Wang will meet with members of the Heritage Green Trust to discuss options for investment in the Valley Park Library building project proposed for 2017/18. The Board will be updated in December regarding the Heritage Green Trust meeting and Grace will also be present to answer questions about the proposed project. The project has been approved by the Board but is awaiting City Capital Budget approval. Once approved an RFP for architectural services will be tendered and the next phase of design will get underway. Construction is not expected until 2018.

SOLS WORKSHOP
At the request of the Southern Ontario Library Service (SOLS), Branch Manager, J. Gal provided three Digital Playground iPad Programming for Kids works across Ontario in November. The half day workshop provided practical tips for integrating the iPad into library programming as well as lots of opportunities to play and test drive the best and brightest of children's apps.

MOVEMBER IN LOCAL HISTORY & ARCHIVES
In recognition of Movember, an awareness month intended to draw attention to men's health, the Local History & Archives Department is posting images from the collection with notable moustaches on HPL's social media channels. To launch the campaign, the image below was posted. Using the Video Studio at Central, the Local History & Archives team was able to embed themselves in the image.

SOLS PUBLICATIONS

At the SOLS Trustee meeting on Saturday, November 5, 2016, members discovered that Hamilton Public Library Board Members have not been receiving the "Inside OLBA" e-newsletters. Hamilton Public Library Board Members' email addresses have been provided and should be receiving the publication in the future.

Paul Takala
Chief Librarian

Hamilton Public Library

Date:	November 11, 2016
To:	Chair and Members of the Board
c.c.	Paul Takala, Chief Librarian
From:	Melanie Southern, Director Public Service, Partnerships & Communications
Subject:	**Statistical Trend Report**

RECOMMENDATION

That the Library Board receives the Statistical Trend Report for its information
and

That the Board receives a Statistical Trend Report on an annual basis.

BACKGROUND

Ensuring that HPL is relevant and responsive is one of the Library's current strategic priorities. Gathering, analyzing and interpreting quantitative data is a key element in advancing this strategic priority. The Board currently receives quarterly metrics reports with comparable data between current and past years.

REPORT

Quarterly key performance indicators help to demonstrate the nature of customer usage of the Library's collections, programs and services. Staff compiles longer term trend analysis and these are attached with brief explanatory notes for the Board's information. These trends include many of the key performance measures from the quarterly report, as well as our operations budget, open hours, and reference questions from 2005 onward.

Comparing HPL to other library systems is another key element to ensure we continue to be relevant and responsive. The attached Canadian Urban Libraries Council (CULC) report compares HPL with eight other public library systems: Vancouver, Surrey, Greater Victoria, Edmonton, Toronto, Mississauga, and Ottawa.

As reported at the October meeting, staff found an error in the catalogue visits number reported. Those numbers have been corrected and amended in our internal and external report systems. The attached CULC report reflects the corrected numbers. We are waiting on an updated Ontario Municipal Benchmarking Initiative (OMBI) report. Once that report is available we will bring that back to the Library Board.

Circulation and Library Visits

The graph illustrates that both circulation and library visits continue to fluctuate in the last ten years but the overall trend is positive growth. The drop in 2009 in attendance coincides with Central Library's construction.
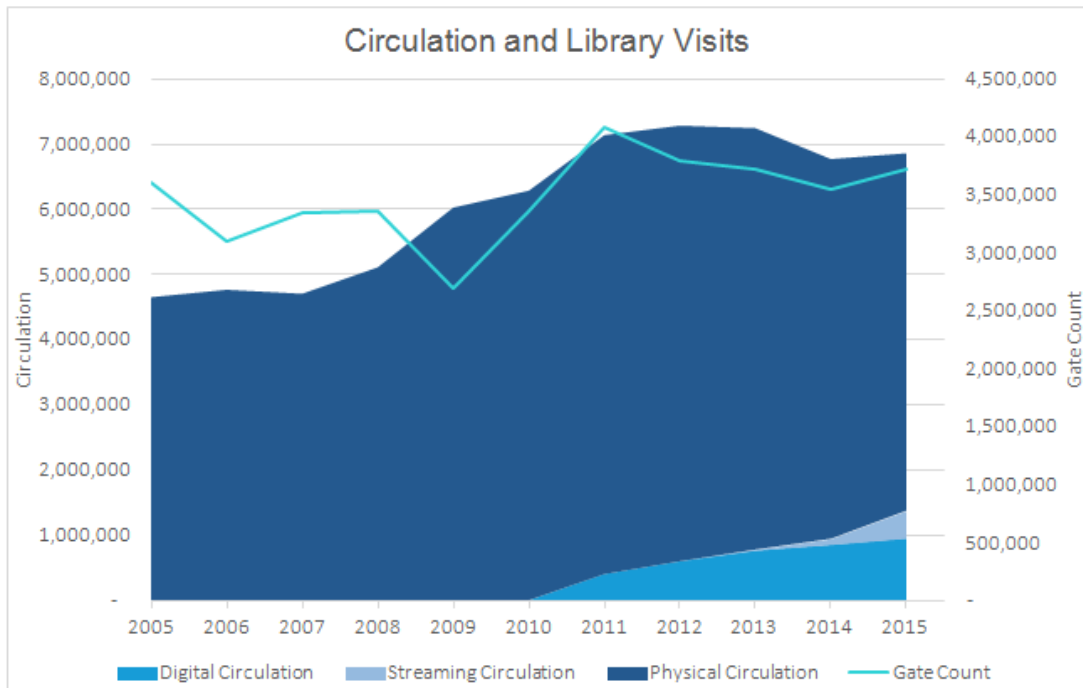
Learning Programs and Program Attendance

Program offerings and attendance have both grown steadily and significantly in the last ten years.
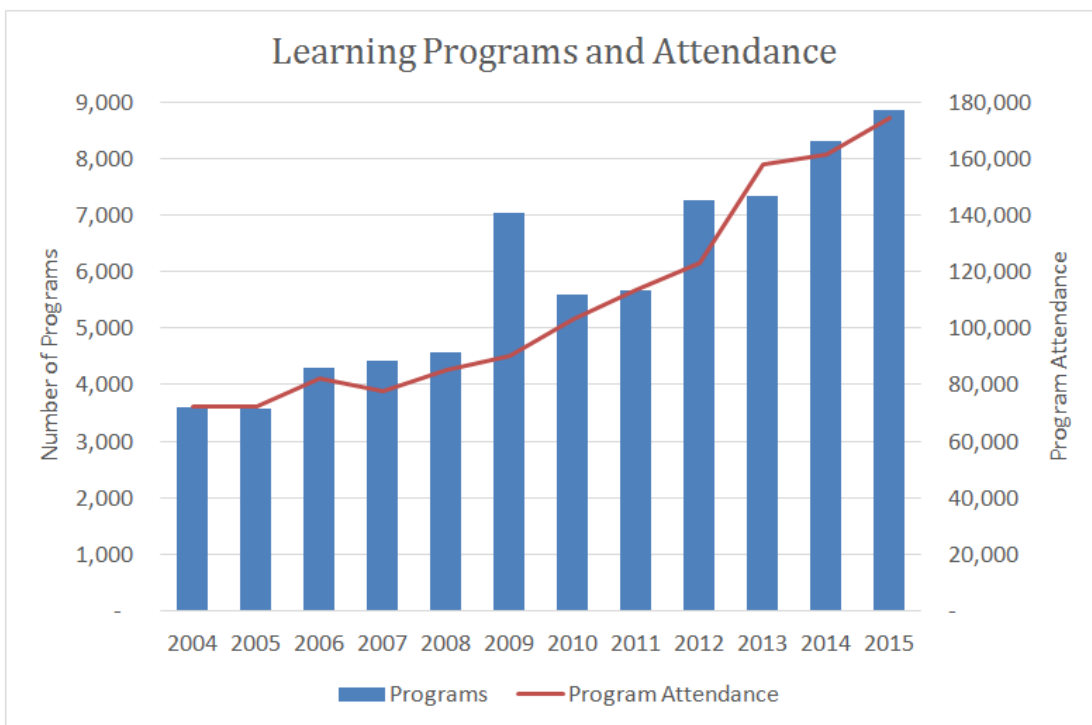
Digital Technology

Computer use has fluctuated over the years with a significant increase starting in 2010. Prior to 2010, we did not have good data for wifi. In 2015 For the first time, the number of wifi sessions has surpassed public access computer use. Staff expects this trend to continue with the proliferation of personal electronic devices.
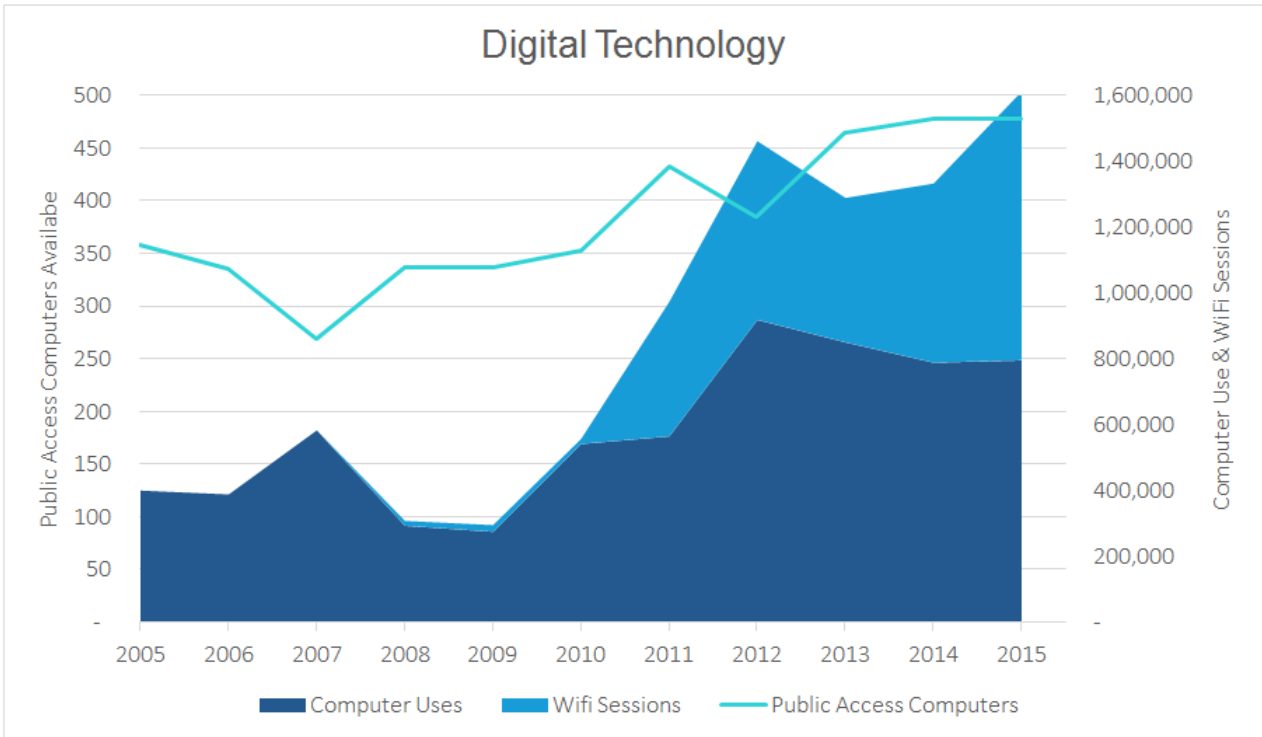
Operations and Open Hours

HPL is recognized for creating capacity by using innovation and continual improvement. The chart below illustrates HPL's ability to meet budget targets.

Operating Budget Increases		
	City Direction	**Library**
2011	2.0%	0.7%
2012	0.0%	1.0%
2013	0.0%	0.0%
2014	0.0%	0.2%
2015	---	1.5%
2016	1.0%	1.0%

Staffing in Full-Time Equivalencies (FTE) was at 320 in 2001. In recent years through attrition there has been a small decline in FTEs. Counts in recent years are: 2013 – 309 FTE; 2014 - 309 FTE; 2015 – 308.24 FTE; 2016 - 305.85 FTE.

The chart that follows illustrates HPL's operating budget since 2005 and includes an overlay of open hours.
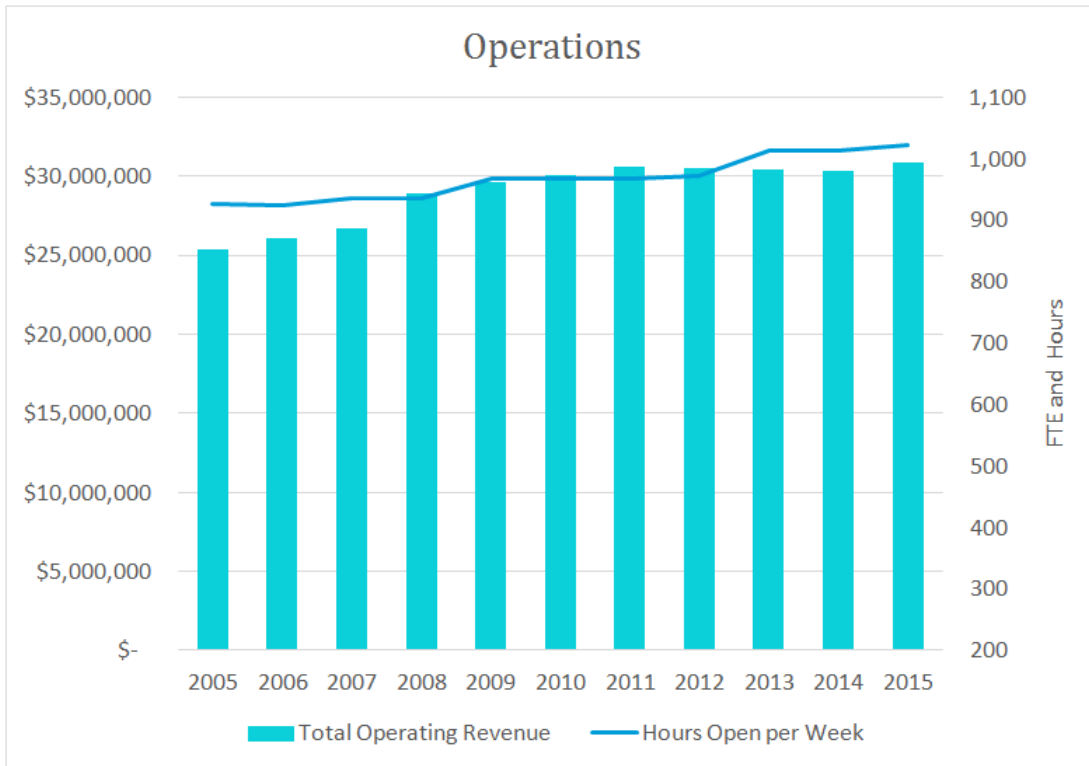
Reference Questions and Electronic Visits

It is a recognized trend that reference questions have been declining. This is not a HPL phenomena but a consistent trend in libraries.
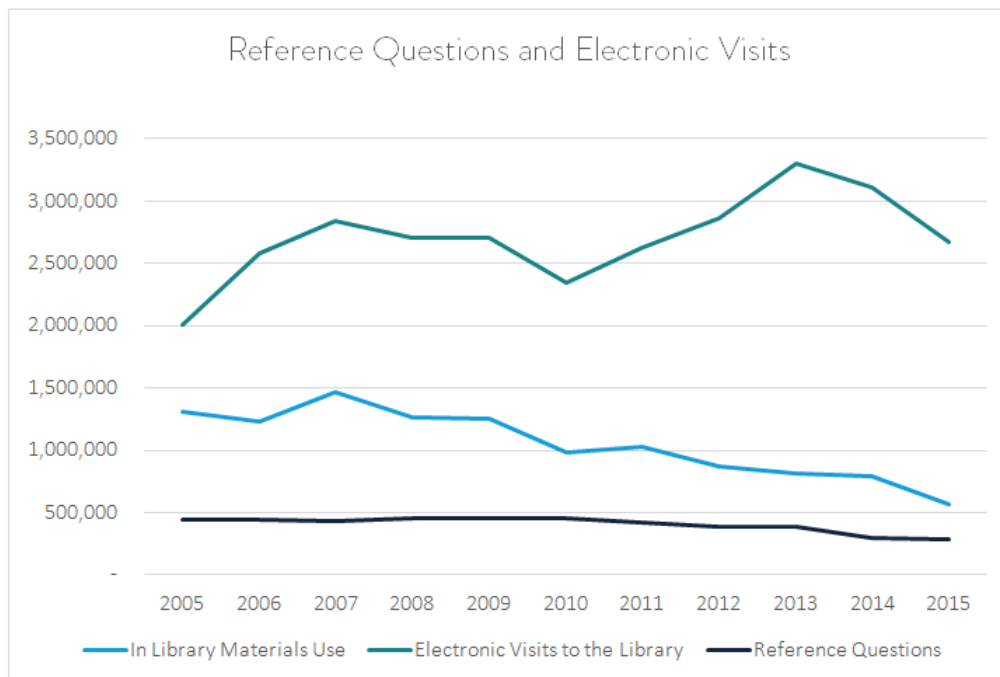
Comparisons

Staff actively review and compare different reports that offer comparisons of different public library systems. The attached CULC report is an example of the kind of information reviewed. It offers a number of statistics including per capita numbers.

