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, January 18, 2017
Central Library, Board Room

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

AGENDA

Guests:
HPL Canada 150 - Naomi Brun, Caitlin Fralick, Suzan Hampson, Karen Milligan
Facilities - Assad Hoosein

1.   **Discussion Period**

2.   **Acceptance of the Agenda**

3.   **Minutes of the Hamilton Public Library Board**   Attachment #3
      Meeting of Wednesday, December 21, 2016

4.   **Report of the Nominating Committee Meeting of**   Attachment #4
      Tuesday, January 10, 2017 and Elections

      - Presentation of Proposed Slate of Officers
      - Invitations of Nominations from the floor
      - Motion to close nominations
      - Election of Officers of the Board

5.   **2017 Board Chairman Calls the Inaugural Meeting to Order**

6.   **Presentations**

      6.1   Canada 150 – NB, CF, SH, LL, KM
      6.2   2017 Draft Budget Presentation – PT/TD

7. Consent Items

7.1 Updcoming and Outstanding Agenda Items - PT   Attachment #7.1
Suggested Action: Receive

7.2 Greensville Lease - TD   Attachment #7.2
Suggested Action: Recommendation

8. Business Arising

8.1 Carlisle Report – KA   Attachment #8.1
Suggested Action: Receive

8.2 Lessons Learned Waterdown & Other   Attachment #8.2
Projects – PT/KA/TD   **Suggested Action: Receive**

9. Correspondence

10. Reports

10.1 Chief Librarian's Report - PT   Attachment #10.1
Suggested Action: Receive

10.2 Metrics Report 2016 – MS   Attachment #10.2
Suggested Action: Receive

11. New Business

12. Policies

12.1 Borrowing Policy - MS   Attachment #12.1
(1st Review)   **Suggested Action: Receive**

12.2 Accessiblity for Customers with Disabilities - KA Attachment #12.2
(1st Review)   **Suggested Action: Receive**

12.3 Staff Development & Training– LD   Attachment #12.3
(1st Review)   **Suggested Action: Receive**

12.4 Employee Assistance Program– LD   Attachment #12.4
(1st Review)   **Suggested Action: Receive**

13. Private and Confidential

14. Date of Next Meeting

Wednesday, February 15, 2017
Central Library, Board Room, 5th Floor
5:30 p.m. Dinner
6:00 p.m. Meeting

15. Adjournment

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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

MINUTES

PRESENT: Mary Ann Leach, Jennifer Gautrey, Douglas Brown,
John Kirkpatrick, Councillor Partridge, Lori-Anne Spence-Smith,
George Geczy, Clare Wagner, Vikki Cecchetto, Councillor Pearson

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

REGRETS: Suzan Fawcett

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

1. **Discussion Period**

   1.1 Images of the progress to date for the Binbrook Library were
   presented to the Library Board.

2. **Acceptance of the Agenda**

   Item #11.1 - remove from agenda.

   MOVED by Ms Cecchetto, seconded by Ms Gautrey,

   THAT THE AGENDA BE ACCEPTED AS AMENDED.

   MOTION CARRIED.

3. **Minutes of the Hamilton Public Library Board Meeting of Wednesday, November 16, 2016**

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

THAT THE LIBRARY BOARD MINUTES OF THE NOVEMBER 16, 2016 MEETING BE ADOPTED AS PRESENTED.

MOTION CARRIED.

4. **Presentations**

4.1 Valley Park Feasibility Study – Grace Wang

Ms Wang provided an update regarding the Valley Park Library.

4.2 Library Board Website Search – Sherry Fahim

Ms Fahim provided a presentation on the new searching capabilities of the information relating to the Library Board.

4.3 Youth Services Resources Renewal – Lita Barrie

Ms Barrie provided an update on the accomplishments over the past year of the youth services resources.

5. **Consent Items**

MOVED by Mr. Kirkpatrick, seconded by Ms Cecchetto,

THAT CONSENT ITEMS 5.1. 5.2. 5.3 AND 5.4 BE APPROVED AS PRESENTED.

MOTION CARRIED.

5.1 That the Hamilton Public Library approve the attached amended By-Laws.
5.2 That the Hamilton Public Library Board approve the updated Privacy Policy for Library Customers.
5.3 That the Hamilton Public Library Board approve the updated Advocacy and Political Participation Policy.
5.4 That the attached report be received for information.

6. **Business Arising**

6.1 Upcoming and Outstanding Agenda Items

MOVED by Councillor Partridge, seconded by Councillor Pearson,

THAT THE UPCOMING AND OUTSTANDING AGENDA ITEMS REPORT BE RECEIVED.

MOTION CARRIED.

7. **Correspondence**

There was no correspondence.

8. **Reports**

8.1 Chief Librarian's Report

MOVED by Ms Gautrey, seconded by Mr. Geczy,

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

MOTION CARRIED.

8.2 Youth Services Storytime Results

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

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

MOTION CARRIED.

8.3 Budget Variance Report

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

THAT THE BUDGET VARIANCE REPORT AS AT OCTOBER 31, 2016 AND ESTIMATED TO DECEMBER 31, 2016 BE RECEIVED FOR INFORMATION.

MOTION CARRIED.

8.4   Reserve Report

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

THAT THE LIBRARY RESERVES UPDATE BE RECEIVED FOR INFORMATION.

MOTION CARRIED.

8.5   FOPL Reports

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

THAT THE FOPL REPORTS: ONTARIO PUBLIC LIBRARY OPERATING DATA 2005 -2014 AND FOPL RESEARCH TASK FORCE REPORT BE RECEIVED FOR INFORMATION AND CONSIDERATION.

MOTION CARRIED.

9.   New Business

9.1   Non-Union Library Page Salaries

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

THAT THE SALARY SCHEDULE FOR THE NON-UNION LIBRARY PAGE POSITIONS BE INCREASED BY 2% EFFECTIVE JANUARY 1, 2017.

MOTION CARRIED.

9.2   Non-Union Compensation Structure

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

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.

MOTION CARRIED.

9.3   2017 Goals - PT

MOVED by Ms Wagner, seconded by Councillor Partridge,

THAT THE HAMILTON PUBLIC LIBRARY BOARD ADOPT THE CHIEF LIBRARIAN/CEO GOALS FOR 2017.

MOTION CARRIED.

10.   Policies

10.1   Fund Raising & Donations Policy (2nd Reading)

MOVED by Councillor Pearson, seconded by Ms Wagner,

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.

MOTION CARRIED.

11.   Private and Confidential

MOVED by Ms Cecchetto, seconded by Mr. Brown,

THAT THE HAMILTON PUBLIC LIBRARY BOARD MOVE IN CAMERA TO DISCUSS THE CEO PERFORMANCE 2016.

MOTION CARRIED.

MOVED by Councillor Pearson, seconded by Councillor Partridge,

THAT THE IN CAMERA SESSION BE ADJOURNED.

MOTION CARRIED.

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

THAT THE LIBRARY BOARD APPROVE A POSITIVE PERFORMANCE APPRAISAL FOR THE CHIEF LIBRARIAN IN 2016, AND

THAT THE CHIEF LIBRARIAN'S SALARY BE INCREASED TO THE NEXT PROGRESSION IN HIS PAY LEVEL (LEVEL 5) EFFECTIVE JANUARY 1, 2017.

MOTION CARRIED.

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**

MOVED by Ms Cecchetto, seconded by Ms Gautey,

THAT THE HAMILTON PUBLIC LIBRARY BOARD MEETING OF WEDNESDAY, DECEMBER 21, 2016 BE ADJOURNED.

MOTION CARRIED.

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

Minutes recorded by Karen Hartog

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HAMILTON PUBLIC LIBRARY BOARD
Nominating Committee Meeting
Tuesday, January 10, 2017
Central Library, Administration Committee Room
1:30 p.m. Meeting

MINUTES

PRESENT: Mary Ann Leach, Jennifer Gautrey, Suzan Fawcett

STAFF: Paul Takala

1. **Review of Nominating Committee Terms of Reference (Bylaws – section 6.12.1)**

2. **Review of Completed Declaration of Interest Forms from Library Board Members**

    MOVED by Ms Gautrey, seconded by Ms Fawcett,

    THAT THE NOMINATING COMMITTEE GO IN-CAMERA TO DISCUSS AND REVIEW THE COMPLETED DECLARATION OF INTEREST FORMS FROM IDENTIFIABLE BOARD MEMBERS.

    MOTION CARRIED.

    MOVED by Ms Fawcett, seconded by Ms Gautrey,

    THAT THE IN CAMERA SESSION BE ADJOURNED.

    MOTION CARRIED.

    MOVED by Ms Gautrey, seconded by Ms Fawcett,

THAT THE NOMINATING COMMITTEE RECOMMENDS THAT THE FOLLOWING SLATE OF OFFICERS BE ADOPTED FOR 2017:

CHAIRPERSON:	**George Geczy**
VICE-CHAIRPERSON:	**Lori-Anne Spence-Smith**
AUDIT COMMITTEE:	**George Geczy**
	Jennifer Gautrey
	John Kirkpatrick
	Mary Ann Leach
	Alt: Lori-Anne Spence-Smith
SOLS REPRESENTATIVE:	**Vikki Cecchetto**
TREASURER:	**Paul Takala**

Note: Board members are reminded that any member can either self-nominate or nominate another board member for any elected position during the elections at the January Board meeting.

MOTION CARRIED.

3. **Adjournment**

MOVED by Ms Gautrey, seconded by Ms Fawcett,

THAT THE NOMINATING COMMITTEE MEETING OF TUESDAY, JANUARY 10, 2017 BE ADJOURNED.

MOTION CARRIED.

The meeting was adjourned at 2:11 p.m.

Minutes recorded by Paul Takala

Hamilton Public Library

Date: January 13, 2017
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:

Note on report format: The report has been updated in a couple ways to improve ongoing tracking. Edits to items previously listed will be made in italic type. Items that are appearing for the last time will be shaded. Normally this will be because the item is being added to the agenda, however, if an item is no longer relevant or is superseded by another item the shading will be used to draw attention to it.

Name of Issue - Comments	Month Action Initiated	Who Initiated	Month on Agenda
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
Locke Vestibule and Improvements – *See note in January Chief Librarians Report*	Sept. Oct. 2016	K. Anderson	*February 2017*
Library Hours – *Report recapping status of Library Hour review.*	*January 2017*	*P. Takala*	*February 2017*
Strategic Plan *– This should be a major focus of the Board in 2017. Board survey on Mission, vision and values in February.*	*October 2016*	*P. Takala*	*February 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. *The feasibility study is scheduled to be completed by March.*	May 2016	Library Board	*April 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	1st Review	2nd 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 1st AGM in early February 2017.	February 2017	March 2017
Board Policy Manual	The updated manual will include the revised Bylaws, report on *in-camera* 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 polices included: Cash Handling, Copyright, Employee Assistance, Meeting Room, Service Hours, Staff	March 2017	April 2017

	Development & Training, Technology & Internet Use, and Administrative Level policies.		

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

Hamilton Public Library

Date:	January 13, 2017
To:	Chair and Members of the Board
c.c.:	Paul Takala, Chief Librarian/CEO
From:	Tony Del Monaco, Director of Finance & Facilities
Subject:	**Greensville Lease Extension**

RECOMMENDATION:

That the lease between the Hamilton Public Library and Vanderlaan C. S. Ltd. be renewed for a two year period from January 1, 2017 to December 31, 2018 at a total lease cost of $37,375 for 2017 and $38,490 for 2018 plus applicable HST.

FINANCIAL/STAFFING/LEGAL IMPLICATIONS:

The existing lease for the Greensville Branch located at 59 Kirby Avenue has expired as of December 31, 2016 and needs to be renewed. The lease costs for 2017 would remain the same as in 2015 and 2016, that being $37,375 per year. Lease costs for 2018 would be $38,490 per year, a 3% increase over 2017.

BACKGROUND:

The Greensville Library has been located in the current leased location since 1988. This lease has been renewed on short terms either yearly or bi-yearly since 2000.

The space being leased is 2,500 square feet and the $37,375 lease costs represent a current cost of $3,115 per month or $14.95 per square foot inclusive of rent, maintenance, and utilities.

