

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, March 15, 2017 Central Library, Board Room

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

AGENDA

Guests: Karen Milligan, Manager Local History & Archives
Laura Lukasik, Manager Partnerships & Communication

1. **Discussion Period**
2. **Acceptance of the Agenda**
3. **Minutes of the Hamilton Public Library Board Meeting of Wednesday, February 15, 2017** Attachment #3
4. **Presentations**
 - 4.1 Local History & Archives Roadmap – KM/LB
5. **Consent Items**
 - 5.1 Upcoming and Outstanding Agenda Items - PT Attachment #5.1
Suggested Action: Receive
 - 5.2 Fines & Fees Schedule (2nd Review) – TD/SM Attachment #5.2
Suggested Action: Recommendation
 - 5.3 Diversity & Inclusion Policy (2nd Review) Attachment #5.3
Suggested Action: Recommendation
6. **Business Arising**
 - 6.1 Library Service Hour Principles & Priorities Attachment #6.1
Suggested Action: Recommendation
 - 6.2 Rural Service Pilot Attachment #6.2
Suggested Action: Recommendation

6.3 Strategic Plan Update

Attachment #6.3
Suggested Action: Receive

7. Correspondence

- Letter from Mike Zegarac, General Manager, dated February 9, 2017 re City of Hamilton's New Multi-Year Budget Process

8. Reports

8.1 Chief Librarian's Report – PT

Attachment #8.1
Suggested Action: Receive

8.2 Annual Report on Partnerships - LL

Attachment #8.2
Suggested Action: Receive

8.3 FOPL Statistics 2015 - MS

Attachment #8.3
Suggested Action: Receive

9. New Business

9.1 Pre-Audit Report on 2016 Financials - TD

Attachment #9.1
Suggested Action: Recommendation

9.2 Reserve Report Update - TD

Attachment #9.2
Suggested Action: Receive

10. Policies

10.1 Board Policy Manual (1st Review)

Attachment #10.1
Suggested Action: Receive

11. Private and Confidential

12. Date of Next Meeting

Wednesday, April 19, 2017

Central Library, Board Room, 5th Floor

5:30 p.m. Dinner

6:00 p.m. Meeting

13. Adjournment

Mission Statement

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HAMILTON PUBLIC LIBRARY BOARD

Regular Board Meeting Wednesday,

February 15, 2017 Central Library,

Board Room

5:30 p.m. Dinner

6:00 p.m. Meeting

MINUTES

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

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

REGRETS: Suzan Fawcett

Guests: Assad Hoosein, Sarah Gauthier

Mr. Geczy called the meeting to order at 6:00 p.m.

1. Discussion Period

1.1 OLA Conference

Ms Spence-Smith provided a summary of the sessions attended at the recently held Ontario Library Association conference.

1.2 Budget Presentation

Mr. Geczy reported on the Library Board's presentation to Council on January 26, 2017.

2. Acceptance of the Agenda

MOVED by Ms Cecchetto, seconded by Mr. Kirkpatrick,

THAT THE AGENDA BE ACCEPTED AS PRESENTED.

MOTION CARRIED.

3. Minutes of the Hamilton Public Library Board Meeting of Wednesday, January 18, 2017

MOVED by Ms Gautrey, seconded by Ms Leach,

THAT THE MINUTES OF THE HAMILTON PUBLIC LIBRARY BOARD MEETING OF WEDNESDAY, JANUARY 18, 2017 BE ACCEPTED AS PRESENTED.

MOTION CARRIED.

4. Presentations

4.1 Northern Exposure to Leadership (NELI)– Sarah Gauthier

Ms Gauthier provided a presentation on her experience at the recently held Northern Exposure to Leadership (NELI) conference held in Jasper, Alberta.

4.2 Library Board Website & Video Streaming – Sherry Fahim

Ms Fahim reviewed the limitations with the current page of the library board on the website and the direction and features for moving forward.

4.3 Vision & Values Survey – Paul Takala

Mr. Takala reviewed the results from the recent survey conducted by library board members and managers related to HPL's mission statement, vision and values.

5. Consent Items

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

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

MOTION CARRIED.

- 5.1 That the Hamilton Public Library Board receive the report from the Audit Committee for information.
- 5.2 That the attached Accessibility for Individuals with a Disability Policy be approved.
- 5.3 That the attached Staff Development and Training Policy be approved.
- 5.4 That the attached Employee and Family Assistance (EFAP) Policy be approved.

6. Business Arising

- 6.1 Upcoming and Outstanding Agenda Items

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

THAT THE UPCOMING AND OUTSTANDING AGENDA ITEMS REPORT BE RECEIVED.

MOTION CARRIED.

- 6.2 Capital Projects Update

MOVED by Ms Leach, seconded by Mr. Brown,

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

MOTION CARRIED.

6.3 Locke Project

MOVED by Mr. Kirkpatrick, seconded by Ms Wagner,

THAT THE BOARD APPROVE THE TRANSFER OF \$287,071 FROM THE LIBRARY MAJOR CAPITAL PROJECTS RESERVE 106008 TO CAPITAL PROJECT #4241609105 IMPROVEMENTS TO LOCKE ST LIBRARY AND THAT THE LIBRARY PROCEED WITH FINAL DESIGN AND CONSTRUCTION OF THE PROPOSED IMPROVEMENTS TO THE LOCKE ST BRANCH.

MOTION CARRIED.

6.4 Library Service Hour Report

Board members requested that the report include an overall system mapping.

MOVED by Councillor Partridge, seconded by Ms Gautrey,

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

THAT STAFF ARE INSTRUCTED TO MAKE IT A PRIORITY TO ADVANCE THE ACTIONS OUTLINED IN PROPOSED NEXT STEPS.

MOTION CARRIED.

7. Correspondence

There was no board correspondence.

8. Reports

8.1 Chief Librarian's Report

MOVED by Ms Cecchetto, seconded by Ms Wagner,

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

MOTION CARRIED.

9. New Business

There was no new business items.

10. Policies

10.1 Diversity & Inclusion Policy (1ST Review)

MOVED by Ms Leach, seconded by Mr. Brown,

THAT THE ATTACHED REVISED DIVERSITY & INCLUSION POLICY BE RECEIVED FOR INFORMATION AND COMMENT.

MOTION CARRIED.

10.2 Fines & Fees Schedule (1st Review)

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

THAT THE ATTACHED FINES AND FEES POLICY BE RECEIVED FOR THE BOARD'S INFORMATION AND COMMENT.

MOTION CARRIED.

10.3 Borrowing Policy (2nd Review)

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

THAT THE ATTACHED BORROWING POLICY BE APPROVED.

MOTION CARRIED.

11. Private and Confidential

MOVED by Ms Cecchetto, seconded by Mr. Kirkpatrick,

THAT THE HAMILTON PUBLIC LIBRARY BOARD MOVE IN-CAMERA TO DISCUSS CONTRACT NEGOTIATIONS.

MOTION CARRIED.

MOVED by Councillor Partridge , seconded by Ms Leach,

THAT THE IN-CAMERA SESSION BE ADJOURNED.

MOTION CARRIED.

MOVED by Councillor Partridge, seconded by Ms Spence-Smith,

THAT THE NEGOTIATED TENTATIVE AGREEMENT BETWEEN THE HAMILTON PUBLIC LIBRARY BOARD AND THE CANADIAN UNION OF PUBLIC EMPLOYEES LOCAL 932 (CUPE 932) FOR THE PERIOD JANUARY 1, 2017 TO DECEMBER 31, 2020 BE APPROVED.

MOTION CARRIED UNANIMOUSLY

12. Date of Next Meeting

Wednesday, March 15, 2017

Central Library, Board Room, 5th Floor

5:30 p.m. Dinner

6:00 p.m. Meeting

13. Adjournment

MOVED by Ms Gautrey, seconded by Ms Wagner,

THAT THE HAMILTON PUBLIC LIBRARY BOARD MEETING OF WEDNESDAY, FEBRUARY 15, 2017 BE ADJOURNED.

MOTION CARRIED.

The meeting was adjourned at 7:55 p.m.

Minutes recorded by Karen Hartog

Date: March 10, 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 – MARCH 2017:

Name of Issue - Comments	Month Action Initiated	Who Initiated	Month on Agenda
FOPL 2015 Statistics – At the end of 2016 we reported the FOPL Ontario Ministry statistics up to 2014. The 2015 report was recently released.	February 2016	P. Takala	March 2017
Rural Service Pilot – Report on rural pilot at Freelton expanding Library hours.	November 2016	Library Board	March 2017
Carlisle Feasibility Study – Report on Recreation led study of potential renovation to the Carlisle arena combining a library. <i>The feasibility study is scheduled to be completed by March.</i>	May 2016	Library Board	April 2017
Valley Park Architect – <i>Once the Architect is selected for Valley Park, they will be scheduled to attend a Library Board meeting to discuss the project including reviewing feedback and lessons learned.</i>	February 2017	Library Board	TBD
Central LED Lights – Report on plan to replace LED light bulbs that illuminate the glass on York Blvd.	February 2017	Library Board	May 2017
Correspondence Process – Report on the process on how correspondence gets included in the Board package. Staff have been looking into COH processes and what other major Canadian library systems do.	February 2017	Library Board	April 2017
Public Firewall Settings - Staff to report back to provide the Board with an update and recommendations on next steps. – <i>This item is being incorporated into the Digital Technology Strategy.</i>	January 2016	P. Takala	TBD
Digital Technology Strategy – Report on the Edge Toolkit, technology strategy including security and firewall settings.	March 2017	P. Takala	May/June 2017

Local History & Archives Roadmap – Staff report to seek direction and input from the Board as to the department's digitization strategy and planning to increase access to LH&A collections.	October 2016	L. Barrie	March 2017
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UPCOMING POLICY REVIEW

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

Policy Name	Comments	1 st Review	2 nd Review
Core Position Statements	CFLA endorsed the statements on February 1 at the 1 st AGM. The updated position statements will be added to the updated Board Policy Manual.	<i>March 2017</i>	<i>April 2017</i>
Board Policy Manual	The updated manual will include the revised Bylaws, report on <i>in-camera</i> and other policy changes. The new manual will also list the schedule for updating policies. This will include the proposed update schedule for all policies including the PRC's Priority 3 policies. The priority 3 policies included: Cash Handling, Copyright, Employee Assistance, Meeting Room, Service Hours, Staff Development & Training, Technology & Internet Use, and Administrative Level policies.	March 2017	April 2017

2017 PRELIMINARY BOARD SCHEDULE

January	<ul style="list-style-type: none"> ✓ Election 2017 Board Officers ✓ Draft Operating Budget Presentation to Council
February	<ul style="list-style-type: none"> ✓ Previous Year Metrics Report (Done in January 2017)
March	<ul style="list-style-type: none"> ✓ Initial Report on Last Year Financials (Pre-Audit) ✓ Reserve Report Update ✓ Annual Report on Partnerships
April	<ul style="list-style-type: none"> Q1 Metrics Report Annual Report on Revenue Generation
May	<ul style="list-style-type: none"> Current Year Operating Budget Update
June	<ul style="list-style-type: none"> 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

Date: March 10, 2017
To: Chair and Members of the Board
c.c.: Paul Takala, Chief Librarian/CEO
From: Melanie Southern, Director Public Service, Partnerships & Communications
 Tony Del Monaco, Director of Finance & Facilities
Subject: **Fines and Fees Policy – 2nd Review**

RECOMMENDATION:

That the Hamilton Public Library Board approve the attached Fines and Fees Policy.

FINANCIAL/STAFFING/LEGAL IMPLICATIONS:

The vast majority of the Library’s funding is from the City’s municipal contribution (about 94%). The second largest funding source is from provincial and federal grants (about 4%). The remainder, or about 2%, relates to general fees predominantly made up of Fines and Fee revenues.

It is important to balance Library Fines and Fees so that they remain low enough so that they do not become an obstacle to library use and accessibility but also high enough so that appropriate costs are recovered and deterrents are in place to prevent misuse of library resources such as fines for overdue and lost materials.

BACKGROUND:

Fines and fees remain an important source of revenue for HPL. The following chart illustrates the top revenue lines from 2016 (not including grants from other levels of government or third party contributions):

Source	Amount
Fines and Fees	\$342,991
Printing/Photocopying	\$122,662
Book Sales	\$17,815
Merchandise & DML Fees	\$10,933
Room Rentals	\$6,357

The proposed Fines and Fees policy combines the following three Board level policies, and one Administration level policy as a means of creating a cohesive and comprehensive guiding document:

- Fines Policy (initially approved in 2002 and last revised in 2010)
- Fines and Fees Schedule Policy (initially approved in 2002 and last revised in May 2016)
- Damaged Materials Policy (initially approved in 2001 and last revised in 2013)
- Lost Material Policy, Administration level. (initially approved in 2001 and last revised in 2016)

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 policy was presented for 1st review at the February Board meeting. There were a number of minor spelling and grammatical errors that were identified and have been corrected in this report.

The combined policies do not have any major policy changes. The Room Rental rates in this policy need to be updated to reflect the changes to the Hamilton and Wentworth Room at Central Library. The room rental rates have not been changed since 2007 and were reviewed against City comparators. The following changes are recommended:

Central Library

- The renovated Hamilton Room has the capacity of the previous Hamilton-Wentworth combined rooms. The current Not-for-Profit rate is slightly more than the City comparator but in light of the renovations, it is felt that this rate can remain the same at \$90 and \$180 for four and eight hour rentals respectively.
- The Hamilton Room’s regular rate (for profit) is low, based on the City comparator. It is recommended that it be raised to \$200 for a four hour rental and \$400 for 8 hours rental. Currently, it is \$135 and \$270 for a four and eight hour rental.
- The Wentworth Room has the same capacity as the branch locations but due to its downtown location, it is suggested that its rate of \$75 and \$150 for four and eight hour rentals remain the same. No change of rate is suggested based on room setup.

Branches

- Branch Not-for-Profit rates are similar to City rates and it is recommended that they remain the same.
- Branch Regular (for profit) rates are slightly below City comparators. It is recommended that they be increased from \$60 to \$70

It is noted that the Dundas Branch is not able to rent its room at its current temporary location. The rate is to be applied once it re-opens. It is anticipated that

the new rates for the room rental will go into effect at the beginning of the month following 2nd reading or board final approval (e.g. April 1, 2017). In April, the Board will receive an Annual Report on Revenue Generation.

The materials and material supply replacement charts have been consolidated into general categories to make it easier for customers to interpret. The base Interlibrary loan replacement rate was lowered from \$50.00 to \$25.00 which is more reflective of the actual average. The Interlibrary loan replacement rates paid by customer are adjusted by item to reflect the actual replacement charge from the lending library.

Fines and Fees Policy

Policy Level: Library Board

Author: Director, Public Service Partnerships & Communications; Director Finance & Facilities

Review Period: 4 years

Approved: Draft March 2017

Policy Purpose:

To ensure that staff and the public are aware and can easily access the parameters regarding fines, and fees for a variety of services, as well as the associated costs of replacing damaged materials.

Key Point Summary:

- The Library charges fines for physical materials returned late and has different fine levels based on the type of Library material a customer borrows
- Borrowing privileges for physical items are suspended once a fine limit has been reached
- Customers will be billed and the Library uses a collection agency for overdue accounts that exceed an established threshold
- Customers have different options on how to pay fines
- A summary of fines and fees is provided for the following categories:
 - Fines for materials
 - Local History & Archives image reproduction fees
 - Non-resident fees
 - Printing and photocopying fees including Makerspace
 - Replacement costs of lost or damaged materials
 - Room rental fees
- Fines and fees are set by the Library Board as stipulated by the Public Library Act.

Definitions:

- Library fines are small daily charges that are applied to a borrower's card after a book or other borrowed item is kept past its due date.
- Fees are charges related to replacement fees, service fees, items or room rentals.

Policy Details:

Hamilton Public Library charges fines on overdue materials to encourage customers to return items on time. Any fine revenue raised is added to the library's operating budget.

Fines are charged on overdue materials up to a maximum amount per item based on Library card type. Customers will be billed if materials are not returned within a set period of time. The library does pursue overdue accounts with a collection agency for accounts that exceed the established threshold.

Please note that fines are charged on late materials on a calendar day basis at all locations. Fines are not charged on materials borrowed with Access cards with the exception of Express Items or video games. It should be noted that Access card holders have reduced borrowing privileges with this card. See [Borrowing Policy](#)

Staff members are encouraged to use their discretion to waive or reduce fines in such cases as illness, hospital stays, accessibility issues, etc. Staff members will refer to their Manager for extenuating and complex situations.

Fine and Fees Structure

Fine Rate for Library Materials	Per item, per day	Maximum per item
Adult	25¢	\$5
Teen	25¢	\$5
Juvenile	10¢	\$2.50
DVD Express, Bestseller Express	\$1	\$10
Video Games (adult & teens)	\$1	\$10
Video Games: Juvenile	50¢	\$5
Materials type exceptions	10¢	\$5
Exceptions to Standard Fine Rates		
Access Card	No fines except 50¢ per day for Express items and Video Games to a maximum of \$5. Responsible for lost and damaged material.	
Educational or Corporate Cards	Fines not applied. Responsible for any lost or damaged materials	
Interlibrary Loan items (ILLO)	Some libraries charge for late items and customers are asked to cover the late fines	

Fee Schedule Item	Fee
Library Card replacement	\$2
Non-resident Card - Annual	\$40
Collection Agency Service Fee	\$15

How to pay fines:

Borrowers can pay fines or fees at a service desk at any location or online. Customers can pay fines or fees on accounts other than their own without the card being present, and staff can issue a receipt.

Suspension of Borrowing Privileges

Borrowing privileges are suspended when customers have fines and/or overdue materials in excess of the following limits. See [Borrowing Policy](#)

Library Card	Suspension Limit
Resident Cards	\$20
Juvenile & Teen	\$10
Access Cards	\$10 or if two items are overdue
Corporate Cards	\$20
Educational Cards	\$300

Reciprocal Cards	\$10
Non-Resident Cards	\$20

Lost / Damaged Materials

Customers are responsible for lost / damaged materials and are required to pay the replacement cost. Associated fines are not applied.

The replacement cost for items is an average replacement cost for each material type as outlined below. Customers are charged for damaged or missing elements of borrowed materials – see Materials Replacement Fees, below. The Hamilton Public Library does not add any processing fees to the replacement costs of lost or damaged material.

Items cannot be returned after three (3) months of the due date. If found after three (3) months, borrowers are asked to pay the replacement cost and keep the item.

Substitutes - Hamilton Public Library does not accept substitutes for lost or damaged material in lieu of replacement costs.

Supply Fees - When cases and processing supplies of a returned item are damaged, the customer will be charged based on the replacement costs listed in the table below.

Interlibrary Loans - * The Interlibrary Loan rate listed is the rate assigned at the time the item is determined lost or missing. Customers are responsible for the full rate charged by the lending Institutions and rates are adjusted as the customer is invoiced.

Equipment Loans - When Makerspace equipment and supplies are damaged or lost, the customer who booked the equipment will be charged based on the replacement costs listed in the table below.

Material Replacement Fees

Material Type	Average Replacement Cost
Audio Book (Adult)	\$35
Audio Book (Children & Teens)	\$20
Book /Bestseller Express	\$20
Book (Children & Teens)	\$10
Book Club Kit Book	\$8
Comic	\$1
CD	\$10
DVD / Express DVD/ BluRay	\$15
Graphic Novel	\$12
Interlibrary Loan*	\$25
Kit	\$30
Magazine	\$2
Paperback, Beginning Reader / Board Book	\$3
Sheet Music	\$2
Video Game	\$45
Supplies Replacement	
Audio Book Case	\$8
Barcode	\$1
CD / DVD Case (single)	\$1
CD / DVD Case (multiple discs)	\$2
Cover Art Insert	\$1
Kit Bag	\$1
Kit Container	\$10
RFID Label	\$2
Printing & Makerspace	
Cables, Drum Sticks, Microphone stands / SD cards	\$25
Tripod, Toshiba Camileo Video Camera / Elgato	\$90
Speakers, BluRay Burner, USB Microphone	\$130
Wacom tablet/ Scanner	\$225
Canon Rebel Camera, GoPro, Yamaha Drum Kit, Keyboard	\$500
iMac	\$2,000

Other Fees

Printing & Makerspace	
Printing & Photocopying: black & white	10¢ per page (first two copies are free)
Printing & Photocopying: colour	25¢ per page
3D Printing	10¢ per gram for filament 30¢ per gram for resin
Vinyl Cutting & Printing	
Vinyl Cutter	\$1. per foot – standard vinyl
Vinyl Printer & Cutter	Cost of ink per ml x cost of material per foot 50¢ per ml – Ink \$1.50 per foot – Printable vinyl \$3.00 per foot – Premium printing vinyl
Embroidery	\$2. per 10,000 stitches (\$2. minimum) – thread 50¢ per foot for the backing material
Large Format Printing	Cost of ink per ml x cost of material per foot 50¢ per ml – Ink \$1. per foot – Standard paper \$1.50 per foot – Premium and Photo paper

Local History & Archives - Image Reproduction Fees		
Resolution	300 DPI JPEG	600 DPI TIFF
Non-Commercial Use	\$20/ per image	\$30/ per image
Commercial Use	\$40 / per image	\$50 per image
Additional Fees		
New Digital Images	\$20 per scanned image	
Rush Orders (2 business days)	1-5 Images: \$20/ per order 6-20 Images: \$50/ per order 21+ Images: \$100/ per order	
Shipping	Within Canada \$5/ per order International \$15/ per order	

Room Rental Fees

HPL has a number of rooms that can be rented at the rates, below. Please see the [Room Rental Policy](#) for details

Room Rental Fees

Room Type	Capacity	Regular Rate	Not-for-Profit Rate
Central Library* - Hamilton Room	200	4hrs: \$200 8hrs: \$400	4hrs: \$90 8hrs: \$180
Central Library - Wentworth Room	50	4hrs: \$75 8hrs: \$150	4hrs: \$50 8hrs: \$100
Sherwood Branch A-B	100	\$75	\$50
Central Library - Board Room	30	Half day: \$250 Full day: \$450	
Dundas Branch	50	\$70	\$40
Red Hill Branch	50	\$70	\$40
Turner Park Branch	50	\$70	\$40
Westdale Branch	50	\$70	\$40
*Security	NA	\$18.20/hour during closed hours (3 hour minimum may apply)	

Related Policies: Borrowing Policy, Room Rental Policy

Review / Approved History: Fine Policy: Board approval: 2002; Last revised: 2010. Fines and Fees: Board Approval: 2002; Last Revised: May 2016. Damaged Materials: Board Approval: 2001; Last revised 2013. Lost Materials Policy (Administration Level): Approval 2001; Last revised: 2016.

Date: March 10, 2017
To: Chair and Members of the Board
c.c.: Paul Takala, Chief Librarian/CEO
From: Karen Anderson, Director Public Service
Subject: **Diversity and Inclusion Policy (2nd Review)**

RECOMMENDATION:

That the Hamilton Public Library Board approved the attached revised Diversity & Inclusion Policy.

FINANCIAL/STAFFING/LEGAL IMPLICATIONS:

The policy is consistent with the Ontario *Human Rights Code* and supports library environments free from discrimination and harassment.

BACKGROUND:

The Hamilton Public Library is committed to providing library services to all members of the community in a welcoming and inclusive environment. In 2015 the Board approved a new Diversity & Inclusion Policy which provided a clear vision of how we incorporate diversity and inclusion in all that we do as a public library. To ensure the rationale is clear, and to provide an example, a description of how religious seasonal displays will be approved is embedded in the policy.

The 2015 policy included the Statement on Diversity and Inclusion as set out by the Canadian Library Association (CLA). On February 1, 2017 the newly formed Canadian Federation of Library Associations (CFLA) adopted these same principles and issued a position statement on Diversity and Inclusion. The revised policy reflects that change.

There is a need for clarification regarding how the library strives to ensure our facilities are welcoming and inclusive spaces in the community. A recent case in Hamilton highlighted the need to ensure that policies and practices are consistent with the Ontario *Human Rights Code*. The City has developed transgender and gender non-conforming protocols that we are using to inform our response. The core elements of our proposed approach are:

- Where it is practical we are turning individual and family washrooms into universal washrooms that are not designated for a specific gender.
- Our staff training, procedures and signage will clearly establish that individuals have the right to self-identify their gender and have access to washrooms of their choice.

DIVERSITY AND INCLUSION POLICY

Policy Level: Library Board
Author: Director Public Service, Chief Librarian/CEO
Approved: May 2015, Draft March 2017

Policy Purpose

The Hamilton Public Library is committed to fostering an environment of understanding and respect.

Key Points Summary

- HPL affirms the dignity of all individuals and we foster social inclusion
- HPL endorses CFLA's Statement on Diversity and Inclusion
- HPL strives to be inclusive in all aspects of our work including services, collections & facilities

Policy Details

The Hamilton Public Library is committed to fostering an environment of understanding and respect. The Hamilton Public Library Board endorses the Canadian Federation of Library Associations (CFLA) Statement on Diversity and Inclusion.

Libraries strive to deliver inclusive service. The Hamilton Public Library recognizes and affirms the dignity of those it serves, regardless of heritage, education, beliefs, race, income, religion, gender, age, sexual orientation, gender identity, physical or mental abilities.

The Library is committed to fostering an environment of respect, understanding and accepting of differences.

- The Hamilton Public Library makes diversity and inclusion a priority in planning and decision making for staffing, collections, service development and facilities. In all libraries individuals have the right to self identify the washroom most appropriate for them.
- The Hamilton Public Library acts to ensure that people can enjoy services free from attempts by others to impose values, customs or beliefs.
- In the spirit of diversity and inclusion for all members, the Hamilton Public Library will permit the exhibit of displays and provision of programs that fit into the location's communities at the appropriate times (e.g. seasonal Christmas displays, menorahs displayed during Hanukkah, program celebrating other cultures or religious backgrounds).

❖ Canadian Federation of Library Associations Position Statement on Diversity and Inclusion

The Canadian Federation of Library Associations (CFLA-FCAB) believes that a diverse and pluralistic society is central to our country's identity. Libraries have a responsibility to contribute to a culture that recognizes diversity and fosters social inclusion.

Libraries strive to deliver inclusive service. Canada's libraries recognize and energetically affirm the dignity of those they serve, regardless of heritage, education, beliefs, race, religion, gender, age, sexual orientation, gender identity, physical or mental capabilities, or income.

Libraries understand that an acceptance of differences can place individual and collective values in conflict. Libraries are committed to tolerance and understanding. Libraries act to ensure that people can enjoy services free from any attempt by others to impose values, customs or beliefs.

Source: <http://cfla-fcab.ca/en/programs/guidelines-and-position-papers/position-statement-on-diversity-and-inclusion/> Approved February 1, 2017.

Approval History: May 2015 *Replaced Religious Seasonal Displays Policy (March 1997, April 2001)*

Date: March 10, 2017
To: Chair and Members of the Board
From: Paul Takala, Chief Librarian/CEO
Karen Anderson, Director, Public Service
Subject: **Library Service Hours Principles and Priorities**

RECOMMENDATION

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

FINANCIAL/STAFFING/LEGAL IMPLICATIONS

Staffing libraries is a key driver of our operating budget. Library service hours are approved by the Library Board and can change when circumstances require.

BACKGROUND

This report is a follow-up to the February 2017 report on Library service hours. The February report identified several follow-up actions, including:

- **Principles and Priorities for Addressing Service Gaps** –We are looking for feedback on the principles and priorities identified in this report. The intention is to refine the report and bring it back to the April meeting for approval.
- **Branch Metrics Reports by Hour** – Appendix II of this document provides that information. Locations have been grouped by activity level.
- **Six Month Implementation and Progress Reports:** A reminder the proposed timelines for the reports addressing service gaps are:
 - May/June 2017
 - November/December 2017
 - May/June 2018
 - November/December 2018

In addition to the planning context outlined in the February 2017 report, the following principles will be used to address service gaps in Library hours.

PRINCIPLES

Several factors need to be considered when making changes to public service hours. The following Principles will be considered when making recommendations to address service gaps:

1. **Geographic Balance** - The Hamilton Public Library provides library service to all parts of the City of Hamilton, an area 1,138 km in size. Library service hours will be balanced to ensure equity between different regions of the City.
2. **Patterns of Use and Service Priorities**– Current metrics of usage will be used to develop library service hours that promote overall usage of the Library and

supports meeting the Library's service priorities. Key metrics to assess the success of library service hours are: physical circulation, in person visits, computer and Wifi usage. HPL has committed to providing a range of services for all ages. Within established service hours, programs will be scheduled to ensure they meet the needs of target populations. Program attendance is the primary metric used to evaluate the effectiveness of program scheduling.

3. **Prioritizing Higher Need Communities** – There are significant economic and health disparities between different parts of the City. Improving service in communities with higher needs will be a priority.
4. **Shared Facilities** – Increasingly, libraries are being located in shared facilities as recommended in the Facilities Master Plan. The service hours of partner agencies will be a factor considered.
5. **Sustainability** – Before committing to changes in service hours, we need to have a high degree of confidence that the hours can be maintained assuming current funding and staffing levels. We also need to factor in staff schedules and ensure the workload created is reasonable and sustainable.
6. **Simplicity and Consistency** – Library service hours should not be overly complex or confusing to communicate. Also, special consideration needs to be given if we are proposing shifting service hours to other times. This will likely cause frustration for some existing customers.
7. **Community Feedback** – Ward Councillors and the community will be consulted on changes to Library hours. This will be especially critical if the decision is made to shift service hours to another time instead of simply adding hours.

SERVICE GAP PRIORITIES AND OPPORTUNITIES

As more people from other parts of the GTA (Greater Toronto Area) move to Hamilton we need to ensure our service hours meet an acceptable standard. The following are a list of service gaps and some opportunities that could help supplement core service hours:

1. **Closed Days** – All locations except for Central and Turner Park are closed on either a Monday or Friday. This is the gap most noticed and commented upon.
2. **Sunday Service** – We currently have four locations open on Sundays. Sunday hours currently run from September (weekend after Labour Day) until the end of April. Extending Sunday service at the four locations until the end of the school year in June would be a welcome change. Expanding Sunday service to other locations is another option although this could take significant resources and would need to be geographically balanced.
3. **Friday Evening Service** – All locations that are open on Friday close at 6 pm. In parts of the City where DVD usage is still very strong, staying open later would assist families and individuals with getting their weekend entertainment.

Saturdays are our busiest days and staying open later on Friday might shift some of that usage.

4. **Rural Service Hours** – Locations serving small populations currently have limited hours. The service hours in the rural model is being addressed in the Rural Service Pilot project.
5. **Expanding Study Hall Hours** – We have had a successful pilot at Terryberry of staying open late during exam periods to provide quiet study space for students. The Library stays open until midnight with a security guard supervising. Expanding when and where this service is offered could complement our overall service hours but should not be considered a substitute.
6. **Other Local Gaps** – Appendix I shows the current schedule of Library hours. Some of our mid-sized branches could have improved hours. For example, Barton is only open Tuesday and Thursday evening.

APPENDIX I: CURRENT LIBRARY SERVICE HOURS

Location	Hrs/ Week	Mon	Tues	Wed	Thurs	Fri	Sat	Sun
Ancaster 300 Wilson St. E	51	10 - 9	10 - 9	10 - 9	10 - 9	---	10 - 5	---
Barton 571 Barton St. E.	35	1 - 8	10 - 5	1 - 8	10 - 5	---	10 - 5	---
Binbrook 2641 Hwy 56	35	1 - 8	10 - 5	1 - 8	10 - 5	---	10 - 5	---
Carlisle 1496 Centre Rd.	32	2 - 8	2 - 8	2 - 8	10 - 5	---	10 - 5	---
Central 55 York Blvd	69*	9 - 9	9 - 9	9 - 9	9 - 9	9 - 6	9 - 5	1 - 5*
Concession 565 Concession St.	43	---	10 - 8	10 - 6	10 - 8	10 - 6	10 - 5	---
Dundas 18 Ogilvie Street	52*	---	10 - 9	10 - 9	10 - 9	10 - 6	10 - 5	1 - 5*
Freelton 1803 Brock Rd.	17	4 - 8	2 - 5	4 - 8	2 - 5	---	2 - 5	---
Greensville 59 Kirby Ave.	17	4 - 8	2 - 5	4 - 8	2 - 5	---	2 - 5	---
Kenilworth 103 Kenilworth Ave. N.	43	10 - 6	10 - 8	10 - 6	10 - 8	---	10 - 5	---
Locke 285 Locke St. S.	35	10 - 5	1 - 8	10 - 5	1 - 8	---	10 - 5	---
Lynden 110 Lynden Rd.	35	1 - 8	1 - 8	1 - 8	10 - 5	---	10 - 5	---
Mount Hope 3027 Homestead Dr.	18	2 - 5	2 - 8	2 - 5	2 - 8	---	---	---
Red Hill 695 Queenston Rd.	52*	---	10 - 9	10 - 9	10 - 9	10 - 6	10 - 5	1 - 5*
Saltfleet 131 Gray Rd.	48	10 - 9	10 - 9	10 - 9	10 - 6	---	10 - 5	---
Sherwood 467 Upper Ottawa St.	48	10 - 9	10 - 6	10 - 9	10 - 9	---	10 - 5	---
Stoney Creek 777 Highway 8	35	1 - 8	10 - 5	1 - 8	10 - 5	---	10 - 5	---
Terryberry - 100 Mohawk Rd. W.	51	10 - 9	10 - 9	10 - 9	10 - 9	---	10 - 5	---
Turner Park 352 Rymal Rd. E.	63*	10 - 9	10 - 9	10 - 9	10 - 9	10 - 6	10 - 5	1 - 5*
Valley Park 970 Paramount Dr	47	10 - 8	10 - 8	10 - 8	10 - 8	---	10 - 5	---
Waterdown 163 Dundas St E.	51	10 - 9	10 - 9	10 - 9	10 - 9	---	10 - 5	---
Westdale 955 King St. W.	48	10 - 6	10 - 9	10 - 9	10 - 9	---	10 - 5	---

*Sunday hours run from September (weekend after Labour Day) until the end of April

Library Service Hours Principles and Priorities: Appendix II

Weekly Branch Behaviour

Hamilton Public Library – 02/2017

Reference Index

Circulation & Demographics

- ✓ 2016 Demographics based on all Virtua physical circulation from 2016 and customer profiles that include a date of birth
- ✓ 2011 Census Data is based on postal codes by branch. This will be updated as 2016 data becomes available

Physical Circulation

- ✓ Collected from the ILS.
- ✓ Branch data does not include online renewals

Visitor Count

- ✓ RFID gate data where available
- ✓ Quarterly manual counts for: BI, CA, FR, GR, MH, VP, LO
- ✓ Averaged 4 samples over the year all data

Computer Use

- ✓ Sessions on terminals as recorded by smart login manager
- ✓ WA and CE have had large computer labs installed during the 2012-16 period

Average Hourly Activity Attachment #6.1

- ✓ Visits, Circulation and Computer Sessions all derived from a quarterly week samples
- ✓ Wi-Fi data relies on a 3 month sample
- ✓ Data is averaged over all days of the week

Hourly Visits & Activity by Day

- ✓ Hourly activity by day is an aggregation of the Circulation, Wi-Fi Sessions and Computer Sessions
- ✓ Visit data is derived from RFID gates and pulled by hour and averaged except where unavailable (BI, CA, FR, GR, LO, VP and MH)
- ✓ Manual quarterly count is averaged by hour for branches where gates are unavailable
- ✓ RFID visits, manual counts and Computer sessions are sampled from 4 weeks chosen as typical weeks from each quarter
- ✓ Wi-Fi data relies on a 3 month sample.