Conclusion

The Library Board will continue to receive quarterly metrics report and an annual summary report each January. Based on Board feedback, staff will provide an annual statistical trend report to complement quarterly reports. Staff is committed to monitoring trends in the use of Library facilities, collections, programs and services and provide this information to the Board.

CULC Comparison Statistics 2010 - 2015

Population

	Vancouver Public Library*	Surrey Public Library	Greater Victoria Public Library	Calgary Public Library	Edmonton Public Library	Hamilton Public Library	Toronto Public Library	Mississauga Library System	Ottawa Public Library
2010	629,992	446,670	311,205	1,071,515	782,439	519,109	2,773,000	734,000	917,570
2011	644,214	462,454	311,205	1,090,936	817,498	531,057	2,790,200	738,000	927,118
2012	652,419	473,347	311,205	1,120,225	812,201	535,234	2,791,140	741,000	935,073
2013	613,500	504,661	318,870	1,149,552	817,498	540,000	2,771,770	752,000	943,260
2014	618,500	504,661	318,870	1,195,194	877,926	545,850	2,808,503	757,000	951,727
2015	623,500	526,004	320,321	1,230,915	895,000	550,700	2,826,498	766,000	960,754

* Vancouver Public Library - Population data in 2013 adjusted to City numbers. Previous years used provincial numbers. Difference is census overcount.

No. of Branches

	Vancouver Public Library *	Surrey Public Library	Greater Victoria Public Library	Calgary Public Library	Edmonton Public Library	Hamilton Public Library	Toronto Public Library	Mississauga Library System	Ottawa Public Library
2010	22	10	10	17	17	24	99	18	33
2011	22	9	10	17	17	24	99	18	33
2012	22	9	10	18	17	24	99	18	33
2013	22	9	10	18	17	24	99	18	33
2014	22	9	10	18	18	24	99	18	33
2015	21	9	10	18	19	23	100	18	33

* Vancouver Public Library - As of 2015, we are no longer counting Accessible Services as a branch.

CULC Comparison Statistics 2010 - 2015

Annual Circulation

	Vancouver Public Library	Surrey Public Library	Greater Victoria Public Library	Calgary Public Library	Edmonton Public Library	Hamilton Public Library	Toronto Public Library	Mississauga Library System	Ottawa Public Library
2010	9,458,415	4,027,369	5,949,763	16,363,870	13,528,955	6,347,007	32,324,416	7,614,310	10,559,495
2011	9,983,426	3,699,925	6,137,988	17,006,665	13,372,504	6,906,628	33,252,235	7,725,096	11,156,138
2012	9,969,158	4,152,403	6,164,186	17,121,718	10,397,618	6,980,582	32,032,036	7,301,788	11,172,085
2013	11,549,956	4,037,919	6,390,569	16,055,563	10,142,357	6,887,602	32,145,021	6,611,526	11,011,617
2014	10,913,834	4,095,005	6,201,939	16,484,024	10,049,019	6,632,308	32,034,795	6,071,321	10,990,234
2015	10,422,942	3,758,563	5,977,540	16,145,557	11,150,427	6,859,237	32,505,963	6,385,679	11,425,711

Circulation Per Capita

	Vancouver Public Library	Surrey Public Library	Greater Victoria Public Library	Calgary Public Library	Edmonton Public Library	Hamilton Public Library	Toronto Public Library	Mississauga Library System	Ottawa Public Library
2010	15.01	9.02	19.12	15.27	17.29	12.23	11.66	10.37	11.51
2011	15.50	8.00	19.72	15.59	16.36	13.01	11.92	10.47	12.03
2012	15.28	8.77	19.81	15.28	12.80	13.04	11.48	9.85	11.95
2013	18.83	8.00	20.04	13.97	12.41	12.75	11.60	8.79	11.67
2014	17.65	8.11	19.45	13.79	11.45	12.15	11.41	8.02	11.55
2015	16.72	7.15	18.66	13.12	12.46	12.46	11.50	8.34	11.89

CULC Comparison Statistics 2010 - 2015

Annual In-Person Visits

	Vancouver Public Library	Surrey Public Library	Greater Victoria Public Library	Calgary Public Library	Edmonton Public Library	Hamilton Public Library	Toronto Public Library	Mississauga Library System	Ottawa Public Library
2010	6,161,647	2,437,539	2,941,850	5,459,541	5,602,576	3,473,950	18,352,210	4,225,450	5,254,500
2011	6,523,630	2,276,983	2,853,000	5,350,000	5,218,136	4,089,150	19,064,857	4,753,900	5,275,850
2012	6,576,190	2,451,807	2,782,000	5,724,008	4,905,885	3,788,300	18,872,588	4,515,250	4,882,750
2013	6,904,136	2,391,273	2,669,400	5,315,248	5,218,136	3,727,950	18,485,372	4,576,700	4,812,608
2014	6,804,418	2,382,471	2,512,237	5,188,552	5,332,337	3,548,075	18,335,910	4,530,200	4,806,932
2015	6,811,877	2,457,384	2,459,075	6,305,242	5,792,615	3,501,915	18,153,058	4,758,400	4,800,900

Visits Per Capita

	Vancouver Public Library	Surrey Public Library	Greater Victoria Public Library	Calgary Public Library	Edmonton Public Library	Hamilton Public Library	Toronto Public Library	Mississauga Library System	Ottawa Public Library
2010	9.78	5.46	9.45	5.10	7.16	6.69	6.62	5.76	5.73
2011	10.13	4.92	9.17	4.90	6.38	7.70	6.83	6.44	5.69
2012	10.08	5.18	8.94	5.11	6.04	7.08	6.76	6.09	5.22
2013	11.25	4.74	8.37	4.62	6.38	6.90	6.67	6.09	5.10
2014	11.00	4.72	7.88	4.34	6.07	6.50	6.53	5.98	5.05
2015	10.93	4.67	7.68	5.12	6.47	6.36	6.42	6.21	5.00

CULC Comparison Statistics 2010 - 2015

Annual Programs

	Vancouver Public Library	Surrey Public Library	Greater Victoria Public Library	Calgary Public Library	Edmonton Public Library	Hamilton Public Library	Toronto Public Library	Mississauga Library System	Ottawa Public Library
2010	7,216	3,306	2,291	10,174	7,945	5,591	28,706	2,972	10,165
2011	7,447	2,990	2,461	10,475	9,966	5,670	31,804	5,043	10,414
2012	7,793	-	1,916	12,019	11,429	7,256	28,075	6,426	11,476
2013	8,144	2,757	2,793	13,063	12,778	7,329	30,921	7,877	12,153
2014	9,366	4,506	2,672	10,966	13,063	8,312	33,801	8,782	11,963
2015	9,687	4,782	2,807	15,042	16,175	8,829	37,080	9,394	12,120

Library Programs Per Capita

	Vancouver Public Library	Surrey Public Library	Greater Victoria Public Library	Calgary Public Library	Edmonton Public Library	Hamilton Public Library	Toronto Public Library	Mississauga Library System	Ottawa Public Library
2010	0.0115	0.0074	0.0074	0.0095	0.0102	0.0108	0.0104	0.0040	0.0111
2011	0.0116	0.0065	0.0079	0.0096	0.0122	0.0107	0.0114	0.0068	0.0112
2012	0.0119	-	0.0062	0.0107	0.0141	0.0136	0.0101	0.0087	0.0123
2013	0.0133	0.0055	0.0088	0.0114	0.0156	0.0136	0.0112	0.0105	0.0129
2014	0.0151	0.0089	0.0084	0.0092	0.0149	0.0152	0.0120	0.0116	0.0126
2015	0.0155	0.0091	0.0088	0.0122	0.0181	0.0160	0.0131	0.0123	0.0126

Annual Program Attendance

	Vancouver Public Library	Surrey Public Library	Greater Victoria Public Library	Calgary Public Library	Edmonton Public Library	Hamilton Public Library	Toronto Public Library	Mississauga Library System	Ottawa Public Library
2010	218,733	105,648	35,257	252,587	211,036	103,206	791,231	67,014	194,956
2011	240,233	131,955	65,463	270,992	251,624	113,842	865,495	118,087	204,714
2012	246,716	98,605	64,763	315,457	282,702	123,059	769,534	138,179	214,143
2013	237,767	157,923	69,659	323,319	323,009	158,216	808,121	148,377	219,141
2014	240,352	152,067	72,677	219,522	342,694	161,347	850,086	148,739	232,048
2015	276,624	172,992	81,569	367,002	421,663	172,562	925,417	149,379	235,998

Program Attendance Per Capita

	Vancouver Public Library	Surrey Public Library	Greater Victoria Public Library	Calgary Public Library	Edmonton Public Library	Hamilton Public Library	Toronto Public Library	Mississauga Library System	Ottawa Public Library
2010	0.35	0.24	0.11	0.24	0.27	0.20	0.29	0.09	0.21
2011	0.37	0.29	0.21	0.25	0.31	0.21	0.31	0.16	0.22
2012	0.38	0.21	0.21	0.28	0.35	0.23	0.28	0.19	0.23
2013	0.39	0.31	0.22	0.28	0.40	0.29	0.29	0.20	0.23
2014	0.39	0.30	0.23	0.18	0.39	0.30	0.30	0.20	0.24
2015	0.44	0.33	0.25	0.30	0.47	0.31	0.33	0.20	0.25

CULC Comparison Statistics 2010 - 2015

Total Transactions*

	Vancouver Public Library	Surrey Public Library	Greater Victoria Public Library	Calgary Public Library	Edmonton Public Library	Hamilton Public Library	Toronto Public Library	Mississauga Library System	Ottawa Public Library
■ 2010	22,155,991	8,061,121	10,835,534	28,661,029	28,265,933	12,718,713	80,710,958	19,728,213	29,158,761
■ 2011	22,822,813	6,108,863	11,081,392	29,725,310	29,225,660	14,155,070	78,966,440	22,149,945	32,261,971
■ 2012	22,909,541	8,517,403	11,473,776	33,104,290	25,522,553	14,123,541	79,971,152	21,102,807	28,318,861
■ 2013	24,846,189	8,574,624	13,447,266	30,628,005	25,584,952	14,385,668	80,429,439	20,617,577	27,606,289
■ 2014	23,869,851	9,240,053	12,793,580	31,505,902	25,366,005	14,431,007	83,284,699	14,251,833	29,642,901
■ 2015	24,713,099	9,022,834	12,689,882	36,807,477	27,047,442	15,609,624	84,788,874	14,842,892	32,394,800

* Total transactions include annual circulation, reference, visits, e-visits, and program attendance.

Transactions Per Capita*

|	Vancouver Public Library	Surrey Public Library	Greater Victoria Public Library	Calgary Public Library	Edmonton Public Library	Hamilton Public Library	Toronto Public Library	Mississauga Library System	Ottawa Public Library
■ 2010	35.17	18.05	34.82	26.75	36.13	24.50	29.11	26.88	31.78
■ 2011	35.43	13.21	35.61	27.25	35.75	26.65	28.30	30.01	34.80
■ 2012	35.11	17.99	36.87	29.55	31.42	26.39	28.65	28.48	30.29
■ 2013	40.50	16.99	42.17	26.64	31.30	26.64	29.02	27.42	29.27
■ 2014	38.59	18.31	40.12	26.36	28.89	26.44	29.65	18.83	31.15
■ 2015	39.64	17.15	39.62	29.90	30.22	28.35	30.00	19.38	33.72

CULC Comparison Statistics 2010 - 2015

Transactions Per Staff

	Vancouver Public Library	Surrey Public Library	Greater Victoria Public Library	Calgary Public Library	Edmonton Public Library	Hamilton Public Library	Toronto Public Library	Mississauga Library System	Ottawa Public Library
2010	44,030	53,935	60,833	54,917	66,431	39,752	44,103	59,244	64,797
2011	45,355	-	61,543	56,405	67,068	47,341	43,376	67,121	71,204
2012	44,710	54,494	61,720	77,528	59,369	57,647	46,554	63,851	62,500
2013	49,191	47,903	73,523	58,063	58,681	46,530	46,944	63,536	60,847
2014	47,949	51,163	67,573	60,705	52,605	49,085	47,938	44,233	64,591
2015	49,986	35,108	69,648	73,762	55,297	52,206	48,802	46,838	70,731

CULC Comparison Statistics 2010 - 2015

No. of Staff (FTE)

	Vancouver Public Library	Surrey Public Library	Greater Victoria Public Library	Calgary Public Library	Edmonton Public Library	Hamilton Public Library	Toronto Public Library	Mississauga Library System	Ottawa Public Library
■ 2010	503.2	149.5	178.1	521.9	425.5	320.0	1,830.1	333.0	450.0
■ 2011	503.2	-	180.1	527.0	435.8	299.0	1,820.5	330.0	453.1
■ 2012	512.4	156.3	185.9	427.0	429.9	245.0	1,717.8	330.5	453.1
■ 2013	505.1	179.0	182.9	527.5	436.0	288.0	1,713.3	324.5	453.7
■ 2014	497.8	180.6	189.3	519.0	482.2	294.0	1,737.4	322.2	458.9
■ 2015	494.4	257.0	182.2	499.0	489.1	299.0	1,737.4	316.9	458.0

Staff (FTE) Per Capita

	Vancouver Public Library	Surrey Public Library	Greater Victoria Public Library	Calgary Public Library	Edmonton Public Library	Hamilton Public Library	Toronto Public Library	Mississauga Library System	Ottawa Public Library
■ 2010	0.00080	0.00033	0.00057	0.00049	0.00054	0.00062	0.00066	0.00045	0.00049
■ 2011	0.00078	-	0.00058	0.00048	0.00053	0.00056	0.00065	0.00045	0.00049
■ 2012	0.00079	0.00033	0.00060	0.00038	0.00053	0.00046	0.00062	0.00045	0.00048
■ 2013	0.00082	0.00035	0.00057	0.00046	0.00053	0.00053	0.00062	0.00043	0.00048
■ 2014	0.00080	0.00036	0.00059	0.00043	0.00055	0.00054	0.00062	0.00043	0.00048
■ 2015	0.00079	0.00049	0.00057	0.00041	0.00055	0.00054	0.00061	0.00041	0.00048

CULC Comparison Statistics 2010 - 2015

Librarians (FTEs)

	Vancouver Public Library	Surrey Public Library	Greater Victoria Public Library	Calgary Public Library	Edmonton Public Library	Hamilton Public Library	Toronto Public Library	Mississauga Library System	Ottawa Public Library
2010	140.0	40.5	39.6	53.5	97.1	48.0	447.5	71.0	103.0
2011	138.9	-	39.7	54.0	81.7	46.0	463.5	64.9	106.0
2012	138.5	43.5	40.3	53.5	83.9	43.0	442.5	64.7	106.0
2013	134.7	50.0	37.7	53.5	79.0	43.0	444.0	64.9	105.0
2014	131.7	49.6	41.1	54.0	82.3	46.0	448.5	64.9	110.0
2015	131.0	51.0	35.5	28.3	80.5	46.0	449.5	64.9	107.1

Librarians (FTE) Per Capita

	Vancouver Public Library	Surrey Public Library	Greater Victoria Public Library	Calgary Public Library	Edmonton Public Library	Hamilton Public Library	Toronto Public Library	Mississauga Library System	Ottawa Public Library
2010	0.00022	0.00009	0.00013	0.00005	0.00012	0.00009	0.00016	0.00010	0.00011
2011	0.00022	-	0.00013	0.00005	0.00010	0.00009	0.00017	0.00009	0.00011
2012	0.00021	0.00009	0.00013	0.00005	0.00010	0.00008	0.00016	0.00009	0.00011
2013	0.00021	0.00010	0.00012	0.00005	0.00010	0.00008	0.00016	0.00009	0.00011
2014	0.00021	0.00010	0.00013	0.00005	0.00009	0.00008	0.00016	0.00009	0.00012
2015	0.00021	0.00010	0.00011	0.00002	0.00009	0.00008	0.00016	0.00008	0.00011

CULC Comparison Statistics 2010 - 2015

Annual Hours of Library Service

	Vancouver Public Library	Surrey Public Library	Greater Victoria Public Library	Calgary Public Library	Edmonton Public Library	Hamilton Public Library	Toronto Public Library	Mississauga Library System	Ottawa Public Library
2010	55,677	30,942	28,343	53,040	50,789	48,533	275,600	42,700	80,113
2011	57,408	25,493	28,343	54,168	51,648	48,362	263,323	54,350	80,113
2012	59,715	27,250	28,429	53,463	52,552	48,962	263,375	54,350	80,113
2013	60,343	27,018	28,942	58,073	53,081	48,112	265,813	54,350	80,113
2014	61,632	27,142	28,894	54,244	53,505	48,112	267,763	54,350	80,113
2015	61,961	27,430	28,940	57,302	59,331	46,900	271,570	54,350	80,113

Open Hours Per Capita

	Vancouver Public Library	Surrey Public Library	Greater Victoria Public Library	Calgary Public Library	Edmonton Public Library	Hamilton Public Library	Toronto Public Library	Mississauga Library System	Ottawa Public Library
2010	0.09	0.07	0.09	0.05	0.06	0.09	0.10	0.06	0.09
2011	0.09	0.06	0.09	0.05	0.06	0.09	0.09	0.07	0.09
2012	0.09	0.06	0.09	0.05	0.06	0.09	0.09	0.07	0.09
2013	0.10	0.05	0.09	0.05	0.06	0.09	0.10	0.07	0.08
2014	0.10	0.05	0.09	0.05	0.06	0.09	0.10	0.07	0.08
2015	0.10	0.05	0.09	0.05	0.07	0.09	0.10	0.07	0.08

CULC Comparison Statistics 2010 - 2015

Floor Space (Sq. Ft.)