In consultation with the Library, City of Hamilton Real Estate staff have negotiated a two year lease extension with the landlord of this property. Lease payments for the first year would remain the same, representing a 0% increase over the current lease payments in year one and a 3% increase in year two. The terms and conditions of this lease extension are deemed to be fair, reasonable, and below market value by Real Estate.

The Library is working in partnership with the City of Hamilton and the Hamilton-Wentworth District School Board to build a new library on the site of the future Greensville Elementary School (625 Harvest Rd, Greensville). It is expected that a two-year lease term will be required to allow for construction completion.

The landlord is willing to extend at the above terms and rates. Real Estate staff feel that the proposed 2018 escalation is reasonable and within market for similar type properties and market availability.

Greensville Lease Summary

	Currently	**2017**	**2018**
Leased Area	2,500 sq ft	2,500 sq ft	2,500 sq ft
Rent (per annum)	$25,500	$25,500	$26,265
Additional Rent (maintnenace & utilities)	$11,875	$11,875	$12,225
Total Lease Costs (per annum)	**$37,375**	**$37,375**	**$38,490**
Non-Recoverable HST	$658	$658	$678
Total Lease Costs w/ HST (per annum)	**$38,033**	**$38,033**	**$39,168**
Percent Increase from Prior Year	0%	0%	3%

Hamilton Public Library

Date:	January 13, 2017
To:	Chair and Members of the Board
c.c.:	Paul Takala, Chief Librarian/CEO
From:	Karen Anderson, Director of Public Service
Subject:	**Carlisle One Year Update**

RECOMMENDATION:

That the Hamilton Public Library Board receives this report for information and feedback and that a recommendation on approved actions for the Carlisle Branch occurs after receipt of the ongoing feasibility study and further discussions regarding rural library service.

BACKGROUND:

The Facilities Master Plan (FMP) provides information on the status of each library location and provides direction for facility renewal. The current Carlisle facility is in poor condition and not sustainable for long term library use. The 2017 draft FMP directs staff to review the impact of the new Waterdown branch on the Carlisle location after a full year of operation. As well, it directs staff to work collaboratively with City Recreation on a feasibility study for a potential addition to the Carlisle arena that could house a future library. That feasibility study is currently underway and will be shared with the Board when it is complete in early spring 2017.

The opening of the new Waterdown branch has been a significant change for library service in Flamborough. Open for one year as of December, the new branch has been very popular with residents as they become familiar with the new facility, get library cards, borrow and attend programs. In 2016, the Waterdown branch issued 2072 new cards a huge increase over the 1024 cards issued in the previous year. Several other indicators reinforce how successful the new branch is with a 57% increase in circulation, a 150% increase in visitors and an increase of about 200% in programs and attendance.

During the same one year period the Carlisle branch saw regular use with the branch continuing to serve its immediate community. Despite the small facility, customers enjoyed the space and received great service from library staff. The Carlisle branch saw modest increases in 2016 including an 8% increase in circulation and 6% increase in wifi usage but generally small declines in visits and new borrowers. This is during a period where overall system circulation experienced a small decline of 1.7% and system visitor counts were up by 13%.

So far, the new Waterdown library does not appear to be having a significant impact on service at Carlisle. Rather the new library complements the service provided at the Carlisle branch and provides residents with other service options. The new Waterdown branch provides an expansion of library service in the

Flamborough community with longer hours, new programming space, a computer lab and study spaces. With so much growth in the community, the library is well positioned in a joint facility with city partners to be an important part of the community's infrastructure.

In 2017 a rural service pilot project will be proposed. The proposed alternative model would use technology to extend hours for customers to use the Freelton branch before and after staff are present. During these periods customers would be supported by library staff remotely. If approved, results of this pilot project will also help inform discussions about the Carlisle branch.

2015/2016 Key indicator comparison – Carlisle, Waterdown, System

	Carlisle			Waterdown			System Wide		
	2016	2015	% Change	2016	2015	% Change	2016	2015	% Change
Physical Circulation	39570	36671	8%	233936	149031	57%	5288961	5483130	-4%
Computer Sessions	928	919	1%	17498	10242	71%	806925	795397	1%
Wifi	1953	1850	6%	35849	5607	539%	1149739	814440	41%
Programs	57	65	-12%	484	150	223%	9135	8867	3%
Attendance	401	541	-26%	6357	2125	199%	181019	174290	4%
In-Person Visits	14829	17714	-16%	134415	53727	150%	3946440	3501915	13%
New Borrowers	100	134	-25%	2072	1024	102%	23472	22366	5%

Date: January 13, 2017
To: Chair and Members of the Board
From: Paul Takala, Chief Librarian/CEO
Subject: **Lessons Learned from Waterdown & Other Projects**

RECOMMENDATION:

That this report on lessons learned be received for comment and that staff incorporate relevant information and Board feedback into the Facilities Master Plan.

FINANCIAL/STAFFING/LEGAL IMPLICATIONS:

Library staff work closely with the City of Hamilton project managers and architects to ensure projects are of quality design and build, are on budget and come in on time. With the acceleration of Library construction and renovation projects in recent years we have gained new experiences and insights into challenges and risks facing projects. This report highlights some lessons learned for the Board to consider as we move forward with other projects.

BACKGROUND:

In May 2016 staff provided an initial report on lessons learned from Waterdown and other recent construction projects. This report builds on the findings of that report.

Since the new Waterdown branch opened in December 2015 we have seen significant growth in usage. The new and expanded branch has seen significant increases in usage in all areas including a 150% increase in visits and a growth of physical circulation of over 60%. While the extent to which the community is embracing the new library is impressive, there are a number of issues that have emerged that warrant further consideration. Staff have been working with our partners at the City of Hamilton to determine what can be learned from the challenges we have faced with the aim to reduce the risk of future occurrences. While this report intentionally focuses on challenges and what could be done differently we need to acknowledge that HPL, working with our partners at the City, over the last decade have successfully completed many library renovations and new building projects. So in making adjustments we need to keep in mind past success as well as challenges.

To focus on the Waterdown project we need to recognize that while the project was completed on budget it was not completed on time. Also, while the building is winning design awards and is being enthusiastically embraced by many, some residents, in particular seniors, have found aspects of the layout challenging. Another issue with the Waterdown project has been addressing deficiencies in a timely manner. We look forward to over the next several months addressing the

final outstanding deficiencies. A major one is installing the main sign at the front of the property. Also, the dry summer in 2016 contributed to several problems with the landscaping and plants on the property. Those issues will need to be addressed in the spring and summer of 2017.

It should be acknowledged that Library staff, supported by City staff, has been very responsive to concerns raised by residents since the facility opened in late 2015. Some examples of changes that have been made to address concerns have been:

- Installation of a drop-box by main entrance
- Installation of railings on ramp to Recreation
- Improving visibility of stairs with yellow tape and paint
- Improving driveway sightlines by moving vegetation
- Improving access to Scott St sidewalk
- Additional parking lot signage
- Washroom dispensers changed

In 2016 we experienced two projects, Binbrook and Dundas, with construction tenders that came in over budget. As specified in a follow-up report in September 2016 staff reviewed upcoming projects to ensure adequate funding was budgeted for them. Moving forward we will need to continue to carefully look at cost projections and make adjustments as market conditions change.

KEY ISSUES FOR CONSIDERATION AND RECOMMENDATIONS

The following issues have been factors to consider for future projects. Staff has developed recommendations on each issue.

Project Constraints

Typically there are 3 primary constraints that impact the completion of a project: money, time and scope (quality/quantity of the work). In cases where we have existing services in place, such as Lynden and Waterdown, our approach has been to watch the budget very carefully and ensure the work is of the quality we expect. When problems or challenges emerge this typically results in time delays if we are not willing to compromise on scope or add additional funds to the projects.

Recommendation –Unless specific circumstances require a different approach, we should continue to ensure budget and scope are preserved as priorities over time. We should be cautious on deferring items to achieve substantial completion or occupancy and ensure specific timelines are established.

Contract Incentives to Avoid Delays: To help reduce the risk of delays in projects, one strategy is to use incentives (penalties and/or bonuses) to ensure the contractor finishes the work on time. While this approach can be very effective we need to be aware that contractors bidding on projects will factor in additional costs to compensate for the risk associated with delays. Where we have existing service in place, we have avoided making penalties too high to ensure we can get maximum value for the dollars we receive.

Recommendation – We should continue to be cautious about expensive incentives that reduce the risk of time delays unless specific project circumstances require a modified approach. Examples could be grant funding contingent on project completion by a certain date or other critical dependencies. Instead, increased communication and site presence will achieve better results in terms of adhering to schedules and quality of workmanship.

Procurement Processes: We work closely with the City of Hamilton through the procurement process. The current process followed on construction projects awards the bid to the lowest bidder. The City of Hamilton's Procurement Policy provides alternatives that have been used successfully in the past by HPL, such as price per point. The policy also allows for the ability to pre-quality vendors.

Recommendation – That the Library work with the COH to ensure the procurement methods followed are the most appropriate for the circumstances of a given project. For large and complex projects, HPL will work with the COH to ensure the general contractors are prequalified. That staff engage the Library Board in determining the procurement options to be followed until this is adequately addressed in the FMP.

Design Considerations: Designing buildings that are attractive and function well are critical to attracting customers to our spaces. We should celebrate the fact that some of our projects have received important architectural awards, however, as we do, we need to also remember that winning awards is not our goal. Our goal is to create excellent welcoming public spaces that function efficiently and effectively support current and future library needs. Moving forward, there are a few areas that we need to look at to ensure that we reduce risk in future projects. An issue that has come up in discussions is the fact that design elements that are untested (never been tried before) pose different types of risks depending on the situation. We want buildings that uniquely fit into and enhance the environments they are located, but we need to ensure that untried or untested features are necessary and provide more benefit than risk.

Recommendation: that staff work with the COH to develop clear standards for features including doors, windows and lights. The standards need to ensure architects have some flexibility in design, but the options chosen need to have demonstrated successful prior use and be readily sourced and maintained. In addition, that staff work with the COH to ensure the standards for the infrastructure to support the libraries technology (electrical and data needs) are clearly laid out in standards and are indentified as an important priority in library projects. That designs are assessed in early stages to ensure that staff familiar with customer needs can look for adjacencies and layout to ensure the building will be able to meet actual customer needs and support effective staff workflows. That customer feedback be sought in order to mitigate design failures from the end user point of view.   Additionally, we need to consider landscape design carefully to ensure that plant material can be appropriately maintained and is designed to withstand extreme weather conditions.

Communication: Library construction projects, by their very nature, draw public interest and questions. This means the need for ongoing, timely and accurate communication is critical. The issue of communication has been identified and both HPL and the COH are committed to working together to ensure we communicate as effectively as we can. It should be noted that while construction projects are in process, communication is only really successful when all parties are working together to honestly reflect the progress and challenges being faced.

Recommendation: that the Library work with COH staff to ensure that contract requirements and expectations are clear around communication and the project schedule. That the general contractor provides regular updated schedules and provides a complete critical construction path that includes integrated and dependent tasks, so COH and HPL staff can independently assess the project schedule. That the current practice of having strong engagement of HPL staff projects continues. That the Manager of Facilities works closely with COH project managers and HPL to ensure there is timely discussions of important issues and decision making ensures the library's interests are addressed.

Chief Librarian's Report – January 2017

BUDGET PRESENTATION TO CITY COUNCIL

A reminder the Library's budget presentation to City Council General Issues Committee (GIC) will take place on Thursday, **January 26,** 2017. The meeting begins at **9:30 a.m**. in Council Chambers and the Library Board budget is the first presentation on the GIC Agenda. Board members are encouraged to attend if available.

TECHNICAL SERVICE AWARD

Aida Rudnik, Manager of Technical Services, has most deservingly been selected as the 2017 recipient of the Ontario Library Association (OLA) Technical Services Award. OLA recognizes the Ontario librarian, teacher-librarian or department who has made a substantial achievement to their institution and/or the library profession in the area of technical services. For over thirty years, Aida has been an advocate for innovation in the area of technical service at the Hamilton Public Library. Aida has made countless contributions to the technical services field through the development and application of new and improved formats, methods, techniques, equipment and workflows. She has had leadership roles in 6 ILS migrations; Aida was instrumental in the implementation of BiblioCommons and the LibHub Early Adopter project to name but a few. Aida continually pushes herself and inspires her team and her colleagues to embrace change. The award will be presented to Aida during the Public Library Awards Gala at the OLA Super Conference.

