

Mission Statement

Freedom to Discover

Strategic Priorities

*A Community Beacon Relevant and Responsive
A Creative and Changing Organization*

HAMILTON PUBLIC LIBRARY BOARD

**Regular Board Meeting
Wednesday, December 21, 2016
Central Library, Board Room**

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

AGENDA

Guests: Grace Wang, Invizij Architects Inc
Assad Hoosein, Manager of Facilities

1. **Discussion Period**
2. **Acceptance of the Agenda**
3. **Minutes of the Hamilton Public Library Board Meeting of Wednesday, November 16, 2016** Attachment #3
4. **Presentations**
 - 4.1 Valley Park Feasibility Study – Grace Wang
 - 4.2 Library Board Website Search – Sherry Fahim
 - 4.3 Youth Services Resources Renewal – Lita Barrie
5. **Consent Items**
 - 5.1 Library Board ByLaws Attachment #5.1
Suggested Action: Recommendation
 - 5.2 Privacy Policy (2nd Reading) - SF Attachment #5.2
Suggested Action: Recommendation
 - 5.3 Advocacy and Political Participation Attachment #5.3
Policy (2nd Reading) – PT **Suggested Action: Recommendation**
 - 5.4 Report on SOLS Fall Meeting - VC Attachment #5.4
Suggested Action: Receive

6. Business Arising

- 6.1 Upcoming and Outstanding Agenda Items - PT Attachment #6.1
Suggested Action: Recommendation

7. Correspondence

8. Reports

- 8.1 Chief Librarian's Report Attachment #8.1
Suggested Action: Receive
- 8.2 Youth Services Storytime Results - LB Attachment #8.2
Suggested Action: Receive
- 8.3 Budget Variance Report – TD Attachment #8.3
Suggested Action: Receive
- 8.4 Reserve Report – TD Attachment #8.4
Suggested Action: Receive
- 8.5 FOPL Reports - PT Attachment #8.5
Suggested Action: Receive

9. New Business

- 9.1 Non-Union Library Page Salaries - LD Attachment #9.1
Suggested Action: Recommendation
- 9.2 Non-Union Compensation Structure - LD Attachment #9.2
Suggested Action: Recommendation
- 9.3 2017 Goals - PT Attachment #9.3
Suggested Action: Recommendation

10. Policies

- 10.1 Fund Raising & Donations Policy Attachment #10.1
(2nd Reading) –TD **Suggested Action: Recommendation**

11. Private and Confidential

- 11.1 CEO Performance 2016

12. Date of Next Meeting

Wednesday, January 18, 2017
Central Library, Board Room, 5th Floor
5:30 p.m. Dinner
6:00 p.m. Meeting

12. Adjournment

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HAMILTON PUBLIC LIBRARY BOARD

Regular Board Meeting
Wednesday, November 16, 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, Clare Wagner, Vikki Cecchetto

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

REGRETS: Councillor Pearson, Councillor Judi Partridge

Guests: Terry Cooke, Annette Aquin

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

1. Discussion Period

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

The Ontario Library Association Conference will be held from February 1-4, 2017. Board Members were requested to contact Karen Hartog if interested in attending.

1.2 Dundas Library Renovation

It was reported to Library Board members that during the first week of construction there was an asbestos abatement at the Dundas Library. Ms Anderson provided details known to date and Library Board members will be kept apprised of any new information.

- 1.3 Hamilton Gallery of Distinction
The 33rd annual Hamilton Gallery of Distinction was held at the Michelangelo Events and Conference Centre. The Library is a founding member and continues to actively participate with the Board of Directors.

2. Acceptance of the Agenda

Move item 4.1 to first order of business.

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

THAT THE AGENDA BE ACCEPTED AS AMENDED.

MOTION CARRIED.

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

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

THAT THE LIBRARY BOARD MINUTES OF THE OCTOBER 19, 2016 MEETING BE ADOPTED AS PRESENTED.

MOTION CARRIED.

4. Presentations

4.1 Hamilton Community Foundation

Mr. Terry Cooke and Ms Annette Aquin were welcomed to the meeting.

An overview of the Library's funds with the Hamilton Community Foundation was reviewed.

4.2 Rural Service Delivery Model

Mr. Takala provided a presentation on the proposed rural service delivery model.

5. Consent Items

MOVED by Ms Fawcett, seconded by Mr. Kirkpatrick,

THAT CONSENT ITEMS 5.1. 5.2 AND 5.3 BE APPROVED AS PRESENTED.

MOTION CARRIED.

5.1 That the Hamilton Public Library adopt the Policy Development Framework.

5.2 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

5.3 Received for information.

6. Business Arising

6.1 Upcoming & Outstanding Agenda Items

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

THAT THE UPCOMING AND OUTSTANDING AGENDA ITEMS REPORT BE RECEIVED.

MOTION CARRIED.

6.2 2017 Facilities Masterplan

MOVED by Ms Gautrey, seconded by Ms Cecchetto,

THAT THE ATTACHED FACILITY MASTER PLAN BE RECEIVED FOR COMMENT AND FEEDBACK.

MOTION CARRIED.

7. Correspondence

No correspondence.

8. Reports

8.1 Chief Librarian's Report

MOVED by Ms Cecchetto, seconded by Mr. Brown,

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

MOTION CARRIED.

8.2 Statistical Trends Report

MOVED by Ms Fawcett, seconded by Ms Wagner,

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.

MOTION CARRIED.

8.3 Adhoc Policy Review Committee Report

Board Members were requested to submit feedback to Ms Leach and Mr. Takala in order that the suggestions be included in the December Library Board package.

MOVED by Mr. Brown, seconded by Ms Cecchetto,

THAT THE AD HOC POLICY REVIEW COMMITTEE REPORT OF NOVEMBER 2, 2016 BE RECEIVED FOR INFORMATION.

MOTION CARRIED.

9. New Business

9.1 2017 Operating Budget

MOVED by Ms Wagner, seconded by Ms Gautrey,

THAT THE 2017 OPERATING BUDGET, AT AN INCREASE OF \$518,763 OR 1.8%, BE APPROVED FOR SUBMISSION TO THE CITY OF HAMILTON.

MOTION CARRIED.

9.2 Nominating Committee

MOVED by Ms Fawcett, seconded by Ms Cecchetto

THAT THE ATTACHMENT BE RECEIVED FOR INFORMATION.

MOTION CARRIED.

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

THAT THE HAMILTON PUBLIC LIBRARY BOARD APPOINT THE FOLLOWING BOARD MEMBERS TO THE NOMINATING COMMITTEE: JENNIFER GAUTREY, MARY ANN LEACH, SUZAN FAWCETT, PAUL TAKALA (SECRETARY) AND THE ALTERNATE BE CLARE WAGNER.

MOTION CARRIED.

9.3 Safety and Security Strategy

MOVED by Ms Cecchetto, seconded by Ms Wagner,

THAT THE REPORT BE RECEIVED FOR INFORMATION.

MOTION CARRIED.

10. Policies

10.1 Privacy Policy

MOVED by Ms Cecchetto, seconded by Mr. Kirkpatrick,

THAT THE HAMILTON PUBLIC LIBRARY BOARD RECEIVES THE PRIVACY POLICY FOR LIBRARY CUSTOMERS FOR COMMENT.

MOTION CARRIED.

10.2 Advocacy and Political Participation Policy

MOVED by Ms Fawcett, seconded by Mr. Brown,

**THAT THE HAMILTON PUBLIC LIBRARY RECEIVES THE
ADVOCACY AND POLITICAL PARTICIPATION POLICY FOR
COMMENT.**

MOTION CARRIED.

11. Private and Confidential

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

**THAT THE HAMILTON PUBLIC LIBRARY BOARD MOVE IN CAMERA
TO DISCUSS EMPLOYEE GRIEVANCES.**

MOTION CARRIED.

MOVED by Mr. Brown, seconded by Ms Fawcett,

THAT THE IN CAMERA SESSION BE ADJOURNED.

MOTION CARRIED.

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

MOVED by Ms Wagner, seconded by Mr. Brown,

**THAT THE HAMILTON PUBLIC LIBRARY BOARD MEETING OF
WEDNESDAY, NOVEMBER 16, 2016 BE ADJOURNED.**

MOTION CARRIED.

The meeting was adjourned at 8:30 p.m.



Date: December 16, 2016
To: Chair and Members of the Board
c.c. Paul Takala, Chief Librarian/CEO
From: Karen Hartog, Administrative Assistant
Subject: AMENDMENT TO THE HAMILTON PUBLIC LIBRARY BOARD BY-LAWS

RECOMMENDATION:

That the Hamilton Public Library approve the attached amended By-Laws.

FINANCIAL/STAFFING/LEGAL IMPLICATIONS:

As required by Library Board By-Laws, a notice of motion to amend the By-Laws was tabled at the November 16, 2016 meeting.

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.

There have been no further amendments suggested since the November notice of motion.

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

- Section 1 - Governance Vision of the Hamilton Public Library Board
- Section 2 - Corporation
- Section 3 - Officers
- Section 4 - Board Members Code of Conduct
- Section 5 – Inaugural Meetings and Elections
- Section 6 - Meetings and Notice of Meetings; Special meetings; Attendance; Quorum; Voting; Agenda Procedure; Meeting Procedural Rules; Order of Business; Delegations; In Camera Sessions; Committees; Standing Committees –Nominating Committee, Audit Committee
- Section 7 - Payment of Board Expenses
- Section 8 - Amendment of the By-Laws
- Section 9 - Board Self-Assessment
- Section 10 - Effective Date
- Appendix 1 - Audit Committee Terms of Reference

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 L8R 3K1.

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.

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.

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 **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.

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, **by 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.

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.

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.

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 – 2nd Reading**

RECOMMENDATION:

That the Hamilton Public Library Board approve the updated Privacy Policy for Library Customers.

FINANCIAL/STAFFING/LEGAL IMPLICATIONS:

The Hamilton Public Library complies with the Municipal Freedom of Information and Protection of Privacy Act and Canada Anti-Spam legislation when handling personal information and privacy of customers using library services.

There are no financial implications resulting from the application of the policy.

BACKGROUND:

This policy was brought to the Library Board in November. There have been no proposed amendments to the draft presented in November.

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 Municipal Freedom of Information and Protection of Privacy Act, 1990 (MFIPPA) and the Canada Anti-Spam legislation.

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: November 2016 (Draft)

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 Municipal Freedom of Information and Protection of Privacy Act, 1990 and Canada Anti-Spam legislation 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: December 16, 2016
To: Chair and Members of the Board
From: Paul Takala, Chief Librarian/CEO
Subject: **Advocacy and Political Participation Policy – 2nd Reading**

RECOMMENDATION:

That the Hamilton Public Library Board approve the updated Advocacy and Political Participation Policy.

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. The policy was brought to the Library Board in November for first reading. There have been no proposed changes to the November draft.

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 activities 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

Date: December 16, 2016
To: Chair and Members of the Board
From: Paul Takala, Chief Librarian/CEO
Subject: **SOLS Report**

RECOMMENDATION:

That the attached report be received for information.

FINANCIAL/STAFFING/LEGAL IMPLICATIONS:

There are no financial or legal implications.

BACKGROUND:

Vikki Cecchetto is the Hamilton Public Library Board's SOLS representative. The Hamilton Public Library hosted the November meeting at the Waterdown Library. Ms Cecchetto has written an update of the items discussed at the November 5th meeting.

Date: December 15, 2016
To: Mary Ann Leach and Paul Takala
cc.: Karen Hartog
From: Vikki Cecchetto – SOLS Representative
Subject: Report on SOLS Fall Meeting, November 5, 2016 at Waterdown Branch, HPL

The SOLS Fall Meeting took place on November 5, 2016 at the Waterdown Branch of the Hamilton Public Library. Our meeting started at 10 am till 1 pm, followed by a light lunch and tour of the branch conducted by Paul Takala, CEO/ Chief Librarian. The meeting was chaired by Gary Price (Cambridge Library)

The first part of the meeting consisted of reports from representatives of various library associations:

SOLS Board Update:

Gary Price and Daryl Novak updated us on the major highlights of the last months of work by the OLBA Council and on OLBA Services:

- ❖ There are several positions coming up for elections in the new year: Vice President/ President Elect and the councillor positions for the Central West and the Southwestern regions. The changes to the OLBA Bylaws regarding terms and condition of service on Council have been approved by the OLA Board. (Please see the OLBA website for more information.)
- ❖ The coming year will be one of increased advocacy on the part of OLBA, together with OLA and FOPL, so that the provincial funding for libraries continue at the present rate without any decrease. There is to be a meeting with the Ministry of Culture on February 1, 2017 to discuss funding.
 - Issues:
 - High speed connectivity for smaller libraries/ rural libraries.
 - Stable core funding by province would be better for negotiating favourable pricing agreements for licences.
 - N.B.: Make sure libraries spend all grant money received since not doing so could have a negative impact on future funding.
- ❖ Individual Libraries' Board Members are strongly encouraged to access and work through the Library Board Development Program called *Leadership by Design*. The OLBA Board and developers of *Leadership by Design* (available through the *Learn HQ* website) welcome feedback on Module 1, especially issues with accessing the material or any other problems either with the material or working through the module. Since the rollout of the *Leadership by Design* modules, some of the written materials through OLS for Trustee/ Board Development are no longer available.

- ❖ The OLA Super Conference will be held from February 1- 4, 2017 and the OLBA Boot Camp will be held on February 4th, 2017. This year's theme is "Advocacy/ managing Public relations/ Getting your story out there."

The second part of the Meeting consisted of Reports from each of the representatives detailing the major highlights of the past six months in the member Libraries. Most of the member libraries reported on their preparation for and work on the Strategic Planning Reports due in the new year. Other issues raised were:

- How to recruit and retain board members.
 - A "social time" is being incorporated into the monthly meeting to decrease the "stresses within the members" and to underscore the connections with the community: Guelph: "What's your latest awesome?"
- The changing role of the library in many places => community hub and partnering with other groups
- Board self-assessment: in some boards a mini assessment is done at the end of each meeting: Caledon: "What one thing was done during the meeting that you would be proud to talk about to the community?"
- Library service hours:
 - in some of the larger libraries study hours are being considered and instituted
 - Lincoln is starting Sunday hours in the attached Rec Centre
- Accreditation: Lincoln has finished the process, while Haldimand is starting the application process.
- "Exposure" – find innovative ways of highlighting the Library's profile in the community:
 - Brampton – exploring the idea of and placement of "Library kiosks"
 - Cambridge
 - Have the Library get on City Council Agenda on nights when meeting is televised => newspaper coverage
 - Have instituted a partnership with Waterloo Transit Authority to bring school children to library for free during low ridership times

The next meeting of SOLS will be April 29, 2017 hosted by Mississauga Public Library at the Meadowvale Branch.

Date: December 16, 2016
To: Chair and Members of the Board
From: Paul Takala, Chief Librarian/CEO
Subject: **Upcoming and Outstanding Agenda Items**

RECOMMENDATION:

That the Upcoming and Outstanding Agenda Items report be received.

UPCOMING AND OUTSTANDING AGENDA ITEMS – DECEMBER 2016:

Name of Issue - Comments	Month Action Initiated	Who Initiated	Month on Agenda
Locke Vestibule and Improvements – Board received a presentation in September and a report in October requesting approval to refine scope and costing.	September, October 2016	K. Anderson	January 2017
Additional Waterdown Debrief – In December staff had a follow-up meeting with City staff to review the status of outstanding items and review lessons learned again. A report will be brought to the January Board meeting.	May 2016	D. Brown	January 2017
Carlisle – A report on usage of Carlisle one year after the new Waterdown is open. As was indicated in a preliminary report, usage has remained steady at Carlisle.	December 2009	Library Board	January 2017
Canada 150 – Presentation on planning for HPL’s role in celebrating Canada’s 150.	December 2016	P. Takala	January 2017
Library Board Website - What enhancements can be made that would both better support Board communication and the discovery of past Board materials.	April 2016	Library Board	February 2017
Recording Library Board Meetings – Staff are to report back on the implementation of video recording and broadcasting Board meetings.	April 2016	Library Board	February 2017
Carlisle Feasibility Study – Report on Recreation led study of potential renovation to the Carlisle arena combining a library.	May 2016	Library Board	February 2017
Rural Service Pilot – Report on rural pilot at Freelton expanding Library hours.	November 2016	Library Board	March 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

UPCOMING POLICY REVIEW

To ensure sufficient opportunity for Board input and consideration each policy will be brought first as a draft for feedback before the Board is asked to approve the following month.

Policy Name	Comments	1 st Review	2 nd Review
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
Accessibility for Customers with a Disability	PRC Priority 2. Updating the policy to follow the new format and reflect updates to legislation.	January 2017	February 2017
Fines & Fees Schedule	A consolidated fines & fee schedule is being developed. This is an important companion to the Borrowing Policy.	February 2017	March 2017
Core Position Statements	The Canadian Federation of Library Associations (CFLA) has readopted the CLA statements. They are being reviewed to be presented at the 1 st AGM in early February 2017.	February 2017	March 2017
Board Policy Manual	The updated manual will include the revised Bylaws, report on <i>in-camera</i> and other policy changes. The new manual will also list the schedule for updating policies. This will include the proposed update schedule for all policies including the PRC's Priority 3 policies. The priority 3 policies included: Cash Handling, Copyright, Employee Assistance, Meeting Room, Service Hours, Staff Development & Training, Technology & Internet Use, and Administrative Level policies.	March 2017	April 2017

2017 PRELIMINARY BOARD SCHEDULE

January	Election 2017 Board Officers Draft Operating Budget Presentation to Council
February	Previous Year Metrics Report
March	Initial Report on Last Year Financials (Pre-Audit) Reserve Report Update Annual Report on Partnerships
April	Q1 Metrics Report

	Annual Report on Revenue Generation
May	Current Year Operating Budget Update
June	Report from the Audit Committee Mid-Year Progress Report on 2017 Goals
July/August	No regularly schedule meetings Q2 Metrics Report Circulated
September	Q2 Metrics Report Holiday Closures for Following Year Capital Budget Submission
October	Q3 Metrics Report Operating Budget Next Year (Preliminary)
November	Meeting Dates for Following Year Operating Budget Next Year (Final) Nominating Committee OMBI Report 2018 Goals Draft
December	Final Report 2017 Goals 2018 Goals

Chief Librarian's Report – December 2016

LIBRARY AND ARCHIVES CANADA SUMMIT

On December 5 and 6 I participated in a national summit at Library and Archives Canada called *Taking it to the Streets: Summit on the Value of Libraries, Archives and Museums in a Changing World*. The summit brought together libraries, museums and archives (LAMs) to explore our role as memory institutions in the digital age. Participants agreed on a declaration to find new ways to work together to increase the visibility and impact of memory institutions.

The Ottawa Declaration

Gathered in Ottawa for the Taking it to the Streets Summit, members of the library, archival and museum communities commit to find new ways of working together to increase the visibility and impact of memory institutions. By adopting this Declaration, we commit to continually adapt and reinvent our institutions and to promote the full value of libraries, archives and museums to Canadians. Together, we will:

- *Increase collaboration between our institutions and our networks at the local and national levels to catalyze new partnerships that spark creativity and enhance engagement;*
- *Develop innovative programs and services, and adopt technologies that empower us to engage our publics; and*
- *Enrich and expand access to our collections to ensure that our institutions contribute significantly to the public good and sustainable development.*

HPL like other libraries already have existing partnerships with other memory institutions. The declaration challenges us to build on those relationships. Nationally CULC will be gathering information on existing best practices and looking for ways to nurture stronger partnerships both locally and nationally.

(www.bac-lac.gc.ca/eng/about-us/events/Pages/2016/Summit-on-libraries-archives-museums.aspx)

CONSULTATION ON CANADIAN CONTENT IN A DIGITAL WORLD

The Federal Government's call for feedback on how to "strengthen the creation, discovery and export of Canadian content in a digital world" closed on November 28, 2016 (www.canada.ca/en/services/culture/consultations.html). This consultation was important because it will be considered as the Canadian government develops cultural policy and strategies. In my capacity as Chair of the Canadian Urban Library Council (CULC) and Co-Chair of the Federation of Canadian Library Associations (CFLA) I participated in the development of the submissions to the government. The role of libraries is summarized in this statement from the CULC submission:

Public libraries are cultural institutions that fulfill a critical role in the promotion and support of Canadian content. Public libraries have been providing equitable access,

opportunity and connections for years, long before the development of the digital world. As Memory Institutions, we are uniquely positioned to leverage digital technologies to work with our communities to ensure that Canada's cultural heritage is preserved and promoted.

[culc.ca/cms lib/CULC%20Consultation%20on%20Canadian%20Content.pdf](http://culc.ca/cms_lib/CULC%20Consultation%20on%20Canadian%20Content.pdf),
cfla-fcab.ca/en/advocacy/805-2/)

PROVINCIAL BUDGET CONSULTATIONS

On November 25 I participated in a local Ontario Government pre-budget consultation meeting at the Art Gallery of Hamilton. In the consultation I stressed the need for investment in libraries. In the brief time I had I stressed key issues being advanced by the Federation of Ontario Public Libraries (FOPL) during this provincial budget cycle. These included:

- Mandatory and sustained funding for school libraries
- Restoring provincial funding for eResources
- Infrastructure funding for libraries
- Including public libraries in the community hubs strategy
- Funding for libraries to advance the province's culture strategy
- Continued provincial funding for the Centre for Equitable Library Access (CELA)

As the province reviews its funding for libraries in 2017, we will be working with FOPL and the Ontario Library Association (OLA) to advocate for provincial support for public libraries.

DUNDAS ABATEMENT UPDATE

Asbestos abatement in the Ogilvie Street site is continuing in advance of renovations. The library is working with the City project manager to ensure a complete abatement is undertaken. The costs for additional abatement are expected to be lower than first anticipated and will be included within the project budget.

GREENSVILLE UPDATE

Working with the City and the School Board, plans for a new joint facility are going well. The design is underway and next steps include finalizing the design, Site Plan Approval and an application for permit. The proposed library will be a light filled community space that will be well positioned to serve residents. The School Board is currently meeting with parents to discuss student relocation during the construction phase. The City and Library will schedule open house events later in 2017. Staff will be reporting back to the Board in early 2017 on updates to the preliminary design of the Library space.

INCLUSIVE AND WELCOMING LIBRARIES -GENDER NEUTRAL WASHROOMS

The Library is committed to introducing new signage that will make our spaces more welcoming, accessible and inclusive. Working in consultation with the City's Access and Equity and Facilities Departments, signage for library washrooms will be updated in early 2017 to include more positive language that recognizes everyone's right to choose the washroom appropriate for them.

CHCH – TV POTENTIAL PARTNERSHIP

HPL's Local History & Archives department is working with Channel Zero CHCH – TV on an exciting potential partnership. The partnership would see a retired CHCH –TV staff member working in collaboration with CHCH-TV and Local History and Archives to digitize the station's historical news and sports footage. The station has a collection of over 15,000 hours of footage primarily from the 1950s & 1960s. As per our partnership with the Hamilton Spectator, CHCH-TV would retain copyright and in this case they would also retain the original footage. HPL would have a digital copy to share for educational purposes and we would direct any copyright related request to CHCH-TV as we do currently with the Hamilton Spectator.

COLLECTIONS DIVISION STAFFING UPDATE

HPL has filled three key vacancies. Tracy Krause joined HPL in September as the Library's Archivist. Ms Krause holds a Masters Degree in Archival and Library Sciences. She's the incoming President of the Ontario Archives Association. This past week, Tammy Moore and Kaye Prince joined HPL filling two Cataloguing and Metadata Librarian vacancies. Both Tammy and Kaye have vast experience. Ms. Moore is joining HPL from the CBC where she was a Library Coordinator. Ms Prince joins HPL from DHX Media where she was Senior Library Services Coordinator.

INTERDISCIPLINARY RESEARCH FUND – SOCIAL LAB

Staff are exploring another partnership with McMaster University in the form of a social lab pilot. The vision is to have multiple half day social lab workshops involving both McMaster and the greater Hamilton Community. The goal is to identify complex social issues in our community and developing ideas to respond to them. The project will provide catalyst funding to interdisciplinary teams to prototype ideas. The project includes an ongoing evaluation element. The social labs would start in early 2017 and continue into 2018.

ENEWSLETTER

HPL's first issue of the new eNewsletter was circulated to over 200 people last week. Promotional plans are in place to encourage customers to sign-up for the service. Customers can sign-up to receive the newsletters on the Library's website.

www.hpl.ca/articles/subscribe-our-e newsletters

FIRST BOOKS CANADA HOLIDAY PARTNERSHIPS

HPL has partnered with several local Rotary Clubs and the Boys & Girls Club to distribute books from First Books Canada at local schools and programs as part of their holiday events. The Library will be distributing over 2,300 books to students at Cathy Wever, Hess Street, Dr. Davey schools and Boys and Girls programs in December. First Books Canada makes new books available to organizations able to provide those books to children from lower income households. First Book Canada's goal is to transform the lives of children in need by increasing the number of new, high-quality books available to them in their homes which is a key indicator for literacy success. In 2016, with First Books support, HPL distributed nearly 10,000 books to children and teens.

WINTER WANDERS IN WESTDALE

On Friday December 2nd, despite the rainy weather, the Westdale branch welcomed families for a special Friday night opening from 5-10 pm. This is the second year in which the Westdale branch has worked with the BIA to support this community wide event. 422 visitors were welcomed to the library to borrow from the collection, participate in a magic show and browse a sale by local vendors. Feedback was very positive and these extra hours help reinforce the library's role as a community beacon and partner.

CHRISTMAS ON KENILWORTH FESTIVAL

The Kenilworth branch will be open until 7pm on Saturday December 17th to join in with local Christmas festivities. Organized by the Kenilworth Revitalization Team and the Crown Point Community Planning Team, there will be a passport activity encouraging residents to visit businesses along the street, have some complimentary hot chocolate and listen to carollers. The library's second floor will be open for family craft activities and storytelling. For the first time in many years the street will have Christmas lights, a good sign that renewal is underway.

RALPH NADER

Ralph Nader, American political activist and consumer protection advocate, read from his new book *Animal Envy*, at Central Library on Friday, November 18 to a group of approximately 200 attendees.

HAMILTON MUSIC INDUSTRY WORKING COMMITTEE

HPL's Manager of Communications and Partnerships has been invited to join the Hamilton Music Industry Working Committee as an ex officio member. The group is preparing for a spring launch of its new brand – Hamilton City of Music. HPL will have an opportunity to further promote music programming and be part of a city-wide collective focusing on the importance of music as an integral part of the

community. Plans are in the works for a signature event to take place at Central Library as part of the brand launch.

HOLIDAY BRASS CONCERT WITH HAMILTON PHILHARMONIC ORCHESTRA

It was standing room only in the Hamilton Room on Friday, December 9 for HPL's annual Holiday Brass Concert. Featuring the brass musicians of the Hamilton Philharmonic Orchestra (HPO), a quintet played a variety of holiday favourites and treated the audience to some insider tidbits about their instruments and their favourite tunes. This is our fifth annual concert and it has become a favourite program for our customers. We are thrilled to continue our partnership with the HPO with this annual concert, as well as the many other performances they offer in our space throughout the year.

MAKERSPACE VIRTUAL TOUR

HPL was successful in its application for assistance from Mohawk College's "The Agency" to have a group of students create a virtual tour of the Makerspace and its Studios. The project will begin in September 2017 with a completion date of December 2017. We are excited to grow our partnership with Mohawk College while adding an additional promotional tool for HPL.

Paul Takala
Chief Librarian/CEO

Date: December 16, 2016
To: Chair and Members of the Board
c.c.: Paul Takala, Chief Librarian/CEO
From: Lita Barrie, Director of Collections & Youth Services
Subject: **Storytime Outcome-based Survey Report**

RECOMMENDATION:

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

FINANCIAL/STAFFING/LEGAL IMPLICATIONS:

The capacity to provide storytime is incorporated in our operating budget and supported by our core staffing model. To increase session durations we will need to consult with Managers and Staff. Youth Services staff focus on other core programs and services such as Library visits for schools when storytime is not in session.

BACKGROUND:

In November, HPL offered a system wide outcome based survey to storytime participants. In 2014, HPL piloted a storytime outcome based survey at a small number of branches. From the results of the 2014 pilot, the survey was reworked and the process was streamlined. The survey tool was designed to assist HPL in measuring the impact of storytime. We want to understand if and how the fun literacy-building activities of storytime are enjoyed beyond the library and in the daily lives of our youngest customers.

The storytime survey was available in print and online for the last two weeks of the fall storytime session from October 31 until November 12. During the survey period, 112 storytimes were offered with a total attendance of 2687 participants. A total 283 surveys were collected, with approximately 10.5% of participants completing the survey. The attendance



Wordcloud of the comments received

figure includes children as well as the parent or caregiver demonstrating an excellent rate of completion.

The goal of the storytime survey is to help demonstrate if participation in HPL storytimes leads to an increase in early literacy activities at home and strengthens a family's sense of social inclusion both key determinants to a child's health and well-being. The focus of the survey is outcomes for families. Additional comments were provided on an astounding 73% of the completed surveys.

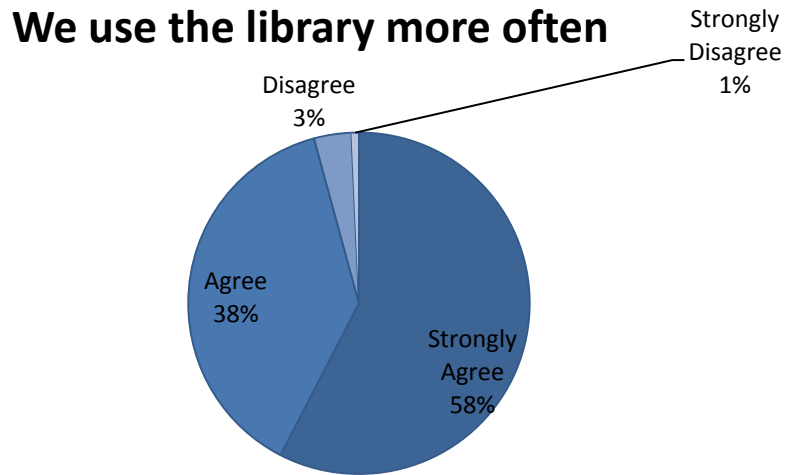
"Fabulous programme! Great effort by all. Early learning is the greatest investment we can possibly make in our country's future. Bravo on your world - class program. We walk 1 hour every day so we can participate in this excellent, very valuable, free and accessible programme, leveling the playing field for all early learners from diverse backgrounds."

Fall 2017 Storytime Survey Summary	Category	# Responses
We use the library more often.	Strongly Agree	163
	Agree	108
	Disagree	10
	Strongly Disagree	2
We sing the songs and rhymes from storytime at home.	Strongly Agree	167
	Agree	109
	Disagree	7
	Strongly Disagree	0
My child has learned new words.	Strongly Agree	99
	Agree	138
	Disagree	45
	Strongly Disagree	1
We read more.	Strongly Agree	117
	Agree	139
	Disagree	26
	Strongly Disagree	1
We check out more books from the library.	Strongly Agree	149
	Agree	87
	Disagree	43
	Strongly Disagree	4
We know more about the library's programs and services.	Strongly Agree	193
	Agree	83
	Disagree	6
	Strongly Disagree	1
I've met new people	Strongly Agree	142
	Agree	127
	Disagree	12
	Strongly Disagree	1

We use the Library more often

58% of respondents (163 responses) strongly agreed that storytime increases their use of the Library. Research has correlated library use with literacy skills. Several respondents indicated that they use the library to attend storytime and/or visit the Library once a week or more. Several respondents that disagreed with the statement indicated that they were already strong library users.

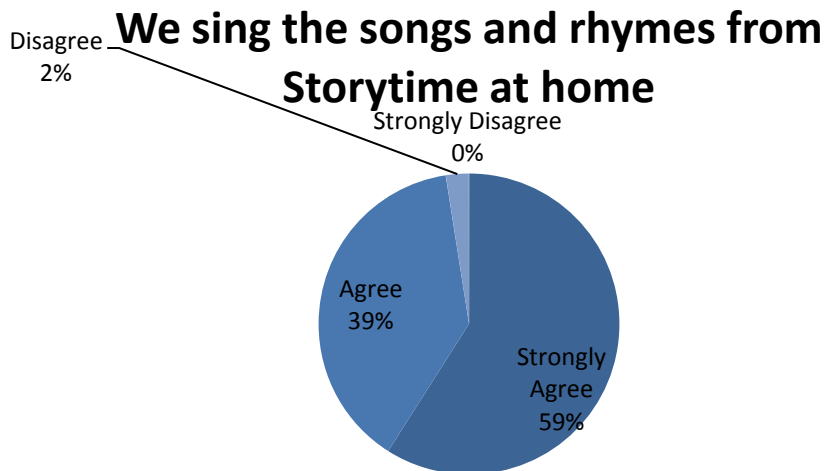
"We love it. We absolutely use the library more because of storytime."



We sing the songs and rhymes from Storytime at home

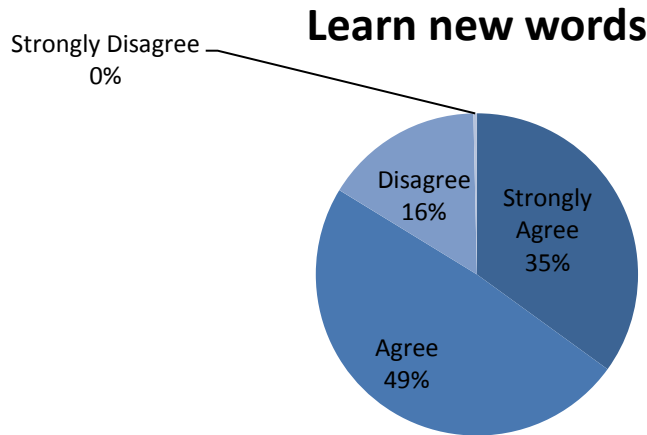
The American Library Association's Every Child Ready to Read framework is core to the HPL's storytime programming. The Framework identifies 5 key early literacy skills: reading, writing, talking, singing and playing. Songs and rhymes are important components of storytime, providing families with new songs and rhymes that help prepare children for reading.

"Our 2 1/2 year old loves it. Sings songs at home. Look forward to it very much."



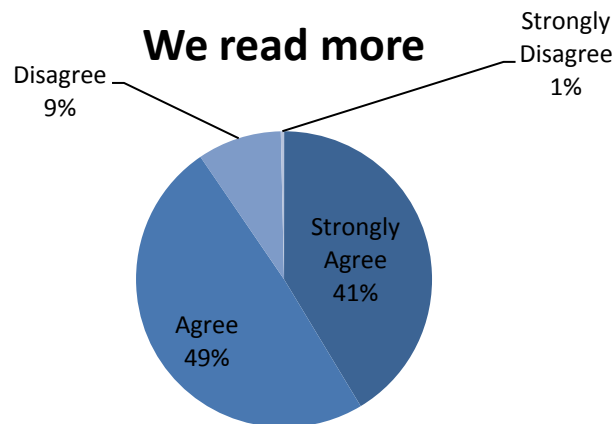
My child learns new words

Key to reading readiness is exposure to a broad range of language. The Every Child Ready to Read framework outlines how talking to children is one of the best ways to help children learn new words. Library staff engage directly with the children who are participating in the program as well as the parents and caregivers. This question didn't resonate for a number of parents and caregivers attending the babytime sessions and had the lowest number of strongly agree replies with 35% (99 respondents). A number of respondents noted in response to this question that their child is a baby and therefore not learning words. This question provides excellent direction for next steps and is addressed in the recommendations.



We read more

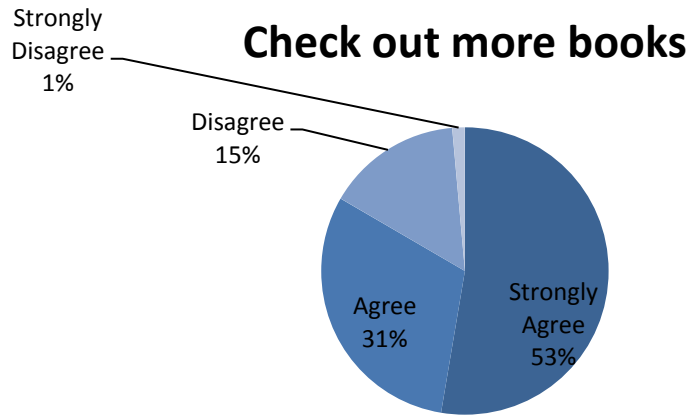
As part of storytime, Library staff share information about the importance of reading at home. 35% (117 respondents) strongly agreed that they feel they read more as a result of attending storytime. However, several respondents noted that they already read frequently at home prior to participating in storytime.



We check out more books

The presence of books in the home is another key determinant for strong literacy outcomes. Programming staff showcase a broad range of age appropriate and dynamic stories for children through storytime.

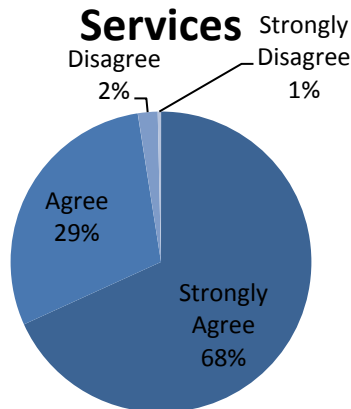
“We have always read a lot of books but we now bring home more weekly from the library.”



We know more about Library’s Programs & Services

The Every Child Ready to Read framework outlines how play is critical to a child’s early literacy skill development. Playing helps children put together thoughts into words and think symbolically so they understand that spoken and written words can stand for real objects and experiences. Library programs are free and open to all and provide children with an opportunity to socialize and interact with other children building social inclusion and a sense of community. This question resulted in the strongest positive response with 68% (193 respondents) indicating that their awareness of the Library’s programs and services has dramatically increased as a result of participating in storytime.

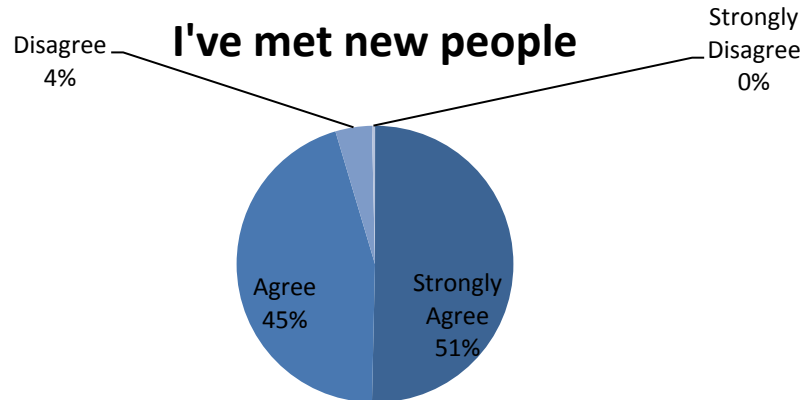
Know more about the Library's Programs & Services



I’ve met new people

A number of respondents reported that storytime played an important role in the child and/or themselves forming new friendships and connections in their community. Library staff facilitate interactive and engaging storytime programs that recognize the importance for children and their adult caregivers to have opportunities to connect. A number of grandparents indicated they bring their children to storytime continuing a tradition that they started with their own children.

“All of my child's neighbourhood friendships were built during / after storytime. It also helped build her confidence in larger groups”



The storytime survey will be offered 3 times annually. We will continue with the current structure and provide participants with the survey during the last 2 weeks of each storytime session. Each time we offer the storytime survey, the intent is to identify 2 or 3 key themes and explore possible opportunities to move the needle on those themes. For this first round of the survey, three key themes were clear:

- Firstly, children, parents and caregivers value and enjoy storytime. They are tremendously appreciative of the wonderful Library staff who provide these programs acknowledging their engagement, care and skill. For participating families, HPL is a community beacon and storytime plays a key role in their child's growth, development and well-being.
- Secondly, a number of respondents indicated a desire to see storytime sessions run longer and ideally for storytime to be available year round. Family dynamics and lifestyles are varied and in order to ensure that we are being relevant and responsive in 2017, we will work with Staff and Managers to explore opportunities to expand availability of this core program.
- Thirdly, the question regarding learning new words did not resonate with a number of parents and caregivers participating in babytime. The Every Child Ready to Read framework outlines how talking to children is one of the best ways to help children learn new words. We will look to explore how we can better embed that concept in the context of babytime.

Date: December 16, 2016
To: Chair and Members of the Board
c.c. Paul Takala, Chief Librarian
From: Tony Del Monaco, Director of Finance & Facilities
Subject: **2016 Budget Variance Report as at Oct 31, 2016**

RECOMMENDATION:

That the Budget Variance Report as at October 31, 2016 and estimated to December 31, 2016 be received for information.

FINANCIAL/STAFFING/LEGAL IMPLICATIONS:

The budget variance as at December 31, 2016 is estimated to be \$606,485 Favourable.

The total 2016 operating budget for the Hamilton Public Library was approved at a net expenditure of \$28,952,830 (gross expenditures of \$31,023,930 less gross revenues of \$2,071,100). The current estimated variance as at December 31, 2016 is favourable by \$606,485 which is 97.9% of the budgeted net expenditure.

An explanation of the type of revenues and expenditures contained with each line of the Budget Variance Report is provided below along with an explanation of the significant variances.

BACKGROUND:

REVENUES

GRANTS AND SUBSIDIES

Estimated variance at December 31, 2016 - \$37,289 Favourable

This line includes the annual operating grant from the Province of Ontario which is budgeted at \$949,450 and funding by Provincial and Federal governments for specific grant programs such as Literacy Instruction for New Canadians (LINC). The annual operating grant from the province is paid in one lump sum and has been received in December. The claims for the funding for the grant programs are submitted monthly to the funding governments. The favourable variance is attributable to higher than budgeted LINC funding.

FEES AND GENERAL

Estimated variance at December 31, 2016 - \$41,029 Unfavourable

Major items contained in this line are revenues from library fines, photocopier & printer revenues, book sales, programming revenues, and donations. The variance is primarily related to less than budgeted fine and miscellaneous revenues. These

variances are partially offset by higher than anticipated revenues relating to donations, photocopier, and programming revenues.