	Vancouver Public Library	Surrey Public Library	Greater Victoria Public Library	Calgary Public Library	Edmonton Public Library	Hamilton Public Library	Toronto Public Library	Mississauga Library System	Ottawa Public Library
2010	494,110	128,679	140,913	421,183	404,432	318,683	1,865,210	406,666	424,582
2011	500,093	128,679	140,913	445,341	432,777	318,683	1,853,725	347,252	449,536
2012	499,953	128,679	140,913	460,630	432,777	318,683	1,857,610	395,166	449,536
2013	499,953	188,246	140,913	460,630	429,358	318,683	1,857,610	395,166	449,536
2014	499,953	188,246	139,428	469,800	473,814	318,683	1,870,285	347,252	449,536
2015	499,953	184,849	135,623	469,800	486,582	355,482	1,884,785	347,252	462,374

Cost Per Sq. Ft. (Floor Space)

	Vancouver Public Library	Surrey Public Library	Greater Victoria Public Library	Calgary Public Library	Edmonton Public Library	Hamilton Public Library	Toronto Public Library	Mississauga Library System	Ottawa Public Library
2010	$96.89	$128.52	$108.00	$122.71	$109.80	-	$99.80	$79.90	$115.18
2011	$96.79	-	$101.23	$87.07	$103.08	$62.75	$106.15	$80.88	$111.55
2012	$95.82	$128.02	$109.53	$107.47	$100.50	$74.40	$97.50	$83.51	$104.21
2013	$88.34	$79.46	$114.39	$124.49	$122.86	$74.77	$100.41	$72.65	$106.87
2014	$88.62	$104.83	$116.37	$109.28	$115.37	$76.64	$100.32	$81.81	$120.84
2015	$96.67	$98.94	$131.47	$128.39	$122.04	$79.40	$101.88	$76.10	$112.11

CULC Comparison Statistics 2010 - 2015

Materials Expenditure

	Vancouver Public Library	Surrey Public Library	Greater Victoria Public Library	Calgary Public Library	Edmonton Public Library	Hamilton Public Library	Toronto Public Library	Mississauga Library System	Ottawa Public Library
2010	$4,473,329	$2,149,545	$1,466,431	$6,821,900	$6,151,122	$3,042,991	$17,371,560	$2,634,501	$4,832,879
2011	$4,065,106	-	$1,775,189	$6,732,900	$5,529,150	$2,544,222	$16,976,164	$2,480,966	$4,700,211
2012	$3,927,692	$2,598,383	$1,910,645	$7,248,000	$5,760,281	$2,876,069	$17,306,562	$2,683,331	$5,009,863
2013	$3,782,585	$2,171,061	$2,067,926	$6,108,200	$8,677,556	$3,258,497	$17,277,081	$2,594,511	$5,196,557
2014	$4,220,248	$2,141,101	$2,013,835	$7,233,611	$7,396,112	$3,431,976	$17,854,135	$2,388,741	$5,311,298
2015	$4,896,140	$2,502,461	$2,208,675	$6,878,200	$7,294,153	$3,042,991	$18,444,049	$2,665,810	$4,909,324

Materials Expenditure Per Capita

	Vancouver Public Library	Surrey Public Library	Greater Victoria Public Library	Calgary Public Library	Edmonton Public Library	Hamilton Public Library	Toronto Public Library	Mississauga Library System	Ottawa Public Library
2010	$8.36	$4.73	$4.69	$6.96	$7.86	-	$6.08	$3.31	$5.33
2011	$7.93	-	$5.67	$7.28	$7.38	$4.79	$6.26	$3.26	$5.27
2012	$7.58	$5.49	$6.14	$6.92	$7.59	$6.26	$6.20	$3.28	$5.06
2013	$7.62	$4.49	$6.49	$6.67	$13.98	$6.03	$6.23	$3.23	$5.04
2014	$6.82	$4.24	$6.32	$6.05	$8.42	$6.29	$6.36	$3.16	$5.58
2015	$7.85	$4.76	$6.90	$5.59	$8.15	$5.53	$6.53	$3.48	$5.11

CULC Comparison Statistics 2010 - 2015

Total Expenditures

	Vancouver Public Library	Surrey Public Library	Greater Victoria Public Library	Calgary Public Library	Edmonton Public Library	Hamilton Public Library	Toronto Public Library	Mississauga Library System	Ottawa Public Library
2010	$47,876,468	$16,537,847	$14,140,024	$51,682,177	$44,404,830	$29,908,587	$186,153,056	$32,493,205	$48,902,118
2011	$48,402,383	-	$14,912,115	$38,774,603	$44,612,714	$19,997,712	$196,767,444	$31,960,436	$50,145,899
2012	$47,903,831	$16,473,688	$15,331,253	$49,506,108	$43,493,726	$23,709,449	$181,122,296	$32,999,768	$46,848,249
2013	$44,166,954	$14,958,373	$16,118,898	$57,342,333	$52,750,518	$23,829,083	$186,525,785	$28,708,192	$48,040,832
2014	$44,305,853	$19,733,179	$16,225,653	$51,340,805	$54,666,087	$24,423,539	$187,630,780	$28,407,208	$54,320,514
2015	$48,331,965	$18,289,793	$17,830,072	$60,319,589	$59,383,098	$28,225,155	$192,017,627	$26,424,151	$51,836,316

Expenditure Per Capita

	Vancouver Public Library	Surrey Public Library	Greater Victoria Public Library	Calgary Public Library	Edmonton Public Library	Hamilton Public Library	Toronto Public Library	Mississauga Library System	Ottawa Public Library
2010	$76.00	$37.02	$45.10	$36.19	$57.02	-	$70.96	$43.54	$54.65
2011	$75.13	-	$47.92	$47.37	$54.32	$37.66	$66.72	$44.03	$52.75
2012	$73.42	$34.80	$49.26	$44.19	$53.55	$44.30	$64.89	$44.53	$50.10
2013	$71.99	$29.64	$50.55	$49.88	$64.53	$44.13	$67.29	$38.18	$50.93
2014	$71.63	$39.10	$50.88	$42.96	$62.27	$44.74	$66.81	$37.53	$57.08
2015	$77.52	$34.77	$55.66	$49.00	$66.35	$51.25	$67.93	$34.50	$53.95

CULC Comparison Statistics 2010 - 2015

Total Transactions*

	Vancouver Public Library	Surrey Public Library	Greater Victoria Public Library	Calgary Public Library	Edmonton Public Library	Hamilton Public Library	Toronto Public Library	Mississauga Library System	Ottawa Public Library
2010	22,155,991	8,061,121	10,835,534	28,661,029	28,265,933	12,718,713	80,710,958	19,728,213	29,158,761
2011	22,822,813	6,108,863	11,081,392	29,725,310	29,225,660	14,155,070	78,966,440	22,149,945	32,261,971
2012	22,909,541	8,517,403	11,473,776	33,104,290	25,522,553	14,123,541	79,971,152	21,102,807	28,318,861
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2014	23,869,851	9,240,053	12,793,580	31,505,902	25,366,005	14,431,007	83,284,699	14,251,833	29,642,901
2015	24,713,099	9,022,834	12,689,882	36,807,477	27,047,442	15,609,624	84,788,874	14,842,892	32,394,800

* Total transactions include annual circulation, reference, visits, e-visits, and program attendance.

Cost Per Transaction

	Vancouver Public Library	Surrey Public Library	Greater Victoria Public Library	Calgary Public Library	Edmonton Public Library	Hamilton Public Library	Toronto Public Library	Mississauga Library System	Ottawa Public Library
2010	$2.16	$2.05	$1.30	$1.80	$1.57	-	$2.31	$1.65	$1.68
2011	$2.12	-	$1.36	$1.30	$1.53	$1.41	$2.49	$1.44	$1.55
2012	$2.09	$1.93	$1.34	$1.50	$1.70	$1.68	$2.26	$1.56	$1.65
2013	$1.94	$1.48	$1.08	$1.81	$2.06	$2.67	$2.32	$1.39	$1.74
2014	$1.79	$2.19	$1.28	$1.39	$2.02	$1.56	$2.21	$1.91	$1.68
2015	$1.96	$2.03	$1.41	$1.64	$2.20	$1.81	$2.26	$1.78	$1.60

Hamilton
Public Library
FREEDOM TO DISCOVER

Date: November 11, 2016

To: Library Board

From: V. Cecchetto

               Ad Hoc Policy Review Committee

Subject: **Final Report of the Ad Hoc Policy Review Committee**

At its last meeting on November 2, 2016, the Ad Hoc Policy Review Committee completed its mandate, namely the final revision of the Board By Laws and of the Rules for Going *In Camera,* as outlined in its Terms of Reference:

Purpose:

- Review of the overall structure of the Policy Manual
- Review of the Board By-Laws and revise as appropriate
- Identify priorities for the Board review of policies
    - CEO/Chief Librarian Performance Appraisal Policy and Process

The text of the Board By Laws and the Rules for Going *In Camera* as amended have been included in the November meeting Board package for your approval.

As a result of the work of the Committee during this time, some members thought that there was a need for a more permanent structure to deal with issues connected with governance through the review and/or revision of policies or guidelines. In our discussions about the possible future role of our Committee, the members identified a number of possibilities:

1. Continuation of the Ad Hoc Policy Review Committee with an expanded mandate, with the same membership or with new members.
2. Creation of a new standing Committee of the Board to deal with policy/ guideline review and revision, with the same membership or with new members.
3. Dissolution of the current Ad Hoc Policy Review Committee and the establishment of a new Ad Hoc Committee as the need arises.

Hamilton Public Library
FREEDOM TO DISCOVER

Mission Statement
Freedom to Discover

Strategic Priorities
A Community Beacon   Relevant and Responsive
A Creative and Changing Organization

HAMILTON PUBLIC LIBRARY BOARD
Ad Hoc Policy Review Committee Meeting Minutes
Wednesday, November 2, 2016
Central Library, Admin Committee Room
5:00 p.m. Meeting

MEMBERS: Vikki Cecchetto (Chair), George Geczy, Douglas Brown, John Kirkpatrick, Mary Ann Leach

REGRETS: Paul Takala

STAFF: Lisa DuPelle, Karen Hartog

1. **Call to Order**

   Ms Cecchetto called the meeting to order at 5:10 p.m.

2. **Confirm Agenda**

   Item #4 to be moved to the last item on the agenda.

   MOVED by Mr. Kirkpatrick, seconded by Ms Leach,

   THAT THE AGENDA BE APPROVED AS AMENDED.

   MOTION CARRIED.

3. **Revisions to Board Bylaws**

   Committee members reviewed the proposed changes as outlined in the document.

   MOVED by Mr. Kirkpatrick, seconded by Ms Leach,

   THAT THE POLICY REVIEW ADHOC COMMITTEE ADOPT THE CHANGES TO THE LIBRARY BOARD BYLAWS AS PRESENTED.

MOTION CARRIED.

4. **Role of the Policy Review Committee**

Committee members discussed the future of the Ad Hoc Committee given that our mandate has been fulfilled, including the proposed suggestion of a Governance Committee as outlined by Mr. Takala. Committee members agreed to the following:

- The mandate of the Ad Hoc Policy Review Committee has been completed.
- After a discussion of the options available to the Committee to either continue its work or to expand its mandate, it was decided that under the current Terms of Reference any change to the present Committee would have to be discussed and mandated by the Board as a whole.
- It was agreed that Ms. Cecchetto would prepare a report for the next Board meeting which outlined the possible options to either continue or expand the work of the present Committee.
- It was also agreed that Mr. Takala should present his proposal for a Governance Committee directly to the Board.
- It was agreed that the Board should decide on the future of the Ad Hoc Committee or the creation of a new structure to work on subsequent governance and/or policy issues.

5.

Updated Rules for going In Camera

Committee members reviewed the proposed changes to the Rules for going In Camera document.

MOVED by Mr. Kirkpatrick, seconded by Ms Leach,

THAT THE AD HOC POLICY REVIEW COMMITTEE APPROVE THE CHANGES TO THE RULES FOR GOING IN CAMERA DOCUMENT AS PRESENTED.

MOTION CARRIED.

6. **Other Business**

There was no additional business for discussion.

7. **Upcoming Meeting Dates**

December 7, 2016, 5:00 p.m. - TBD

8. **Adjournment**

MOVED by Ms Leach, seconded by Mr. Brown,

**THAT THE AD HOC POLICY COMMITTEE MEETING BE ADJOURNED.
MOTION CARRIED.**

The meeting was adjourned at 6:45 p.m.

Minutes recorded by Karen Hartog

Hamilton Public Library
FREEDOM TO DISCOVER

Mission Statement
Freedom to Discover

Strategic Priorities
A Community Beacon   Relevant and Responsive
A Creative and Changing Organization

HAMILTON PUBLIC LIBRARY BOARD
Ad Hoc Policy Review Committee Meeting Agenda
Wednesday, November 2, 2016
Central Library, Admin Committee Room
5:00 p.m. Meeting

MEMBERS: Vikki Cecchetto (Chair), George Geczy, Mary Ann Leach, Douglas Brown, John Kirkpatrick

STAFF: Paul Takala, Lisa DuPelle, Karen Hartog

1. **Call to Order**

2. **Confirm Agenda**

3. **Revisions to Board Bylaws**   Attachment #3

4. **Role of the Policy Review Committee**

5. **Updated Rules for going In Camera**   Attachment #5

6. **Other Business**

7. **Upcoming Meeting Dates**

   December 7, 2016, 5:00 p.m.

8. **Adjournment**

Notes to October 28, 2016 Draft: changes from the previous draft are indicated in this colour. Proposed amendments can be found in section 6.0 and 6.1. Section 6.10 includes some grammatical corrections.

1.1 Hamilton Public Library Board By-Laws for the Regulation of the Business of the Board - *Revised Draft Pending Approval*

Approved: March 2005; revised November 2007; and pending approval December 2016.

The Hamilton Public Library Board is duly constituted as a corporation and governed by the provisions of the Public Libraries Act, Statutes of Ontario, 1990, Chapter P. 44 and is established by the provisions of City of Hamilton By-Law 04-019.

The Hamilton Public Library Board, hereinafter called "the Board", enacts the following by-laws for regulation of the business of the Board.

Table of Contents

1.0 Governance Vision of the Hamilton Public Library Board

The Hamilton Public Library Board oversees the purpose, plans and policies of the Hamilton Public Library. It is the responsibility of the Library Board to ensure that the funding it receives provides the best possible library service to Hamilton residents. In addition, it is committed to providing effective governance for the Hamilton Public Library to ensure services and programs offered by HPL remain relevant to the changing needs of the communities we serve. The Library Board has four main functions:

1) To establish the mission and strategic directions.
2) To hire and evaluate the Chief Executive Officer/Chief Librarian.
3) To ensure resources are in place to achieve the mission.
4) To monitor and audit results of programs and resources.

2.0 Corporation

In accordance with the Corporations Act, the Board shall have a corporate seal, which shall be under the control and responsibility of the Chief Executive Officer. This seal shall be affixed

under the direction of the Board to all deeds, contracts, or documents requiring the seal, which seal shall be attested to by the signatures of the Chair and the Secretary, or by such other member and/or other officer as the Board shall direct.

The Head Office of the Board shall be at the Central Library, 55 York Boulevard, Hamilton, Ontario L8N 4E4.

3.0 Officers

The Board shall have the following officers:

- Chair
- Vice Chair
- Secretary
- Treasurer
- Chief Executive Officer

3.1 Chair

In the first year of a new Board's term the Chair shall be elected at the inaugural meeting of the Board and serve until January, when there will be the election of the Chair for that year. In each subsequent year of a Board's term, the election of the Chair shall take place in January. The Chair shall hold office for one year and may be re-elected for a maximum of one additional consecutive year (See **Elections Section 5.0**).

The primary role of the Chair of the Board is to ensure the proper functioning of the Board and the proper conduct of Board business, in accordance with all relevant legislation and with the rules of procedure adopted by the Board.

The Chair's responsibilities include:

1) Presiding at regular and special meetings of the Board in the manner and extent prescribed by the Board.
2) Committing the Board to no course of action unless specifically authorized by the Board to do so.
3) Serving as an ex officio member of all Board committees.
4) Only the Chair may represent and speak for the Board in an official capacity to outside parties in announcing Board-stated positions and in stating Chair decisions.
5) Acting as one of the authorized signing officers of all documents pertaining to Board business.
6) Representing the Board, alone or with other members of the Board, at any public or private meetings for the purpose of conducting, promoting or completing the business of the Board.
7) Notifying the Vice-Chair and the Secretary, if for any reason, the Chair is unable to perform these functions.

3.2 Vice-Chair

The Vice-Chair shall be elected at the first meeting of the Board in each year, shall hold office for one year and may be re-elected for a maximum of one additional consecutive year.

The Vice-Chair, in the absence or illness of the Chair, shall act in the place and stead of the Chair and while so acting has all the powers of the Chair.