CANADA 150 FUNDING FOR CENTRAL WINDOWS PROJECTS

HPL has been working with the City of Hamilton to receive funding for capital projects from the Canada 150 Community Infrastructure Program (CIP150). We recently learned that $400,000 of CIP150 funding has been approved for the Central windows replacement project. This project was approved by the Library Board in September 2016. It will replace the original windows for the Central Library that opened in 1980.

BOOKMOBILE

Due to repairs and delays in getting a replacement part, one of the bookmobiles remains out of service. As a result, a modified schedule was developed where staff spend only one hour at neighbourhood stops. The shorten stops are alternated between locations so the same locations does not have reduced service for two weeks in a row.

Staff members are receiving positive feedback from customers thanking them for making accommodations for service during this time. When possible, visits are

enhanced by staff hosting Pop-up Library events (McQuesten and Bennetto). These events were well received. It is noted that circulation numbers for this period will be down from last year as a result of this revised schedule.

UPDATE ON LIBRARY HOURS REVIEW

We continue to receive occasional feedback from customers expressing concerns about our service hours. Closed days in particular have been raised as a point of frustration. In the 2017 Goals, approved in December 2016, there is specific reference to identifying new service hour priorities as part of the strategic planning process. Our assumption continues to be that we will need to adjust and expand library hours without increases in funding. Staff continue to actively work on this issue. To help advance the conversation we will be providing an overview of what has been done to date in a report to the Library Board in February.

TERRYBERRY STUDY HALL

Similar to previous years, Terryberry provided extended service hours to facilitate quiet study from December 5 to December 20. Selected to coincide with the exam schedules at Mohawk College and McMaster University, the additional study hours were promoted to students and the community. Security staff supervises the space and feedback was very positive. Examples of comments include "It is nice to have somewhere nearby to study as opposed to a further bus ride" and "Quietness helps me study and stay focused. The environment is great too, no distractions." This year there were 112 participants including some high school students. Compared to 2015 the number of participants was down by 13% although still up by 46% from 2012 when the program began. This year saw greater usage of library computers.

UPDATE ON LOCKE PROJECT

The library continues to work with the City and our architect to finalize a proposal for improvements to the Locke branch. Currently we are waiting for additional information to ensure that the proposed project can be coordinated with other infrastructure projects in the area. The scope of the project will include a new entry vestibule, renovations to create a barrier free washroom and an improved outdoor reading area. As part of the submissions to the Ward 1 participatory budgeting process, the project is to be partially funded by a significant contribution from Ward 1.

POWER OF THE PEN AWARDS GALA

The 22nd Annual Power of the Pen Creative Writing Awards Gala will be held on January 20th at the Central Library. In 2016, Local Judges (local writers, poets and authors) reviewed 200 talented entries narrowing it down to two winners per category. This annual teen program is offered in partnership with the Hamilton

Spectator, the Hamilton Association for the Advancement of Literature, Science and Art and Bryan Prince Bookseller.

WRITER IN RESIDENCE

As of January, our Writer in Residence, Christine Pountney will relocate from HPL to McMaster University for the remaining four months of this initiative. HPL hosted a reception on December 13th for Pountney and the writers who came to see her for writing support during the four months she was based at Central Library. Aspiring writers read from their works and she also gave a reading from one of her own books.

IN THE ROUND CONCERT

Hawksley Workman's *Almost a Full Moon* tour checked into Central Library on Friday, December 16, 2016. The tour, named after Hawksley's first children's book, was a great success with a sold out how in Hamilton. The singer/songwriter/ musician performed two one-hour sets and spent considerable time engaging the audience with his stories. Happy tweets from attendees included:

- A magical night with @HawksleyWorkman @HamiltonLibrary
- A few snapshots of @HawksleyWorkman at @HamiltonLibrary. #HamOnt, you've got one hell of a cool library.

Concert dates for 2017 are being finalized with the title event for the first annual Hamilton Music Week scheduled for May 12.

HAMILTON FAMILY LITERACY WEEK

In Hamilton, National Family Literacy Day (January 27) is a weeklong celebration. HPL is collaborating with our Early Literacy Hamilton partners to offer a selection of author visits at library branches, schools and OEYCs the week of January 23. A number of branches will be offering Snuggle up and Read storytimes and we will be launching a new storywalk: [Tokyo Digs a Garden](#) at Westwood School. The author and illustrator of this Governor General's Literacy Award winner will be coming to Westwood School on the 26th to celebrate the launch.

TECHNOLOGY INFRASTRUCTURE MAINTENANCE

An upgrade to some Information Technology (IT) infrastructure components is required and will involve shutting down the Integrated Library System (ILS) servers. The ILS downtime will be managed closely to reduce service disruption. To further reduce customer impact, the maintenance window will take place outside of library open hours. As a result, the following online services will not be available between 6pm and midnight, at the most, on Sunday January 22nd:

- Customers can search online catalogue through Bibliocommons, but cannot log in, place holds, renew items, manage lists, etc

- Customers who call through the telephone lines will not be able to log in, renew, retrieve hold information, etc.
- Hoopla will be available to existing customers. New customers will not be available to create a new account to use the service.
- The following applications will not be available: Freegal Kitkeeper; Lyndalibrary; Library Press Display, SmartPay and Overdrive.

Customers will be notified of planned service disruptions through the website, social media, notices and direct contact with staff. Sunday 29th is the planned back up date to accommodate unexpected changes. Going forward, Digital Technology is planning biannual system wide maintenance dates as part of operations.

Paul Takala
Chief Librarian/CEO

Hamilton Public Library

Date:	January 13, 2017
To:	Chair and Members of the Board
c.c.	Paul Takala, Chief Librarian
From:	Melanie Southern, Director, Public Service, Partnerships & Communications
Subject:	**Metrics Report 2016**

RECOMMENDATION:

That the Library Board receive the Metrics Report 2016 for its information.

BACKGROUND:

Ensuring that the Library is relevant and responsive is one of the HPL's current strategic priorities. Improving our capacity to gather, analyze and interpret our quantitative data is a key component of advancing this strategic priority. As in past years, a summary of 2016 numbers is provided. In addition, data for each quarter is provided for the Board's reference.

REPORT:

The definitions of key performance indicators are included below with general statements provided for each.

An area of note is in our circulation numbers. The 7 Million Challenge was a positive experience and we came close to our goal (261,130 items short). The initiative emphasized the importance and impact of displays, Readers' Advisory, marketing and connecting with the customer.

There was also a decline in circulation of digital items. The table below provides a more detailed breakdown of use. Overdrive is up almost 3% but, TumbleBooks went down 44% which coincides with Hamilton school boards obtaining their own subscriptions in September 2015 and the effect of that purchase continuing into 2016. This decrease is significant as it reduced electronic circulation by over 36,000. However, the decrease was offset by the increased usage by Freegal's streaming offerings by 37,176. Freegal downloads went down by 9,434 (digital circulation) but streaming went up by 46,610.

		2016	2015	% Change
1.	**eBooks**	485,266	486,906	-0.34%
	eAudio	116,534	97,690	19.29%
	Overdrive Total	601,800	584,596	2.94%
2.	**TumbleBooks**	59,676	106,909	-44.18%
3.	**Freegal Download**	78,642	88,076	-10.71%
	Freegal Streaming	424,598	377,988	12.33%
	Freegal Total	503,240	466,064	7.98%

Active Library Cardholders

Active cardholders increased by 3% in 2016 to 158,376. The dataset reflects library cardholders who have used their library card in the past 24 months.

New Registered Cardholders

An actual count of the number of library cardholders who have registered for a new library card is taken each month and added for quarterly and annual results. The 2016 number increased by 4.9% to 23,472.

Circulated Items (Physical)

The number of physical items borrowed/checked out from the Library's collection (holdings) for use outside of the Library. Items that are used within the Library are not included in this total. Circulated items that are renewed by phone and through the online catalogue are included in this statistic. In 2016, total circulation of physical items decreased 3.7% decrease to 5,288,961 - a trend seen in other library systems and due in part to new digital formats.

Circulated Items (Digital)

The number of digital items borrowed/checked out by active Hamilton Public Library cardholders during the reporting period. Digital items include eBooks, eAudiobooks, digital magazines and newspapers as well as digital streaming such as music and videos. Digital borrowing dropped by 2.3% in 2016 to 929,236 while digital streaming increased 22.4% to 520,673.

In Person Visits

In person visits increased by 12.7% in 2016 to a total of 3,946,400. Bibliotheca gates are used at a number of locations throughout the system providing daily counts while manual counts are conducted quarterly at the remaining branches. Both datasets are combined to provide a representative number.

Website Visits

Website visits are defined as the number of visits (user sessions) made to the Hamilton Public Library webpage (hpl.ca). Issues identified and reported on from

2015 have been dealt with. Website traffic is down 13.5% in 2016 to 2,314,325.
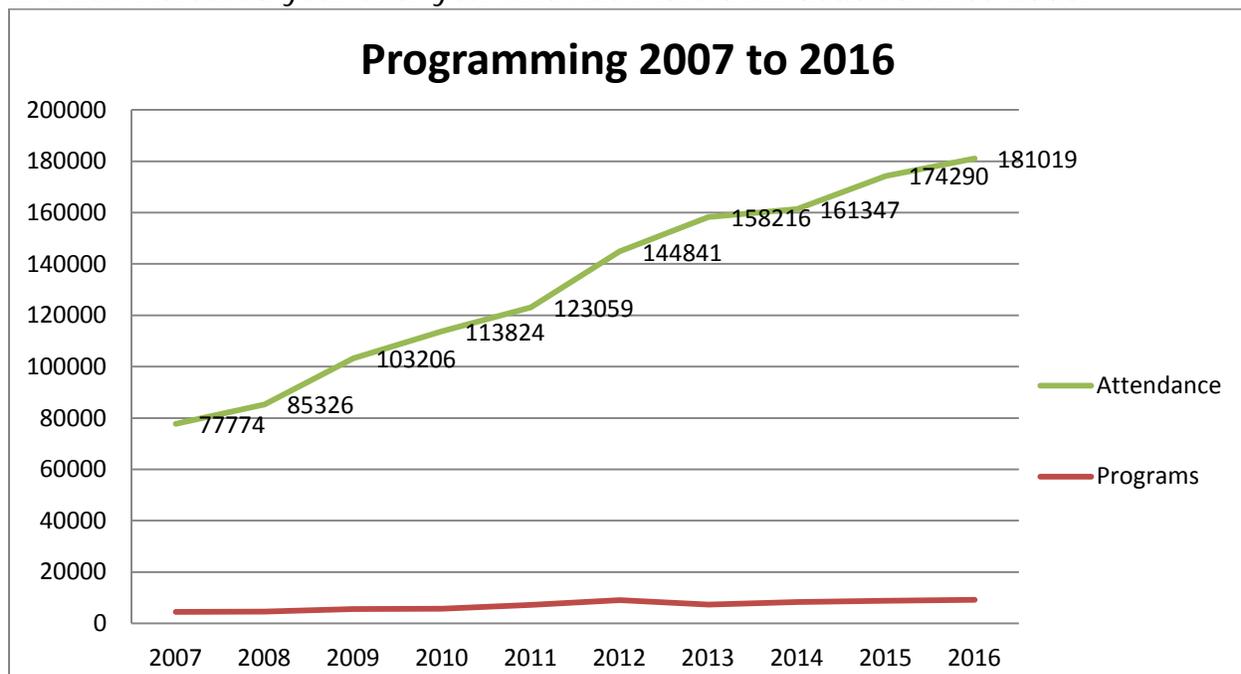
Catalogue Visits
The number of visits (user sessions) made to the Hamilton Public Library catalogue (www.hpl.bibliocommons.com) during the given period. A formula for reporting an accurate number of visits has been instituted so a feature (automatic refresh every five minutes) implemented in 2015 remains in place ensuring customer privacy is maintained. 2016 visits have decreased by 3.9% to 2,049,208.