Group A

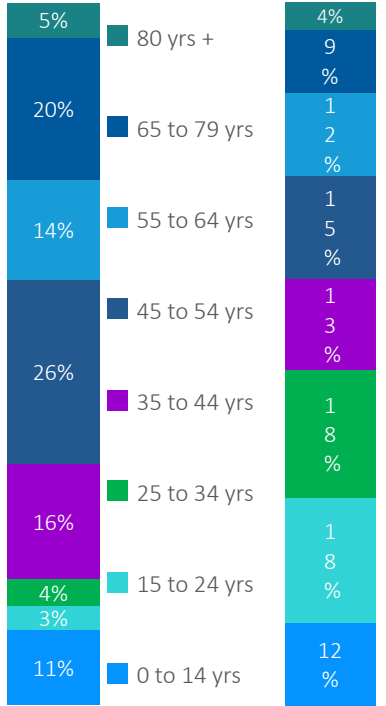
Activity levels higher than 3000 per hour

Visits per hour higher than 500 per hour

Branches: Central

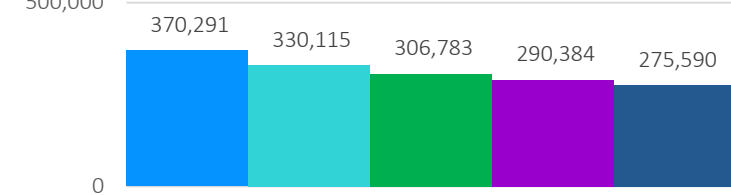
Central

2016 Circulation 2011 Census

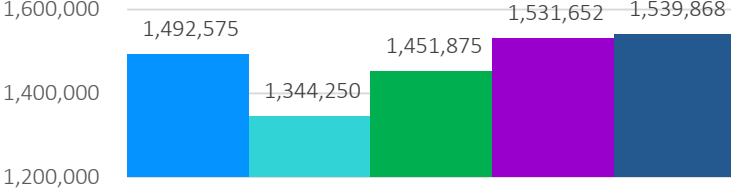


2012 2013 2014 2015 2016

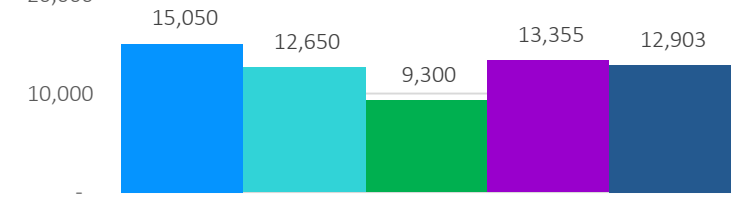
Physical Circulation



Visitor Count

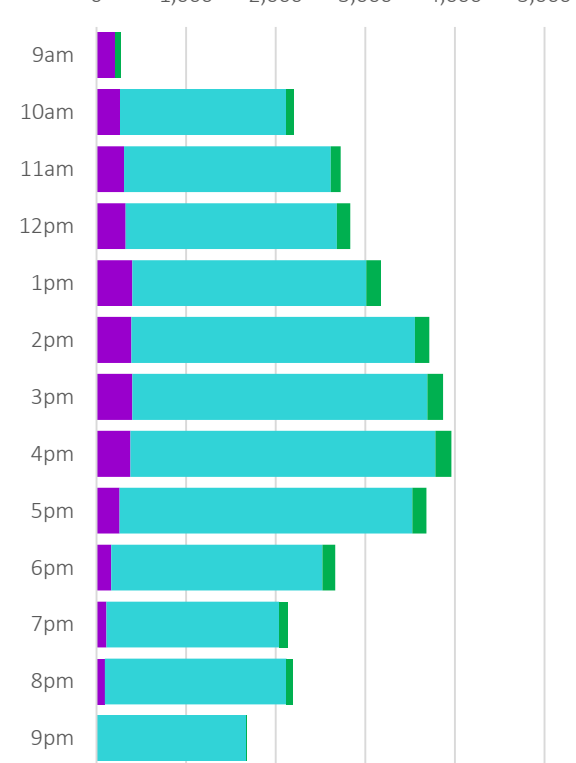


Computer Use



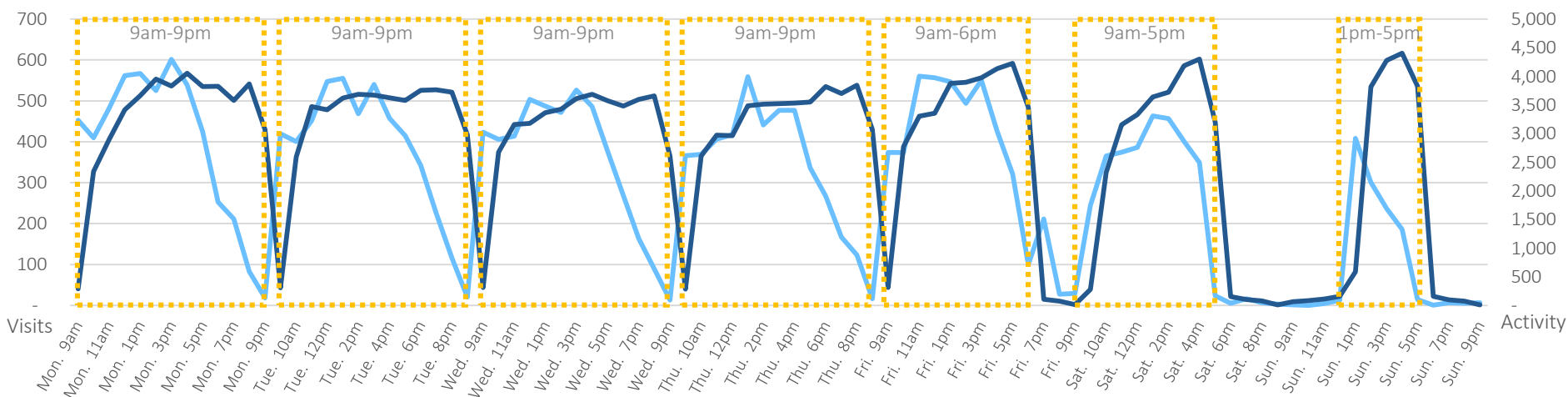
Average Hourly Activity

CE - Circulation CE - Computer CE - Wi-Fi



Average Weekly Activity

CE - Visits CE - Activity



Group A

Hamilton Public Library - 02/2017

Group B

Activity levels higher than 500 per hour

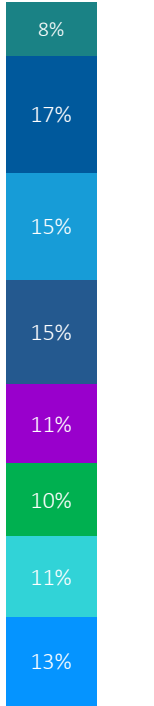
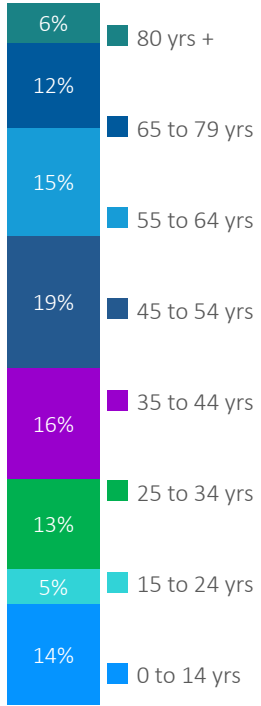
Visits per hour between 75 and 150 on average.

Branches: Red Hill, Terryberry, Turner Park

Red Hill

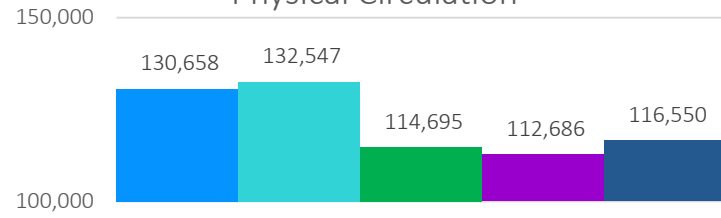
2016 Circulation

2011 Census

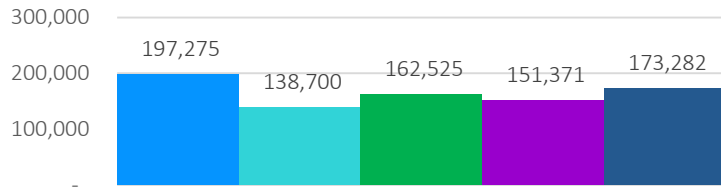


2012 2013 2014 2015 2016

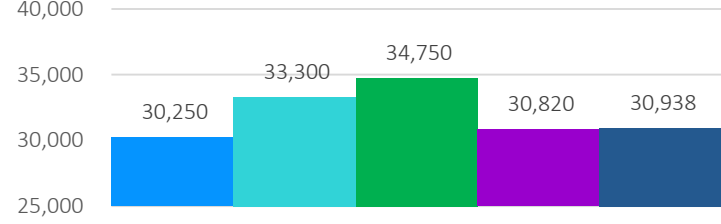
Physical Circulation



Visitor Count

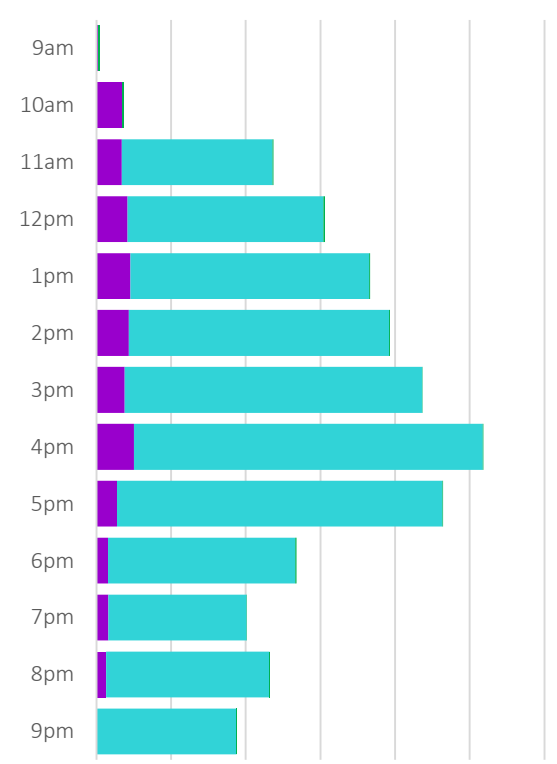


Computer Use



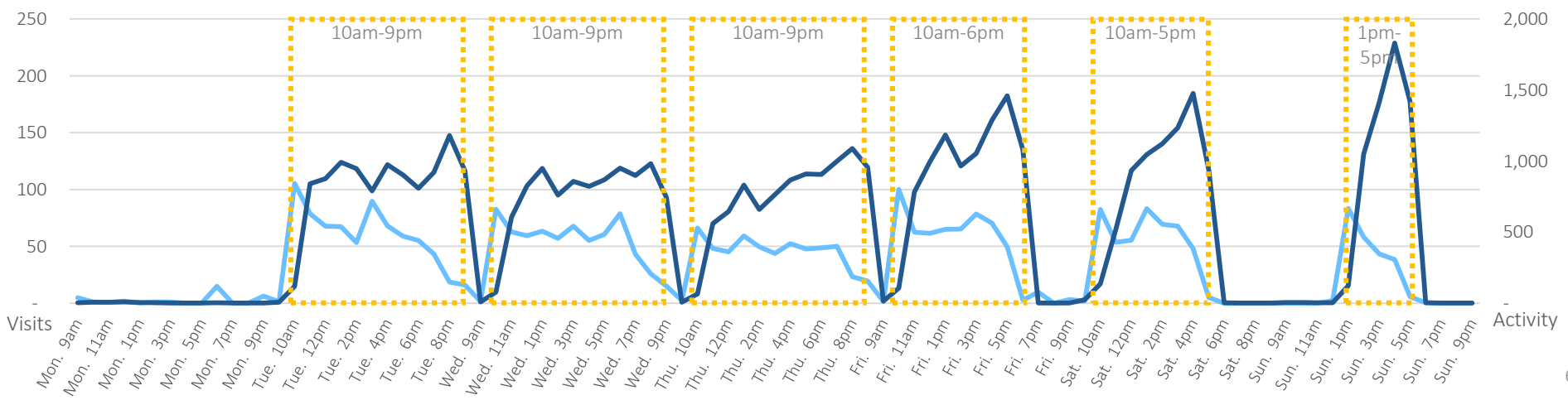
Average Hourly Activity

RH - Circulation RH - Computer RH - Wi-Fi



Average Weekly Activity

RH - Visits RH - Activity



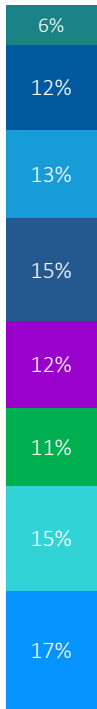
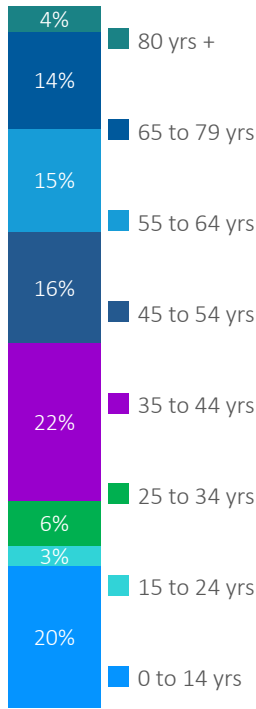
Group B

Hamilton Public Library - 02/2017

Terryberry

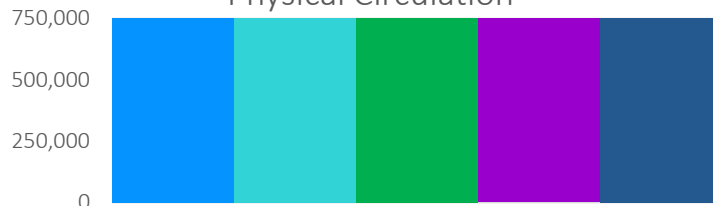
2016 Circulation

2011 Census

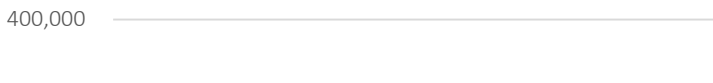


2012 2013 2014 2015 2016

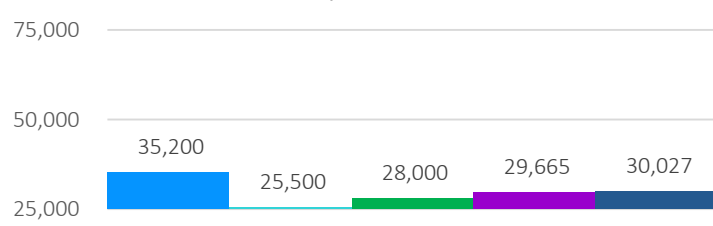
Physical Circulation



Visitor Count

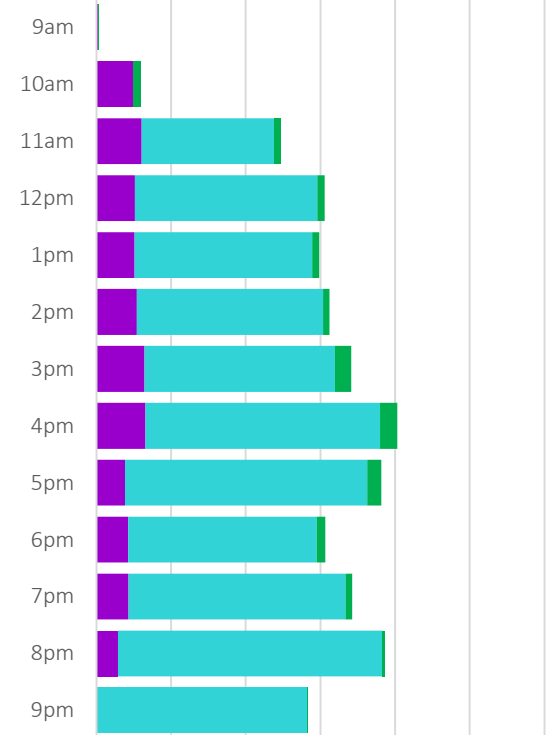


Computer Use



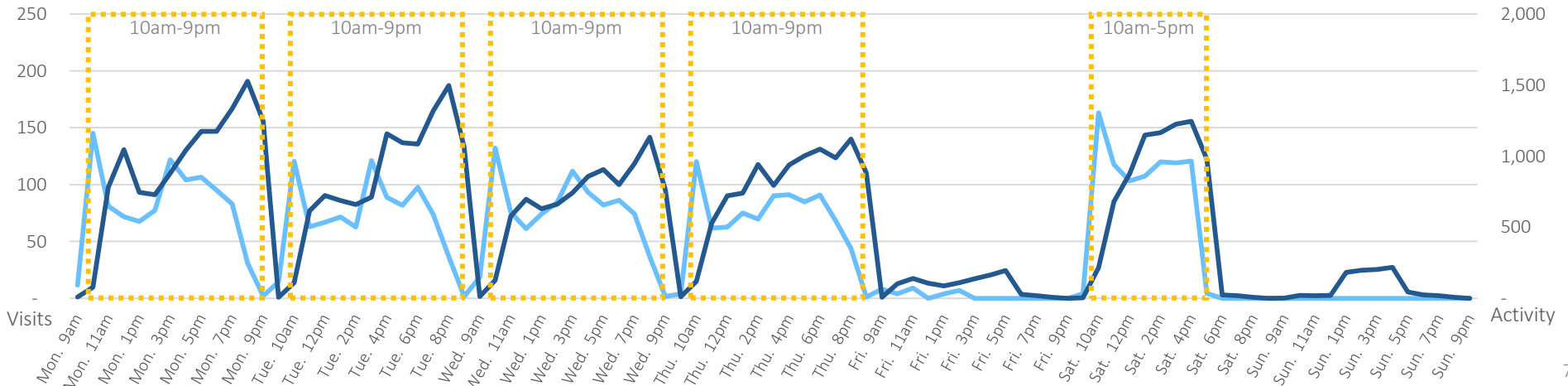
Average Hourly Activity

TE - Circulation TE - Computer TE - Wi-Fi



Average Weekly Activity

TE - Visits TE - Activity



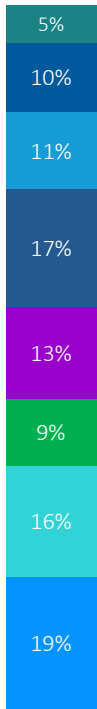
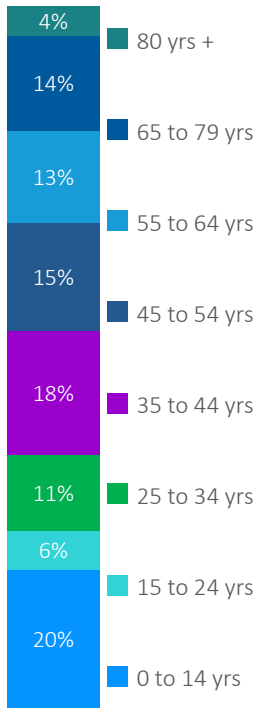
Group B

Hamilton Public Library - 02/2017

Turner Park

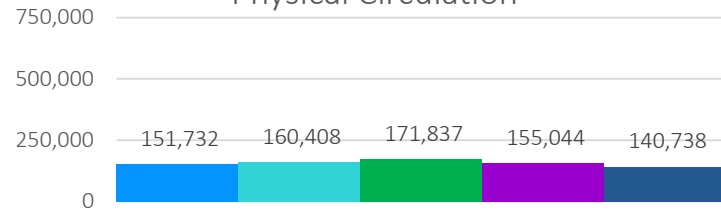
2016 Circulation

2011 Census

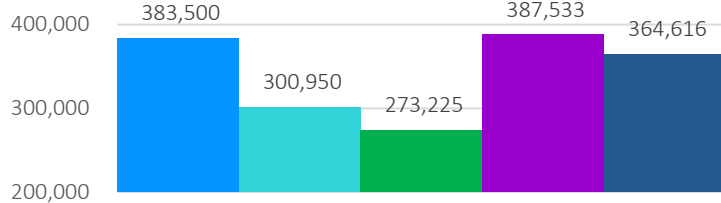


2012 2013 2014 2015 2016

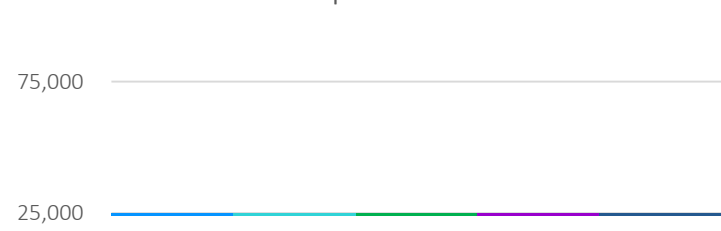
Physical Circulation



Visitor Count

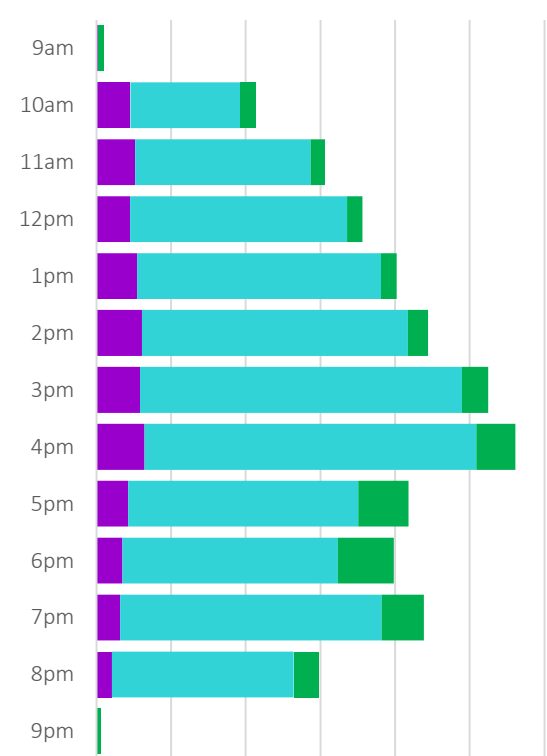


Computer Use



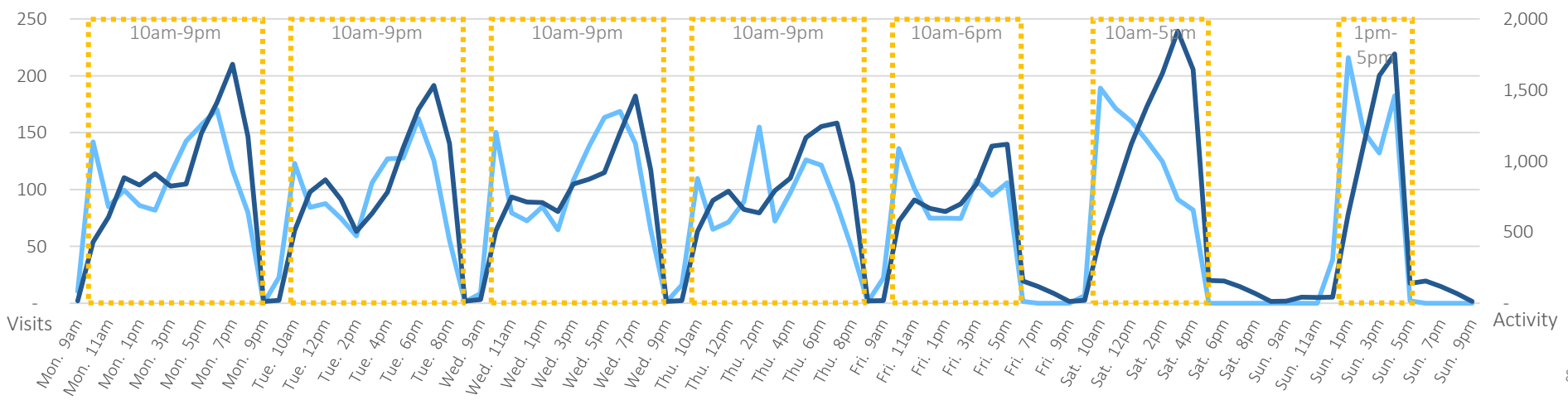
Average Hourly Activity

TP - Circulation TP - Computer TP - Wi-Fi



Average Weekly Activity

TP - Visits TP - Activity



Group B

Hamilton Public Library - 02/2017

Group C

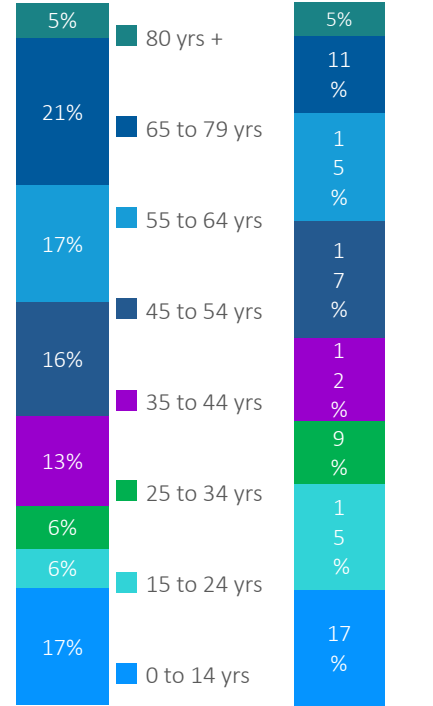
Activity levels average higher than 60 per hour but less than 500

Visits per hour between 40 and 140

Branches: Ancaster, Barton, Concession, Dundas, Kenilworth, Saltfleet, Sherwood, Valley Park, Waterdown, Westdale

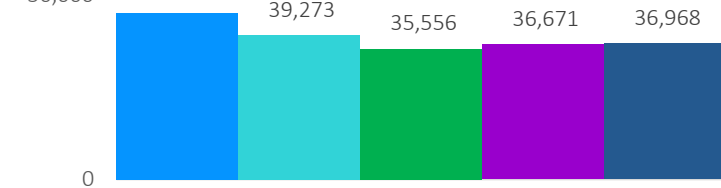
Ancaster

2016 Circulation 2011 Census

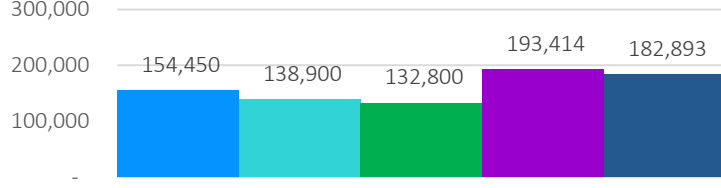


2012 2013 2014 2015 2016

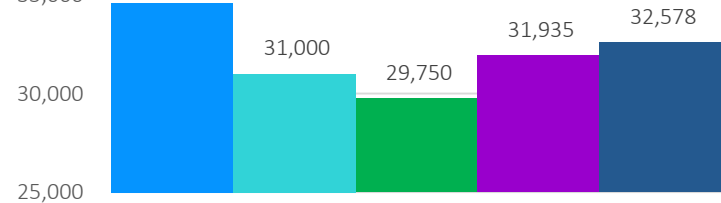
Physical Circulation



Visitor Count

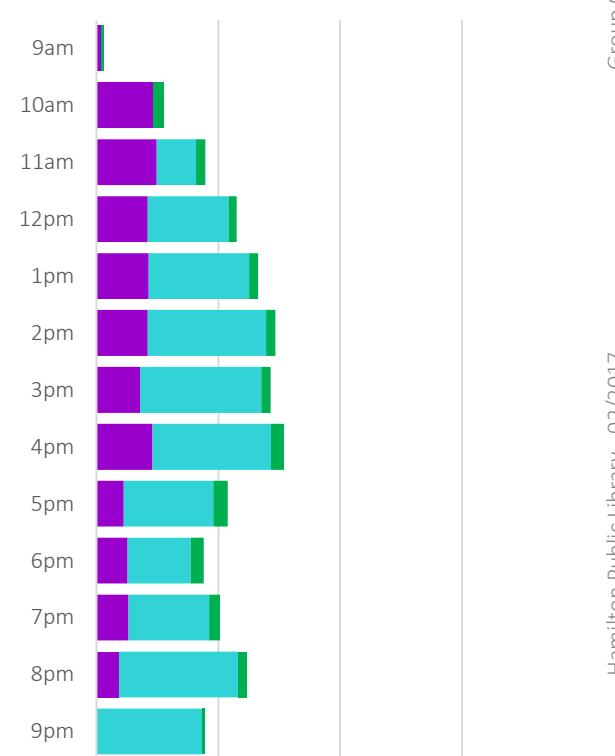


Computer Use

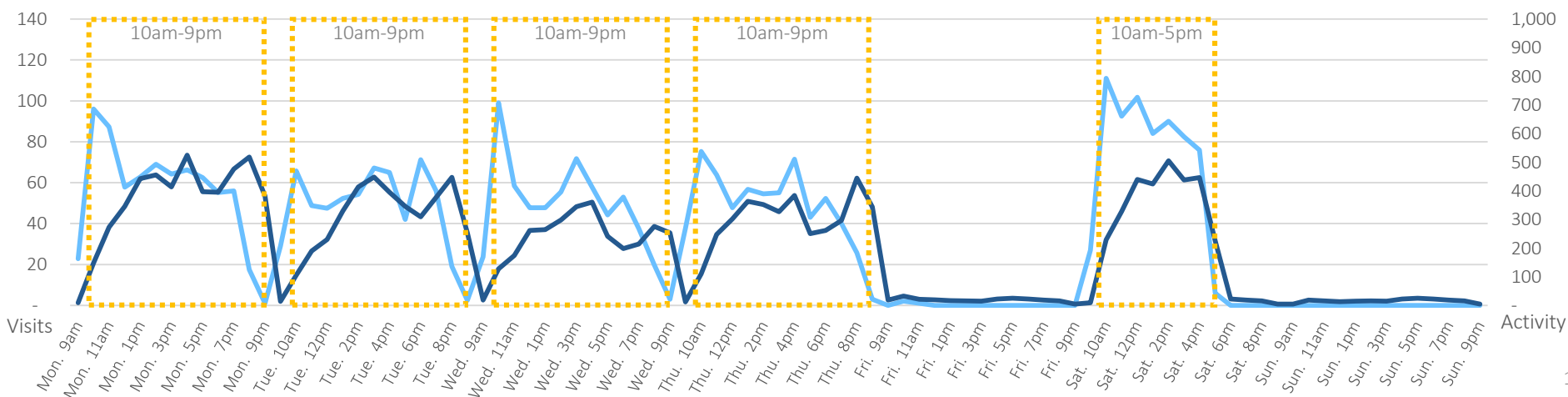


Average Hourly Activity

AN - Circulation AN - Computer AN - Wi-Fi



Average Weekly Activity AN - Visits AN - Activity



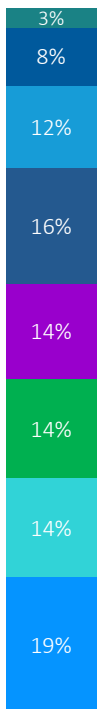
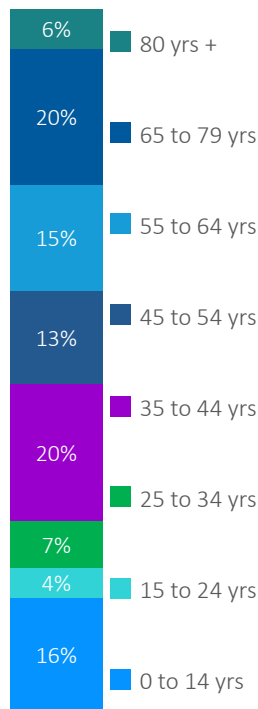
Group C

Hamilton Public Library - 02/2017

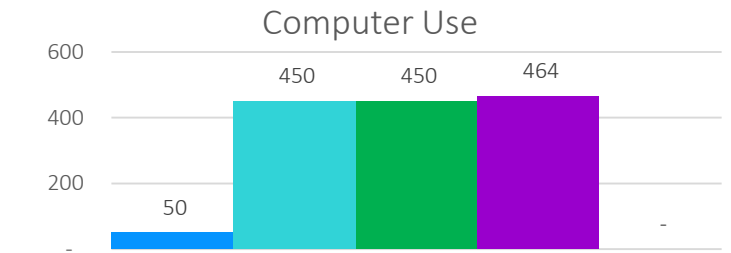
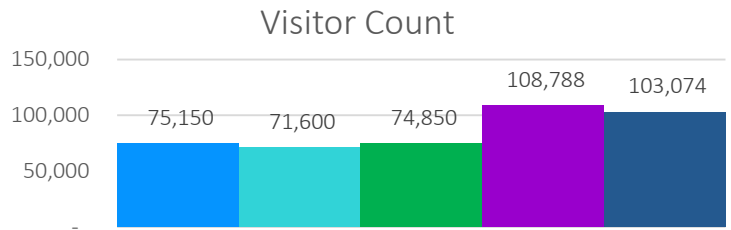
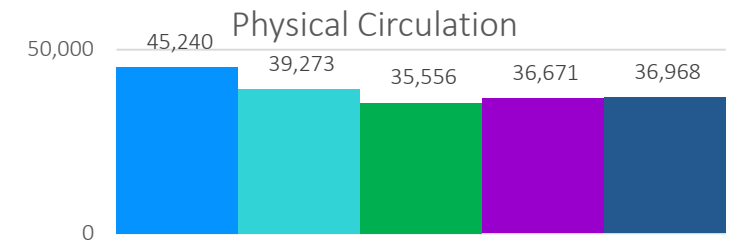
Barton