RESERVES/CAPITAL RECOVERIES

Estimated variance at December 31, 2016 – no variance

This line consists of transfers from City of Hamilton reserve funds to cover development charge financing costs charged to the Hamilton Public Library. These transfers from the City's Development Charge reserve fund cover the repayment of debentures that were issued by the City for Library for growth-related capital projects instead of being funded directly from the Development Charge reserve.

EXPENSES

EMPLOYEE RELATED COSTS

Estimated variance at December 31, 2016 - \$524,995 Favourable

This line includes all the employee related costs such as salaries, wages and government and employer benefits including medical, dental, OMERS, WSIB and Vested Sick Leave payouts. The variance is primarily due to lower than expected salary and wage expenses as a result of gapping.

CAPITAL FINANCING

Estimated variance at December 31, 2016 – no variance

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

FINANCIAL

Estimated variance at December 31, 2016 - \$63,012 Favourable

The favourable variance is primarily a result of savings in legal fees, collection fees, and processing fees. More detail on Financial expenses follows at the end of this report.

MATERIALS AND SUPPLIES

Estimated variance at December 31, 2016 - \$ 7,296 Unfavourable

The major items in this line are library materials and subscriptions. While library material is projected to be favourable, this is offset by projected unfavourable variances related to subscriptions and operating equipment. More detail on Materials and Supplies follows at the end of this report.

VEHICLE EXPENSES

Estimated variance at December 31, 2016 - \$25,891 Unfavourable

This line includes vehicle expenses such as costs for fuel and vehicle washing. It also includes fleet related work orders done by the City to maintain our vehicles. The unfavourable variance is mainly attributable to central fleet vehicle charges

related to maintenance of the bookmobiles. The budget was reduced in 2016, however expenses incurred have remained consistent with last year.

BUILDINGS AND GROUNDS

Estimated variance at December 31, 2016 - \$161,273 Favourable

This line includes building associated costs that are paid directly by the Library and not through a cost allocation from the City. It also includes cost for security guards, data and external telephone lines. The variance is mainly attributable to lower than budgeted hydro charges and lower than budgeted AODA expenses.

CONSULTING

Estimated variance at December 31, 2016 - \$6,247 Unfavourable

There is no budget for consulting, however consulting services of \$6247 were utilized so far in the year.

CONTRACTUAL

Estimated variance at December 31, 2016 - \$99,619 Unfavourable

This line includes expenditures for items such as computers, servers, photocopiers, advertising, service contracts, collection agency fees, access copyright fees, inter-branch courier service, and programming. Main contributors to the variance are related to higher than budgeted rent expenses, service contracts, and programming related expenses. The rent and programming budgets have been increased for 2017 to better reflect actual expenses.

RESERVES/RECOVERIES

Estimated variance at December 31, 2016 – no variance

This line includes planned transfers from operating to Library reserve funds, as well as direct charges from the City.

Table 1: Budget Variance Report				
Estimate for the Year Ending Decemeber 31, 2016				
	Budget	Projected Actual	Variance Favourable/ (Unfavourable)	% Spent
Revenues:				
Grants & Subsidies	(1,187,340)	(1,224,629)	37,289	103.1%
Fees & General	(602,270)	(561,241)	(41,029)	93.2%
Reserves/Capital Recoveries	(281,490)	(281,490)	-	100.0%
	(2,071,100)	(2,067,360)	(3,740)	99.8%
Expenditures:				
Employee Related Costs	20,741,810	20,216,815	524,995	97.5%
Capital Financing	418,440	418,440	-	100.0%
Financial	398,120	335,108	63,012	84.2%
Materials and Supplies	3,819,680	3,826,976	(7,296)	100.2%
Vehicle Expenses	36,090	61,981	(25,891)	171.7%
Building and Grounds	1,605,910	1,444,638	161,272	90.0%
Contractual	1,970,800	2,070,419	(99,619)	105.1%
Consulting	-	6,247	(6,247)	-
Reserves and Recoveries	2,033,080	2,033,080	-	100.0%
	31,023,930	30,413,705	610,225	98.0%
Net Expenditures	\$ 28,952,830	28,346,345	606,485	97.9%

Table 2: Financial, Materials and Supplies Details				
Description	Budget	Projected Actual	Variance	Explanation
Legal Fees	40,000	7,864	32,136	minimal legal fees incurred to date
Cash Over / Short	-	352	(352)	budget reduced to \$0 as of 2015
Debit & Credit Card Processing Charges	14,680	13,518	1,162	Charges for customer use of eCommerce, credit, and debit cards
Audit Fees	9,620	9,773	(153)	2016 audit fees
Collection Fees	25,300	15,121	10,179	Fees charged by the collection agency to recover overdue accounts. 2017 Budget reduced by \$10,000.
Processing Fee	300,000	271,685	28,315	
Other Fees & Services	8,520	16,796	(8,276)	
FINANCIAL	398,120	335,108	63,012	
Operating Supplies	216,400	176,466	39,934	various small dollar items
Computer Software	53,060	95,182	(42,122)	Variance due to ILS Polaris migration
Operating Equipment	117,820	236,989	(119,169)	includes DML equipment, gaming equipment, bed bug heaters.
Furniture & Fixtures	50,000	68,472	(18,472)	approx. \$40k in Teknion Furniture
Merchandise	-	4,526	(4,526)	headphones, USB sticks for resale
Library Materials	2,632,570	2,410,887	221,683	
Subscriptions	600,000	673,661	(73,661)	
Repairs- Equipment	4,440	1,442	2,998	repairs to keypads, security equip.
Service-Reader/Printer	3,100	932	2,168	
Postage/ Freight/ Courier	3,270	3,942	(672)	
Printing and Reproduction	82,000	71,186	10,814	primarily seasonal guide books
Other Fees & Services	57,020	83,290	(26,270)	
MATERIAL & SUPPLIES	3,819,680	3,826,976	(7,296)	
Processing Fee	300,000	271,685	28,315	
Library Materials	2,632,570	2,410,887	221,683	
Subscriptions	600,000	673,661	(73,661)	
Total Collections	3,532,570	3,356,233	176,337	

Date: December 09, 2016
To: Chair and Members of the Board
c.c.: Paul Takala, Chief Librarian/CEO
From: Tony Del Monaco, Director of Finance & Facilities
Subject: **Library Reserves Update**

RECOMMENDATION:

That the Library Reserves Update be received for information.

FINANCIAL/STAFFING/LEGAL IMPLICATIONS:

The balance of Library reserves was \$7,336,596 on January 1, 2016. The Hamilton Public Library Board has previously approved \$4,551,921 in reserve expenditures leaving a balance net of Board approved commitments of \$2,784,675. There are also as yet unapproved earmarked transfers and future commitments from reserves along with budgeted funding from operating to reserves that result in an available reserve balance of \$1,582,186.

BACKGROUND:

The balance of Library reserves was \$7,336,596 on January 1, 2016. The Hamilton Public Library Board has previously approved \$4,551,921 in reserve expenditures leaving a balance of \$2,784,675.

The Library has earmarked \$889,048 for specific purposes. These funds include \$530,000 received from the sale of the second floor of the Saltfleet library back to the Hamilton Wentworth District Catholic School Board, which are to be repurposed back into the Stoney Creek area in the future. An additional \$186,000 was received as a tenant allowance for the Sherwood branch and is to be used for future enhancements to Sherwood. Annual printer revenue is transferred to reserves for future purchases of printers, \$173,048 has been set aside to date.

Future commitments are items identified by Library staff as potential future expenditures, but have not yet been approved by the Library Board. These include items such as a new Bookmobile (\$250,000) and courier van (\$35,000). The existing courier van is nearing the end of its useful life. Proceeds from the sale of the CIBC building (\$287,071) are to be used to fund in part the Locke Branch Improvements.

Reserves are replenished each year with \$258,630 in budgeted transfers from operating to Library reserves. \$144,763 is for the repayment to reserves for funds borrowed as part of the Central Lighting Retrofits project, \$30,000 is identified for

bookmobile replacement, \$9,000 for grounds provision, \$25,000 for RFID lifecycle replacement and \$49,867 in general unallocated reserve transfers.

This results in a net available balance in reserves of \$1,582,186.

Annual operating surpluses and deficits are balanced by transferring to/from reserves. Historically, the Library has had surpluses to transfer to reserves. For the purpose of this update, the 2016 projected surplus has not been included in the net available balance.

As part of the year end surplus transfer the unspent portion of budgeted AODA expenses is normally transferred to the Accessibility Health & Safety Reserve. Annual printer revenue is also transferred to reserves for future purchases of printers. The computer reserve is replenished annually from the operating budget based on the unspent portion of the operating computer and server budget. Since transfers are dependent on actual activity in the year, these amounts have not been included in the attached reserve balances.

The library also receives interest on its reserve balances, which has not been factored into the net available balance since interest rates are variable and not guaranteed. The interest received in 2015 was \$186,937.

It should also be noted that individual reserves are permitted to be in a deficit position as long as the overall total is in a surplus position.

Moving forward, staff will strategize as how best to build up Library reserves. Identification of funding from other sources will be explored and maximized where possible.

A Note on Trust Funds

As part of the Central Library Phase 3 renovation project, the Library Board approved the use of \$650,000 from the Central Library Special Gifts Trust Fund. This Trust Fund is managed on our behalf by the Hamilton Community Foundation (HCF). Now that the project is complete, the funds have been requested and received from the HCF and have been recorded to the project. This transfer from the Trust Funds will be reflected in the 2016 audited Trust Fund Financial Statements.

**HAMILTON PUBLIC LIBRARY RESERVE FUNDS
BASED ON PROJECTIONS as of DECEMBER 2016**

		106005	106006	106007	106008	106009	106011	106012	106013	106014
	Total	Mobile Equipment	Library Collections	Library General Development	Library Major Capital Projects	Youth Literacy	Redeployment Training Restructuring	Youth Programming	Accessibility Health & Safety	Computers & Servers
Balance at December 31, 2015	(7,336,596)	(446,677)	(825,206)	(2,341,522)	(1,255,873)	(486,813)	(517,637)	(121,900)	(867,304)	(473,665)
Transfers from Reserve in 2016	Date Approved									
Staff Computer Renewal	May-16	300,000								300,000
Central Doors on York St	Jun-16	90,000			90,000					
Dundas Renovation	Aug-16	443,500		360,000					83,500	
Binbrook Construction	Aug-16	29,000							29,000	
New Waterdown Branch		7,431			7,431					
Sorter Increase - RFID	Dec-13	500,000		500,000						
Replace Self Check Units-RFID	Apr-15	390,000								390,000
Subtotal		1,759,931	-	-	860,000	97,431	-	-	112,500	690,000
Board Approved but not yet transferred	Date Approved									
Library Facilities updates (furniture)	Dec-11	250,000		149,000	101,000					
BI Materials	Jan-16	67,990	67,990							
BI Furniture	Jan-16	21,500		21,500						
Binbrook Construction	Sep-13	470,000			470,000					
Digitization & Online Access (ID not set up)	Oct-13	113,000		100,000						13,000
Logo Brand Implementation	Jun-14	80,000		80,000						
Greenville-New Branch	May-15	200,000		200,000						
Greenville-New Branch	Sep-16	150,000			150,000					
VP Construction	Sep-16	965,000		200,000	200,000				565,000	
VP Materials	Sep-16	104,500	104,500							
VP Furniture	Sep-16	10,000		10,000						
Youth Services Programming Resources	Dec-15	60,000						60,000		
Central Windows	Sep-16	300,000			300,000					
Subtotal		2,791,990	-	172,490	1,060,500	921,000	-	60,000	565,000	13,000
Balance net of Board Approved Commitments		(2,784,675)	(446,677)	(652,716)	(421,022)	(237,442)	(486,813)	(517,637)	(61,900)	(189,804)
Funds Earmarked for Specific Purposes										
Saltfleet Library (funds from sale of 2nd floor)		530,000			530,000					
Sherwood tenant allowance		186,000			186,000					
Printer Revenue		173,048			173,048					
Sub-total		889,048	-	-	703,048	186,000	-	-	-	-
Future Commitments (not approved)										
Bookmobile		250,000	250,000							
Locke (sale of CIBC building)		287,071			287,071					
Courier Van		35,000	35,000							
Sub-total		572,071	285,000	-	-	287,071	-	-	-	-
Budgeted Transfers to Reserve										
Bookmobile Provision		(30,000)	(30,000)							
Grounds Provision		(9,000)			(9,000)					
RFID Provision		(25,000)		(25,000)						
Transfer from Operating		(49,867)			(49,867)					
Hydro Loan Repayment to Reserves		(144,763)	(14,537)	(43,006)	(50,878)	(36,342)				
Sub-total		(258,630)	(44,537)	(68,006)	(50,878)	(58,867)	(36,342)	-	-	-
Available		(1,582,186)	(206,214)	(720,722)	231,149	176,762	(523,155)	(517,637)	(61,900)	(189,804)

Date: December 16, 2016
To: Chair and Members of the Board
From: Paul Takala, Chief Librarian/CEO
Subject: **Federation of Ontario Public Libraries (FOPL) Reports**

RECOMMENDATION:

That the FOPL reports: Ontario Public Library Operating Data 2005 -2014 and FOPL Research Task Force report be received for information and consideration.

BACKGROUND:

As a member we now has access to reports published by FOPL. For both reports, the sections relevant to HPL have been extracted. There is a lot of information to process in these reports, especially the report on Ontario's perceptions of libraries. The intention is for these reports to be included in environmental scan background information for the strategic planning process. We can schedule a fuller discussion of these reports in 2017 if desired by the Board.

Ontario Public Library Operating Data 2005 -2014

FOPL worked with the Ontario Ministry of Tourism, Culture and Sport to have the library statistics published in an open data format. FOPL has used that data to develop this report which shows longer term trends in usage in Ontario, as well as, comparisons of individual libraries. HPL falls in Band 1 of larger libraries serving populations over 250,000. As you will see from the Rank Order Tables 5 to 9, HPL ranks in the top 2 in all categories. These show that compared to other large libraries in Ontario per capita HPL's usage is high and we are well funded.

Looking at the overall picture in Ontario we see the number of active card holders has not been rising with the growing population. Moving forward, HPL and other libraries need to look at ways to increase the percentage of residents with library cards.

The 2015 statistics were released earlier this month by the Ministry. When the 2015 report is prepared we will share it with the Board.

FOPL Research Task Force Report

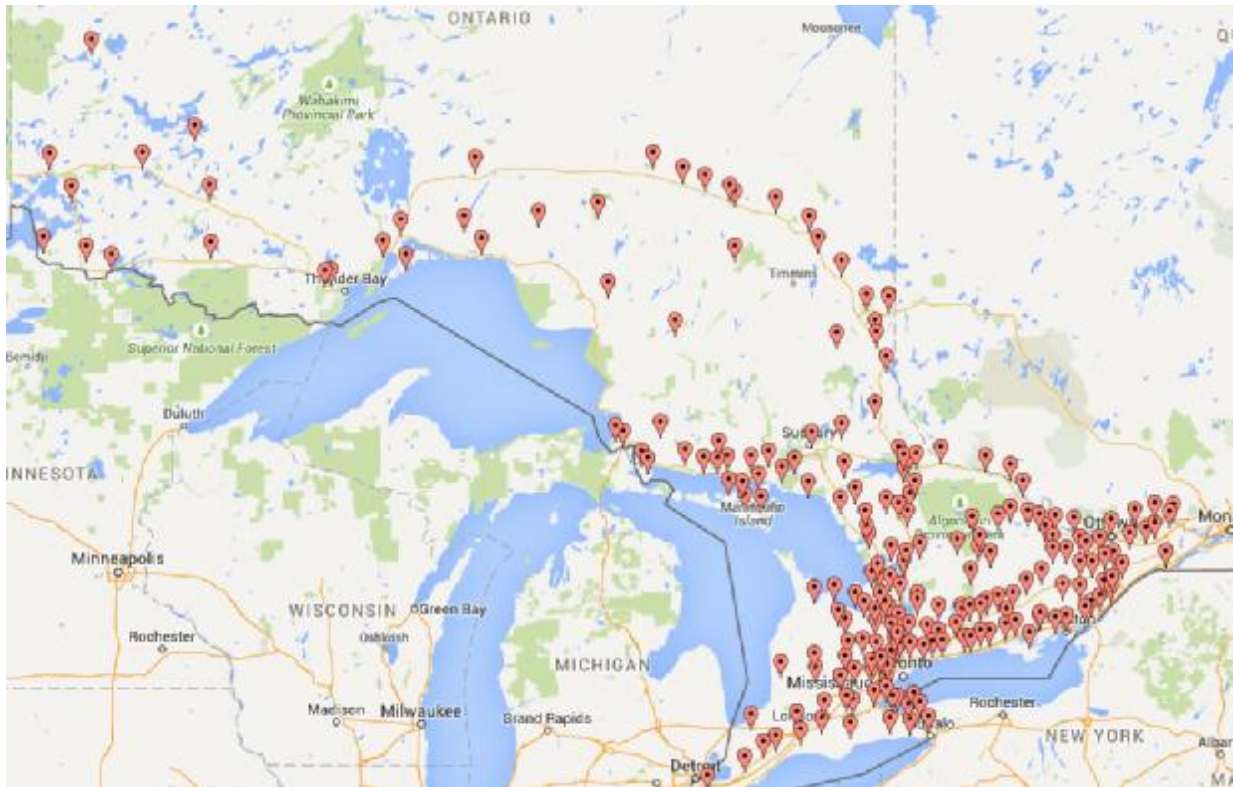
FOPL engaged Market Probe to study the perceptions of Ontarians about public libraries. The 2015 report was a follow-up to a 2010 report. The Executive Summary (Pages 2-5) provides a good overview of the reports' conclusions.

Note to Reader: This document contains information from 2 reports prepared for FOPL members.
- *The first is a report on Ontario Library usage as reported to the Ministry of Culture from 2005-2014.*
- *The second is a Market Probe study conducted on Ontarians perceptions of public libraries.*
Both reports are long and contain data that is not very relevant to HPL.
Paul Takala, Chief Librarian/CEO. December 2016

Federation of Ontario Public Libraries Ontario Public Library Operating Data 2005-2014 Overview, Primer on Library Statistics and Collected Tables

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June 2016



ONE VOICE FOR ONTARIO PUBLIC LIBRARIES

**Population and Circulation at Ontario Public Libraries, 2005-2014,
All Reporting EACH Year
FOPL Data Report, Third Series**

We have two major methods for looking at these data in the following pages. One is to analyze aspects of all the 311 libraries in 2014 that do not contract for services. Data from libraries contracting for services with other libraries are generally included with the data from the libraries they contract with. The second method of analysis is through trend analysis and this time, we analyze the 301 libraries reporting each year from 2005 to 2014. By focusing on only those libraries reporting each year, any changes we observe are not a result of a changing set of libraries but, rather, of changes in those libraries.

Now we turn to the Tables 1 to 3. There are 10 separate tables included in Table 1: one for each of our nine bands and the first table has the summary data for the 301 libraries for 2005-2014. The Ministry has eight bands by the size of the libraries and we have separated out the First Nations' libraries in a separate band. Note that the right-hand columns have the percentage changes observed in the variables for two intervals: 2005-2014 and from 2010-2014.

Generally, we see increases from 2005-2010 and smaller changes since then if not declines—particularly in what we might think of as “traditional” library services. The charts following these tables strengthen the impression that many of these traditional variables have crested while those dealing with newer services show increases.

That said, we are not quite ready to report on the vast array of new kinds of services for two reasons at least: 1) the data have not settled down (it takes a few years for new data variables to be reported in sufficient consistency to be useful) or 2) the data do not exist. Because the new services are so fast moving, deciding what data to collect—and how—is often not settled before libraries are required to do something else. Collecting data on moving targets is quite difficult.

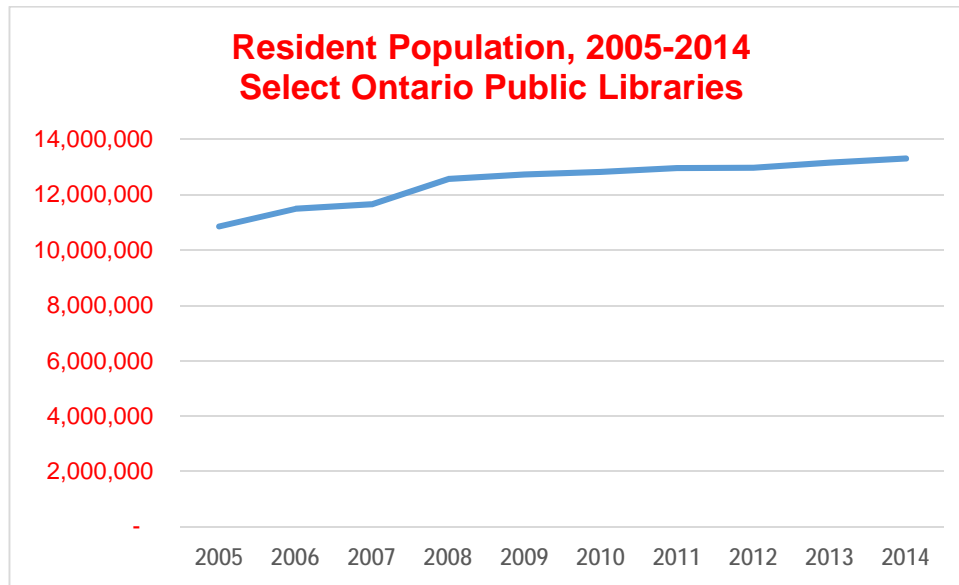
We cannot discuss every aspect of these numbers as fascinating as they are. We will use a few charts after the tables to bring out highlights. However, look at the summary data for the decade in the column just to the left of the 2005 data. These data are in purple. There are some big numbers and they indicate Ontario's public libraries have a great deal of impact on the life of the province's citizens. Two numbers that are indicative of this impact from 2005-2014 are 1) the total number of circulations for the decade: **1,243,707,608** and the Total Operating Expenditures (amount spent in the decade by the libraries): **6,029,808,720**. There are other numbers as impressive in these tables. **30,896,063** people attending programs, for instance! These summaries for the decade are also in the tables for the various bands.

This kind of table is useful for pulling together major aspects of Ontario's libraries by their size in terms of their resident population served and size, as we discussed in the Primer, is a common method for grouping libraries. There are others and with the raw data, one can group by other means: region, county, or other common elements.

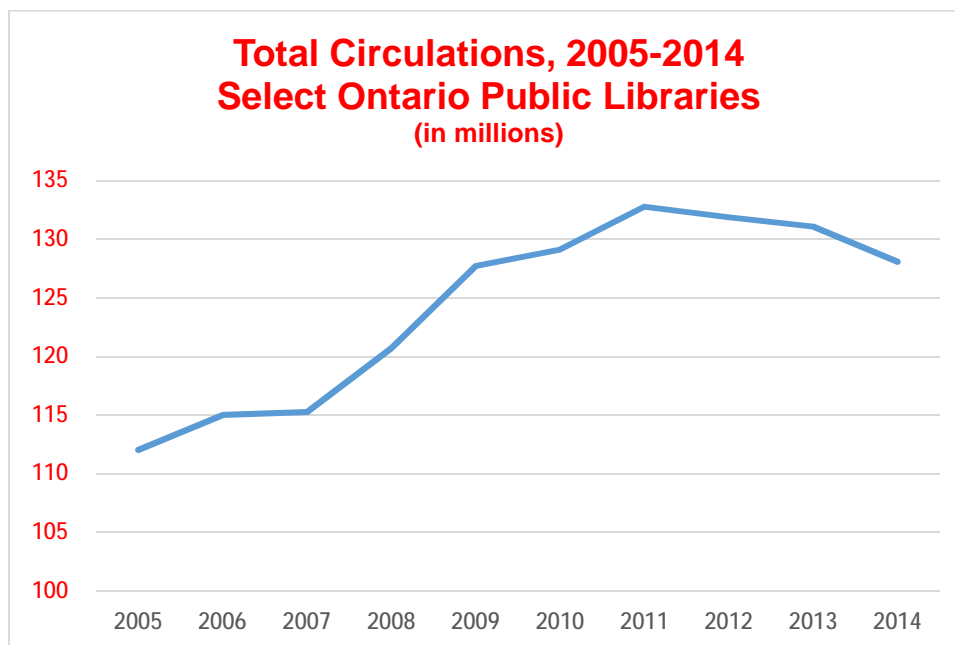
The ten summary tables making up Table 1 follow. These are summaries of major data by bands. The advantage of this arrangement is that those summary data are combined with like-sized libraries. We follow these tables with summary charts of the major elements for all Ontario's public libraries reporting each year before moving on to Tables 2 and 3 on page 26.

Charts Based on Table 1 Summary Data

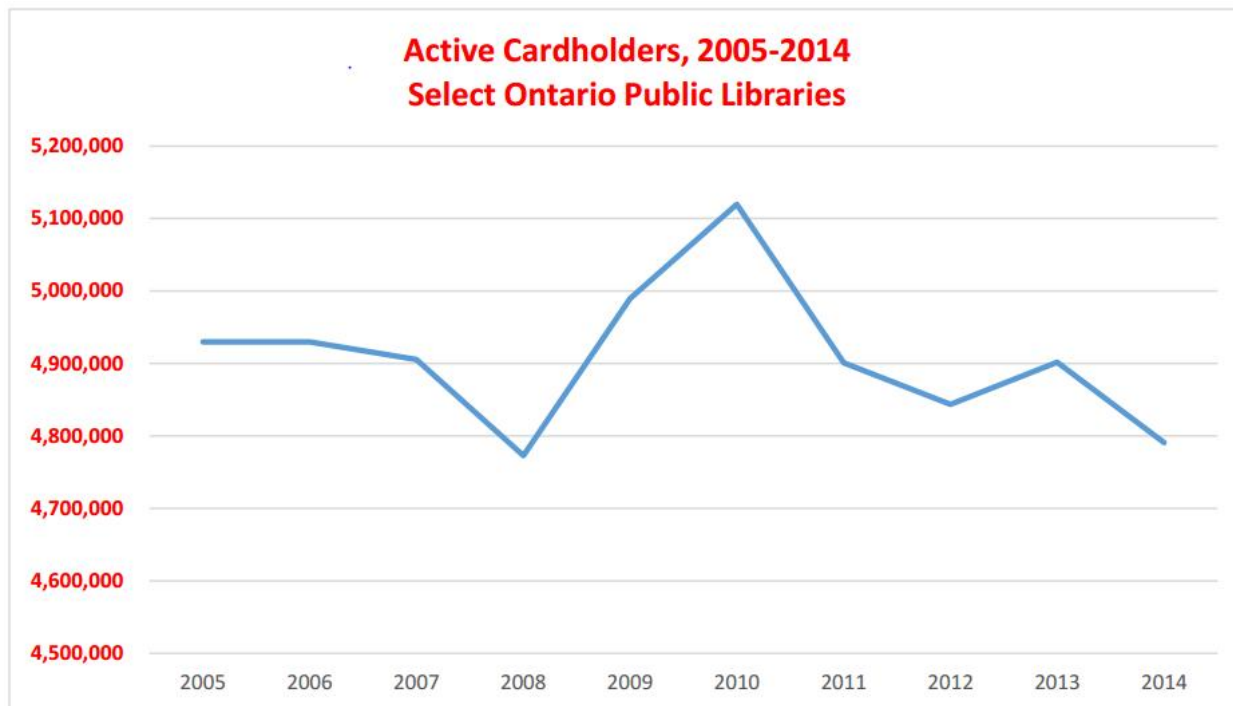
These are based on Table 1 and plot aspects of Ontario's public libraries based on summary data of all the 301 libraries. They give us another way to look at the data.



From Table 1, we can see that the resident population served by the 301 libraries increased over the decade. Annual total circulations, however, decreased in recent years:

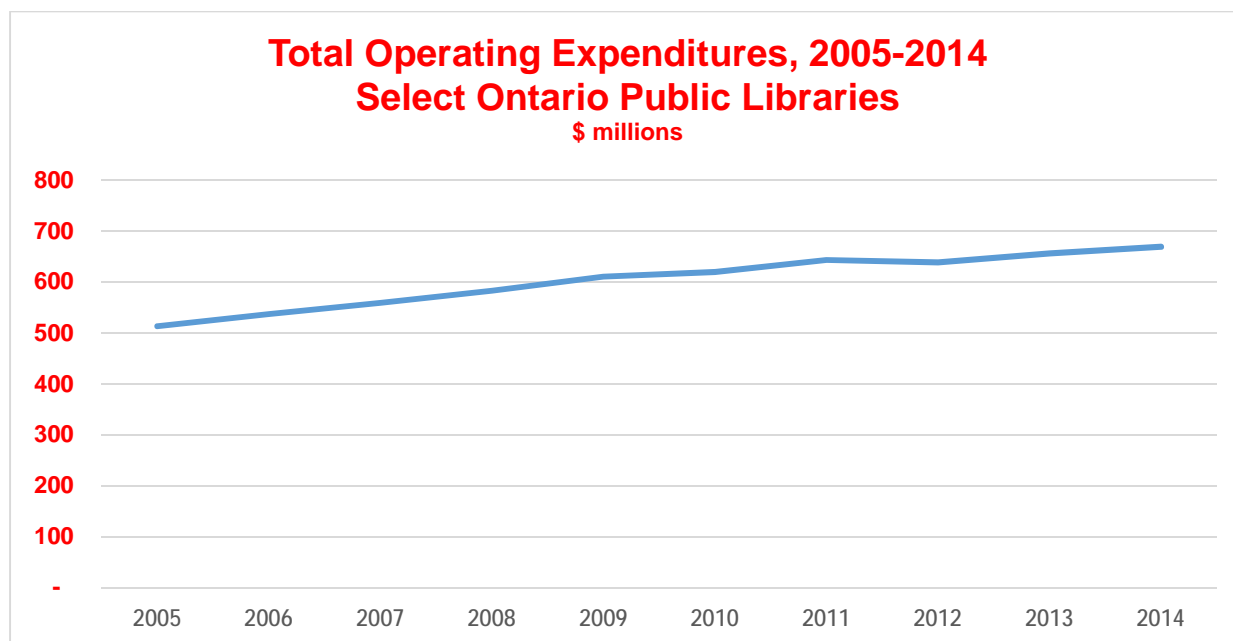


More people served and circulations are declining. What about the number of cardholders at those libraries?

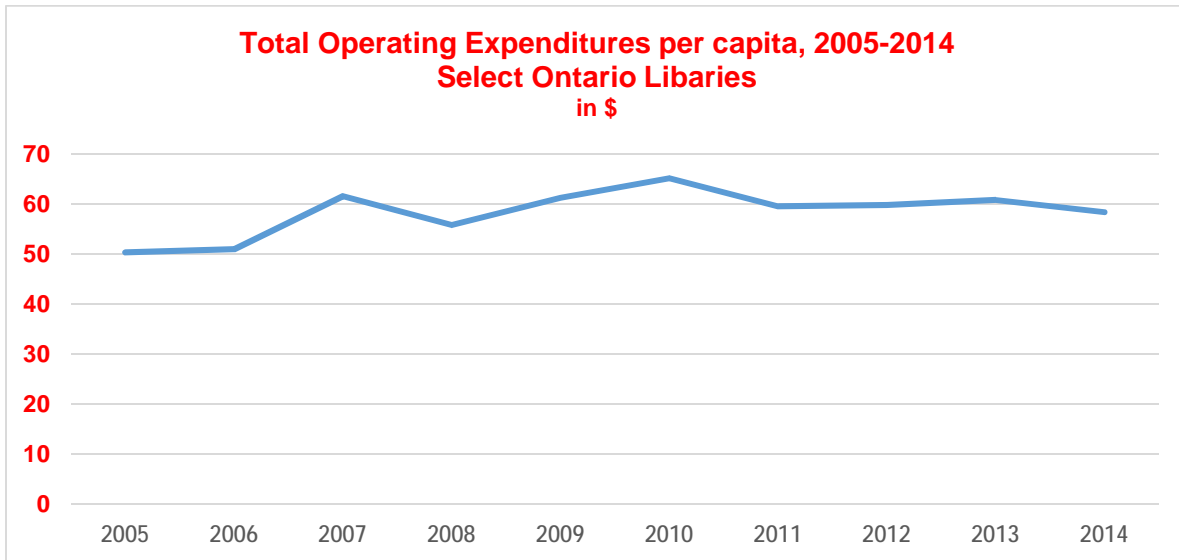


We have highlighted this decline in the two previous reports. This trend is worrying.

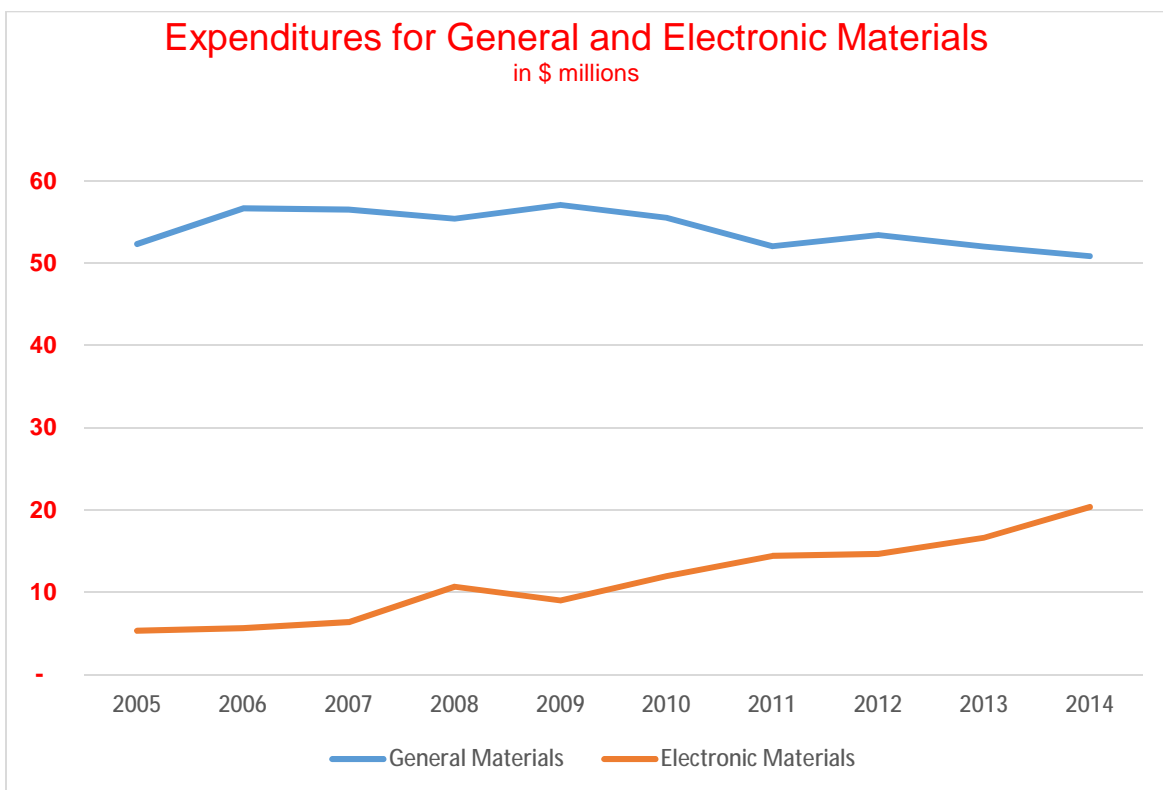
Total operating expenditures show a steady increase over the years.



These expenditures have not quite kept up with the increases in population as per capita expenditures peaked in 2010.



We should expect strain on library budgets shows in several areas. Let us look at a key one—Expenditures for materials, which are reported in two categories:



The reader will note from the Table that the General Materials Expenditures fell over the period (down 3%) but that Electronic Materials Expenditures increased substantially (up 74%.) As one might expect, the per capita figures indicate deep changes in library materials purchases.

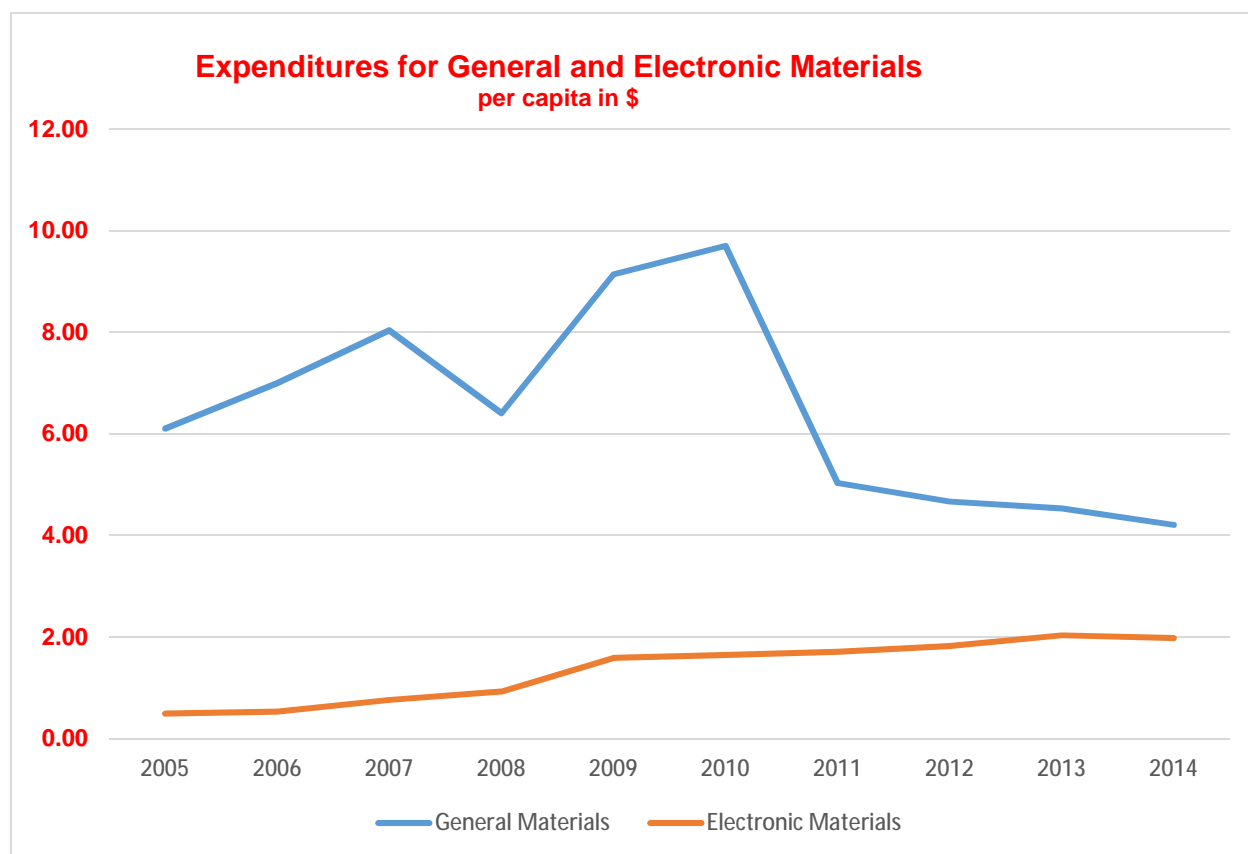
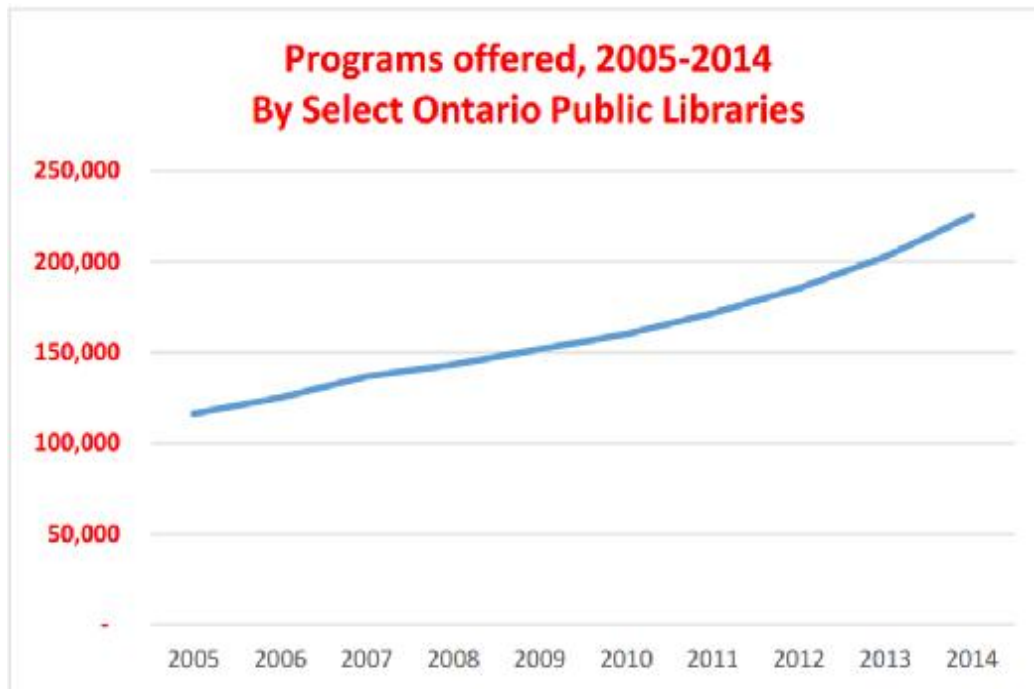
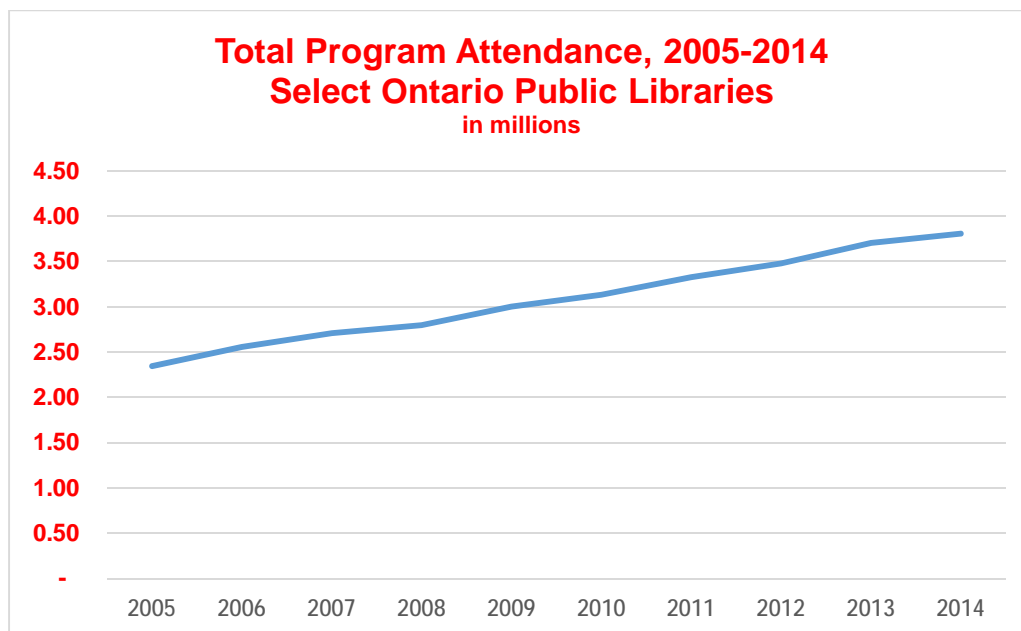


Table 1 shows that expenditures for general materials per capita are down 45% for the decade and while per capita electronic materials expenditures are up 75%, the total amounts spent on materials have declined.