Number of Programs
This number represents the actual number of programs held during the given period. A program is a planned presentation given at a scheduled time by Library staff or another resource person to a group of library users or potential users. Program examples include children's storytime, visits to classrooms and auditoriums, library tours, movie and gaming programs as well as talks given to groups that introduce users to our materials and services. Additionally, external authors, presenters or speakers delivering a presentation to library users within the library itself count towards this statistic. Activities such as exhibits, contests, booths and the use of meeting rooms by external groups are not counted. The number of programs held in 2016 increased by 3% to 9,135.

Program Attendance
Program attendance represents the number of people at all programs. 2016 had a 3.9% increase over 2015 with a total of 181,019 people. Program attendance at HPL has increased year over year and has more than doubled since 2006.

Programming 2007 to 2016

Attendance data points: 77774 (2007), 85326 (2008), 103206 (2009), 113824 (2010), 123059 (2011), 144841 (2012), 158216 (2013), 161347 (2014), 174290 (2015), 181019 (2016)

Computer Sessions
The number of times the customers log on with their library card and use a library

workstation (computer) during the given period. Cardholders who book/sign up in advance to utilize computer time as well as those who require computer use time on an ad hoc basis are counted. The amount of time that the cardholder uses the computer does not count in this statistic. As an example, if the cardholder uses a workstation for 30 minutes in the morning, and then 30 minutes in the afternoon, the library computer session use for this patron would be two (2). Computer sessions increased in 2016 by 1.4% to 806,925.

Wireless Network Use

The number of times customers log on to our wireless network. At the end of 2015 and into 2016, there were a number of wireless projects that improved both customer experience and our ability to more accurately report usage. The wireless access controllers and software were upgraded, providing greatly improved access to wireless usage data. The Library also worked with City IT to separate the Library's wireless network from the City's which allows easier tracking of library specific traffic, particularly at joint facilities. These improvements resulted in a significant increase in wireless usage with an increase of 41.2% to 1,149,739 uses in 2016.

Social Media Fans

The aggregate total of the number of fans and followers of Hamilton Public Library on social media platforms including Facebook and Twitter. This statistic is taken as a snapshot at the end of the given period. Staff is pleased that their efforts are consistently building our social media following, and followers have increased by 48.6% to 13,393. HPL is active on Instagram, YouTube and Pinterest and continues to build these audiences. Definitions of audience reach are different for each platform, making it difficult to capture equivalent monthly analytics.

It is noted that these performance indicators will continue to grow to reflect HPL's evolving services.

Annual Summary 2016

Hamilton Public Library

Population Served:							550,700
Active Library Cardholders:							158,376
Active Cardholders per Pop.:							29%

Borrower Statistics	2016 % change	2016	2015	2014	Q1	Q2	Q3	Q4
New Registered Cardholders	4.9%	23,472	22,366	19,995	6,098	5,554	6,892	4,928
Active Library Cardholders	3.0%	158,376	153,796	152,574	155,802	156,726	158,376	158,376

Performance Statistics	2016 % change	2016	2015	2014	Q1	Q2	Q3	Q4
Circulated Items (Physical)	-3.7%	5,288,961	5,492,799	5,827,527	1,365,425	1,277,505	1,373,557	1,272,474
Circulated Items (Digital)	-2.3%	929,236	950,741	852,517	245,435	220,273	224,822	238,706
Circulated Items (Digital Streaming)	22.4%	520,673	425,366	91,722	138,125	126,211	122,971	133,366
Circulated Items (Total)	-1.7%	6,738,870	6,853,745 *	6,771,766	1,748,985	1,623,989	1,721,350	1,644,546
In Person Visit	12.7%	3,946,440	3,501,915	3,712,252	1,008,854	959,874	1,013,801	963,911
Website Visits	-13.5%	2,314,325	2,675,487	3,111,001	619,986	574,637	572,001	547,701
Catalogue Visits	-3.9%	2,049,208	2,131,968	2,108,376	570,923	506,673	496,389	475,223
Number of Programs	3.0%	9,135	8,867	8,276	2,374	2,280	2,257	2,224
Program Attendance	3.9%	181,019	174,290	157,979	39,940	52,663	53,168	35,248
Computer Sessions	1.4%	806,925	795,397	788,333	210,155	201,136	201,529	194,105
Wireless Network Uses	41.2%	1,149,739	814,440	542,450	292,746	302,760	259,376	294,857
Social Media Fans	48.6%	13,393	9,014	7,205	11,440	12,353	12,469	13,393

* 2015 reported circulation of 6,473,602, Digital Streaming was excluded.

Last Updated: 06/01/2017

Hamilton Public Library
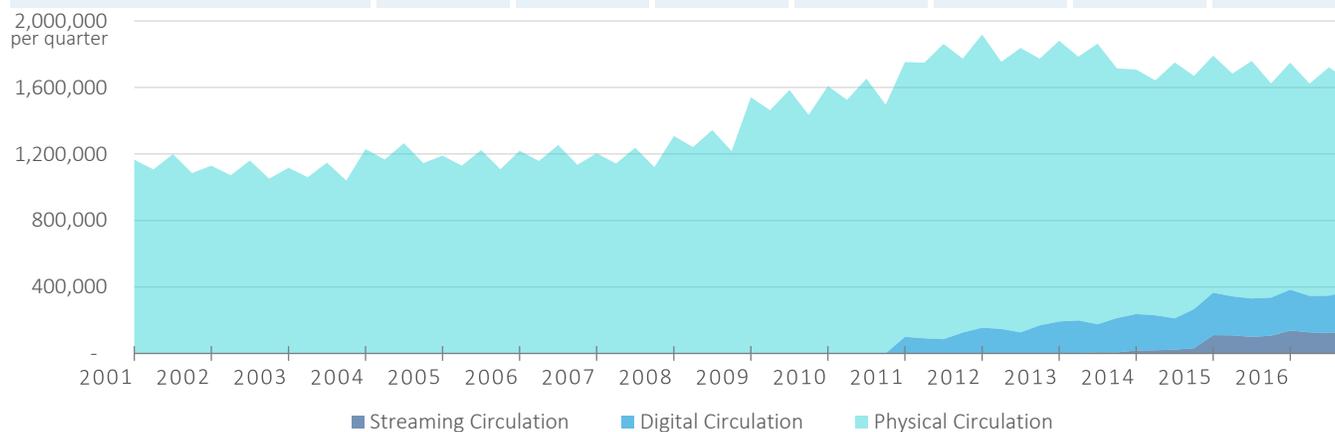
Q4 2016

Population Served: 550,700
Active Library Cardholders: 158,376
Active Cardholders per Pop.: 28.8%

Borrower Statistics	2016 YTD	2015 YTD	% Change 2016 YTD	Q4, 2016	Q4, 2015	Q4, 2014	Q4 % Change 2016 to 2015
New Registered Cardholders	23,472	22,366	4.9%	6,892	5,205	4,974	32.4%
Active Library Cardholders	158,376	153,796	3.0%	158,376	153,796	145,000	3.0%

Legend: Streaming Circulation, Digital Circulation, Physical Circulation

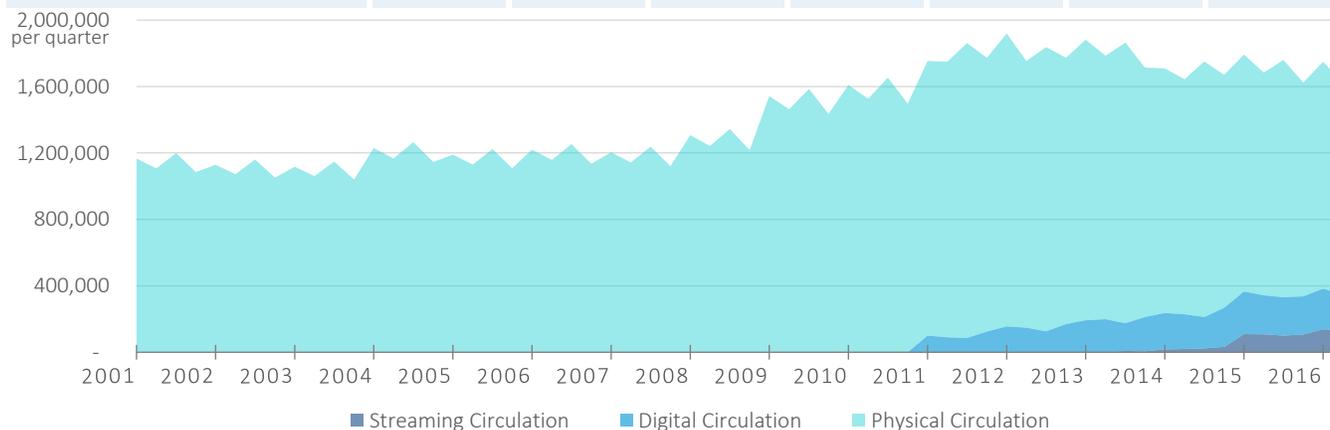| Performance Statistics	2016 YTD	2015 YTD	% Change 2016 YTD	Q4, 2016	Q4, 2015	Q4, 2014	Q4 % Change 2016 to 2015
Circulated Items (Physical)	5,288,961	5,483,130	-3.5%	1,373,557	1,288,429	1,402,469	6.6%
Circulated Items (Digital)	929,236	950,741	-2.3%	224,822	229,168	235,080	-1.9%
Circulated Items (Digital Streaming)	520,673	425,366	22.4%	122,971	106,879	32,075	15.1%
Circulated Items (Total)	6,738,870	6,859,237	-1.8%	1,721,350	1,624,476	1,669,624	6.0%
In Person Visits	3,946,440	3,501,915	12.7%	1,013,801	830,560	928,063	22.1%
Website Visits	2,314,325	2,675,487	-13.5%	572,001	581,890	732,217	-1.7%
Catalogue Visits	2,049,208	2,131,968	-3.9%	496,389	499,261	538,046	-0.6%
Number of Programs	9,135	8,867	3.0%	2,257	1,968	2,013	14.7%
Program Attendance	181,019	174,290	3.9%	53,168	31,374	31,027	69.5%
Computer Sessions	806,925	795,397	1.4%	201,529	203,934	192,536	-1.2%
Wireless Network Uses	1,149,739	814,440	41.2%	259,376	238,988	135,613	8.5%
Social Media Fans	13,393	9,014	48.6%	12,469	9,014	7,205	38.3%

Last Updated: *06/01/2017*

Q3 2016

Hamilton Public Library

Population Served: 550,700
Active Library Cardholders: 158,376
Active Cardholders per Pop.: 28.8%

Borrower Statistics	2016 YTD	2015 YTD	% Change 2016 YTD	Q3, 2016	Q3, 2015	Q3, 2014	Q3 % Change 2016 to 2015
New Registered Cardholders	18,544	17,161	8.1%	6,892	6,126	6,140	12.5%
Active Library Cardholders	158,376	152,093	4.1%	158,376	152,093	146,554	4.1%
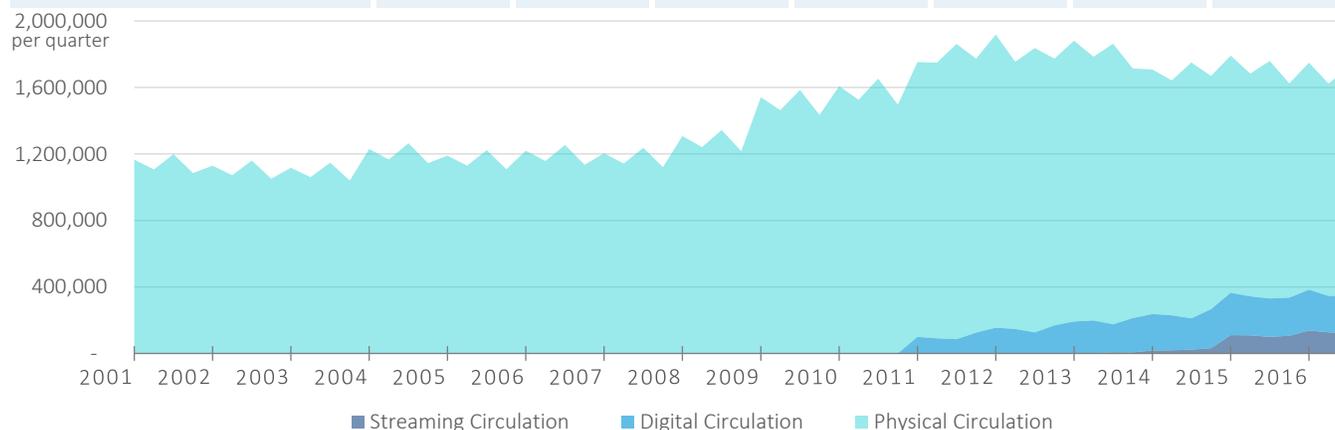
Streaming Circulation   Digital Circulation   Physical Circulation