2016 Circulation

2011 Census

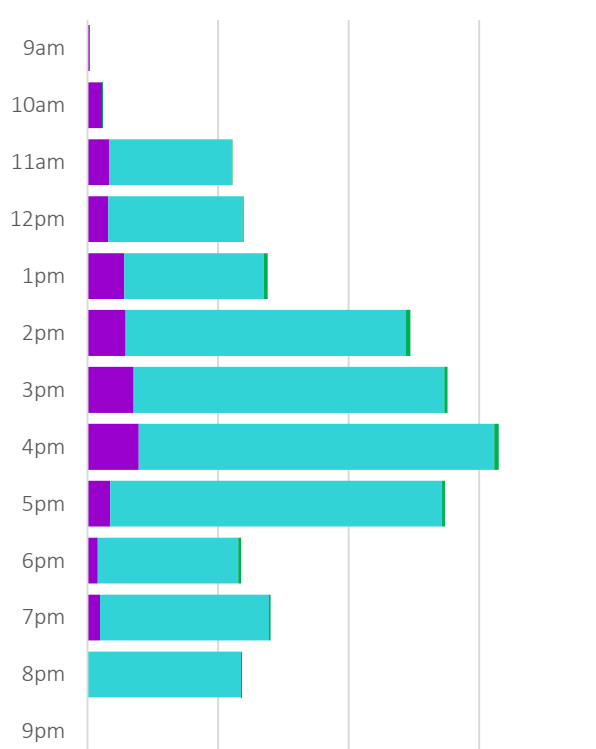


2012 2013 2014 2015 2016



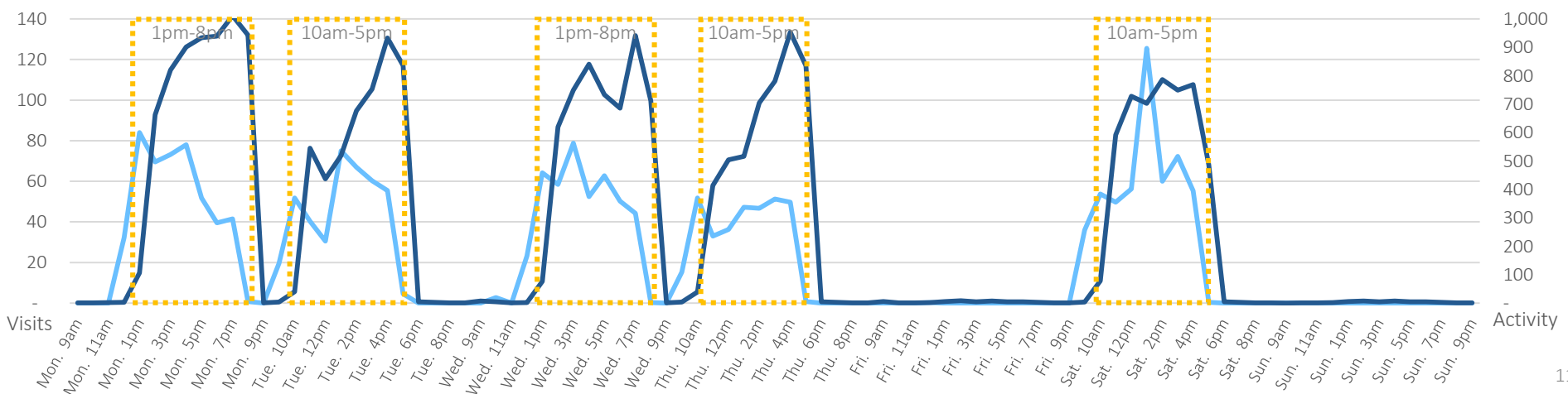
Average Hourly Activity

BA - Circulation BA - Computer BA - Wi-Fi



Average Weekly Activity

BA - Visits BA - Activity



Group C

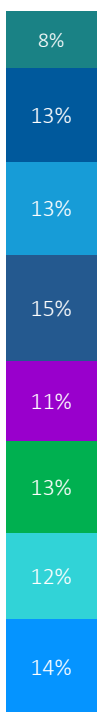
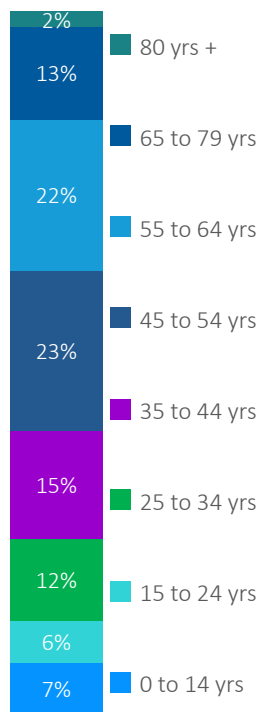
Hamilton Public Library - 02/2017

Concession

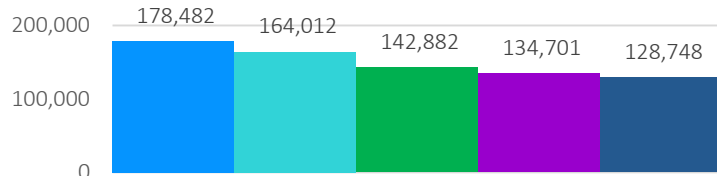
2012 2013 2014 2015 2016

2016 Circulation

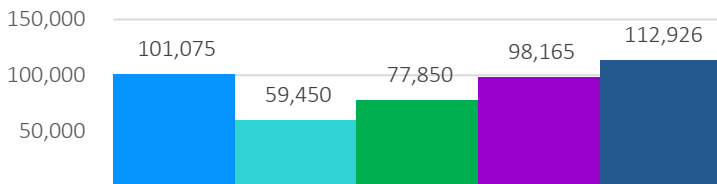
2011 Census



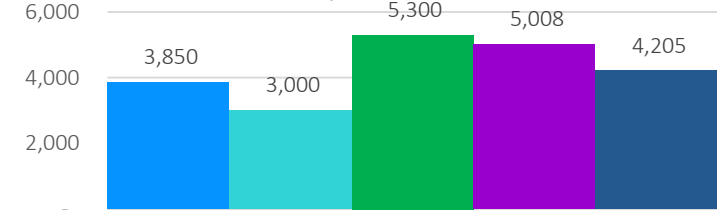
Physical Circulation



Visitor Count

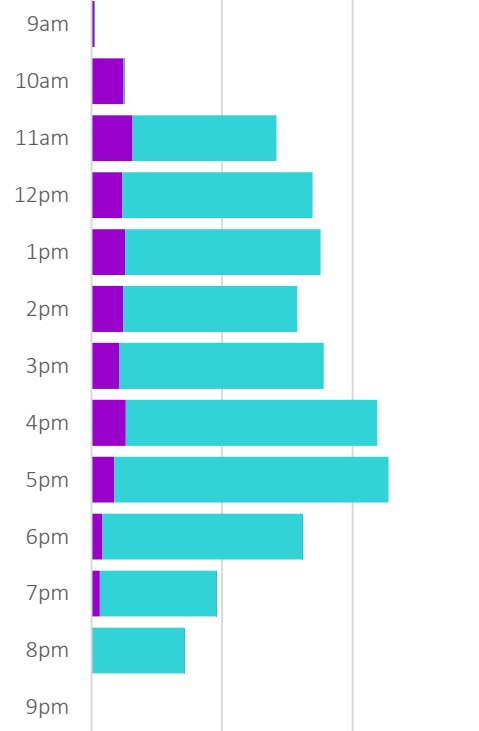


Computer Use



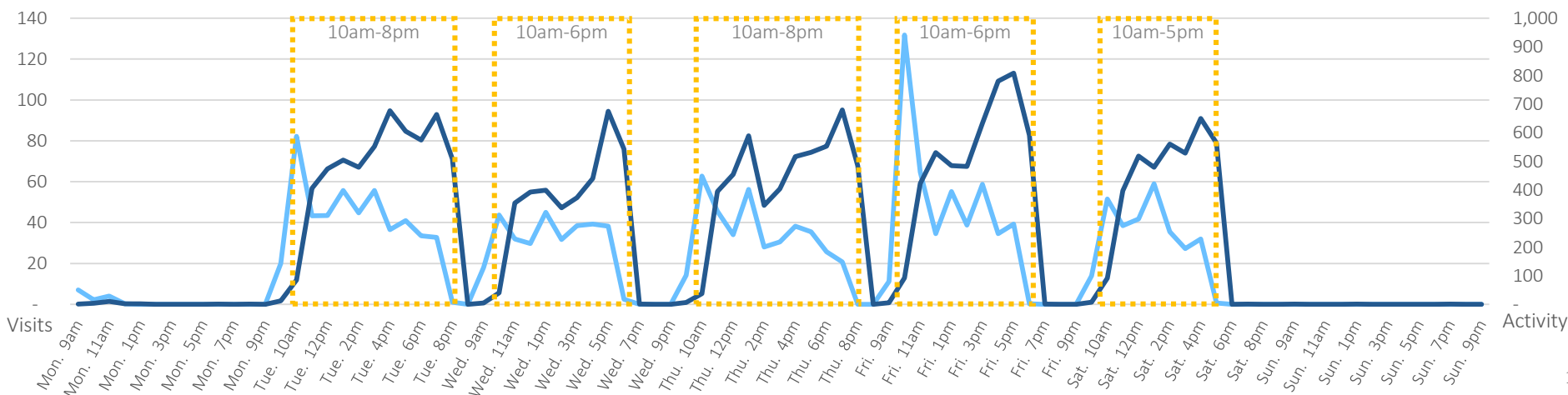
Average Hourly Activity

CN - Circulation CN - Computer CN - Wi-Fi



Average Weekly Activity

CN - Visits CN - Activity



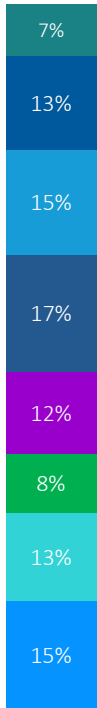
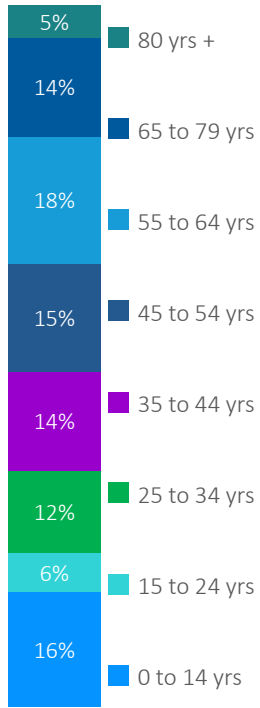
Group C

Hamilton Public Library - 02/2017

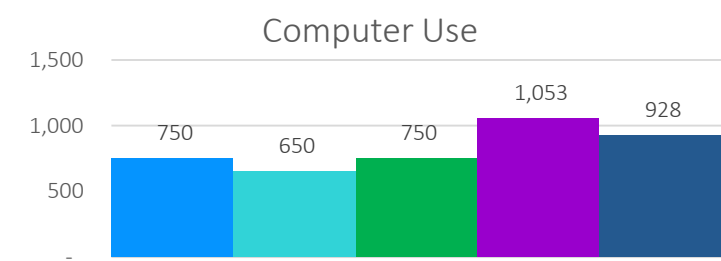
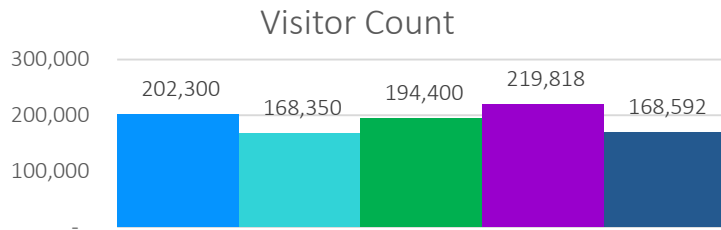
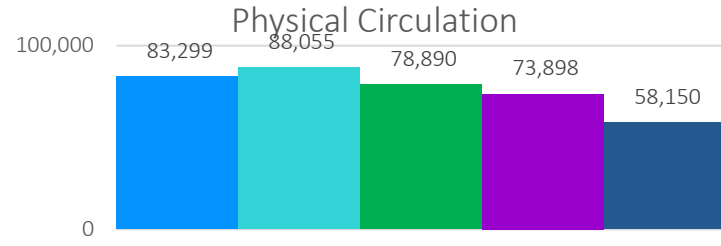
Dundas

2016 Circulation

2011 Census

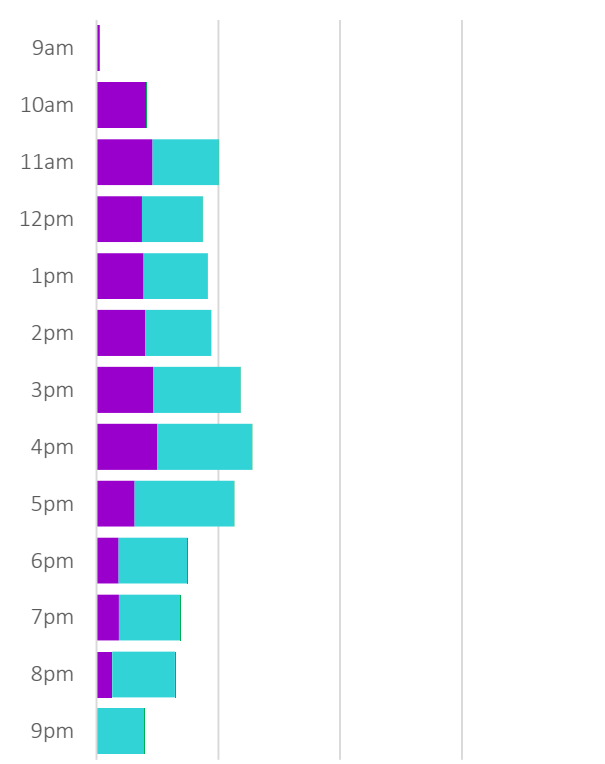


2012 2013 2014 2015 2016



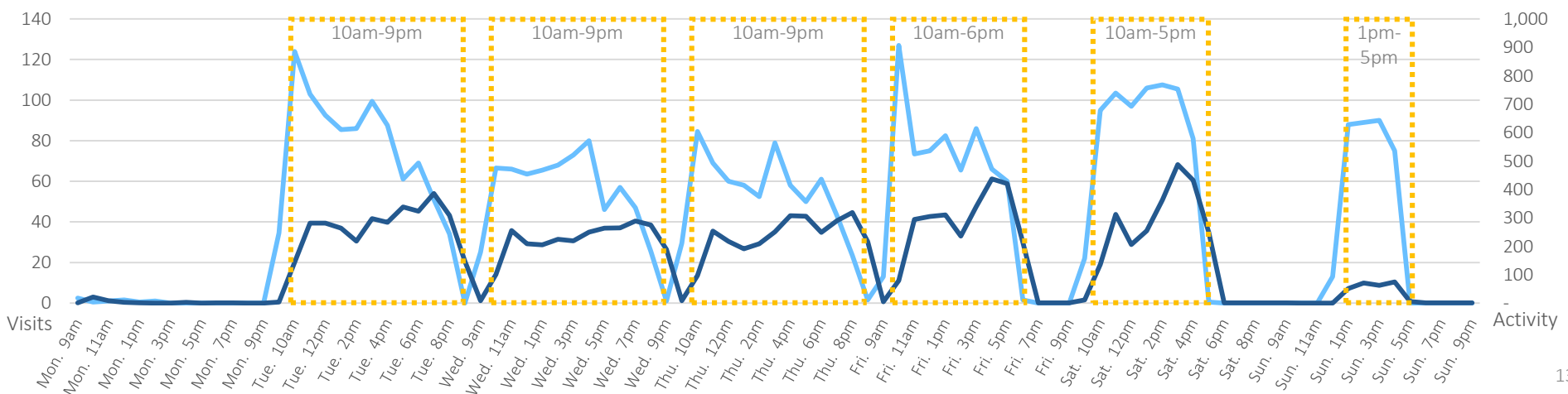
Average Hourly Activity

DU - Circulation DU - Computer DU - Wi-Fi



Average Weekly Activity

DU - Visits DU - Activity



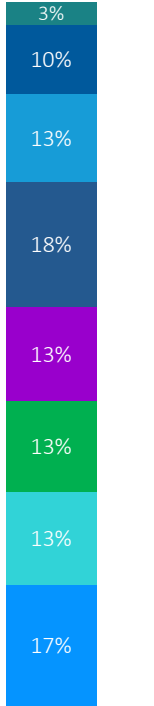
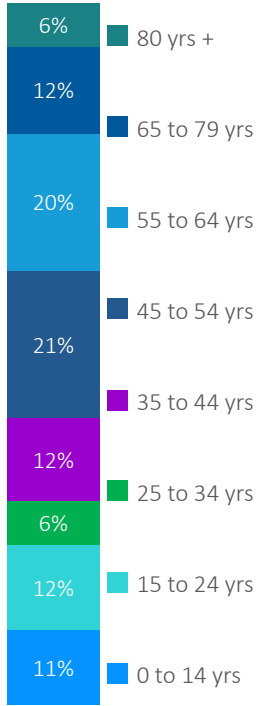
Group C

Hamilton Public Library - 02/2017

Kenilworth

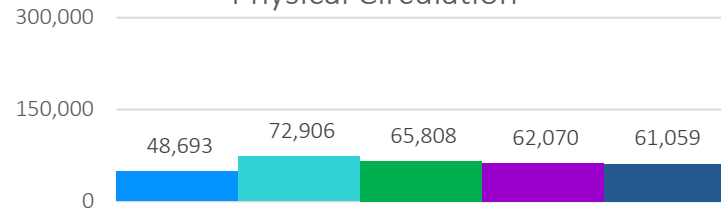
2016 Circulation

2011 Census

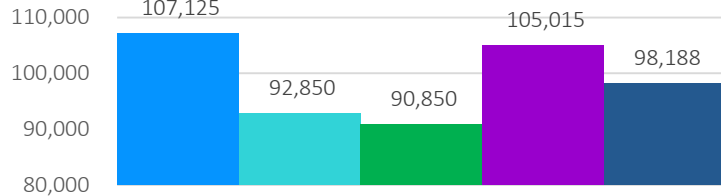


2012 2013 2014 2015 2016

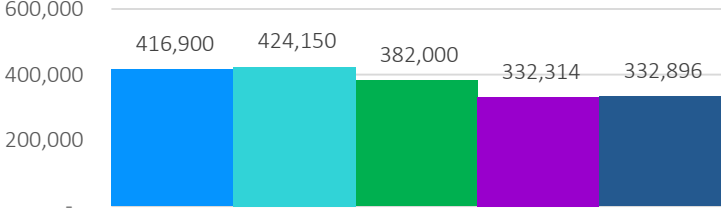
Physical Circulation



Visitor Count

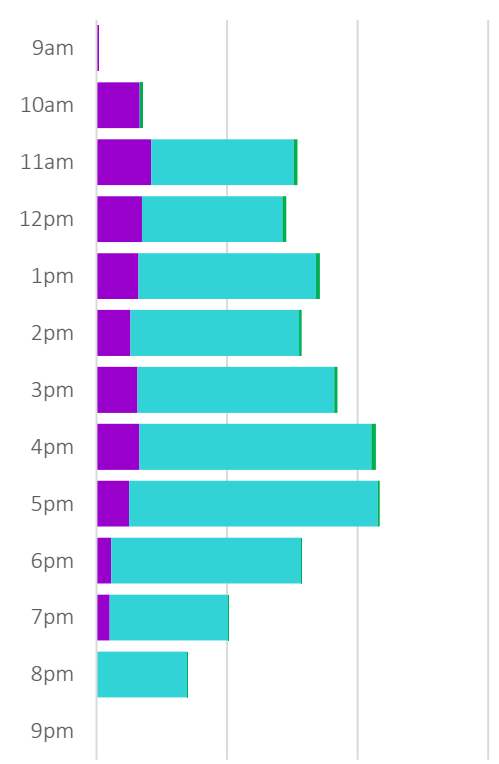


Computer Use



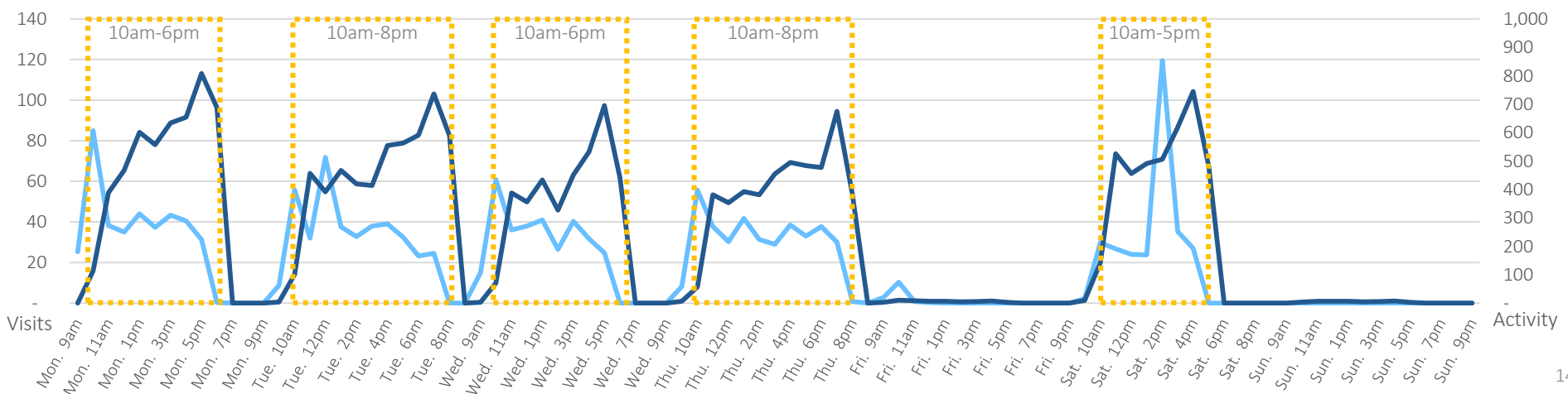
Average Hourly Activity

KE - Circulation KE - Computer KE - Wi-Fi



Average Weekly Activity

KE - Visits KE - Activity



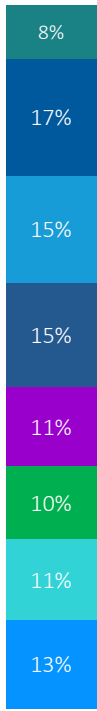
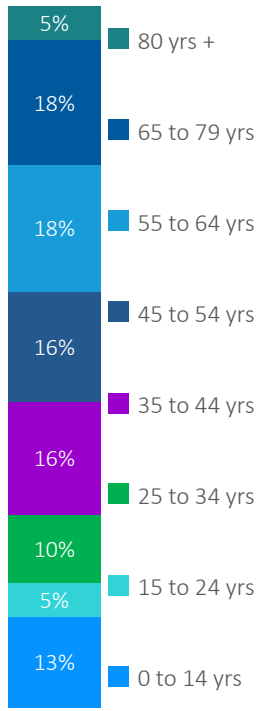
Group C

Hamilton Public Library - 02/2017

Saltfleet

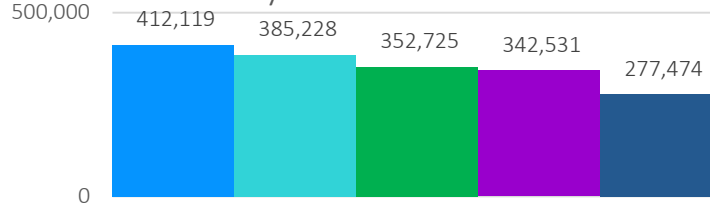
2016 Circulation

2011 Census



2012 2013 2014 2015 2016

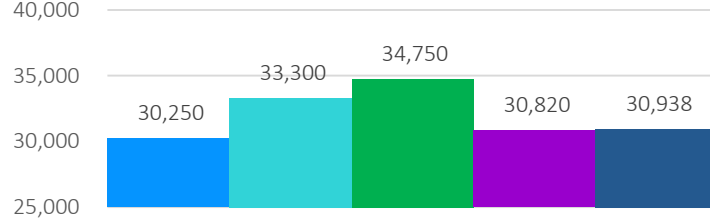
Physical Circulation



Visitor Count

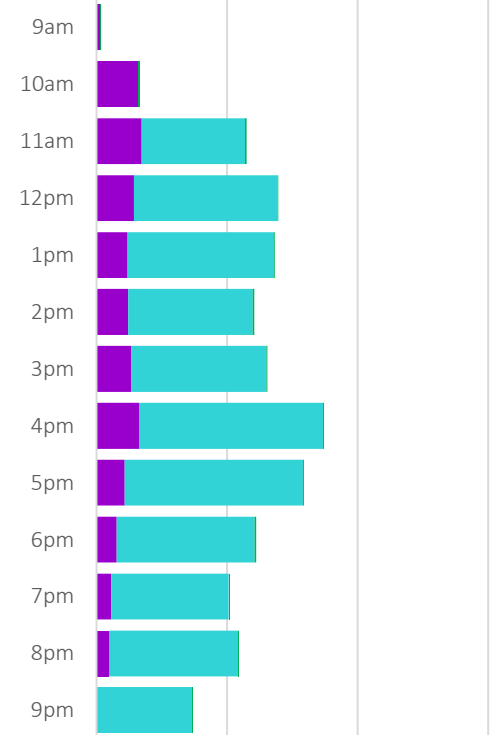


Computer Use



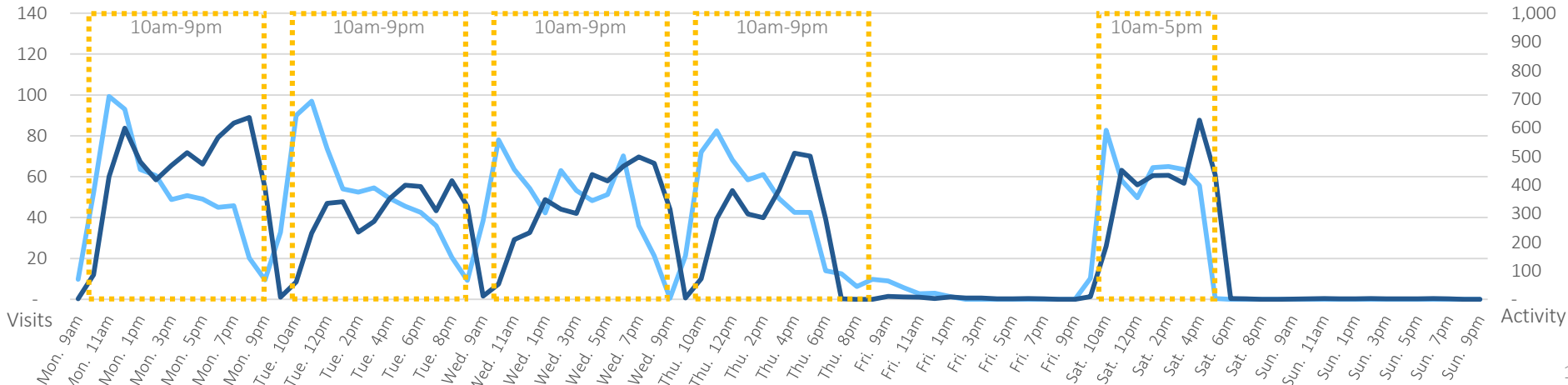
Average Hourly Activity

SA - Circulation SA - Computer SA - Wi-Fi



Average Weekly Activity

SA - Visits SA - Activity

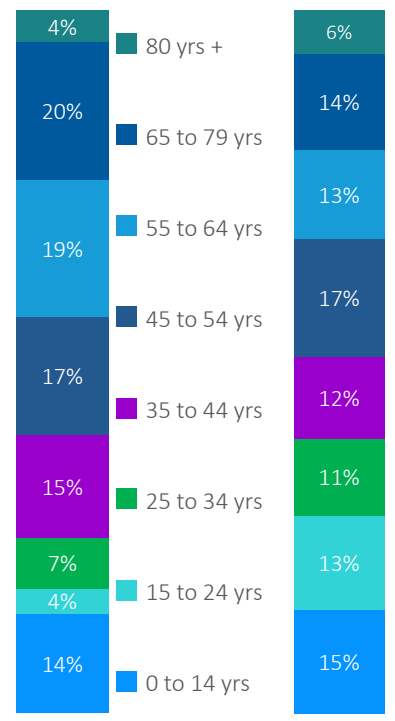


Group C

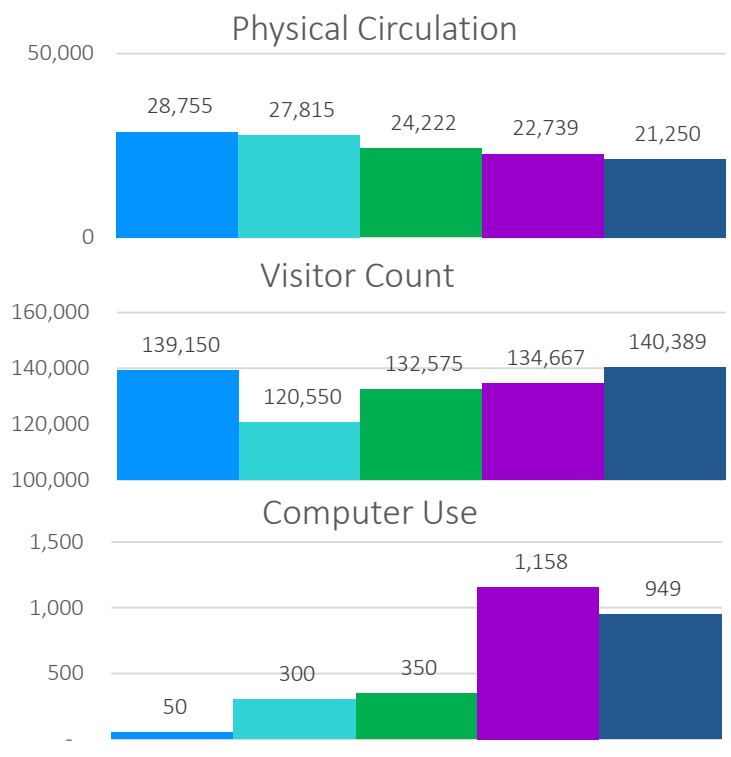
Hamilton Public Library - 02/2017

Sherwood

2016 Circulation 2011 Census

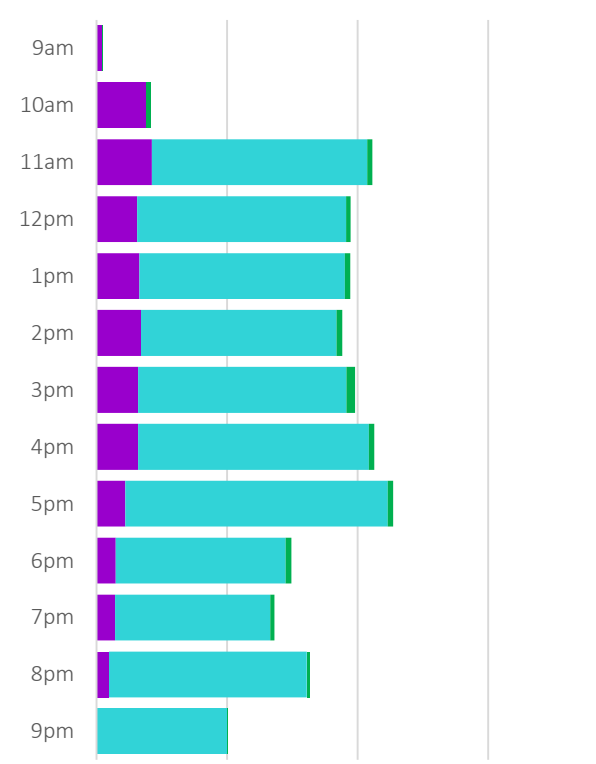


2012 2013 2014 2015 2016

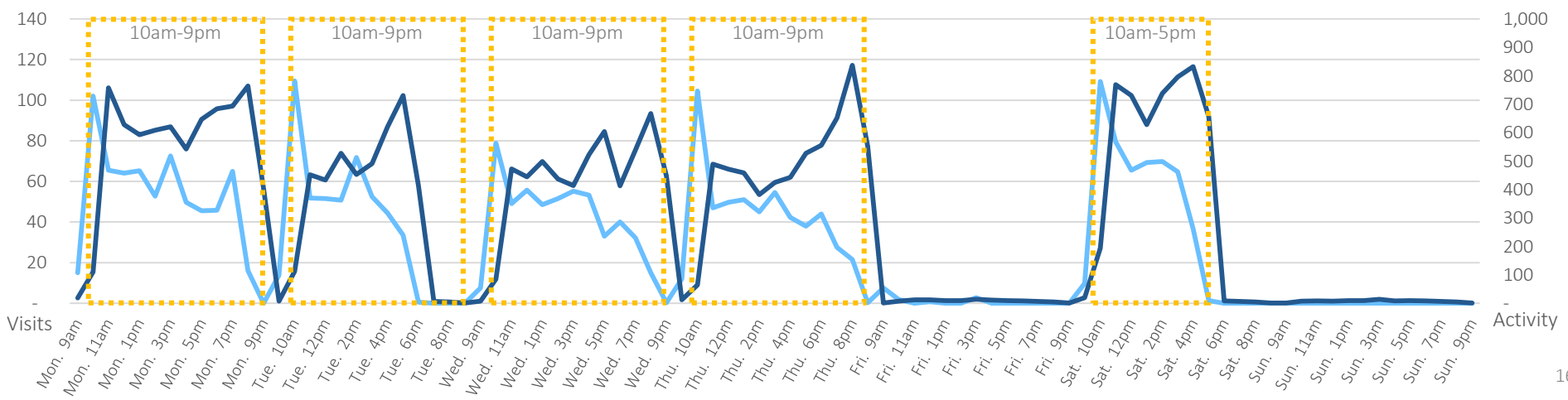


Average Hourly Activity Attachment #61

SH - Circulation SH - Computer SH - Wi-Fi



Average Weekly Activity SH - Visits SH - Activity

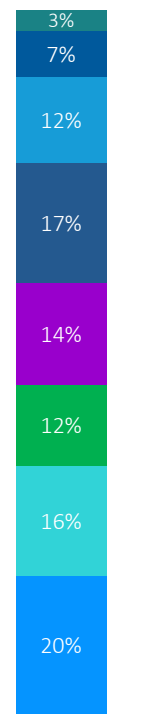
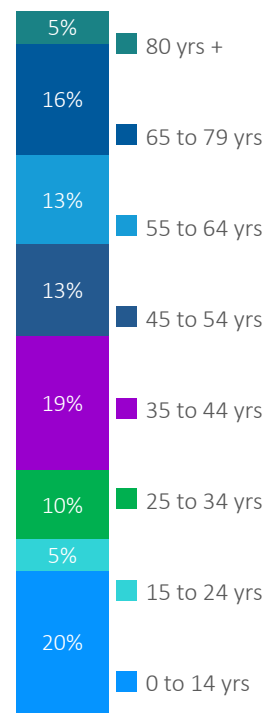