As the information environment has changed, libraries have adapted in many ways. Good news can be found in the program data, which we have called attention to in earlier reports. First the number of programs offered has increased by almost 50% during the decade.



As we have noted, 1.6 million programs have been offered to Ontario's citizens by the libraries, up 38% from 2005.



And 31 million of those citizens attended during the decade. We ask the reader to note in Table 1 that the per capita attendance peaked in 2012 and has declined since then.

Rank Order Tables

The next four tables (5-8) are in the form of ranking libraries by various variables. The first two are circulations per capita and circulations per active borrower. We know from Table 1 and related charts of those data that circulations per capita are going down. This measure is about as traditional as one can get...right after counts of the resident population a public library serves. Table 5 has the ranks by bands of circulations per capita. We also know that cardholders are declining so fewer people have cards to check materials out. Are those fewer cardholders checking out more or fewer materials per person? This number, then, seems important, too, and we have one look at it in Table 6 where we again rank this variable within the various bands.

The next two tables rank libraries by expenditure ratios. Table 7 uses expenditures per capita to rank the libraries and Table 8 uses expenditures per active cardholder.

There are many variables in this dataset and even more ratios that can be constructed we chose these four because the two of them using per capitas have a long pedigree and the two using cardholders seem important.

Librarians have ranked libraries in almost all publications of library data. Balbi's 1835 work cited in the Primer ranked the great urban libraries in Europe by volumes reportedly held by the libraries. The Gerould Statistics began in 1907/08 and was the first year of a continuous collection effort continued to this day by the Association of Research Libraries. Its first typed version listed five variables from 14 US academic libraries in alphabetical order. A canvas of archives disclosed very shortly after copies of these data retyped in order by the volumes held. Other archival copies have handwritten notes on the original Gerould typescripts. Ranking is one use of library data and maybe the oldest.

Table 5: Rank Order Table: Circulations per capita, by bands, Ontario Public Libraries, 2014

Annual Rank	Annual Circulations per capita	Library Number	Library Name	City	OLS Region	Population (Resident)	Total Annual Direct Circulations
Band 1 (Resident population greater than 250,000)							
1	12.8	L0099	Markham	Markham	SOLS	342,037	4,370,075
2	12.2	L0474	Hamilton	Hamilton	SOLS	545,850	6,632,308
3	11.5	L0481	Ottawa	Ottawa	SOLS	951,727	10,990,234
4	11.4	L0353	Toronto	Toronto	Toronto	2,808,503	32,034,795
5	10.6	L0245	London	London	SOLS	373,730	3,966,882
6	9.2	L0359	Vaughan	Vaughan	SOLS	317,889	2,918,811
7	9.0	L0041	Brampton	Brampton	SOLS	571,700	5,120,911
8	8.0	L0206	Mississauga	Mississauga	SOLS	759,000	6,071,321
Band 2 (Resident population greater than 100,000 and fewer than 250,001)							
1	16.4	L0389	Guelph	Guelph	SOLS	126,250	2,072,594
2	13.8	L0365	Waterloo City	Waterloo	SOLS	133,395	1,836,208
3	11.9	L0027	Whitby	Whitby	SOLS	132,345	1,580,632
4	11.6	L0434	Milton	Milton	SOLS	100,743	1,167,805
5	11.4	L0037	Burlington	Burlington	SOLS	174,767	1,999,935
6	11.4	L0294	Richmond Hill	Richmond Hill	SOLS	201,482	2,288,866
7	11.3	L0253	Oshawa	Oshawa	SOLS	160,000	1,804,542
8	11.2	L0043	Barrie	Barrie	SOLS	143,634	1,611,396
9	11.1	L0127	Kitchener	Kitchener	SOLS	236,500	2,636,962
10	10.8	L0247	Oakville	Oakville	SOLS	187,300	2,015,840
11	9.1	L0213	Kingston-Frontenac County	Kingston	SOLS	152,777	1,385,475
12	8.6	L0104	Cambridge	Cambridge	SOLS	133,800	1,146,597
13	8.1	L0025	St. Catharines	St. Catharines	SOLS	131,400	1,059,749
14	7.5	L0378	Windsor	Windsor	SOLS	210,891	1,583,869
15	7.5	L0121	Chatham-Kent	Chatham	SOLS	104,075	775,387
16	7.0	L0349	Thunder Bay	Thunder Bay	OLS-N	108,359	758,693
17	6.8	L0032	Ajax	Ajax	SOLS	120,540	822,442
18	6.6	L0239	Lambton County	Wyoming	SOLS	126,199	837,097
19	5.5	L0470	Greater Sudbury	Greater Sudbury	OLS-N	161,900	890,543
20	5.5	L0153	Essex County	Essex	SOLS	177,720	969,722
Band 3 (Resident population greater than 50,000 and fewer than 100,001)							
1	13.3	L0340	Pickering	Pickering	SOLS	95,345	1,270,386
2	11.4	L0033	Aurora	Aurora	SOLS	56,200	641,815
3	10.3	L0367	Wellington County	Fergus	SOLS	93,620	965,840
4	10.0	L0326	Halton Hills	Georgetown	SOLS	57,160	574,278
5	8.2	L0268	Peterborough	Peterborough	SOLS	78,700	643,126
6	7.9	L0222	Niagara Falls	Niagara Falls	SOLS	82,997	659,115
7	7.9	L0089	Bruce County	Town of Saugeen Shores	SOLS	61,119	484,040
8	7.5	L0257	Oxford County	Woodstock	SOLS	90,481	681,837
9	7.4	L0113	Clarington, Municipality of	Bowmanville	SOLS	89,931	666,705
10	7.2	L0039	Brantford	Brantford	SOLS	97,499	698,342
11	6.8	L0227	North Bay	North Bay	OLS-N	53,651	364,226
12	6.4	L0270	Waterloo Region	Baden	SOLS	64,805	415,370
13	6.4	L0188	Huron County	Clinton	SOLS	57,579	367,698
14	6.3	L0476	Kawartha Lakes, City of	Lindsay	SOLS	73,214	459,673
15	5.7	L0049	Caledon	Caledon East	SOLS	69,547	395,876
16	5.6	L0191	Sault Ste. Marie	Sault Ste. Marie	OLS-N	75,140	417,315
17	5.5	L0205	Middlesex County Library	Strathroy	SOLS	74,898	410,917
18	5.5	L0019	Newmarket	Newmarket	SOLS	85,744	468,051
19	5.2	L0366	Welland	Welland	SOLS	50,500	262,146
20	4.1	L0480	Norfolk County	Simcoe	SOLS	63,175	260,339
21	3.4	L0319	Stormont, Dundas & Glengarry County	Cornwall	SOLS	64,824	218,379

Table 6: Rank Order Table: Circulations per active library cardholder, Ontario Public Libraries, 2014

Rank	Annual Circulations per cardholder	Annual Circulations per capita	Library Number	Library Name	City	OLS Region	Active Cardholders	Total Annual Direct Circulations
Band 1 (Resident population greater than 250,000)								
1	41.82	12.2	L0474	Hamilton	Hamilton	SOLS	158,593	6,632,308
2	38.50	11.5	L0481	Ottawa	Ottawa	SOLS	285,480	10,990,234
3	34.03	11.4	L0353	Toronto	Toronto	Toronto	941,265	32,034,795
4	33.75	9.0	L0041	Brampton	Brampton	SOLS	151,728	5,120,911
5	26.79	10.6	L0245	London	London	SOLS	148,085	3,966,882
6	25.64	8.0	L0206	Mississauga	Mississauga	SOLS	236,757	6,071,321
7	22.47	9.2	L0359	Vaughan	Vaughan	SOLS	129,901	2,918,811
8	20.00	12.8	L0099	Markham	Markham	SOLS	218,500	4,370,075
Band 2 (Resident population greater than 100,000 and fewer than 250,001)								
1	37.39	16.4	L0389	Guelph	Guelph	SOLS	55,433	2,072,594
2	37.13	11.4	L0294	Richmond Hill	Richmond Hill	SOLS	61,651	2,288,866
3	34.64	7.5	L0378	Windsor	Windsor	SOLS	45,723	1,583,869
4	33.74	7.5	L0121	Chatham-Kent	Chatham	SOLS	22,981	775,387
5	31.61	5.5	L0153	Essex County	Essex	SOLS	30,677	969,722
6	31.54	11.4	L0037	Burlington	Burlington	SOLS	63,403	1,999,935
7	31.12	11.2	L0043	Barrie	Barrie	SOLS	51,787	1,611,396
8	29.22	11.9	L0027	Whitby	Whitby	SOLS	54,098	1,580,632
9	28.97	13.8	L0365	Waterloo City	Waterloo	SOLS	63,391	1,836,208
10	28.55	11.3	L0253	Oshawa	Oshawa	SOLS	63,199	1,804,542
11	28.48	8.6	L0104	Cambridge	Cambridge	SOLS	40,253	1,146,597
12	28.14	11.1	L0127	Kitchener	Kitchener	SOLS	93,711	2,636,962
13	25.68	6.6	L0239	Lambton County	Wyoming	SOLS	32,603	837,097
14	24.08	7.0	L0349	Thunder Bay	Thunder Bay	OLS-N	31,512	758,693
15	24.02	6.8	L0032	Ajax	Ajax	SOLS	34,240	822,442
16	22.32	10.8	L0247	Oakville	Oakville	SOLS	90,296	2,015,840
17	21.92	11.6	L0434	Milton	Milton	SOLS	53,280	1,167,805
18	17.54	8.1	L0025	St. Catharines	St. Catharines	SOLS	60,424	1,059,749
19	14.46	9.1	L0213	Kingston-Frontenac County	Kingston	SOLS	95,808	1,385,475
20	11.22	5.5	L0470	Greater Sudbury	Greater Sudbury	OLS-N	79,343	890,543
Band 3 (Resident population greater than 50,000 and fewer than 100,001)								
1	37.94	7.5	L0257	Oxford County	Woodstock	SOLS	17,970	681,837
2	35.02	10.0	L0326	Halton Hills	Georgetown	SOLS	16,400	574,278
3	29.92	8.2	L0268	Peterborough	Peterborough	SOLS	21,495	643,126
4	29.91	10.3	L0367	Wellington County	Fergus	SOLS	32,290	965,840
5	29.20	13.3	L0340	Pickering	Pickering	SOLS	43,513	1,270,386
6	25.35	3.4	L0319	Stormont, Dundas & Glengarry County	Cornwall	SOLS	8,614	218,379
7	25.13	6.4	L0270	Waterloo Region	Baden	SOLS	16,530	415,370
8	24.84	7.2	L0039	Brantford	Brantford	SOLS	28,119	698,342
9	24.28	5.7	L0049	Caledon	Caledon East	SOLS	16,307	395,876
10	23.66	6.3	L0476	Kawartha Lakes, City of	Lindsay	SOLS	19,431	459,673
11	22.51	11.4	L0033	Aurora	Aurora	SOLS	28,514	641,815
12	21.69	6.4	L0188	Huron County	Clinton	SOLS	16,951	367,698
13	20.06	7.9	L0089	Bruce County	Town of Saugeen Shores	SOLS	24,125	484,040
14	20.03	5.5	L0019	Newmarket	Newmarket	SOLS	23,368	468,051
15	19.93	5.6	L0191	Sault Ste. Marie	Sault Ste. Marie	OLS-N	20,944	417,315
16	18.76	5.2	L0366	Wells	Wells	SOLS	13,970	262,146
17	18.27	5.5	L0205	Middlesex County Library	Strathroy	SOLS	22,490	410,917
18	14.81	7.4	L0113	Clarington, Municipality of	Bowmanville	SOLS	45,022	666,705
19	12.89	7.9	L0222	Niagara Falls	Niagara Falls	SOLS	51,116	659,115
20	12.41	4.1	L0480	Norfolk County	Simcoe	SOLS	20,976	260,339
21	8.32	6.8	L0227	North Bay	North Bay	OLS-N	43,779	364,226

Table 7: Rank Order Table: Total Expenditures per capita, Ontario Public Libraries, 2014

Rank	Expenditures per capita in \$	Library Number	Library Name	City	OLS Region	Total Operating Expenditures in \$	Population (Resident)
Band 1 (Resident population greater than 250,000)							
1	66.81	L0353	Toronto	Toronto	Toronto	187,630,780	2,808,503
2	55.55	L0474	Hamilton	Hamilton	SOLS	30,321,597	545,850
3	54.65	L0245	London	London	SOLS	20,423,793	373,730
4	50.43	L0481	Ottawa	Ottawa	SOLS	47,994,234	951,727
5	45.37	L0359	Vaughan	Vaughan	SOLS	14,422,701	317,889
6	40.38	L0099	Markham	Markham	SOLS	13,812,801	342,037
7	34.28	L0206	Mississauga	Mississauga	SOLS	26,018,467	759,000
8	27.02	L0041	Brampton	Brampton	SOLS	15,444,493	571,700
Band 2 (Resident population greater than 100,000 and fewer than 250,001)							
1	68.94	L0389	Guelph	Guelph	SOLS	8,703,272	126,250
2	60.19	L0037	Burlington	Burlington	SOLS	10,518,698	174,767
3	56.09	L0349	Thunder Bay	Thunder Bay	OLS-N	6,078,374	108,359
4	55.74	L0253	Oshawa	Oshawa	SOLS	8,917,784	160,000
5	51.67	L0470	Greater Sudbury	Greater Sudbury	OLS-N	8,365,554	161,900
6	50.47	L0294	Richmond Hill	Richmond Hill	SOLS	10,169,141	201,482
7	50.32	L0043	Barrie	Barrie	SOLS	7,227,013	143,634
8	49.96	L0239	Lambton County	Wyoming	SOLS	6,304,412	126,199
9	47.07	L0247	Oakville	Oakville	SOLS	8,816,002	187,300
10	46.46	L0213	Kingston-Frontenac County	Kingston	SOLS	7,098,629	152,777
11	45.81	L0127	Kitchener	Kitchener	SOLS	10,834,572	236,500
12	43.31	L0027	Whitby	Whitby	SOLS	5,732,418	132,345
13	42.31	L0104	Cambridge	Cambridge	SOLS	5,661,692	133,800
14	42.16	L0434	Milton	Milton	SOLS	4,247,075	100,743
15	41.79	L0025	St. Catharines	St. Catharines	SOLS	5,491,857	131,400
16	40.35	L0365	Waterloo City	Waterloo	SOLS	5,382,254	133,395
17	40.10	L0121	Chatham-Kent	Chatham	SOLS	4,173,235	104,075
18	39.47	L0378	Windsor	Windsor	SOLS	8,324,181	210,891
19	34.84	L0032	Ajax	Ajax	SOLS	4,200,177	120,540
20	28.04	L0153	Essex County	Essex	SOLS	4,983,652	177,720
Band 3 (Resident population greater than 50,000 and fewer than 100,001)							
1	78.66	L0367	Wellington County	Fergus	SOLS	7,364,583	93,620
2	64.49	L0033	Aurora	Aurora	SOLS	3,624,500	56,200
3	64.38	L0326	Halton Hills	Georgetown	SOLS	3,679,846	57,160
4	60.50	L0340	Pickering	Pickering	SOLS	5,768,639	95,345
5	55.12	L0089	Bruce County	Town of Saugeen Shores	SOLS	3,368,690	61,119
6	51.91	L0188	Huron County	Clinton	SOLS	2,988,942	57,579
7	50.64	L0222	Niagara Falls	Niagara Falls	SOLS	4,202,758	82,997
8	48.13	L0039	Brantford	Brantford	SOLS	4,692,781	97,499
9	46.49	L0480	Norfolk County	Simcoe	SOLS	2,936,712	63,175
10	46.30	L0191	Sault Ste. Marie	Sault Ste. Marie	OLS-N	3,479,017	75,140
11	45.39	L0049	Caledon	Caledon East	SOLS	3,156,745	69,547
12	45.00	L0205	Middlesex County Library	Strathroy	SOLS	3,370,586	74,898
13	43.28	L0227	North Bay	North Bay	OLS-N	2,321,818	53,651
14	41.03	L0257	Oxford County	Woodstock	SOLS	3,712,536	90,481
15	40.84	L0366	Welland	Welland	SOLS	2,062,199	50,500
16	38.49	L0270	Waterloo Region	Baden	SOLS	2,494,406	64,805
17	38.26	L0268	Peterborough	Peterborough	SOLS	3,010,902	78,700
18	37.48	L0019	Newmarket	Newmarket	SOLS	3,213,863	85,744
19	34.29	L0113	Clarington, Municipality of	Bowmanville	SOLS	3,083,407	89,931
20	33.10	L0319	Stormont, Dundas & Glengarry County	Cornwall	SOLS	2,145,486	64,824
21	24.97	L0476	Kawartha Lakes, City of	Lindsay	SOLS	1,828,148	73,214

Table 8: Rank Order Table: Total Expenditures per Active Cardholder, Ontario Public Libraries, 2014

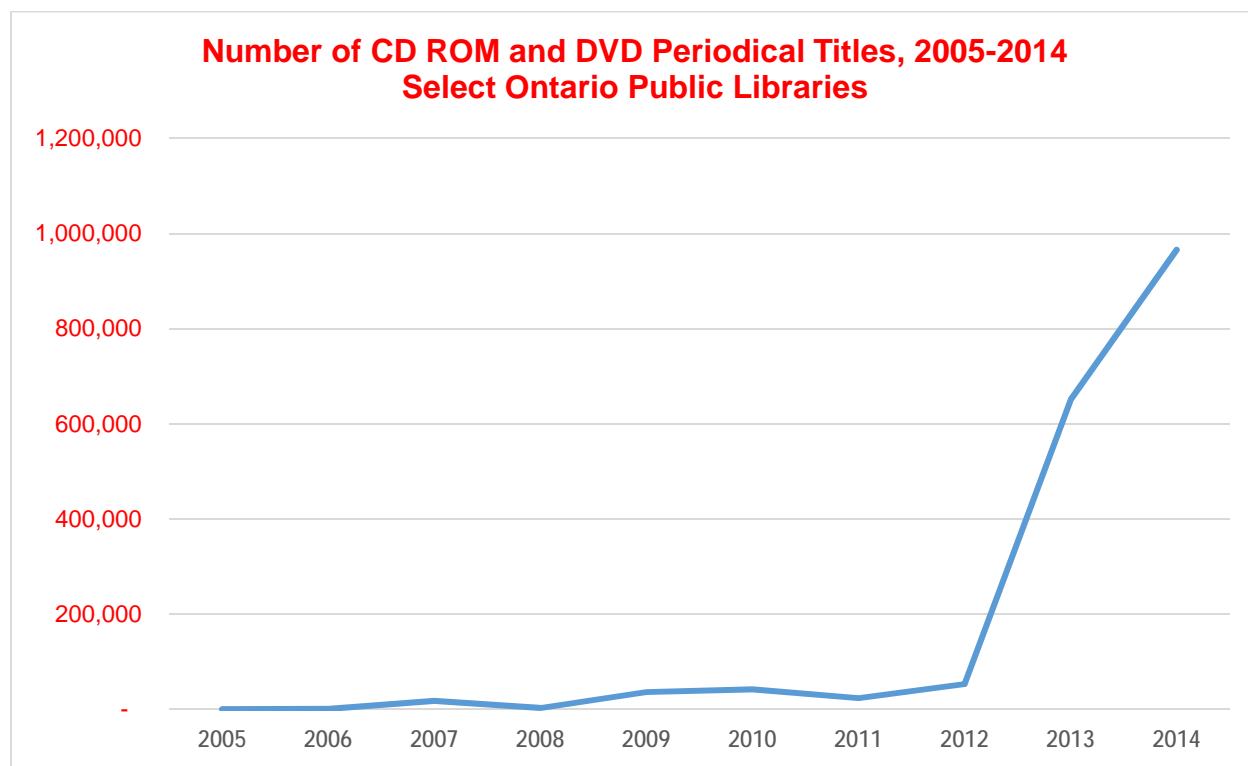
Rank	Expenditures per Active Cardholder		Library Name	City	OLS Region	Total Operating Expenditures in \$	Active Cardholders
	in \$	Library Number					
Band 1 (Resident population greater than 250,000)							
1	199.34	L0353	Toronto	Toronto	Toronto	187,630,780	941,265
2	191.19	L0474	Hamilton	Hamilton	SOLS	30,321,597	158,593
3	168.12	L0481	Ottawa	Ottawa	SOLS	47,994,234	285,480
4	137.92	L0245	London	London	SOLS	20,423,793	148,085
5	111.03	L0359	Vaughan	Vaughan	SOLS	14,422,701	129,901
6	109.90	L0206	Mississauga	Mississauga	SOLS	26,018,467	236,757
7	101.79	L0041	Brampton	Brampton	SOLS	15,444,493	151,728
8	63.22	L0099	Markham	Markham	SOLS	13,812,801	218,500
Band 2 (Resident population greater than 100,000 and fewer than 250,001)							
1	193.37	L0239	Lambton County	Wyoming	SOLS	6,304,412	32,603
2	192.89	L0349	Thunder Bay	Thunder Bay	OLS-N	6,078,374	31,512
3	182.06	L0378	Windsor	Windsor	SOLS	8,324,181	45,723
4	181.60	L0121	Chatham-Kent	Chatham	SOLS	4,173,235	22,981
5	165.90	L0037	Burlington	Burlington	SOLS	10,518,698	63,403
6	164.95	L0294	Richmond Hill	Richmond Hill	SOLS	10,169,141	61,651
7	162.46	L0153	Essex County	Essex	SOLS	4,983,652	30,677
8	157.01	L0389	Guelph	Guelph	SOLS	8,703,272	55,433
9	141.11	L0253	Oshawa	Oshawa	SOLS	8,917,784	63,199
10	140.65	L0104	Cambridge	Cambridge	SOLS	5,661,692	40,253
11	139.55	L0043	Barrie	Barrie	SOLS	7,227,013	51,787
12	122.67	L0032	Ajax	Ajax	SOLS	4,200,177	34,240
13	115.62	L0127	Kitchener	Kitchener	SOLS	10,834,572	93,711
14	105.96	L0027	Whitby	Whitby	SOLS	5,732,418	54,098
15	105.44	L0470	Greater Sudbury	Greater Sudbury	OLS-N	8,365,554	79,343
16	97.63	L0247	Oakville	Oakville	SOLS	8,816,002	90,296
17	90.89	L0025	St. Catharines	St. Catharines	SOLS	5,491,857	60,424
18	84.91	L0365	Waterloo City	Waterloo	SOLS	5,382,254	63,391
19	79.71	L0434	Milton	Milton	SOLS	4,247,075	53,280
20	74.09	L0213	Kingston-Frontenac County	Kingston	SOLS	7,098,629	95,808
Band 3 (Resident population greater than 50,000 and fewer than 100,001)							
1	249.07	L0319	Stormont, Dundas & Glengarry County	Cornwall	SOLS	2,145,486	8,614
2	228.08	L0367	Wellington County	Fergus	SOLS	7,364,583	32,290
3	224.38	L0326	Halton Hills	Georgetown	SOLS	3,679,846	16,400
4	206.60	L0257	Oxford County	Woodstock	SOLS	3,712,536	17,970
5	193.58	L0049	Caledon	Caledon East	SOLS	3,156,745	16,307
6	176.33	L0188	Huron County	Clinton	SOLS	2,988,942	16,951
7	166.89	L0039	Brantford	Brantford	SOLS	4,692,781	28,119
8	166.11	L0191	Sault Ste. Marie	Sault Ste. Marie	OLS-N	3,479,017	20,944
9	150.90	L0270	Waterloo Region	Baden	SOLS	2,494,406	16,530
10	149.87	L0205	Middlesex County Library	Strathroy	SOLS	3,370,586	22,490
11	147.62	L0366	Welland	Welland	SOLS	2,062,199	13,970
12	140.07	L0268	Peterborough	Peterborough	SOLS	3,010,902	21,495
13	140.00	L0480	Norfolk County	Simcoe	SOLS	2,936,712	20,976
14	139.63	L0089	Bruce County	Town of Saugeen Shores	SOLS	3,368,690	24,125
15	137.53	L0019	Newmarket	Newmarket	SOLS	3,213,863	23,368
16	132.57	L0340	Pickering	Pickering	SOLS	5,768,639	43,513
17	127.11	L0033	Aurora	Aurora	SOLS	3,624,500	28,514
18	94.08	L0476	Kawartha Lakes, City of	Lindsay	SOLS	1,828,148	19,431
19	82.22	L0222	Niagara Falls	Niagara Falls	SOLS	4,202,758	51,116
20	68.49	L0113	Clarington, Municipality of	Bowmanville	SOLS	3,083,407	45,022
21	53.03	L0227	North Bay	North Bay	OLS-N	2,321,818	43,779

Table 9: Measures of Electronic Materials Collections

Table 9 includes summary data for the 301 libraries from 2005-2014. Two variables on only available from 2011-2014 but they are certainly of interest given they deal with “E-resources, including E-books.”

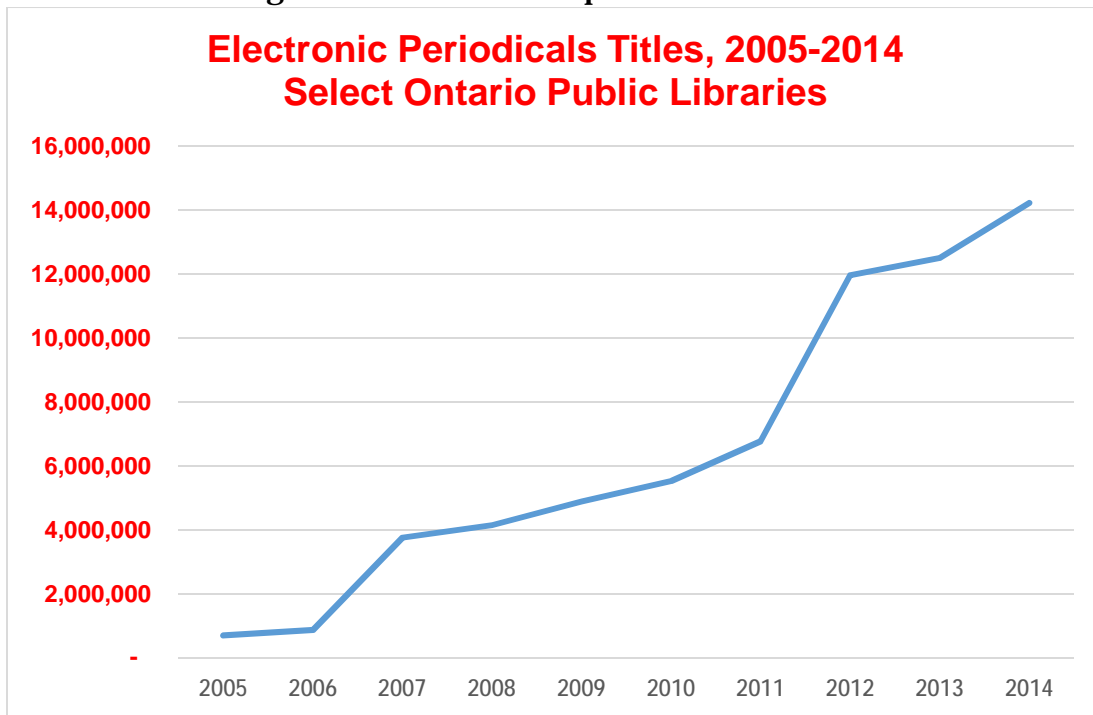
We would expect from our examination of collection expenditure data we saw in Table 1 and the related charts. Collection expenditures are stretched but there is focus in Ontario Public Libraries on electronic resources and Table 9 certainly clarifies the commitment by these libraries to electronic collections. As in other tables, we have calculated percentages of growth (or decline) for the 2005 to 2014 period and for the 2010 to 2014 period. (Or for 2011-2014 in the E-resources variables.)

Percentages can be dubious measures on occasion. The number of CD ROM and DVD titles moves from 200 in 2005 to 966K in 2014 for a percentage increase of 483K. This is what that kind of increase looks like:

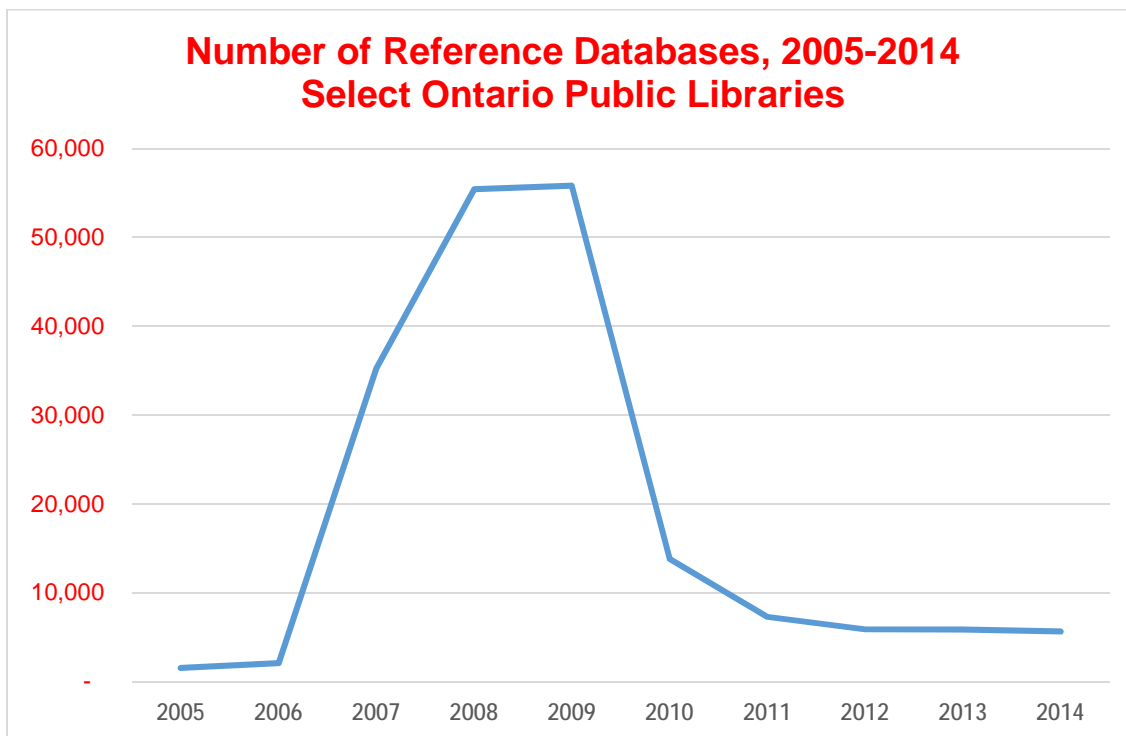


Pretty impressive.

Another interesting chart is of electronic periodicals titles:



However, not everything electronic goes up forever:



There is an evanescent quality to electronic materials. Some come and some go: where are the CD ROM towers? In this case, there is likely consolidation so the number declines while capabilities, we can but hope, increase.

Some Thoughts on Measuring Non-traditional Public Library Services

We discussed a measuring problem above: that it is difficult to get a handle on the data from new services libraries offer. In fact, it is among the most difficult kinds of problems. There are many variables in this series and we examined a few here to see what we might learn.

In previous reports, we have made the point that after a new piece of statistical data is sought, it takes a few years to get a number we can have some confidence in. The process of data collection is complex. Terms used must be considered carefully because the forms will be filled out at over 300 libraries. “What does that mean?” “We don’t do that here.” And so on.

There is then a bit of give and take with the library community and the constituencies seeking the data as the forms are filled out and the results come in. In the first year of a new variable’s collection, there will be libraries which do not report anything. Other reports will likely be all over the map and often the extreme high and low values will diverge to wide extremes. Librarians will talk to their colleagues about these odd values and over time, they smooth out. After a few years, more libraries will report generally better data that seem better behaved. This process is just part of the work of getting a good data series.

Then, we have the added difficulty of the rapid changes in how we service new media and information sources. What happens if we try to measure something and three years later we are on to a new thing? In the last section we talked about CD ROM towers which came and went so quickly. Measuring many of the things libraries do or have are really proxies: they are not in themselves important but they give us an insight into what libraries are doing to offer services in a changing world. Does your library lend workstations is such a proxy. How many circulations is a service measure. The proxies seem to change more rapidly than direct service measures.

An example from the past illustrates the first year of collecting a new variable. In the mid-1980s, the Association of Research Libraries (ARL) was faced with the fact that its members were spending a great deal of money on computers. The data series that ARL is the steward of goes back to the 1907/08 academic year through the predecessor Gerould Statistics and is the oldest and arguably the most sophisticated data collection effort in the library world. ARL sought to investigate the question of what was the

extent of funding for computers given that the member libraries were including these expenses in different categories. There was no category for computer expenses. ARL tried to get a handle on the matter early, as it often does.

Two committees took up the matter and each issued a questionnaire which was sent to the academic members. There were about 100 of them. It is not unusual for a library to have one person designated to collect and report data so the two forms often went to the same person. So, ARL had two committees that sent questionnaires trying to measure the same rapidly changing, new thing to the 100 members. Those questionnaires are duly answered—probably by the same people—and are sent back to the two committees for analysis. Was there any statistical relationship between the two sets of numbers? Essentially: no.

We have now data elements measuring non-traditional library activities or activities which have received new emphasis. We also have those which we have not investigated. We start this process here and share a few interesting results.

These new measures are of several types. One is thing which are new and for which we have annual reported numbers. There are fifteen variables collected for “Typical Weeks,” and collected for a varying number of years. We will start here. There are also eleven social media variables, ten of which have been collected since 2011 and we take them up after the first look at the Typical Week data.

Why collect data for a “Typical Week? (TW)” There are many reasons and it is a moderately common device used in library data collections. It cuts down on the burden of responders certainly and gives us some numbers. In addition, some data collection efforts use typical week collection as a means of testing a variable for inclusion into the regular annual collection.

But what is a “typical week?” We might say “average” but that doesn’t help us because there are a number of ways of calculating an average. We have used the arithmetic mean and the median in these reports and those are both averages. Moreover, “Typical week” has to be regarded with some caution. Picking a typical week is a sampling problem. A story often told by Statisticians is about an assignment to beginning Statistics students. Bring in an average potato next class session. The point is to discuss sampling and its many difficulties. You will get many perfect potatoes. How does one get an average potato? What is it? That discussion leads to a deeper understanding of how hard sampling a population is.

So we want a typical week to measure. We are all familiar with how demands on library services wax and wane through a week and through the year. If we are going to pick a typical week for counting something, are we going to pick a part of the year when the demand for a particular service is low? Probably not, right? We might be inclined to pick a busy week... So: caution and skepticism are in order.

We have, though, one TW variable that has a direct equivalent annual variable that gives us a good place to start. Total Annual Circulation is reported for all years. The TW equivalent is: "Total circulation of all library materials." Let's compare the two for 2014, shall we?

The correlation between the two variables is an astonishing 0.998, with 1.0 being a perfect correlation. A correlation in Statistics means about what it means in standard English: a consistent relationship between two variables over a range. We don't expect TW data to equal the annual data, rather, we would expect TW data to be about one-fifty-secondth of the annual figure. However, the ratio is relatively consistent for this year and these two variables. This result is very good for our purposes of finding new measures in which we can have confidence while flagging this relationship between the two variables for further analysis. If these TW data are highly correlated with the annual number, then maybe these TW data will give us an insight into other aspects of libraries not measured through annual data collections? Maybe we have measures we can use right in front of us?

Can we use these TW data to estimate annual figures? What happens if we multiply the various TW data circ data by 52 and compare the results with the reported annual data for each library? Well, that depends on how one looks at it and there seem to be two strong points.

On the one hand, the numbers we get by multiplying the TW data by 52 vary from the annual data by a good bit. The absolute value of the differences is 10.7 million or about 34,000 per library. The "absolute value" is the number shorn of the sign. For example, the absolute value of -300 is 300. It is a measure, then, of the deviation between the annual number reported and the estimate of the annual number we calculate by multiplying the TW by 52.

The 10.7 million figure is actually a relatively small percentage (8%) of reported total annual circulations (=128million) but per library, it can be quite large. One library's TW

times 52 calculation is 1.8 million over the reported annual circulations at the library and another library's annual figure is 1.2 million under the TW times 52 estimate.

This conclusion suggests that using the TW data could give us an estimate for an annual total is not going to work to compare estimated annual totals or to compare individual libraries.

We can, though, take the totals of the TW data and see what we can see.

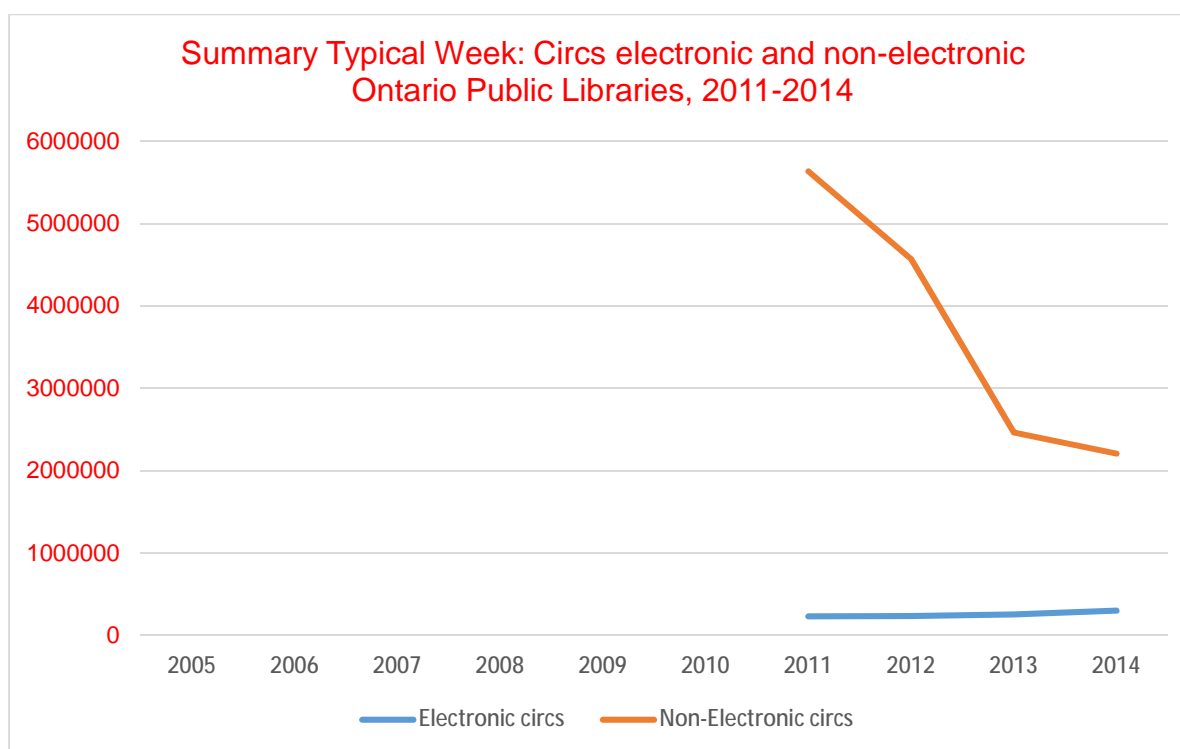
We will examine a few totals shortly but bear in mind that totals—like any statistic calculated from raw data have strengths and weaknesses. For instance, if 50% of the libraries do not respond to a question in the first year, 25% do not in the second year, and all in year three, the totals will rise without providing us with much confidence that increases we are seeing represent real changes. This fact of data analysis is yet another reason that ratios and percentages are useful. We have to look at these data in detail.

A second conclusion is that the data are not perfect and that is maybe a good sign. The point of the random potato story is that when people sample they will often unconsciously pick perfect examples. Perhaps all the TW circ figures would be $1/52^{\text{nd}}$ of the annual figures?

We have the annual circulation figures so why all this talk about this variable? It is a test of those TW variables we do not have annual equivalents for. One is particularly interesting.