Performance Statistics	2016 YTD	2015 YTD	% Change 2016 YTD	Q3, 2016	Q3, 2015	Q3, 2014	Q3 % Change 2016 to 2015
Circulated Items (Physical)	4,016,487	4,194,701	-4.2%	1,373,557	1,428,545	1,538,843	-3.8%
Circulated Items (Digital)	690,530	721,573	-4.3%	224,822	230,665	188,377	-2.5%
Circulated Items (Digital Streaming)	387,307	318,487	21.6%	122,971	100,350	23,234	22.5%
Circulated Items (Total)	5,094,324	5,234,761	-2.7%	1,721,350	1,759,560	1,750,454	-2.2%
In Person Visits	2,982,529	2,671,355	11.6%	1,013,801	904,519	928,063	12.1%
Website Visits	1,766,624	2,093,597	-15.6%	572,001	622,178	771,143	-8.1%
Catalogue Visits	1,573,985	1,632,707	-3.6%	496,389	562,072	537,672	-11.7%
Number of Programs	6,911	6,899	0.2%	2,257	2,228	2,186	1.3%
Program Attendance	145,771	142,916	2.0%	53,168	46,357	45,963	14.7%
Computer Sessions	612,820	591,463	3.6%	201,529	208,494	208,305	-3.3%
Wireless Network Uses	854,882	575,452	48.6%	259,376	188,334	135,613	37.7%
Social Media Fans	12,469	8,490	46.9%	12,469	8,490	6,702	46.9%

Last Updated: *06/01/2017*

Q2 2016

Hamilton Public Library

Population Served: 550,700
Active Library Cardholders: 156,726
Active Cardholders per Pop.: 28.5%

Borrower Statistics	2016 YTD	2015 YTD	% Change 2016 YTD	Q2, 2016	Q2, 2015	Q2, 2014	Q2 % Change 2016 to 2015
New Registered Cardholders	11,652	11,035	5.6%	5,554	5,233	4,320	6.1%
Active Library Cardholders	156,726	151,982	3.1%	156,726	151,982	148,915	3.1%

■ Streaming Circulation   ■ Digital Circulation   ■ Physical Circulation

Performance Statistics	2016 YTD	2015 YTD	% Change 2016 YTD	Q2, 2016	Q2, 2015	Q2, 2014	Q2 % Change 2016 to 2015
Circulated Items (Physical)	2,642,930	2,766,156	-4.5%	1,277,505	1,340,306	1,414,454	-4.7%
Circulated Items (Digital)	465,708	490,908	-5.1%	220,273	234,898	209,786	-6.2%
Circulated Items (Digital Streaming)	264,336	218,137	21.2%	126,211	108,389	19,076	16.4%
Circulated Items (Total)	3,372,974	3,475,201	-2.9%	1,623,989	1,683,593	1,643,316	-3.5%
In Person Visits	1,968,728	1,766,836	11.4%	959,874	849,035	928,063	13.1%
Website Visits	1,194,623	1,471,419	-18.8%	574,637	691,464	755,681	-16.9%
Catalogue Visits	1,077,596	1,070,635	0.7%	506,673	512,017	494,548	-1.0%
Number of Programs	4,654	4,671	-0.4%	2,280	2,232	2,037	2.2%
Program Attendance	92,603	96,559	-4.1%	52,663	55,484	51,030	-5.1%
Computer Sessions	411,291	382,969	7.4%	201,136	190,570	184,996	5.5%
Wireless Network Uses	595,506	387,118	53.8%	302,760	218,311	135,613	38.7%
Social Media Fans	12,353	7,975	54.9%	12,353	7,975	6,140	54.9%

Last Updated: 06/01/2017

Q1 2016

Hamilton Public Library

Population Served:	550,700
Active Library Cardholders:	155,802
Active Cardholders per Pop.:	28.3%

Borrower Statistics	2016 YTD	2015 YTD	% Change 2016 YTD	Q1, 2016	Q1, 2015	Q1, 2014	Q1 % Change 2016 to 2015
New Registered Cardholders	6,098	5,802	5.1%	6,098	5,802	4,561	5.1%
Active Library Cardholders	155,802	144,148	8.1%	155,802	144,148	152,574	8.1%
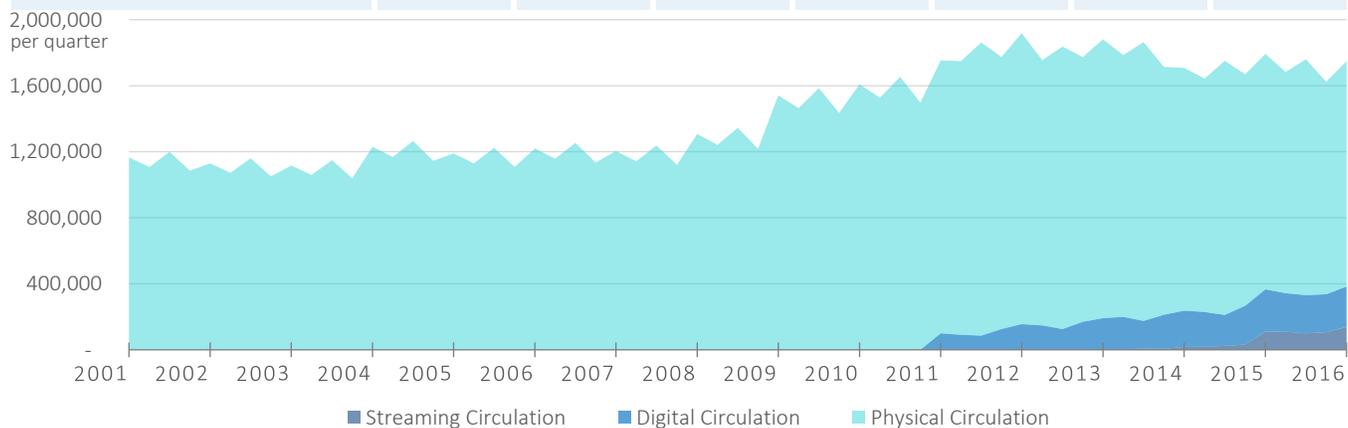
■ Streaming Circulation　■ Digital Circulation　■ Physical Circulation

Performance Statistics	2016 YTD	2015 YTD	% Change 2016 YTD	Q1, 2016	Q1, 2015	Q1, 2014	Q1 % Change 2016 to 2015
Circulated Items (Physical)	1,365,425	1,425,850	-4.2%	1,365,425	1,425,850	1,471,761	-4.2%
Circulated Items (Digital)	245,435	256,010	-4.1%	245,435	256,010	219,274	-4.1%
Circulated Items (Digital Streaming)	138,125	109,748	25.9%	138,125	109,748	17,337	25.9%
Circulated Items (Total)	1,748,985	1,791,608	-2.4%	1,748,985	1,791,608	1,708,372	-2.4%
In Person Visits	1,008,854	917,801	9.9%	1,008,854	917,801	928,063	9.9%
Website Visits	619,986	779,955	-20.5%	619,986	779,955	851,960	-20.5%
Catalogue Visits	570,923	558,618	2.2%	570,923	558,618	538,110	2.2%
Number of Programs	2,374	2,439	-2.7%	2,374	2,439	2,040	-2.7%
Program Attendance	39,940	41,075	-2.8%	39,940	41,075	29,959	-2.8%
Computer Sessions	210,155	192,399	9.2%	210,155	192,399	202,496	9.2%
Wireless Network Uses	292,746	168,807	73.4%	292,746	168,807	135,613	73.4%
Social Media Fans	11,440	7,562	51.3%	11,440	7,562	5,662	51.3%

Last Updated:　　*06/01/2017*

Hamilton Public Library

Date:	January 13, 2017
To:	Chair and Members of the Board
c.c.:	Paul Takala, Chief Librarian/CEO
From:	Melanie Southern, Director Public Service, Partnerships & Communications
Subject:	**Borrowing Policy**

RECOMMENDATION:

That the attached Borrowing Policy be received for information and comment.

BACKGROUND:

The borrowing of materials is a core service of Hamilton Public Library. It has many associated elements and parameters. In the past, these were separated into a number of Administration level policies. The following policies were combined to create a more holistic Board level policy, entitled Borrowing Policy:

- Borrower Type Policy
- Registration Policy
- Loan Periods/Limitations Policy
- Expired Cards Policy
- Reciprocal Borrowers Policy
- Non-Resident Borrowers Policy
- Institutional and Daycare Library Cards Policy
- School and Corporate Library Cards Policy

The key elements of plain language are applied to this policy. As an electronic document, "anchors" and links to URLs will be embedded in the document to assist readers in finding key information.

REPORT:

The combined policies do not have any major policy changes with the exception of the following two items:

1. **Educational and Corporate cards**
   Staff reviewed and clarified the language regarding Institutional and Daycare Library Cards Policy, and School and Corporate Library Cards Policy. The respective cards were reviewed, clarified and renamed Educational and Corporate cards, respectively.

2. Customer Confidentiality

Added detail has been included to this section of the policy to make it more explicit. For example, the attached policy notes that although we do not retain borrowing history unless activated, it explains that materials have the last borrower's account linked to it. This practice has always been in place as a means to connect with customers if the item is damaged or elements are missing e.g. return the DVD case without the disc.

The revised policy refers to Visiting Library Services and highlights that their borrowing history, with customer permission, is tracked from the onset to ensure selectors do not provide items customers have previously borrowed.

Balancing Customer Service with Privacy

In reviewing the policy and procedures some staff expressed concern that not having the transaction data (a record of what a customer has borrowed in the past) has at times negatively impacted on providing effective customer service. Having transactional data would provide staff with the ability to better investigate, problem solve and resolve questions about customer accounts. It would assist with providing more effective reader's advisory. Also, some customers have the expectation that past history is kept in a computer based transaction environment.

Since the implementation of BiblioCommons in 2010, customers have been able to opt into tracking their own borrowing history. For customers that opt into this feature the information is kept in their BiblioCommons account and is only available to them. To better serve customers while following the Privacy by Design (PbD) principles, the updated policy proposes allowing customers to also opt into borrowing history being kept in our integrated library system (ILS) for 2 years. The default would be not to keep this information, however, it is an option that could benefit some customers, especially those that are not active BiblioCommons users.

Hamilton Public Library

Title: Borrowing Policy

Policy Level: Library Board

Author: Director, Public Service, Partnerships and Communications

Review Period: 4 years

Review/ Approval History: January 2017 draft combining: Borrower Type Policy, Registration Policy, Loan Periods/Limitations Policy, Expired Cards Policy, Reciprocal Borrowers Policy, Non-Resident Borrowers Policy, Institutional and Daycare Library Cards Policy, and the School and Corporate Library Cards Policy.

Policy Purpose

To ensure that Hamilton Public Library facilitates broad utilization of library collections and serves its customers in a fair and consistent manner. The borrowing policy outlines:

- The criteria for library membership in order to get a library card
- Customer confidentiality and the terms of the library card agreement
- Borrowing responsibilities of the library card holder and
- Borrowing privileges and loan periods

Key Points Summary

Summary: This policy defines who is eligible for a Library card and under what terms. A library card is not required to enter the library or use most resources within the library.

Types of Cards and Registration Requirements: Parameters for each type of library card. The Library issues the following types of cards:

1. Resident cards (Adult & Juvenile)
2. Access card
3. Reciprocal Borrowing card
4. Non-Resident card
5. Corporate card
6. Educational card

Customer Confidentiality: The Library protects personal information about a borrower consistent with the Library's Privacy Policy.

Borrowing Responsibilities: Library card holders are responsible for materials they have borrowed. Overdue fines and charges related to lost or damaged materials are used to promote accountability and responsible use of library materials.

Borrowing Privileges: Loan periods vary based on the kind of materials borrowed and the type of library card. Borrowing privileges can be suspended under certain circumstances.