Hamilton Public Library - 02/2017

Valley Park

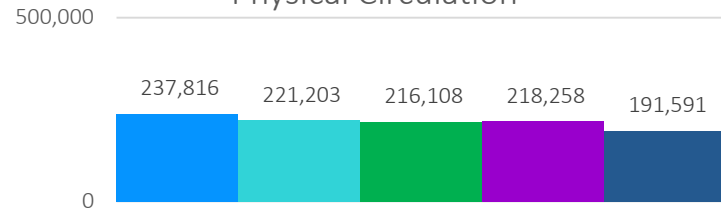
2016 Circulation

2011 Census

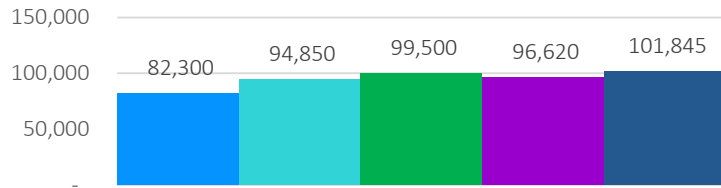


2012 2013 2014 2015 2016

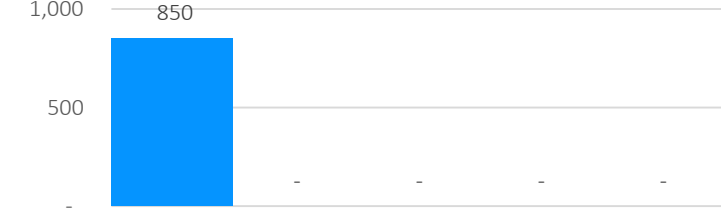
Physical Circulation



Visitor Count

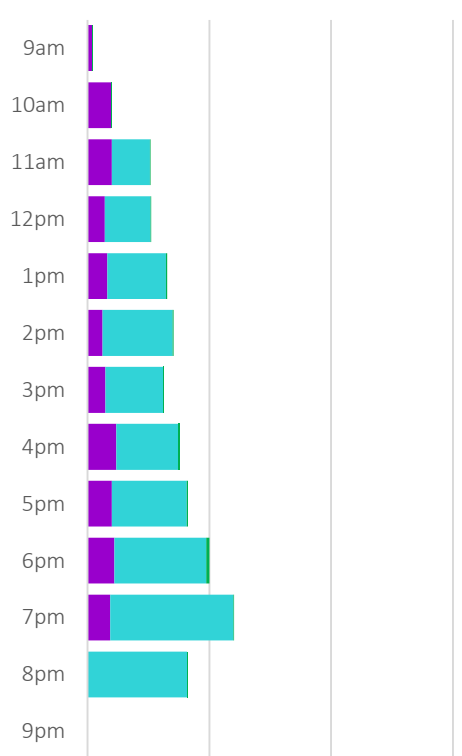


Computer Use



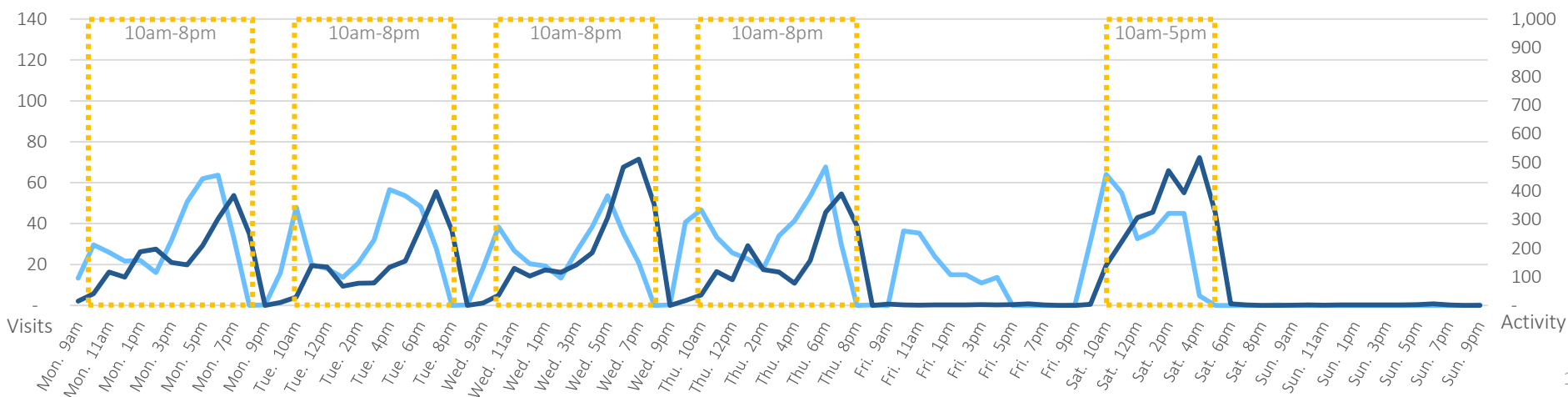
Average Hourly Activity

VP - Circulation VP - Computer VP - Wi-Fi



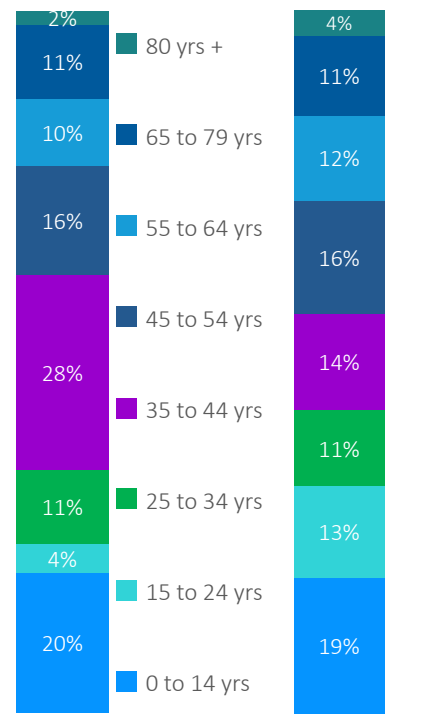
Average Weekly Activity

VP - Visits VP - Activity



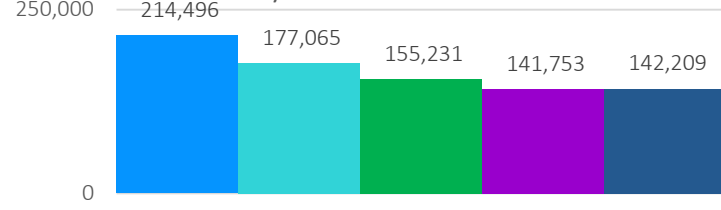
Waterdown

2016 Circulation 2011 Census

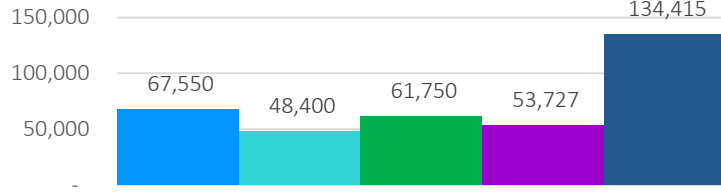


2012 2013 2014 2015 2016

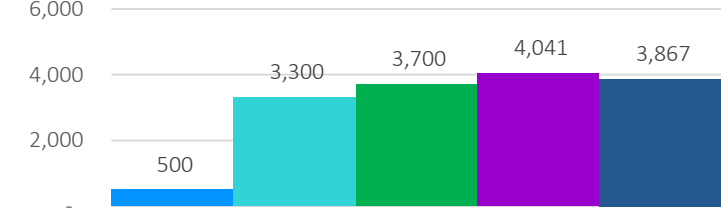
Physical Circulation



Visitor Count

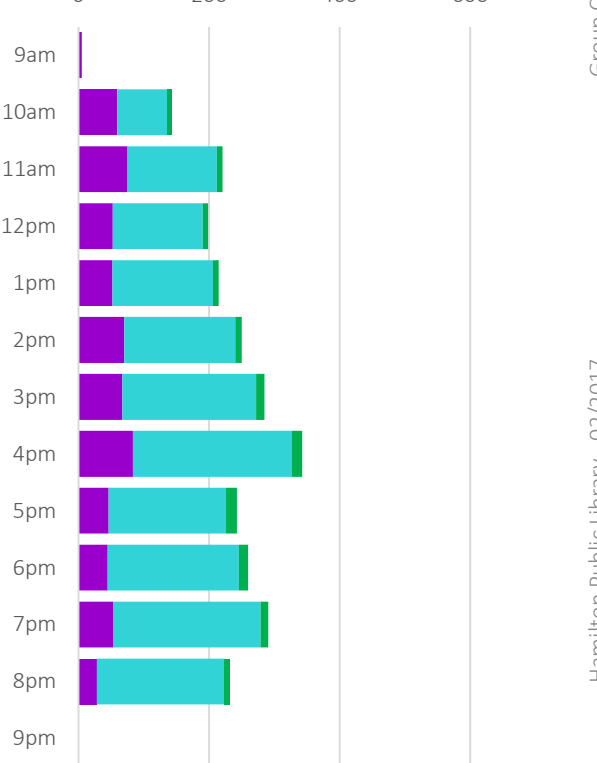


Computer Use

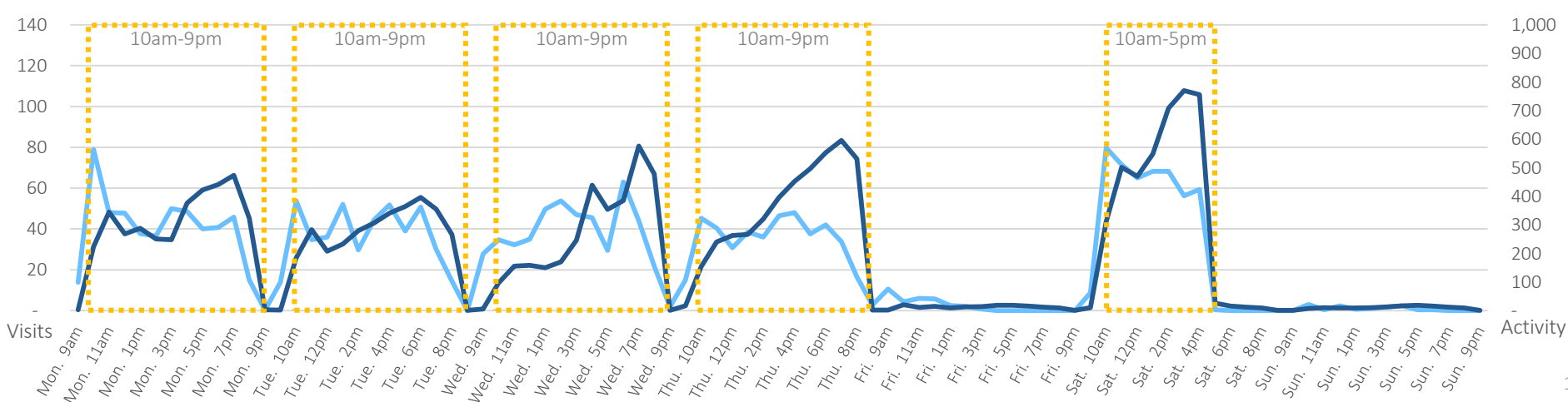


Average Hourly Activity Attachment #61

WA - Circulation WA - Computer WA - Wi-Fi



Average Weekly Activity WA - Visits WA - Activity

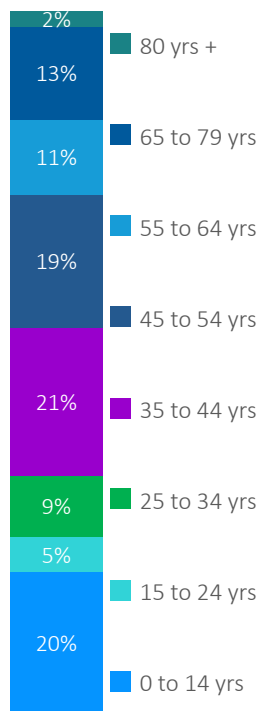


Group C

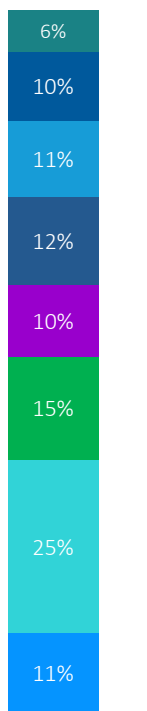
Hamilton Public Library - 02/2017

Westdale

2016 Circulation

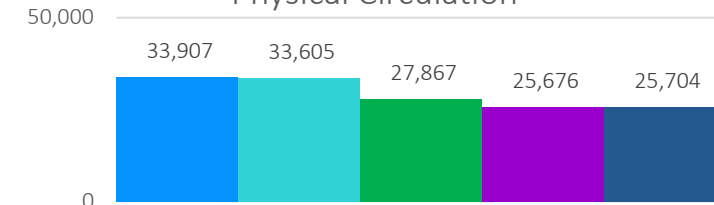


2011 Census

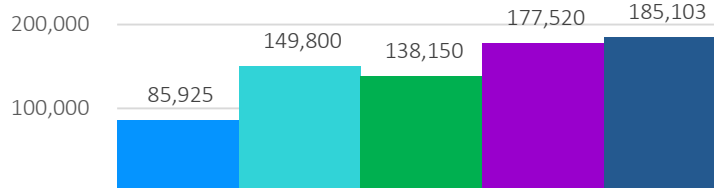


2012 2013 2014 2015 2016

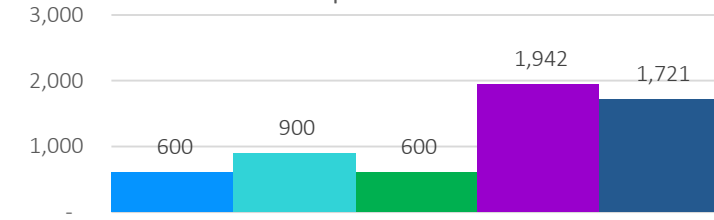
Physical Circulation



Visitor Count

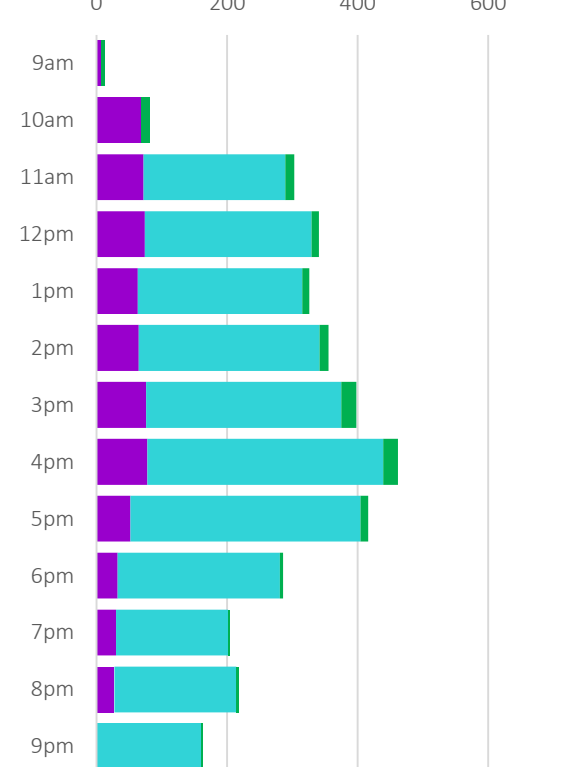


Computer Use



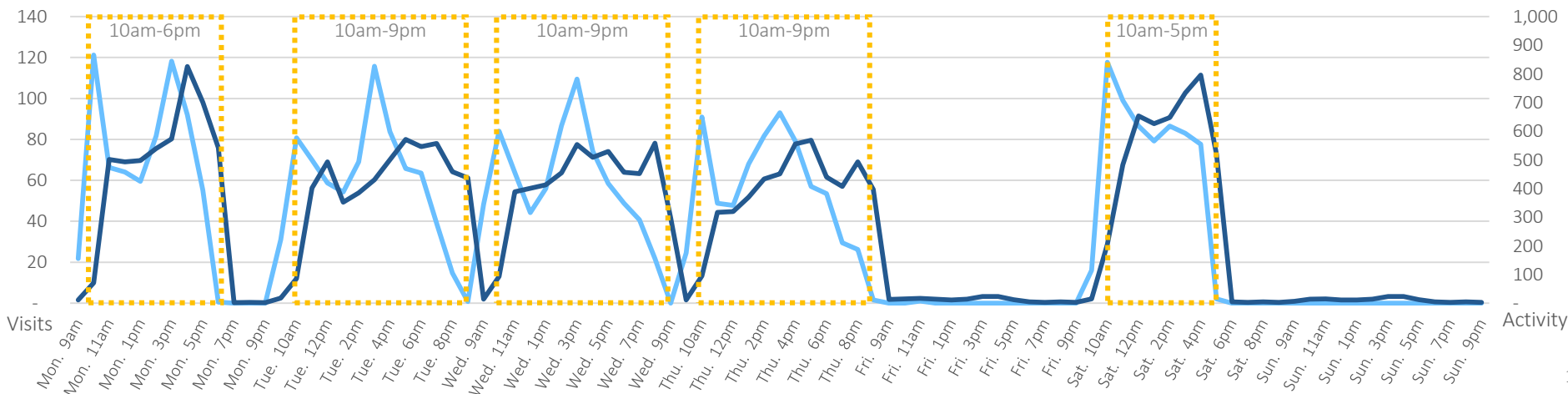
Average Hourly Activity

WE - Circulation WE - Computer WE - Wi-Fi



Average Weekly Activity

WE - Visits WE - Activity



Group C

Hamilton Public Library - 02/2017

Group D

Activity levels average higher than 200 per hour but less than 500

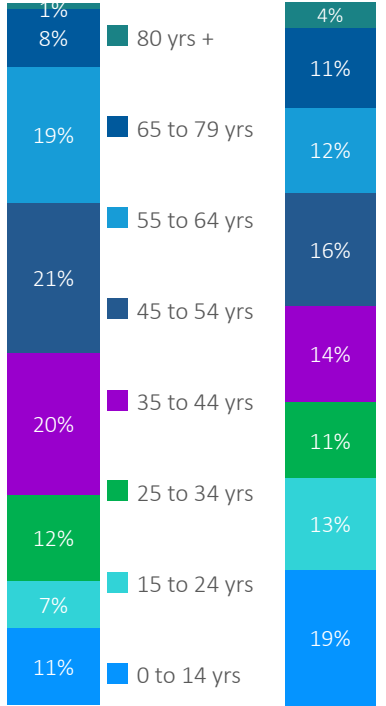
Visits per hour between 20 and 60

Branches: Binbrook, Locke, Lynden, Stoney Creek

Binbrook

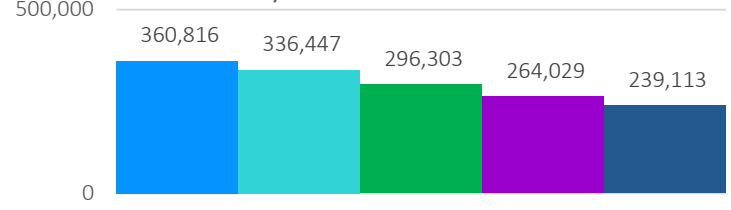
2016 Circulation

2011 Census

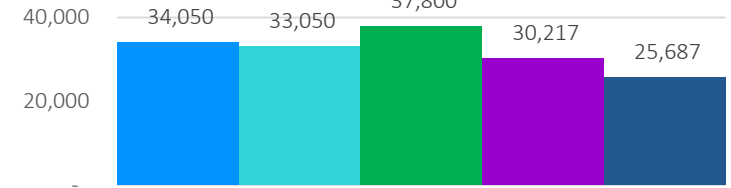


2012 2013 2014 2015 2016

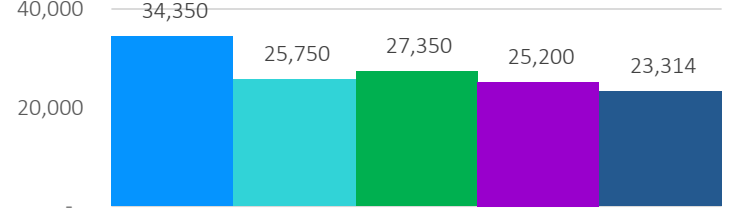
Physical Circulation



Visitor Count

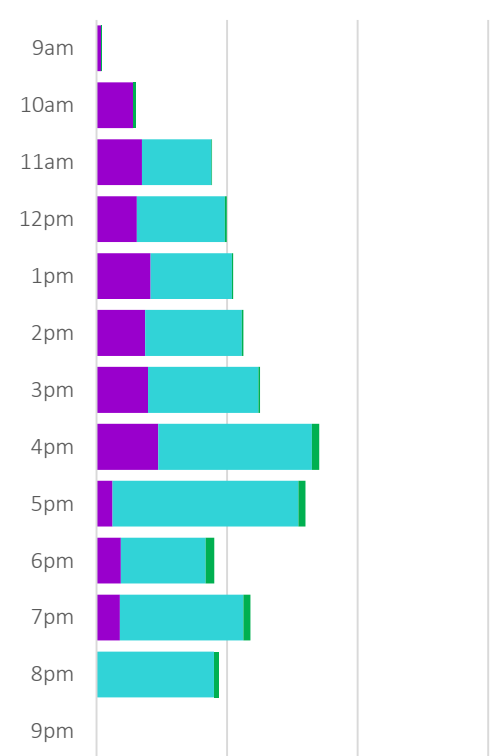


Computer Use



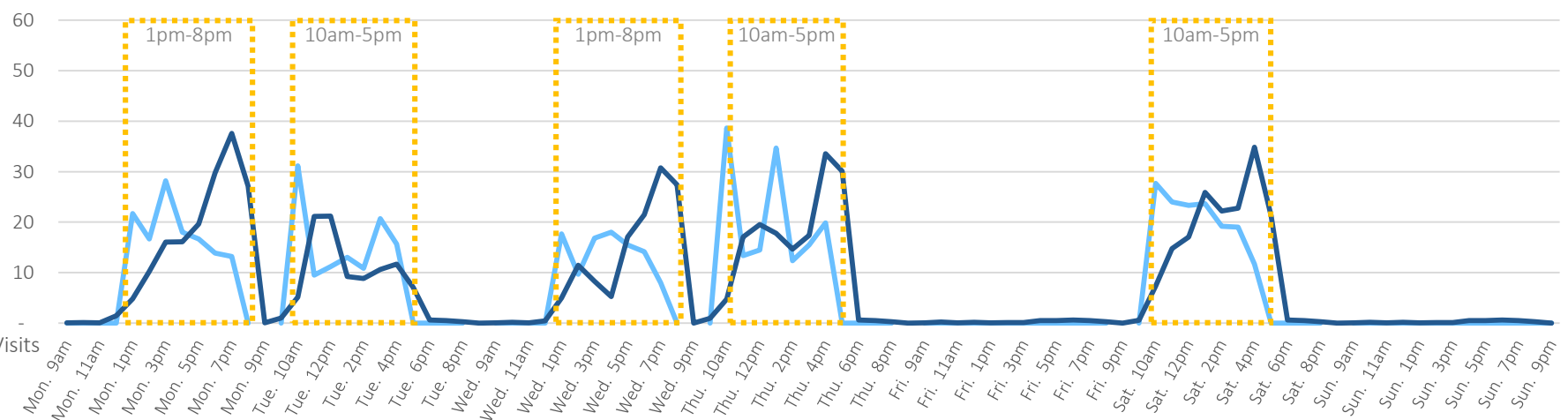
Average Hourly Attachment #61

BI - Circulation BI - Computer BI - Wi-Fi



Average Weekly Activity

BI - Visits BI - Activity



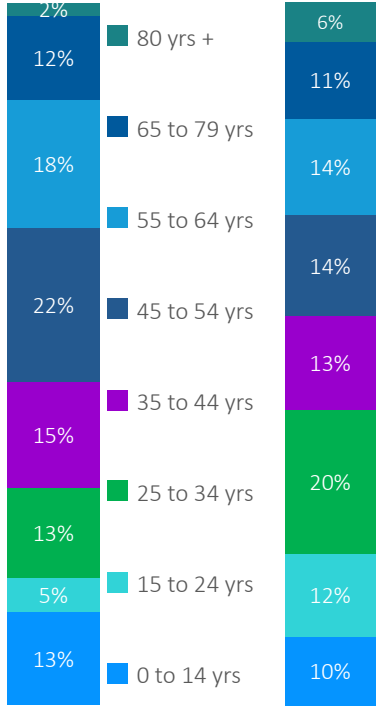
Group D

Hamilton Public Library - 02/2017

Locke

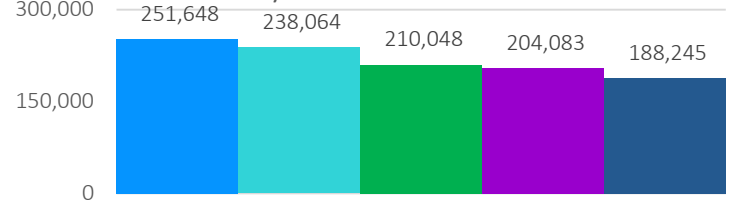
2016 Circulation

2011 Census

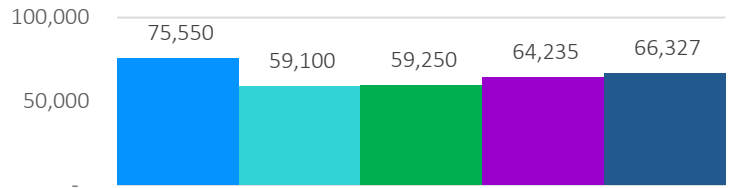


2012 2013 2014 2015 2016

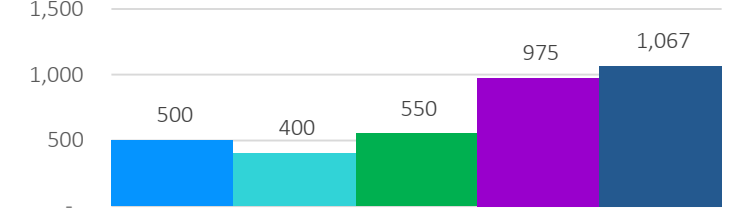
Physical Circulation



Visitor Count

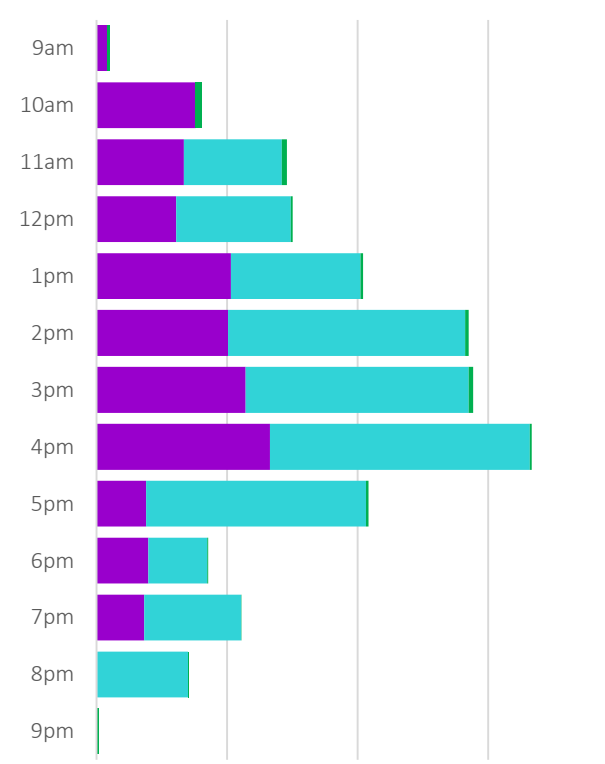


Computer Use



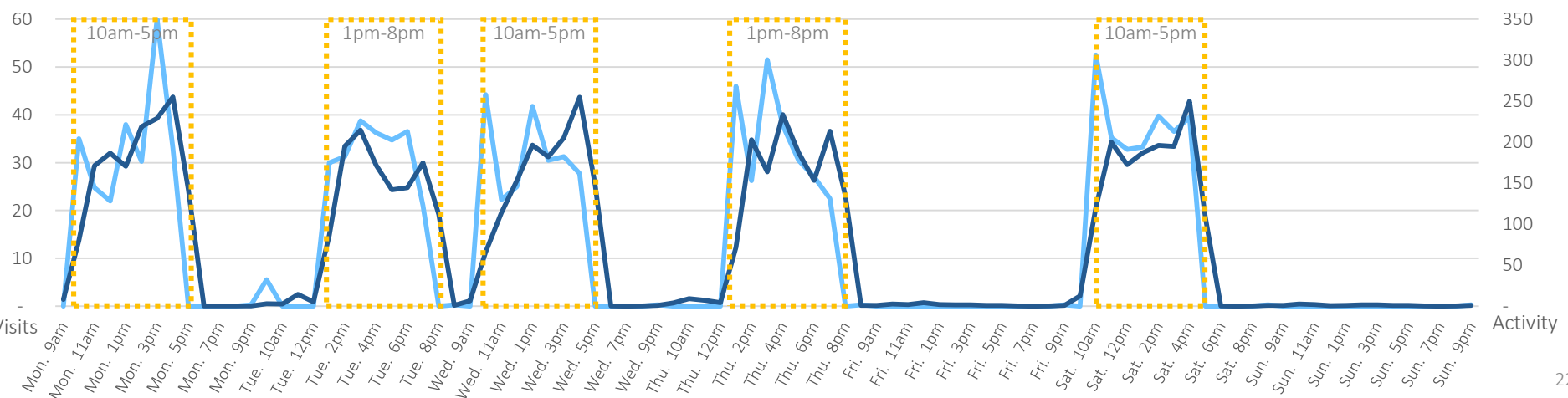
Average Hourly Activity

LO - Circulation LO - Computer LO - Wi-Fi



Average Weekly Activity

LO - Visits LO - Activity



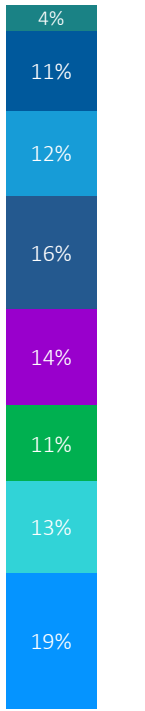
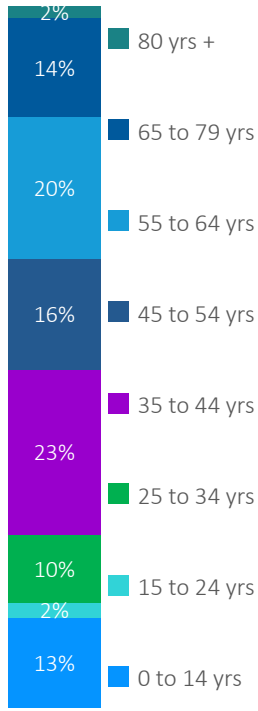
Group D

Hamilton Public Library - 02/2017

Lynden

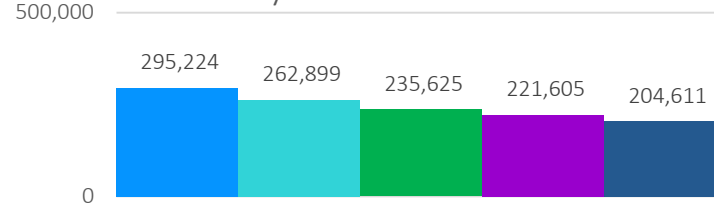
2016 Circulation

2011 Census

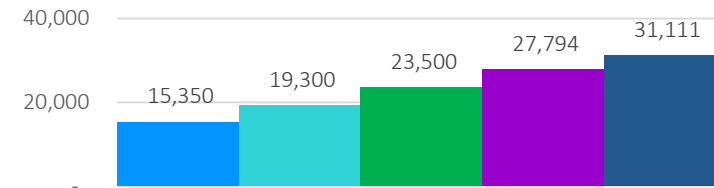


2012 2013 2014 2015 2016

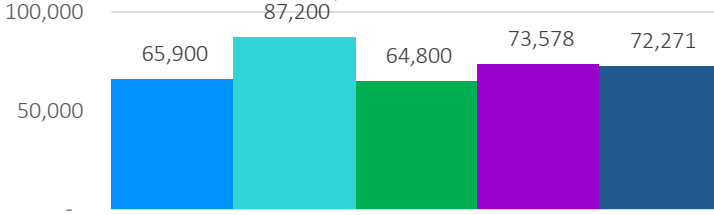
Physical Circulation



Visitor Count

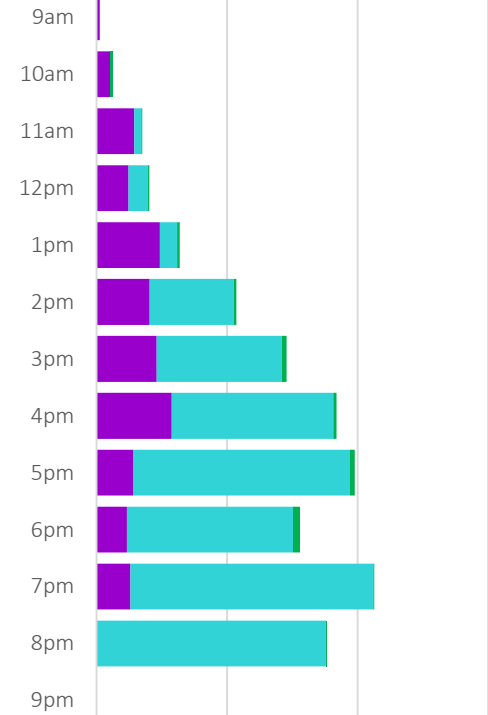


Computer Use



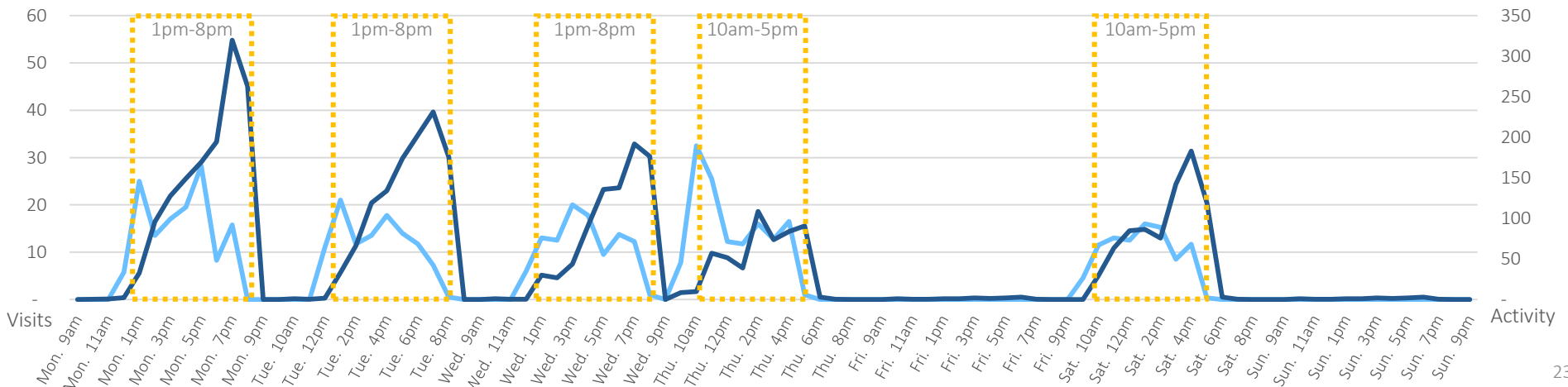
Average Hourly Activity

LY - Circulation LY - Computer LY - Wi-Fi



Average Weekly Activity

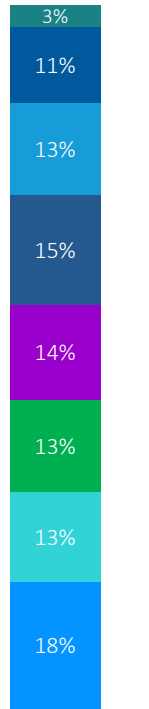
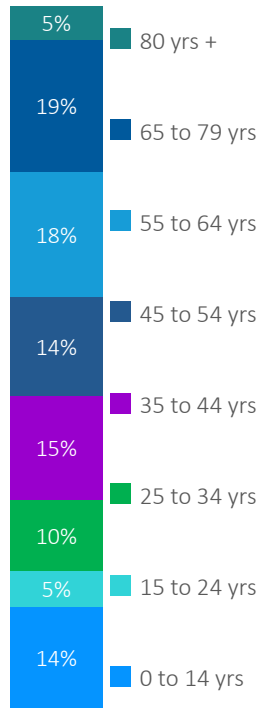
LY - Visits LY - Activity