If both the Chair and Vice Chair are unavailable, the Secretary will assume the duties of the Chair.

3.3 Secretary

The Secretary of the Board shall be the Chief Executive Officer.

3.4 Treasurer

The Treasurer of the Board shall be the Chief Executive Officer.

3.5 Chief Executive Officer

The Board shall appoint the Chief Executive Officer, who shall be its Chief Librarian, and who shall hold office until the Board rescinds the appointment or a new appointment is made. The Chief Executive Officer shall be responsible, under the supervision of the Board, for the general conduct and management of the Hamilton Public Library.

Only decisions of the Board are binding on the CEO.

1) Decisions or instructions of individual Board Members, officers or committees are not binding on the CEO except in rare circumstances when the Board has specifically authorized or delegated such exercise of authority.
2) In the case of Board Members or committees requesting information or assistance without Board authorization, the CEO can refuse such requests.

Operational achievement and conduct of library staff are the responsibility of the CEO, to whom the Board has delegated authority over and accountability for staff performance.

1) The Board will never give instructions to persons who report directly or indirectly to the CEO.
2) The Board will refrain from evaluating, either formally or informally, any staff other than the CEO.

Systematic and rigorous monitoring of the CEO's job performance will be conducted in accordance with the Chief Librarian/ CEO Performance Appraisal document. (http://www.hpl.ca/articles/chief-librarianceo-performance-appraisal-policy)

4.0 Board Members' Code of Conduct

Board Members must avoid any conflict of interest with respect to their fiduciary responsibility by adhering to the regulations of the Municipal Conflict of Interest Act (R.S.O. 1990, Chapter M.50 (https://www.ontario.ca/laws/statute/90m50)

There will be no self-dealing or any conduct of private business or personal services between any Board Member and the organization except as procedurally controlled to assure openness, competitive opportunity and equal access to inside information.

Board Members will not use their positions to obtain employment in the organization for themselves, family members or close associates. In the event that a Board Member accepts employment with either the City of Hamilton or the Hamilton Public Library during their term, they shall resign immediately upon acceptance of said employment.

Any Board Member who declares their candidacy for public office, whether at the municipal, provincial or federal level, shall resign from the Board upon public declaration of their candidacy. This provision does not apply, however, to the Councillors of the City of Hamilton who are appointed to serve on the Hamilton Public Library Board.

Members will annually disclose their involvements with other organizations, with vendors, or any other associations that might produce a conflict.

Members will respect the confidentiality appropriate to issues of a sensitive nature and understand that it is the Chair's role to represent and speak on behalf of the Board.

4.1 Vacancies

In the event of a vacancy occurring on the Board, the Secretary, upon instructions from the Board in session, shall advise the Clerk of the City of Hamilton and request that a new member be appointed to fill the vacancy under the conditions contained in the Public Libraries Act.

In the event of a vacancy occurring during the year in the office of Chair or Vice-Chair, the Board at its first regular meeting thereafter shall elect a new Chair or Vice-Chair to serve for the remainder of the elected time in that office.

4.2 Resignation

Members of the Board who must resign before the end of their term of appointment on the Board shall inform both the Clerk of the City of Hamilton and the Secretary of the Board in writing, specifying the effective date of their resignation.

5.0 Inaugural Meeting and Elections

5.1 Inaugural Meeting

In the first year of its term, the Board shall hold its inaugural meeting at a place and time to be determined by the Chief Executive Officer, provided that such meeting shall be held within 30 days of the appointment of a majority of its members.

5.2 Elections

In the subsequent years of its term, the Board shall hold its nomination meeting at the place and time of its regular January meeting and the regular meeting shall take place immediately following.

The Secretary of the Board shall take the chair and shall call for the Nominating Committee Report with the full slate of nominations for the Chair, Vice-Chair and members of the standing committees. The Chief Executive Officer shall introduce the nominee for each position individually and then ask if there are any nominations from the floor for the same position.

Any member of the Board has the right to make nominations from the floor. This can either be a self-nomination for any position - Chair, Vice-Chair or member of a standing committee – or the nomination of someone else.

1) Nominations shall be made with no seconder required.
2) Nominations shall be closed by a motion made and seconded.
3) Voting shall be by secret ballot.
4) The nominee receiving a clear majority of the votes cast shall be declared elected by the Chief Executive Officer.
5) Should no member receive a clear majority, balloting shall proceed with the nominee's name receiving the smallest number of votes being dropped.

6.0 Meetings and Notice of Meetings

A regular meeting of the Board shall be held on the third Wednesday of the month (except July and August) at 6:00 p.m. in the Board Room at the Central Library, 55 York Boulevard, Hamilton or at such other day or time or such other place as may be agreed upon by the Board. **The dates of Board and committee meetings will be listed on the Library's website. The upcoming meeting dates will be posted as they get scheduled; however, a minimum of three days' advance notice on the website is required.**
[Note: this addition addresses the issue of posting the meeting schedule on the website.]

Written notice of all regular meetings together with the proposed agenda and the minutes of the immediately preceding regular meeting and of any special meetings shall be communicated to each member of the Board at least three days in advance of such meetings.

~~Board meetings are open to the public except for in-camera sessions and individual committee meetings.~~
[Note: this sentence should be removed. Section 6.0 is about notice, in camera is covered in section 6.10.]

6.1 Special Meetings

The Chair may, or upon the written request of any two members of the Board, call a Special Meeting by giving, through the Secretary or designate, at least ~~two~~ **three** days written notice to each member, specifying the purpose for which the meeting is called**.** The purpose of a Special Meeting shall be specific. No business shall be transacted or considered at such a meeting other than that specified in the notice.
[Note: we should be consistent with three days notice listed in 6.0.]

Electronic Voting: In cases where a prompt decision is required and scheduling a meeting may not be practical, or expeditious for the issue at hand, the Chair may opt to seek a vote electronically**,** ~~such as by email or~~ **by** ~~other~~ **open and transparent electronic communication means. Instructions for public participation in the electronic meeting will be included in the website notice.** In such cases, motions will be carried by a simple majority of the entire Board. Items decided by electronic voting will be reported as part of the next scheduled Board meeting.
[Note: this addresses the lack of transparency of email. It removes email but specifies

open and transparent community means. If we had a video or teleconference that we could post so people could sign into then that would meet the transparency requirement. Technology will change so we do not want to be too specific we just want to ensure we meet the core legislative requirement.]

6.2 Attendance

Board Members are expected to attend all scheduled monthly meetings of the Board. Any member who must be absent from a meeting must advise the Secretary in advance. In any event, absence from three consecutive scheduled meetings (according to the Public Libraries Act, section 13 (c)) will result in the member's disqualification from the Board unless the member is 'excused for cause' by a motion of the Board.

The Secretary shall record the names of members in attendance in each meeting of the Board and of its committees.

6.3 Quorum

A quorum, which shall be a majority of the Board, must be present for the transaction of business at a meeting. If a quorum is not present within fifteen minutes after the hour for which any Board meeting has been called, the Secretary shall record the names of such members present and the Board shall stand adjourned. Any member declaring a conflict of interest in a matter to be discussed during the meeting will not be counted in establishing the quorum for that matter.

Nothing in the foregoing shall prohibit the members in attendance for a regular meeting, when no quorum is present, from constituting themselves as a committee dealing with such agenda items as they see fit.

However, no decisions taken at such meeting may be executed until ratified by motion at a regular meeting of the Board or, when time is of the essence, written approval of such decisions may be obtained from a majority of the members of the Board.

6.4 Voting

All members of the Board (including the Chair) - unless they have declared a conflict of interest on a matter and are therefore ineligible to vote on that matter - shall vote on all questions. Any motion on which there is an equality of votes shall be deemed to be lost. Abstentions are counted as a negative or no vote.

Motions shall be carried by a simple majority (more than one half the total members present eligible to vote), except as otherwise provided for in this By-Law.

Notice of motion given at the previous meeting and two-thirds majority vote is required for:

1) A motion to reconsider a lost motion.
2) A motion to amend the by-laws.

6.5 Agenda Procedure

The Secretary will work with the Chair and Vice Chair to determine the Agenda for any meeting of the Board. The standard process for getting items added to the agenda is for Board Members to communicate with the Chair and Secretary, preferably with a ten (10) day notice prior to a meeting.

The Secretary and Chair will then develop draft motions, presentations and reports as needed. Other than routine business or those arising out of reports from committees, the Chair may rule items out of order.

Board Members, in extraordinary circumstances where they deem the standard process unsatisfactory, may submit a formal notice of motion to the Chair and Secretary who will ensure their motion is attached to the Board package unedited. Notice of such a motion will be sent to the Chair and Secretary at least ten (10) days' notice before the meeting.

6.6 Meeting Procedural Rules

The rules and practice set out in *Robert's Rules of Order* shall govern wherever applicable in all cases not specifically provided for in these by-laws.

6.7 Order of Business

The order of business at regular meetings of the Board shall be as follows, subject to the discretion of the Chair:

1) Discussion
2) Acceptance of the Agenda
3) Minutes
4) Declarations of Conflict of Interest
5) Presentations
6) Consent Items
7) Business Arising from the Minutes
8) Correspondence
9) Reports
10) New Business
11) Private and Confidential
12) Date of Next Meeting
13) Adjournment

6.8 Delegations

Members of the public may make verbal presentations to the Board as a delegation with the permission of the Chair or upon written notification to the Secretary, received seven (7) days in advance of the meeting.

6.9 Minutes

The Secretary or designate shall keep Minutes of every meeting of the Board.
The Minutes shall be confirmed by motion at the next following Board meeting.

6.10 In Camera Sessions

An *in camera* session of the Board shall be held when it is expedient to consider all or part of an agenda *in camera* because "intimate financial or personal matters" may be disclosed in debate and the desirability of protecting against the consequences of such disclosure outweighs the desirability of holding the meeting in public.

The decision must be confirmed by the Board or Board Committee in the form of a motion "THAT item(s) #___ be considered during an *in camera* session". Such a motion shall be non-debatable and, if it is carried, the Chair shall designate a time for the session to be held. An *in camera* session shall be ended by a motion that the regular session be resumed.

Any actions determined during an in camera session must be authorized by **a** Board motion passed during **the** regular open session and recorded in public minutes. However, the Board's Secretary may designate the minutes of in camera sessions as confidential if Section 28(2) of the Public Libraries Act applies.

[Note: in camera should be in italics since it is a Latin not an English word.]

6.11 Committees

The Board has two standing Committees: the Nominating Committee and the Audit Committee, but may also appoint Ad Hoc Committees

1) Ad Hoc Committees may be appointed by the Board to deal with special issues assigned by the Board. Such committees report to the Board and shall be dissolved immediately upon making their final report to the Board.
2) A committee may have any number of members. The Board shall name a chair for each Ad Hoc committee.

A quorum for all committees shall be the majority of members. Committees meet when required at the call of the committee chair.
The Chair of the Board shall be a member of all Committees of the Board ex officio.
The Secretary of the Board (or designate) shall attend all committee meetings and shall be the Secretary of all committees.

6.12 Standing Committees

6.12.1 Nominating Committee

The **Nominating Committee** will be composed of four (4) members, - the Secretary of the Board plus three (3) elected Board Members. It shall be established annually by the Board at its November meeting to present the slate of officers for the ensuing year at the January Meeting.

In a municipal election year, the outgoing Chair of the Board shall appoint the Nominating Committee from among the members of the new Board immediately following the appointment of the new Board by City Council.

In each year, the Nominating Committee shall meet before and report to the January Meeting following its appointment.

Duties of the Nominating Committee:

1) To select from the nominations received for each position or standing committees, the most appropriate candidate. In their selection across the whole slate, the Committee will endeavour to balance candidates with expertise and new Board Members with a view to succession planning over the term of the Board.
2) To recruit candidates for those positions where no nominations have been received.
3) If any member of the Nominating Committee intends to stand for election as Chair or Vice Chair, they shall inform the Nominating Committee and withdraw from it.
4) To ensure that their report indicating the full slate of candidates is ready to be included with the January Board meeting package.
5) To ensure the right of any member to either self-nominate or nominate someone else for any of the positions from the floor during elections in January is clearly outlined in their report.

6.12.2 Audit Committee

The **Audit Committee** oversees the financial reporting process, monitors the choice of accounting policies and procedures and monitors internal control procedures to ensure the effective development and maintenance of adequate financial controls and reporting.

The Committee is independent of the auditing function and ensures appropriate actions are taken with audit findings. The Committee has no direct responsibility for the operations and functions of audit areas. It does however make recommendations to the Board regarding both factors.

The Audit Committee will be composed of four members of the Hamilton Public Library Board, one of whom shall be the Chair of the Hamilton Public Library Board. Preference will be given to Library Board Members who are financially literate with relevant background in financial matters (i.e. prior experience as a business person, recognized accounting designation, work in the accounting profession, or in the financial accounting department of a current or past organization). Committee members will have no current business relationship or financial interests with the Library or its management.

Members will be appointed at the first meeting in each year of the Board's term and will serve until the end of the year. The members of the Audit Committee will appoint one of the members as Chair who will chair the meeting of the Audit Committee and perform such other duties as required to ensure the proper functioning of the Committee. (See Audit Committee Terms of Reference, Appendix 1, for further information about the duties and responsibilities of this committee).

7.0 Payment of Board Expenses

Citizen appointees shall be paid no salary, fees or honorarium for their services. However, any member of the Board may be reimbursed for their actual, out of pocket expenses and travel costs, incurred as a result of their acting either within or outside the municipality in their capacity as members of the Board. Such payments must be allowed for in the budget that is approved by the Board and Council and the expenses must have been incurred with the prior approval of the Board.

8.0 Amendment of the By-Laws

Amendments to these by-laws may only be made at a regular meeting provided that Notice of Motion in writing shall have been given at the previous meeting. Such amendments shall require a two-thirds majority vote of the Board.

9.0 Board Self-Assessment

A Board self-assessment demonstrates that it believe in the values of accountability, learning and development and establishes its credibility not only with the funding agencies, but also with the public being served. In order to monitor how well it is fulfilling its responsibilities, there will be periodic self-assessments carried out by the Board according to the procedures/ processes and timing agreed upon by the Board.

10.0 Effective Date

These By-Laws shall come into effect on September 21, 2016 and all former By- Laws and Rules of Procedure of predecessor Boards are hereby repealed.

Appendix 1: Audit Committee Terms of Reference

Purpose

The Committee is to oversee the financial reporting process, to monitor the choice of accounting policies and procedures and to monitor internal control procedures to ensure the effective development and maintenance of adequate financial controls and reporting. The Committee is to be independent of the auditing function and ensure appropriate actions are taken with audit findings. The Committee has no direct responsibility for the operations and functions of audit areas. It does however make recommendations to the Board regarding both factors.

Appointment of External Auditors

Under the authority of the Municipal Act, the City of Hamilton shall appoint the external auditor for the Hamilton Public Library.

Membership

The Audit Committee will be composed of four members of the Hamilton Public Library Board one of whom shall be the Chair of the Hamilton Public Library Board. A quorum shall be two members.

Preference will be given to Library Board Members who are financially literate with relevant background in financial matters (i.e. prior experience as a business person, recognized accounting designation, work in the accounting profession, or in the financial accounting department of a current or past organization). Committee members will have no current business relationship or financial interests with the Library or its management.

Members will be appointed at the first meeting in each year of the Board's term and will serve until the end of the year. The members of the Audit Committee will appoint one of the members as Chair who will chair the meeting of the Audit Committee and perform such other duties as required to ensure the proper functioning of the Committee.

Meetings

The Committee will meet at least twice in each year – to meet the external auditors to review the scope of the audit and, after the audit has been done, to review the results.

Additional meetings may be held at the Call of the Chair of the Audit Committee, request by a Committee member or by the external auditors. Notice of each meeting confirming the venue, time and date of the meeting together with an agenda of items to be discussed shall be forwarded to each member of the Committee prior to the date of the meeting in a timely manner.

The external auditors, Chief Librarian and the Director, Finance and Facilities will be invited to attend meetings and at least once a year, the Committee will meet with the external auditors without Library staff present. The Audit Committee may invite such other persons to its meetings as it deems necessary.

Duties

The duties of the Committee will be:

1) To meet with the external auditors before the audit commences and to discuss and approve the nature and scope of the audit
2) To discuss with external auditors issues such as compliance with accounting standards and proposals by external auditors
3) To monitor the integrity of the financial statements of the Library and to review, and challenge where necessary, the actions and judgements of management in relation to financial statements before submission to the Board, focusing particularly on:
    1. Significant accounting policies and practices and any changes in them;
    2. Major judgemental areas
    3. The extent to which the financial statements are affected by any unusual transactions in the year and how they are disclosed;
    4. The clarity of disclosures
    5. Significant adjustments resulting from the audit
4) To meet with the external auditors post-audit at the reporting stage to discuss the audit, including problems and reservations arising from the audit, and any matters the auditor may wish to discuss;
5) To review the management representation letter, the external auditors' management letter and management's response.
6) To monitor and review the internal audit programme (if any) and its effectiveness;

7) To monitor and review the Library's systems for internal financial control, financial reporting and risk management;

8) To consider any major audit recommendations and to consider the major findings of internal investigations and management's response.

Reporting

The Chair of the Committee shall report to the Board on all meetings of the Committee.