Borrowing Overview

	Card Valid	# of Items Out	# of Holds	Borrowing Period & Limitations	Privileges suspended at	Digital Resources where possible
Resident Cards						
Juvenile	Birth -13	75	75	- 21-day loan period - Applies to most print material	$10.00	Yes
Teen	14-17	75	75	- 14-day loan period - Bestseller Express, Magazines	$20.00	Yes
Adult	18-64	75	75	- 7-day loan period - DVDs, Blu Rays, Games	$20.00	Yes
Seniors	65 & older	75	75	- 3-day loan period - DVD Express Express limits: 2	$20.00	Yes
Access Cards						
Juvenile	Birth-13	5	5		$10.00	Yes
Teen	14-17	5	5	See Resident cards	$10.00	Yes
Adult	18 & older	5	5		$10.00	Yes
Corporate Cards						
	1 year	75	75	See Resident cards	$20.00	Yes
Educational Cards						
	1 year	200	99	90 day loan period for 21 day items (no express items)	$300.00	Yes
Reciprocal Cards						
	1 year	8	2	See Resident cards	$10.00	No
Non-Resident Cards						
	1 year	75	75	See Resident cards	$20.00	Yes

* Address and phone verification is required **every 3 years** for Resident and Access cards.

Definitions

- **Resident cards** have full borrowing privileges and are issued to individuals who live, work, attend school or own property in Hamilton and have appropriate identification.
- **Children** is the term used for library users up to the age of fourteen (14). Staff may refer to this library card as a Juvenile card.
- **Non-residents** are those who live outside Hamilton and do not qualify for a resident card.
- **Access cards** are designed for individuals who have limited identification. These cards have limited borrowing privileges and other parameters.
- **Corporate cards** are available to businesses, corporations, government agencies, associations, charitable and non-profit organizations operating in Hamilton.
- **Educational cards** are specific to schools, licensed daycares, hospitals, long term care centres, nursing homes, residential care facilities, nursery schools and social services agencies.
- **Reciprocal borrowing** is a service coordinated, by formal agreement, with surrounding library systems.
- **Requesting an item:** Customers may reserve or request library materials by placing them "on hold." If the requested item is checked out or is already on hold for someone else, the customer's name is added to the holds queue.

Policy Details

The public may visit any library location, use its in-house resources and access express computers and catalogue stations. A library card is required to borrow materials, access digital collections and resources, and to log on to bookable computers. The Hamilton Public Library Board establishes who may obtain a Hamilton Public library card.

Free of Charge: Library cards are issued without charge to eligible individuals. A replacement charge for lost cards may be charged as replacement cards as indicated in the [Fines & Fees Policy](#).

Types of Library Cards

Resident Cards (Adult & Teen)

Resident cards are issued to individuals with identification that shows the individual's name and address. This card is also extended to applicants who show related identification that indicates they: work, pay taxes in the City of Hamilton or are a student who attends a Hamilton educational institution. Teens 14 to 17 years of age may register for their own library card.

Resident Card (Juvenile)

Juvenile or children cards are issued to individuals up to the age of thirteen (13) who live or go to school in Hamilton. The library card application form must be signed by a parent or guardian. Juvenile library cards have reduced fines and suspension limits.

In keeping with the Library's [The Rights of Children and Teens in the Public Library Policy](#), there is no restriction on the material that may be borrowed by children. Parents

and/or those responsible for the child are responsible for the selection, usage and safe return of materials borrowed by their children with the exception of films rated "R" or "18A" by Ontario Film Review Board and games rated "M" by the Entertainment Software Rating Board which are limited to customers 18 years of age or older.

Access Cards

Access Cards are available to individuals that have limited identification or may have limited ability to pay overdue fines. These cards have limited borrowing privileges for physical materials but full access to digital resources.

Non-Resident Cards

Non-residents can purchase an annual library membership:

- There is an annual non-refundable fee effective from the date of registration. Cardholders will be asked to verify their address and phone number at that time. (see Fines and Fees Policy)
- Non-resident cards have the same privileges as a standard resident card
- It is noted that non-residents who are eligible for a reciprocal card may wish to pay the annual fee to have full borrowing privileges.

Reciprocal Borrowing Cards

Hamilton Public Library has a number of formal reciprocal borrowing agreements with neighbouring municipalities. Reciprocal borrowing agreements require library board approval.

- **Participating Systems**: Burlington Public Library, Cambridge Public Library, County of Brant Library System, Grimsby Public Library, Haldimand Public Library, Milton Public Library, Region of Waterloo Library, Waterloo Public Library and Wellington County Public Library
- **Note**: Individuals from outside of Hamilton require a valid library card from a participating library system, along with identification showing their name and address. Customers may borrow, but a Hamilton Public Library card is not issued.

Corporate Cards and Educational Cards

Staff employed by a Hamilton daycare centre, institution, school, corporation, business, government agency, association, charitable and non-profit organization or group home may apply for a specialty library card, such as a Corporate or an Educational card.

A special application form must be completed for these two categories of library membership. A Corporate card application requires the signature of an executive or administrator who is authorized to accept financial responsibility for the organization. In the case of schools, the application needs to be signed by the principal. These specialty cards carry additional conditions:

- Library card must be in-hand to borrow materials
- The corporation/institution is responsible for all lost or damaged materials
- Corporate/educational staff may not use this card for personal use

- The Manager of the lending location reserves the right to impose limitations on the amount and type of material available, or shorten the loan period if necessary.
- Corporate and Educational cards are verified annually in order to confirm executive/administrator information. Verification may be done by phone.

Customer Confidentiality

Personal Information and Terms of the Library Card Agreement

Library registration is carried out in accordance with the Library's Privacy Policy, which provides full information about the collection and use of personal information.

- The Library does not share information about the borrower's record including borrowed items, overdue items, or fines except as specified in the Privacy Policy.
- Information about what a person has borrowed is not kept when the item is returned except where fines and fees may have occurred, or when the customer has the tracking feature activated which tracks a history of an individual's use. All materials retain the history of the last borrower until the item is borrowed by another customer.
- Visiting Library Service (VLS) customers' information is retained for the period they are enrolled in the service.
- As outlined in the Privacy Policy, 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 and programs.
- **Children:** As required by legislation, the parent or guardian who is listed as the responsible person on the child's account may obtain information about that account if they have the child's card, until the child turns 16 years of age.

Notifications

Library cardholders receive notifications regarding their borrowing from the Library. Customers are notified by email or automated telephone calls/voicemail messages advising of items that are coming due, are overdue, or are on hold and ready to be picked up. If customers prefer not to receive library notifications and opt to manage their borrowed materials, this can be requested at the time of card registration or any time thereafter.

Inactive Cards

Inactive cards are deleted on a four (4) year cycle if there are no fines and fees associated with the account.

Borrowing Responsibilities

Signing the library card implies the card holder's acceptance of and adherence to rules and regulations of Hamilton Public Library. All card holders are responsible for:

- Materials checked out on their card

- Promptly reporting changes in registration information such as name, address or contact information and
- Promptly reporting the loss or theft of a library card

Card holders also authorize the Library to collect personal information for the purpose of providing service.

Verification: Resident and Access card holders are required to verify their contact information every three (3) years. Non-Resident, Reciprocal, Corporate and Education Cards require annual verification.

Borrowing Privileges

A valid Hamilton Public Library card is required to borrow materials. Loan periods vary based on the materials borrowed and the type of Library card used to borrow materials.

Loan Periods
- 21-day loan period - applies to most print material
- 14-day loan period - Bestseller Express, magazines
- 7-day loan period - DVDs, Blu Rays, games
- 3-day loan period - DVD Express

Staff can offer extended loans to 21-day loan material, excluding new or requested items (items "on hold" for another customer). The maximum due date can be extended up to nine (9) weeks from the date of original check out. The Manager may impose restrictions on the number of items that can be extended.

Borrowing Limits

Resident cards have limits on the number of items customers can borrow:
- A maximum of 75 items can be checked out at any time.
- A limit of two (2) DVD Express and two (2) Bestseller Express items can be checked out at any one time.
- A maximum of 75 holds can be placed.

Corporate cards and **Non-Resident** cards share the same borrowing limits as a standard resident card.

Access card users can borrow materials and are subject to the same responsibilities as a standard resident library card but with reduced borrowing limits:
- A maximum of five (5) items can be checked out at any time
- A maximum of one (1) Express item
- A maximum of five (5) holds can be placed at any time
- Access to digital collections and resources wherever possible

Fines are not applied except for select materials.

Educational cards have extended borrowing and loan periods.
- A maximum of 200 items can be checked out at any one time
- Ninety (90) day loan period for 21 day items

- Express items are excluded from borrowing with this card
- A maximum of ninety-nine (99) holds can be placed

Reciprocal card holders can borrow up to eight (8) items and can place two (2) holds. These customers have the same loan periods as a resident card. They do not have access to digital resources, such as eBooks. All other parameters of a Resident card apply.

Renewals

Most items may be renewed up to five (5) times following initial checkout as long as they have not been requested by another customer. There are no renewals permitted on the following items:
- Magazines
- DVD Express
- Bestseller Express
- Items requested by another customer

Renewal of **Interlibrary loan** materials is subject to the guidelines of the lending library.

Reserves/ Holds

Customers with a valid Hamilton Public Library card may reserve an item that someone else is currently borrowing. This is referred to as placing an item on "hold." The following circulating items cannot be reserved:

- Magazines
- DVD Express
- Bestseller Express

Upon notification that a reserve is available, customers have 10 days to pick up the item. eBook users have three (3) days (72 hours) to download their hold. An automatic borrowing option that checks out the copy as soon as it becomes available is available for eBook users.

Returns

Borrowed items from the Hamilton Public Library need to be returned to one of its locations. Drop boxes are available for the return of items when the location is closed. If a Hamilton Public Library item is returned to another library system in error, the card holder is responsible for all fines and associated charges. Certain items may need to be returned during open hours.

Suspension of Borrowing Privileges

Borrowing privileges are suspended when customers have fines and/or overdue materials over the limit threshold. See Fines and Fees Policy.

Related Policies

Fines and Fees Policy, Privacy Policy

Date: January 10, 2017
To: Chair and Members of the Board
c.c.:   Paul Takala, Chief Librarian/CEO
From: Karen Anderson
Subject: **Accessibility for Individuals with a Disability Policy draft**

RECOMMENDATION:

That the attached Accessibility for Individuals with a Disability Policy be received for information and comment.

FINANCIAL/STAFFING/LEGAL IMPLICATIONS:

The Hamilton Public Library complies with the Accessibility for Ontarians with Disabilities Act, (AODA) 2005 and the Integrated Accessibility Standards (Ontario Regulation, 191/11).

BACKGROUND:

The Hamilton Public Library is committed to providing library services to all members of the community in a welcoming and inclusive environment. Each member of the community including persons with disabilities has an equal opportunity to use and/be employed by the Hamilton Public Library. The attached policy provides a framework for delivery of library services that complies with the requirements of the Accessibility for Ontarians with Disabilities Act, (AODA) 2005 and the Integrated Accessibility Standards (Ontario Regulation, 191/11).

Recent changes in the Regulation have required a number of updates to our policy. The Regulation sets the outline for the policy and requires that details be provided on how each organization achieves or will achieve accessibility through meeting its requirements.

The following highlights the main changes in the updated policy:

- Re-titled to be inclusive of both staff and customers
- Reformatted to current HPL policy standard
- The Accessibility Standards for Customer Service (O. Reg. 429/07)have been revoked and all accessibility standards are now part of one regulation: the Integrated Accessibility Standards Regulation (O. Reg. 191/11)
- Definitions: updated
- Support persons: minor language changes
- Employment: updated language in areas concerning career development and advancement as well as adequate notice to staff of supports available (notice to new employees and all staff as changes occur)

- Training: AODA training will be provided to all staff not just those who work with customers or create policies and procedures
- The policy mirrors the requirements in the Integrated Accessibility Standards Regulation
- Annual Accessibility Report and Plan: The library is part of the City of Hamilton Multi-year Accessibility Plan and Annual Compliance Report and submits metrics and feedback to the City

Policy Number:
Title: *Accessibility for Individuals with a Disability Policy*
Location of Policy: Administration > General
Policy Level: Library Board
Author: Director of Public Service
Review Period: Annually
Review Approval/History: Approved by the Library Board November 2009; Revised September 2013. Policy is reviewed annually by the Library Board

Summary

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

The Hamilton Public Library will provide communication supports and accessible formats and it will incorporate accessibility design, criteria and features when procuring or acquiring goods, services or facilities, except where it is not practicable to do so.