Stoney Creek

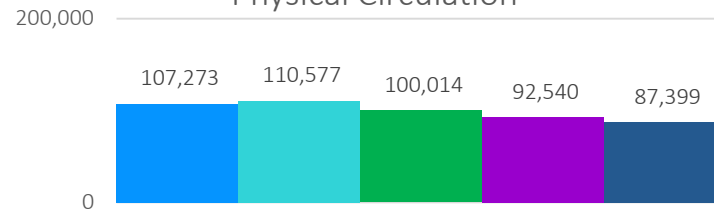
2016 Circulation

2011 Census

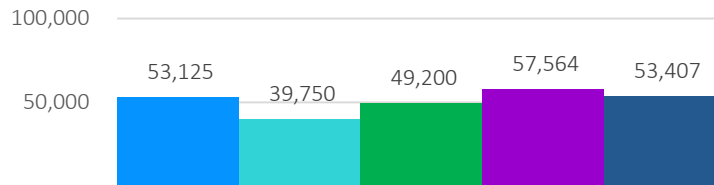


2012 2013 2014 2015 2016

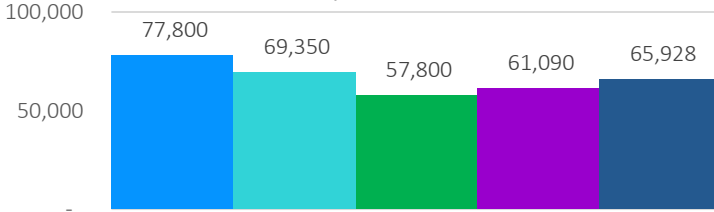
Physical Circulation



Visitor Count

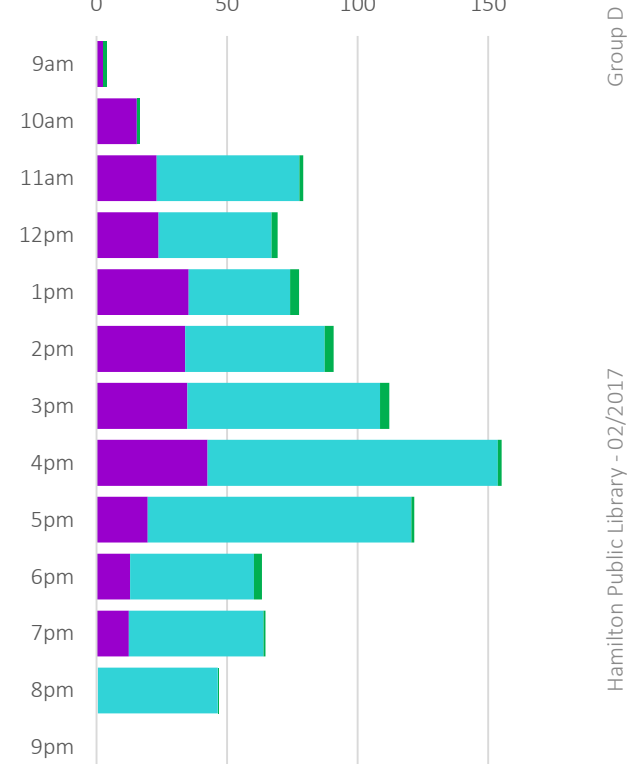


Computer Use



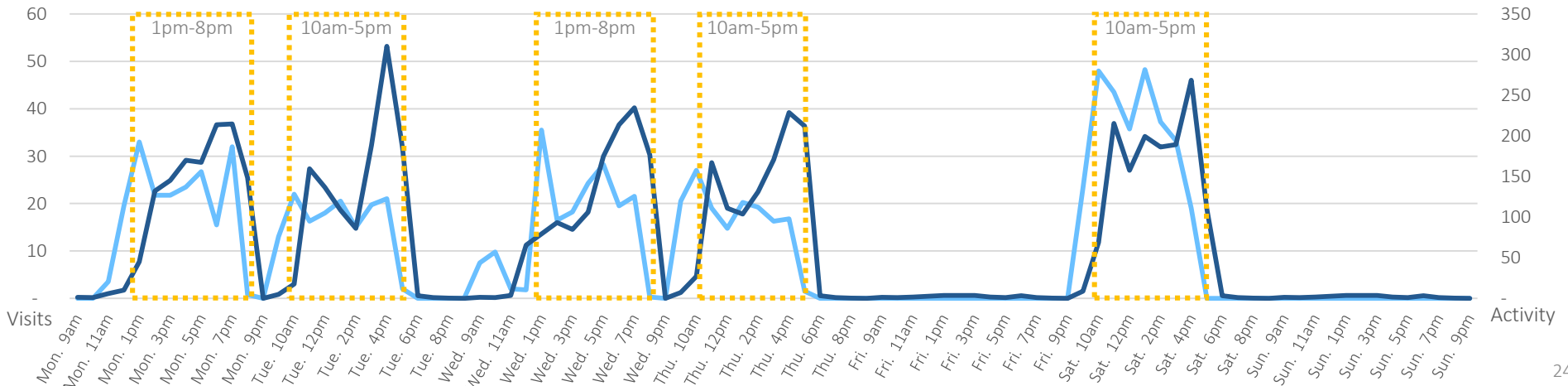
Average Hourly Activity

ST - Circulation ST - Computer ST - Wi-Fi



Average Weekly Activity

ST - Visits ST - Activity



Group E

Activity levels average less than 50 per hour

Visits per hour less than 25

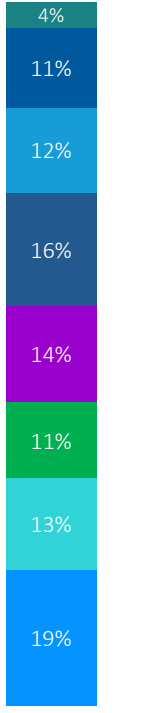
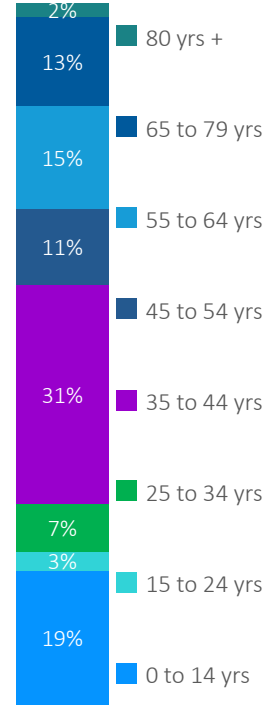
Branches: Carlisle, Freelton, Greenville, Mount Hope

Carlisle

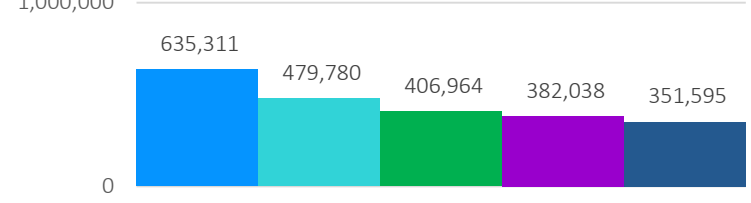
2012 2013 2014 2015 2016

2016 Circulation

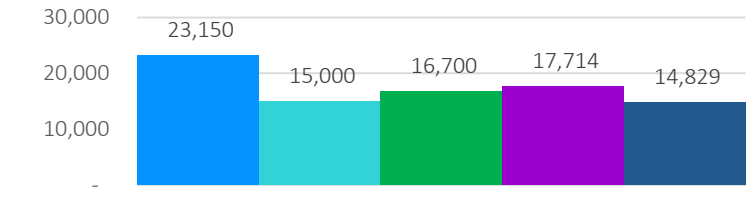
2011 Census



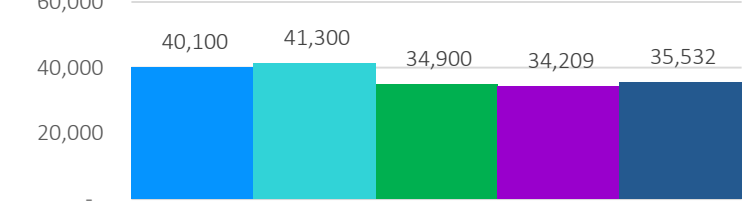
Physical Circulation



Visitor Count

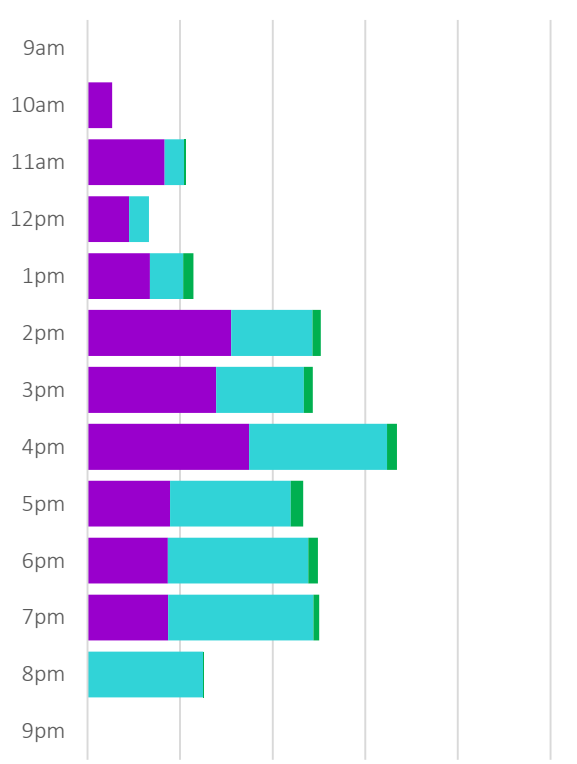


Computer Use



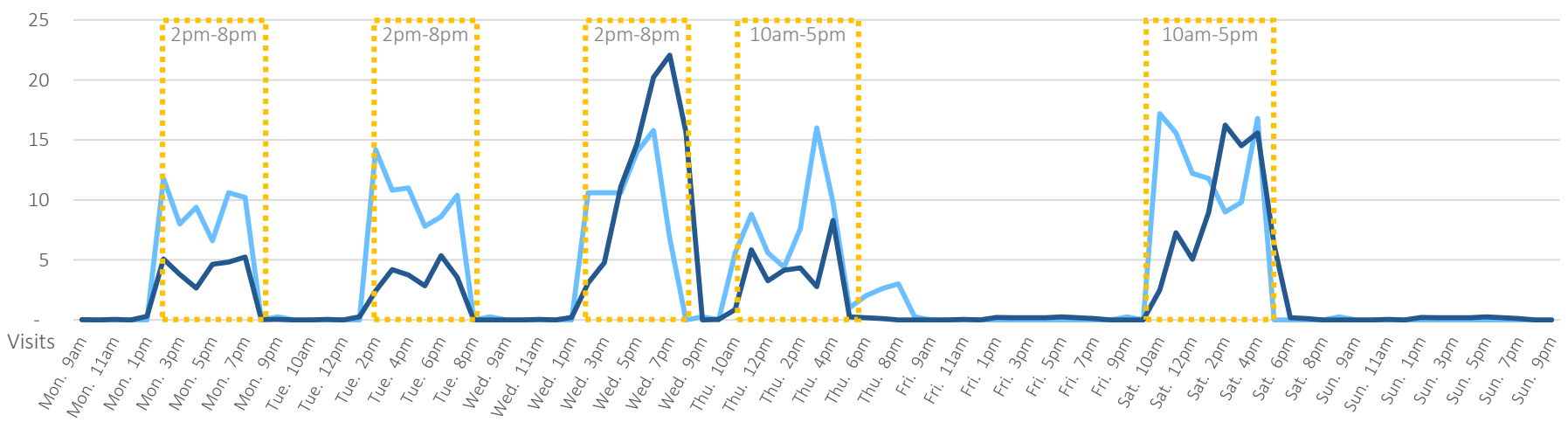
Average Hourly Activity

CA - Circulation CA - Computer CA - Wi-Fi



Average Weekly Activity

CA - Visits CA - Activity



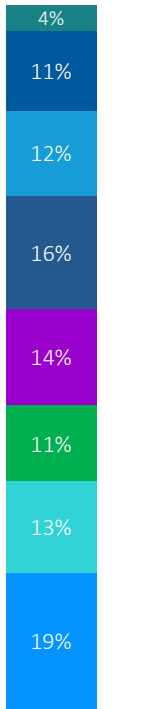
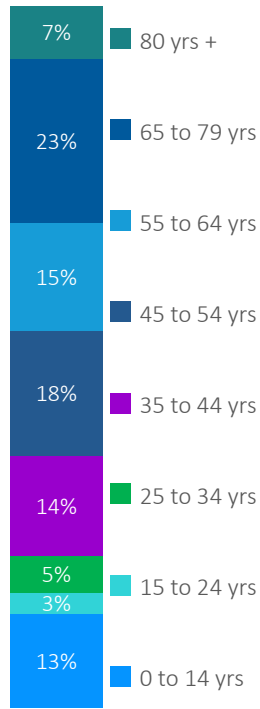
Group E

Hamilton Public Library - 02/2017

Freelton

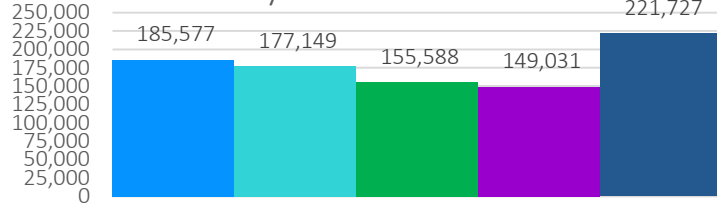
2016 Circulation

2011 Census

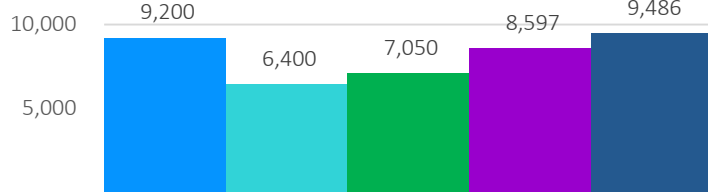


2012 2013 2014 2015 2016

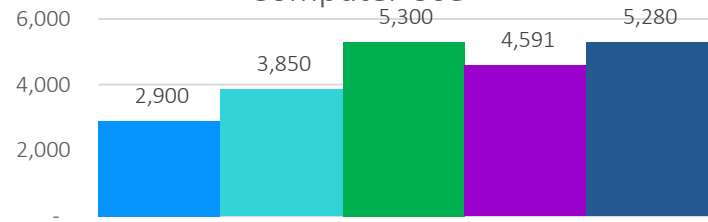
Physical Circulation



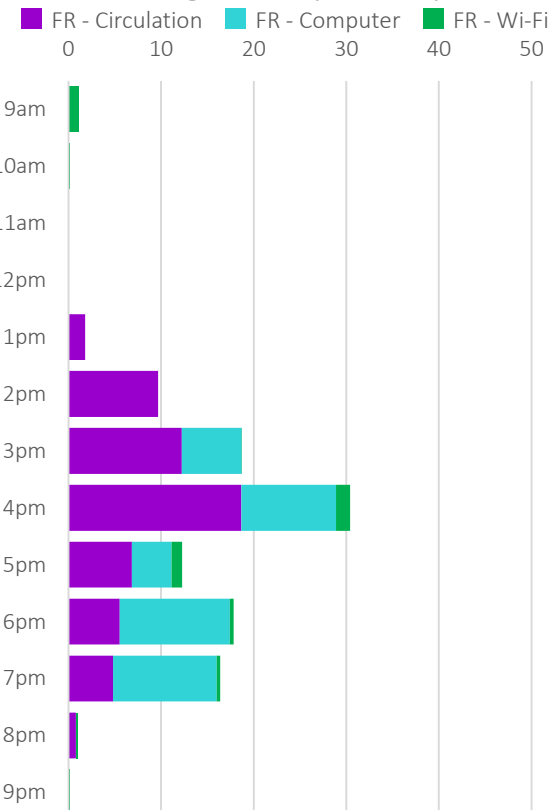
Visitor Count



Computer Use

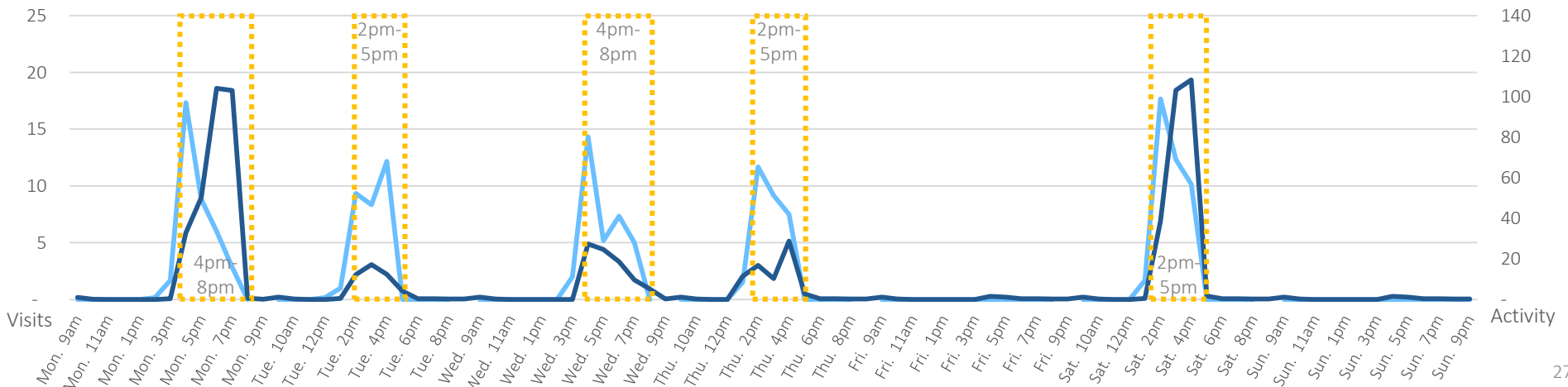


Average Hourly Activity



Average Weekly Activity

FR - Visits FR - Activity



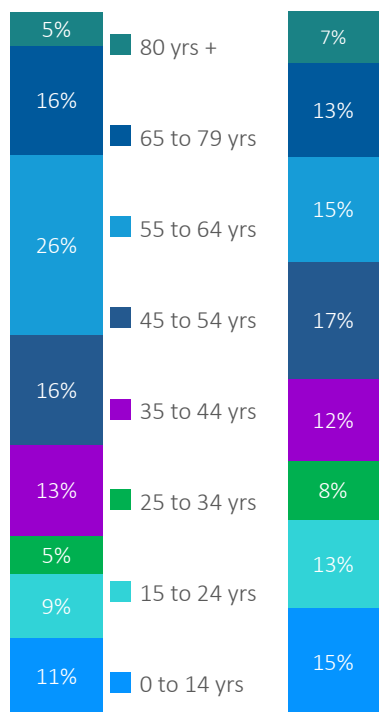
Group E

Hamilton Public Library - 02/2017

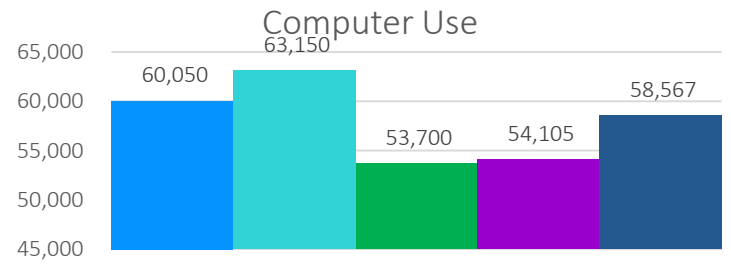
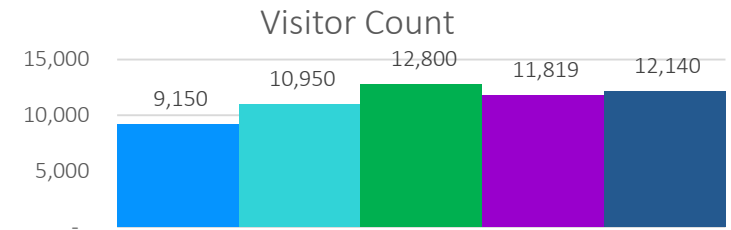
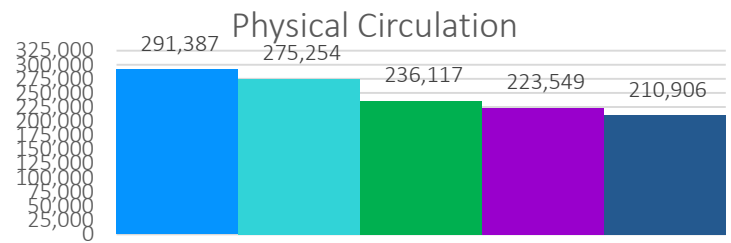
Greensville

2016 Circulation

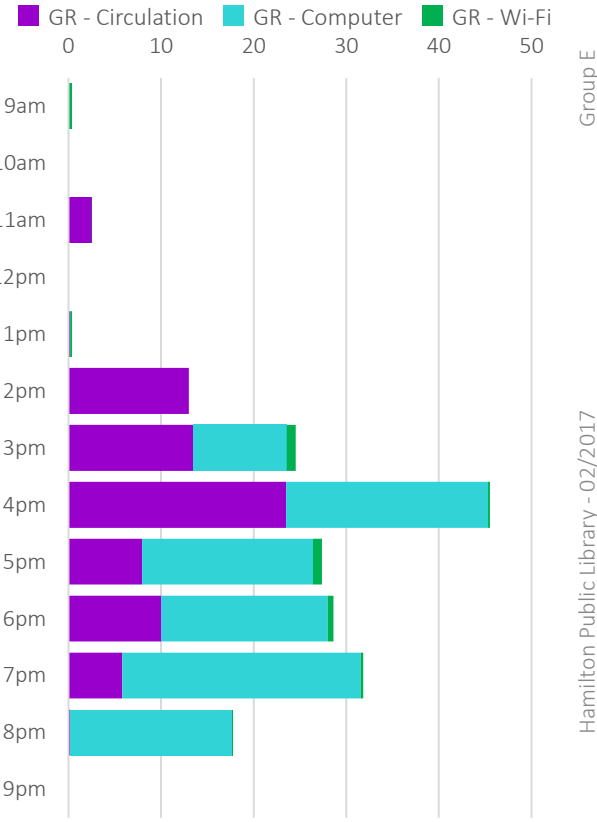
2011 Census



2012 2013 2014 2015 2016

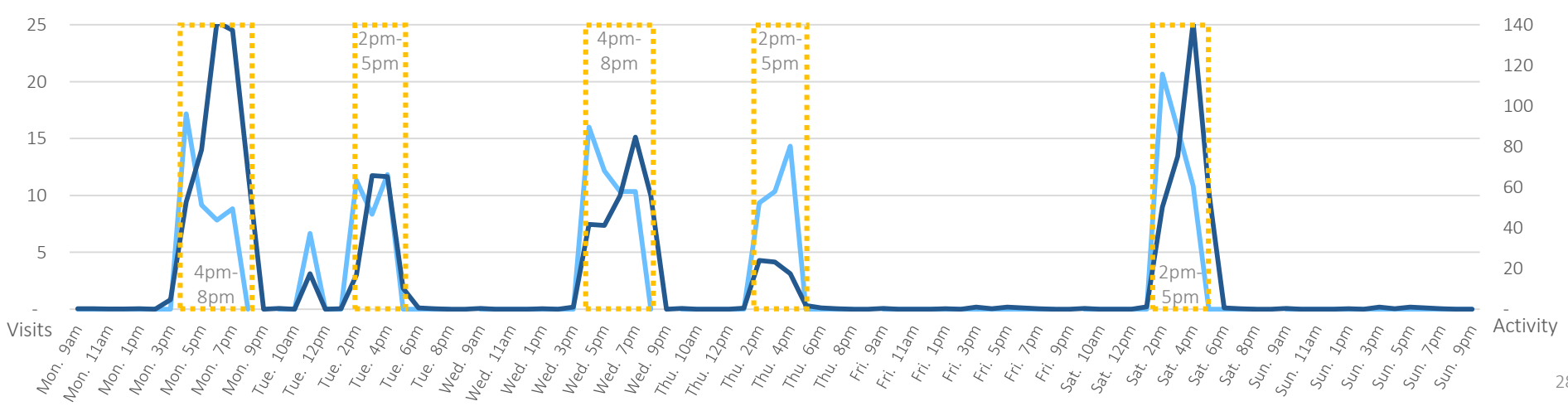


Average Hourly Activity



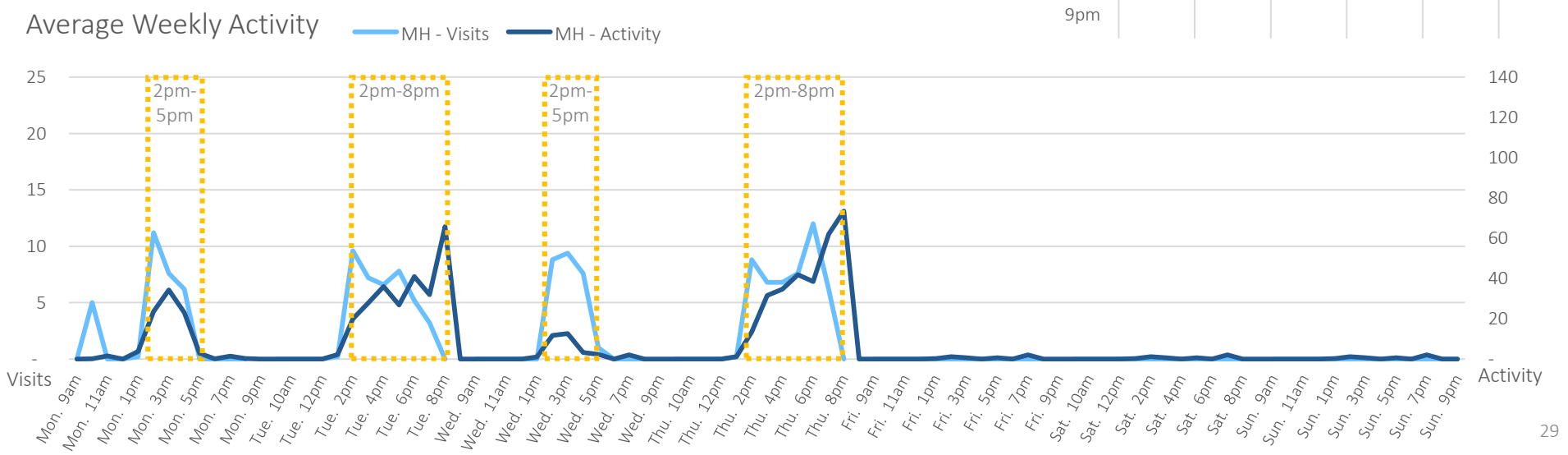
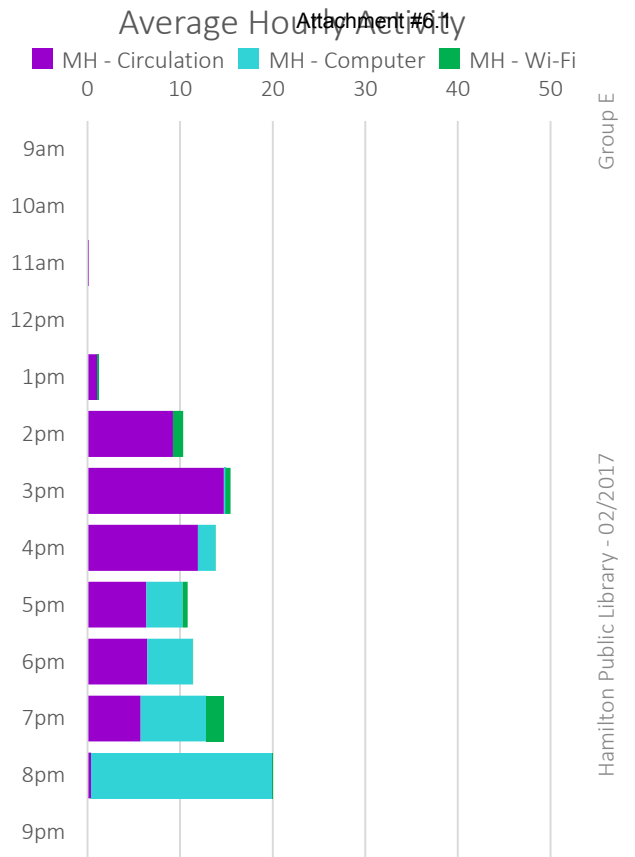
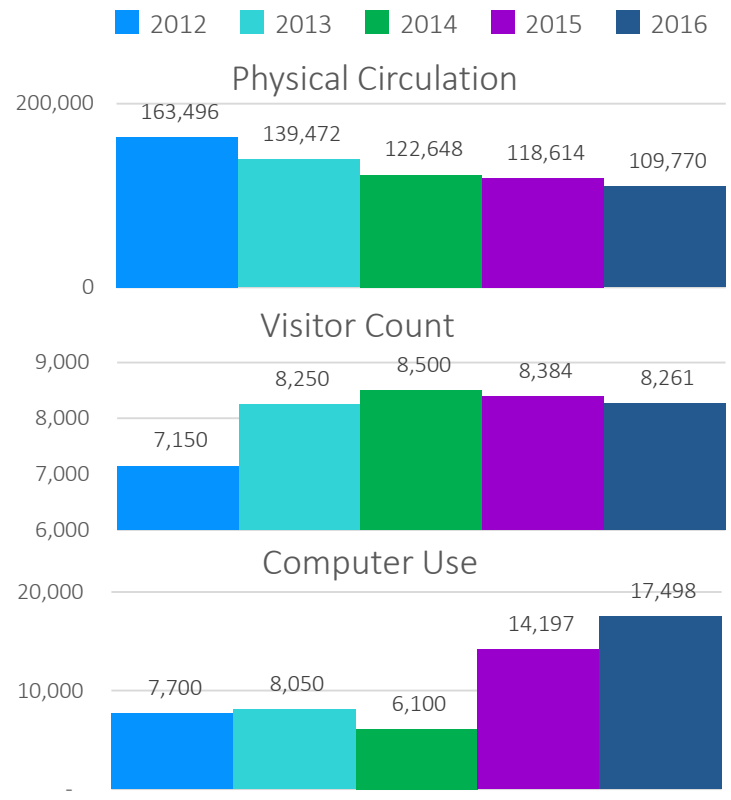
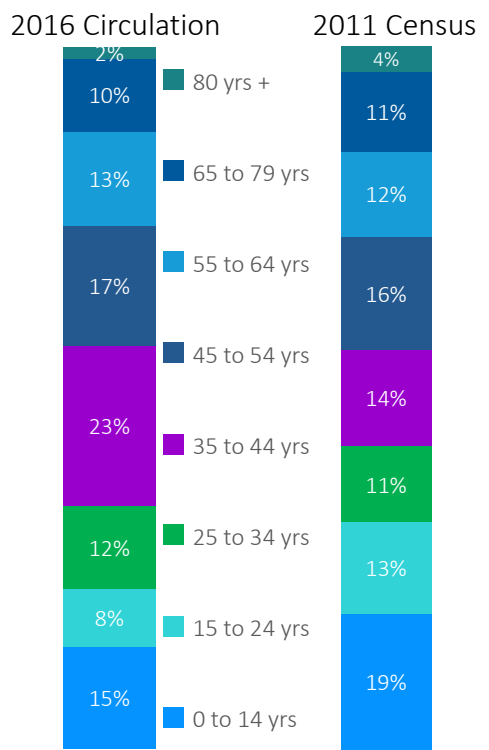
Average Weekly Activity