In 2011, the TW annual circulation figure was disaggregated into two elements:
All circulation for E-books, downloadable audio books, music and video
All circulation except E-books, downloadable audio books, music and video

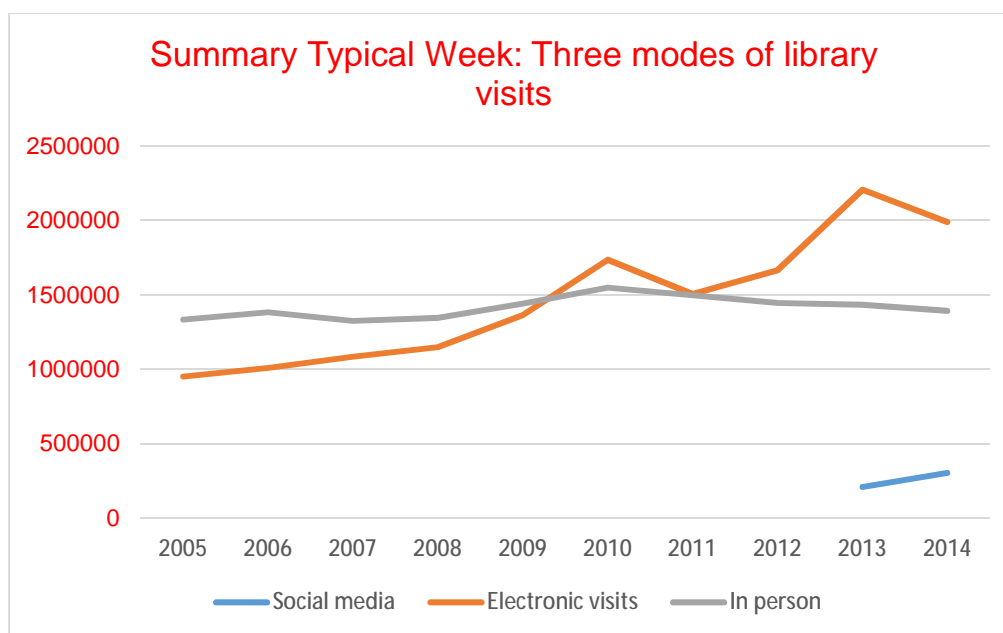
In 2014, adding these two figures gives us the TW circulation figure. We have, then, an estimate of two constituent elements of circulations and both are of interest to our quest for new measures.



The drop in non-electronic materials is pretty dramatic and given the fall observed in circulations, believable. The raw TW total data for non-electronic materials starts in 2011 at 5.6 million and falls to 2.2 million in the TW 2014 data. Electronic circulations rise from 228K to 298K over those years. Rising but not enough to overcome the drop in the larger category.

Given that these TW numbers most likely came from the library system, why is this TW collected? And why not separate these two numbers in the annual collection? The Ontario public library data collection effort apparently collects more data from the libraries than any other similar effort and one does not like to add to the burden of the responders but these two should be relatively easy.

Another interesting result has to do with visits to the library. There are three TW numbers: visits in person, visits by electronic means, and for two years: visits via social media.



This chart shows electronic visits bypassing in person visits. Social media visits are new and it will take a bit of time for this variable to mature. As with the circulations, these numbers must come from servers so why not add these three variables to the annual collection effort?

We have looked at other data and those are available but these are the two most promising. The other TW variables:

No. of times electronic databases are accessed by library users (Typical Week)

No. of electronic reference transactions (Typical Week)

No. of Information Communication Technology, software and social media support requests (Typical Week)

Average staff time in minutes per Information Communication Technology, software and social media support request (Typical Week)

Total In-Library Materials Use (Typical Week)

No. of Reader's Advisory transactions (Typical Week)

No. of standard reference transactions (Typical Week)

No. of people using library workstations (Typical Week)

No. of people using public library wireless connection

Another new thing is social media. Here are simple totals for all, for the four years these data are reported:

Social Media in Ontario Public Libraries, 2011-2014

YEAR	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014
Social Media? Yes							210	222	236	252
Blog?							60	62	58	54
Facebook?							189	210	226	240
Flickr?							25	31	26	24
Google+?							14	17	21	31
LinkedIn?								29	29	29
RSS feeds?							37	34	27	19
Twitter?							92	123	133	143
YouTube?							65	77	77	81
Other Social Media?							45	67	116	138

Of course, a number of libraries have more than one social media outlet.

There are other areas that might be worth mining. Since 2011, the details on types of programs and their attendance have increased to where there are about 40.

Also recently, two sets of data related to sectors are collected. 8 variables measure counts in categories of “Government Services” such as Health, CAP, CAPYouth, and others. Similarly, there is a group of variables dealing with “Educational Sector Partnerships,” such as with Community Colleges, Distance Education, and others.

With so many variables, there are many related to consortia beginning in 2011. Published articles on circulations at libraries in consortia suggest that probing this set of numbers might also be profitable.

There is much to do!



FEDERATION OF ONTARIO PUBLIC LIBRARIES RESEARCH

Prepared for: Federation of Ontario Public Libraries Research Task Force
April, 2015

- Ontarians' overall opinions of the public library and the value it contributes to the communities it serves remain very strong.
 - The public library's position relative to other municipal tax-supported services is consistent with the findings from five years ago, and reactions to positioning statements included in the previous study have actually improved slightly.
 - Reacting to new positioning statements tested this year, most Ontarians acknowledge the public library's role in advancing literacy, equal opportunity, and quality of life in their communities.
 - The value of certain services (early literacy programs, services to new Canadians, information for the unemployed, training in how to access information online, and being a focal point or meeting place within the community) has increased over the past five years.
 - A majority of Ontario residents feel that if their local library were to close, it would have a major impact on their community (but usually less of an impact on themselves and their family).

- Numbers of library users have stayed relatively consistent, but usage patterns have changed significantly over the past five years.
 - The proportion of adults not using the public library at all in the previous 12 months has not risen over the last 15 years, in spite of the fact that information has become increasingly available from other sources.
 - Individuals' library card ownership has increased since 2010, however there are signs that library usage at a household level may be softening slightly.
 - In-person library visit frequency has not changed since the first year the study was conducted, but 2015 represents the first time that the number of people using the library both online and in-person during the past year has overtaken the number of in-person-only visitors.
 - People appear to be more selective in choosing which library services to take advantage of, as reported usage of many library services is down significantly versus five years ago (wireless network access being the main exception).

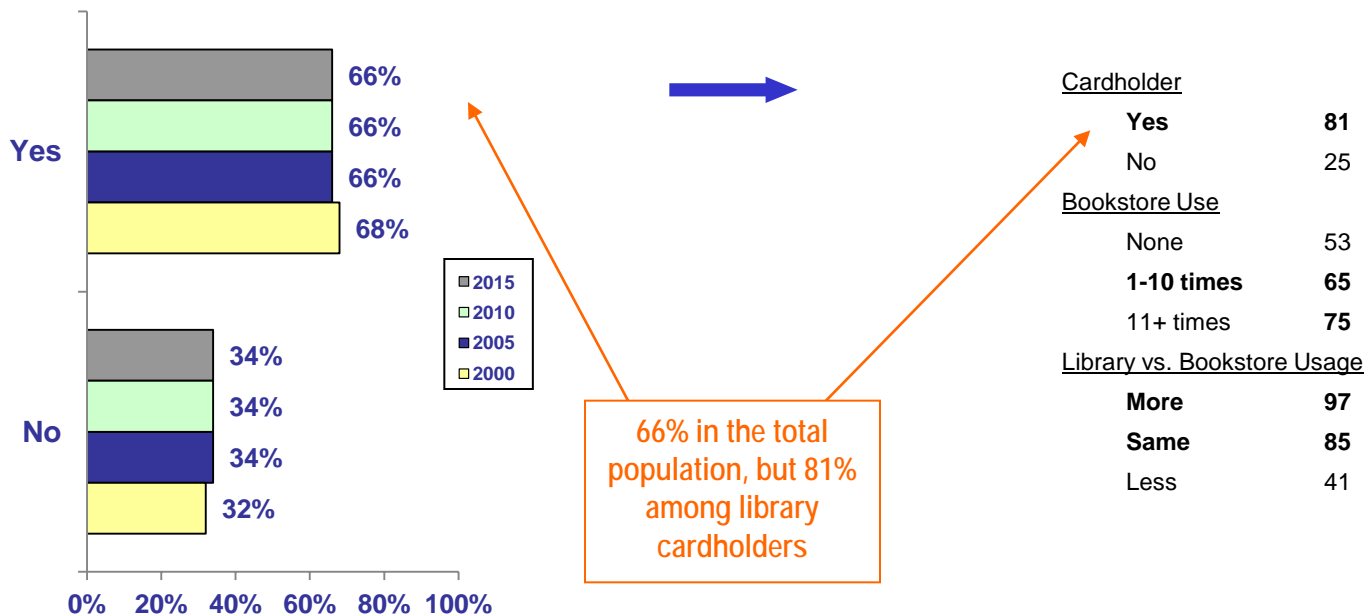
- Evolving technology, channel, and media preferences will require the public library to review its strategies and tactics on a regular basis.
 - It has become clear that electronic access is complementing, not replacing, bricks and mortar establishments, implying that duplication of hard copy and electronic materials, as well as increased channel costs, are likely to continue for the foreseeable future.
 - Perhaps equally daunting is the need to ensure compatibility with an ever expanding array of devices being used to access the Internet (and particularly challenging to libraries, the substitution of multi-purpose tablets and smartphones for single-purpose devices like e-readers).

- Effectively communicating information about new services will be as critical as deciding which to invest in.
 - While still important, traditional library services, such as lending materials and helping people find information, are not increasing in usage or perceived value.
 - Interest in new service concepts is fragmented, meaning hard decisions will need to be made about which to develop and roll out, and for which audiences.
 - New services will need to be publicized as they become available, and in many instances, communications will have to be geared to relevant segments to create sufficient awareness, interest, and take-up.
 - Since email is clearly the preferred method of receiving information about the library, creation of user groups and maintenance of contact lists will likely become critical in order to reach segments of interest and establish an ongoing dialogue with users.

- The future of the public library remains uncertain and must be shaped according to the needs of a new generation of users.
 - Older people will undoubtedly continue to value the library for its heritage and social value, but those feelings will not automatically be passed down to a younger generation that likely has different views of public institutions, not to mention unique information needs and media habits.
 - Not every library can afford to be all things to all residents of the community it serves, so there may be a need to develop specific capabilities centrally or in selected locations, along with the means of delivering them on a more universal basis.
 - Finally, the library needs to address a challenge that was identified when this study was first conducted and which still remains in 2015 – how to convince more people that the public library can be of as much value to them personally as they think it is to others.

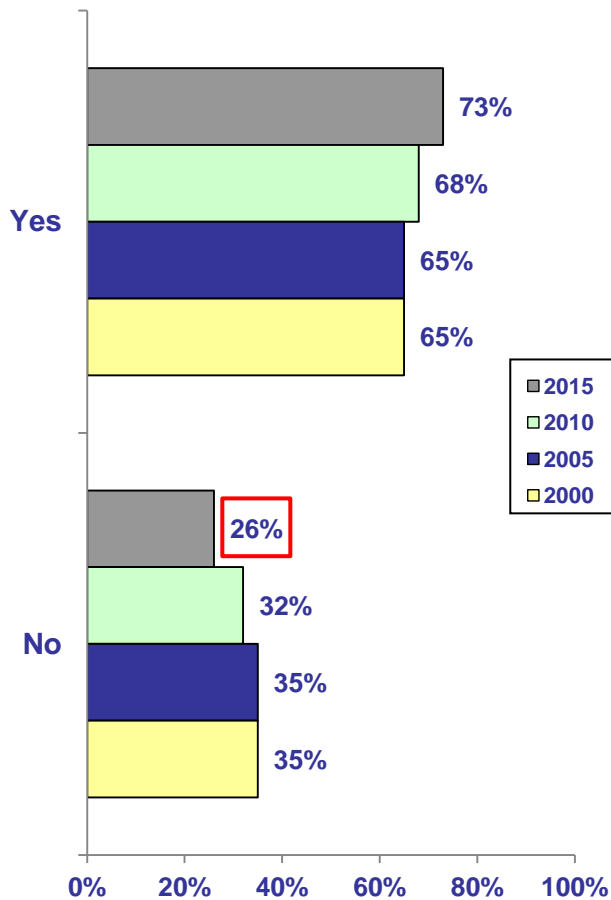
- This represents the fourth wave of a study that has been conducted every five years since 2000.
- Consistent with past waves, objectives of this year's study were to:
 - Understand Ontario residents' opinions about the use, role and impact of public libraries, and how those opinions have changed over time;
 - Separate public opinion by level of usage of public libraries (including non-use); and
 - Identify areas of strength and weakness for the public library.
- Results will be used to:
 - Monitor the status of the library;
 - Formulate strategy to ensure libraries remain a relevant and useful part of the community;
 - Identify priorities for 2015-2017; and
 - Provide input to the creation of a new marketing communication plan.

- Many of the charts contain profiling information for a key variable, which is indicated by a blue arrow pointing away from it toward a sidebar. In the chart below, the key variable is the percentage of respondents who said they used the public library in the past year (66%). The sidebar shows the same statistic within specific groups. For example, the first category break in the sidebar shows that the percentage who have visited the library among those who are cardholders is 81%, while among non-cardholders it is 25%.



- Throughout the report, a red circle or square indicates that a 2015 observation is significantly higher or lower, respectively, than the previous survey. **Bold text** within sidebars indicates that, for 2015, the bolded subgroups' results are significantly higher than one or more of the non-bolded groups' results.

- Compared to previous study waves, there has been an increase in the number of Ontarians claiming to be cardholders.
- The desire to have Internet access, both to and while at the library, may be promoting increased card usage.
- Interestingly, cardholder incidence does not vary significantly across the different age groupings.



In-Person Library Use

None	40%
1-10 times	85%
11+ times	96%

Social Media Interaction with Library

Yes	84%
No	72%

Bookstore Use

None	65%
1-10 times	73%
11+ times	78%

Age*

18-24	77%
25-34	72%
35-54	73%
55+	72%

Access Library by Phone / Text

Yes	93%
No	67%

Access Library by Internet

Yes	92%
No	59%

Have Internet Access

None	66%
Work	72%
Home	74%
School	80%
Library	93%
Other	76%

Books Read in Past Year

None	47%
1-5	63%
6-15	80%
16+	84%

Library vs Bookstore Usage

More	97%
Same	88%
Less	52%

Library Benefits

Top	84%
Middle	70%
Bottom	52%

Children in Home

Yes	78%
No	70%

Education

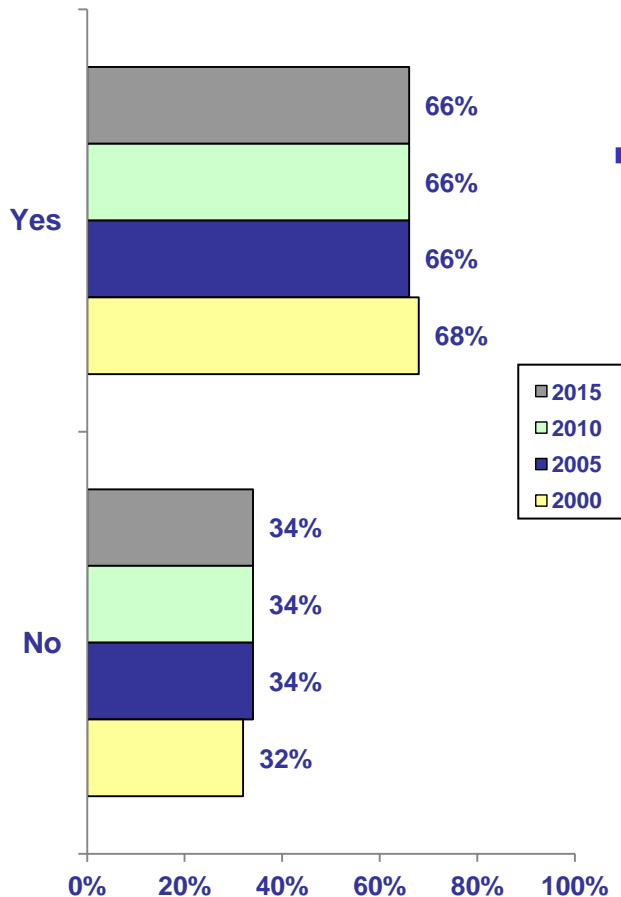
High school	65%
Univ/college	77%
Grad school	68%

Region

North	62%
East	68%
Southwest	81%
Metro T.O.	74%
GTA Urban	75%
GTA Ex-urban	69%

Q.1
 Base: All respondents (2000 - 1007; 2005 - 1102; 2010 - 1100; 2015 - 600).
 *Notable for lack of difference.

- As has been the case since 2005, two-thirds of Ontarians report visiting the library in person within the last year.
- In-person use of the library skews to younger age groups and those with higher education, and appears to be more prevalent in Southwest Ontario.



Cardholder

Yes	81%
No	25%

Social Media Interaction with Library

Yes	86%
No	64%

Books Read in Past Year

None	22%
1-5	56%
6-15	78%
16+	79%

Future Importance of Library

More	77%
Same	66%
Less	57%

Bookstore Use

None	53%
1-10 times	65%
11+ times	75%

Library Benefits

Top	79%
Middle	64%
Bottom	34%

Library vs. Bookstore Usage

More	97%
Same	85%
Less	41%

Age

18-24	73%
25-34	71%
35-54	66%
55+	61%

Access Library by Phone / Text

Yes	93%
No	57%

Children in Home

Yes	75%
No	61%

Have Internet Access

None	48%
Work	66%
Home	68%
School	77%
Library	93%
Other	71%

Education

High school	57%
Univ/college	69%
Grad school	72%

Access Library by Internet

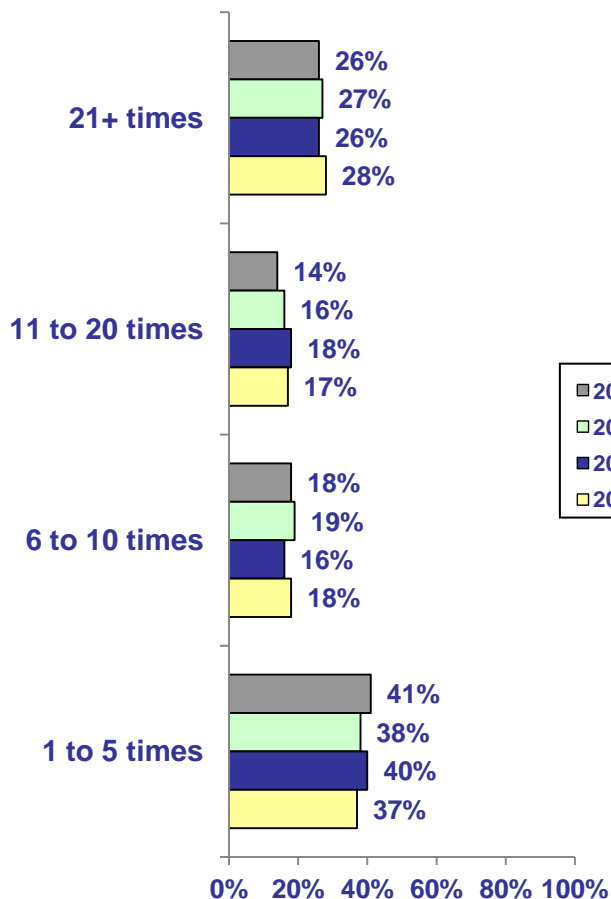
Yes	93%
No	46%

Region

North	56%
East	61%
Southwest	73%
Metro T.O.	65%
GTA Urban	69%
GTA Ex-urban	61%

Q.2
Base: All respondents (2000 - 1007; 2005 - 1102; 2010 - 1100; 2015 - 600).

- Despite the increased use of other channels, frequency of visiting the library in person has not changed significantly over the past 15 years. In fact, those who access the library by electronic means are also more apt to report having made a greater number of in-person visits.
- The percentage of library visitors who visit frequently (over 20 times in the past year) varies quite a bit by region.



Cardholder

Yes	29%
No	8%

Future Importance of Library

More	34%
Same	25%
Less	20%

Books Read in Past Year

None	21%
1-5	8%
6-15	14%
16+	41%

Library Benefits

Top	35%
Middle	21%
Bottom	9%

Library vs. Bookstore Usage

More	44%
Same	17%
Less	5%

Region

North	32%
East	21%
Southwest	32%
Metro T.O.	34%
GTA Urban	17%
GTA Ex-urban	29%

Access Library by Phone / Text

Yes	39%
No	20%

Access Library by Internet

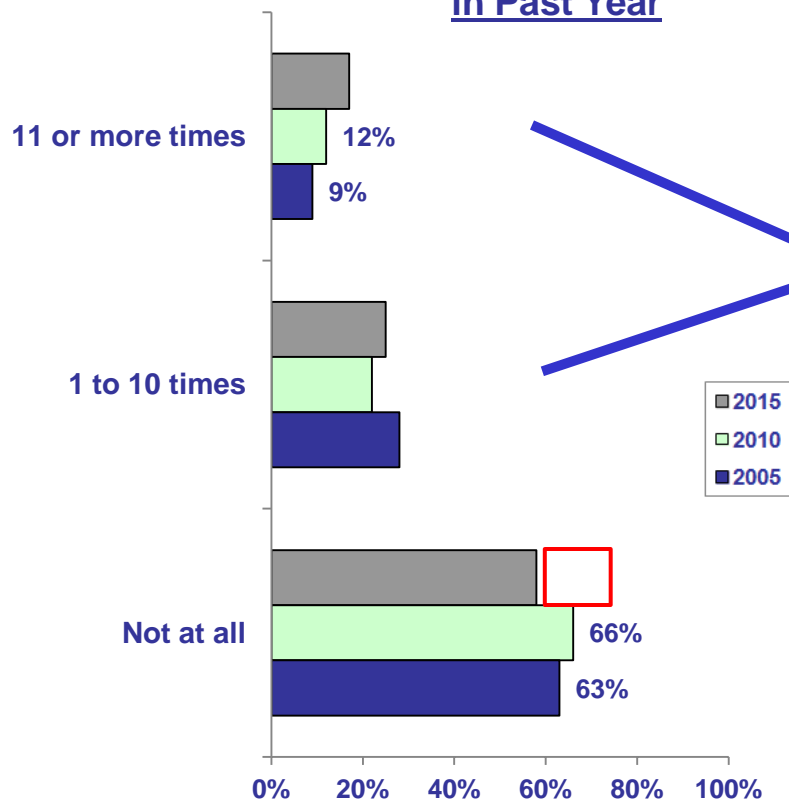
Yes	34%
No	16%

Social Media Interaction with Library

Yes	39%
No	25%

- Over the past five years, there has been a significant increase in the number of Ontarians accessing the public library by Internet, as well as in the percentage of those frequently accessing the library that way.
- Incidence of accessing the library by Internet increases with frequency of in-person visits, suggesting that Internet access is a complement to, not a replacement for, more traditional library usage.

Times Accessed Library's Website in Past Year



Any Access of Library's Website

Cardholder

Yes	53%
No	12%

Library vs. Bookstore Usage

More	69%
Same	57%
Less	22%

In-Person Library Use

None	9%
1-10 times	49%
11+ times	75%

Education

High school	30%
Univ/college	47%
Grad school	50%

Bookstore Use

None	28%
Any	45%

Access Library by Phone / Text

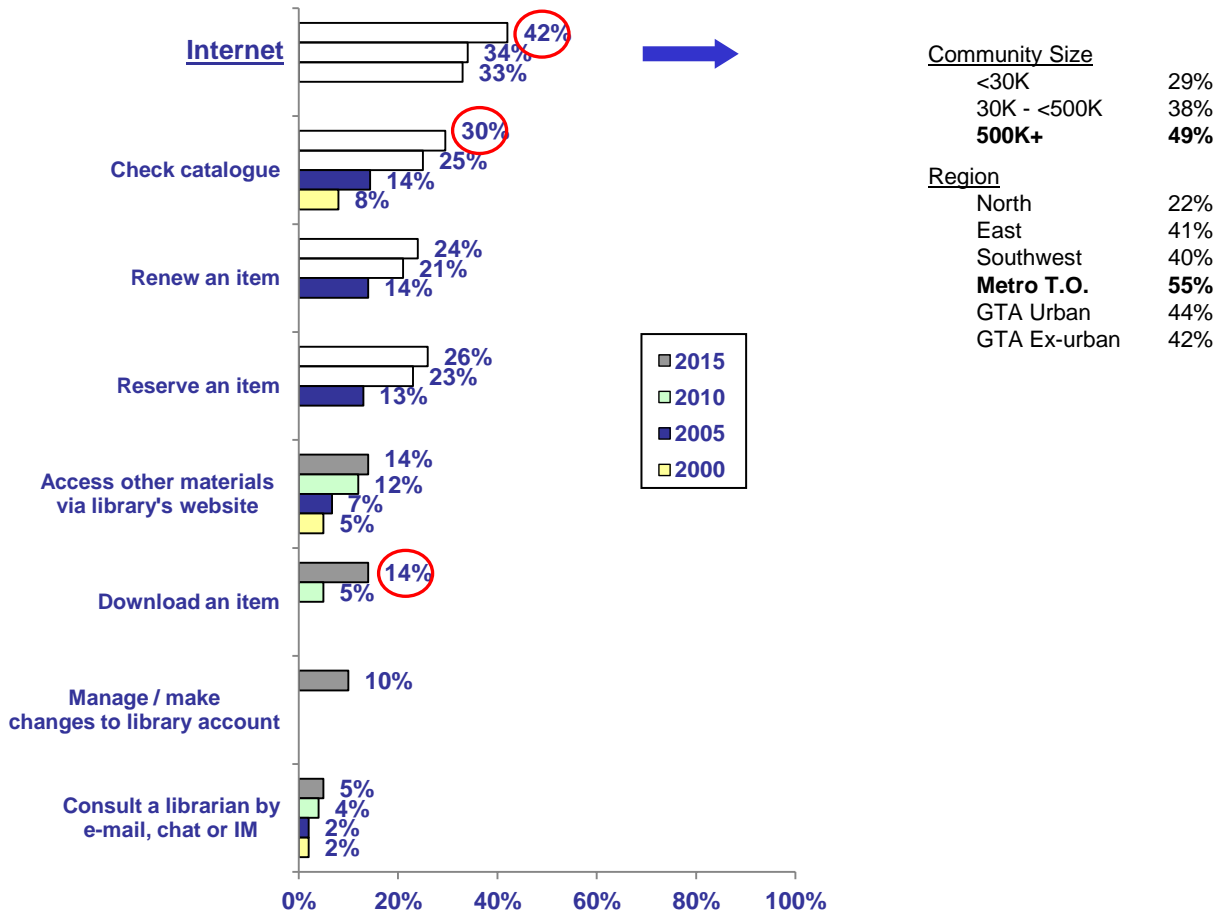
Yes	62%
No	36%

Social Media Interaction with Library

Yes	75%
No	39%

Q.3
Base: All respondents (2005 - 1102; 2010 - 1100; 2015 - 600).

- In addition to the general increase in use of the public library via Internet, more Ontario residents are checking library catalogues online and downloading items.
- Geographic differences suggest that availability of high speed Internet may be impacting online usage of the library in certain parts of the province.



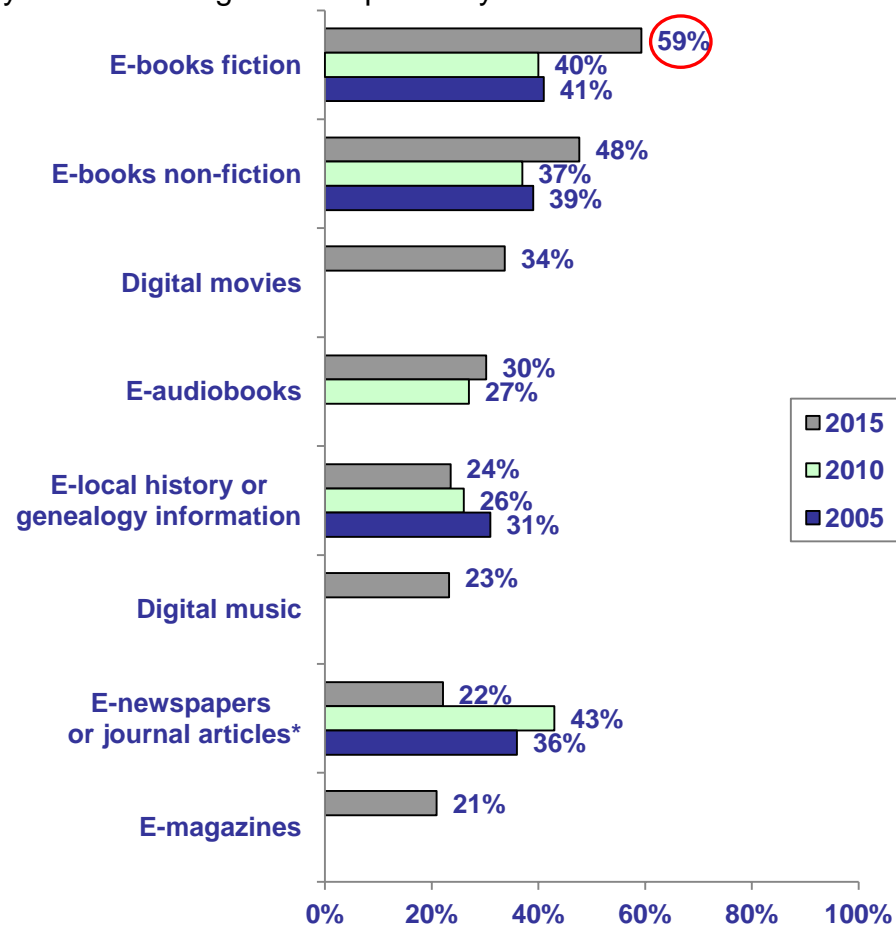
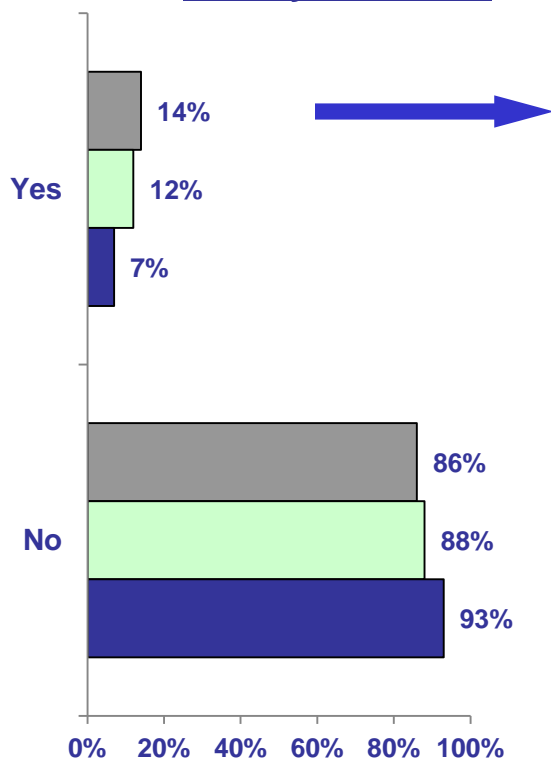
Q.3/8a

Base: All respondents (2000 - 1007; 2005 - 1102; 2010 - 1100; 2015 - 600).

Specific Types of Electronic Resources Used on Library's Website

- In 2015, a modest gain has been made in library users obtaining materials via the library's website, with fictional E-books rising significantly in popularity.
- Compared to previous study waves, reported use of E-audiobooks has tended to level off, while accessing of the library's E-local history or genealogy information has gradually been declining over the past 10 years.

Accessed Materials via the Library's Website

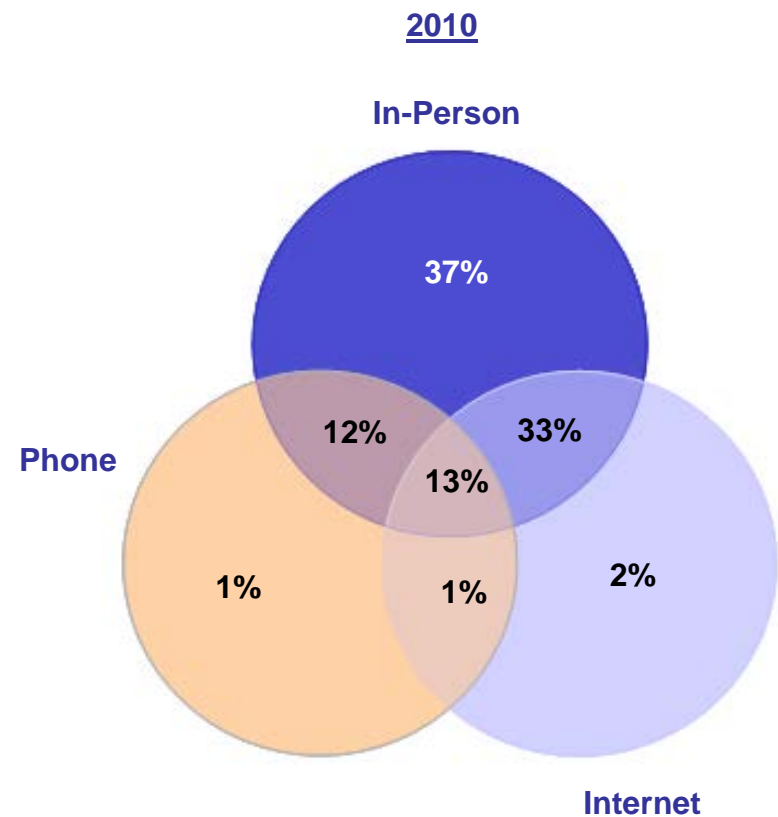
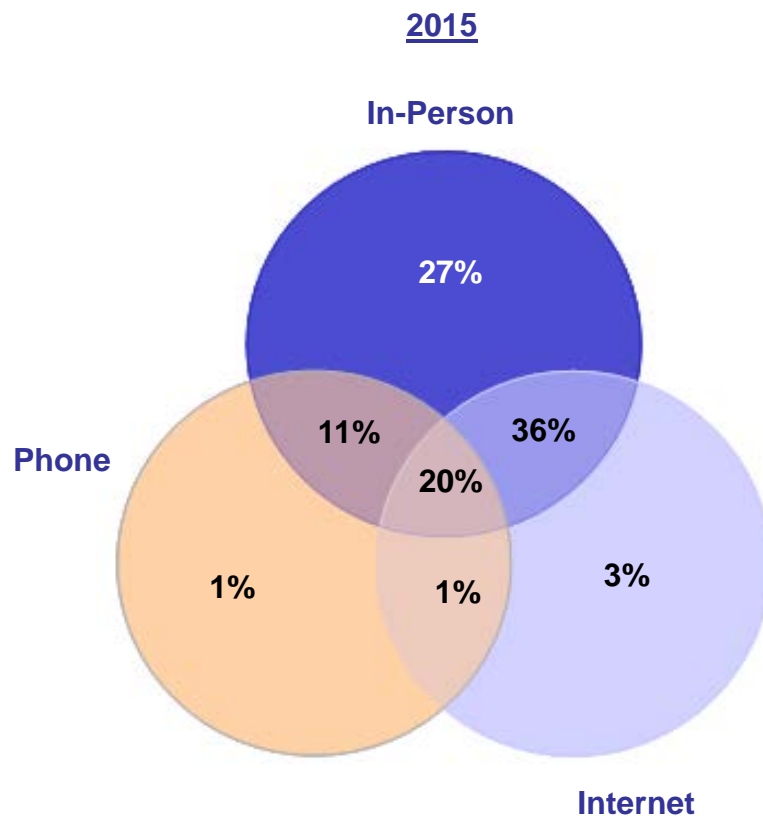


Q.8a/b

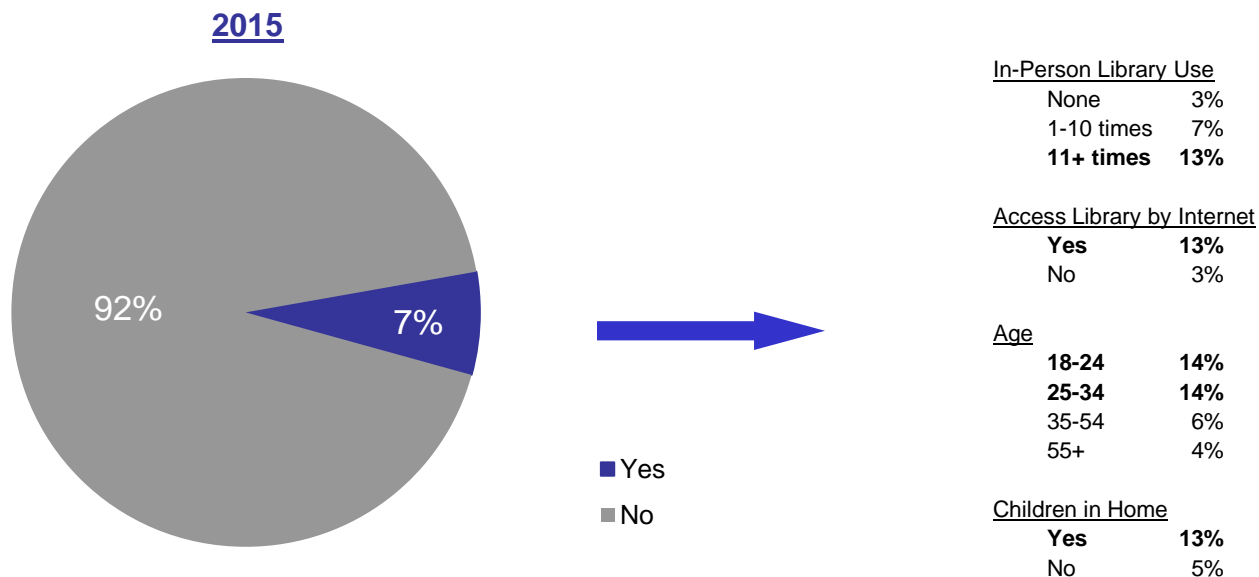
Base: All respondents (2005 - 1102; 2010 - 1100; 2015 - 600); those who accessed electronic materials on library's web page (2005 - 62; 2010 - 134; 2015 - 86).

*Wording changed in 2015 from "E-periodicals, E-newspapers or journal articles".

- The diagrams below depict all past-year library users according to their reported methods of accessing the library.
- While in-person only visitors constituted the largest group of library users in 2010, they have been outnumbered by combined in-person/Internet users in 2015.
- The proportion of library patrons using all three access methods has also increased over the last five years, while the total percentage visiting the library in person remains extremely high, at 94%.

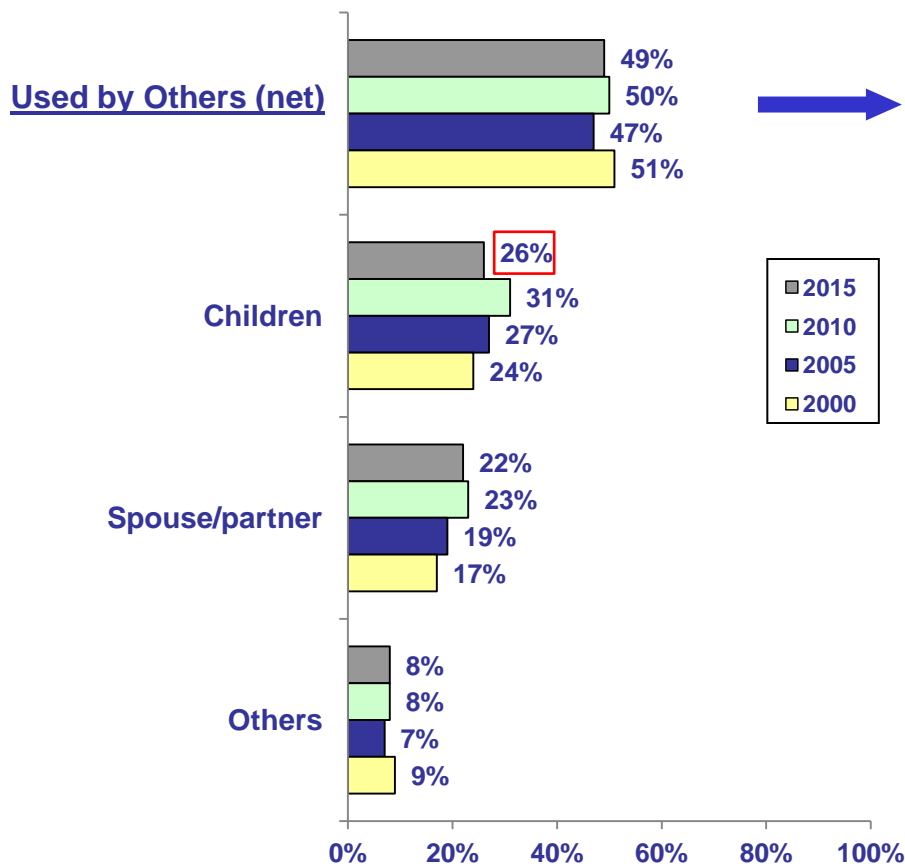


- Only 7% of the general public claims to have interacted with the public library through social media in the past year. This figure tends to double among younger adults and those with children in the home (as well as among frequent in-person visitors and those who access the library by Internet).



Q.4c
 Base: All respondents (2015 - 600).
 New question in 2015.

- After rising in 2010, the reported incidence of children using the public library has declined significantly in 2015 (although some of the reason for this could be due to slight wave-over-wave changes in household composition).
- Family usage of the library increases with education level and is more prevalent among medium and higher income households.