The Committee shall make whatever recommendations to the Board it deems appropriate on any area within its responsibility where action or improvement is needed.

The Committee members shall conduct an annual review of their work and these *Terms of Reference* and make recommendations to the Board.

Date: October 28, 2016
To: Ad hoc Policy Review Committee
From: Paul Takala, Chief Librarian
Subject: **Briefing on Rules for going *In camera***

INTRODUCTION

Both the Library Board and the Ad hoc Policy Review Committee have had discussions about the rules for going *in camera*. This document has been prepared to provide a background briefing for the Library Board. The intention is to have a discussion at an upcoming Board meeting to ensure there is clarity on the issue moving forward.

This document contains several appendices that provide relevant background information about HPL's history, policies, legislation and rulings from the Information and Privacy Commissioner (IPC) of Ontario.

SUMMARY

The Hamilton Public Library Board is governed under provincial legislation, namely the Public Libraries Act. The legislation outlines specific reasons the Library Board may go *in camera*. The Board has followed the practice of using the right to go *in camera* as sparingly as possible. As a Public Library, with intellectual freedom and accountability as core organizational values, ensuring only legitimately allowed *in camera* discussions is important. The Board also has fiduciary responsibilities and there are legitimate reasons the Board may go *in camera* to protect the Library's interests and legal responsibilities.

The Public Library Act identifies specific reasons why the Library Board may go *in camera*. The Public Library Act also allows the Board or a committee of the Board to "hold a closed meeting under another Act". Reasons for going *in camera* in the Public Library Act are:

- o *the security of the property of the board;*
- o *personal matters about an identifiable individual;*
- o *a proposed or pending acquisition or disposition of land by the board;*
- o *labour relations or employee negotiations;*
- o *litigation or potential litigation, including matters before administrative tribunals, affecting the board;*
- o *advice that is subject to solicitor-client privilege, including communications necessary for that purpose;*
- o *if the subject matter relates to the consideration of a request under the Municipal Freedom of Information and Protection of Privacy Act*

- Before holding a meeting or part of a meeting that is to be closed to the public, a board or committee of the board shall state by resolution,
  - o *the fact of the holding of the closed meeting; and the general nature of the matter to be considered at the closed meeting.*

- According to the Public Library Act a meeting shall not be closed to the public during the taking of a vote except if: *the vote is for a procedural matter or for giving directions or instructions to officers, employees or agents of the board or committee of the board or persons retained by or under contract with the board.* The Library Board has not generally passed motions related to verbal updates, discussions, or instructions, however, when a formal decision is required the motion is recorded after the Board leaves *in camera*. The Board Bylaws state: *Any actions determined during*

> an in camera session must be authorized by Board motion passed during regular open session and recorded in public minutes. However, the Board's Secretary may designate the minutes of in camera sessions as confidential if Section 28(2) of the Public Libraries Act applies.

The City Clerk was consulted in the preparation of this briefing. The City Clerk indicated that the City of Hamilton's Procedural By-Law has been developed consistent with the Municipal Act and other relevant legislation (see Appendix IV). Council tries to limit the number of times it goes *in camera*; however, there are legal reasons mainly covered in the Municipal Freedom of Information and Protection of Privacy Act (MFIPPA) that at times compel *in camera* discussions. The City minutes the general nature of the reason for going *in camera*. Wherever possible, they provide some specificity in the reason for going *in camera* in the agenda without revealing confidential information.

HPL BOARD HISTORY OF GOING *IN CAMERA* 2002-2015

The table below shows the number of times the Library Board has gone *in camera* between 2002-2015. *Appendix I: Board History of in camera Motions* shows the actual motions that were approved by the Library Board and how the items appeared on the agenda. During this period the range of *in camera* motions has been from a low of 4 (occurred in 3 different years) to a high of 9 (occurred in 2002). CEO recruitment and performance assessment have been highlighted as they show why in 2011 and 2012 there was an increase of *in camera* discussions. Historically, the most common reason listed for going in-camera was Labour Issues or Labour Relations. In general, the Library Board has provided the general reason for going in-camera although there are several examples where the reasons listed are more specific.

HPL In-Camera History 2002-2015
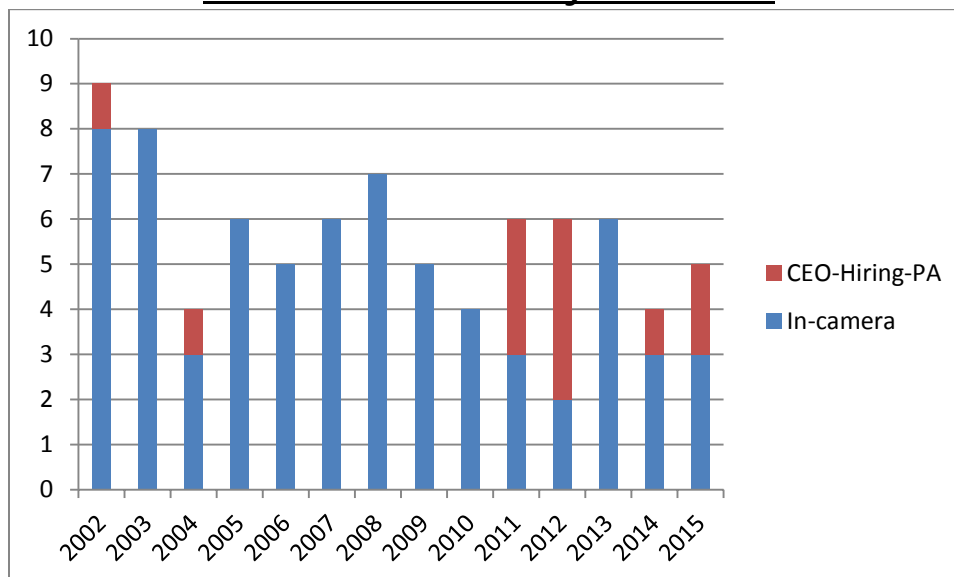
MOVING FORWARD

Consistent with our organizational values, the Library Board has a long history of using *in camera* sparingly. Moving to provide more specificity in the reason for going *in camera* is a sound approach that would be consistent with the City of Hamilton's direction and with the broader societal trend towards more transparency.

Given that the Library Board is currently considering recording and broadcasting the meetings, it would be a good time now to ensure there is clarity regarding what can appropriately be discussed *in camera*. While we have a consistent history of going *in camera* to discuss issues like labour relations, the current wording in the Board By-Laws states:

> *An in camera session of the Board shall be held when it is expedient to consider all or part of an agenda in camera because "intimate financial or personal matters" may be disclosed in debate and the desirability of protecting against the consequences of such disclosure outweighs the desirability of holding the meeting in public.*

The Library's management team works hard to have open and honest dialogue with the union and to ensure we avoid major changes coming as a surprise. In public reports and open meetings, staff frequently raise issues that could impact labour relations. While that is the case, the Library Board also has a history of discussing some labour relations' issues *in camera*. The *in camera* discussions have also included personnel issues affecting individuals, although those have happened less frequently. Labour relations' *in camera* discussions are allowed under the Public Library Act and other legislation. A departure from this practice would limit the ability of staff to seek advice from the Board in some circumstances. Clarifying this issue is important and may require the Board to amend the wording of the By-Laws to ensure that what is allowed under legislation and has traditionally been discussed *in camera* is not prohibited by the By-Laws when there is a compelling reason to do so.

The Library Board should be aware that the CEO may be informed about 3rd party confidential information. If such information has a potential serious financial, labour relations or legal impact it is the CEO's responsibility to disclose this to the Library Board, as soon as is reasonable, so that the Board can be informed in order to provide direction and advice. If the Board directs that the confidential matters brought forward by the staff cannot be discussed *in camera*, then such information may have to be disclosed to the Board at a later time when it is made public by the 3rd party.

In conclusion, we have a long history of using *in camera* discussions only when necessary to protect the organization as allowed for in the legislation. The Board's history shows that our tradition and approach have remained consistent. Moving forward we will need to continue to carefully look at each situation on a case by case basis.

APPENDIX I: HPL BOARD BY-LAW SECTION ON *IN CAMERA*

An *in camera* session of the Board shall be held when it is expedient to consider all or part of an agenda *in camera* because "intimate financial or personal matters" may be disclosed in debate and the desirability of protecting against the consequences of such disclosure outweighs the desirability of holding the meeting in public.

The decision must be confirmed by the Board or Board Committee in the form of a motion "THAT item(s) #___ be considered during an *in camera* session". Such a motion shall be non-debatable and, if it is carried, the Chair shall designate a time for the session to be held. An *in camera* session shall be ended by a motion that the regular session be resumed.

Any actions determined during an *in camera* session must be authorized by Board motion passed during regular open session and recorded in public minutes. However, the Board's Secretary may designate the minutes of *in camera* sessions as confidential if Section 28(2) of the Public Libraries Act applies.

APPENDIX II: BOARD HISTORY OF *IN CAMERA* MOTIONS

Annual Number of In camera Discussions

Year	*In camera* Other	CEO Hiring & Assessment	Total
2002	8	1	9
2003	8	0	8
2004	3	1	4
2005	6	0	6
2006	5	0	5
2007	6	0	6
2008	7	0	7
2009	5	0	5
2010	4	0	4
2011	3	3	6
2012	2	4	6
2013	6	0	6
2014	3	1	4
2015	3	2	5

Text of In camera Motions

The agendas and minutes of past Board meetings have been reviewed to show the actual motions that were passed and how the items appeared on the agenda.

- January 2002 - 8.1 Job Evaluation
  THAT THE HAMILTON PUBLIC LIBRARY NON-UNION SALARY STRUCTURE, ESTABLISHED IN ACCORDANCE WITH THE CITY OF HAMILTON NON-UNION JOB EVALUATION PLAN ATTACHED AS APPENDIX A, BE APPROVED EFFECTIVE JANUARY 1, 2001 AT A COST OF $126,681.72.

- February 2002 - 7.1 Chief Librarian Contract
  THAT THE HAMILTON PUBLIC LIBRARY BOARD MOVE IN-CAMERA TO DISCUSS THE CHIEF LIBRARIAN'S CONTRACT.
- THAT THE HAMILTON PUBLIC LIBRARY AMEND THE CHIEF LIBRARIAN'S CONTRACT AS RECOMMENDED BY THE AD HOC CONTRACT COMMITTEE.

- March 2002 - 9.1 Labour Issues (Oral presentation from Library's Legal Counsel)
  THAT THE HAMILTON PUBLIC LIBRARY BOARD MOVE IN-CAMERA TO DISCUSS LABOUR ISSUES WITH LIBRARY COUNSEL

- May 2002 - 9.1 Management Positions
  THAT THE LIBRARY BOARD MOVE IN-CAMERA TO DISCUSS MEMBERS OF STAFF THAT WILL BE IDENTIFIED.

- June 2002 - 9.1 Union Contract (Legal Representation will be present) ; 9.2 Chief Librarian's Annual Plan
  THAT THE LIBRARY BOARD MOVE IN-CAMERA TO DISCUSS THE UNION CONTRACT NEGOTIATIONS.
  THAT THE PERFORMANCE REVIEW TEAM'S RECOMMENDATION REGARDING THE CHIEF LIBRARIAN'S CONTRACT BE APPROVED

- September 2002 - 9.1 Labour Issues
  THAT THE LIBRARY BOARD MOVE IN-CAMERA TO DISCUSS THE LABOUR ISSUES

- November 2002 - 9.1 Job Evaluation
  Nothing recorded in minutes

- December 2002 - 9.1 Negotiations Update
  THAT THE HAMILTON PUBLIC LIBRARY BOARD MOVE IN-CAMERA TO DISCUSS LABOUR RELATIONS

- January 2003 - 11.1 Labour Issues (deferred from December 18/02 meeting)
  THAT THE HAMILTON PUBLIC LIBRARY BOARD MOVE IN-CAMERA TO DISCUSS LABOUR ISSUES

- February 2003 - 8.1 Dundas Pay Equity
  THAT THE HAMILTON PUBLIC LIBRARY BOARD MOVE IN-CAMERA TO DISCUSS DUNDAS PAY EQUITY AND GRIEVANCES

- March 2003 - 9.1 Labour Issues Report; 9.2 Pay Equity
  THAT THE HAMILTON PUBLIC LIBRARY BOARD MOVE IN-CAMERA TO DISCUSS PAY EQUITY AND LABOUR ISSUES

- May 2003 - 9.1 Pay Equity Issues; 9.2 Personnel Issue
  THAT THE HAMILTON PUBLIC LIBRARY BOARD MOVE IN-CAMERA TO DISCUSS LABOUR ISSUES AND PERSONNEL ISSUES.

- June 2003 - 9.1 Labour Issues
  THAT THE HAMILTON PUBLIC LIBRARY BOARD MOVE IN-CAMERA TO DISCUSS LABOUR ISSUES.

- September 2003 – 9.1 Labour Issues
  THAT THE HAMILTON PUBLIC LIBRARY BOARD MOVE IN-CAMERA TO DISCUSS LABOUR ISSUES

- October 2003 - 9.1 Labour Relations update
  THAT THE HAMILTON PUBLIC LIBRARY BOARD MOVE IN-CAMERA TO DISCUSS LABOUR ISSUES

- November 2003 - 9.1 Labour Relations
  THAT THE HAMILTON PUBLIC LIBRARY BOARD MOVE IN-CAMERA TO DISCUSS LABOUR ISSUES

- December 2003 - 9.1Labour Relations Update
  THAT THE HAMILTON PUBLIC LIBRARY BOARD MOVE IN-CAMERA TO DISCUSS LABOUR ISSUES

- February 2004 - 9.1 Labour Issue
  THAT THE HAMILTON PUBLIC LIBRARY BOARD MOVE IN-CAMERA TO DISCUSS LABOUR ISSUES

- March 2004 - 9.1Chief Librarian Performance Appraisal
  THAT THE HAMILTON PUBLIC LIBRARY BOARD MOVE IN-CAMERA TO DISCUSS THE CHIEF
  LIBRARIAN EVALUATION

- May 2004 - 9.1 Labour Issues
  THAT THE HAMILTON PUBLIC LIBRARY BOARD MOVE IN-CAMERA TO DISCUSS LABOUR ISSUES

- September 2004 - 9.1 Labour Relations
  THAT THE HAMILTON PUBLIC LIBRARY BOARD MOVE IN-CAMERA TO DISCUSS LABOUR
  RELATIONS

- January 2005 - 12.1Labour Issue
  THAT THE LIBRARY BOARD MOVE IN-CAMERA TO DISCUSS LABOUR ISSUES
  THAT THE HAMILTON PUBLIC LIBRARY BOARD CONTINUE TO UTILIZE THE LEGAL FIRM HICKS
  MORLEY HAMILTON STORIE TO REPRESENT THE LIBRARY'S INTERESTS IN LABOUR RELATIONS
  MATTERS, INCLUDING THE UPCOMING 2005 NEGOTIATIONS

- April 2005 - 10.1 Labour Relations
  THAT THE HAMILTON PUBLIC LIBRARY BOARD MOVE IN-CAMERA TO DISCUSS LABOUR
  RELATIONS
  THAT THE NON-UNION COMPENSATION ISSUES AND PAY EQUITY REPORT BE RECEIVED AND
  THE DIRECTION APPROVED AS AMENDED

- May 2005 - 10.1 Contract Negotiations
  THAT THE HAMILTON PUBLIC LIBRARY BOARD MOVE IN-CAMERA TO DISCUSS CONTRACT
  NEGOTIATIONS.

- June 2005 - 10.1 Staff Issues
  THAT THE RATING FOR THE MANAGER, COMMUNICATIONS AND COMMUNITY DEVELOPMENT BE
  CHANGED FROM CLASSIFICATION 5 TO CLASSIFICATION 6 RETROACTIVE TO APRIL 1, 2004 BE
  APPROVED

- October 2005 - 10.1Labour Relations Update
  THAT THE HAMILTON PUBLIC LIBRARY MOVE IN-CAMERA TO DISCUSS LABOUR ISSUES

- November 2005 - 10.1 Labour Negotiations
  THAT THE HAMILTON PUBLIC LIBRARY MOVE IN-CAMERA TO DISCUSS LABOUR NEGOTIATIONS

- March 2006 - 10.1   Labour Relations
  THAT THE LIBRARY BOARD MOVE IN-CAMERA TO DISCUSS LABOUR ISSUES.
  THAT THE HAMILTON PUBLIC LIBRARY BOARD MOVE IN-CAMERA TO DISCUSS BRANCH LEASES.

- June 2006 – Tentative Agreement
  THAT THE HAMILTON PUBLIC LIBRARY MOVE IN-CAMERA TO DISCUSS THE TENTATIVE
  AGREEMENT
  THAT THE NEGOTIATED TENTATIVE AGREEMENT BETWEEN THE HAMILTON PUBLIC LIBRARY
  BOARD AND THE CANADIAN UNION OF PUBLIC EMPLOYEES LOCAL 932 (CUPE 932) FOR THE
  PERIOD OF APRIL 1, 2005 TO MARCH 31, 2009 BE APPROVED

- October 2006 - 10.1 Leases
  THAT THE HAMILTON PUBLIC LIBRARY BOARD MOVE IN-CAMERA TO DISCUSS BRANCH LEASES
  THAT THE CITY REAL ESTATE DEPARTMENT BE REQUESTED TO NEGOTIATE A RENEWAL OF THE
  LEASE ON THE CURRENT GREENVILLE BRANCH LIBRARY FACILITY WHICH EXPIRES ON
  DECEMBER 31, 2006 FOR AN ADDITIONAL TERM OF FIVE YEARS, AND
  THAT THE CITY REAL ESTATE DEPARTMENT BE REQUESTED TO NEGOTIATE A RENEWAL OF THE
  LEASE ON THE CURRENT LYNDEN BRANCH LIBRARY FACILITY WHICH EXPIRES ON DECEMBER
  31, 2006 FOR ADDITIONAL TERM OF ONE YEAR WITH AN OPTION TO RENEW FOR ONE OR TWO
  ADDITIONAL TERMS OF ONE YEAR.