GR - Visits Gr - Activity



Hamilton Public Library - 02/2017

Mount Hope



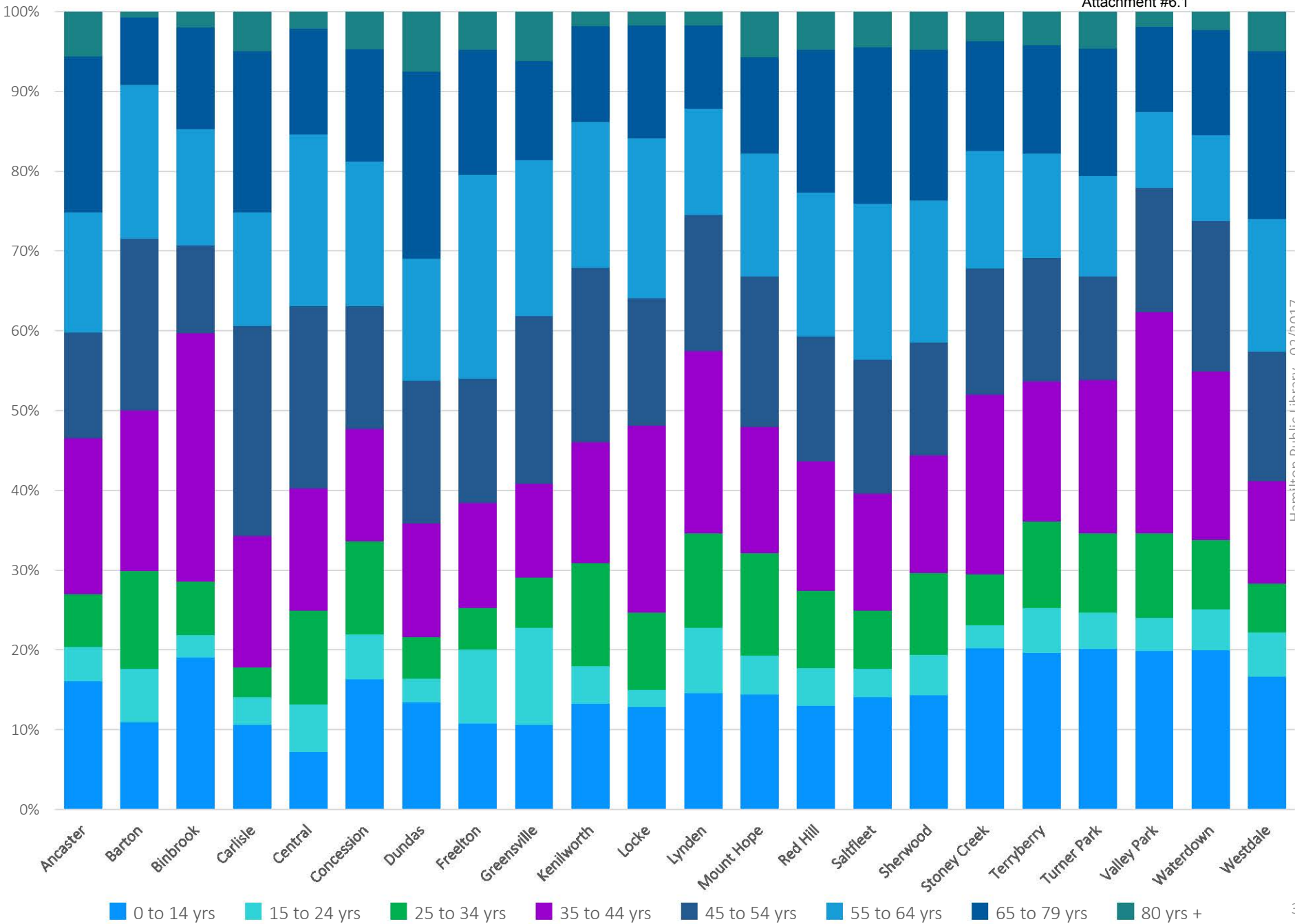
Hamilton Public Library - 02/2017

Yearly Summaries

Comparison of Groups by Circulation, Computer Use and Visitors

Demographics by Circulation

Attachment #6.1

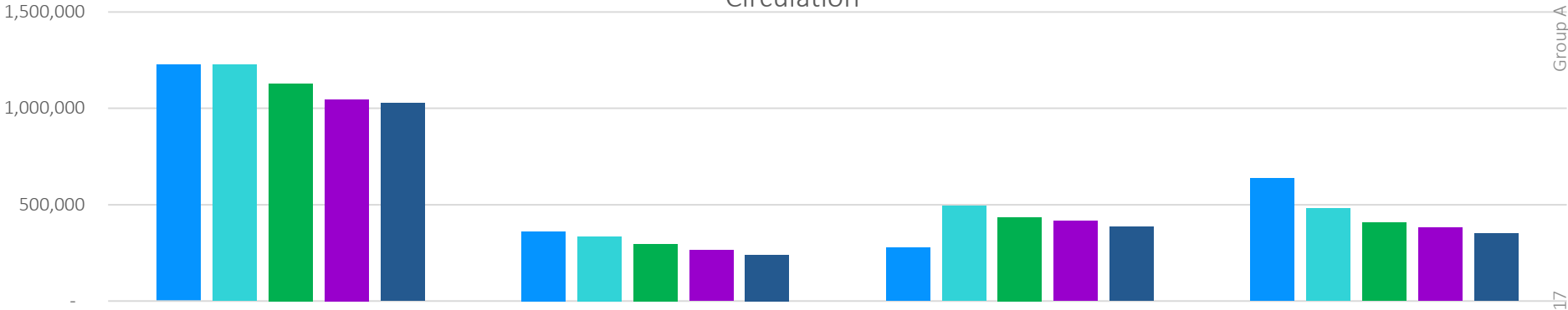


Hamilton Public Library - 02/2017

Group A & B

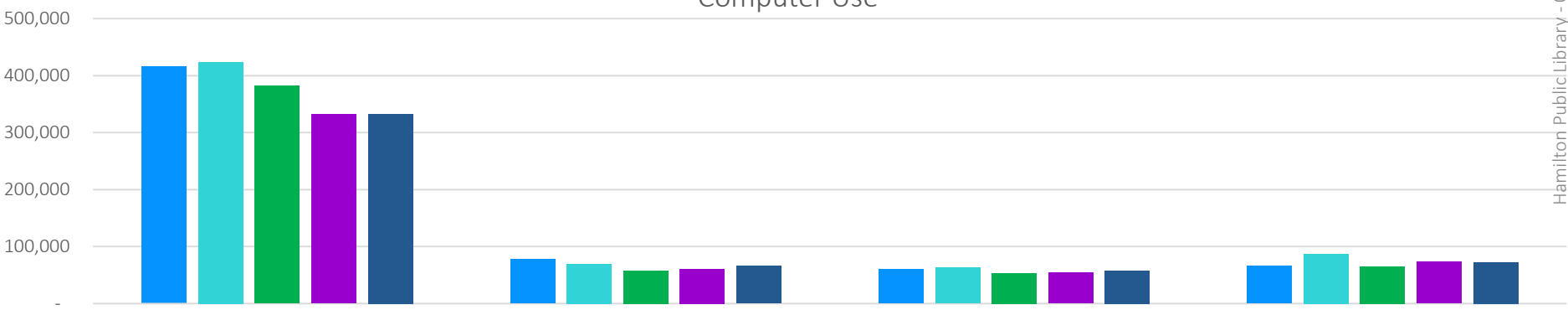
Circulation

2012 2013 2014 2015 2016



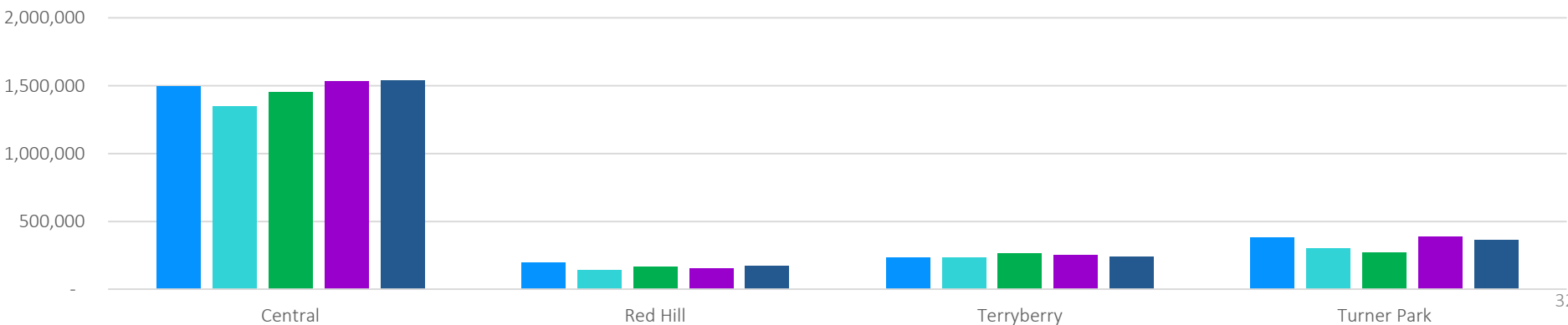
Computer Use

2012 2013 2014 2015 2016



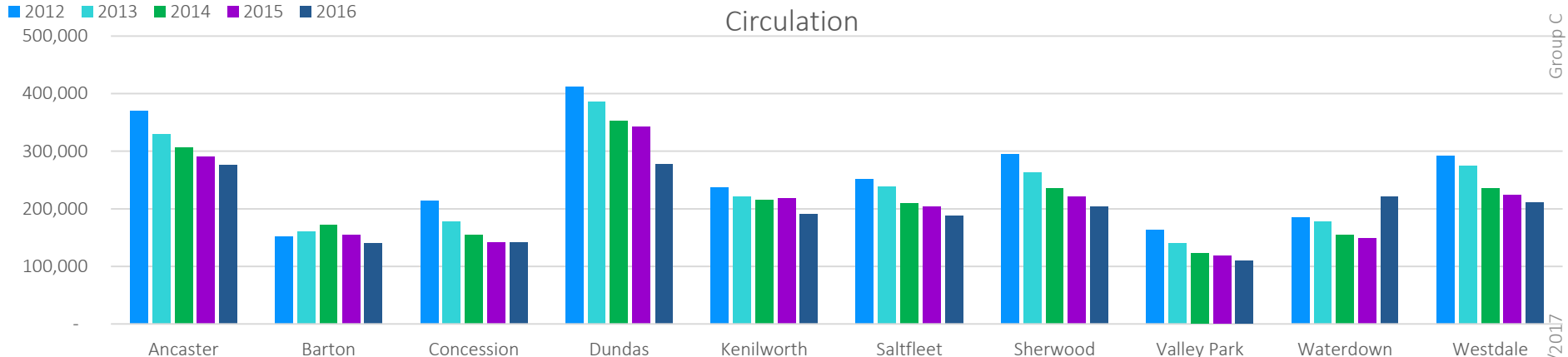
Visitor Count

2012 2013 2014 2015 2016

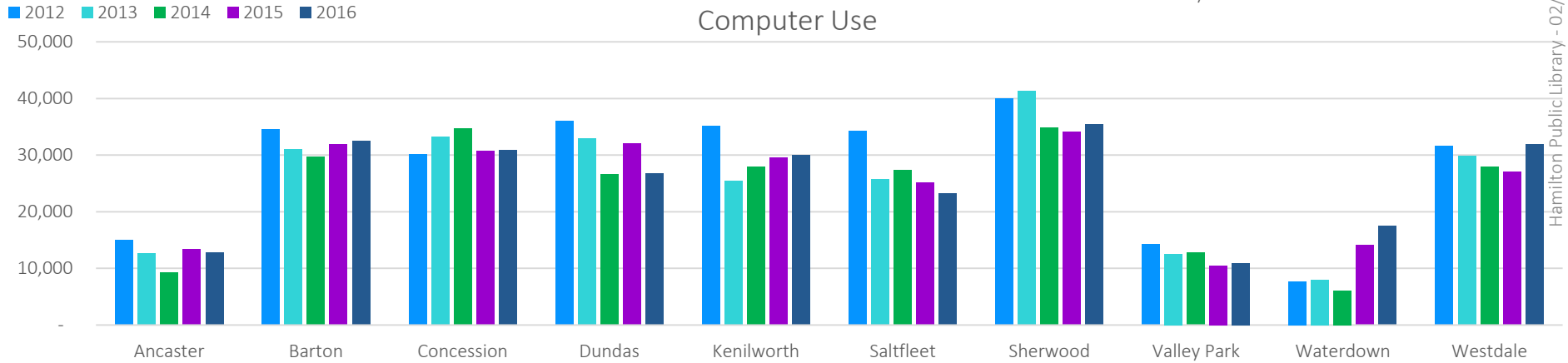


Group C

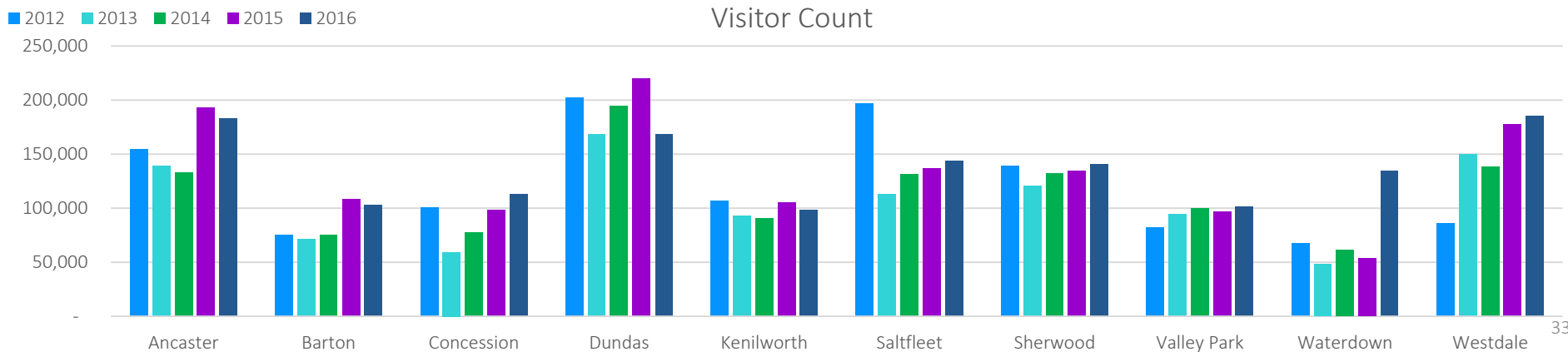
Circulation



Computer Use



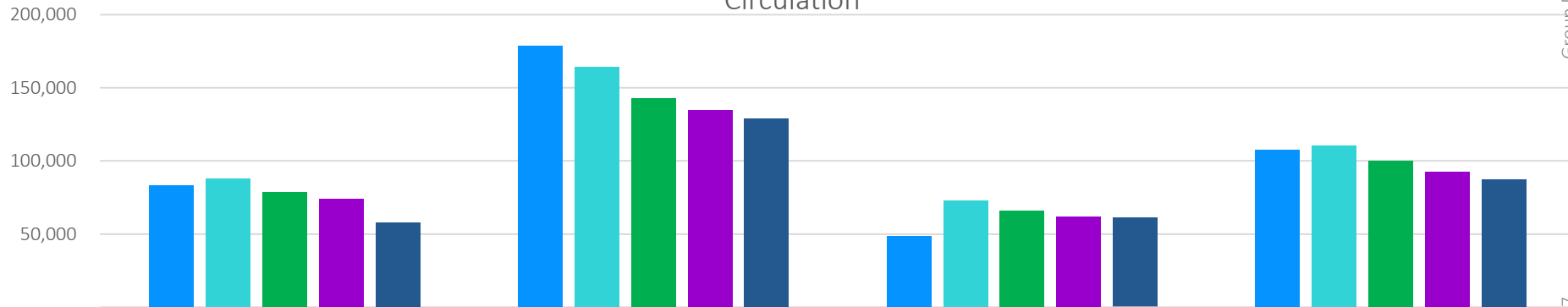
Visitor Count



Group D

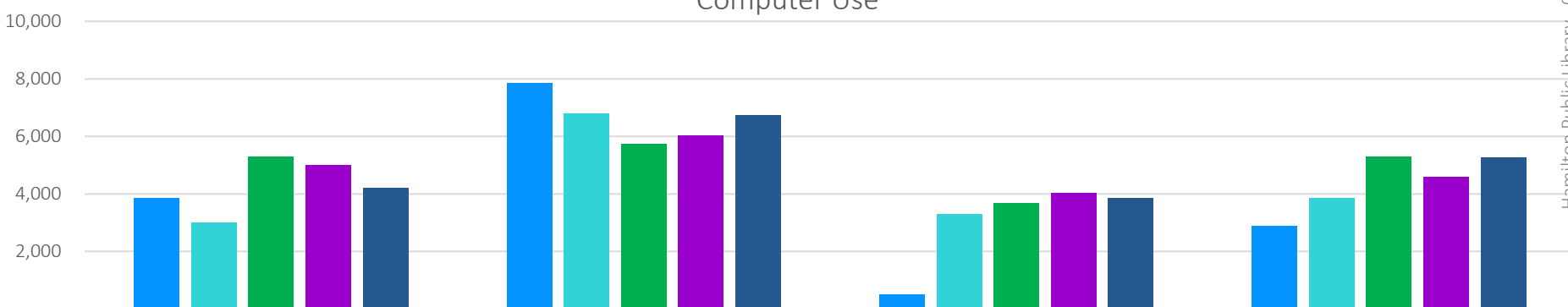
Circulation

2012 2013 2014 2015 2016



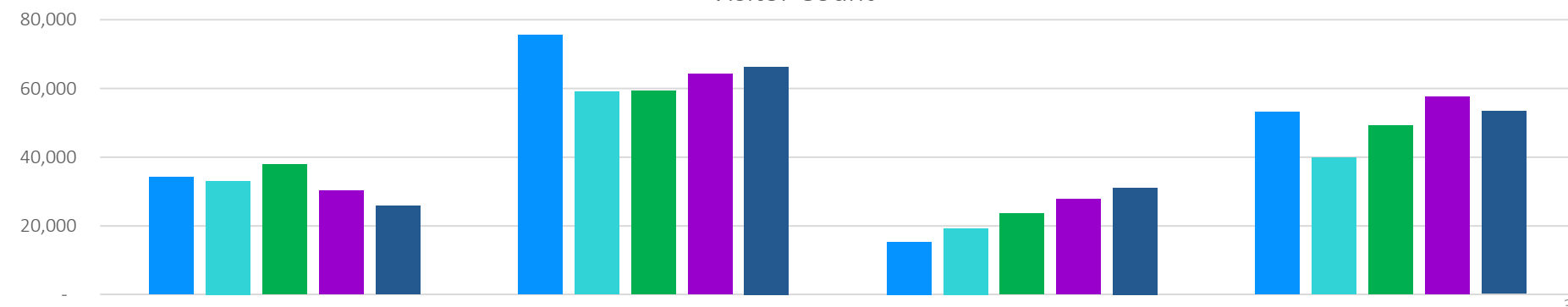
Computer Use

2012 2013 2014 2015 2016



Visitor Count

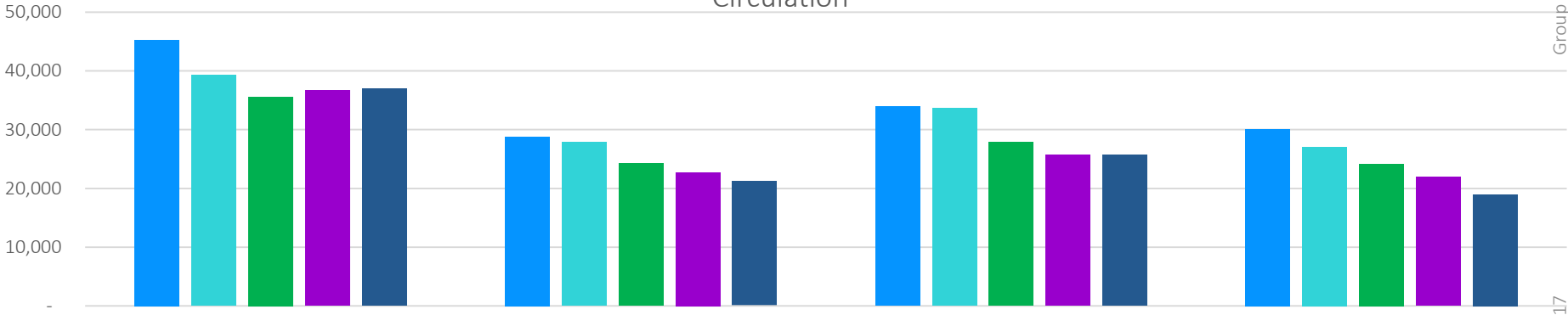
2012 2013 2014 2015 2016



Group E

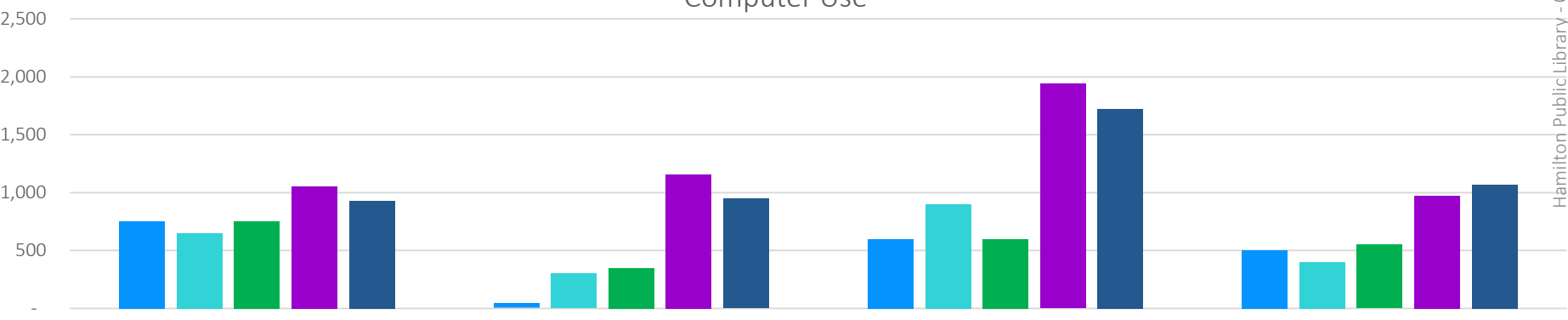
Circulation

2012 2013 2014 2015 2016



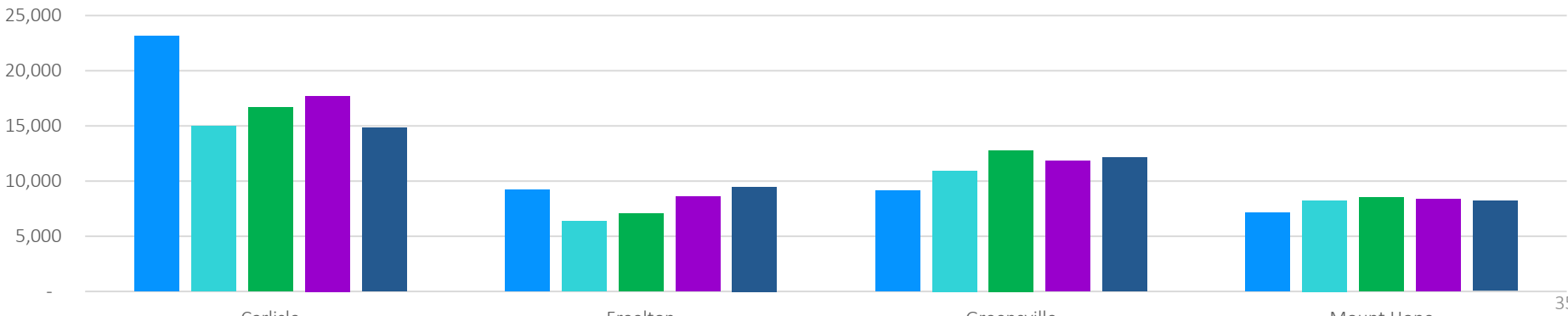
Computer Use

2012 2013 2014 2015 2016



Visitor Count

2012 2013 2014 2015 2016



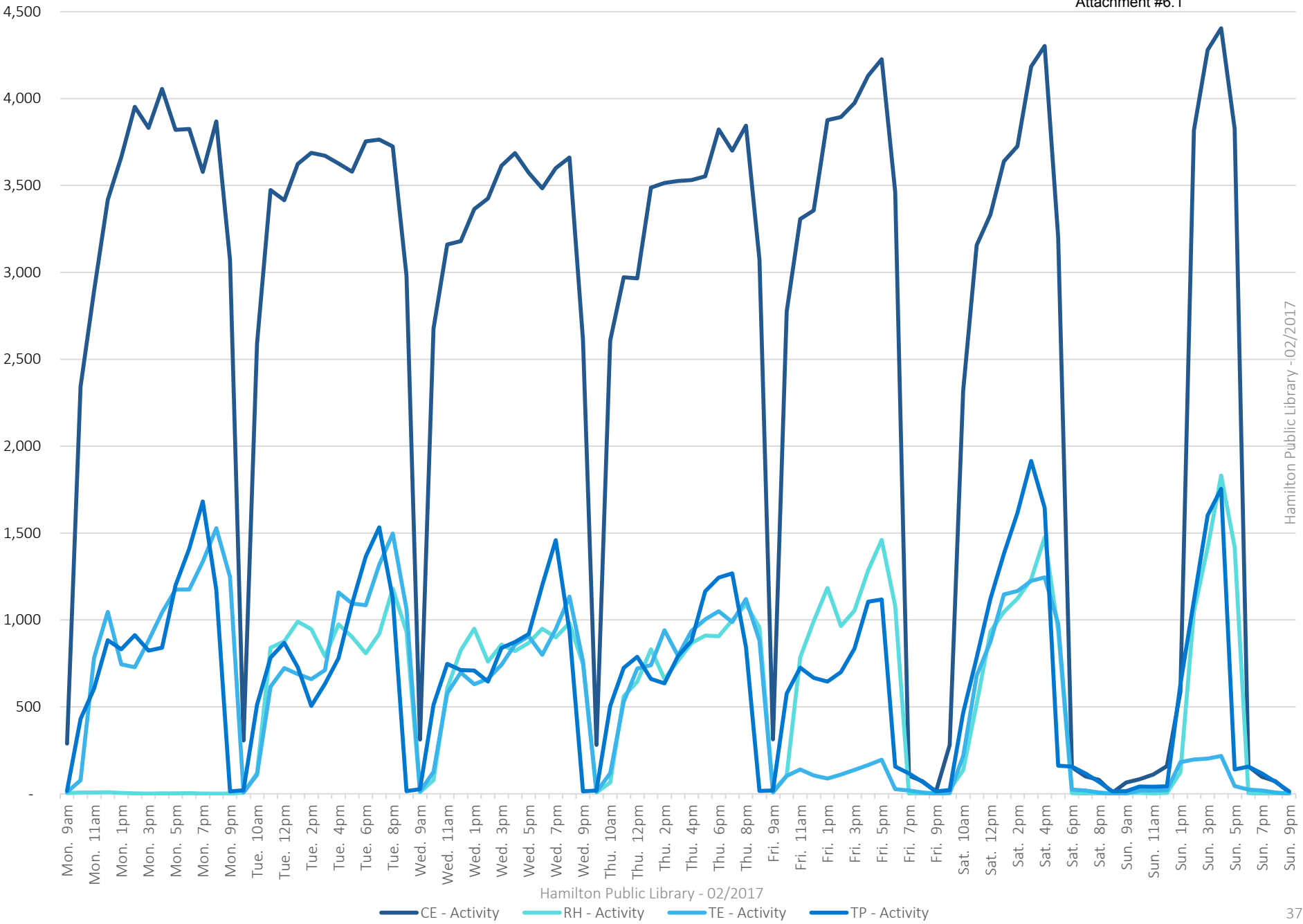
Hourly Summary Charts

Comparisons by Activity, Visits and Circulation

Activity Group A & B

Attachment #6.1

Hamilton Public Library - 02/2017

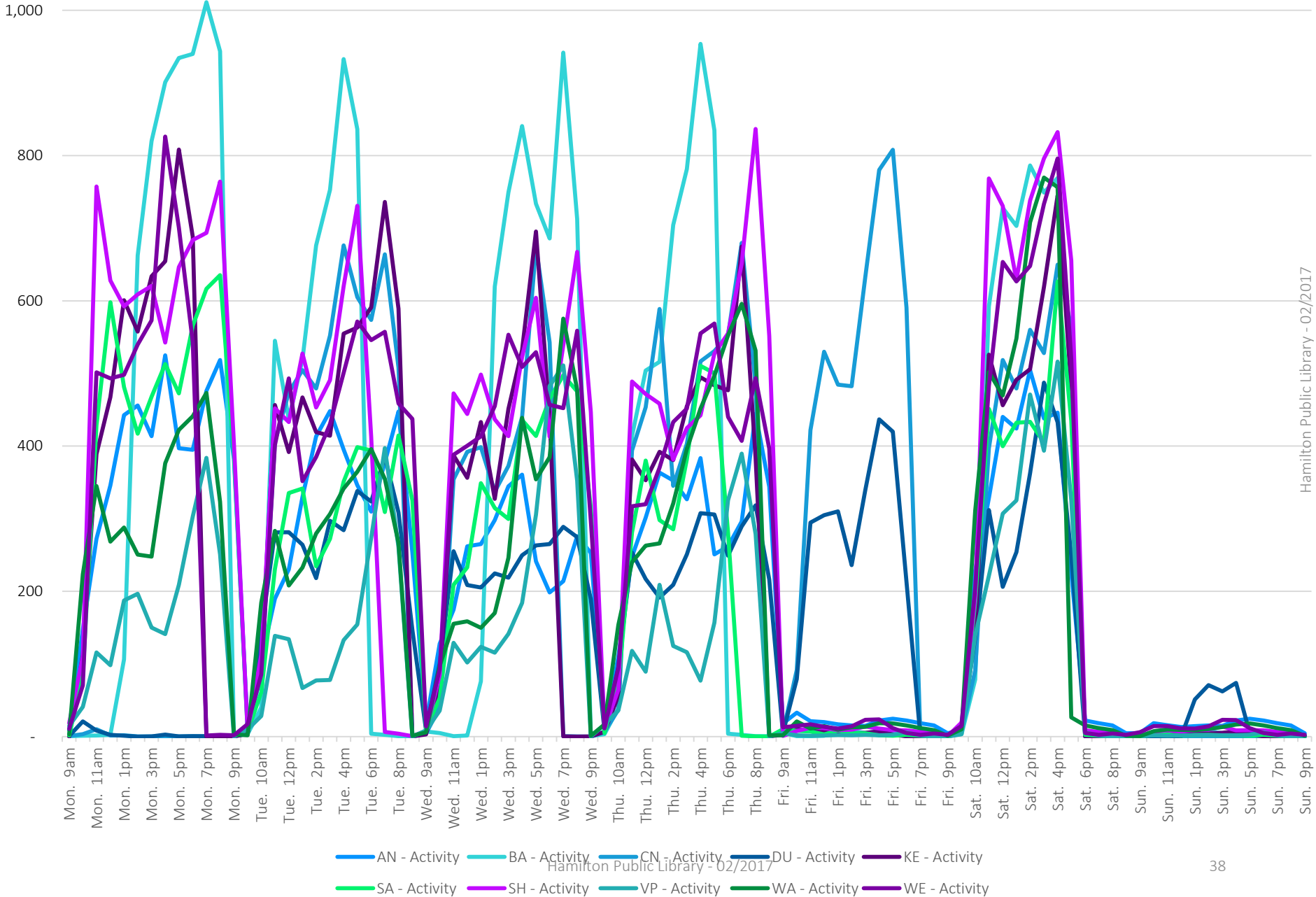


Hamilton Public Library - 02/2017

CE - Activity RH - Activity TE - Activity TP - Activity

Activity Group C

Attachment #6.1

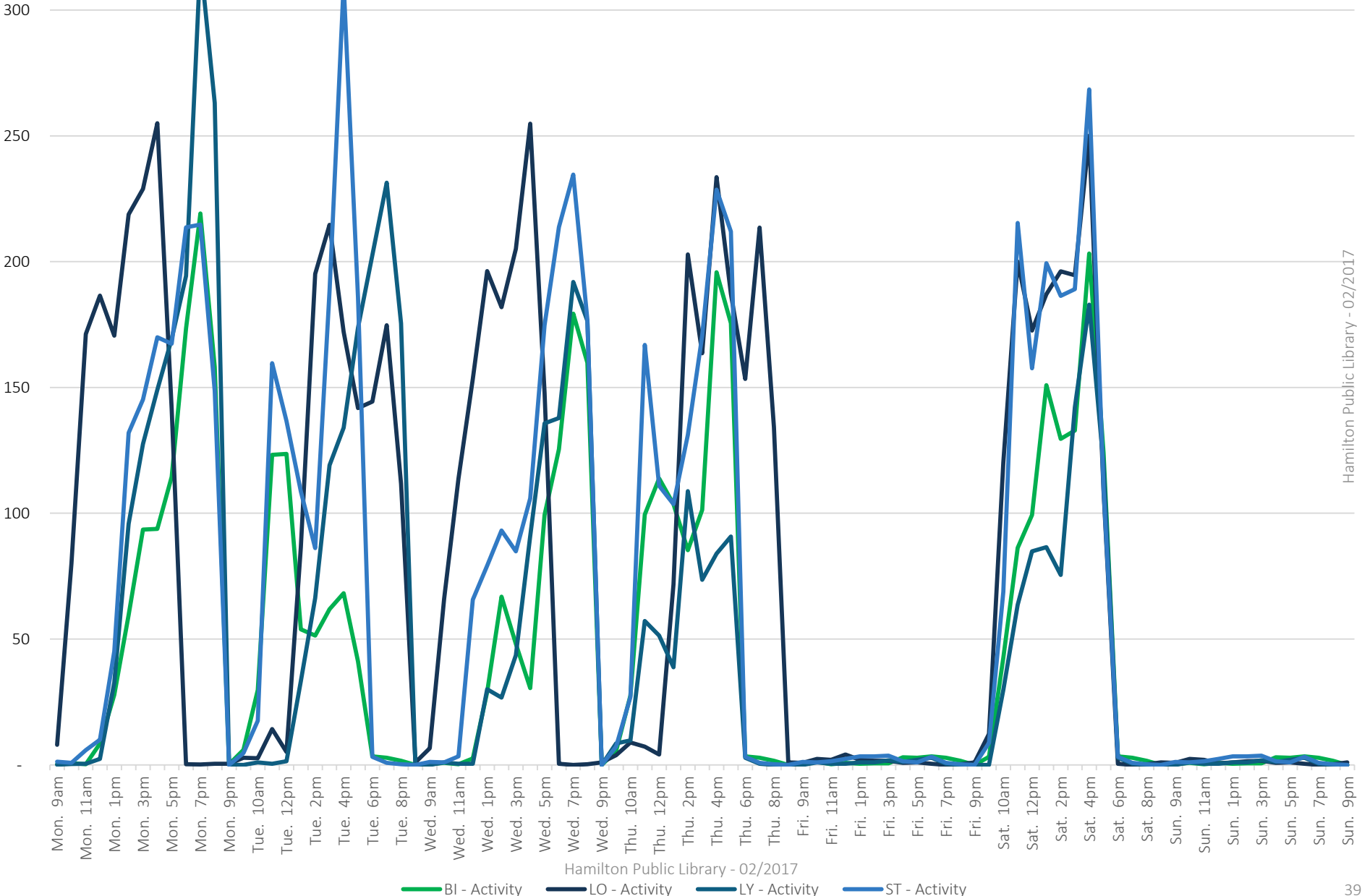


Hamilton Public Library - 02/2017

Activity Group D

Attachment #6.1

Hamilton Public Library - 02/2017



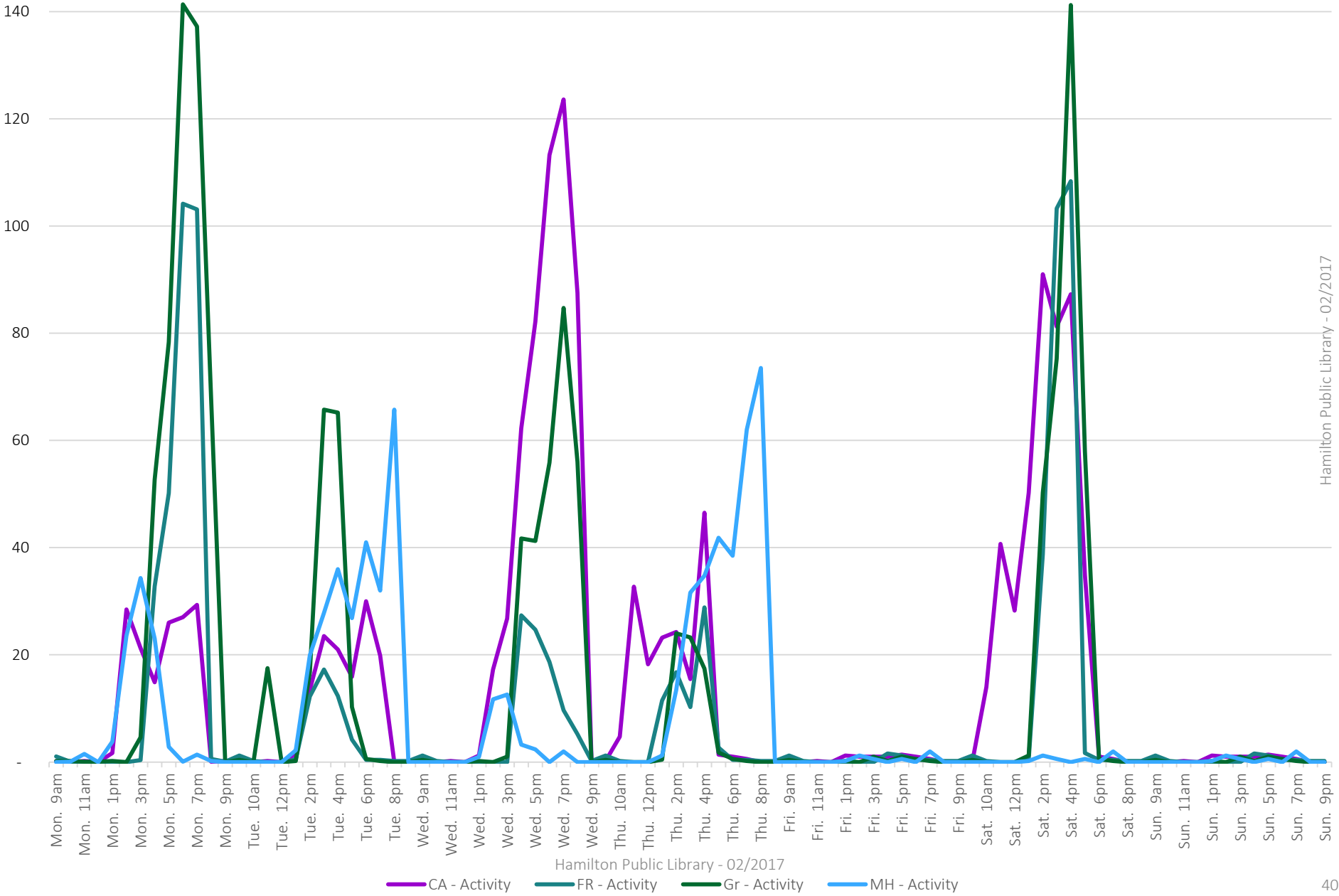
Hamilton Public Library - 02/2017

BI - Activity LO - Activity LY - Activity ST - Activity

Activity Group E

Attachment #6.1

Hamilton Public Library - 02/2017

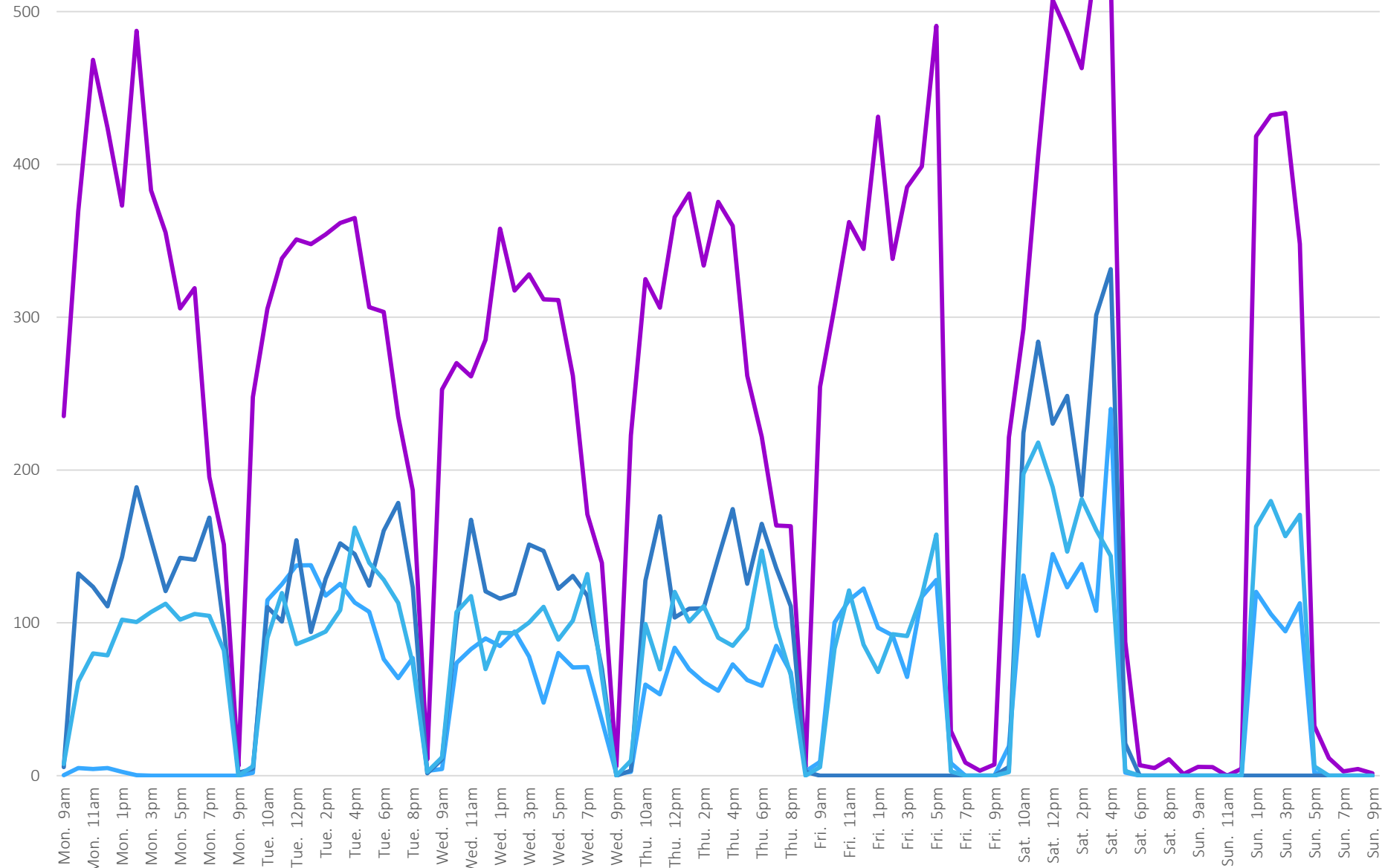


Hamilton Public Library - 02/2017

CA - Activity FR - Activity Gr - Activity MH - Activity

Circulation – Group A & B

Attachment #6.1



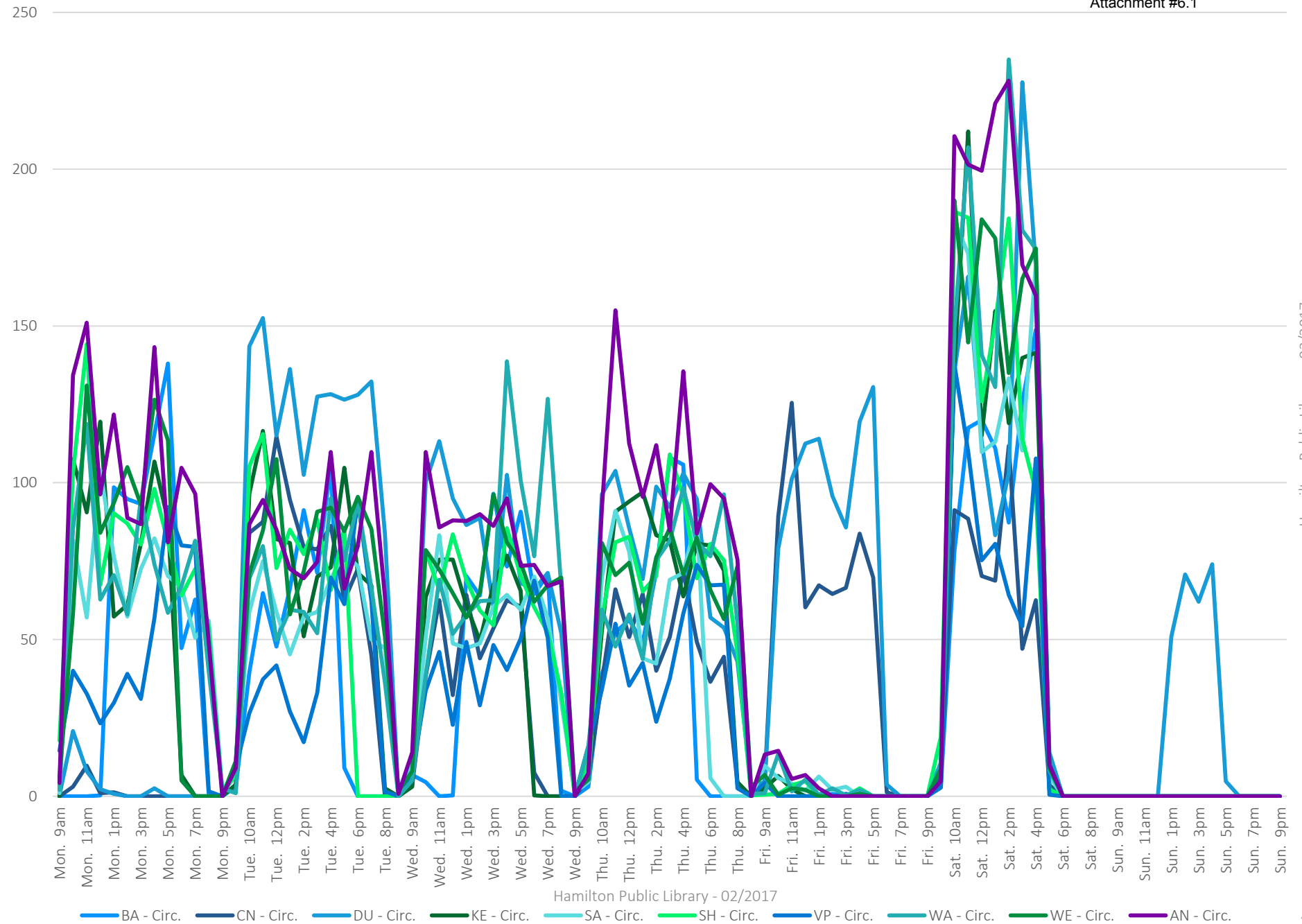
Hamilton Public Library - 02/2017

— CE - Circ.
 — RH - Circ.
 — TE - Circ.
 — TP - Circ.

Hamilton Public Library - 02/2017

Circulation – Group C

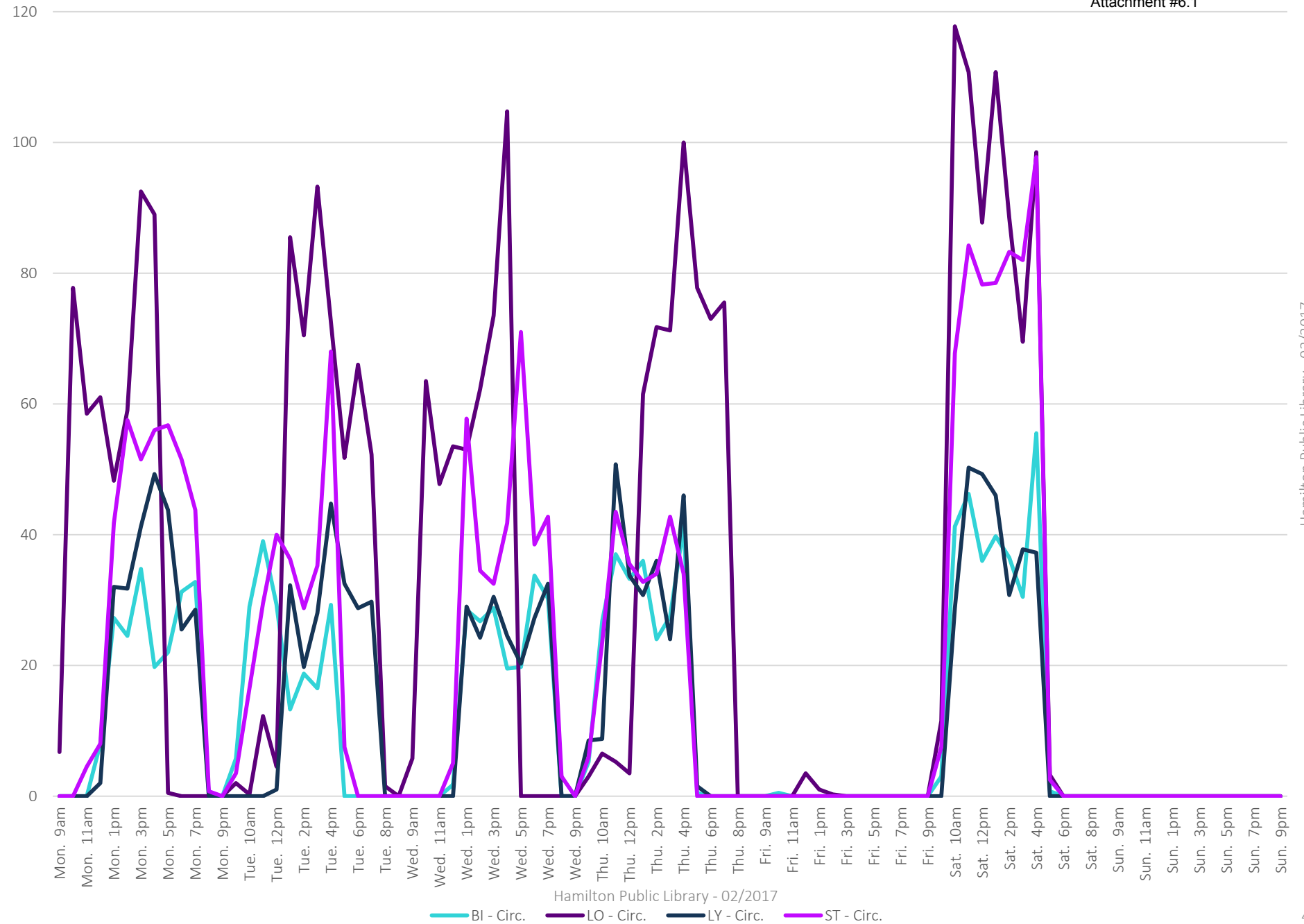
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Hamilton Public Library - 02/2017

Circulation – Group D

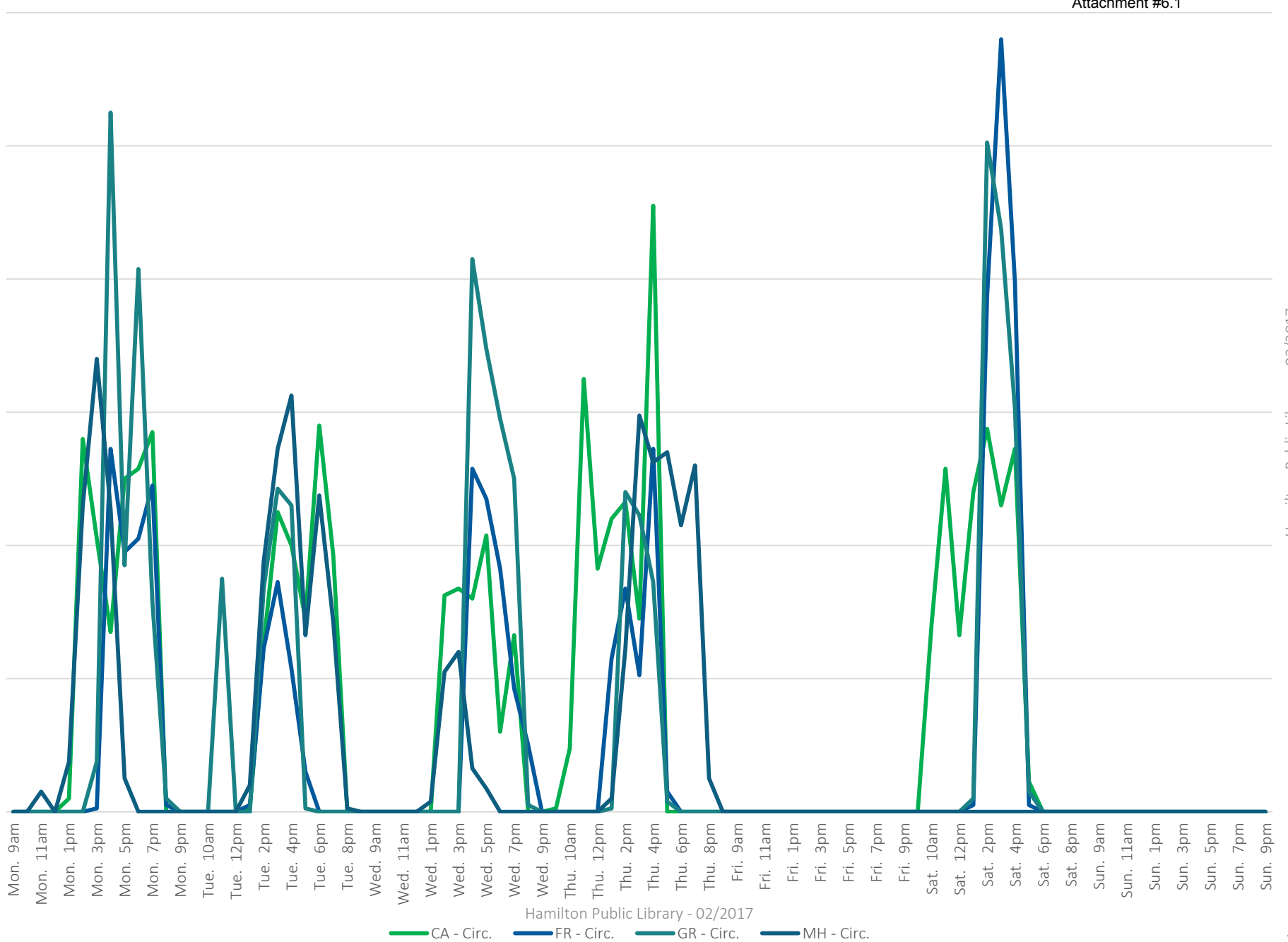
Attachment #6.1



Hamilton Public Library - 02/2017

Circulation – Group E

Attachment #6.1



Hamilton Public Library - 02/2017

Date: March 10, 2017
To: Chair and Members of the Board
c.c. Paul Takala, Chief Librarian
From: Sherry Fahim, Director Digital Technology and Creation,
Tony Del Monaco, Director Finance and Facilities, and
Karen Anderson, Director, Public Service
Subject: Rural Service Model Pilot

RECOMMENDATIONS

That the Hamilton Public Library Board approves establishing a pilot for the Rural Service Model at the Freelton branch based on the criteria established in this report.

That the Hamilton Public Library Board approves the allocation of up to \$35,000.00 from the Library Major Capital Projects Reserve (Acct #106008) for the purpose of carrying out this pilot.

That the Hamilton Public Library Board is committed to sustainably maintaining and enhancing library service in rural branches. The Library Board is committed to ensuring this model is not used to reduce overall staffing at rural branches.

That the Hamilton Public Library Board approves Bibliotheca as the authorized vendor to provide the technology for remote support and extended hours access for the Freelton Pilot.

FINANCIAL/STAFFING/LEGAL IMPLICATIONS

This pilot would allocate up to \$35,000.00 from the Reserve Funds (Library Major Capital Projects Reserve Acct #106008) for the purpose of upgrading the infrastructure at Freelton branch to support the model. Improved infrastructure will include equipment to support self serve, remote support, enhanced security and access. Future annual maintenance cost of the infrastructure is projected to be under \$10,000. In the event the new model is not adopted, most of the infrastructure improvements will be a valuable investment in the long term sustainability of the branch.

Staffing libraries is a key driver of our operating budget. Under the new model we are proposing a minimum of 4 hours a day of staffed core service hours for 6 days a week. Extended service hours will be reviewed and presented for approval by the Library Board after further study and consultations. The recommendation on the proposed hours will include any changes to staff costs. If this model proves successful we should not anticipate staffing levels will be reduced at our rural branches, however, future adjustments may be needed within the 6 rural branches (BI, CA, FR, GR, LY, MH) to maintain balance.

The Freelton pilot would start sometime in the fall of 2017. The implementation would be dependent on having the additional infrastructure in place.

Bibliotheca is the Library's authorized vendor for RFID technology and services. The door access and other systems need to communicate with existing systems including our integrated library system (ILS), security gates and cameras, and self check equipment. Bibliotheca has installations of their systems in Europe and one Pilot in the United States. By partnering with Bibliotheca to bring this technology to Canada and expand the pilots to North American libraries, HPL will be able to keep costs low. In our research we have not been able to find other vendors providing a similar service to Canadian libraries.

BACKGROUND

The Hamilton Public Library is comprised of both rural and urban libraries. Library service hours are determined by the Board. As a result of long-term periods of budget pressures on municipal governments during the 1980s & 1990's and post amalgamation in 2002, reduced hours and closed days were introduced to meet budget targets. In 2002, the Board set new standardized system hours to bring consistency between the 3 former systems which reduced library hours overall by 15.6% and reduced the staff complement to meet wage parity challenges.

To keep operating costs under control, rural branches that serve smaller populations were consolidated and are currently open for shorter hours which has led to limited usage and reduced opportunities to serve these communities. In recent years, targeted efforts to enhance service hours have provided several improvements but have not met the concerns that libraries need to be open more hours to meet the needs of residents and more fully position the library as a community beacon.

The proposed Rural Service Model Pilot will use technology to extend hours to open the Freelton branch beyond when staff are present and will provide easily accessed remote staff assistance for customers.

RURAL SERVICE MODEL PURPOSE

The purpose of pursuing this model is to transform the Return on Investment (ROI) for rural branches and prevent the need for future closures and consolidations. With the new model it is expected that there will be increased usage by the community while still working within existing budget constraints. This model could also set up the possibility of serving other rural areas in the future with viable and cost effective library service. While this model holds potential and promises to be successful in extending hours in our rural branches, it is not a model that could be replicated in a suburban or urban setting.

RURAL SERVICE MODEL DESCRIPTION

The Rural Service Model Pilot will use technology to extend the hours the branch is open to customers. The branch would be staffed during core hours based on local needs. Staff would be present every day the library is open. The branch would only be open for extended hours when library staff is available to provide remote assistance via the phone or video.

Freelton is currently open 3 to 4 hours a day over 5 days with Friday and Sunday closed. Under the new model we are proposing a minimum of 4 hours a day of staffed core service hours 6 days a week. Staff at Central will provide support for the Freelton pilot.

BOARD COMMITMENT

Just as previous Library Boards provided assurances that the application of RFID technology would not be used to eliminate jobs, it is important to commit to ensuring rural staffing overall will not be reduced because of the model. Other important commitments include:

- HPL staff will provide remote support during the extended hours
- HPL staff will be present for core hours every day the library is open
- Overall, staffing levels will be maintained or potentially expanded although adjustments within the 6 rural branches may be necessary to provide balance.

While the Library Board cannot guarantee future municipal funding, this assurance would create a positive environment for investment in rural branches and will enhance services within current budget restraints. Also, increased activity levels in our rural branches will be helpful for ensuring future support.

RURAL SERVICE MODEL PILOT SCOPE

The following is in scope for the rural service model pilot at Freelton:

1. 2 way audio and video communication that supports easy and seamless connection of the customers with library staff when needed.
2. Remote intercom so library staff / security can make announcements.
3. Self-checkout and check-in to support customer self service.
4. Security gates to track customer visits and individual titles removed for proper accounting for any lost library materials. The gates' audible alarms would be turned off so errors do not create customer service issues.
5. High quality full video security camera coverage of the location, including coverage of entrances and exits, to ensure effective real-time monitoring and follow-up on investigations.