Cardholder

Yes	55%
No	31%

In-Person Library Use

None	24%
1-10 times	58%
11+ times	66%

Bookstore Use

None	30%
Any	53%

Library vs. Bookstore Usage

More	63%
Same	64%
Less	40%

Access Library by Phone / Text

Yes	62%
No	45%

Access Library by Internet

Yes	69%
No	34%

Library Benefits

Top	53%
Middle	51%
Bottom	34%

Age

18-24	51%
25-34	64%
35-54	54%
55+	36%

Children in Home

Yes	75%
No	36%

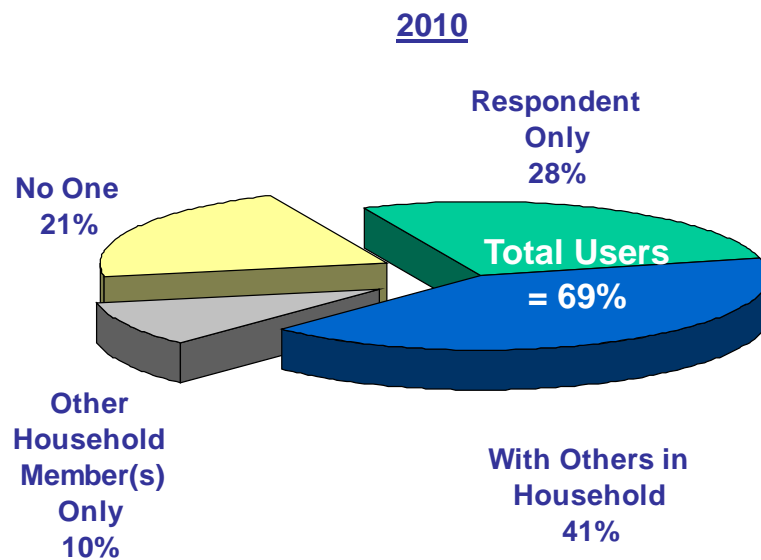
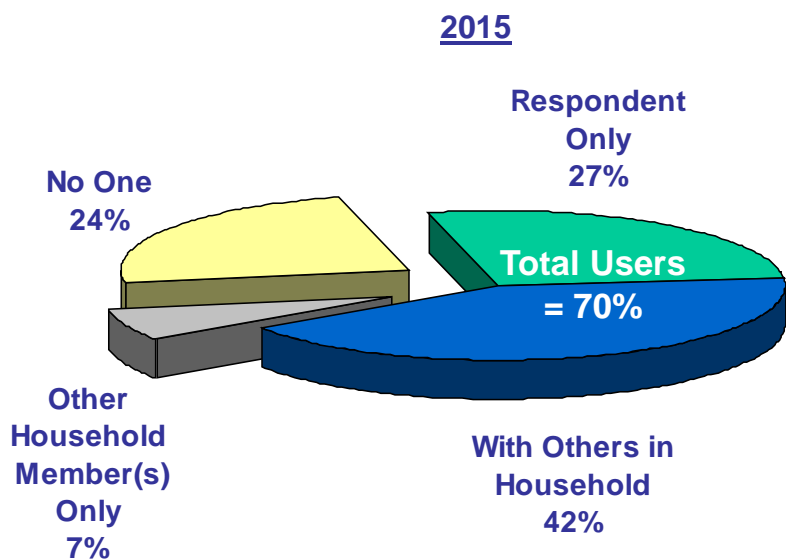
Education

High school	40%
Univ/college	52%
Grad school	62%

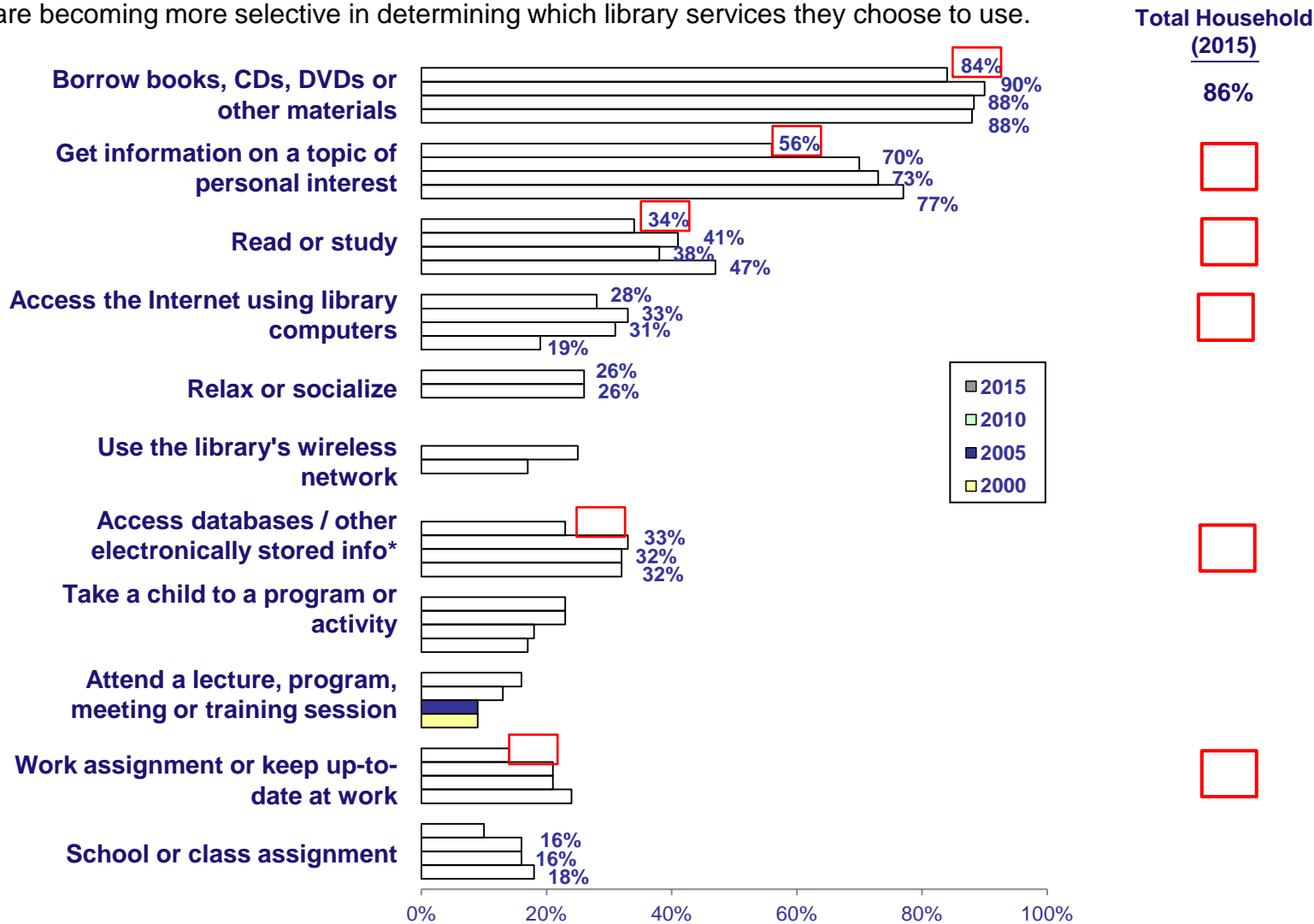
Income

<\$35K	28%
\$35K - <\$75K	52%
\$75K+	59%

- Taking the total population into account and comparing with 2010, the most notable differences in usage are a slight increase in library non-user households and a corresponding decrease in households where the respondent didn't use the library but others in the household did.
- As was the case five years ago, over three-quarters of Ontario households are using the public library, and the majority of households that are using the library contain more than one user.



- Many of the more traditional reasons for using libraries were less often cited versus five years ago, with only the library's wireless network generating more traffic. Given that this was a multiple mention question, it may be that today's library users are becoming more selective in determining which library services they choose to use.

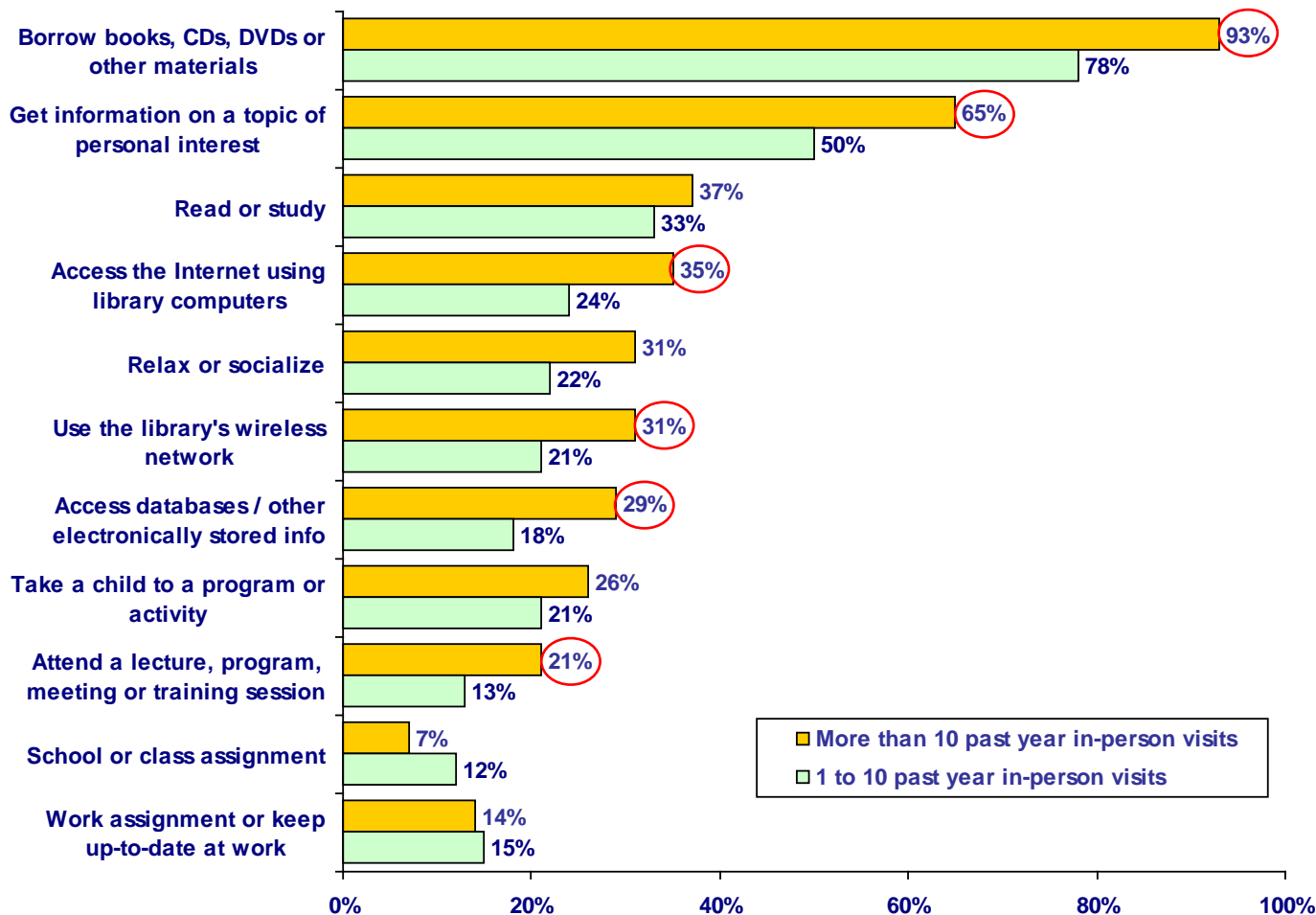


Q.6a/b

Base: Those who personally visited the public library (2000 - 678; 2005 - 713; 2010 - 723; 2015 - 394); households where anyone used the public library (2010 - 843; 2015 - 444). *Wording changed in 2015 from "Access electronic databases."

Reasons for Personally Using the Public Library by Frequency of Library Use (Current Year)

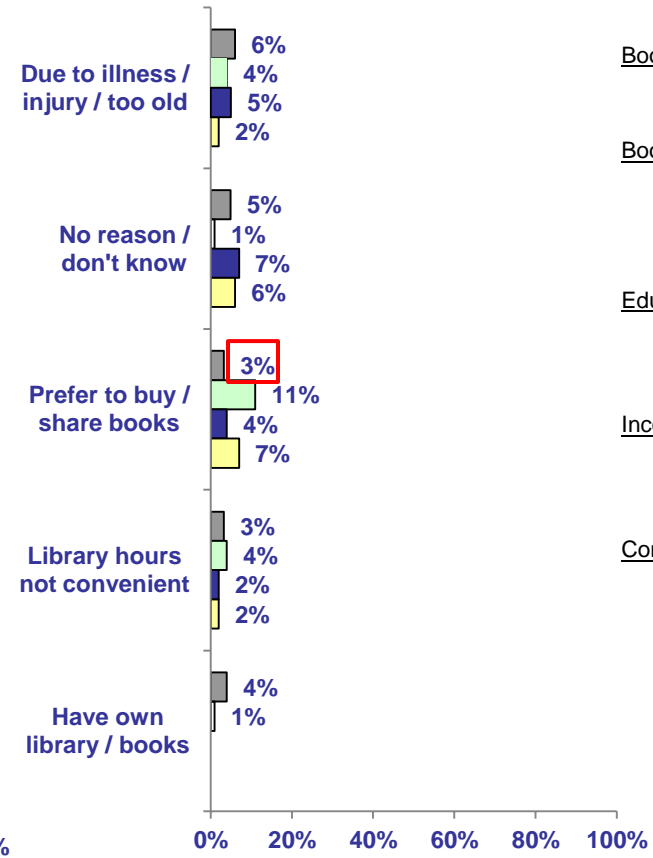
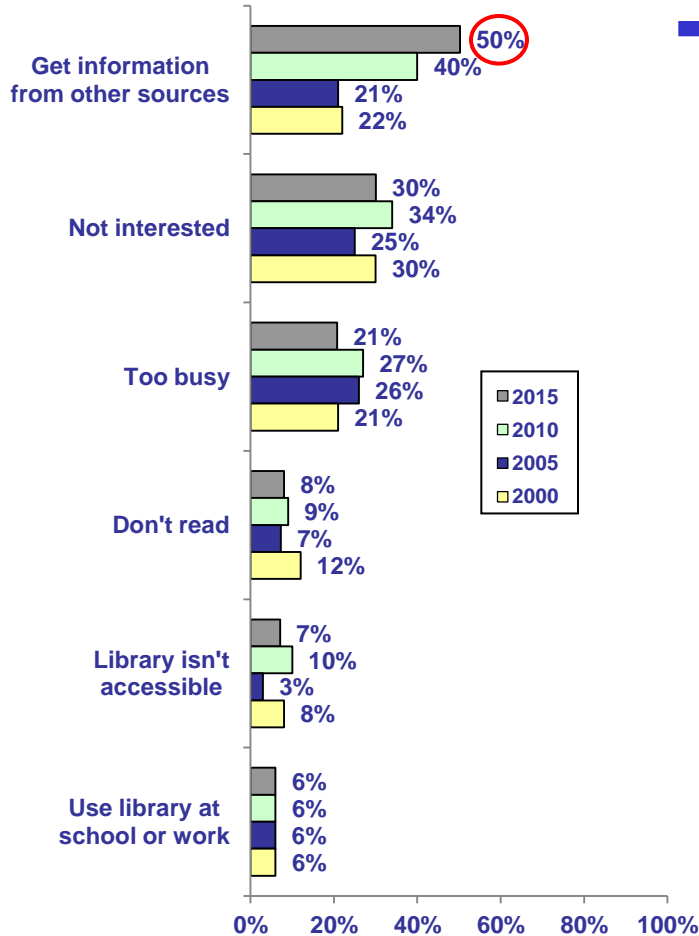
- In 2015, more frequent visits to the library were associated with borrowing materials, gathering information on topics of interest, Internet/wireless/database access, and participation in library programs.



Total Reasons for Not Using the Public Library in the Past Year

Attachment #3.5

- Availability of information from other sources has become the primary reason for not using the public library, with Internet and bookstore usage strongly linked to this explanation.
- Those with higher education and higher incomes are also more apt to offer this rationale for non-use.



Have Internet Access

Yes	57%
No	26%

Bookstore Use

None	25%
Any	58%

Books Read in Past Year

None	38%
1-5	52%
6-15	66%
16+	56%

Education

High school	33%
Univ/college	62%
Grad school	56%

Income

<\$35K	39%
\$35K - <\$75K	43%
\$75K+	65%

Community Size

<30K	40%
35K - <500K	41%
500K+	62%

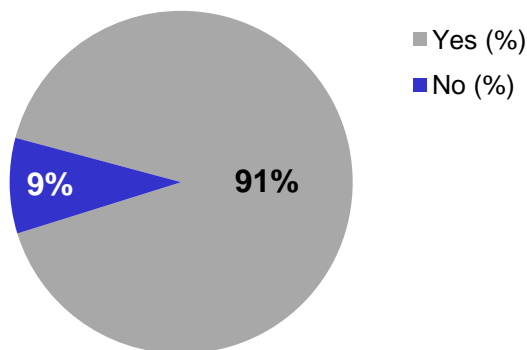
Q.9a/b

Base: Past-year public library non-users (2000 - 326; 2005 - 389; 2010 - 343; 2015 - 183).

Note: Mentions of 3% or more only. May total more than 100%, due to multiple mentions.

- Over 90% of those who haven't used the public library in the past year have done so sometime in the past.
- Relatively few Ontarians who have ever used the public library claim to have had a negative experience when doing so. For the few who did, fines, materials not being available, and unhelpful staff were the main complaints.

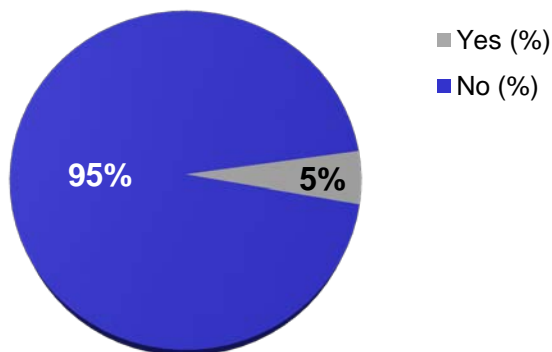
Ever used the public library



Bookstore Use	
None	81%
Any	94%

Gender	
Male	86%
Female	96%

Had a negative experience

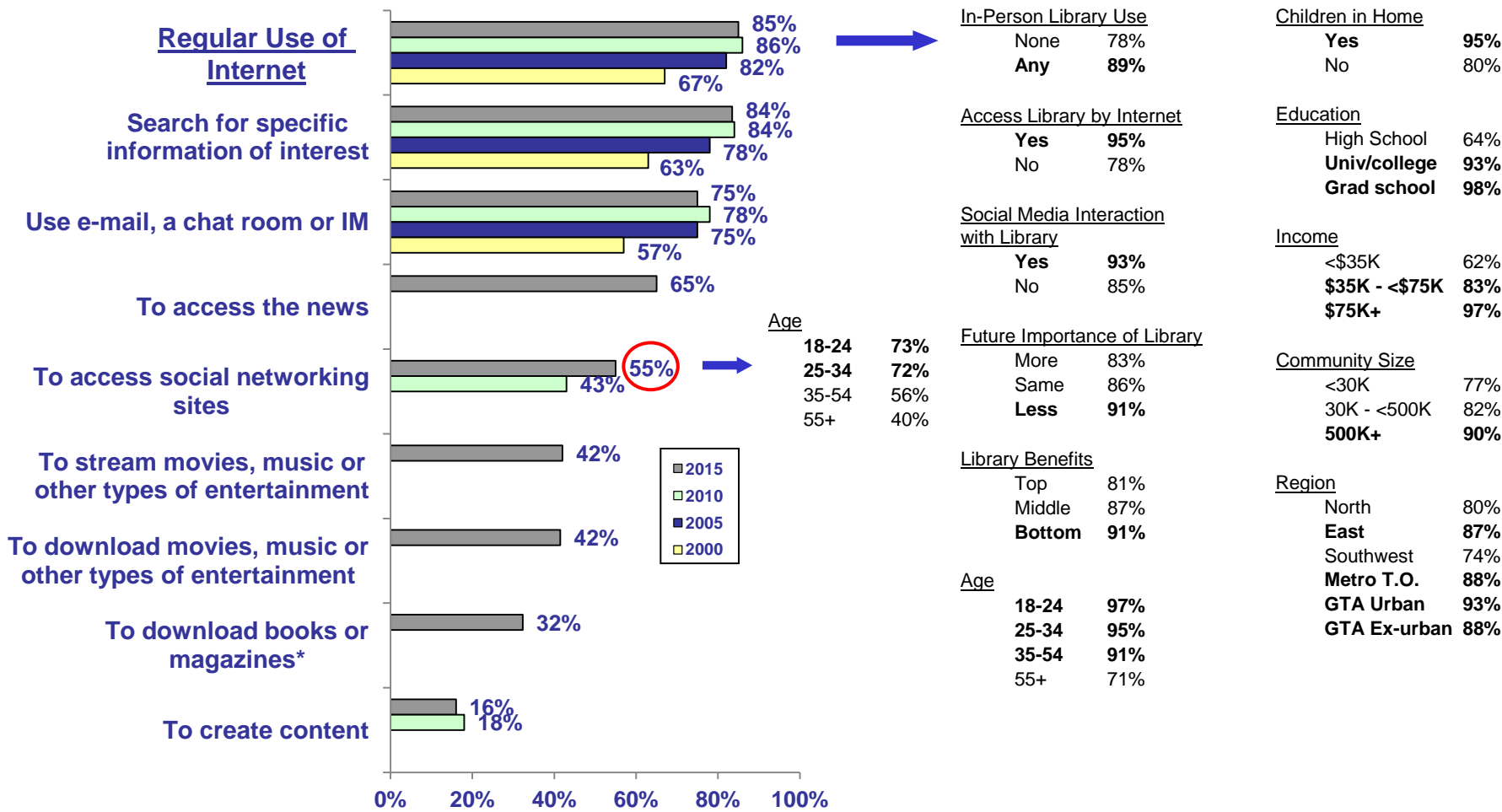


Type of Negative Experience	
Materials / books not available	16%
I owe penalty fees	16%
Staff aren't friendly / helpful	13%
It's overcrowded	9%
Have to pay access fee to services	6%
Not enough computers	6%
Difficulties with computers / forgot pin #	6%
Poor hours	3%
Materials / books are damaged / ripped	3%
Other	16%

Q.9d/e/f

Base: Past-year non-users of library (191); All users of library (586); Had a negative library experience (32). New questions in 2015.

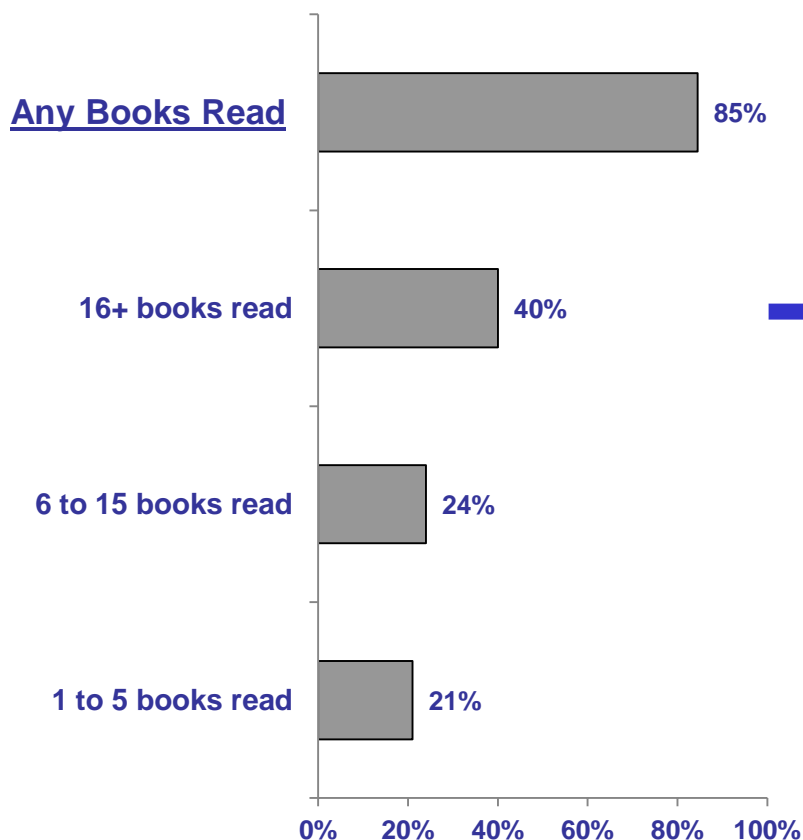
- With the exception of social networking, which has seen a significant increase, the ways in which the Internet is used haven't changed much over the last five years.



Q.11
 Base: All respondents (2000 - 1007; 2005 - 1102; 2010 - 1100; 2015 - 600).
 *Change of wording in 2015 makes comparisons to earlier data invalid.

- The vast majority of Ontarians claim to have read one or more books during the past year, with the largest group reading 16 or more.
- Older people tend to be more avid readers than the younger age groups.

2015



In-Person Library Use

None	24%
1-10 times	33%
11+ times	70%

Social Media Interaction with Library

Yes	64%
No	38%

Library vs Bookstore Usage

More	63%
Same	39%
Less	33%

Library Benefits

Top	53%
Middle	34%
Bottom	23%

Age

18-24	24%
25-34	35%
35-54	40%
55+	47%

Education

High school	33%
Univ/college	40%
Grad school	55%

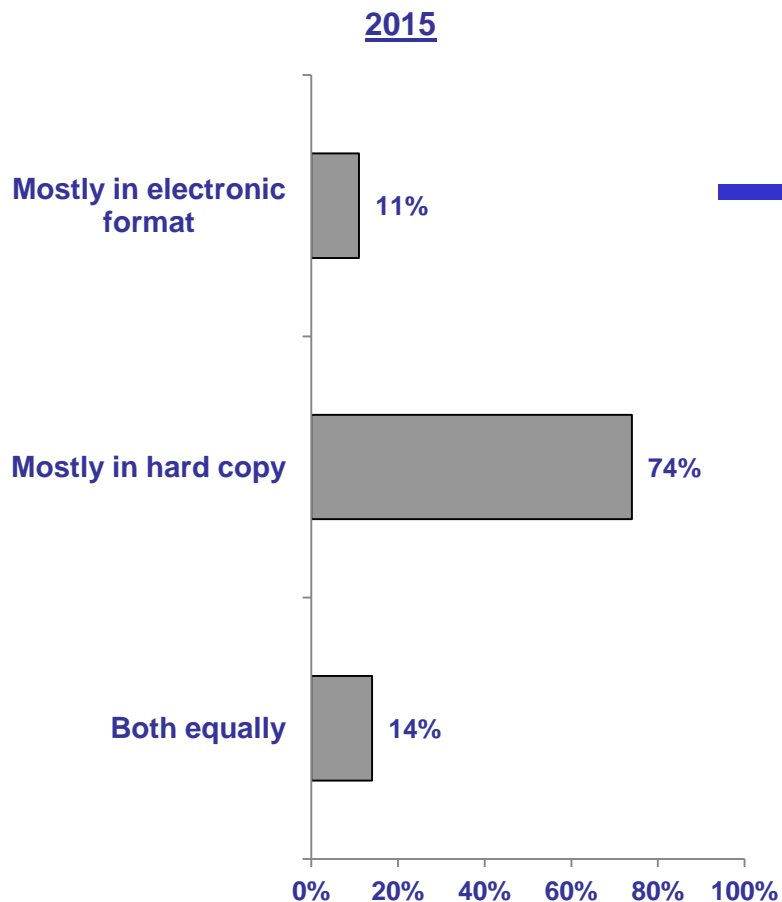
Born in Canada

Yes	38%
No	49%

Region

North	38%
East	43%
Southwest	43%
Metro T.O.	45%
GTA Urban	31%
GTA Ex-urban	39%

- Hard copy books remain the most popular format.
- Those who prefer E-books are more likely to be bookstore users and to have not visited the public library in person in the past year.



In-Person Library Use

None	20%
Any	8%

Library vs Bookstore Usage

More	8%
Same	8%
Less	16%

Bookstore Use

None	5%
Any	12%

Age

18-24	10%
25-34	6%
35-54	11%
55+	13%

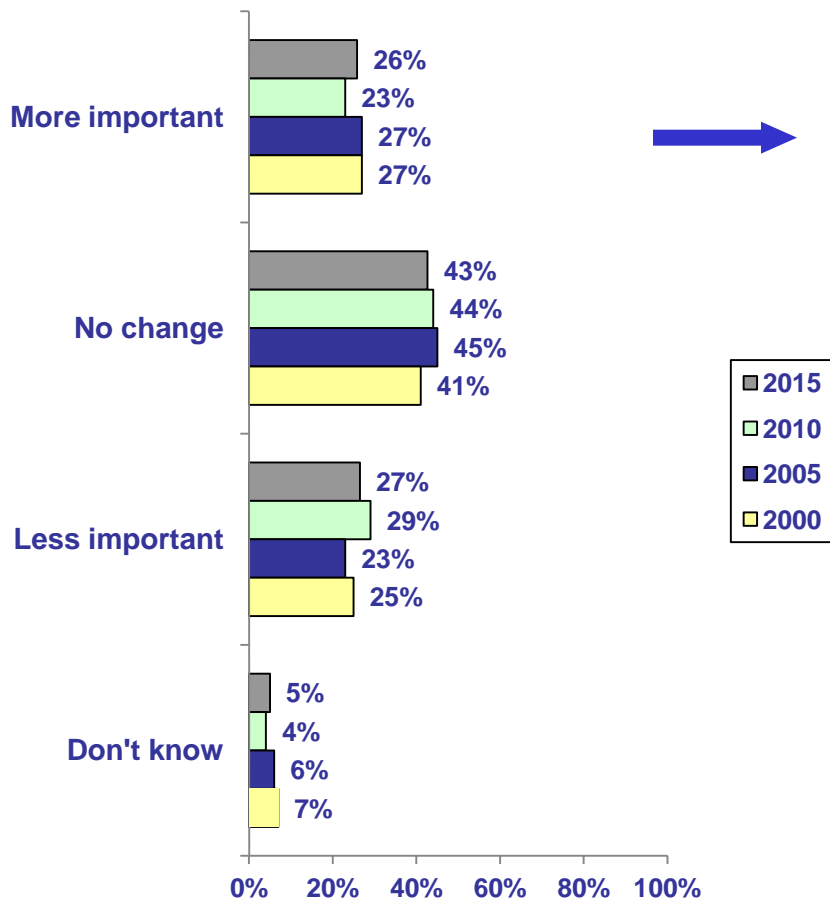
Education

High school	9%
Univ/college	10%
Grad school	21%

Region

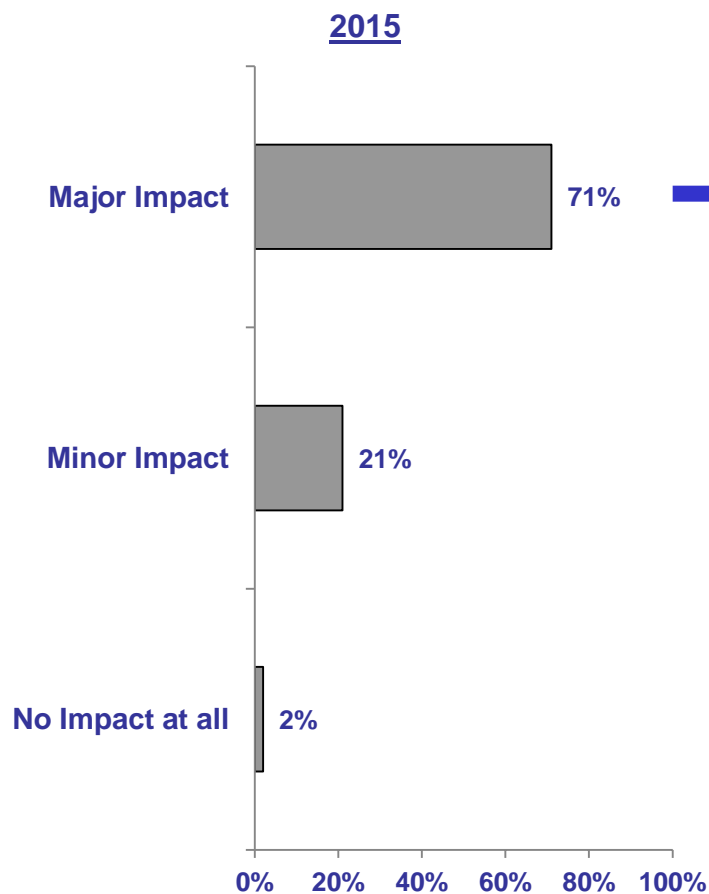
North	13%
East	11%
Southwest	7%
Metro T.O.	12%
GTA Urban	16%
GTA Ex-urban	5%

- At the present time, equal numbers of Ontarians think libraries will become more important and less important as online availability of materials increases, with the largest group predicting that there will be no change.
- Those who think the library will become more important tend to be either older or younger, have lower incomes, and live in Metro Toronto.



<u>Cardholder</u>		<u>Age</u>	
Yes	26%	18-24	30%
No	23%	25-34	21%
<u>In-Person Library Use</u>		35-54	21%
None	17%	55+	32%
1-10 times	27%	<u>Income</u>	
11+ times	36%	<\$35K	40%
<u>Access Library by Phone / Text</u>		\$35K - <\$75K	21%
Yes	38%	\$75K+	26%
No	22%	<u>Community Size</u>	
<u>Access Library by Internet</u>		<30K	24%
Yes	32%	30K - <500K	21%
No	21%	500K+	30%
<u>Bookstore Use</u>		<u>Region</u>	
None	25%	North	18%
1-10 times	23%	East	28%
11+ times	33%	Southwest	22%
<u>Library vs. Bookstore Usage</u>		Metro T.O.	40%
More	32%	GTA Urban	20%
Same	28%	GTA Ex-urban	27%
Less	19%	<u>Library Benefits</u>	
<u>Library Benefits</u>		Top	40%
Top	40%	Middle	20%
Middle	20%	Bottom	5%
Bottom	5%		

- When asked theoretically about their local library closing, a large majority of respondents said that they would expect there to be a major impact on their community.
- People in Southwest Ontario and those who use the library to access the Internet were among the groups most apt to feel this way, while young people tended to downplay the severity of the impact.

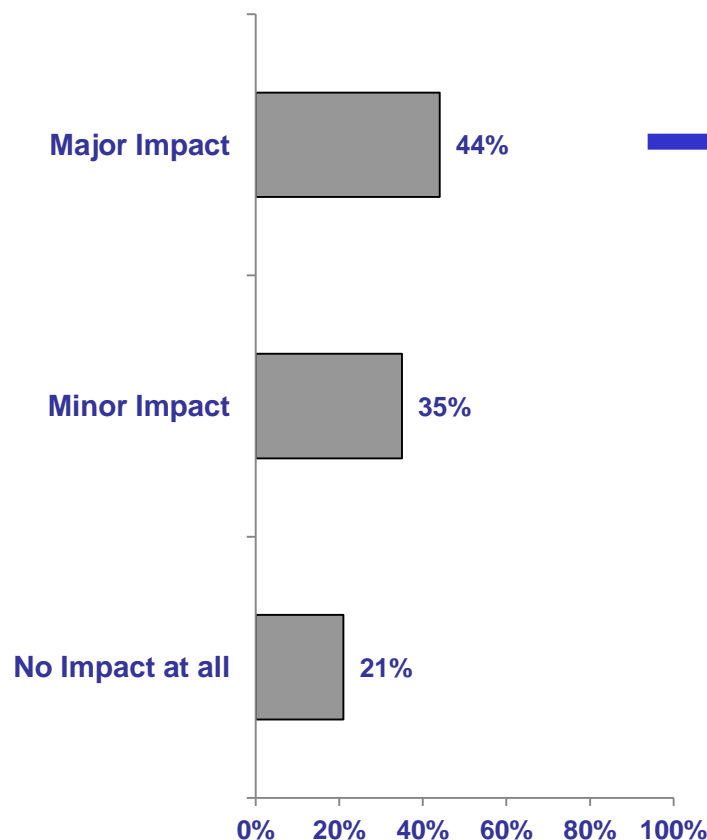


<u>Cardholder</u>		<u>Bookstore Use</u>	
Yes	77%	None	66%
No	54%	1-10 times	69%
		11+ times	78%
<u>In-Person Library Use</u>		<u>Age</u>	
None	54%	18-24	56%
1-10 times	75%	25-34	73%
11+ times	86%	35-54	69%
		55+	77%
<u>Access Library by Phone / Text</u>		<u>Region</u>	
Yes	88%	North	60%
No	66%	East	66%
<u>Have Internet Access</u>		Southwest	78%
None	73%	Metro T.O.	72%
Work	68%	GTA Urban	72%
Home	71%	GTA Ex-urban	72%
School	69%		
Library	78%		
Other	69%		
<u>Access Library by Internet</u>			
Yes	82%		
No	63%		
<u>Social Media Interaction with Library</u>			
Yes	86%		
No	70%		

Q.16a-a
Base: All respondents (2015 - 600). New question in 2015.

- Asked to think about the effect their local library closing might have on themselves and their family, less than half felt that the impact would be major.
- When presented in a personal context, women and Metro Toronto residents stood out along with some of the other groups who also thought the community as a whole would be very negatively impacted.

2015



Cardholder

Yes	53%
No	16%

Bookstore Use

None	38%
1-10 times	40%
11+ times	84%

In-Person Library Use

None	15%
1-10 times	40%
11+ times	84%

Gender

Male	39%
Female	47%

Access Library by Phone / Text

Yes	75%
No	34%

Region

North	35%
East	41%
Southwest	50%
Metro T.O.	51%
GTA Urban	41%
GTA Ex-urban	39%

Access Library by Internet

Yes	62%
No	30%

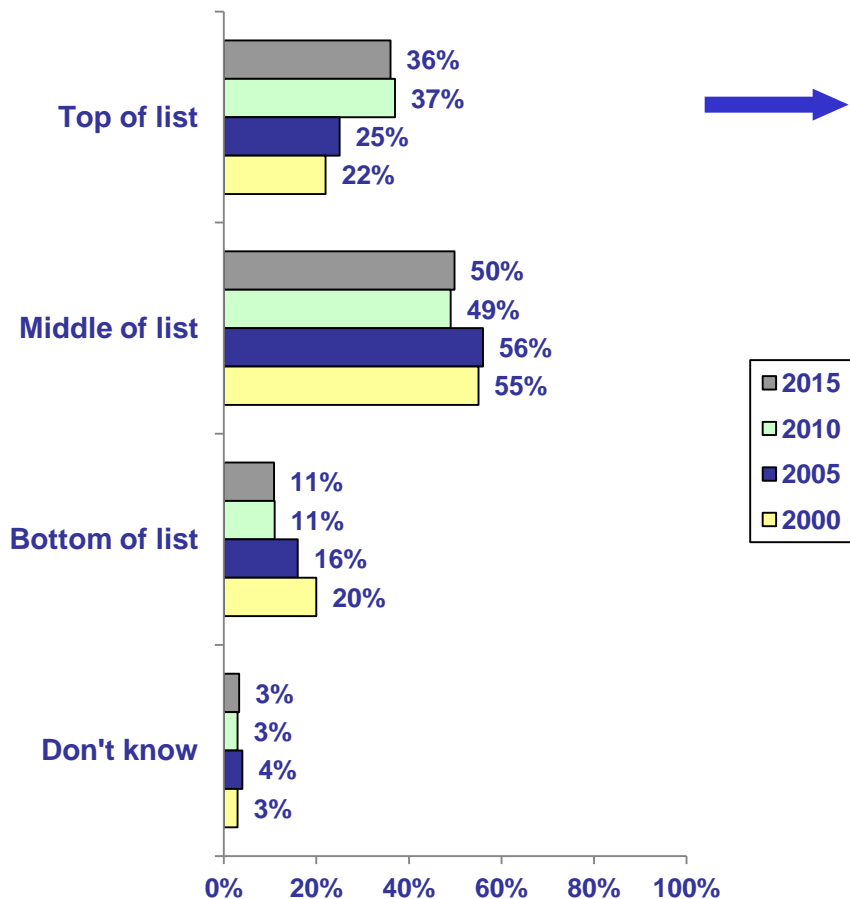
Social Media Interaction with Library

Yes	61%
No	42%

Have Internet Access

None	44%
Work	42%
Home	43%
School	49%
Library	64%
Other	43%

- There has been virtually no change over the past five years in how Ontarians view the library relative to other unspecified tax-supported services, with over three times as many respondents still saying the library belongs at the top rather than the bottom of the list.
- The groups most likely to place the library at the top of the list include older residents, people without Internet access, lower income earners, immigrants and Torontonians.