- November 2006 - 10.1 Labour Relations
  THAT THE HAMILTON PUBLIC LIBRARY BOARD MOVE IN-CAMERA TO DISCUSS LABOUR
  RELATIONS

- February 2007 - 10.1 Pay Equity/Internal Equity
  THAT THE HAMILTON PUBLIC LIBRARY BOARD GO IN-CAMERA TO DISCUSS PAY EQUITY ISSUES

- May 2007 - 10.1 Internal Equity – LF; 10.2 Labour Relations Matter
  THAT THE LIBRARY BOARD GO IN-CAMERA TO DISCUSS INTERNAL EQUITY AND LABOUR ISSUES

- September 2007 - 10.1 Labour Relations
  THAT THE LIBRARY BOARD GO IN-CAMERA TO DISCUSS LABOUR RELATIONS

- November 2007 - 10.1 Personnel Matters
  THAT THE HAMILTON PUBLIC LIBRARY MOVE IN-CAMERA TO DISCUSS PROPERTY ACQUISITION
  THAT THE INFORMATION DISCUSSED WITH REGARD TO PROPERTY AND CONTENT REMAIN IN-
  CAMERA
  THAT ADMINISTRATION BE AUTHORIZED TO SUBMIT AN OPTION FOR THE PURCHASE OF THE
  PROPERTY LOCATED AT 110 LYNDEN ROAD, LYNDEN AND THAT THE LIBRARY`S
  ADMINISTRATION PREPARE, FOR THE DECEMBER BOARD MEETING, THE POTENTIAL PURCHASE
  AND CONSTRUCTION OF A LIBRARY BRANCH TO REPLACE THE CURRENT LYNDEN AND
  ROCKTON LOCATION (this motion remained in-camera with separate in-camera minutes

- January 2008 - 12.1 Purchase of Property
  THAT THE HAMILTON PUBLIC LIBRARY BOARD MOVE IN-CAMERA TO DISCUSS THE PURCHASE OF
  PROPERTY
  THAT THE DIRECTION GIVEN TO STAFF IN-CAMERA FOR THE ACQUISITION OF PROPERTY BE
  APPROVED AND THAT THE REPORT BE MADE PUBLIC ONCE ALL CONDITIONS OF THE OFFER TO
  PURCHASE HAVE BEEN REMOVED

- April 2008 - 10.1 Personnel Issues – KR
  THAT THE HAMILTON PUBLIC LIBRARY MOVE IN-CAMERA TO DISUCSS PERSONNEL ISSUES

- September 2008 - 10.1 Labour Issues
  THAT THE LIBRARY BOARD MOVE IN-CAMERA TO DISCUSS LABOUR ISSUES

- October 2008 - 10.1 Pay Equity – LD; 10.2 Staffing Issues – KR/WG
  THAT THE LIBRARY BOARD MOVE IN-CAMERA TO DISCUSS PAY EQUITY AND STAFFING ISSUES

- November 2008 - 10.1 2009 Draft Operating Budget
  THAT THE LIBRARY BOARD MOVE IN-CAMERA TO DISCUSS STAFFING ISSUES RELATED TO THE
  2009 OPERATING BUDGET

- December 2008 - 10.1 HR Update
  THAT THE LIBRARY BOARD MOVE IN-CAMERA TO DISCUSS HR ISSUES

- February 2009 - 10.1 Collective Agreement Update
THAT THE LIBRARY BOARD MOVE IN-CAMERA TO DISCUSS THE COLLECTIVE AGREEMENT

- March 2009 - 10.1 Labour Issues – LD
THAT THE LIBRARY BOARD MOVE IN-CAMERA TO DISCUSS THE LABOUR ISSUES

- September 2009 - 10.1 Labour Issues
THAT THE LIBRARY BOARD MOVE IN-CAMERA TO DISCUSS LABOUR ISSUES

- November 2009 - 10.1 Labour Issues
THAT THE HAMILTON PUBLIC LIBRARY BOARD MOVE IN-CAMERA TO DISCUSS LABOUR ISSUES

- December 2009 - 10.1 Labour Issues
THAT THE HAMILTON PUBLIC LIBRARY BOARD MOVE IN-CAMERA TO DISCUSS LABOUR ISSUES.

- February 2010 - 10.1 CUPE 932 Collective Agreement Ratification
THAT THE HAMILTON PUBLIC LIBRARY BOARD MOVE IN-CAMERA TO DISCUSS THE CUPE 932
COLLECTIVE AGREEMENT RATIFICATION.

- May 2010 - 10.1 Personnel Issues
THAT THE HAMILTON PUBLIC LIBRARY MOVE IN-CAMERA TO DISCUSS PERSONNEL ISSUES.

- September 2010 - 10.1 Employee Related Matters
THAT THE LIBRARY BOARD MOVE IN-CAMERA TO DISCUSS EMPLOYEE RELATED MATTERS.

- November 2010 - Nothing listed on Agenda
THAT THE HAMILTON PUBLIC LIBRARY BOARD MOVE IN-CAMERA TO DISCUSS STAFFING ISSUES.

- January 2011 - 10.1 Personnel Issues
THAT THE HAMILTON PUBLIC LIBRARY BOARD MOVE IN-CAMERA TO DISCUSS STAFFING ISSUES.

- March 2011 - 10.1 Staffing Review
THAT THE HAMILTON PUBLIC LIBRARY BOARD MOVE IN-CAMERA TO DISCUSS STAFFING REVIEW
AND CENTRAL LIBRARY RENOVATIONS.

- April 2011 - Nothing listed on agenda
THAT THE LIBRARY BOARD MOVE IN-CAMERA TO DISCUSS AN IDENTIFIABLE EMPLOYEE.

- June 2011 - 12.1 Succession Planning
THAT THE HAMILTON PUBLIC LIBRARY BOARD MOVE IN-CAMERA TO DISCUSS SUCCESSION
PLANNING AND STAFFING ISSUES.

- September 2011 - Nothing listed on agenda
THAT THE LIBRARY BOARD MOVE IN-CAMERA TO DISCUSS SUCCESSION PLANNING.

- October 2011 - 10.1 Succession Planning
THAT THE HAMILTON PUBLIC LIBRARY BOARD MOVE IN-CAMERA TO DISCUSS SUCCESSION
PLANNING.

- January 2012: 12.1 Personnel Issue; 12.2 Succession Planning (entire board)
THAT THE HAMILTON PUBLIC LIBRARY BOARD MOVE IN-CAMERA TO DISCUSS PERSONNEL
ISSUES AND SUCCESSION PLANNING.

- February 2012 - 10.1 Succession Planning
THAT THE HAMILTON PUBLIC LIBRARY BOARD MOVE IN-CAMERA TO DISCUSS SUCCESSION
PLANNING.

- April 2012 - 10.1 Succession Planning
  THAT THE HAMILTON PUBLIC LIBRARY BOARD MOVE IN-CAMERA TO DISCUSS SUCCESSION PLANNING AND LABOUR RELATIONS.

- June 2012 - 10.1 Employee Relations
  THAT THE LIBRARY BOARD MOVE IN-CAMERA TO DISCUSS EMPLOYEE RELATIONS.

- November 2012 - 10.1 Report from the Performance Review Committee
  THAT THE LIBRARY BOARD MOVE IN-CAMERA TO DISCUSS THE REPORT FROM THE PERFORMANCE MANAGEMENT COMMITTEE.

- February 2013 - 10.1 Labour Relations; 10.2 Customer Issues
  THAT THE HAMILTON PUBLIC LIBRARY BOARD MOVE IN-CAMERA TO DISCUSS LABOUR RELATIONS AND A CUSTOMER ISSUE.

- May 2013 - 10.1 Labour Relations Update
  THAT THE HAMILTON PUBLIC LIBRARY BOARD MOVE IN-CAMERA TO DISCUSS LABOUR RELATIONS.

- September 2013 - 10.1 Labour Relations
  THAT THE HAMILTON PUBLIC LIBRARY BOARD MOVE IN-CAMERA TO DISCUSS LABOUR RELATIONS.

- November 2013 - 10.1 Labour Issues
  THAT THE LIBRARY BOARD MOVE IN-CAMERA TO DISCUSS LABOUR ISSUES

- December 2013 - 10.1 Employee Issue
  THAT THE LIBRARY BOARD MOVE IN-CAMERA TO DISCUSS EMPLOYEE ISSUES.

- January 2014 - 12.1 Employee Issue
  THAT THE LIBRARY BOARD MOVE IN-CAMERA TO DISCUSS AN EMPLOYEE ISSUE.

- April 2014 - Nothing listed on agenda
  THAT THE LIBRARY BOARD MOVE IN-CAMERA TO DISCUSS PROPERTY OPPORTUNITY.

- September 2014 - Nothing listed on agenda
  THAT THE HAMILTON PUBLIC LIBRARY BOARD MOVE IN-CAMERA TO DISCUSS A RFP PROPOSAL.

- December 2014 - Nothing listed on agenda
  THAT THE LIBRARY BOARD MOVE IN-CAMERA TO DISCUSS THE CHIEF EXECUTIVE OFFICER'S PERFORMANCE.

- January 2015 - 10.1 Performance Appraisal
  THAT THE LIBRARY BOARD MOVE IN-CAMERA TO DISCUSS THE CHIEF EXECUTIVE OFFICER'S PERFORMANCE.

- May 2015 - Nothing listed on Agenda
  THAT THE LIBRARY BOARD MOVE IN CAMERA TO DISCUSS THIRD PARTY INFORMATION.

- September 2015 - 10.1 Human Resources Update
  THAT THE LIBRARY BOARD MOVE IN-CAMERA TO DISCUSS A HUMAN RESOURCES UPDATE.

- October 2015 - 10.1 Human Resources Update
  THAT THE LIBRARY BOARD MOVE IN-CAMERA TO DISCUSS A HUMAN RESOURCES UPDATE.

- January 2016 - 12.1 Real Estate; 12.2 HR Report
  THAT THE HAMILTON PUBLIC LIBRARY BOARD MOVE IN-CAMERA TO DISCUSS REAL ESTATE AND HR ITEMS.

- February 2016 - 10.1 HR Issue
  THAT THE HAMILTON PUBLIC LIBRARY BOARD MOVE IN-CAMERA TO DISCUSS HR ITEMS.

- March 2016 - 10.1 HR Matter
  THAT THE HAMILTON PUBLIC LIBRARY BOARD MOVE IN-CAMERA TO DISCUSS HR ITEMS.

APPENDIX III - PUBLIC LIBRARIES ACT SECTION 16[i]

16. (1) A board shall hold regular meetings once a month for at least 10 months each year and at such other times as it considers necessary. 2009, c. 33, Sched. 11, s. 7 (2).

Special meetings
(2) The chair or any two members of a board may summon a special meeting of the board by giving each member reasonable notice in writing, specifying the purpose for which the meeting is called. R.S.O. 1990, c. P.44, s. 16 (2).
(3), (4) REPEALED: 2002, c. 17, Sched. C, s. 24 (4).

Quorum
(5) The presence of a majority of the board is necessary for the transaction of business at a meeting. R.S.O. 1990, c. P.44, s. 16 (5).

Voting
(6) The chair or acting chair of a board may vote with the other members of the board upon all questions, and any question on which there is an equality of votes shall be deemed to be negative. R.S.O. 1990, c. P.44, s. 16 (6).

Open and closed meetings
16.1 (1) In this section,
"committee" means any advisory or other committee, subcommittee or similar entity of which at least 50 per cent of the members are also members of the board; ("comité")
"meeting" means any regular, special, committee or other meeting of the board. ("réunion") 2002, c. 17, Sched. C, s. 24 (5).

Open meetings
(2) Except as provided in this section, all meetings shall be open to the public. 2002, c. 17, Sched. C, s. 24 (5).

Improper conduct
(3) The board chair may expel any person for improper conduct at a meeting. 2002, c. 17, Sched. C, s. 24 (5).

Closed meetings
(4) A meeting or part of a meeting may be closed to the public if the subject matter being considered is,
(a) the security of the property of the board;
(b) personal matters about an identifiable individual;
(c) a proposed or pending acquisition or disposition of land by the board;
(d) labour relations or employee negotiations;
(e) litigation or potential litigation, including matters before administrative tribunals, affecting the board;
(f) advice that is subject to solicitor-client privilege, including communications necessary for that purpose;
(g) a matter in respect of which a board or committee of a board may hold a closed meeting under another Act. 2002, c. 17, Sched. C, s. 24 (5).

Other criteria
   (5) A meeting shall be closed to the public if the subject matter relates to the consideration of a request under the *Municipal Freedom of Information and Protection of Privacy Act* if the board or committee of the board is the head of an institution for the purposes of that Act. 2002, c. 17, Sched. C, s. 24 (5).

Resolution
   (6) Before holding a meeting or part of a meeting that is to be closed to the public, a board or committee of the board shall state by resolution,
   (a) the fact of the holding of the closed meeting; and
   (b) the general nature of the matter to be considered at the closed meeting. 2002, c. 17, Sched. C, s. 24 (5).

Open meeting
   (7) Subject to subsection (8), a meeting shall not be closed to the public during the taking of a vote. 2002, c. 17, Sched. C, s. 24 (5).

Exception
   (8) A meeting may be closed to the public during a vote if,
   (a) subsection (4) or (5) permits or requires the meeting to be closed to the public; and
   (b) the vote is for a procedural matter or for giving directions or instructions to officers, employees or agents of the board or committee of the board or persons retained by or under contract with the board. 2002, c. 17, Sched. C, s. 24 (5).

APPENDIX IV: CITY OF HAMILTON PROCEDURAL BYLAW (SECTIONS ON CONFIDENTIALITY)[ii]

CITY OF HAMILTON - BY-LAW NO. 10-053
A BY-LAW TO GOVERN THE PROCEEDINGS OF COUNCIL AND COMMITTEES OF COUNCIL

WHEREAS section 238 of the Municipal Act, 2001 requires that Council of the City of Hamilton adopt, by By-law, procedures governing the calling, place, and proceedings of meetings;

NOW THEREFORE, the Council of the City of Hamilton enacts as follows:

SECTION 1 - DEFINITIONS
   1.1   In this By-law,
            "Act" means the Municipal Act, 2001;
            "**Closed Meeting**" means a meeting, or part of a meeting, of Council or a Committee, which is closed to the public as permitted by the Act, also referred to as an "in-camera meeting";

Appendix H - CODE OF CONDUCT FOR MEMBERS OF COUNCIL

PREAMBLE
Purpose:
A written Code of Conduct helps to ensure that the members of Council share a common basis for acceptable conduct. The Code of Conduct is not intended to replace personal ethics. The Code of Conduct:

Statutory Provisions Regulating Conduct:
In addition, the Code of Conduct operates along with and as a supplement to the existing five statutes that govern the conduct of members of Council:

- the *Municipal Act, 2001*
- the *Municipal Conflict of Interest Act*
- the *Municipal Elections Act, 1996*
- the *Municipal Freedom of Information and Protection of Privacy Act*

- the *Criminal Code* (Canada)

SECTION 1 - DEFINITIONS

1.1 In this Code of Conduct:

(a) "confidential information" includes but is not limited to information:

i) in the possession of the City that the City is either prohibited from disclosing, is required to refuse to disclose or exercises its discretion to refuse to disclose under the Municipal Freedom of Information and Protection of Privacy Act1 or other legislation; and

ii) concerning matters that are considered in an in-camera meeting under section 239 of the Municipal Act, 20012[1];

[1] Generally, the *Municipal Freedom of Information and Protection of Privacy Act* restricts or prohibits disclosure of information received in confidence from third parties of a corporate, commercial, scientific or technical nature and information that is personal, and permits the restriction or prohibition of disclosure of information that is subject to solicitor-client privilege.

Section 239 of the *Municipal Act, 2001* permits information concerning the following matters to be considered in an in-camera meeting: the security of the property of the City; personal matters about an identifiable individual, including City employees; a proposed or pending acquisition or disposition of land by the City; labour relations or employee negotiations; litigation or potential litigation, including matters before administrative tribunals, affecting the City; advice that is subject to solicitor-client privilege, including communications necessary for that purpose; a matter in respect of which Council may hold a closed meeting under another Act; a matter relating to the consideration of a request under the *Municipal Freedom of Information and Protection of Privacy Act*; or the education or training of the members of Council

(i) "in camera" means the conduct of a meeting or part of a meeting, of Council or a Committee of Council, which is closed to the public as permitted under section 239 of the Municipal Act, 2001; and

SECTION 5 - CONFIDENTIALITY

No member of Council shall disclose or release by any means to any member of the public, any confidential information acquired by virtue of their office, in either oral or written form, except when required by law or authorized by Council to do so.