6. Automated door entry system that is remotely monitored and managed to open and close on a schedule. We are currently evaluating products to allow access to customers using their library cards during extended hours.
7. Electrical and network wiring changes to accommodate new technologies.
8. Minor facility renovations to secure non-public areas.

9. Technological infrastructure upgrades to increase bandwidth in the facility.
10. Establish metrics around material loss and library usage patterns by times of day and days of the week to assist in evaluating the impact.

MOVING FORWARD

Over the next few months we will coordinate with the Library Board Chair and Ward Councillors (14 & 15) regarding public consultations and communications about the model. The goal is to have the hours for the pilot determined by June. The implementation of the pilot is scheduled for the fall of 2017 and will be dependent on successful implementation of the infrastructure.

Staff will monitor the pilot and report any major issues to the Library Board on an ongoing basis. After 6 and 12 months, assessment reports will summarize the impacts on usage, community feedback and propose adjustments if needed. Should this model prove effective next steps would include recommending implementation at other rural locations.

APPENDIX I: CURRENT LIBRARY SERVICE HOURS FOR FREELTON AND SUPPORTING BRANCHES

Location	Mon	Tues	Wed	Thurs	Friday	Sat	Sun
Central - 55 York Blvd	9 - 9	9 - 9	9 - 9	9 - 9	9 - 6	9 - 5	1 - 5*
Freelton - 1803 Brock Rd	4 - 8	2 - 5	4 - 8	2 - 5	---	2 - 5	---
Waterdown - 163 Dundas St E.	10 - 9	10 - 9	10 - 9	10 - 9	---	10 - 5	---

*Sunday hours run from September (weekend after Labour Day) until the end of April

Date: March 10, 2017
To: Chair and Members of the Board
From: Paul Takala, Chief Librarian/CEO
Subject: **Strategic Plan Update**

RECOMMENDATION:

That the following plan be received for comment.

FINANCIAL/STAFFING/LEGAL IMPLICATIONS:

The Strategic Plan provides overall long term direction for the Library. Annually the Chief Librarian/CEO's Goals provide specific objectives for the year.

BACKGROUND:

In May 2012 the Library Board approved the current Strategic Plan for the period 2012-2016. We are currently working on updating that plan for the period 2017-2020. The purpose of this report is to provide timelines and more details about the process that will be followed this year. To date a survey of the vision and values has been completed.

PROPOSED TIMELINES AND SUMMARY OF KEY ACTIVITIES

Updating the strategic plan is an important activity but it is not urgent. These timelines could change if circumstances warrant. The timelines are based on the assumption that we are revising and improving the current strategic plan not developing a completely different vision.

- ✓ Mission, values survey – February
- Feedback on plan and timelines – March
- Adoption of plan and timelines – April
- Board endorsement of current mission statement "Freedom to Discover" – April
- *Meeting User Needs IV* feedback and adoption – May/June
- Updated value definitions feedback and adoption – May/June
- Board Chair, Chief Librarian/CEO meeting with Councillors – April, May, June
- Internal staff focus groups on strategic plan – April, May, June
- Community feedback and consultations - July, August, September
- Library Board Strategic Plan Retreat (special meeting) – September
- Updated Strategic Priorities feedback and adoption – October/November
- Communication and marketing around new plan starts – December, January (in time for budget presentation)



City of Hamilton
City Hall, 71 Main Street West
Hamilton, Ontario
Canada L8P 4Y5
www.hamilton.ca

General Manager, Finance & Corporate Services
1st Floor, 71 Main Street West
Phone: 905.540.6150
Email: mike.zegarac@hamilton.ca

Hamilton

February 9, 2017

Paul Takala
Chief Librarian/CEO
Hamilton Public Library
55 York Blvd, PO Box 2700
Hamilton, ON L8N 4E4

Subject: City of Hamilton's New Multi-Year Budget Process

Dear Mr. Takala:

At its meeting of December 14, 2016, Hamilton City Council passed sub-section (b) of Item 22 of the General Issues Committee Report 16-032, which reads as follows:

22. Multi-Year Budget Planning Sub-Committee Report 16-001, November 16, 2016 (Item 8.18)

(b) Proposed Multi-Year Business Planning and Budget Process (FCS16087) (City Wide) (Item 8.1) (attached hereto as Appendix "A" to Report 16-001)

(a) That all departments within the City of Hamilton adopt a Rolling Budget Cycle Without a Fixed Time Period as its Multi-Year Budget Process beginning with the 2018 Budget as per Appendix "M" attached to Report 16-032; and,

(b) That Hamilton Police Service, Hamilton Public Library and Hamilton Farmers' Market be requested to participate in the multi-year business planning and budget process.

Please place this matter on the next appropriate Hamilton Public Library Board agenda for their consideration. For additional details, respecting this process please contact either myself at (905) 540-6150 or Mike.Zegarac@hamilton.ca; or Brian McMullen at (905) 546-2424 Ext. 4549 or Brian.Mcmullen@hamilton.ca.

We look forward to your response.

Sincerely,

A handwritten signature in blue ink, appearing to read "Mike Zegarac".

Mike Zegarac
General Manager
Finance and Corporate Services

/dkm

Chief Librarian's Report – March 2017

GREAT ART FOR GREAT LAKES

Hamilton Public Library was approached by Great Art for Great Lakes, a project of Waterlution.org, to participate in their upcoming Canada 150 project. This project is funded by a federal Canada 150 grant and a Trillium grant and will bring a local artist into the library to collaborate with the community and create an art piece to be acquired and displayed in the library. At this time we are pursuing this opportunity and looking forward to programming around the project to take place in summer and fall of 2017.

CHCH – TV PARTNERSHIP

HPL has signed the Memorandum of Understanding with Channel Zero CHCH – TV. Local History & Archives will be working in collaboration with CHCH-TV to digitize the station's historical news and sports footage. The station has a collection of over 15,000 hours of footage primarily from the 1950s & 1960s. As per our partnership with the Hamilton Spectator, CHCH-TV would retain copyright. The original footage will be transferred to Local History & Archives as it is digitized. HPL will have a digital copy to share for educational purposes and we will direct any copyright related request to CHCH-TV as we do currently with the Hamilton Spectator.

CITY SCHOOL BY MOHAWK

"College 101" is the newest course to be offered at the Circuit 4.0 by City School by Mohawk. This is intended to be an entry course for individuals who have not had any college experience and would like to make the transition. It runs Tuesday and Thursday evenings from February until May, and enrolment is full.

GRANT FUNDING FOR SENIORS PROGRAMS

HPL was successful in its application to the New Horizons for Seniors fund through the federal Ministry of Employment and Social Development Canada for \$24,000. The grant funds will be used to provide a series of weekly programs for homeless and marginalized seniors at Barton Branch and Central Library. The program structure has been designed with a community-led approach whereby homeless and marginalized seniors will be recruited to act as liaisons to assist with promoting the program and to assist in determining what activities participants would be interested in. Program funding covers the period ending on March 31, 2018.

MARCH BREAK

HPL is offering a wide range of fun and free programs for March Break. From stories and sports to science, over 130 programs for kids, teens and families will be offered during the week. Highlights include Puppet Shows, Intro to Code with Ozobots, Let's Talk Science, Maker Carts, Sports Storytime and so much more. Details and a full listing of programs and events is available on the [website](#).

NATIONAL ENGINEERING MONTH

HPL is partnering with the Professional Engineers Ontario Hamilton-Burlington Chapter to celebrate Engineering Month with a special Book Explorers program at the Central Library on Saturday, March 18. The program will include a blend of stories, science demonstrations and hands on activity stations. National Engineering Month is a celebration of engineering excellence with over 500 events across Canada that show Canadians how rewarding an engineering career can be.

LINC PROGRAM FUNDING UPDATE

HPL received an update on March 8, 2017 regarding funding for the Language Instruction for Newcomers to Canada (LINC) program. It notes that Immigration, Refugees and Citizenship Canada (IRCC) – formerly Citizenship and Immigration Canada - has approved HPL's request for funding for the LINC program for the next three years, 2017-2020. This funding will enable the continued delivery of LINC's one-to-one English tutoring program as well as support other programming including daily English for Seniors class and other activities. HPL receives approximately \$250,000 from the federal government for the LINC program, subject to change. We will keep the Board posted on developments.

MIND MATTERS: PSYCHOLOGY MONTH

After last year's success, HPL offered its Mind Matters series for the second year in partnership with Hamilton Health Sciences. Twelve sessions were offered at five different locations. It was well attended with "Assertiveness," "Being Mindful" and "Managing Big Emotions" as the most popular topic sessions.

JAPANESE FILM FESTIVAL

The Japanese Film Festival was held at Central Library in partnership with the Japan Foundation on Sunday, February 12 and 26. The movies were well received despite poor weather conditions for the first movie, *A Tale of Samurai Cooking* (42 in attendance). The second film, *Drops of Heaven*, had an attendance of 63 – the highest ever for a documentary, subtitled film.