The Hamilton Public Library is committed to providing employment accommodation processes for library employees and job applicants. The Library will notify its employees and the public about the availability of accommodation for job applicants and for employees with disabilities.

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

Purpose
The purpose of this policy is to ensure that the Hamilton Public Library provides library services, resources and facilities in ways that are accessible to persons with disabilities. It provides a framework for compliance with the requirements of the Ontarians with Disabilities Act (ODA) and the Accessibility for Ontarians with Disabilities Act (AODA) and addresses specific areas required by the Integrated Accessibility Standards regulation associated with the AODA. This Policy applies to all persons who provide

library services including employees, volunteers and all other persons that provide goods, services or facilities on behalf of the Library.

Definitions

- "Accessible formats" may include, but are not limited to, large print, recorded audio and electronic formats, braille and other formats usable by persons with disabilities.

- "Assistive devices" are any products, instruments, equipment or technological aids used by persons with disabilities to help prevent, compensate, relieve or neutralize a disability. They may include Braille recorders, recording devices, Bliss symbolics boards or devices, and more.

- A "barrier" is anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including a physical barrier, an architectural barrier, an information or communications barrier, an attitudinal barrier, a technological barrier, a policy or a practice.

- "Communication supports" may include, but are not limited to, captioning, alternative and augmentative communication supports, plain language, sign language and other supports that facilitate effective communications.

- "Disability" means
  - any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,
  - a condition of mental impairment or a developmental disability,

  - a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
  - a mental disorder, or
  - an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

- "Service animal" refers to an animal used by a person for reasons relating to his or her disability. An animal is a service animal for a person with a disability if,

- the animal can be readily identified as one that is being used by the person for reasons relating to the person's disability, as a result of visual indicators such as the vest or harness worn by the animal; or

- the person provides documentation from one of the following regulated health professionals confirming that the person requires the animal for reasons relating to the disability:

  - A member of the College of Audiologists and Speech-Language Pathologists of Ontario;
  - A member of the College of Chiropractors of Ontario;
  - A member of the College of Nurses of Ontario;
  - A member of the College of Occupational Therapists of Ontario;
  - A member of the College of Optometrists of Ontario;
  - A member of the College of Physicians and Surgeons of Ontario;
  - A member of the College of Physiotherapists of Ontario;
  - A member of the College of Psychologists of Ontario; or
  - A member of the College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario. O. Reg. 165/16, s. 16

- A "support person" in relation to a person with a disability, is another person who accompanies him or her in order to help with communication, mobility, personal care or medical needs or with access to goods, services or facilities.

Policy Details

Accessibility Plan and Report
The Hamilton Public Library works with the City of Hamilton to complete and submit a Multi-Year Accessibility Plan Report. The report details strategies, initiatives and activities to reaching the organization's goals of creating an accessible organization and delivering exceptional and accessible services. The document also reports on progress made during the year including measures the Library has taken to identify, remove and prevent physical and attitudinal obstacles and promote free movement of persons with disabilities in a manner that is consistent with regulations, standards or codes of practice. The report sets out measures and deliverables proposed for the year ahead. As the library reviews policies, practices and services accessibility for persons with disabilities will be considered.

Consultation and Feedback
The Hamilton Public Library will consult with members of the public and community stakeholders when considering or reviewing customer service practices, service delivery channels, types of services and new buildings or renovations to current buildings.

Public meetings for the purpose of consultation will be advertised in advance, will be held in accessible locations and accessibility services will be provided when a request is received in advance of the meeting. Additionally, the Hamilton Public Library will have in place a procedure for receiving and responding to feedback about how it provides library services to persons with disabilities. Such feedback from a member of the public may be given by telephone, in person, in writing, in electronic format or through other accessible methods.

Inquiries

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

Availability of Documents

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

Assistive Devices

Persons with a disability may provide their own assistive device for the purpose of obtaining or using library services and may have free access to assistive devices available in the Library designed to help a person with a disability to carry out activities or to gain access to library services.

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

Service Animals

Persons entering Library facilities may be accompanied by a service animal. If it is not readily apparent that the animal is a service animal, Library employees may ask if an animal is a service animal and whether documentation of the animal's status is available. If documentation is not immediately available, the person and the animal, normally, will be allowed access to the Library for the current visit and asked to bring documentation for future visits.

Service animals are generally dogs but do include other animals. It is the responsibility of the person with a disability to ensure that his or her service animal is kept under control at all times.

Support Persons

Persons with a disability may enter Library premises with a support person to assist with communication, mobility or medical needs or with access to Library Services and may have access to the support person while on the premises.

A support person, when assisting a person with a disability to obtain or use Library services, will be permitted to attend at no charge where an admission fee is applicable. Persons with disabilities may provide their library card or its duplicate fob to a support person for use by the support person on their behalf.

The Library may require a person with a disability to be accompanied by a support person when on the premises. Before making a decision to require a support person, the Library will consult with the person with a disability to understand their needs, consider health or safety reasons based on available evidence and determine if there is any other reasonable way to protect the health or safety of the person or others on the premises.

Information and Communication

The Library will provide access to or arrange for access to accessible materials where they exist and will provide library publicity and reports in alternate formats upon request. The Library complies with the *Clear, Accessible and Large Print Guidelines* developed by the City of Hamilton in conjunction with the City of Hamilton Advisory Committee for Persons with Disabilities. The Library will work to ensure the website and web content is accessible according to the appropriate Web Content Accessibility Guidelines (WCAG) 2.0.

Design of Public Spaces

The Library works closely with the City of Hamilton to ensure our buildings provide a welcoming and supportive environment to serve all residents including persons with disabilities. All Library construction projects, retrofits and redevelopments will comply with Ontario Building Code requirements, with the Hamilton Barrier-Free Design Guidelines and with the AODA 2005 Design of Public Spaces Standards. In the event of new construction or significant building renovations, the Library will reduce barriers by ensuring accessible entrances, walkways, parking and maintaining accessible library spaces including service desks.

Temporary Service Disruptions

The Library will make reasonable effort to provide notice of planned or unplanned

disruption of library services to the public, including information about the reason for the disruption, its anticipated duration, and a description of any alternative facilities or services that may be available. In the case of unplanned disruption, advance notice will not be possible.

Notice will be given to the public by posting the information at a conspicuous place on affected premises and by posting notice on the Library website, and by such other method as is reasonable in the circumstances. The Library will have a procedure document that sets out the steps to be taken in connection with a temporary disruption and, upon request, will give a copy of the document in an accessible format to any member of the public.

Procurement of Goods, Services, Facilities and Equipment
The Library will incorporate accessibility criteria and features when procuring or acquiring good, services or facilities, including self-service kiosks. Working with the City of Hamilton, accessibility considerations are outlined in the purchasing documents. If it is not possible or practical to incorporate accessibility criteria and features, an explanation will be provided upon request.

Employment
The Hamilton Public Library will notify its employees, the public and applicants selected to participate in an assessment or selection process of the availability of accommodation for disability. The Library will provide information about the availability of accommodation for applicants with disabilities in its recruitment processes. Additionally, if a selected applicant requests an accommodation, the Library will consult with the applicant and provide or arrange for the provision of a suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability.

When making offers of employment, the Hamilton Public Library will notify the successful applicant of its policies for accommodating employees with disabilities. The Library will ensure that its employees are aware of its supports for employees with disabilities including the provision of job accommodations. The Library will consult with its employees and will provide accessible formats and communication supports for information that is needed in order to perform the employee's job and information that is generally available to employees in the workplace.

The Library will take into account the accessibility needs of its employees with disabilities as well as any individual accommodation plans, when providing career development and advancement to its employees with disabilities.

The Hamilton Public Library has a return to work process for its employees who have been absent from work due to a disability and require disability-related accommodations

in order to return to work. The Library works with employees with disabilities to develop individual accommodation plans. The Library documents its process for the development of such plans. The Library's Performance Management process takes into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when using its performance management process in respect of employees with disabilities.

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

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

The Library will inform employees of their policies used to support employees with disabilities, including policies on the provision of job accommodation, both when they begin their employment and whenever there is a change to the policies. Reminders of this information are included in the Library's regular program of AODA training.

Note: The Employment section of the Policy applies to the Library's recruitment activities and to Library employees and does not apply to volunteers and other non-paid individuals.

Training

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

All employees will receive accessibility training. The training on the requirements of the *Integrated Accessibility Standards* and on the *Human Rights Code* will be appropriate to the duties of the employees, volunteers and other persons including employee role

<mark>relating to policy development. A record of training will be maintained by the Human Resources Department.</mark>

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

PROCEDURES

Disruption of Service Procedure
<mark>Note: This procedure is both an internal and a public document.</mark>

The Library's *Accessibility for Individuals with a Disability Policy* states that the Library will make a reasonable effort to provide notice of planned or unplanned disruption of library services to the public, including information about the reason for the disruption, its anticipated duration and as description of alternative facilities or services. Notice will be given to the public by posting the information at a conspicuous place on affected premises and by posting notice on the Library website, and by such other method as is reasonable in the circumstances. The *Policy* also states that the Library will have a procedure document that sets out the steps to be taken in connection with a temporary disruption and, upon request, will give a copy of the document in an accessible format to any member of the public. This is the Library's *Disruption of Service Procedure*.

Definitions
Disruption of service may include closure of a service or program whether temporary or permanent and any disruption in service that would normally be considered unanticipated or unexpected. Examples of disruption of service can be due to one or more of the following:

- Inaccessibility of entrances or lack of safety when accessing an entrance such as in winter storm conditions when snow or ice has accumulated

- Automatic door openers not working

- Elevating devices not working

- Out of order assistive equipment that is routinely provided in the location such as voice output on public computers, video scanners etc.

- Building maintenance impacting accessibility such as when washrooms for persons with disabilities are out of service or lighting is insufficient for persons with low vision due to service or burned out bulbs

- Lack of availability of Sign Language Interpreter or FM sound system if one has been requested and booked

Responsibility

It is the responsibility of all library employees to provide a copy of this *Procedure*, along with a copy of the *Accessibility for Individuals with a Disability Policy* upon request. Requests for alternate format copies to satisfy a customer's accessibility need will be received by library employees and immediately forwarded to the Manager, Communications and Community Development by e-mail.

It is the responsibility of all management, employees, volunteers, agents and/or contractors and consultants, working on behalf of the Hamilton Public Library, to follow and carry out the procedures outlined below.

It is the responsibility of the Human Resources Department to ensure that all management, employees and volunteers will be made aware of and trained to better understand the purpose and intent of this policy and to implement the procedures effectively.

It is the responsibility of all employees that work with or contracts agents, contractors and/or consultants to work on behalf of the Hamilton Public Library to ensure that contracts agents, contractors and/or consultants are made aware of the purpose and intent of the *Accessibility for Individuals with a Disability Policy* and its procedures including this one.

Actions Library Employees will undertake relating to Disruption of Service:

1. Where there is any temporary disruption in services, in whole or in part, and as soon as Hamilton Public Library employees have confirmed the disruption in service or have advance notice of a planned disruption, disruption notices will be

a) posted on site at the entrance to the library

b) posted at other locations such as the entrances to the next closest library

c) branches

d) provided in recorded telephone messages for the location

e) provided through telephone calls/messages to persons with disabilities that are known to be registered in programs or working as volunteers

f) posted on the Library website

g) posted on the Library intranet

h) provided to local and regional media where applicable [consult with Manager, Communications 905-979-9780]

2. Employees will create notices in Large Print using Arial 18 or Verdana 18 font as a minimum. In case of power failure, notices may be handwritten but in most cases the notice will be typed. The form is best printed as bold black print on yellow paper if it is available. Do not use another colour paper if yellow is not available: use white instead.

3. Employees will use the *Temporary Accessible Service Disruption Form* and include the following information

a) information about the reason for the disruption in the service or program

b) the anticipated duration of the disruption

c) a description of any available alternate services/locations with service availability

d) employees contact name which will usually be the Manager and may be the Manager, Communications and Community Development or alternate.