5.2 No member of Council shall use confidential information for financial or other gain, or for the financial or other gain of a family member or any person or corporation. For example, no member of Council should directly or indirectly benefit, or aid others to benefit, from knowledge respecting bidding on the sale of City property or assets.

5.3 No member of Council shall disclose the content of a matter that has been discussed at or the substance of deliberations of an in-camera meeting, except for content that has been authorized by Council or a Committee of Council to be released to the public.

5.4 Examples of the types of content that a member of Council must keep confidential under this section include but are not limited to:
(a) items under litigation, negotiation, or personnel matters;
(b) information that infringes on the rights of others (e.g., sources of complaints where the identity of a complainant is given in confidence);
(c) price schedules in contract tender or Request For Proposal submissions if so specified;
(d) information deemed to be personal information under the Municipal Freedom of Information and Protection of Privacy Act;
(e) statistical data required by law not to be released (e.g. certain census or assessment data).

5.5 Members of Council shall not access or attempt to gain access to confidential information in the possession of the City unless it is necessary for the performance of their duties and not prohibited by Council policy.

APPENDIX V – MUNICIPAL ACT SECTION 239[iii]

Meetings open to public
   239. (1) Except as provided in this section, all meetings shall be open to the public. 2001, c. 25, s. 239 (1).

Exceptions
   (2) A meeting or part of a meeting may be closed to the public if the subject matter being considered is,
   (a) the security of the property of the municipality or local board;
   (b) personal matters about an identifiable individual, including municipal or local board employees;
   (c) a proposed or pending acquisition or disposition of land by the municipality or local board;
   (d) labour relations or employee negotiations;
   (e) litigation or potential litigation, including matters before administrative tribunals, affecting the municipality or local board;
   (f) advice that is subject to solicitor-client privilege, including communications necessary for that purpose;
   (g) a matter in respect of which a council, board, committee or other body may hold a closed meeting under another Act. 2001, c. 25, s. 239 (2).

Other criteria
   (3) A meeting shall be closed to the public if the subject matter relates to the consideration of a request under the *Municipal Freedom of Information and Protection of Privacy Act* if the council, board, commission or other body is the head of an institution for the purposes of that Act. 2001, c. 25, s. 239 (3).

Note: On January 1, 2016, the day named by proclamation of the Lieutenant Governor, subsection (3) is repealed and the following substituted: (See: 2014, c. 13, Sched. 9, ss. 22, 24 (1))
Other criteria
   (3) A meeting or part of a meeting shall be closed to the public if the subject matter being considered is,
   (a) a request under the Municipal Freedom of Information and Protection of Privacy Act, if the council, board, commission or other body is the head of an institution for the purposes of that Act; or
   (b) an ongoing investigation respecting the municipality, a local board or a municipally-controlled corporation by the Ombudsman appointed under the Ombudsman Act, an Ombudsman referred to in subsection 223.13 (1) of this Act, or the investigator referred to in subsection 239.2 (1). 2014, c. 13, Sched. 9, s. 22.

Educational or training sessions
   (3.1) A meeting of a council or local board or of a committee of either of them may be closed to the public if the following conditions are both satisfied:
   1. The meeting is held for the purpose of educating or training the members.
   2. At the meeting, no member discusses or otherwise deals with any matter in a way that materially advances the business or decision-making of the council, local board or committee. 2006, c. 32, Sched. A, s. 103 (1).

Resolution
   (4) Before holding a meeting or part of a meeting that is to be closed to the public, a municipality or local board or committee of either of them shall state by resolution,
   (a) the fact of the holding of the closed meeting and the general nature of the matter to be considered at the closed meeting; or
   (b) in the case of a meeting under subsection (3.1), the fact of the holding of the closed meeting, the general nature of its subject-matter and that it is to be closed under that subsection. 2001, c. 25, s. 239 (4); 2006, c. 32, Sched. A, s. 103 (2).

Open meeting
   (5) Subject to subsection (6), a meeting shall not be closed to the public during the taking of a vote. 2001, c. 25, s. 239 (5).

Exception
   (6) Despite section 244, a meeting may be closed to the public during a vote if,
   (a) subsection (2) or (3) permits or requires the meeting to be closed to the public; and
   (b) the vote is for a procedural matter or for giving directions or instructions to officers, employees or agents of the municipality, local board or committee of either of them or persons retained by or under a contract with the municipality or local board. 2001, c. 25, s. 239 (6).

Record of meeting

(7) A municipality or local board or a committee of either of them shall record without note or comment all resolutions, decisions and other proceedings at a meeting of the body, whether it is closed to the public or not. 2006, c. 32, Sched. A, s. 103 (3).

Same

(8) The record required by subsection (7) shall be made by,

(a) the clerk, in the case of a meeting of council; or

(b) the appropriate officer, in the case of a meeting of a local board or committee. 2006, c. 32, Sched. A, s. 103 (3).

Record may be disclosed

(9) Clause 6 (1) (b) of the *Municipal Freedom of Information and Protection of Privacy Act* does not apply to a record of a meeting closed under subsection (3.1). 2006, c. 32, Sched. A, s. 103 (3)

APPENDIX VI: DECISIONS OF THE IPC AND OMBUDSMAN ON CLOSED MEETINGS

The Information and Privacy Commissioner of Ontario (IPC) makes decisions and determinations under MFIPPA. Decisions are published on their website. There are over 40 decisions where the **Primary subject is "Closed Meetings"**[iv]. Additionally there are over 280 decisions where "**Closed Meetings" is referenced in the Ruling**[v]. Order **MO-2468**[vi] provides a good discussion of the issues.

The Ontario Ombudsman has had legislative author over Municipal Act investigations since 2008 and list results from over 190 **Closed Meeting Investigations**[vii].

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[i] https://www.ontario.ca/laws/statute/90p44

[ii] http://www2.hamilton.ca/NR/rdonlyres/C8E8F719-F973-4E84-ABA2-1CF4CBBF6030/0/ProceduralBylaw10053OfficeConsolidDecember2013.pdf

[iii] https://www.ontario.ca/laws/statute/01m25

[iv] http://decisions.ipc.on.ca/ipc-cipvp/en/d/s/index.do?cont=&ref=&d1=&d2=&p=&su=319

[v] http://decisions.ipc.on.ca/ipc-cipvp/en/d/s/index.do?cont=%22closed+meetings%22&ref=&d1=&d2=&p=&su=0

[vi] http://decisions.ipc.on.ca/ipc-cipvp/orders/en/item/133522/index.do

[vii] https://www.ombudsman.on.ca/Investigations/Investigation-Results.aspx?topic=Municipal%20Meetings

Hamilton Public Library

Date:	November 11, 2016
To:	Chair and Members of the Board
c.c.:	Paul Takala, Chief Librarian/CEO
From:	Tony Del Monaco, Director of Finance & Facilities
Subject:	**2017 Operating Budget Report**

RECOMMENDATION:

That the 2017 Operating Budget, at an increase of $518,763 or 1.8%, be approved for submission to the City of Hamilton.

FINANCIAL/STAFFING/LEGAL IMPLICATIONS:

Staff have been working on the 2017 Operating Budget to meet the City of Hamilton's budget guideline of a 1.8% increase.

A 1.8% increase results in a $518,763 increase to the 2017 Operating Budget.

BACKGROUND:

On September 28, 2016, Council approved sub-section (b) of Item 5 to the General Issues Committee Report 16-021, which reads as follows:

> *2017 Budget Guidelines, Preliminary Outlook and Process (FCS16070) (City Wide) (Item 7.3)*
>
> *(b) That the Boards and Agencies be requested to submit their 2017 operating budget based on a guideline of **1.8%**, and that any increase beyond the guideline, be forwarded for consideration with an appropriate explanation.*

Over the last 6 years, the following direction has been received by Council and subsequent submissions by the Library Board:

	Direction	Library
2011	2.0%	0.7%
2012	0.0%	1.0%
2013	0.0%	0.0%
2014	0.0%	0.2%
2015	-----	1.5%
2016	1.0%	1.0%

The 2017 Operating Budget is currently at a requested municipal contribution of $29,338,923 which is an increase of $518,763 or 1.8% over the 2016 Restated Operating Budget of $28,820,160.

What 1.8% looks like

The Board passed a Statement on Sustainability, committing the library to maintaining investment in 5 key areas. Those key areas include: Collections; Programs and Services; Facilities; Technology; and Staff. To attain a 1.8% increase, requirements in those 5 areas have been reviewed using a balanced approach ensuring services are maintained.

2017 Operating Budget:

The 2017 Operating Budget is currently at the requested municipal contribution of $29,338,923 which is an increase of $518,763 or 1.8% over the 2016 Restated Operating Budget of $28,820,160.

Account	2016 Budget Restated	2017 Budget Submission	2017 Budget Submission vs. 2016 Restated Budget	
			$	%
Net Levy	**28,820,160**	**29,338,923**	**518,763**	**1.8%**
Expense	**30,609,770**	**31,144,983**	**535,213**	**1.7%**
EMPLOYEE RELATED COST	20,741,810	21,146,800	404,990	2.0%
MATERIAL AND SUPPLY	3,819,680	3,836,880	17,200	0.5%
VEHICLE EXPENSES	36,090	37,480	1,390	3.9%
BUILDING AND GROUND	2,345,530	2,471,167	125,637	5.4%
CONSULTING	-	-	-	0.0%
CONTRACTUAL	1,231,180	1,241,180	10,000	0.8%
RESERVES / RECOVERIES	1,806,110	1,815,790	9,680	0.5%
COST ALLOCATIONS	231,250	210,470	(20,780)	-9.0%
FINANCIAL	398,120	385,216	(12,904)	-3.2%
CAPITAL FINANCING	-	-	-	0.0%
CAPITAL EXPENDITURES	-	-	-	0.0%
Revenue	**(1,789,610)**	**(1,806,060)**	**(16,450)**	**0.9%**
FEES AND GENERAL	(602,270)	(596,620)	5,650	-0.9%
GRANTS AND SUBSIDIES	(1,187,340)	(1,209,440)	(22,100)	1.9%
RESERVES	-	-	-	0.0%

2017 Operating Budget Changes

Category	Budget Change	Drivers
Expenses	**$ 535,213**	
EMPLOYEE RELATED COSTS	**$ 404,990**	
Salaries	$ 198,610	Step increases, union contract, COLA adjustment
Wages	$ 159,170	Step increases, union contract, COLA adjustment
Benefits	$ 52,210	Associated expenses such as health benefits, OMERS
Mileage	$ (5,000)	Based on recent actuals
MATERIAL & SUPPLIES	**$ 17,200**	
Operating Equipment	$ 17,200	Courier van; Equipment needs for new Waterdown branch
VEHICLE EXPENSES	**$ 1,390**	
Central Fleet Charges	$ 1,370	Charges from City
Licenses	$ 20	Charges from City
BUILDING AND GROUND	**$ 125,637**	
IP Telephony Charges	$ (7,050)	City driven cost
Security	$ 55,000	Security contract increases & Permanent Barton guard
Rent - Offices & Bldgs	$ 86,422	Increased Lease Costs
Data Line	$ (8,735)	Expected cost reductions
CONTRACTUAL	**$ 10,000**	
Programming	$ 30,000	Increased based on past years actual expenses
Computers	$ (10,000)	Reduced based on past use
Microfiche/ Com Services	$ (10,000)	Based on actual use
RESERVES / RECOVERIES	**$ 9,680**	
Transfer To Vehicle Reserve	$ 270	City reserve for vehicle replacement
City Vehicle Insurance Recovery	$ 280	Based on claims history
City Insurance Recovery	$ (11,790)	Based on claims history
City Facilities Recovery	$ 20,920	City driven cost
COST ALLOCATIONS	**$ (20,780)**	
City Payroll Recovery	$ (2,080)	City driven cost
City Legal Services Recovery	$ (660)	City driven cost
City Financial Applications Recovery	$ (1,380)	City driven cost
City Accounts Payable Recovery	$ (2,500)	City driven cost
City Purchasing Recovery	$ (8,920)	City driven cost
City Current Budgets Recovery	$ (440)	City driven cost
City Acccounting Services Recovery	$ (4,800)	City driven cost
FINANCIAL	**$ (12,904)**	
Collection Fees	$ (10,000)	Based on actual expenses in recent years
Audit Fees	$ (2,904)	To reflect actual audit fees
Revenues	**$ (16,450)**	
FEES AND GENERAL	**$ 5,650**	
Fines	$ 12,000	Reduced based on 2016 forecast
Non-Resident User Fees	$ (1,000)	Increased based on recent actuals
Photocopier Revenue	$ (10,000)	To reflect increased usage over last few years
Research Fees	$ (1,000)	To reflect increased usage over last few years (LH&A fees)
Information Services Rent	$ (1,350)	To reflect actual rent received
Programming Revenues	$ (8,000)	Concerts in the round; Evening for book lovers
Miscellaneous Revenues	$ 15,000	To reflect recent actuals
GRANTS AND SUBSIDIES	**$ (22,100)**	
Federal Grant (LINC)	$ (22,100)	To reflect estimated LINC recoveries
Net Levy	**$ 518,763**	

Hamilton Public Library

Date:	November 13, 2016
To:	Chair and Members of the Board
From:	Paul Takala, Board Secretary
	Karen Hartog, Administrative Assistant
Subject:	**Nominating Committee**

Financial/Staffing/Legal Implications:

There are no financial implications. The Library Board by-laws specify the rules for how officers are elected and the composition of the Nominating Committee.

Background:

A Nominating Committee needs to be established in order to meet and review the completed forms submitted by library board members. The Nominating Committee recommends a slate of officers for 2017 who will be elected at the January Board meeting.

Because the new Board by-laws have not yet been adopted the existing by-laws remain in force. Relevant sections of the existing and proposed by-laws are included in Appendix I. Essentially the new by-laws provide more detail about the process. Those new processes do not conflict with the existing by-laws and can be followed. Also, if the Board adopts the new by-laws at the December meeting then they will be in effect by the time the election happens.

We need to appoint three Board members to the Nominations Committee. It should be noted that under the new rules, Board members intending to stand for Chair or Vice Chair must withdraw from the committee. Members of the nominations committee may stand for other positions. Other changes include the report of the Nominations Committee be included in the January Board package. This means the Nominations Committee will need to meet in advance of the Board meeting.

Please complete the **Declaration of Interest** form and submit it to Karen Hartog by the December meeting. Those Library Board Members not wishing to stand for any positions still are required to complete the form with your name on it.

Appendix I

Existing By-laws

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

Proposed By-laws

The **Nominating Committee** will be composed of four (4) members, - the Secretary of the Board plus three (3) elected Board Members. It shall be established annually by the Board at its November meeting to present the slate of officers for the ensuing year at the January Meeting.

In a municipal election year, the outgoing Chair of the Board shall appoint the Nominating Committee from among the members of the new Board immediately following the appointment of the new Board by City Council.

In each year, the Nominating Committee shall meet before and report to the January Meeting following its appointment.

Duties of the Nominating Committee:
1) To select from the nominations received for each position or standing committees, the most appropriate candidate. In their selection across the whole slate, the Committee will endeavour to balance candidates with expertise and new Board Members with a view to succession planning over the term of the Board.
2) To recruit candidates for those positions where no nominations have been received.
3) If any member of the Nominating Committee intends to stand for election as Chair or Vice Chair, they shall inform the Nominating Committee and withdraw from it.
4) To ensure that their report indicating the full slate of candidates is ready to be included with the January Board meeting package.

To ensure the right of any member to either self-nominate or nominate someone else for any of the positions from the floor during elections in January is clearly outlined in their report

Declaration of Interest Form

November 2016

To assist the Nominating Committee in its appointment process, please indicate whether you are interested in any one or more of the following positions on the Library Board's slate of officers for 2017. Please return completed forms at the next Board Meeting (December 21, 2016).

NAME OF BOARD MEMBER:

POSITION	PLEASE CHECK IF INTERESTED IN THIS POSITION
Chairperson	
Vice-Chairperson	
Southern Ontario Library Service (SOLS) Board Representative	
Audit Committee	

I do not wish to stand for a position.	

Hamilton Public Library

Date:	November 11, 2016
To:	Chair and Members of the Board
From:	Tony Del Monaco, Director of Finance and Facilities
	Paul Takala, Chief Librarian/CEO
Subject:	**Update on Safety and Security**

RECOMMENDATION:

That this report be received for information.

FINANCIAL/STAFFING/LEGAL IMPLICATIONS:

The Library has responsibility to provide a safe and secure environment for staff and customers. Since 2013 the library has incorporated into our operating budget enhanced training, security services and a social worker program to enhance safety and security at the Library.

BACKGROUND:

HPL receives approximately 3.7 million visitors annually. We strive to create welcoming places that are a "Community Beacon" for all that enter our premises.

After the renovated Central Library reopened in December in 2010 we saw an increase in people visiting the Library. Overtime we also saw an increase at security incidents at the Central library. In response Library staff worked with the Library Board to develop a comprehensive strategy to improve security and the sense of safety at all our locations. Given that we have so many visitors to our libraries annually there are very few incidents that are cause of major concern, however, we also know that people's sense of safety can be undermined by experiencing uncomfortable situations. To address we have implemented a multipronged approach to improve safety while keeping true to our values that compel us to not exclude members of our community from all backgrounds.