Cardholder

Yes	42%
No	22%

In-Person Library Use

None	21%
1-10 times	34%
11+ times	57%

Books Read in Past Year

None	26%
1-5	26%
6-15	31%
16+	48%

Library vs Bookstore Usage

More	54%
Same	36%
Less	23%

Access Library by Phone / Text

Yes	58%
No	29%

Have Internet Access

None	48%
Any	34%

Access Library by Internet

Yes	46%
No	29%

Future Importance of Libraries

More	55%
Same	34%
Less	20%

Age

18-24	27%
25-34	31%
35-54	38%
55+	40%

Income

<\$35K	47%
\$35K - <\$75K	41%
\$75K+	33%

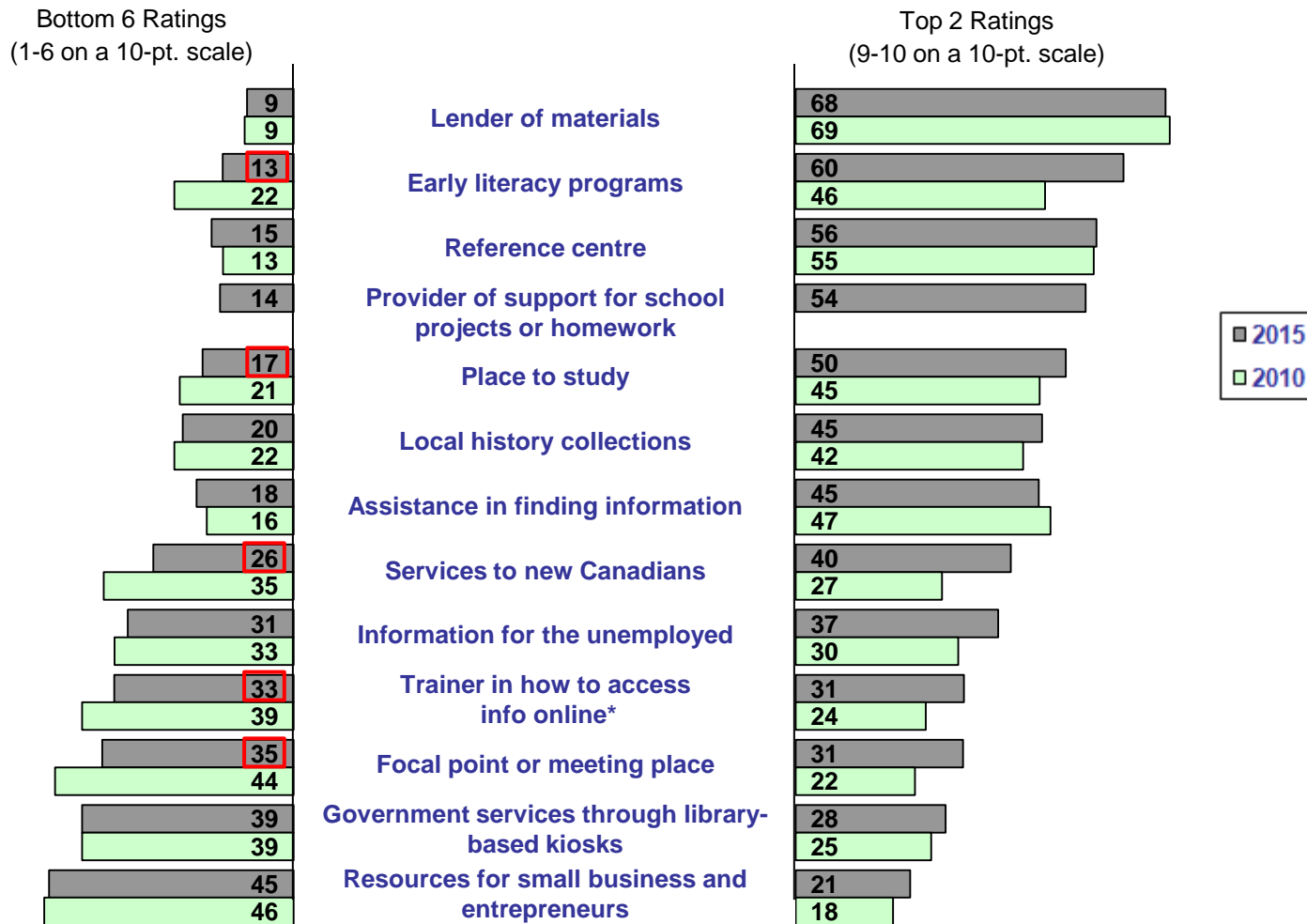
Born in Canada

Yes	34%
No	45%

Region

North	31%
East	34%
Southwest	39%
Metro T.O.	47%
GTA Urban	31%
GTA Ex-urban	34%

- In 2015, being a lender of materials is still the role of the library that is most valued by Ontarians, followed by early literacy programs, which is now much more valued than it was five years ago.
- Several other services have also registered a significant increase in their perceived value but remain in the bottom half of the list.



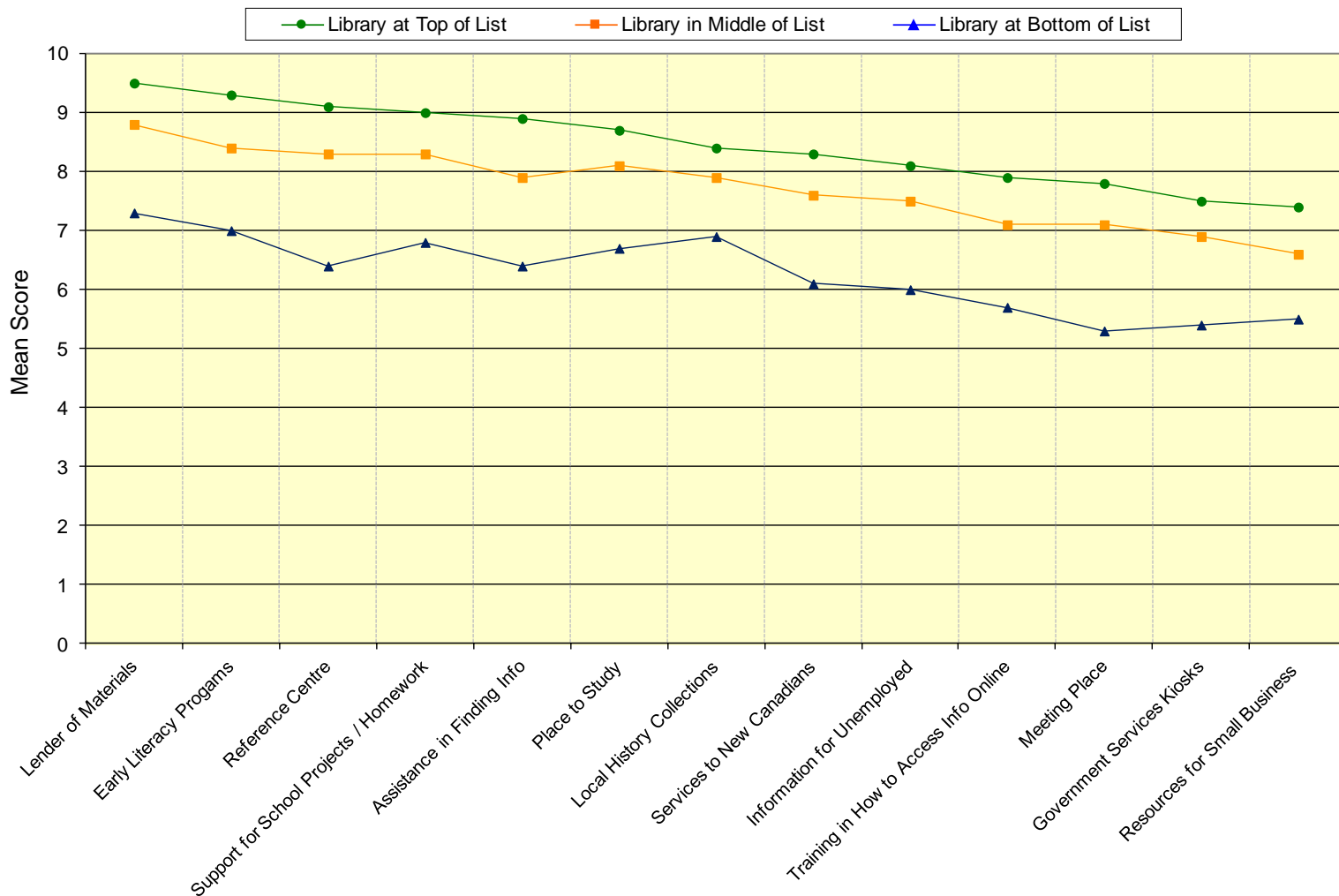
Q.17

Base: All respondents (2010 - 1100; 2015 - 600).

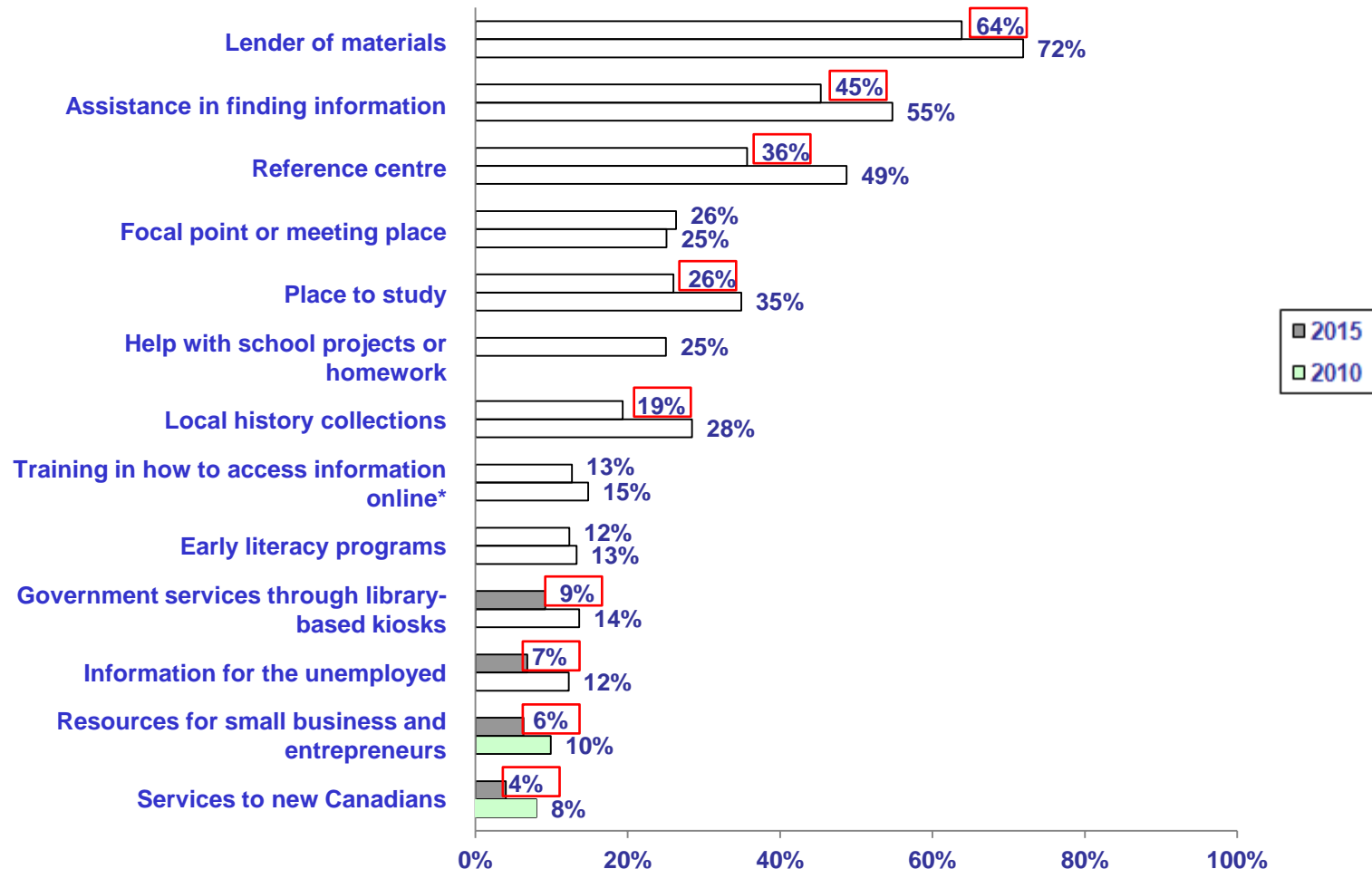
*Wording changed in 2015 from "Trainer in how to access information through computers".

Value of Services by How Library Ranks Compared to Other Municipal Tax-Supported Services

- The chart below presents the average value scores of the different library services according to whether the library was placed at the top, middle or bottom of the list relative to other tax-supported services.
- The maintaining of local history collections represents the narrowest gap in value perceptions across the three groups.



- After being asked to rate the value of the services the library offers, respondents were then asked to indicate which of the services had been used by someone in their household during the past year. Despite the higher value perceptions measured in this year's study, actual usage of most of the services has declined noticeably.

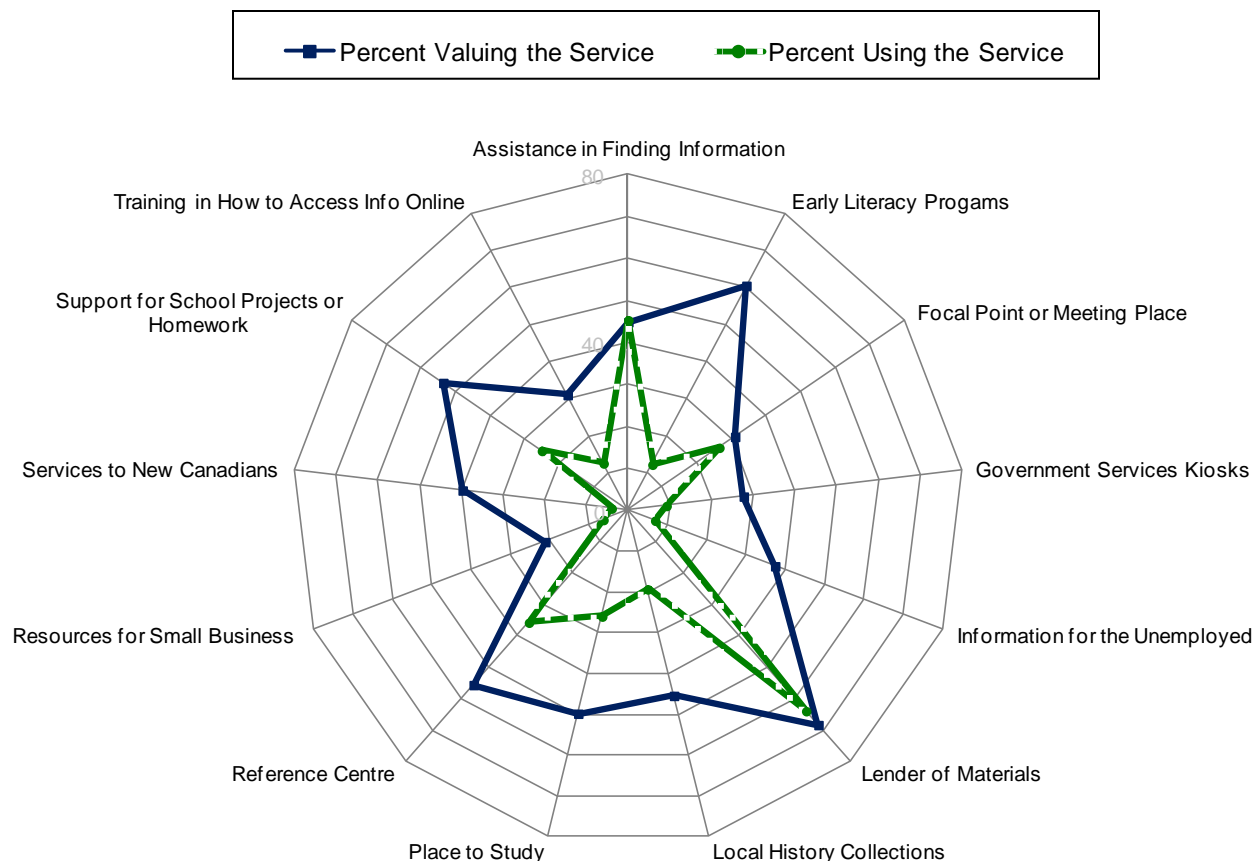


Q.18

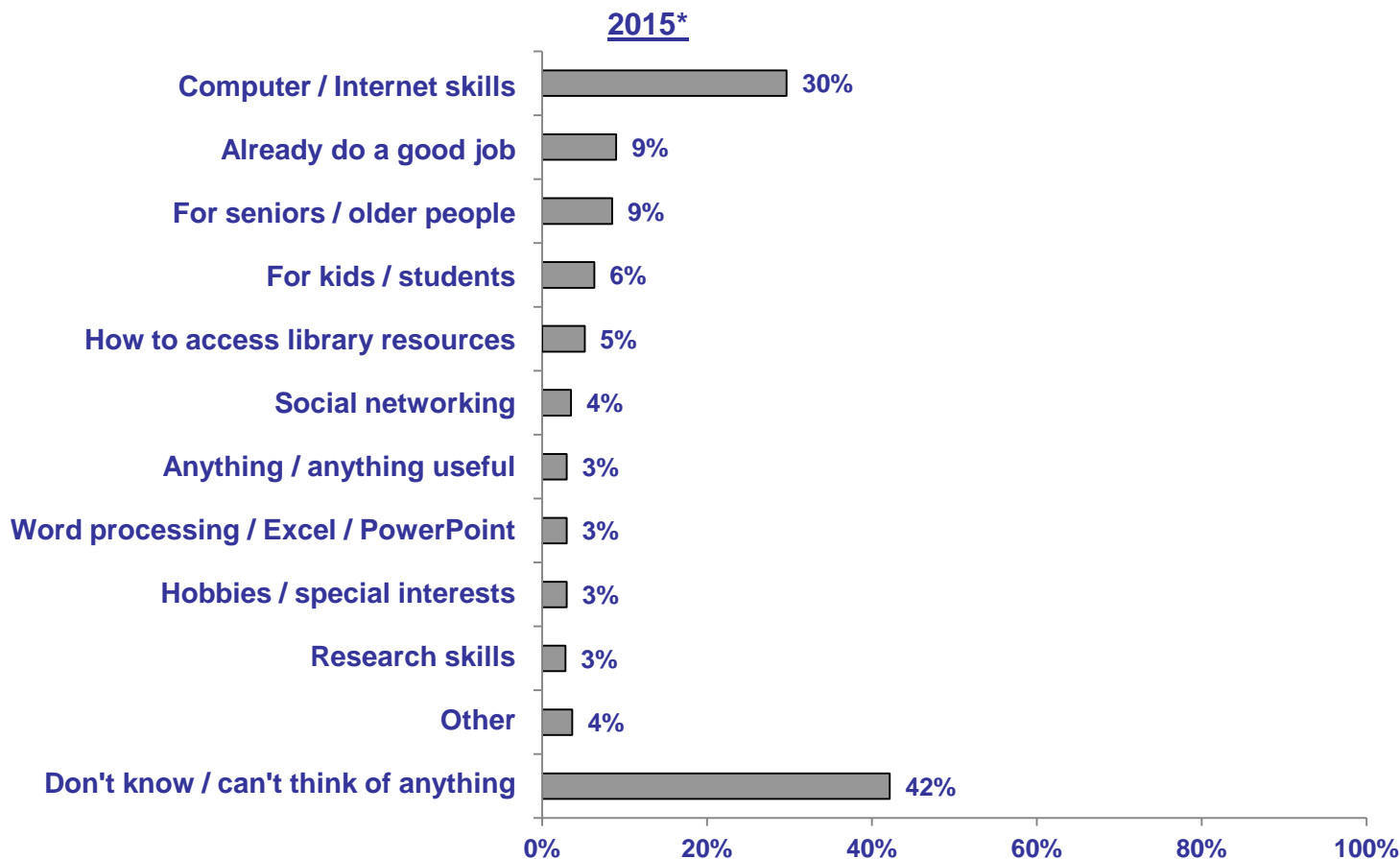
Base: All respondents (2010 - 1100; 2015 - 600).

*Wording change in 2015 from "Training in how to access information through computers".

- For each of the library services, the diagram below plots perceived value (percent giving the service a score of 9 or 10 on the 10-point value scale) along with reported usage.
- Value perceptions and reported usage are most aligned for being a lender of materials, providing assistance in finding information, and serving as a focal point or meeting place.
- The widest value/usage gap is for early literacy programs, which was also the case in 2010.



- Responses to an open-ended question in 2015 reveal that nearly one-third of Ontario adults think the public library should offer general computer or Internet skills training. Others, in response to this question, identified who they thought the most appropriate target audiences for IT training would be.
- A substantial number of respondents provided no suggestions regarding the type of technical training the library could provide.



Q.13b

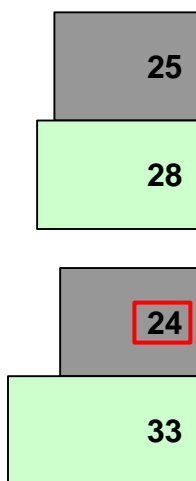
Base: All respondents (2015 - 600).

*Change of question wording in 2015 makes comparisons to earlier data invalid.

Note: Table contains mentions of 3% or more. May total more than 100%, due to multiple mentions.

- Compared to 2010, there is stronger agreement that the public library is the only affordable place where the average Ontarian can go for information and less disagreement that the public library is the best place for people of all ages to go to pursue lifelong learning.

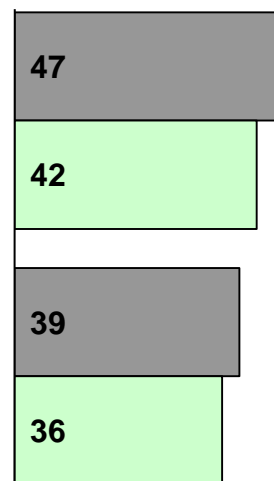
Bottom 6 Ratings
(1-6 on a 10-pt. scale)



The public library is the only affordable place where the average Ontarian can go for information

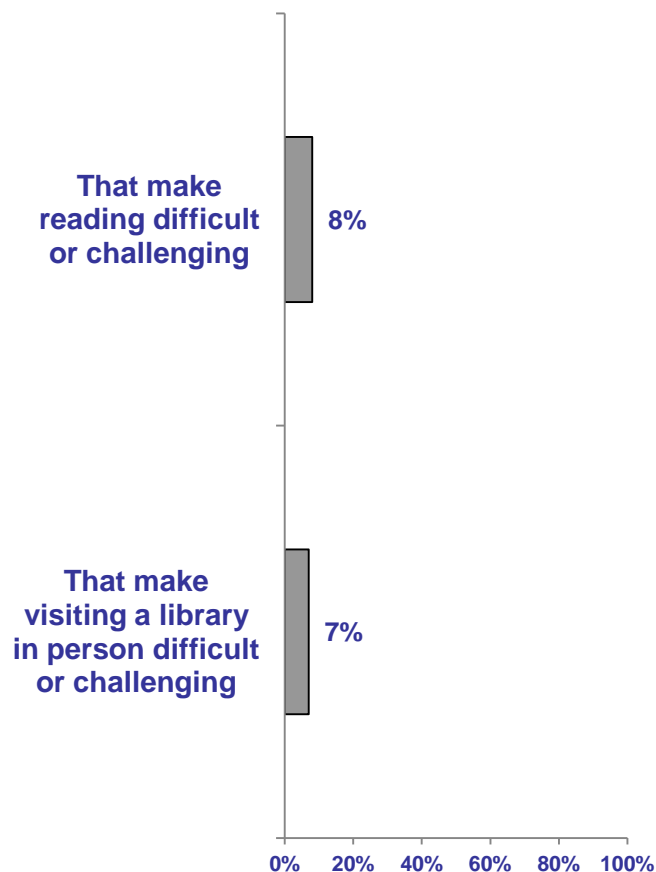
The public library is the best place for people of all ages to go to pursue lifelong learning

Top 2 Ratings
(9-10 on a 10-pt. scale)



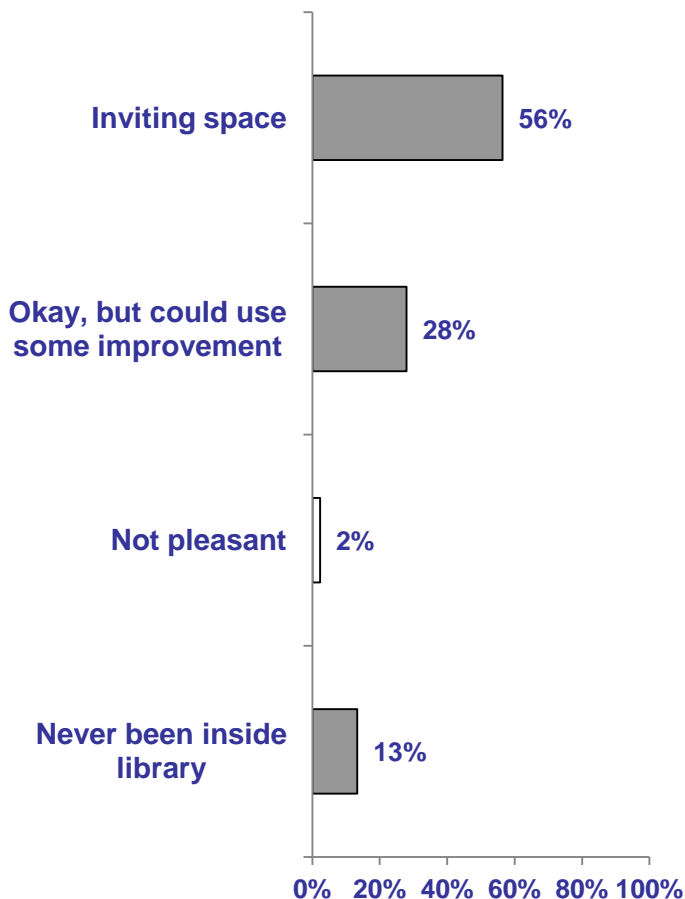
- About equal numbers of Ontarians have physical or health conditions that make reading difficult as have conditions that make visiting the library in person a challenge.

Have Physical or Health Conditions...

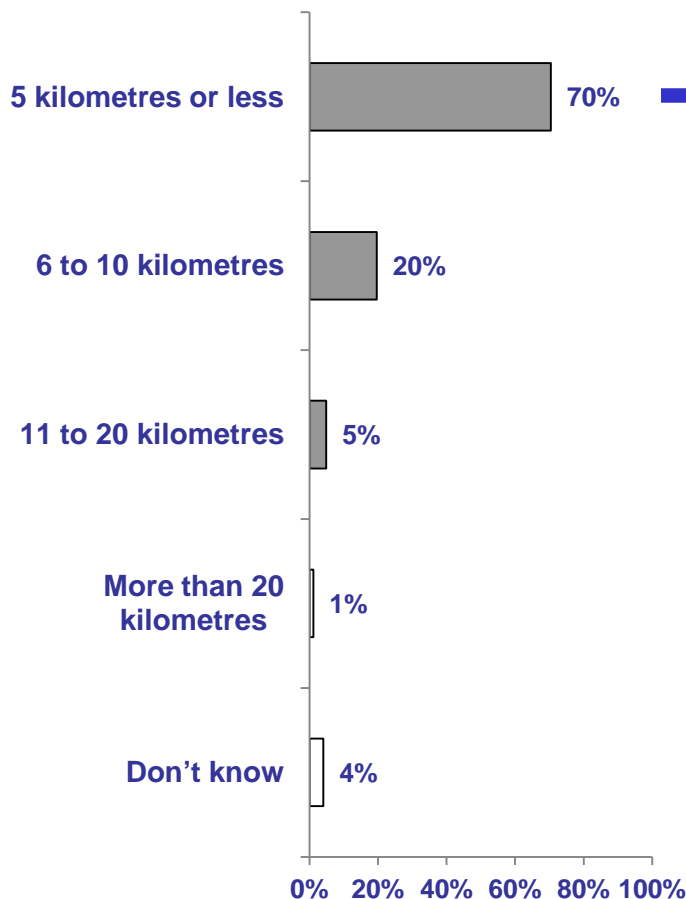


- Most of those who responded to the web survey live within 5 kilometres of their local library and find it to be an inviting place.

Condition of Library



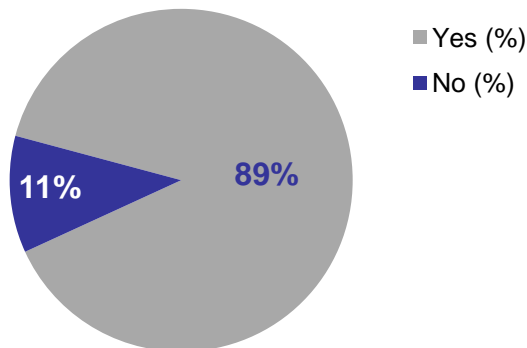
Distance from Home



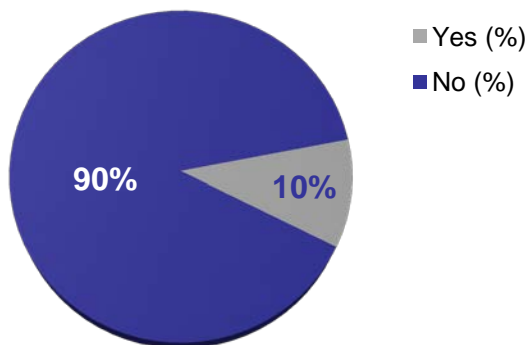
<u>Cardholder</u>	
Yes	75%
No	61%
<u>In-Person Library Use</u>	
None	62%
1-10 times	71%
11+ times	81%
<u>Access Library by Internet</u>	
Yes	75%
No	65%
<u>Library Benefits</u>	
Top	78%
Middle	68%
Bottom	61%
<u>Community Size</u>	
<30K	56%
30K - <500K	67%
500K+	74%
<u>Region</u>	
North	64%
East	66%
Southwest	66%
Metro T.O.	80%
GTA Urban	71%
GTA Ex-urban	66%

- Similar percentages of library non-users from the telephone and web surveys said they had ever used the public library, but the proportion of all past and current users who had a negative experience was twice as high for the online group.
- For web survey takers, the most common complaint had to do with unfriendly or unhelpful library staff.

Ever used the public library



Had a negative experience



Books Read in Past Year

None	85%
1-5	95%
6-15	89%
16+	89%

Children in Home

Yes	97%
No	88%

In-Person Bookstore Use

None	80%
1-10 times	95%
11+ times	89%

Income

<\$35K	73%
\$35K - <\$75K	88%
\$75K+	96%

Library Benefits

Top	88%
Middle	93%
Bottom	82%

Born in Canada

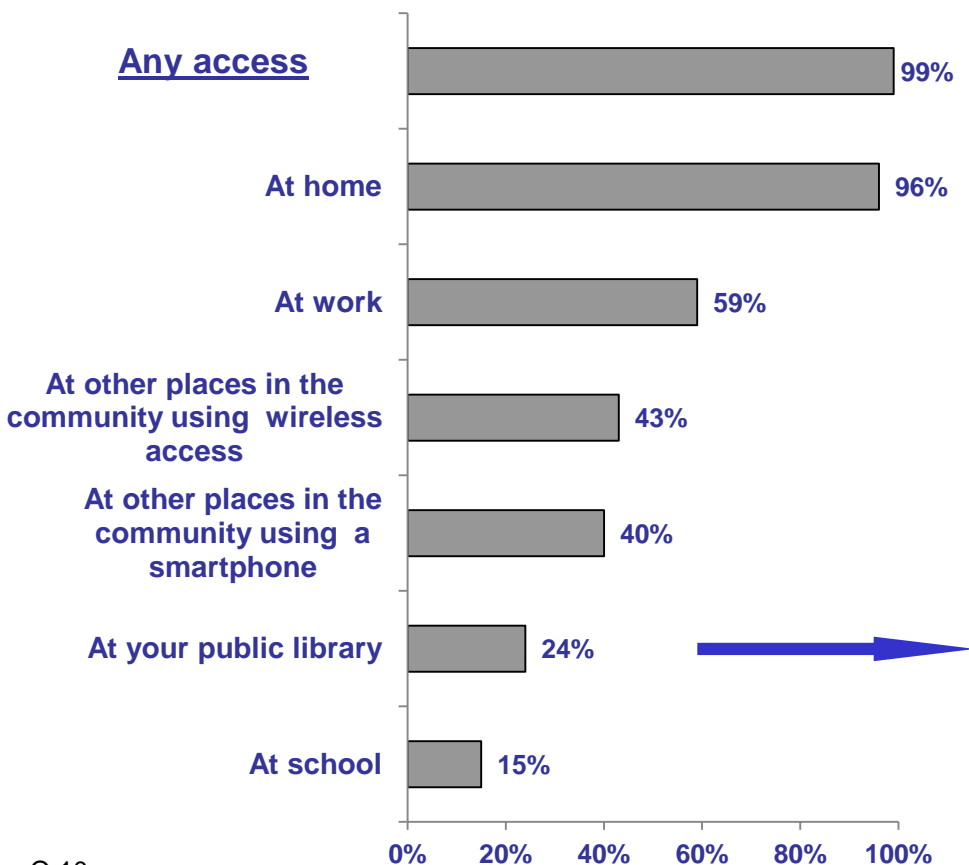
Yes	92%
No	78%

Type of Negative Experience

Staff aren't friendly / helpful	21%
Materials / books not available	14%
It's noisy / people are disruptive	14%
Terrible return system / books returned but still fined late fees	13%
Difficulties with computers / forgot pin #	6%
Materials / books are damaged / ripped	6%
Poor security	4%
Difficulty getting card	3%
I owe penalty fees	2%
It's overcrowded	2%
Fine / fees are too high	2%
Rooms aren't available	2%
Other	12%

- As might be expected, web panel members are more likely than phone respondents to have Internet access at home or at work.
- They are no more likely, however, to access the Internet at other places around the community, including the library.
- As was the case with the phone survey, those under the age of 25 form one of the library's biggest Internet user groups.

Any access



Cardholder

Yes	32%
No	6%

Library Benefits

Top	34%
Middle	22%
Bottom	7%

In-Person Library Use

None	2%
1-10 times	28%
11+ times	48%

Age

18-24	39%
25-34	29%
35-54	25%
55+	16%

Books Read in Past Year

None	6%
1-5	25%
6-15	27%
16+	29%

Children in Home

Yes	34%
No	21%

Access Library by Phone / Text

Yes	43%
No	20%

Education

High school	18%
Univ/college	24%
Grad school	28%

Access Library by Internet

Yes	36%
No	8%

Region

North	18%
East	21%
Southwest	19%
Metro T.O.	25%
GTA Urban	28%
GTA Ex-urban	30%

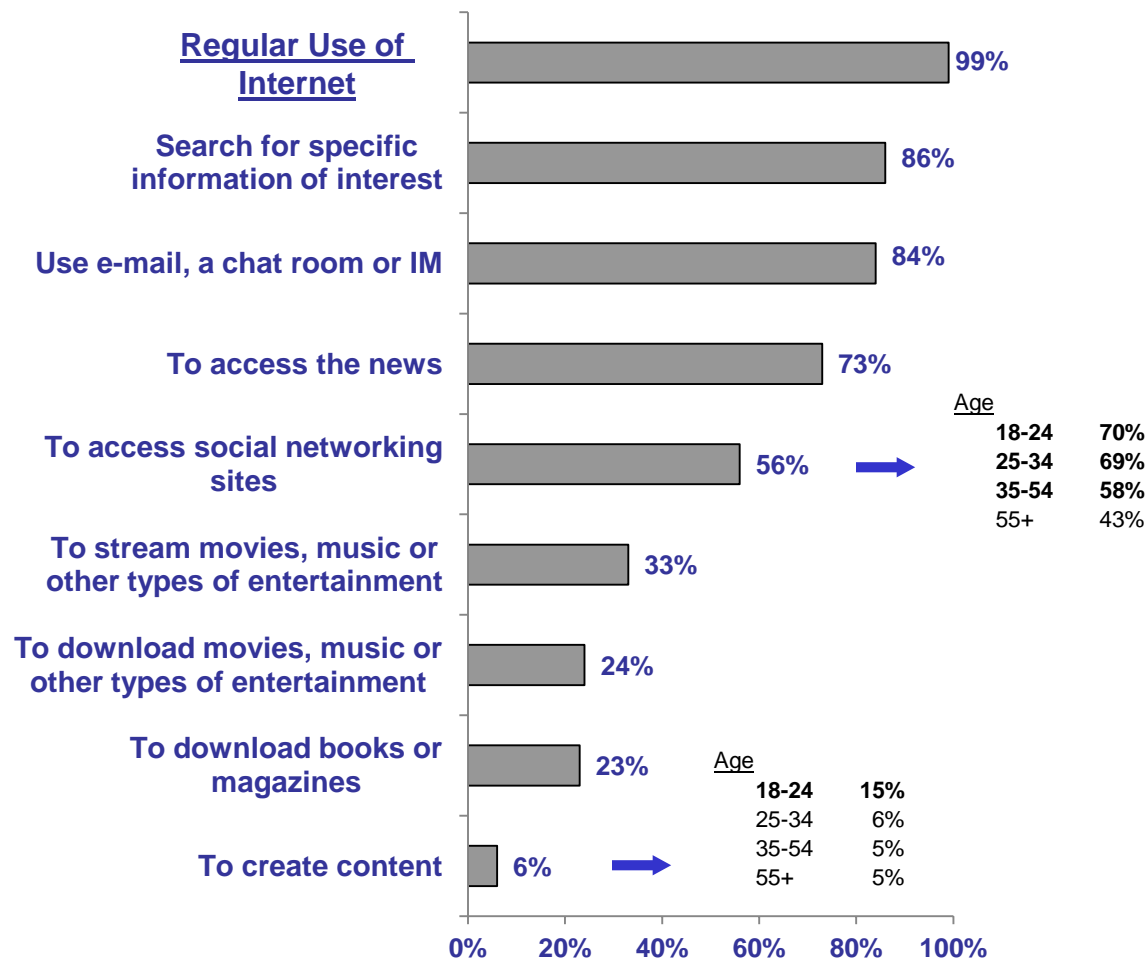
Social Media Interaction with Library

Yes	46%
No	22%

Q.10

Base: All respondents (1102).

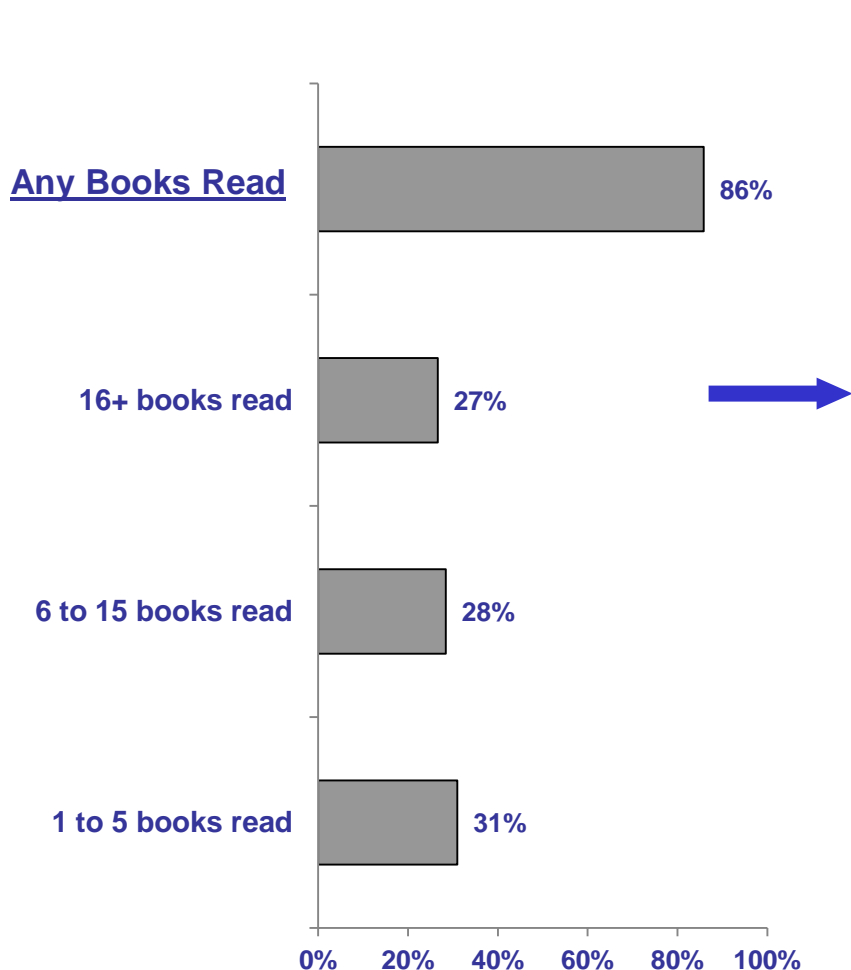
- Not surprisingly, pretty well all web respondents are regular users of the Internet.
- Compared with telephone respondents who regularly use the Internet, web responders are more likely to access the news and use e-mail/chat/IM, but are less likely to stream or download items or create content.



Q.10/11

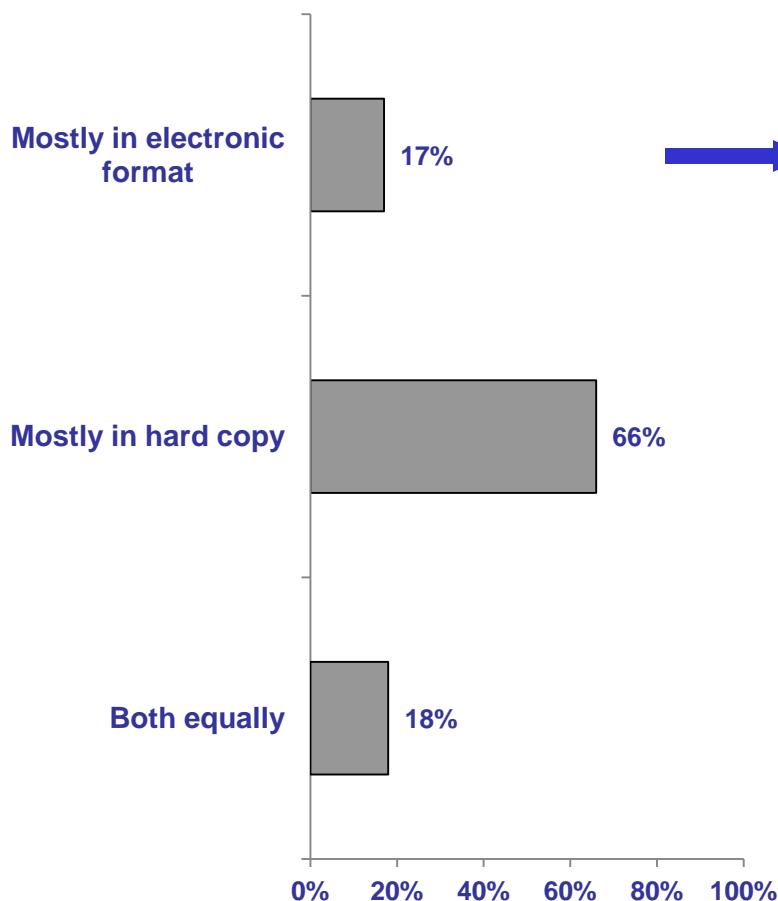
Base: All respondents (1102).

- Web panelists tended to read fewer books in the past year than those who responded to the survey by phone, but the proportion of non-readers was consistent across the two populations.
- Women and those over the age of 55 are among the heaviest readers of books.