Note: The form follows on the next full page.

NOTICE OF TEMPORARY ACCESSIBLE SERVICE DISRUPTION

Type of Disruption:

Location Name/Address:

Reason for Disruption:

Anticipated Duration of Disruption:

Alternative Service Location(s):
1.
2.

Employee Contact Person:
    Name:
    Telephone:
    E-mail:

We apologize for any inconvenience.

Hamilton Public Library
For more information visit us at: www.hpl.ca

Hamilton Public Library

Date: January 13, 2017
To: Chair and Members of the Board
c.c.: Paul Takala, Chief Librarian/CEO
From: Lisa DuPelle, Director, Human Resources
Subject: **Staff Development and Training Policy – 1st Review**

RECOMMENDATION:

That the attached Staff Development and Training Policy be received for information and comment.

FINANCIAL/STAFFING/LEGAL IMPLICATIONS:

To be successful at an individual, team or corporate level, employees need the right knowledge, skills, attitudes and competencies to support Hamilton Public Library's (HPL's) Mission, Values, and Strategic priorities. This policy provides a framework for staff development and training activities and includes the Library's commitments to providing necessary resources and to ensuring that allocated funds are used in ways that best align with and support the Library's operational needs and goals.

BACKGROUND:

This Policy was created following amalgamation and had updates in 2007 and 2010. The impetus for the current review was the Staff Development Strategy and the rebranding of staff development and training activities as the Learning Institute at HPL.

The following describes the main changes in the updated policy. The changes described below are highlighted in yellow in the attached policy.

- *Purpose:* added
- *Definitions:* updated
- *Responsibility*: role of HR updated
- *Statement of principles:* principles added to align with the current Staff Development Strategy

Staff Development and Training Policy
Policy Level: Library Board
Author: Human Resources—Coordinator, Staff Development and Training
Review Period: 4 Years
Date Approved: Last revised August 5, 2010; Draft Revision June 2016

Purpose
To be successful at an individual, team or corporate level, employees need the right knowledge, skills, attitudes and competencies to support Hamilton Public Library's (HPL's) Mission, Values, and Strategic priorities. This policy provides a framework for staff development and training activities. Learning, personal and career development activities and knowledge sharing are responsibilities of all employees and have a broader focus than training alone. Training is just one component of a complete learning and development strategy. Employee's learning, personal and career development activities are tied to the Goal Setting and Performance Review process that is described in HPL's Performance Management Policy.

Policy
The Hamilton Public Library recognizes the benefits of investing in staff development and training in order to

- Build a competent, diverse, and professional workforce;
- Increase employee engagement and job satisfaction;
- Maintain public confidence in the quality of HPL's service delivery;
- Position HPL as an attractive employer in the job market;
- Create a skilled and versatile workforce that can adapt to changing needs;
- Reduce risk and exposure to liability due to non-compliance with legislated requirements;
- Foster employee career growth, high performance, and innovation, and
- Act as an important input to workforce planning including succession planning.

Employees interested in a career with the Hamilton Public Library should be prepared to develop a *Learning and Development Plan* for their own learning and professional development and to seek feedback about that plan from their manager or supervisor and the Human Resources Department. While it is acknowledged that not all employees may have a desire to move into a higher level role or managerial or supervisory role, continuous learning and development is important to stay current with changing trends and technology in an employee's existing role. *Learning and Development Plans* will reflect the employee's individual needs and the operational needs of the Library. Employee *Learning and Development Plans* will outline what competencies require improvement or further development, what actions need to be taken by the employee and the employer, and the target completion date. A *Learning*

and Development Plan may also include what future roles the employee would like to move toward at the Library, and those career goals will guide parts of the *Plan*. Learning and Development Plans are a key component of HPL's Performance Management program. Goal setting and performance review meetings are held to ensure that employees understand what is expected of them and what supports are available to them. Learning and development planning is a process that involves both employee and manager input. The Library provides resources for the training and developmental support of employees.

Statement of Principles

Hamilton Public Library is committed to

- Fostering a learning culture where learning and development opportunities are provided to help employees develop and apply new competencies and work flexibly to meet the constant changes of day-to-day operations;
- Ensuring learning activities align with strategic priorities and current operations and projects as adult learning is most effective when learning directly relates to job responsibilities and is immediately relevant;
- Encouraging and assisting staff to develop their skills and knowledge to improve individual performance and to promote job satisfaction;
- Ensuring fair and equitable access to development opportunities for employees at all job levels and in all job functions, so that they may develop in their existing role, and/or grow into their next position;
- Ensuring that sound educational and instructional design principles are applied in all approved education and staff development programs;
- Making use of existing staff expertise where appropriate to staff development goals, and promoting knowledge sharing as common practice among employees;
- Recognizing that learning and development is a joint responsibility shared by the Library and the employee;
- Providing necessary resources including time for learning, funding, qualified leadership, physical spaces suitable for learning functions, and appropriate technology, and
- Assessing training options to ensure value for money spent, negotiating with vendors to encourage learning content alignment with the Library's operational needs and goals, and evaluating transfer of training by the employee on the job.

Responsibility

Responsibility for staff development and training at Hamilton Public Library is multilayered and is shared among the following parties:

- The effectiveness of any staff development activity depends on the active and purposeful participation of the individuals involved. Employees have a clear responsibility to develop their skills to enhance performance in their current position and to be ready to assume further responsibilities.

- Senior Administration and Management have overall responsibility for the development of Library staff.
- The Coordinator, Staff Development and Training and the Director, Human Resources support the programs that are part of the Learning Institute @ HPL and have overall accountability for the extent, quality, effectiveness and equitable nature of staff development, for planning and overseeing the development, scheduling and funding of internal staff development and training initiatives, for review of external opportunities relevant to Hamilton Public Library goals and for assessing options and negotiating with vendors such as trainers or coaches or consultants.

Definitions
Staff development refers to the provision of resources and the scheduling of activities to advance employees' knowledge, understanding and skills through the Learning Institute @ HPL and to meet succession planning needs.

The **Learning Institute @ HPL** offers opportunities designed to support a comprehensive and continuous process of professional growth, including opportunities for exposure to varied ideas and diversity of experience. Learning Institute programs foster staff development through means such as onboarding, training, mentoring, coaching, and optional and required internal and external learning programs including lunch and learn sessions, conferences, workshops, coursework, leadership development programs, e-learning programs, webinars, participation on system committees and special projects, professional summits and knowledge sharing opportunities.

Education in this policy refers to formal education qualifications referred to in job descriptions and obtained through study at academic institutions. Educational qualifications are highlighted in HPL's Educational Qualifications Policy.

**Hamilton
Public
Library**

Date: January 13, 2017
To: Chair and Members of the Board
c.c.: Paul Takala, Chief Librarian/CEO
From: Lisa DuPelle
Subject: **Employee and Family Assistance Program Policy (1st Review)**

RECOMMENDATION:

That the attached Employee and Family Assistance (EFAP) Policy be received for information and comment.

FINANCIAL/STAFFING/LEGAL IMPLICATIONS:

The City of Hamilton presently pays for the entire cost for this program so there is no budget impact.

BACKGROUND:

The attached policy provides a framework for the delivery of their EFAP services and staff groups that are covered. The changes in the policy highlight the types of services that are provided by Homewood Health Inc. A draft of this updated policy was included in updated Board Policy Manual but had not yet brought to the Library Board for approval.

HPL works with the City of Hamilton on providing EFAP services. Effective January 1, 2016, the City moved the EFAP services to Homewood Health Inc. The change in EFAP Providers occurred as a result of a Request for Proposal (RFP) process implemented due to the end of the contract with Mourneau-Shepell which expired on December 31, 2015. The Hamilton Public Library participated in the RFP process with City staff. The contract with Homewood Health Inc. runs until the end of 2017 with an option to renew annually from 2018 to 2020.

Title: Employee & Family Assistance Program
Policy Level: Library Board
Author: Director Human Resources
Review Period: 4 Years
Reveiw/Approval History: Revised 2010-08-05; Revised June 2016

POLICY PURPOSE

The Employee & Family Assistance Program (EFAP) has been developed to provide assistance to permanent Full-time and Part-time employees and their dependents in areas of marital, family, medical, alcohol, substance, vocational, psychological or any other personal problems.

KEY POINTS SUMMARY

- HPL recognizes that problems, personal or work-related, can be a natural part of employees' lives
- The EFAP programs covers all permanent employees (full-time and part-time). Casual staff, students and contract employees are not covered
- Employees' confidentiality is protected by the program
- The policy provides a summary of the services provided
- Accessing the program will not affect an employee's job security nor adversely affect advancement opportunities

POLICY STATEMENT

The Hamilton Public Library recognizes that problems, personal or work-related, can be a natural part of employees' lives and that providing employees with an opportunity to resolve problems will result in a healthier and more positive approach to everyday living.

Eligibility

All permanent employees of the Hamilton Public Library and their dependents as defined by the employee's specific benefit plan. Casual Library Pages, Students, Contract employees are not eligible under the current plan.

Pensioned employees and their spouses

Terminated or resigned employees will have access maintained for one (1) month following date of termination or resignation and the Employee & Family Assistance Program will provide limited short-term service to the individual.

SCOPE OF PROGRAM

The core Employee & Family Assistance Program consists of:

Counseling Services:

Counseling is short-term and focused on problem-solving and finding solutions that are practical and improve your physical and mental well-being. It's available face to face, over the telephone, or online. Counseling can help with any challenge such as: family or marital relationships, addictions, anxiety, depression, life transition or change, grief or bereavement, stress, and other personal issues.

Plan Smart - Lifestyle and Specialty Counseling

These work life services help you tackle small issues before they become big concerns. Each service helps you to take a proactive approach to managing everyday challenges and life transitions.

With Plan Smart, you can receive information and coaching related to:

- **Health** - nutrition, lifestyle changes, weight management, smoking cessation, "12 weeks to wellness" programs for people with specific health and/or weight management goals.
- **Life Balance** - childcare and parenting, elder and family care, relationships, financial issues, legal issues.
- **Career planning**, workplace issues, pre-retirement, shift work.

Online Resources (homewoodhealth.ca)

You can access the Homewood Health website https://homeweb.ca/ anytime for e-learning, interactive tools, health and wellness assessments, and a library of health, life balance and workplace articles. Visit homeweb Health's website at www.homeweb.ca and register for Member Services to access online services, including:

- **E-Learning courses** - self-directed, confidential and interactive courses on 20 topics designed to help you take charge of your health and well-being.
- **Health Risk Assessment** - an online health risk assessment tool that assesses your physical and emotional health as well as your overall readiness to change.
- **Busy Family** - an online tool to help you find child and elder care services.

Referrals required outside the core Employee & Family Assistance Program, whose costs are not covered by the employee's benefits, are not paid by the City.

Accessibility

Employees and/or their dependents may access the Employee & Family Assistance Program voluntarily. The program may be suggested by an individual's co-worker, peer, or supervisor but it is up to the employee to initiate access to the program.

Confidentiality

The Employee & Family Assistance Program shall respect the confidentiality of information obtained about the client and shall release the information only with the

approval and consent of the client as governed by standard professional and legal guidelines.

The Employer and/or anyone acting for it or on its behalf shall not request or receive any information concerning the client without the written consent of the individual.

Anonymity

The Employee & Family Assistance Program service will be located in an off-site location and will provide an anonymous service. No one will know that an individual has used the service unless the individual himself/herself chooses to inform others about his/her use of the program. Employee & Family Assistance Program office procedures are designed such that anonymity is protected.

Coordination and Administration

Upon request utilization reports, regularly completed by the Employee & Family Assistance provider, will be made available and discussed with representatives of Local 932 Canadian Union of Public Employees at the regularly scheduled Joint Union-Management Committee. Utilization reports provided to this Committee by the Employee & Family Assistance Program service will be of a statistical nature only. Please note that statistical information will only be released to this Committee when use of the program has resulted in reporting figures large enough to protect anonymity of individuals.

Advancement/Opportunity

Use of the Employee & Family Assistance Program will not affect an employee's job security nor adversely affect advancement opportunities. Neither will use of the program affect normal disciplinary and grievance procedures