In addressing complex systemic issues it is usually necessary to adopt and commit to long term strategies that work together to improve outcomes. We need to recognize that our libraries exist in communities and are a part of those communities. The challenges faced by members of the communities we serve is naturally going be expressed in the open community spaces we provide.

Before talking about the new strategies that have been adopted in the last several years it is important that we recognize that those are built upon previous actions that the Library Administration Team has been following for many years. In 2010 we developed an internal online incident reporting system that improved the reporting of incidents and accelerated the time lapse between incidents happening and the Administration Team review. The Admin Team meets once a week, and on

that agenda every week is a review of all the incidents that have been reported. This has ensured a constant monitoring of incidents and ensuring follow-up action is taken based on those reports.

A June 2014 report to the Library Board highlighted the strategies being taken to improve the sense of safety and security at all our locations. Those included:

- **Prepare Training**: The Institute for Crisis Prevention had developed training programs to equip frontline staff with proven strategies to protect staff and customers. This program had existed at HPL for a decade, however, in 2013 we began renewing and expanding the program to ensure that all staff interacting with the public participates in the training.
- **Social Worker Program:** in partnership with Wesley Urban Ministries the Library has provided a full-time Community Resource Worker (CRW) at Central that has focused on:
    - Helping customers facing difficulties complying with the Code of Conduct with a resource to coach and support their effective use of the Library without negatively impacting on other peoples usage.
    - Connecting and referring in need customers to supports available in the community.
    - To support and coach staff in effectively working with customers that have challenges.
- **Security Supervisor Position:** an in-house Security Supervisor position was created to ensure effective integration and support between contract security staff and library staff.
- **New Security Contract**: With Board approval and working with the City of Hamilton Procurement Department we issued our own RFP to procure security services. We realized that the level of skill required to provide effective security support at busy public spaces mandated to be open public spaces was different that the City general security requirements for office buildings. Part of that contract included paying the Security Guards a living wage while requiring more better training.
- **Updated Security Cameras**: In February 2013 the Library Board approved an updated Security Camera policy. As well, the Board approved the expenditure of reserve funds to expand security camera coverage. This included the expanding the number of locations with security cameras and ensuring our external drop-boxes have 24 hour video surveillance. There are clear policies that ensure the cameras and resulting footage are only used for intended purpose and are effectively documented.

We have now incorporated into the operating budget a regular security presence at the Barton branch. The Community Resource Worker and Security Supervisor both located at Central are also available to assist around the system when problems arise.

The Library continues with these strategies and has since been implementing and exploring additional strategies which include:

- **Mental Health First Aid Training**: The Mental Health Commission of Canada's Mental Health First Aid (MHFA) training has been provided to select managers in order to equip them in recognizing the development of a mental health problem or mental health crisis. The goal is to expand this training to identified staff that may benefit from this additional training. Trained managers and staff are better equipped to recognize and understand symptoms of mental health problems and to provide help to prevent the mental health problem from developing into a more serious matter. The Library is exploring the possibility of having two (2) staff trained to instruct the program directly to its staff.
- **Installation of Alarms (Central):** Alarms are available to staff at Central Branch to enhance personal safety. The manually activated alarms are intended to be used as a safety measure if using a direct telephone line to security or Police is impractical or unsafe. The Central Library installed eleven (11) hardwired alarms to alert security that a emergency situation is in progress.
- **Active Threat Procedure Development and Training**: Although the risk is low, we felt it necessary to address active threat situations to prepare staff to understand their roles in the case of an active threat emergency. This training is helpful for staff if they experience an active threat situation outside of the Library as well. The Library is planning active threat drills in the future to ensure staff are prepared.

Date: November 9, 2016

To: Chair and Members of the Board

c.c.:   Paul Takala, Chief Librarian/CEO

From: Sherry Fahim, Director Digital Technology and Creation

Subject: Privacy Policy for Library Customers

RECOMMENDATION:

That the attached Privacy Policy for Library Customers be received for information and comment.

FINANCIAL/STAFFING/LEGAL IMPLICATIONS:

The Hamilton Public Library complies with the <u>Municipal Freedom of Information and Protection of Privacy Act</u> and <u>Canada Anti-Spam legislation</u> when handling personal information and privacy of customers using library services.

There are no financial implications resulting from the application of the policy.

BACKGROUND:

The Hamilton Public Library (HPL) collects personal information from its customers for the purpose of conducting the library's business, which may include fines, holds, overdue notices, fundraising and providing programs and services.

The privacy policy was last amended by the board in 2004. This revision maintains the original policy spirit and incorporates new requirements needed to comply with Canada Anti-Spam legislation. It also consolidates privacy statements from other policies to provide better clarity and ease of use to customers.

In the course of collecting personal information to conduct its business, the Library Board is required to comply with the <u>Municipal Freedom of Information and Protection of Privacy Act, 1990 (MFIPPA)</u> and the <u>Canada Anti-Spam legislation.</u>

Consistent with the library's values of intellectual freedom, inclusiveness, innovation, respect and accountability, HPL also adopts the principles of the Canadian Standards Association Model Code as extra measures to Protect Personal Information and Privacy of individuals using the library and its services.

The following highlights the main changes in the updated policy:

- HPL collects information under authority of MFIPPA to provide services.
- Accountability: specified HPL contact for questions on personal information.
- Identifying Purpose: moved consent statement under *Consent* heading
- Consent: stated the purpose for collecting personal information and clarified implied consent when possessing a library card or collection letter.
- Limiting Collection: no change.

- Use, Disclosure and Retention: clarified the conditions under which personal information may be shared. Separated *Retention* policy statements heading.
- Accuracy: identified library and customer responsibility to maintain accuracy.
- Safeguards: added customer role to report lost cards to safeguard privacy.
- Openness: identified where the policy will be available for the public.
- Access: defined heading as *Individual Access*.
- Challenging Compliance: no change
- New policy statements to cover sharing of information for *Research* and using *Electronic Communication* in compliance with anti-spam legislation. New statements also include the library commitment to Privacy by *Design Principles*

Policy Number (System TBD)
Title: Privacy Policy for Library Customers
Policy Level: Library Board
Author: Director Digital Technology and Creation
Review Period: 4 years
Last Revised: October 2016

Policy Purpose:

To ensure that Hamilton Public Library protects the personal information and privacy of its library customers, and that the Library Board complies with the Municipal Freedom of Information and Protection of Privacy Act and Canada Anti-Spam legislation.

Key Points Summary:

- The library will state the purpose of collecting personal information and will obtain consent for its use with exception of consent implied by obtaining a library card.

- The library will strive to maintain updated and current personal information, collect only what is necessary, and establish safeguards to protect unauthorized access.

- The library will not share, use or disclose personal information except with the consent of the individual, through exceptions in this policy or as required by law.

- The library will ensure that its privacy policy is enforced by all library staff and any organization that may have legitimate access to this information to provide service.

- Library customers have the right to access their personal information, provide or decline consent, maintain accuracy, request clarification or challenge practices.

Definitions:

Personal information: identifiable information about an individual such as name, phone, address, email, date of birth, financial transaction, etc. Exceptions such as personal information in context of doing business, or persons deceased for over 30 years, etc. are defined in the Act.

Spam: an electronic message sent without explicit or implied consent of the recipient

Policy Details:

In the course of collecting personal information to conduct its business, the Hamilton Public Library Board will comply with the <u>Municipal Freedom of Information and Protection of Privacy Act, 1990</u> and <u>Canada Anti-Spam legislation</u> and that the library adheres to the principles of the Canadian Standards Association Model Code for the Protection of Personal Information.

The library collects personal information under the authority of the Municipal Freedom of Information and Protection of Privacy Act for the purpose of conducting the library's business, which may include fines, holds, overdue notices, fundraising and programs.

Accountability: The library will ensure that its privacy policy is enforced by all library staff members as well as third party organizations or agencies that have legitimate access to such information in support of conducting the library's business.

Questions regarding the collection and use of personal information can be directed to: Chief Librarian, Hamilton Public Library, P.O. Box 2700, Hamilton, ON L8N 4E4.

Identifying Purpose: The library will clearly state the purpose for collecting any personal information before such information is collected and will obtain consent for that use.

Consent: Obtaining a library card implies the individual's consent to authorize the library to collect personal information for the purpose of conducting the library's business, which may include fines, holds, overdue notices, fundraising and programs.

The possession of a library card, overdue notice or collection letter by another person implies written consent for the holder to pay fines or pick up materials on behalf of the card owner but does not allow access to any personal records. Individuals can provide consent for another person to access their records by signing a consent form.

Any individual may choose not to allow the collection of their personal information, although such an action may affect their ability to use the affected library services.

Limiting Collection: Personal information shall be collected using only legal and lawful means and its collection, use and storage will be limited to that which is only necessary to conduct business for the purposes identified by the library.

Use and Disclosure: Personal information shall not be shared, used or disclosed for purposes other than that for which it was collected, except with the consent of the individual, exceptions in this policy or as required by law.

Personal information may be shared with agencies and companies working within the scope of their duties on behalf of the library and in compliance with this policy.

Personal information, including borrowing and transaction history, shall not be disclosed to another person unless to a parent or legal guardian, who is listed as the guardian responsible, for a person who is less than 16 years of age, or where a written signed consent form is provided.

Staff must honour court orders issued by a judge that require the release of personal information. With approval of the Chief Librarian, staff may also disclose personal information in compassionate circumstances, to facilitate contact with the next of kin or a friend of an individual who is injured, ill or deceased.

Any disclosures to law enforcement officials or in compassionate circumstances must be reported to the Library Board, without identifying the individual concerned.

Retention: Personal information shall be retained only for the period of time required to fulfill the purposes for which it was collected. Retention periods about an individual's borrowing history and transactions are defined in the [Borrowing Policy]

Accuracy: Personal information shall be as accurate, complete and up-to-date as is necessary to fulfill the purpose for which it is collected.

The library will update customer information and ensure that the collection, storage and disposal of information are carried out in a manner that conforms to legislation. The Borrowing Policy defines card renewal frequency to update personal information.

Customers are responsible for identifying changes in personal information such as name, address or contact information to maintain the accuracy of their information.

Customers may challenge the accuracy of personal information collected and may request staff to correct it, however, some information may require supporting evidence.

Safeguards: Personal information shall be protected from unauthorized access by safeguards that are appropriate for the sensitivity of the information collected.

Customers should report immediately any lost or stolen library cards to reduce the potential of unauthorized access to their records and protect their information.

Openness: The policy will be accessible to the public on the library's web site. The library shall answer any individual's questions about the uses of specific information and about specific practices, ensuring that practices abide by this policy.

Individual Access: The library shall allow customers to see personal information about themselves. Parents or legal guardians, who are listed as the responsible person for the child, may obtain information about their child's account until they turn 16 years.

Challenging Compliance: Any library customer who feels their privacy has not been protected may challenge library practices through the Chief Librarian. A library customer who, after such a challenge, is not satisfied with the result, may appeal to the Library Board, maintaining either that the current policy has been violated or that the current policy needs to be changed in order to address a perceived issue.

Research: The library may, on occasion, permit valid research which may include the use of customer library records. Any research that is conducted by an outside agency must be approved by an appropriate research ethics board. Any personal information that may be used under approved terms of an authorized research agreement will be destroyed before publication of any research results. Any such research that would be conducted will be governed by this policy.

Electronic Communication: The library will ensure that all electronic messages clearly identify the subject of communication, the Hamilton Public Library is identified as the sender, and that the library's mail address and contact information is available.

Obtaining a library card implies the individual's consent to authorize the library to send electronic notifications regarding personal borrowing and transaction activities using their preferred method. Individuals may request not to receive notifications although such an action may affect their ability to use the affected library services.

The library may, at times, use electronic means to promote services, share information, or announce special events. The library will seek the individual's consent before sending promotional electronic messages. The library will provide options to individuals to easily unsubscribe from the services or change their preferences at any time.

Design Principles: The library will apply Privacy by Design principles in technology, business practices and physical design to protect customer privacy when conducting library business to provide services to the public.

Approval History: Formal Board Approval: December 15, 2004. Confidentiality of Records Policy - First Approved: January 1997; Revision Date: November 2001

Related Policies: Records Management Policy; Borrowing Policy- Board policy
Related Procedures: Records Retention Schedule

Date: November 11, 2016

To: Chair and Members of the Board

From: Paul Takala, Chief Librarian/CEO

Subject: **Advocacy and Political Participation Policy**

RECOMMENDATION:

That the Hamilton Public Library receives the Advocacy and Political Participation Policy for comment.

FINANCIAL/STAFFING/LEGAL IMPLICATIONS:

This policy was developed in 2014 to ensure clarity of roles around advocacy and political participation. It does not have a direct impact on staffing or finances.

BACKGROUND:

The attached policy was first approved by the Library Board in 2014. The policy has been updated to adhere to the new format in the Policy Development Framework.

Advocacy and Political Participation Policy
Policy Level: Library Board
Author: Chief Librarian/CEO
Review Period: 4 Years
Date Approved: October 2014

Policy Purpose

This policy provides guidance for Hamilton Public Library (HPL) staff and the Library Board in regards to advocacy and participation in elections and political parties.

Key Points Summary

- A core HPL value is intellectual freedom and our role is to facilitate the expression of a wide range of ideas.
- Public libraries play an important role in encouraging democratic participation and awareness.
- HPL needs to ensure we preserve the public's trust in us as an independent organization by being careful to avoid the perception of bias or partisanship.

Policy Details

Guidance for Staff

Promoting Democratic Awareness and Participation

The Library Board encourages staff to support non-partisan activities that encourage political participation and voter awareness. Approved activities include things like the following:

- Using library space to serve as polling stations
- Using library space for non-partisan voter registration tables
- Using library space to host all candidates meetings
- Using library space to host programs and discussions about relevant current issues

Approval for using the library space or website for non-partisan actives requires approval of the Chief Librarian or designate.

Maintaining Public Trust and Independence

The Library Board requires staff to refrain from activities that could erode our position of trust and independence. The Library will not support, endorse, or advocate the viewpoints or beliefs of any one candidate, political party, partisan organization or group. The following activities are not permitted:

- The posting or distribution of partisan election or campaign material in or around library facilities or on the website
- Renting library space for partisan events, election or campaign activities

- While at work staff will not wear anything that promotes a specific issue, candidate or party. They will not post, distribute or promote any election candidate, issue or party while on library property

Guidance for Library Board Members
Advocating on Behalf of Libraries

Public Libraries, like the Hamilton Public Library, provide tremendous value and play an essential role in promoting literacy and the love of reading. Libraries help individuals overcome barriers that limit their ability to participate in the economy and in society. Advocating and promoting public libraries and HPL is an important role for all staff and Board members. While advocacy is important, it is also critical that these efforts are done in a thoughtful way that strengthens the depth and breadth of support for libraries over the long term. Some key points around advocacy:

- The goal of advocacy is to promote awareness of the impact and value of public libraries. Our efforts in Hamilton are naturally focused on the impact and value HPL has on our community
- HPL has a long history of nurturing as wide of support as possible. In the process of advocating for HPL, we will focus on the positive merits of our value and avoid criticism of individuals not sharing our perspective
- Where appropriate, HPL will participate in advocacy efforts with provincial and national library organizations. We will partner with the library community to support independent research that improves and deepens our understanding about the impacts of libraries and best practices to achieve those impacts
- The timing and nature of our advocacy will be careful to avoid the appearance that we are endorsing a specific candidate or political party.
- In general, formal advocacy efforts that HPL engages in will focus on issues that are related to our mission as a public library. For example, efforts to influence the Ontario and Canadian governments will focus on funding or legislation that impact public libraries or libraries in general. This, however, does not in any way preclude HPL from participating in or supporting awareness campaigns on issues consistent with our values of respect and inclusion or in general support of issues related to health and wellness and democratic participation.

The **Chair** is the official spokes person for the Library Board.
- Only the Chair may represent and speak for the Board in an official capacity to outside parties in announcing Board-stated positions and in stating Chair decisions. (from Board By-Laws)

The **Chief Librarian** speaks on behalf of the HPL in matters relating to the operation and procedures of the HPL and may speak on behalf of the Board in cooperation with the chair of the Board.
- The Chief Librarian identifies and maintains effective relationships with appropriate stakeholders such as other libraries, universities, research organizations, governments, agencies, businesses, media, non-governmental

organizations, community leaders and related institutions on a provincial, national and international scale. (from Chief Librarian role description)
- The Chief Librarian is responsible for ensuring procedures are in place to support effective coordination with media

All **Board members** are encouraged to promote the value of the Hamilton Public Library and its impact on the community. This is done by:

- Sharing stories and relevant information about library programs, services and impact
- Sharing information about the Board's values, vision and strategic plans
- Being an excellent ambassador for HPL and advocating consistent with this policy
- When requested, assisting the Board Chair in officially representing HPL at meetings or other events
- Respecting the confidentiality appropriate to issues of a sensitive nature and understand that it is the Chair's role to represent and speak on behalf of the Board
- If contacted by the media, coordinate with the Board Chair and Chief Librarian to ensure appropriate information is shared. Because of their roles the Board Chair and Chief Librarian are responsible for responding to media inquiries. This role is often delegated to others, but the delegation requires the approval of the Board Chair or Chief Librarian