<u>Cardholder</u>		
Yes	31%	
No	17%	
<u>In-Person Library Use</u>		
None	15%	
1-10 times	22%	
11+ times	56%	
<u>In-Person Bookstore Use</u>		
None	13%	
1-10 times	25%	
11+ times	58%	
<u>Online Book Vendor Use</u>		
None	18%	
1-10 times	25%	
11+ times	53%	
<u>Access Library by Phone / Text</u>		
Yes	36%	
No	24%	
<u>Have Internet Access</u>		
Work	25%	
Home	27%	
School	22%	
Library	32%	
Other	26%	
<u>Access Library by Internet</u>		
Yes	36%	
No	15%	
<u>Library Benefits -u</u>		
Top	38%	
Middle	23%	
Bottom	11%	
<u>Gender</u>		
Male	20%	
Female	33%	
<u>Age</u>		
18-24	18%	
25-34	18%	
35-54	22%	
55+	38%	
<u>Education</u>		
High school	24%	
Univ/college	24%	
Grad school	38%	
<u>Born in Canada</u>		
Yes	28%	
No	22%	
<u>Language</u>		
English	27%	
French	32%	
Other	7%	
<u>Region</u>		
North	28%	
East	31%	
Southwest	31%	
Metro T.O.	27%	
GTA Urban	20%	
GTA Ex-urban	30%	

- Those who completed the online survey were somewhat more inclined to read books in electronic format than those who completed the phone survey.
- E-book usage was more common in Metro Toronto and urban portions of the GTA.



<u>In-Person Library Use</u>	
None	24%
1-10 times	15%
11+ times	13%

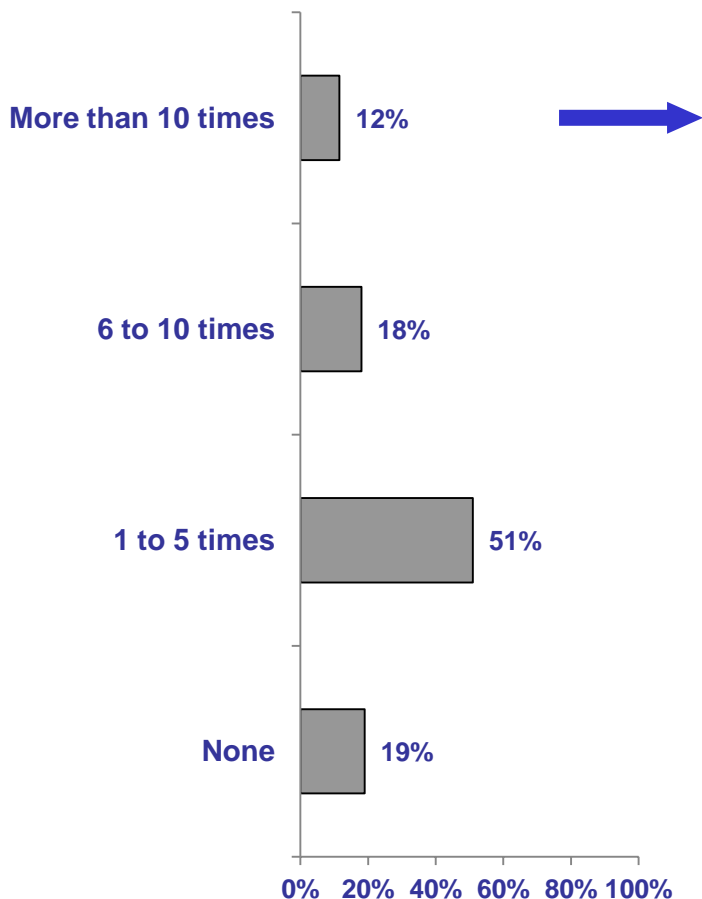
<u>In-Person Bookstore Use</u>	
None	24%
1-10 times	16%
11+ times	11%

<u>Online Book Vendor Use</u>	
None	11%
1-10 times	18%
11+ times	21%

<u>Language</u>	
English	17%
French	8%
Other	22%

<u>Region</u>	
North	12%
East	12%
Southwest	16%
Metro T.O.	21%
GTA Urban	19%
GTA Ex-urban	12%

- In the web survey, in-person bookstore use was a separate question from online use of book vendors, making comparisons to the telephone survey results invalid.
- Web panelists between the ages of 25 and 34 and those whose preferred language is not English or French appear to visit bricks and mortar bookstores less often than other segments of the population.



None	9%
1-10 times	11%
11+ times	16%

None	1%
1-5	5%
6-15	11%
16+	25%

None	5%
1-10 times	9%
11+ times	36%

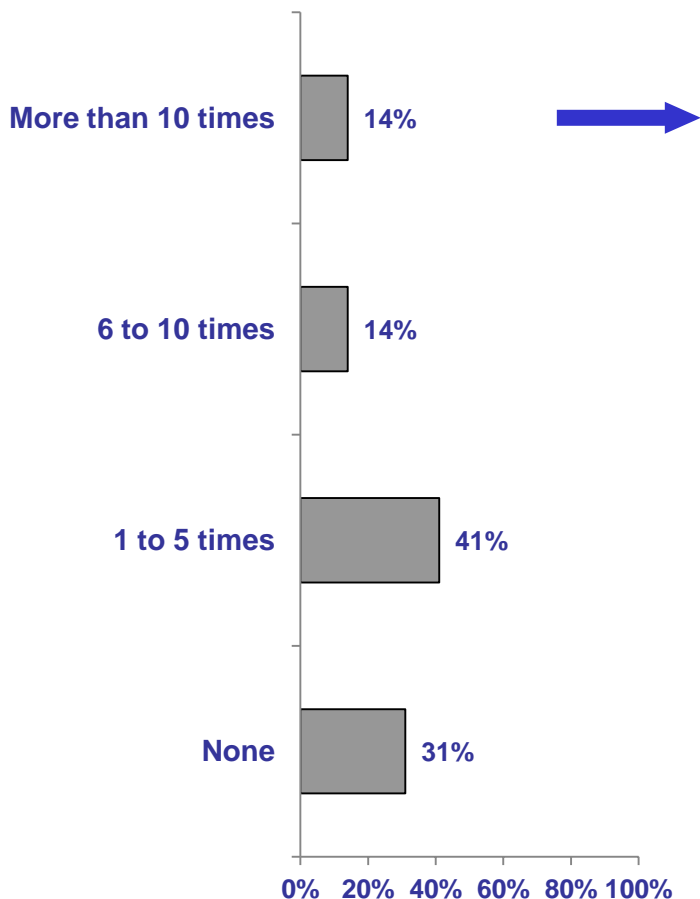
Yes	21%
No	11%

18-24	13%
25-34	7%
35-54	12%
55+	13%

English	12%
French	12%
Other	4%

North	18%
East	15%
Southwest	10%
Metro T.O.	13%
GTA Urban	7%
GTA Ex-urban	16%

- The percentage of web panelists visiting book vendors online more than 10 times in the last year is similar to the percentage visiting physical bookstores the same number of times, but at the other end of the scale, there are more people not visiting online book vendors at all.
- Those with higher education and incomes were more apt to be frequent online book vendor users.



Books Read in Past Year	
None	5%
1-5	6%
6-15	15%
16+	28%

In-Person Bookstore Use	
None	9%
1-10 times	10%
11+ times	44%

Education	
High school	8%
Univ/college	13%
Grad school	22%

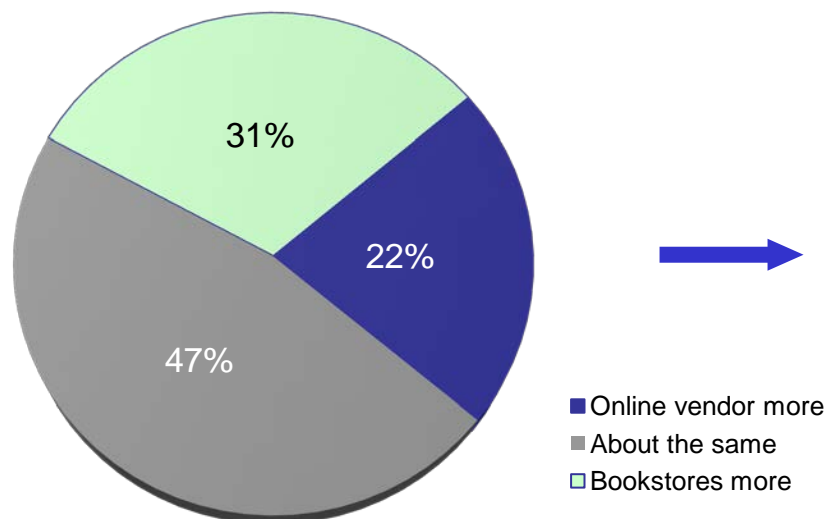
Income	
<\$35K	14%
\$35K - <\$75K	12%
\$75K+	18%

Born in Canada	
Yes	15%
No	10%

Language	
English	14%
French	24%
Other	6%

Region	
North	16%
East	19%
Southwest	12%
Metro T.O.	15%
GTA Urban	12%
GTA Ex-urban	10%

- Comparing individuals' answers to the previous two questions, nearly one-quarter of those surveyed indicated that they used online book vendors more frequently than actually going to a bookstore, while almost one-third indicated the opposite.
- Those who use online book vendors more include French-speaking Ontarians.



Books Read in Past Year

None	13%
1-5	18%
6-15	26%
16+	28%

In-Person Bookstore Use

None	38%
1-10 times	19%
11+ times	12%

Access Library by Internet

Yes	25%
No	19%

Education

High school	13%
Univ/college	21%
Grad school	33%

Income

<\$35K	21%
\$35K - <\$75K	18%
\$75K+	28%

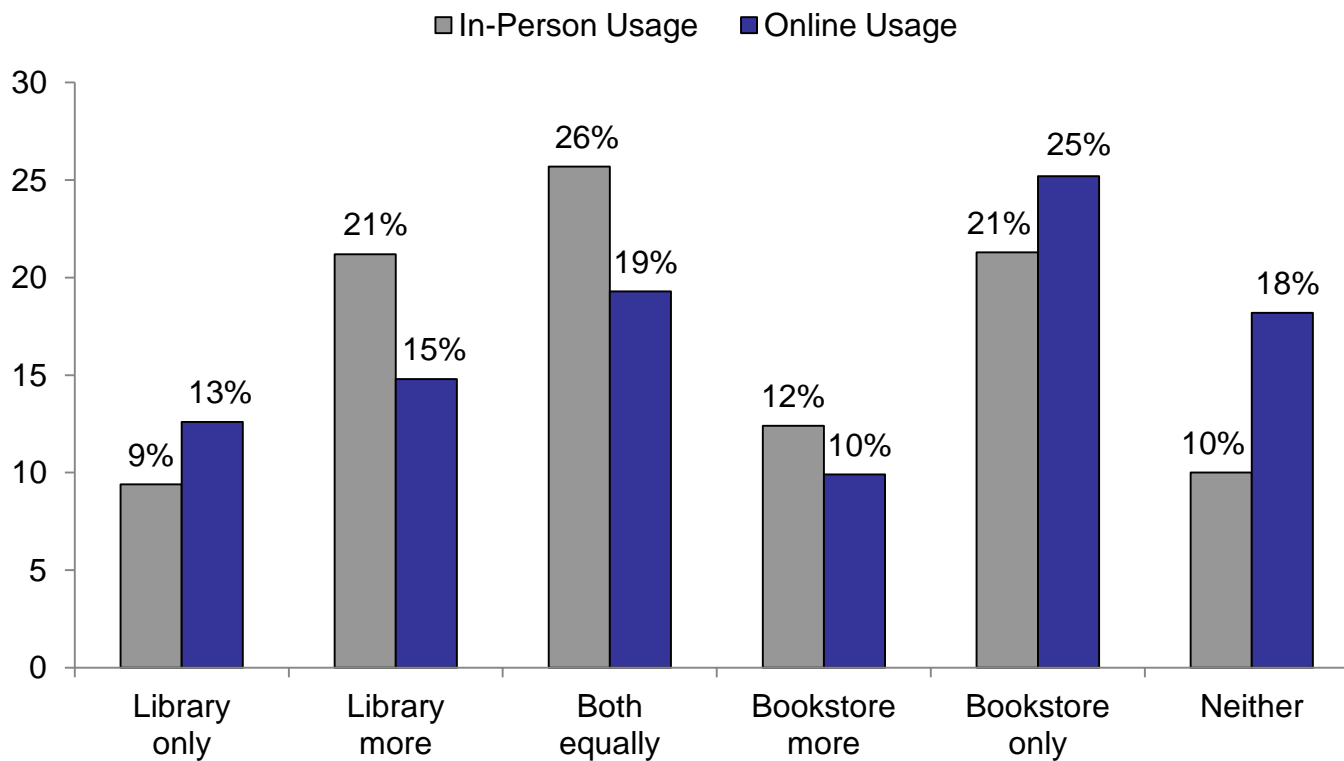
Language

English	21%
French	37%
Other	20%

Region

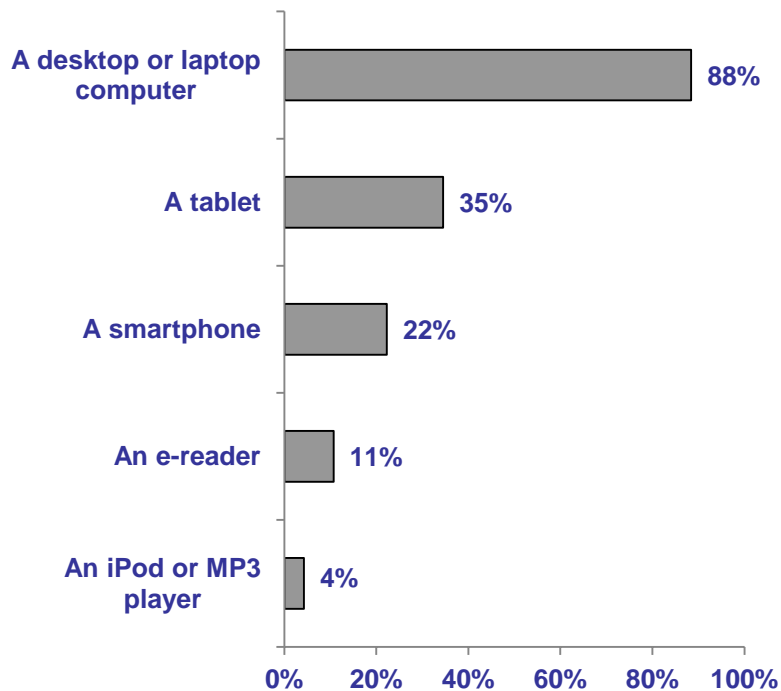
North	22%
East	27%
Southwest	23%
Metro T.O.	24%
GTA Urban	20%
GTA Ex-urban	9%

- Comparisons of individuals' reported frequency of using the library and bookstores in-person and online were made and are presented in the chart below.
- With regard to in-person usage, the largest group of respondents reported using the library and bookstores about equally, while for online usage, use of bookstores exclusively predominated.
- Interestingly, more people access both bookstores only and libraries only online as opposed to in-person (but in both cases, exclusive use of one over the other is much greater for bookstores than libraries).

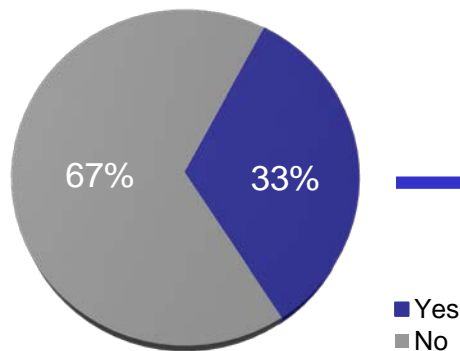


- Desktop or laptop computers remain the most common devices for accessing the public library electronically, with smartphones and tablets also having been used by approximately one-quarter to one-third of online users, respectively.
- One-third of those who have not used an e-reader to access library resources actually own such a device, but of that group, fewer than one-third have ever attempted to use their e-reader to download books from the library.

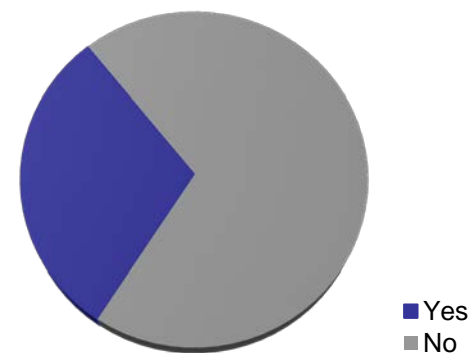
Devices Used to Access Resources from the Library



E-reader ownership (among those who have not used an e-reader to access library resources)



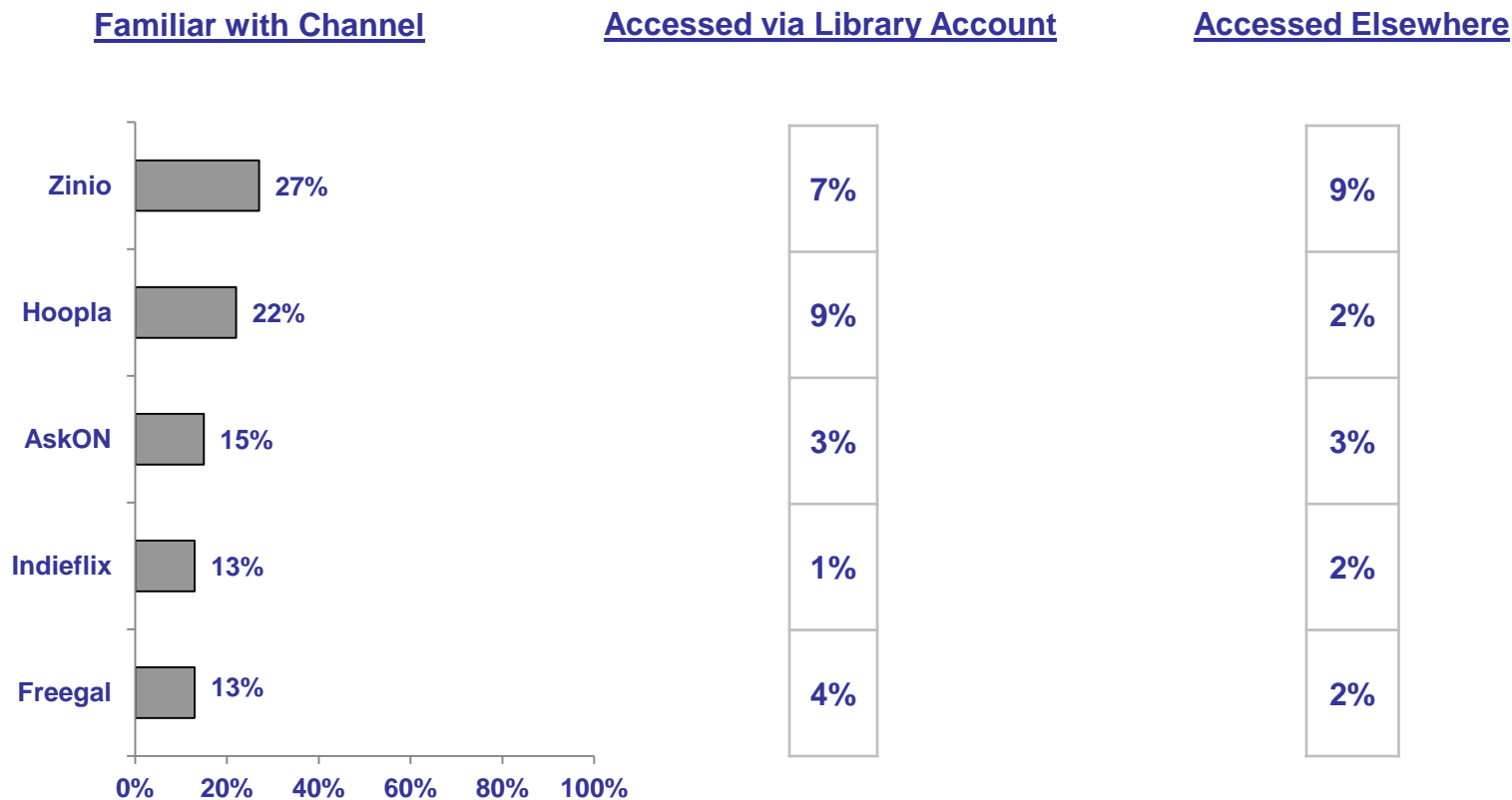
Ever tried to download public library e-books using an e-reader



Q.8c/d/e

Base: Those who checked the library's online catalogue, downloaded an item, or accessed other electronic materials on the library's web page (449); Respondents who did not use an e-reader to access resources from the library (1054); Those who own an e-reader but did not use it to access resources from the library (349).

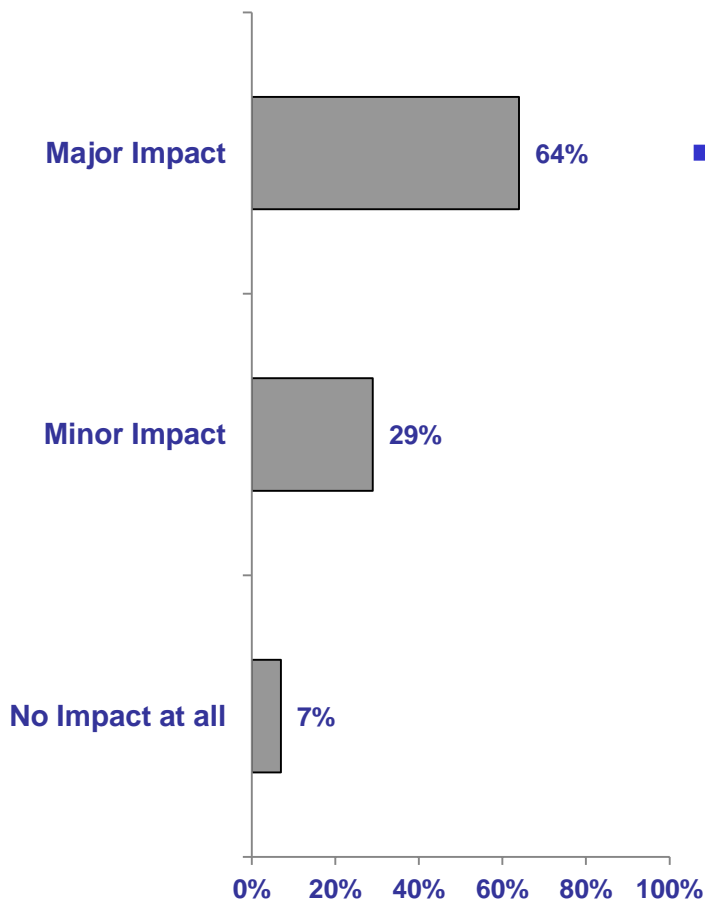
- Relatively few of those who use the library to access electronic materials said they were familiar with the different electronic channels or services some libraries offer.
- Zinio and Hoopla were most familiar to online library users, with the latter being accessed more through the library than elsewhere.



Q.8f

Base: Those who checked the library’s online catalogue, downloaded an item, or accessed other electronic materials on the library’s web page (449).

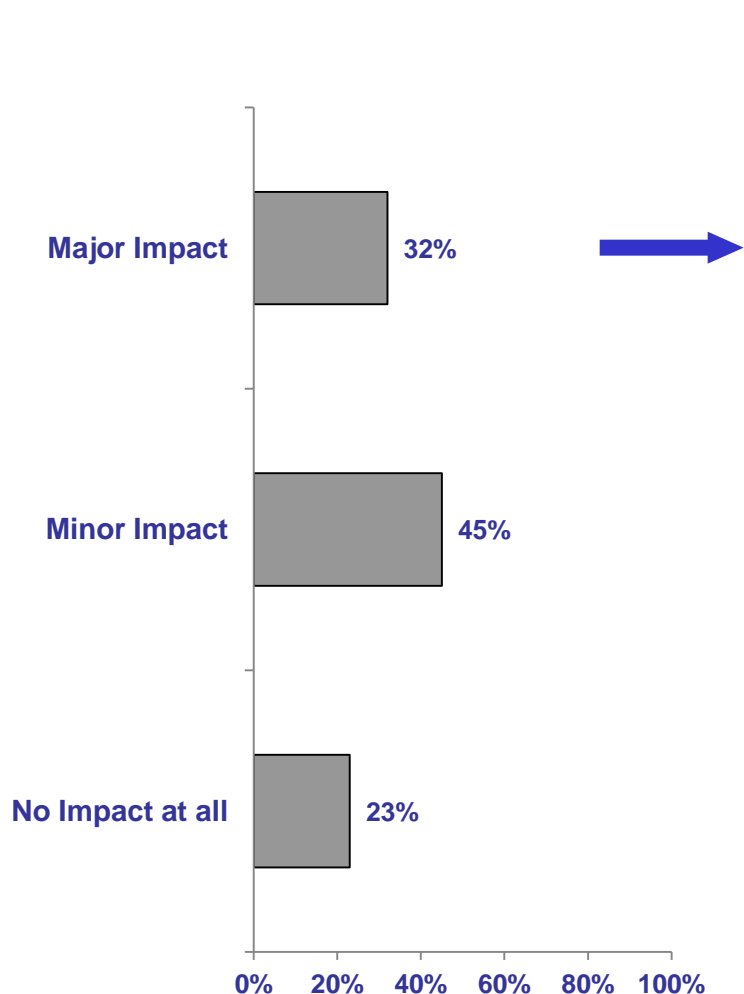
- Web panelists were not quite as concerned as telephone survey respondents about the impact a potential library closing would have on their community; still almost two-thirds thought that the impact would be major.
- Those predicting the biggest impact were located in certain areas, namely Northern Ontario, Southwest Ontario and non-urban parts of the GTA.



<u>Cardholder</u>		<u>Library Benefits</u>	
Yes	71%	Top	85%
No	50%	Middle	59%
		Bottom	29%
<u>In-Person Library Use</u>		<u>Gender</u>	
None	46%	Male	60%
1-10 times	67%	Female	68%
11+ times	86%		
<u>Books Read in Past Year</u>		<u>Age</u>	
None	36%	18-24	51%
1-5	57%	25-34	62%
6-15	74%	35-54	62%
16+	76%	55+	72%
<u>In-Person Bookstore Use</u>		<u>Children in Home</u>	
None	51%	Yes	70%
1-10 times	66%	No	62%
11+ times	76%		
<u>Have Internet Access</u>		<u>Education</u>	
Work	64%	High school	63%
Home	65%	Univ/college	62%
School	59%	Grad school	73%
Library	77%		
Other	68%	<u>Community Size</u>	
		<30K	75%
<u>Access Library by Internet</u>		30K - <500K	70%
Yes	73%	500K+	60%
No	53%		
<u>Access Library by Phone / Text</u>		<u>Region</u>	
Yes	74%	North	76%
No	62%	East	58%
		Southwest	72%
		Metro T.O.	63%
		GTA Urban	60%
		GTA Ex-urban	75%

Q.16a-b
Base: All respondents (1102).

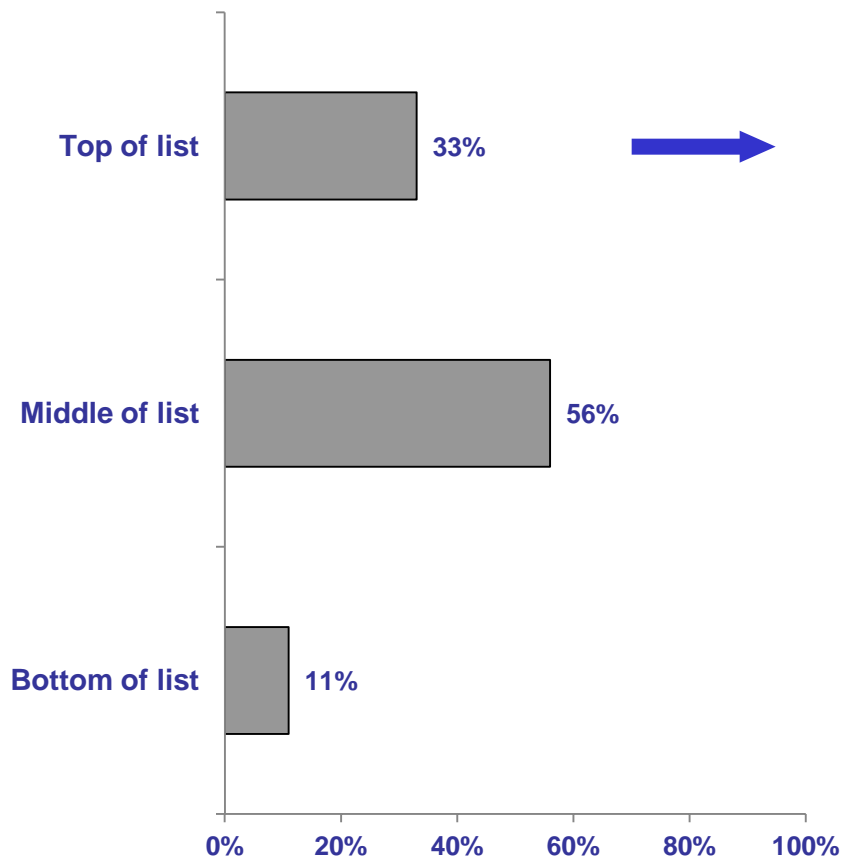
- Online survey participants were more apt to think closing of their local library would have a minor rather than a major impact on their family, whereas the opposite was true for those surveyed by phone.



<u>Cardholder</u>			<u>Library Benefits</u>	
Yes	45%		Top	63%
No	5%		Middle	20%
			Bottom	2%
<u>In-Person Library Use</u>			<u>Gender</u>	
None	3%		Male	29%
1-10 times	32%		Female	35%
11+ times	79%			
<u>Books Read in Past Year</u>			<u>Age</u>	
None	4%		18-24	21%
1-5	21%		25-34	25%
6-15	39%		35-54	35%
16+	53%		55+	36%
<u>In-Person Bookstore Use</u>			<u>Children in Home</u>	
None	21%		Yes	41%
1-10 times	34%		No	30%
11+ times	42%			
<u>Access Library by Phone / Text</u>			<u>Education</u>	
Yes	62%		High school	29%
No	25%		Univ/college	31%
			Grad school	41%
<u>Have Internet Access</u>			<u>Income</u>	
Work	30%		<\$35K	23%
Home	32%		\$35K - <\$75K	33%
School	29%		\$75K+	30%
Library	53%			
Other	31%			
<u>Access Library by Internet</u>			<u>Language</u>	
Yes	51%		English	32%
No	8%		French	44%
			Other	28%
<u>Social Media Interaction with Library</u>			<u>Distance to Closest Public Library</u>	
Yes	55%		≤5 km	36%
No	30%		6-10 km	30%
			11+ km	20%

Q.16a-a
Base: All respondents (1102).

- Where respondents placed the benefits the library delivers relative to other tax-supported services was very similar for the two populations surveyed.
- Consistent with the findings from the telephone survey, people under the age of 35 were less likely to appreciate the benefits of the public library compared to other municipal services.



<u>Cardholder</u>	
Yes	40%
No	15%

<u>In-Person Library Use</u>	
None	15%
1-10 times	31%
11+ times	64%

<u>Books Read in Past Year</u>	
None	19%
1-5	23%
6-15	36%
16+	47%

<u>In-Person Bookstore Use</u>	
None	29%
1-10 times	32%
11+ times	40%

<u>Access Library by Phone / Text</u>	
Yes	47%
No	29%

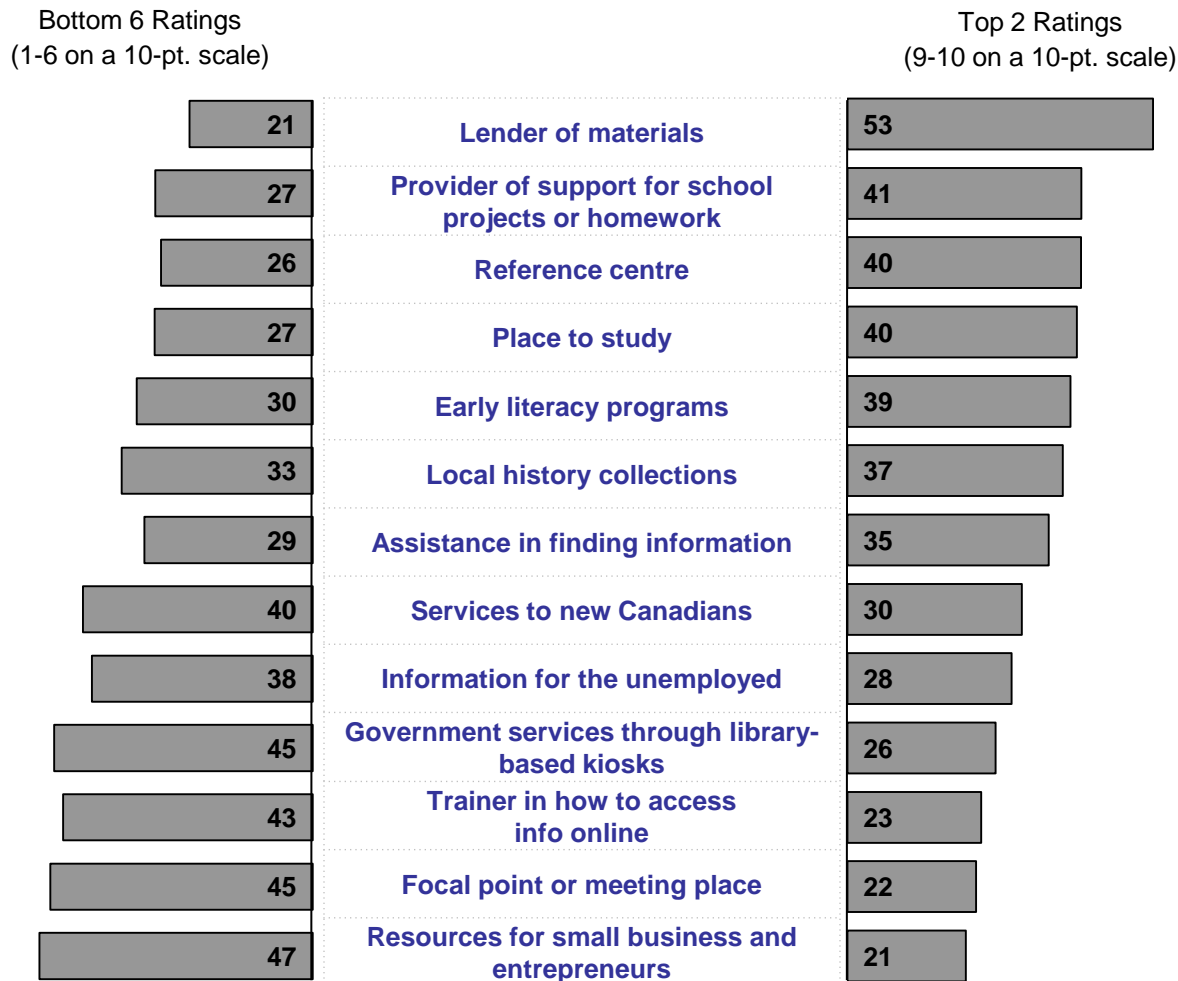
<u>Have Internet Access</u>	
Work	30%
Home	33%
School	23%
Library	46%
Other	32%

<u>Access Library by Internet</u>	
Yes	43%
No	19%

<u>Age</u>	
18-24	22%
25-34	26%
35-54	34%
55+	38%

<u>Education</u>	
High school	35%
Univ/college	30%
Grad school	43%

- Except for a couple of items near the bottom of the list, web panelists did not value the different services the library provides as highly as phone survey respondents did.
- The biggest difference of opinion between the two groups was with respect to early literacy programs.

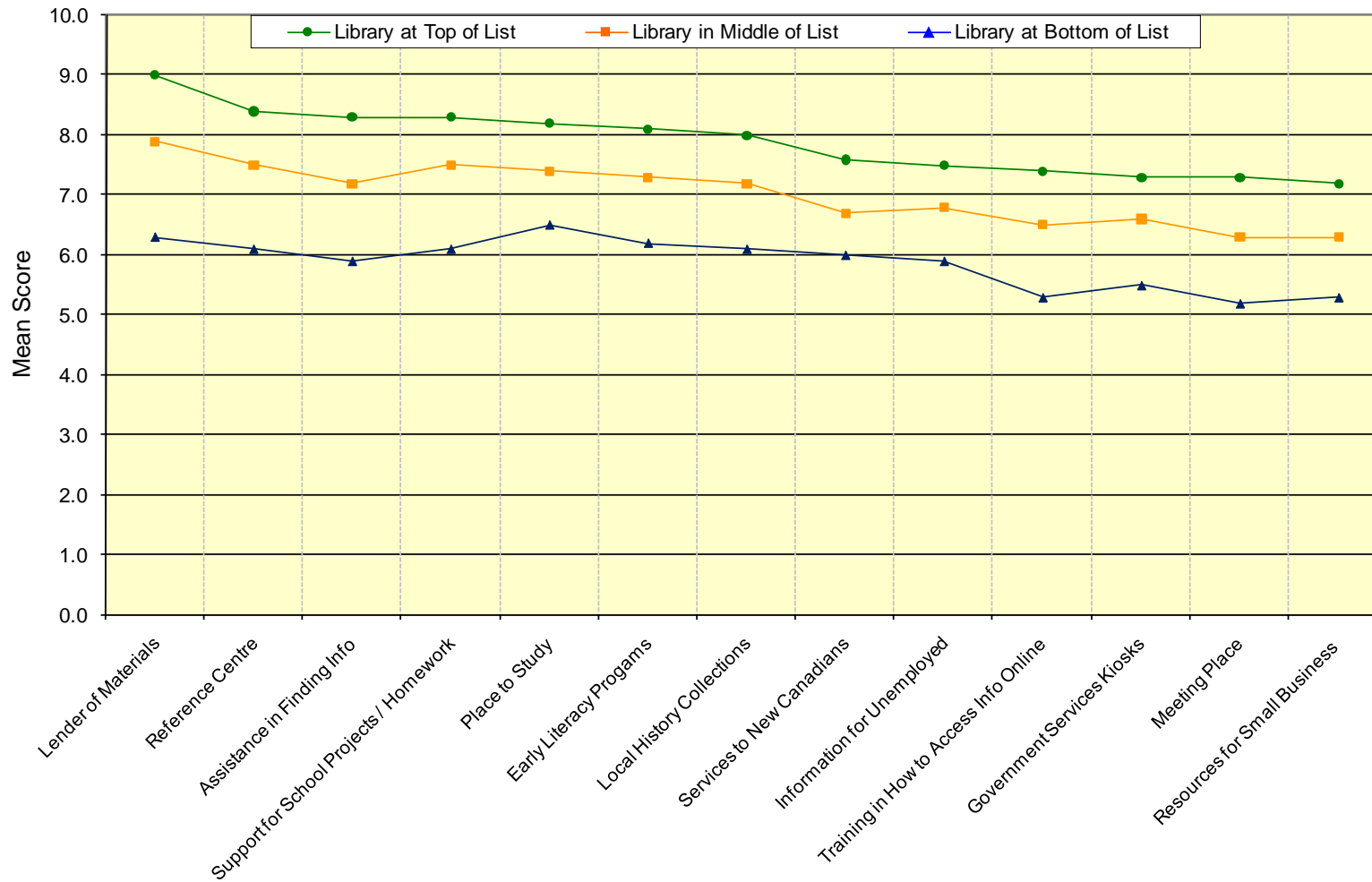


Q.17

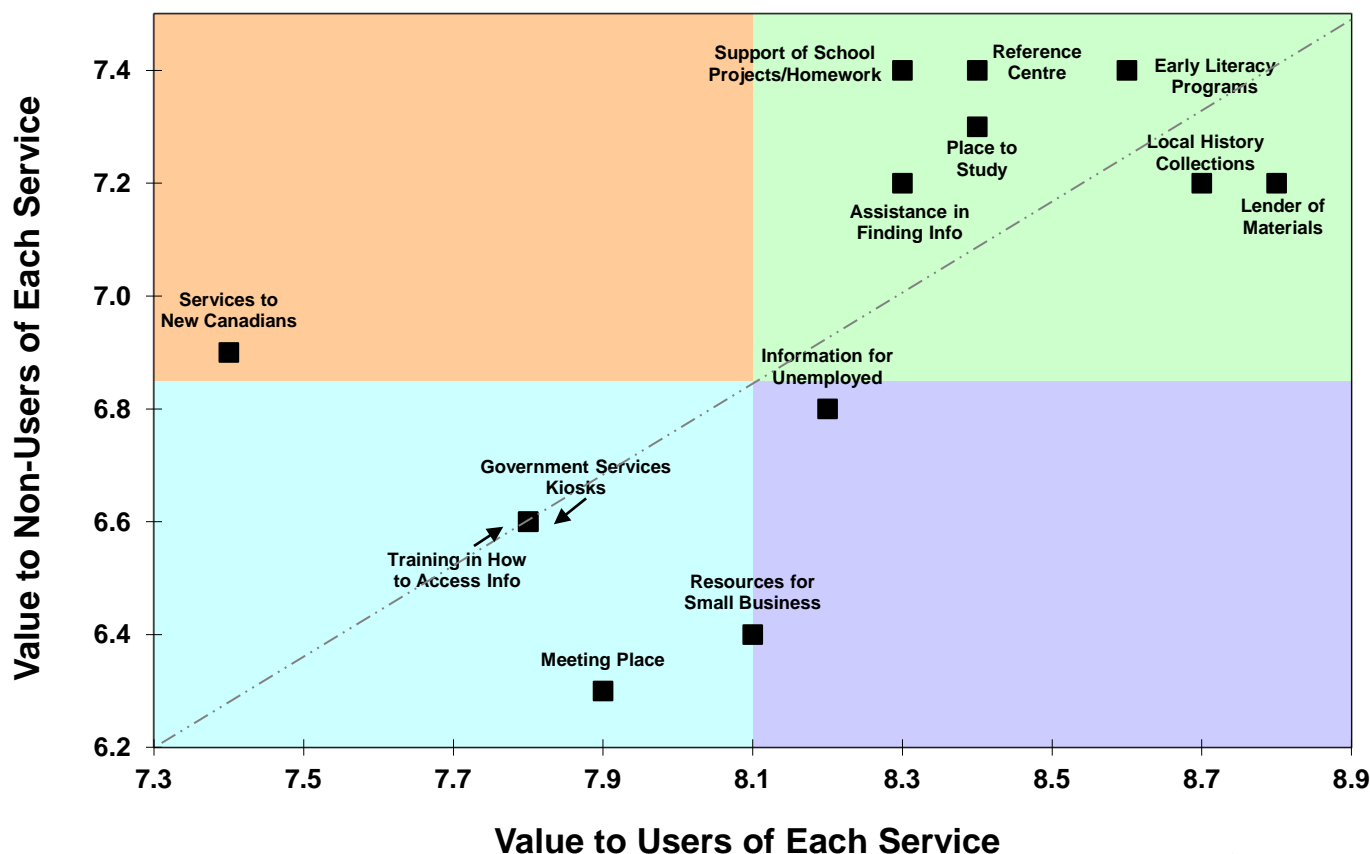
Base: All respondents (1102).

Value of Services by How Library Ranks Compared to Other Municipal Tax-Supported Services

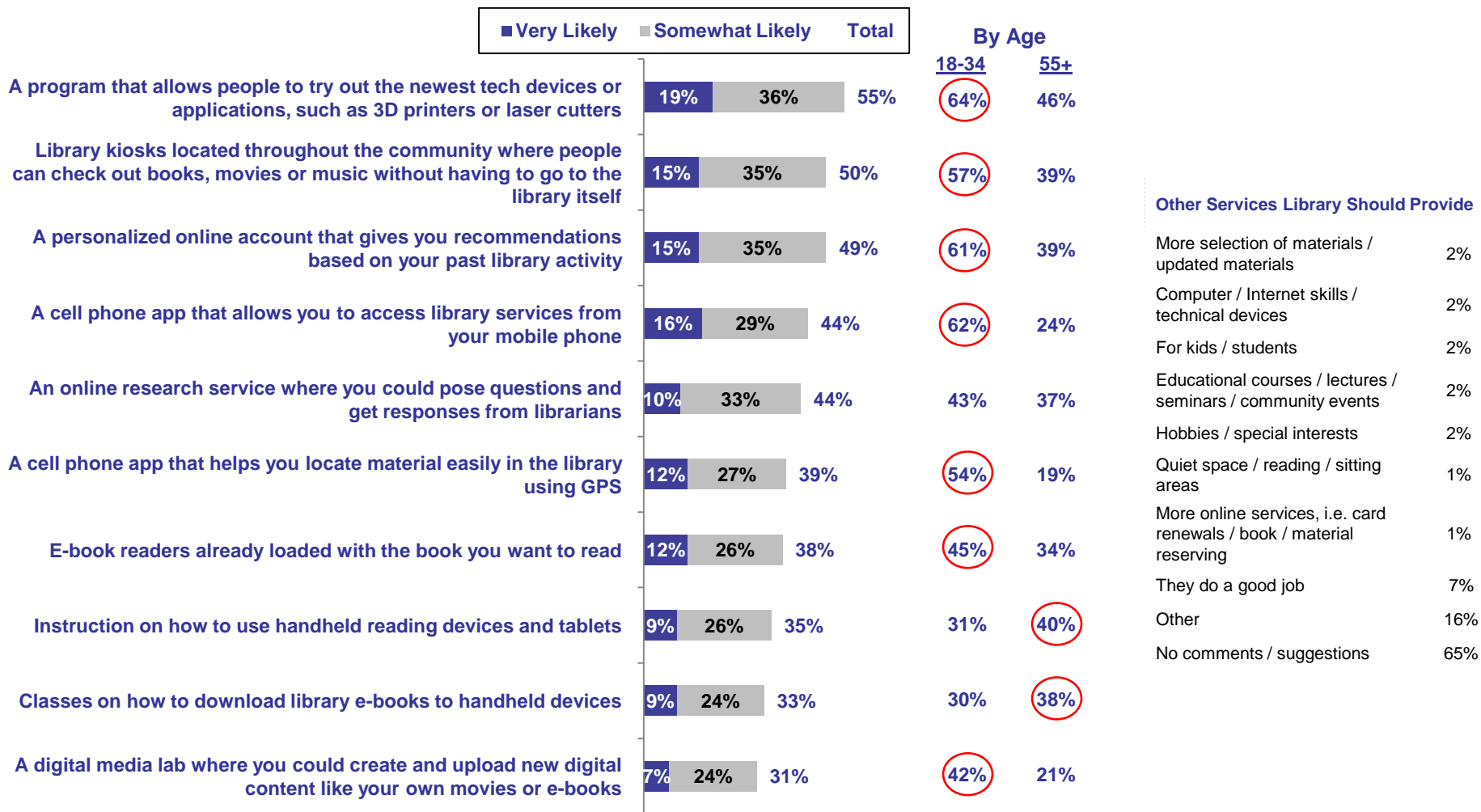
- This chart (which shows the average value scores of the different library offerings according to where the library was placed relative to other tax-supported services) resembles the chart generated for those interviewed by phone, except all lines on this chart appear lower on the scale, and the line in the middle is not quite as close to the top line as it was for the phone survey.



- The chart below depicts relative value of each service, according to whether or not a household member used that service in the last year. The centre point of the x and y axes have been designed to represent the mid-point of user and non-user ratings, respectively, and the dotted line indicates points at which the relative value to users and non-users would be the same.
- Lying furthest from the equal relative value line, services to new Canadians and support for school projects / homework are of higher relative value to non-users of these services than users of them, while the opposite is true for resources for small business and use of the library as a meeting place.

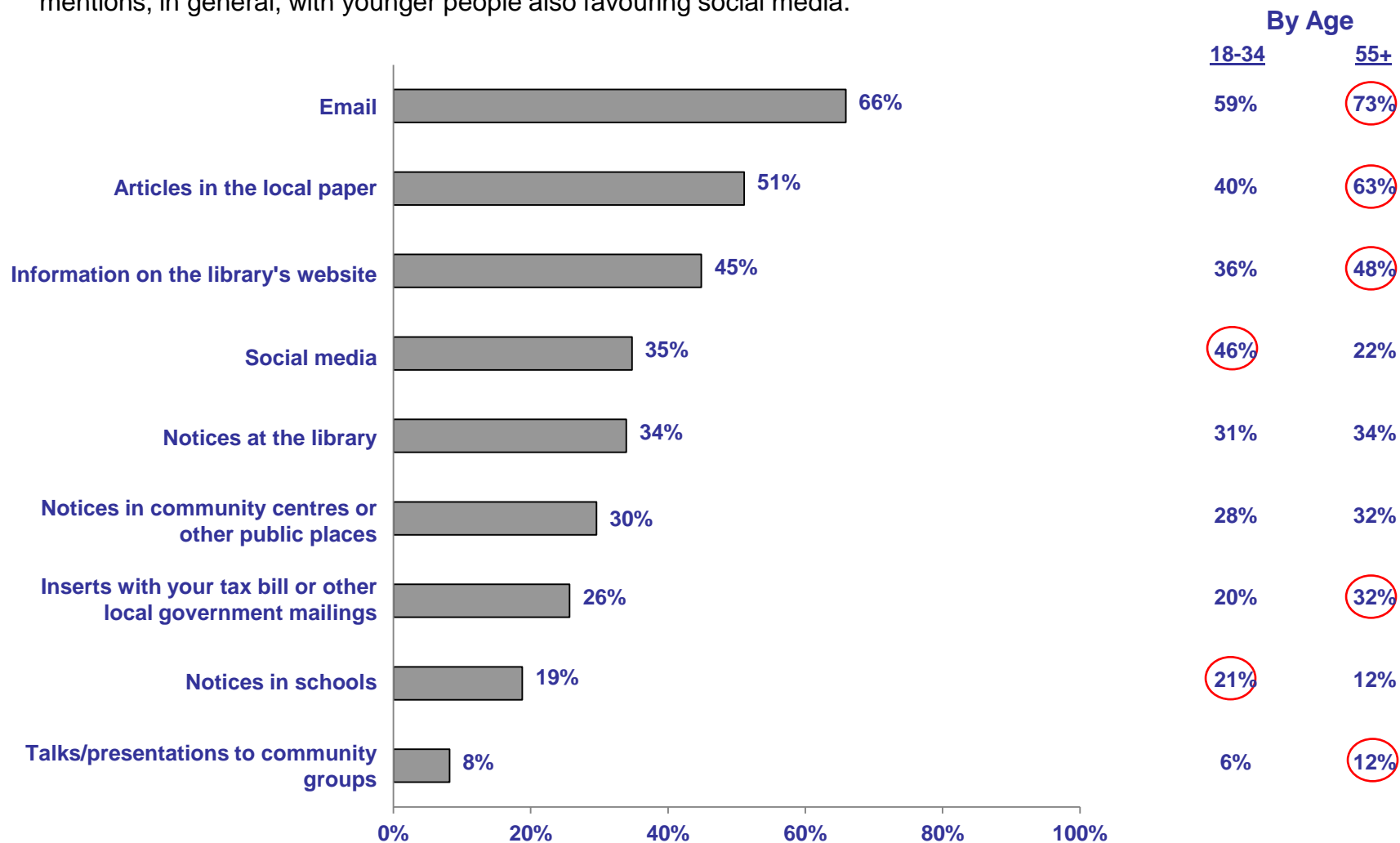


- Online survey participants were asked their likelihood of using some new services libraries are either offering or thinking of offering in the future. Interest in these concepts varied, in many cases based on age.
- There were very few suggestions made for other services over and above those shown.

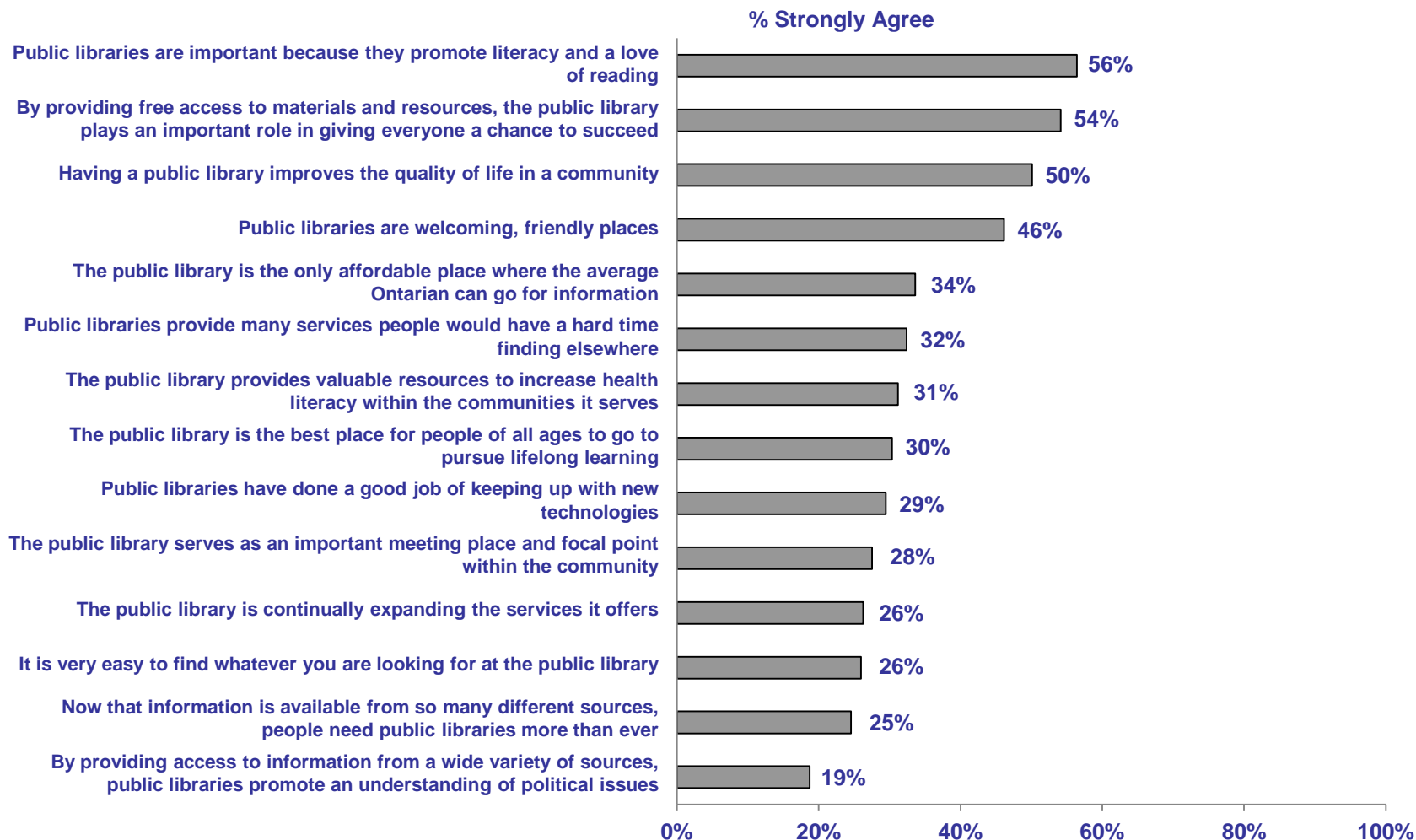


Q.13c/d
Base: All respondents (1102).

- Panel members were asked to identify the best ways to inform them about what's going on at their local public library.
- Email, articles in the local paper, and information posted on the library's website received the greatest numbers of mentions, in general, with younger people also favouring social media.



- Four of the positioning statements tested with online respondents garnered stronger agreement than the rest.
- There was least support for libraries providing information that would help people better understand political issues.



Date: December 16, 2016
To: Chair and Members of the Board
c.c. Paul Takala, Chief Librarian
From: Lisa DuPelle, Director of Human Resources
Subject: **Non-Union Library Page Salaries**

RECOMMENDATIONS:

That the salary schedule for the Non-Union Library Page positions be increased by 2% effective January 1, 2017.

FINANCIAL/STAFFING/LEGAL IMPLICATIONS:

This 2% increase for the Library Page position has been incorporated into the 2017 operating budget. We have historically applied the increase given to the Non-Union Management and Professional Exempt Employee Group unless legislatively we have been required to apply a different amount.

The City of Hamilton's General Issues Committee (GIC) December 7 meeting received a report on Living Wage. At that meeting a phased implementation of the Living Wage was referred to the budget process. HPL staff are working with City of Hamilton staff on how a Living Wage could be implemented. We will be reporting back to the Library Board on the Living Wage in 2017 and potentially recommending adjustments to the 2017 salary grid.

BACKGROUND:

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

The Library Page (formerly known as casual staff shelf-readers and student pages) are non-unionized and their wage structure was adjusted in 2015 related to the change in Ontario's minimum wage and for pay equity compliance. The minimum wage provincially mandated increase was comparable to the increase given to other non-union staff after analysis. This group was included in the 2016 period and it surpassed the increase mandated by provincial increase to the minimum wage rate in Ontario October 1, 2016. For the purposes of wage increases for this group, we normally follow the City Non-Union cost of living increases but more recently the Provincial government has been making substantial changes to the rate regularly which has changed that process in some years.

We will continue to monitor for provincially mandated increases as well as any changes made at the City, including Living Wage. We will bring another report to the Board if required. The minimum wage is set to increase again and this may impact the current salary structure.

Date: December 16, 2016
To: Chair and Members of the Board
c.c. Paul Takala, Chief Librarian/CEO
From: Lisa DuPelle, Director of Human Resources
Subject: **Non-union Compensation Structure**

RECOMMENDATIONS:

That the salary schedule for the Non-Union Management and Professional Exempt Employee Group effective January 1, 2017 be aligned with the City non-union compensation structure, approved by Council June 22, 2016, which are our comparators, in order to maintain pay equity compliance as well as internal equity.

FINANCIAL/STAFFING/LEGAL IMPLICATIONS:

The total estimated impact on the 2017 operating budget for updating the salary schedule for Non-Union staff is \$15,000. The Library Board's Non-Union Pay Equity Agreement requires the Board to ensure pay equity compliance. One way that is done is through matching the cost of living increases given by the City of Hamilton. Another requirement is aligning with any substantial changes made to the City's compensation structure such as expanding the maximum ranges for comparator's grades. In 2009, Council approved the establishment and maintenance of the 50th percentile as the City's target pay position for Non-Union Management and Professional Exempt Employee Group. The Library Board also supported this for the Library April 22, 2009.

As part of their ongoing compensation review the City Human Resources and an external consultant conducted a market review for the Non-Union salary band. The review supported an expansion only for certain salary grades to ensure an appropriate spread between the grades, competitiveness, and achieve the appropriate percentile position. For the Library, the impact is for senior management. The Chief Librarian/CEO position is not included as it is currently at a higher level and is in line with other senior positions at the City as well as other Chief Librarians in the sector. The proposed increases have been budgeted for in 2017.

BACKGROUND:

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

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

The Library Page (casual staff -shelf-readers and student pages) are non-unionized and their wage structure is being adjusted in a separate Board motion.



Date: December 16, 2016
To: Chair and Members of the Board
From: Paul Takala, Chief Librarian/CEO
Subject: **Goals for 2017**

RECOMMENDATION

That the Hamilton Public Library Board adopt the Chief Librarian/CEO Goals for 2017.

FINANCIAL/STAFFING/LEGAL IMPLICATIONS:

The goals provide direction for the Chief Librarian/CEO for the 2017 year. The goals highlight new developments and provide focus to the discretionary energies of the organization. Effective operations, legislative compliance and ongoing improvements to library services are assumed and expected. Should unexpected circumstances or opportunities emerge that significantly impact this plan, the Chief Librarian/CEO will report back to the Board and seek direction. A progress report on achieving these goals will be issued in June with a final report in December. Annually this report will be used to track major organizational goals and developments.

CHIEF LIBRARIAN/CEO 2017 GOALS

2017-2020 Strategic Plan

The Library Board will adopt a new strategic plan in 2017. Some key points about the plan:

- The new plan will build on the success of the existing plan. It will improve and adjust but not disregard what is already working.
- In addition to looking at recent trends in libraries, the new plan will align with the new community vision *Our Future Hamilton*. Our new strategic plan will help answer what role HPL will play in advancing the community vision.
- Prior to reviewing the individual strategic priorities staff will work with the Library Board on ensuring our mission and organization values are updated.
- The development of the plan will engage the Board, staff, partners and the community. The public consultations will place an emphasis on reaching out to residents that currently do not use the library.

Service and Facility Planning

Parallel to and in support of the Strategic Plan staff will work with the Board to complete the following:

- **Independent Assessment of Library Facilities** – An independent assessment will be undertaken to evaluate how HPL services and physical locations will align with the expected demographics patterns throughout the City. This document

will be used to help guide long term planning. Library trust funds held by the Hamilton Community Foundation are the anticipated source of funding for the study.

- **Facilities Master Plan (FMP)** – A completed FMP will be finalized. This document will include additional requested information and updated directions for staff including actions for Carlisle and Mount Hope.
- **Rural Service Model Pilot** – Pending Board approval, HPL will pilot test a new rural service model at the Freelon branch. This model expands library hours by supplementing the hours the branch is staffed with remote support by HPL staff in other branches.
- **Library Service Hour Review** –The engagement process around our new strategic plan, as well as, other sources of information including library metrics, will be used to establish new service hour priorities. Those priorities will take into account the changing patterns of library usage and assumes we will need to work under the current budget direction from Council.
- **Local History and Archives (LHA) Roadmap:** We will develop a strategy to support an acceleration of the digitization of key Collections. Staff will work with the Board to adopt a digitization roadmap. The roadmap will outline how we increase access to high-interest LHA collections in a variety of formats including images, text, audio, and video. This initiative will be informed by the Library Board's endorsement of Access by Design.

Financial & Operational Accountability

- **Operating budgets** – We will continue to ensure operating funds are effectively used to maximize our impact and relevance to the community. This will include ensuring we work within the 2017 operating budget while we plan for a 2018 operating budget that meets the City of Hamilton's budget targets.
- **Report on Revenue Generation** – In 2017 we will commence providing the Board with an annual report that highlights alternative sources of funding we received in the previous year. This will include: fines, fees, donations and special grant funding.
- **Expanded Metrics Program** – Building on past work, we will continue to improve our metrics reporting. We will continue to monitor trends in usage at HPL while we also ensure we continue to report on how we compare to other libraries. We will continue to work with the broader library community to build rigorous and objective impact measures that help ensure our programs and services are directed towards positive results and outcomes.
- **Library Reserves and Trust Funds** – The Library's reserves and trust funds exist to support strategic investments that put our system and library services on a more sustainable path for the future. We will continue to work with the Board to ensure the funds are used to upgrade our capacity, facilities and infrastructure while we look for ways to expand our impact without increasing our core funding requirements. Given the significant investments that have been made in recent years in 2017 we will need to mainly focus on completing existing projects. Any new projects will need to be carefully considered by the Board to ensure that the funds are used to leverage new investments beyond the local taxpayer.
- **Lean Assessments** – Lean is built around the concept that work should focus on maximizing customer value while minimizing waste.

(www.lean.org/WhatsLean/). Adding value to our customers while we remove/reduce low impact work is an important source of generating capacity. Building on the work that the City of Hamilton and other libraries are doing, HPL will continue to work towards using Lean processes to review our work.

- **Labour Relations** – In 2017 we anticipate reaching a new Collective Agreement that is fair to staff while the organization remains focused on realizing our mission. We will continue to use innovation to create capacity while at the same time ensuring we empower staff to make a difference. We will continue to focus on retraining existing staff to meet new service needs while we make every effort to use attrition to contain staffing costs as required by budgets.

Policy Development

HPL will continue to update and refine our organizational policies. In 2017 we will:

- **Board Policy Manual** – Publish an updated Board Policy Manual.
- **Policy Review** – Continue to review and update existing policies based on the policy framework.

Capital Projects

We will work to complete approved projects and advanced projects finalizing scope and funding. We will keep the Board involved in major developments and work collaboratively to resolve issues that emerge. The projects include:

- **Facilities Master Plan** – We will look for opportunities to advance projects and obtain funding for new projects based on Board direction and available funding. We will issue a report on lessons learned from Waterdown and other recent projects. Where appropriate we will update the FMP to provide guidance on future projects.
- **Binbrook** – We will continue to advance the Binbrook build with a scheduled opening in 2018.
- **Central** - We will complete the updated entrance to York Blvd in 2017. Pending City of Hamilton capital budget approval, we will start the window replacement project in 2017.
- **Dundas** – We will re-open the renovated Dundas branch in 2017.
- **Greensville** – Working in partnership with the HWDSB and the City of Hamilton, we will complete design and commence construction of the project with a scheduled opening in late 2018.
- **Locke** – Pending Board approval, we will commence the Locke renovation project in 2017.
- **Security Cameras** – We will complete installation of new security cameras around the system in 2017.
- **Turner Park** – Working in partnership with the YMCA and the City of Hamilton we will move forward with the plan to upgrade the Turner Park parking lot to improve access and accessibility.
- **Valley Park** – We will finalize scope and funding for the new Valley Park branch with design to be completed in late 2017 or early 2018, and construction projected to begin in spring of 2018.
- **Westdale** – We will continue the minor renovation of Westdale and install updated flooring in early 2017.

Technology Renewal

We will continue to make strategic investments in technology that expands our service offerings based on community need and/or to improve our operational effectiveness.

Specific projects include:

- **Maker Space and Digital Media Equipment** – We will continue to expand the availability of digital media equipment around the system. Except where space constraints prevent adding equipment, we will at a minimum equip all our branches with scanning and digital conversion equipment. Provincial capacity grant funding will be a major source funding for this project.
- **Edge Toolkit** – In 2017 we will begin to use the Edge Toolkit (www.libraryedge.org/toolkit) to evaluate our technology services.
- **Bandwidth Expansion** – Working in partnership with the City of Hamilton, HCE Telecom and Orion we will improve our bandwidth and network performance. Emphasis will be placed on upgrading locations that currently have low bandwidth.
- **Infrastructure Upgrades** – In 2017 other major technology upgrades will include a move to Office 365, Windows 10 and more hardware lifecycle replacements.
- **Board Website** – In 2017 we will update the Library Board's web presence and pending Board approval that will include live video streaming of Library Board meetings. An archive of the videos will preserve future access.

Partnerships

HPL will continue to build on existing partnerships to support important community efforts and extend our impact in a sustainable way. This will include:

- **Programs** – We will look to further work with aligned organizations to enhance our offering of free cultural and learning programs through in-kind partnerships.
- **Canada 150** – HPL will play an active role in helping Hamilton celebrate Canada's sesquicentennial. In particular Local History and Archives will be involved in using our rich collections to help tell the story of our past 150 years.



Date: December 16, 2016
To: Chair and Members of the Board
c.c.: Paul Takala, Chief Librarian/CEO
From: Tony Del Monaco, Director of Finance & Facilities
Subject: **Donations, Sponsorship & Fundraising Policy**

RECOMMENDATION:

That the attached Donations, Sponsorship & Fundraising Policy be approved.

That the Hamilton Public Library establish a Donations Reserve Fund. Undesignated donations received would be transferred to the Donations Reserve Fund annually.

FINANCIAL/STAFFING/LEGAL IMPLICATIONS:

The establishment of a donations reserve fund will enable the Library to better manage the way it utilizes cash donations. All undesignated cash donations received will be directed to a new Reserve Fund. As with other reserve funds, a Board motion will be required to access the Donations Reserve Fund. Designated donations will be directed to an appropriate Dept ID or Capital Project in accordance with the wishes of the donor.

Sponsorship agreements valued at \$25,000 or more shall be presented to the Library Board for approval. Sponsorship agreements valued at less than \$25,000 may be approved by the Chief Librarian and will be reported to the Board.

The Hamilton Public Library is a registered charity and follows all relevant rules and regulations of the Canada Revenue Agency (CRA).

BACKGROUND:

The Hamilton Public Library (HPL) welcomes and encourages donations, gifts and sponsorship from individuals, groups, foundations and corporations for the purpose of enhancing the services of the library system. The Library provides service to the community in accordance with the Library's mission, values and strategic goals. The Hamilton Public Library gratefully accepts donations and sponsorship and fundraising opportunities based on this policy.

While HPL has had a Fundraising and Donations policy in place since 1993, the policy needs to be updated and revised for better clarification. The attached Donations, Sponsorship & Fundraising Policy provides a clearer vision on how people and organizations can support HPL in these areas. It defines and outlines the different respective roles and activities. The policy acknowledges our recognition program that is designed to thank our donors while encouraging others to donate. The policy guides staff stewardship in supporting these important relationships and also provides better support for staff and HPL in the future.



Policy Number: _____

Title: **Donations, Sponsorship & Fundraising Policy**

Policy Level: Library Board

Author: Director, Finance & Facilities

Review Period: 4 years

Review/Approval History: Replacing Donations and Fundraising and Donations Policy – First Approved June 1993; April 2001, July 15, 2010, Revision date: March 31, 2016 (Draft – April 2016; Sept 2016), **Revision date: Dec 2016.**

Policy Purpose: The Hamilton Public Library (HPL) welcomes and encourages donations, gifts and sponsorship from individuals, groups, foundations and corporations for the purpose of enhancing the services of the library system. The Library provides service to the community in accordance with the Library's mission, values and strategic goals. The Hamilton Public Library gratefully accepts donations and sponsorship and fundraising opportunities based on this policy.

Key Points Summary:

- The Library gratefully accepts donations and welcomes sponsorships and fundraising opportunities with third parties in order to advance its mission, adhere to its values and meet its strategic goals.
- Undesignated cash donations are set aside in a Donations Reserve. Use of funds from the Donations Reserve shall be approved by the Library Board. Designated donations that are specified for particular uses by the donor are directed to the appropriate cost centre.
- The Library has a long standing partnership with the Hamilton Community Foundation (HCF) in managing its endowment funds. Endowments are gratefully accepted and directed to the HCF on behalf of the Library. This foundation manages the Library's endowments and provides the Library Board with the investment income annually. The Library Board approves the expenditures of these funds consistent with the specifications of the funds.
- Sponsorship agreements valued at \$25,000 or more shall be presented to the Library Board for approval. Sponsorship agreements valued at less than \$25,000 may be approved by the Chief Librarian and will be reported to the Board.

- The Hamilton Public Library Board will maintain a donor recognition program in support of its Donations, Sponsorship & Fundraising Policy. The purpose of the donor recognition program is to thank donors, to encourage others to give, and to steward a healthy long-term relationships between the Library and its donors. The Library respects the wishes of donors who wish to remain anonymous.
- Charitable receipts are issued for cash donations, appraised donations of art and valuable papers, as well as in kind donations. Charitable receipts cannot be issued for more than the fair market value as determined by an independent appraiser.

Definitions:

Business Office of HPL - This office is responsible for financial services for the Library and facilitates tax receipts and donations. Activities of this office are overseen by the Director of Finance & Facilities.

Cash - Cash includes cheques, money orders, bank drafts, and money (bills & coin). Donations made by debit card and by credit card are also considered cash gifts.

Donation- A donation is a gift, contribution of cash, or goods given voluntarily to the Library as a philanthropic act without expectation or requirement of reciprocal benefit. A designated donation is one that is to be used for a specific purpose. An undesignated donation is one that has no stipulations on use.

Gifts in Kind – Gifts in kind, also known as non-cash gifts, are gifts of property. They cover items such as artwork, equipment, securities, and cultural and ecological property. A contribution of service, that is, of time, skills or effort, is not property and, therefore, does not qualify as a gift or gift in kind for purposes of issuing official donation receipts. (www.cra-arc.gc.ca/chrts-gvng/chrts/glssry-eng.html)

Sponsorship – A sponsorship is a mutually beneficial exchange between the Hamilton Public Library and an outside organization, in which an external party makes a contribution of cash or in-kind goods or services to the Library in return for recognition, acknowledgements or other considerations. Sponsors receive a benefit of reciprocal value in return for their support and contribution.

Policy Details:

The Hamilton Public Library is a registered charity and follows all relevant rules and regulations of the Canada Revenue Agency (CRA).

All donations constitute a complete transfer from the previous owner to the Library. Unless a mutual agreement between the Library and the donor is achieved, if the owner is unwilling to transfer full ownership and rights then the gift will be declined with thanks.

The Hamilton Public Library has no obligation to inform the donor of the disposition of the donated materials, to retain intact, or to reserve special library shelving for

unsolicited gifts of private collections. Donations will be accepted on the understanding they will be used in accordance with the criteria established in this policy. As a rule donated materials will not be accepted as payment for lost or damaged library materials or late fees.

Types of Gifts

HPL welcomes and accepts different types of gifts as defined by the Canada Revenue Agency. Where applicable, the Library may require the donor to have his/her property appraised by a certified appraiser at a shared expense with the Library before a decision as to whether or not a donation will be accepted.

While the Hamilton Public Library appreciates the generosity of those who wish to donate, the Hamilton Public Library's Collections Policy states that the Library does not accept donations of materials for its collections. The Hamilton Public Library encourages persons with such materials to consider donating them to other community agencies.

Donations to the Local History and Archives department must align with the selection criteria identified in the Library's [Collections Policy](#) and any relevant [Local History & Archives Policies](#).

Note: This policy does not supersede prior agreements. Any restrictions in existence as of the effective date of this policy may remain as restrictions to disposal and the Library Board will be governed by its prior commitments. This includes memorial gifts of art which may not normally be disposed of unless the donor or donor's representative has given approval.

Donations

Cash Donations

Gifts of cash are accepted and are used to enhance the services of the library system. The Library reserves the right to use undesignated donations in the best interest of the Library, and shall make decisions regarding the investment, disposition and/or eventual disposal of all donations.

Both designated and undesignated donations are welcomed. For designated donations, the Library will direct the donation to a specific purpose as outlined by the donor.

Unless otherwise specified by the donor, cash donations received during the year are to be transferred to a Donations Reserve. Use of funds in the Reserve requires Board approval before being spent.

The Board will be informed of individual cash donations of \$25,000 or more. Staff will advise the Board of such donations and bring forward a recommendation for use of the funds such as transfer to the Donations Reserve or use for a specific purpose.

Acceptance and handling of cash donations shall adhere to the Library's Cash Handling Policy (under review).

Donations can be made as follows:

- Smaller gifts can be made online through CanadaHelps.org
- Larger gifts can be made directly to the Hamilton Community Foundation
- Or by contacting the HPL's business office as follows:
 - By phone: 905-546-3200 x3239
 - By email: tdelmona@hpl.ca
 - In person/ in writing: 55 York Blvd Hamilton, ON L8N 4E4

CanadaHelps.org

CanadaHelps is a non-profit organization. It facilitates online donations for not-for-profits, including libraries. A small percentage of the donation is retained to support this organization (www.canadahelps.org/en/)

Hamilton Community Foundation

The Library Board is committed to working with the Hamilton Community Foundation (HCF). HPL has a long standing partnership with HCF in managing its endowment funds. Endowments are gratefully accepted and directed to the HCF on behalf of the Library. This foundation manages HPL's endowments and provides the Library Board with the investment income annually. The Library Board approves the expenditures of these funds consistent with the specifications of the funds.

(www.hamiltoncommunityfoundation.ca/)

Library Legacy Fund – The Library Legacy Fund is an endowment fund which is administered and managed by the Hamilton Community Foundation on behalf of the Hamilton Public Library. The principal is used to generate income which is available for Library use.

Donors of \$5,000 or more may name a fund but the income will be used at the discretion of the Library Board. Donors of \$25,000 or more may name the fund and choose to direct the donation to a specific field of interest in consultation with the Library Board.

Library or Foundation staff will work together with the donor or the donor's lawyer, accountant, life insurance agent or financial planner to establish which type of donation best meets the donor's goals.

Both the Hamilton Public Library and the Hamilton Community Foundation recognize all donations to the Library Legacy Fund. Donors of named funds are recognized in the Hamilton Community Foundation's Annual Report each year in perpetuity.

Gifts in Kind

Gifts in kind, also known as non-cash gifts, are gifts of property. They cover items such as artwork, equipment, securities, and cultural and ecological property.

A contribution of service, that is, of time, skills or efforts, is not property and, therefore, does not qualify as a gift or gift in kind for purposes of issuing official donation receipts. (www.cra-arc.gc.ca/chrts-gvng/chrts/glssry-eng.html)

Art

The Library accepts artwork of historic/documentary value related to the history of the City of Hamilton as appropriate and as described in its Collection Policy.

- The Library does not act as a repository of the works of local artists or of portraits of local persons.
- The Library does not actively collect, seek or accept unsolicited donations or purchase art for decorative, artistic or commemorative purposes unless it is a Commission of Art for a new building specifically commissioned by the Library Board.
- The Library Board reserves the right to refuse to accept any artwork considered by it to be inappropriate and/or unsuitable for a library environment.

Valuable Papers/Collections

The Library accepts gifts of papers/collections of historic/documentary value related to the history of the City of Hamilton as determined by its Collections Policy.

Non-cash Gifts

Gifts of securities are welcomed and are directed to the Library's trust funds managed by the Hamilton Community Foundation.

Property

Gifts of property, real estate and tangible property are administered through the Library's Business Office.

Deferred Gifts including Bequests/Life Insurance

A deferred gift is arranged now but is not available for use by the Library until some future time, usually after the death of the donor. With a deferred gift, a portion or all of a donor's assets may be designated by bequest to benefit the Library. Such gifts may be made by will or beneficiary designation. Persons interested in making deferred gifts are directed to the Library's Legacy Fund managed by the Hamilton Community Foundation.

Sponsorships

A sponsorship is a mutually beneficial exchange between Hamilton Public Library and an outside organization, in which an external party makes a contribution of cash or in-kind goods or services to the Library in return for recognition, acknowledgements or other considerations. Sponsors receive a benefit of reciprocal value in return for their support and contribution.

Sponsors are required to have sponsorship agreements and need to align with our policies and practices and do not imply endorsement of products by the Library. Sponsors may not influence the goals and objectives of Library programs. Entering

into sponsorship agreements does not suggest endorsement of products or services by Hamilton Public Library.

The Library reserves the right to immediately terminate an existing sponsorship if the sponsor uses Hamilton Public Library's name outside the parameters of the agreement, without prior consent, or if the sponsor develops a public image inappropriate to the Library's service and philosophy. In case of a change in ownership or name or both of a sponsor during the term of the agreement, Hamilton Public Library reserves the right to immediately cancel the agreement if the new organization fails to meet any of the principles or conditions outlined in this policy or in the contractual agreement.

All sponsorship agreements must include the dates of the agreement, must clearly indicate what the sponsor is contributing and the value of that contribution (best market value estimate) and the forms of recognition the Library will provide to the sponsor in return. The agreement must be signed by the Chief Librarian as the authorized representative of the Library Board and by authorized representatives from the external organization. The parameters of any exclusivity agreement shall clearly define the nature, extent and duration of the exclusivity.

The Library will ensure that the confidentiality of its records is maintained and will not sell or provide access to customer records in accordance with applicable Library policies and legislation.

Any naming opportunity included in a Sponsorship Agreement will conform to the [Naming Opportunities Policy](#) and will be assessed in accordance with that policy. Sponsors' corporate names and/or logos may not have prominence over the Hamilton Public Library name and/or logo. The Library reserves the right to determine the placement of such names and logos.

The Hamilton Public Library Board endorses the Canadian Library Associations Position Statement on Corporate Sponsorship Agreements in Libraries (approved by CLA See - Appendix A). All donations, gifts, sponsorship and fundraising programs will be consistent with the Hamilton Public Library's mission statement. The Library reserves the right to decline any donation, gift or sponsorship opportunity that is deemed to be inappropriate or unsuitable to the advancement of the mission, values, and strategic objectives of the Library.

Sponsorships agreements valued at \$25,000 or more shall be presented to the Library Board for approval. Sponsorship agreements valued at less than \$25,000 may be approved by the Chief Librarian and will be reported to the Board.

Fundraising

Staff will develop and implement appropriate fundraising strategies to achieve fundraising targets, while maintaining awareness and respect for fundraising endeavours undertaken by others within the City of Hamilton.

The Library may approve special fundraising ventures which it deems suitable in fulfilling its mission, values, goals and objectives, and which will not compromise the Library's public image. All funds raised will be used for the stated purposes and established priorities of the fundraising program as determined by the Library in the fundraising strategy.

Library Support Groups

Library Support Groups (such as the former Friends of the Library) wishing to financially support and/or advocate on behalf of the Hamilton Public Library will have their terms of reference and governance by-laws approved by the Hamilton Public Library Board. Annual reports will be made to the Library Board summarizing their activities.

Recognition

The Hamilton Public Library Board will maintain a donor recognition program in support of its Donations, Sponsorship & Fundraising Policy. The purpose of the donor recognition program is to thank donors, to encourage others to give, and to steward a healthy long-term relationships between the Library and its donors. Every effort is made to ensure that recognition is timely, meaningful to the donor, appropriate and equitable. Recognition of donors will conform to established guidelines.

The Hamilton Room at Central has been designated HPL's Donor Recognition Room. A digital Donor Recognition wall will be used to highlight past gifts. HPL will also use the Library website and digital monitors around the system to thank donors.

Recognition programs will honour individuals, corporations, service clubs, community organizations and philanthropic foundations that make monetary and/or gifts-in-kind donations, as well as government agencies that provide direct cash grants to the Hamilton Public Library for the purpose of enhancing library services.

Donor recognition programs for special fundraising initiatives, such as a capital campaigns, will be developed as a part of the campaigns.

The formal recognition of government grants or corporate partners in library programs and/or services is normally dictated by the terms of the grant or agreement and may include the inclusion of government or partners' logos in print or electronic publications relating to the grant or agreement.

Use of funds raised and fundraising operating expenses will be in accordance with Revenue Canada Taxation guidelines and every effort will be made to maximize dollars raised in relationship to dollars spent.

All records pertaining to established and potential donors will be held confidentially and in accordance with relevant legislation and Library policies.

The Library will also respect the wishes of any donors wishing to remain anonymous.

Charitable Receipts

Charitable receipts are issued for cash donations, appraised donations of art and valuable papers, as well as in-kind donations. Charitable receipts cannot be issued for more than the fair market value as determined by an independent appraiser.

Deadlines may be applied to ensure that donations are received in time to be receipted in the current tax year. Receipts cannot be backdated.

Support Your Library Webpage

The Library website will provide information about how to Support HPL. www.hpl.ca/

Appendix A: Canadian Library Association - Corporate Sponsorship Agreement in Librariesⁱ

Approved by Executive Council ~ June 21, 1997

Libraries enrich lives, provide information needed for work and daily living, and foster informed communities which are essential to a democratic society. In recognition of this important function, communities support libraries through public funding. The library's first priority is to ensure the continuation and growth of this primary relationship -- public funding for the public good.

CLA encourages and supports advocacy to maintain and develop public funding as the principal source of support for public, school, academic and government libraries. Publicly funded libraries can and do explore other sources of funding, such as grants, gifts, donations, partnerships and sponsorships, to ensure that they provide the best possible services to their communities. Corporate sponsorships are one source of additional support that allows libraries to enhance the level, extend the range, or improve the quality of library service. To ensure that partnerships enhance the library's image and add value to library services, libraries need to develop policies and sponsorship agreements that outline the conditions and the benefits of the sponsorship arrangement.

CLA believes that the following principles are important in developing sponsorship policies and agreements. Libraries have a responsibility to:

1. demonstrate that sponsors further the library's mission, goals, objectives and priorities, but do not drive the library's agenda or priorities.
2. safeguard equity of access to library services and not allow sponsorship agreements to give unfair advantage to, or cause discrimination against, sectors of the community.
3. protect the principle of intellectual freedom and not permit sponsors to influence the selection of collections, or staff advice and recommendations about library materials, nor require endorsement of products or services.
4. ensure the confidentiality of user records by not selling or providing access to library records.
5. be sensitive to the local political and social climate and select partners who will enhance the library's image in the community

ⁱ <http://cla.ca/wp-content/uploads/Corporate-Sponsorship-Agreement-in-Libraries-June-1997.pdf>