COMPUTER SKILLS AND RESUME WORKSHOPS FOR YMCA YOUTH JOB CONNECTION

The Youth Job Connection Program helps youth between 15 to 29 years old who are having trouble finding employment. It is a paid, pre-employment training program to promote job-readiness. In collaboration with the YMCA, HPL staff developed and offered a two week public computer training program that covered computer basics and resume writing for this target group. Feedback was positive from both the participants and staff. YMCA has requested that this program run again in April, and staff are making modifications to offer a similar program to the public.

LINKED DATA UPDATE - LIBRARY. LINK NETWORK

HPL has been asked to join Zepheira's Beta Testing Team for the Library.Link Network Project formally known as Libhub. The Beta Team will provide testing support and feedback as to project developments and priorities.

HAMILTON FARMERS' MARKET 180TH ANNIVERSARY

This year marks the 180th anniversary of the Hamilton Farmers' Market. The Market opened on April 14, 1837. To help commemorate this incredible milestone, LH&A has created a Hamilton Farmers' Market album on Flickr Commons, LH&A displays in Central will have a Hamilton Farmers' Market focus for the month of April and we will be posting market images on social media to celebrate this occasion.

UNITED WAY COMMITTEE

On Wednesday March 9, the City of Hamilton's United Way Committee won the McMaster Leadership Giving Award. The McMaster University Leadership Giving Award is presented to an organization that most successfully motivated their peers to contribute personal gifts of \$1,200 or more and that organized the most exceptional Leadership Giving Campaign. Three HPL staff sit on the City's United Way Committee, as well as many more staff who donate their time, efforts, and money to the campaign.

Paul Takala
Chief Librarian/CEO

Date: March 10, 2017
To: Chair and Members of the Board
c.c. Paul Takala, Chief Librarian
From: Melanie Southern, Director Public Service, Partnership & Communications
Subject: **Annual Partnership Report**

RECOMMENDATION:

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

FINANCIAL/STAFFING/LEGAL IMPLICATIONS:

The Hamilton Public Library has a long history of successful partnerships. HPL partners to increase the impact of our work and to enhance the sustainability of programs and services. By partnering with organizations aligned with our goals we are able to avoid duplication of effort and share expertise.

BACKGROUND:

The Hamilton Public Library Board was presented with a Partnership Report in March 2016 with an assurance of annual updates. This annual report is not intended to be an exhaustive list of all partnerships. Rather it is intended to highlight major partnership and important developments. As this report illustrates, HPL continues to be a reliable and strong partner focused on moving Hamilton forward.

The attached report was generated from a partnership database maintained by staff to ensure effective internal communication and coordination. A few highlights of the 2017 report include the following new and emerging partnerships:

- The City of Hamilton's Xperience Annex provides support to youth from 18 to 29 years of age in achieving their educational or work goals. The program runs out of Central Library.
- City School by Mohawk College brings Hamilton's college into the community. City School offers tuition-free courses and workshops and serves as a base camp for the journey to post-secondary education. City School is offered at Central Library.
- McMaster University's Network for Community-Campus Partnerships along with several other community partners, are working to establish a social lab for the purpose of solving community issues.
- HPL's Code Clubs partnership the Industry Education Council continues to grow and evolve. In June, we will be hosting CodeFest a culminating celebration for all the students who have participated in IEC Code Clubs at their school through the year. We also have a robotics based Library visit is in developed and we are preparing to launch a pilot Code Club at the Central Library this spring.

2017 HPL Partnership List

Major Partnerships – well established and strategic partnerships		
Organization	Project/Program	Brief Description
Best Start Network	Membership - Best Start Network	The Hamilton Best Start Network is comprised of members and community partners from over 50 organizations. The Best Start Network promotes the well-being of families and children prenatal to 12 by helping them reach their full potential. HPL is a founding member of the Best Start Network and has participated and supported its work since its establishment over 10 years ago.
Centre for Equitable Library Access (CELA)	Membership - Access to Collections & Book Club	CELA is a national not-for-profit organization run by public libraries for public libraries. CELA's collections and services are available to HPL customers with print disabilities. Eligible customers of CELA member libraries have access to more than 300,000 items in accessible formats including audio, braille, and electronic text. More than 600 public library systems across Canada are currently members of CELA.
COH - Neighbourhood Development Strategy	Program - Xperience Annex	Xperience Annex is designed to connect at-risk youth to education and employment services beyond traditional college courses and student support. Funding is coming from the Province as part of Poverty Reduction funding. Staff from the HPL were consulted on the Xperience Annex concept and are a committed partner in its implementation.
COH - Tourism and Culture Division	Digital Storytelling Project	COH Culture Department is a partner on the Love Your City, Share Your Stories project. It is an ongoing digital storytelling project featuring stories about Hamilton and Hamiltonians – both past and present.
Early Literacy Hamilton	Membership - Early Literacy Hamilton	Ensuring children have access to a community rich in resources and, supported by their families and caregivers, will emerge as life-long learners of literacy. Guiding Principles of ELH are to advocate for and promote programs that: bring books and children together in a meaningful way; help children to be ready to learn and be successful at school; improve literacy rates in the community; support families and caregivers, including those from diverse cultural, ethnic and linguistic backgrounds, in their role of developing early literacy in the children; always aim to be a partner in coordinating children's initiatives in this community; and work to identify and bridge gaps in literacy service delivery.

First Book Canada	Donation - First Book Canada	First Book Canada makes new books available to organizations able to provide those books to children from lower income households. HPL uses books for summer reading and literacy program giveaways. First Book Canada has distributed more than 4.5 million books and educational resources to programs and schools serving children from low-income families throughout Canada. First Book Canada's goal is to transform the lives of children in need and elevate the quality of education by making new, high-quality books available on an ongoing basis.
Hamilton Association for the Advancement of Literature Science and Art (HAALSA)	Funding and Program - Public Lecture Series and Power of the Pen Prizes	Founded in 1857, the Hamilton Association is one of Canada's oldest independent not-for-profit cultural organizations. The primary focus is the presentation each year of a series of free public lectures. In addition the association encourages interest in literature, science and music through the support of four awards. The literary awards are presented in conjunction with the HPL's Power of the Pen contest.
Hamilton Community Foundation	Funding	HCF is a long time partner with the HPL. They hold several trust funds for HPL from donors that have contributed to the funds. Recently, \$650K of trust funds were used to renovate the Central Library main program rooms. The Hamilton Room is being designated as our donor recognition room. In past years the HCF has provided funding for summer programs at Davis Creek and Riverdale.
Hamilton Gallery of Distinction		The Hamilton Gallery of Distinction Board of Directors meets monthly and organizes the annual awards evening. The HPL plays an important role supporting the boards and the selection process. The Local History and Archives Department researches background information on each of the nominations which is then copied and given to the selection committee. The Director of Public Service represents the Library on the Gallery of Distinction Board of Directors and the Chief Librarian is one of the Selection Committee members. The Administrative Assistant supports and attends meetings for both the Board and Selection Committee.
Hamilton Health Sciences - Regional Rehabilitation Centre	Partner Program - DISP	Shared funding for one staff person to work at the Central Library and the General Hospital's Regional Rehabilitation Centre to provide disability information.
Hamilton Roundtable for Poverty Reduction	Programs, Support and Membership	HPL participates in programs and supports the HRPR. In 2015 HPL worked together with the COH and the roundtable to support voter registration awareness tables supported by Elections Canada. Space is provided for HRPR meetings.
Hamilton-Wentworth Catholic District School Board	Outreach Programs	The Hamilton-Wentworth Catholic District School Board and the HPL share the vision of students achieving their full potential and further, share the values of respect, innovation and accountability. Formal partnership outlining class visits, program promotion, partner programs and resources.

Hamilton-Wentworth District School Board	Outreach Programs	The Hamilton-Wentworth District School Board and the HPL share the vision of students achieving their full potential. HWDSB and HPL share a formal partnership outlining class visits, program promotion, partner programs and resources.
Immigration, Refugees and Citizenship Canada (IRCC)	Funding - Language Instruction for Newcomers to Canada (LINC)	Annually, HPL receives funding of approximately \$250K from IRCC for our LINC programs that support the successful integration of newcomers to Hamilton.
Industry Education Council (IEC)	Program and Support - Industry Education Council	The IEC is a longstanding organization focused on ensuring a future workforce for Hamilton. It receives funding from the City, school boards and post secondary institutions and relies heavily on grant funding as well. Recently the emphasis has been on establishing opportunities for experiential learning, mentorship and entrepreneurship. Mission: to foster partnerships among industry, business, education and other community groups in Greater Hamilton, that support experiential opportunities for all learners by developing quality industry, business, education partnerships; Enhancing career development opportunities for all learners; Facilitating the discovery of viable pathways for all learners.
Information Hamilton	Support, Space and Technology	HPL provides Information Hamilton with office space at the Central Library and provide some technology support. Information Hamilton connects people with the services and resources they need. They gather, organize, and share information about community and government services in Hamilton. Information Hamilton's goal is to improve access to human services for all people through the mechanism of Information and Referral (I&R). IH manages the Red Book of Hamilton database, which consists of over 4500 records of community and government services.
Les Chater YMCA	Operations and Maintenance Agreement	A formal partnership is in place for library and YMCA space in the Rymal Road facility.
McMaster Children and Youth University	McMaster Children and Youth University (MCYU)	MCYU offers free, monthly Saturday morning lectures for young students (7-14 years old), to spark their curiosity and expose them to the university environment. Speakers present topics about science, arts, social science and more. These fun, kid-friendly lectures provide the opportunity to learn from a real professor, find out what it feels like to be on campus, and get a taste of what university life is like. MCYU is based on a model called the European Children's University Network. Today, in over 200 locations across Europe, educational activities tailored for youth take place on university campuses and imitate academic life for kids
McMaster University - English Department	Partner Program - Writer-in-Residence	McMaster University and HPL have partnered since 2013 on the Mabel Pugh Taylor Writer-in-Residence program. Kim Echlin was the Writer-Residence (WiR) for 2015-16 and made

		herself available on Saturdays. Christine Pountney is the 2016-17 WiR. Based on funding, the WiR program is a four month or eight month residency. Both partners commit to funding the program for four months with the hope that the Canada Council for the Arts will provide additional funding.
Mohawk College - Community Access and Engagement Department	Program Partner - City School by Mohawk	City School by Mohawk is a community-based initiative that aims to break down the barriers to education and employment. Through community consultation with neighbours, City School by Mohawk focuses on developing specialized learning programs, workshops and services that will encourage gradual steps to a postsecondary pathway. The first City School classroom is located on the second floor of the Eva Rothwell Resource Centre at 460 Wentworth St North. City School is currently offering programs at Central Library.
New Horizons for Seniors Program	Program - Creative Aging for Older Adults Program	HPL was successful in obtaining \$25,000 in funding for a one year period to make creative programming available to older adults. Four HPL locations - Central, Dundas, Red Hill and Sherwood - participated in the programming. Additionally, programs were made available at Central for our marginalized seniors. The range of creative programs include sketching, writing, acting, singing and ukulele instruction. Funding ended March 31, 2016. A successful grant was submitted for the 2016/17 period with a focus on open media desk activities so that seniors could create content for senior consumption.
Social Planning and Research Council (SPRC)	Program Partner - Neighbourhood Action Strategy	SPRC manages the Neighbourhood Developers working in identified hubs. HPL actively supports and participates at the local level of all the Neighbourhood Action Teams.
Start2Finish	Program - Start2Finish Annual Backpack Program	Start2Finish's mission is to break the cycle of child poverty by providing ongoing educational support to Canada's at risk children throughout their school years, nurturing mind, body and social health so they are empowered to succeed and become role models for change. Start2Finish offers a backpack distribution program, reading and running programs at Hamilton schools, scholarships and a leadership program for high school students.
Telling Tales Festival	Partner Program - Telling Tales Festival	HPL is one of the three founding partners of the Telling Tales Festival. In partnership with the Rotary Club of Hamilton and the Hamilton Conservation Authority and many other community partners, we host the one day free literacy festival at Westfield Heritage Village the third Sunday in September.
Wesley Urban Ministries	Partner Program - Community Resource Worker	HPL works with Wesley Urban Ministries to provide and support Community Research Worker (CRW) services.

YMCA - Employment, Education and Immigrant Services	Program - Community Connections	YMCA staff assists with English Conversation Circles as well as one-to-one settlement services for newcomers.
Hamilton Arts Council	Various Projects	HPL is a long standing member of the Hamilton Arts Council. The Hamilton Arts Council is a member driven organization with a vision to strengthen the role of the arts and culture in the City of Hamilton by making the arts accessible and relevant to the entire community.

Local or Emerging Partnerships – these partnerships are more local or are new and emerging. Some of these may become major if they prove successful. We have included some local partnerships to provide a sense of the type of work that happens when library branches work with local groups.

Organization	Project/Program	Brief Description
Ancaster Senior Achievement Centre	Outreach Programs - Book Club and How-To-Festival	Library staff go once a month to ASAC and conduct a book club session. During the How-To-Festival one of the seniors come to Ancaster branch and host a mini workshop.
Art Gallery of Hamilton	Program - Book Club	HPL is partnering with the AGH to offer a book club with fiction and nonfiction titles focussing on art themes. The club is held one month at the AGH and the next month at the Central Library. AGH uses HPL book club kits for its members. HPL will add some book club kit titles based on recommendations from the AGH.
Brain Injury Services Hamilton (BISH)	Program - PAWS for Reading	Brain Injury Services Hamilton brings trained service dogs (BISH pets) to the Central Library to participate in the PAWS for Reading program. In this registered program, reluctant readers aged 6-12 read to the service animals on a weekly basis. BISH staff are present at the program.
Bryan Prince Bookseller	Program - Author Readings	Bryan Prince bookstore has a long history of involvement with HPL and the community. As part of our ongoing relationship, we happily advertise and support each other's literary programs.
Cable 14	Media Program - Flashbacks	HPL partnered with the Hamilton Spectator, theSpec.com and Cable 14 to do a series of 30 minute local history programs. Flashbacks airs on Cable 14 and is posted to the Local History & Archives microsite. The program hosted by Spectator reporter and musician, Mark McNeil and the HPL Archivist.

Chamber Music Hamilton	Program - Concert Series	<p>The partnership aims to enhance HPL's programming by providing a range of musical experiences that highlight Chamber Music Hamilton - generally, string ensembles. Generally, the events are free with the potential of doing a ticketed event if mutually agreed upon.</p> <p>Chamber Music Hamilton is a non profit organization which provides a series of afternoon chamber music concerts at the Art Gallery of Hamilton featuring national and international chamber ensembles. Part of the Board's mandate is to provide outreach programs to the community. Supports HPL's Music Strategy</p>
COH - Civic Museums	Donation - Summer Reading Club and Circulating Museum Passes	COH Civic Museums works in partnership with HPL on two key initiatives. The Civic Museum pass program makes family passes for 4 available for circulation. Civic Museums also provides passes for Summer Read Club incentives.
COH - Enterprise Management and Revenue Generation Corporation	Funding - Sponsorships	In 2015 HPL worked with the COH Revenue Generation Team to receive funding from First Ontario to support financial literacy programs at several library locations. We work with the Team to support their goal of achieving new funding sources for the COH.
COH - Mayor's Youth Strategy Roundtable	Membership - Mayor's Youth Service Roundtable	The focus of this roundtable is to coordinate Hamilton's efforts to combat youth violence and to address individuals that end up becoming disengaged with society. The roundtable includes a large number of Major organizations in Hamilton.
COH - Music and Film Office	Donation and Programs - Music Activities	HPL and the Music and Film Office are partnering on programs for the music community.
COH - Public Health Services, Tobacco Use Prevention Program	Program - Unfiltered Facts	Every Monday evening, Unfiltered Facts meet at Central Library. This program will help to highlight HPL services and programs and bring 50+ teens into our space. Expertise and equipment sharing is part of the annual agreement.
COH - Recreation	Programs and Promotion	HPL partners with the COH Recreation Department to mutually promote each other's programs and services in our program guides. We partner with Recreation at the Valley Park Recreation Centre and are planning to build a new community hub in Greenville.
COH - Small Business Enterprise Centre	Program - Workshops for Youth and Adult Entrepreneurs	<p>The Small Business Enterprise Centre (SBEC) provides the information and tools that entrepreneurs need to grow their businesses. It operates as an arm of the Economic Development Division of the City of Hamilton. Staff there provide advice on starting and running a successful business- both for start-up and growing businesses.</p> <p>HPL can support the centre by sharing its resources (online and in print). For example HPL has access to Lynda.com which the SBEC does not have available in its resource centre.</p>

COH - Tourism and Culture Division	Support - City Initiatives	LH&A provides research assistance and digital images for a variety of city initiatives including the Gore Park revitalization project.
Community Action Program for Children (CAPC)	Funding and Outreach Programs - Youth	HPL receives \$16k annually from Health Canada through Social Planning and Research Council Hamilton through CAPC. Programs include Newcomer Storytime, Summer Reading Club, Ready for School and Hamilton Family Literacy Week to name a few. Catchment area - base of escarpment, Hamilton Harbour/Lake Ontario/Fifty Road and Strathbarton.
Concession Street BIA	Membership - Concession Street BIA	Concession Street is the oldest commercial district on the Mountain. The Branch Manager attends monthly meetings that are held at the Concession Branch. Branch staff participate in annual Streetfest, Fall Fest and Christmas/Winter Solstice activities. In the past branch staff have provided information/instruction about digital and print products offered by HPL; distributed flyers and program guides and offered programs such as films and bicycle helmet safety during the festivities.
Dundas Community Services	Support - Technology	HPL provides technical support and email services for Dundas Community Information in an in-kind partnership.
Flamborough Archives	Support - Space and Website	Flamborough Archives occupies space in the new Waterdown branch. Volunteers provide services and researchers visit the space during library hours. An MOU and a lease agreement are in place. HPL hosts their web site (wefhs.myhamilton.ca)
Flamborough Information and Community Services	Support	HPL provides technology support as well as space at the new Waterdown Branch.
Front Room Entertainment	Program - In the Round Concerts	Provided an <i>In the Round</i> concert. HPL has signed a Request for Partnership Proposal with Front Room Entertainment for the provision of up to four concerts in 2016 and 2017.
Frontier College	Program - Teen Homework Help	Frontier College provides Homework Help for teens at the Central Library with the assistance of McMaster University volunteers.
Hamilton Conservatory for the Arts	Program - Dusk Dances	Dusk Dances provides an opportunity for all community members wanting to dance to come together to participate in workshops, rehearsals and performances. Dusk Dance performances took place at Bayfront Park in July 2016. Workshops and rehearsals alternated between Central Library and Hamilton Conservatory for Arts from April to July.
Hamilton Council on Aging	Partner Program - Dundas InfoSpot 55+	HPL in partnership with the Hamilton Council on Aging and Information Hamilton provided two computer kiosks in the Dundas community for older adults to access Red Book and other relevant information.

Hamilton Council on Aging	Partner Program - Peer Connector Program	HPL, Hamilton Council on Aging and Information Hamilton have partnered with Trillium funding have established a new volunteer peer connector program - older adults providing Red Book and other relevant information to older adults.
Hamilton Future Fund	Funding - Love Your City, Share Your Stories Digital Storytelling Project	HPL, with partners - COH Culture Department and McMaster University Library, was successful in obtaining a grant from the Hamilton Future Fund in the amount of \$150,000 for the Love Your City, Share Your Stories project. The grand unveiling of the project took place September 29 as part of the Culture Days weekend.
Hamilton Health Sciences - Family Practice	Partner Program - Death: Something to Talk About Initiative	HPL is involved in an initiative to encourage discussion about death in a regular day-to-day setting. The program has included author talks, book clubs and other relevant programming.
Hamilton Immigration Partnership Council	Support - Website	HPL hosts the HIPC website.
Hamilton Philharmonic Orchestra	Program - Lunch Hour Program Series	Hamilton Philharmonic Orchestra delivers a series of music and lunch and learn programs at Central Library.
Hamilton Young Stroke Survivors	Program - Stroke Information	As a community beacon, Turner Park has welcomed Hamilton Young Stroke survivors to meet in the Adult Program room. This program is an extension of visits by members to the Les Chater Family YMCA Fit for Function program. Library staff provide introduction to library materials and resources for members.
Jobs Prosperity Collaborative	Support - Website	We host the JPC web site
McMaster University - DeGroote School of Business	Research Partner - Digital Storytelling	Dr. Brian Detlor, DeGroote School of Business, along with Dr. David Harris Smith, Dr. Maureen Hupfer and Dr. Walter Peace, has been successful in obtaining a Social Sciences and Humanities Research Council (SSHRC) Grant to study digital storytelling. HPL is also involved with the research.
McMaster University - DeGroote School of Business	Research Partner - Older Adults	HPL wrote a letter of support endorsing McMaster's SSHRC Partnership Development Grant proposal, entitled, " <i>Using Information and Communication Technology to Reduce Social Isolation of Older Adults and to enhance their Quality of Life.</i> " This partnership will investigate how social media and other Information Communications and Technologies (ICT) can be used by older adults to enhance their wellbeing and to minimize their feelings of social isolation. This partnership aligns with HPL's seniors programming and the City's Seniors' Strategy.
McMaster University - Library	Partner Program - Digital Storytelling Project	The "Love Your City, Share Your Stories" project is a storytelling project carried out by the HPL, the City of Hamilton's Tourism and Culture Division, and the McMaster University Library for the creation, storage, and dissemination

		of a collective memory of digital stories concerning significant Hamilton cultural icons and their history. These stories promote and foster Hamilton's cultural identity and contribute to the preservation of Hamilton's history. Stories from Hamilton citizens concerning these icons will be captured in a wide variety of digital formats (e.g., textual, audio, video) and will be supported by accompanying materials (e.g., photographs, images, archival material, geo-coded references) provided by project partners. Project outputs include a collection of stories, a digital repository to house the stories and digitized archival materials, as well as a dedicated website, a large interactive electronic display wall, and mobile device applications to showcase the stories.
McMaster University - Network for Community-Campus Partnerships	Outreach Program - Student Engagement	Established in September 2013, the Network for Community-Campus Partnerships was created to facilitate the achievement of the University's community engagement goals by bringing together community involved representatives from across the university to move forward with strategic and coordinated action.
National Film Board	Program - NFB Film Program	NFB provides films for screening at Central and Dundas.
Ontario Early Years Centre - Hamilton East	Program - MENToring	Dads and kids/babies. Calling all Dads, Uncles, and Friends to come and join an Early Years Facilitator for an opportunity to play and interact with your child ages 2-6 yrs.
Ontario Early Years Centre - Mobile Unit	Program - Mobile Unit	The mobile unit of the OEYC (located in Waterdown) visits the Saltfleet and Stoney Creek Libraries one day per week for 2 hrs each. OEYC staff bring toys and crafts and children ages 0-5 and their families play and connect with one another. Circle time is offered jointly by OEYC staff and one HPL staff member. The OEYC staff are responsible for the songs and rhymes and the HPL staff reads stories to the kids and informs the families of upcoming library programs
Ontario Genealogical Society - Hamilton Branch	Membership - OGS Hamilton Branch	A branch of the Ontario Genealogical Society (OGS), the Hamilton Branch covers the former County of Wentworth which includes the Townships of Ancaster, Barton, Binbrook, Beverly, Flamborough East, Flamborough West, Glanford and Saltfleet now all part of the City of Hamilton. A portion of the OGS - Hamilton collection is located in the LH&A closed stacks on Central Library's 3rd floor.
Our Digital World	Support - Server Hosting	OurDigitalWorld is a collaborative initiative with a wide-ranging subscriber base involving all of the cultural heritage sector — libraries, archives, museums, historical societies, and other community groups who create and/or manage cultural content. HPL hosts an ODW server.

Outfront Media	Sponsor - Billboard Contest	Outfront Media provides billboard space and materials so that the annual winner of the contest's design can be displayed for one week during Ontario Public Library Week in October.
Rocky River Sign Company	Sponsor - Billboard Contest	Rocky River provides support and expertise for the annual billboard contest, including production of billboard and judging of entries.
Rotary Club of Hamilton	Partner Program - Telling Tales and Literacy Camps	The Rotary Club of Hamilton is a lead partner on the Telling Tales festival, a free family-friendly literary festival at Westfield Heritage Village the 3rd Sunday in September. HPL also partners with the Rotary Club's Literacy Camp program at Cathy Wever School. HPL distributes First Books to camp participants annually.
Royal Botanical Gardens	Donation - Summer Reading Club Sponsor	The Royal Botanical Gardens donates passes as a Summer Reading Club incentive for program participants.
Soroptimist International of Hamilton-Burlington	Partner Program - Book Sale	Annual fundraiser featuring the sale of weeded HPL materials. In 2016, it was hosted in Central Library's Hamilton Room.
St. Joseph's Healthcare Hamilton - Youth Wellness Centre	Program - Youth Wellness	HPL partners with St. Joseph's Healthcare for adult and teen programs. The Library posts booklists co-authored by library staff and St. Joe's staff on topics associated with Mental Health. The Library and St. Joe's staff offers annual speaker series for Psychology month, Mind Matters (February 2016 and 2017). Library and the St. Joe's Wellness Centre are partnering on a book club initiative for youth (17-25). Library book club kits can be used for the book club. Book club meetings are held alternately at the Youth and Wellness Centre (38 James Street South) and Central Library. The Library's CRW has been asked to participate in the book club discussions.
The Hamilton Spectator	Funding - Power of the Pen	Official sponsor of Power of the Pen. Cash donation in support of the program.
The Hamilton Spectator	Media Program - Flashbacks	HPL has partnered with the Hamilton Spectator, theSpec.com and Cable 14 to do a series of 30 minute local history programs.
Wesley Urban Ministries	Program - Newcomer Support Services	Wesley endorses and supports the resettlement of refugees and offers a range of services that welcomes and assists refugee newcomers in their settlement and integration into Canadian society. Wesley strives to enable independence and full participation of these newcomers in our community.
Wesley Urban Ministries @ 350 Quigley Road	Partner Program - Davis Creek Summer Literacy Camp	Funding from the Hamilton Community Foundation through the Davis Creek Neighbourhood Development grant program enabled HPL and Wesley Urban Ministries to offer a summer literacy camp for youth in the area from 2013 to 2015.
Western University	Research Partner - SSHRC Grant	HPL is a research partner for Western University's Shakespeare iCurriculum SHRCC funded project.

YWCA - Employment, Education and Immigrant Services	Program - Employment Services	<p>YWCA employment and training team is offering information on community programs, training and employment services in the City. Based at Central for a pilot project, representatives come weekly, with the longer term goal of offering this service to multiple locations.</p> <p>A pilot project was set to start in April 2016 as a partnership between YWCA and HPL to run a Women's Leadership Circle at Saltfleet Library.</p>
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Date: March 10, 2017
To: Chair and Members of the Board
From: Paul Takala, Chief Librarian/CEO
Subject: **Federation of Ontario Public Libraries (FOPL) Statistics 2015**

RECOMMENDATION:

That the FOPL report Ontario Public Library Operating Data 2006 -2015 be received for information and consideration.

FINANCIAL/LEGAL/STAFFING IMPLICATIONS

To be eligible for provincial funding, HPL along with the 310 library systems in Ontario need to report annual metrics to the Ontario Ministry of Tourism, Culture and Sport.

BACKGROUND

In February 2017 FOPL published the updated library statistics from the Ontario Ministry of Tourism, Culture and Sport that included the period 2006-2015. At the December 2016 meeting the Library Board received the summary report for the period ending in 2014. Once again we have extracted the information most relevant to the Hamilton Public Library.

HPL falls in Band 1 of larger libraries serving populations over 250,000. In the last report HPL ranked in the top 2 in all of the rank orders included in the report. We continue to rank very high, however, in the category of circulation per capita we dropped to third. In the other categories we ranked in the top 2, with being first in circulation per card holder and electronic material expenditure per capita. The rank order tables appear on pages 7-10 of the report.

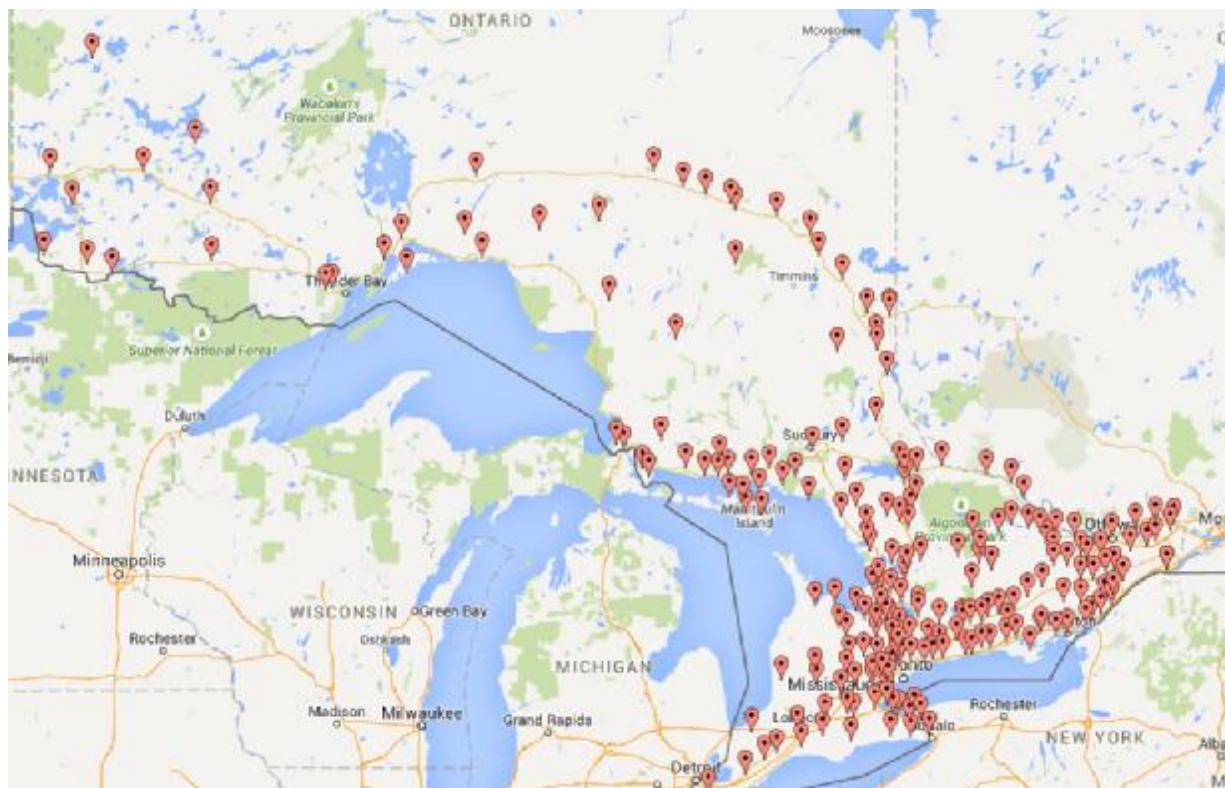
In terms of broader trends province wide a couple things to highlight:

- The trend we reported last year of active card holders not rising with the growing population seems to have accelerated somewhat in 2015.
- Overall circulation is higher than it has been historically but it appears to be stabilizing at a level below the peak in 2011.
- Operating expenditures for public libraries has been relatively flat over the last 10 years, with a modest upward trend.
- Program attendance continues to show healthy growth around the province.

Federation of Ontario Public Libraries Ontario Public Library Operating Data 2006-2015 Selected Data for HPL Board Report

Robert E. Molyneux, MSLS, PhD, Statistician
Stephen Abram, MLS, FSLA, Executive Director, FOPL

February 2017

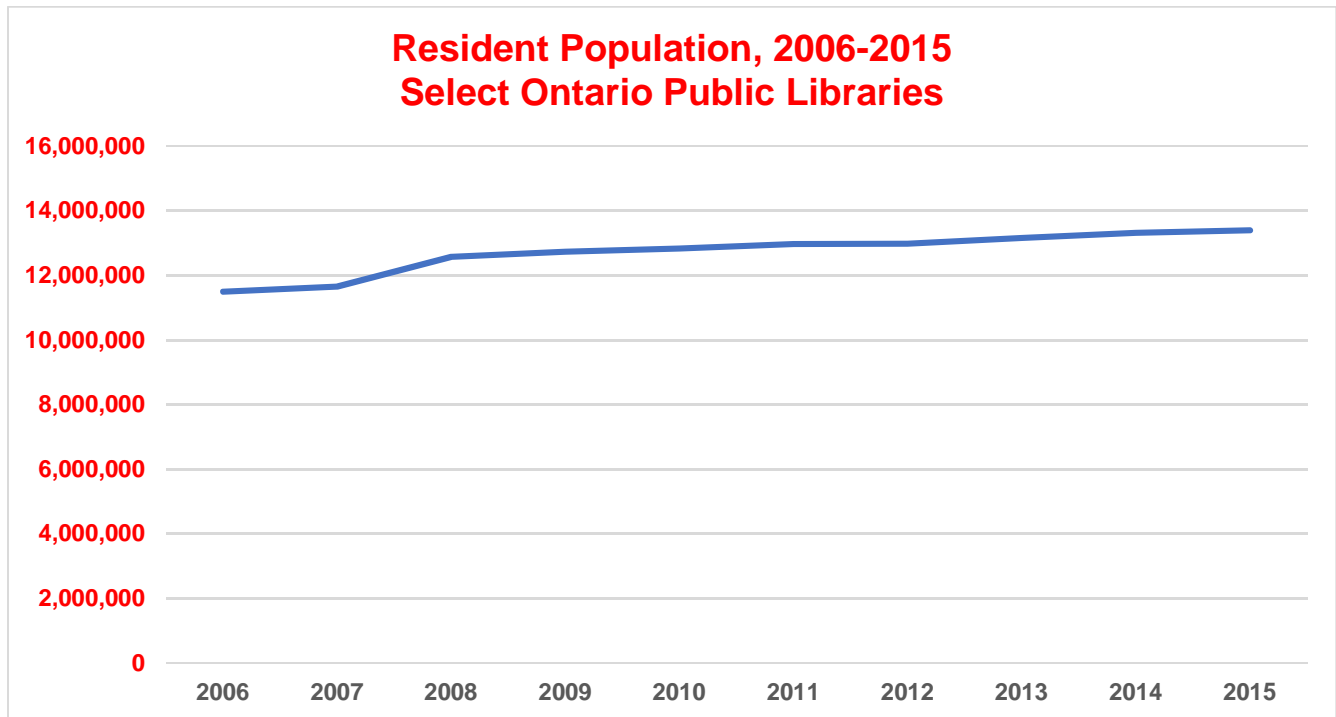


ONE VOICE FOR ONTARIO PUBLIC LIBRARIES

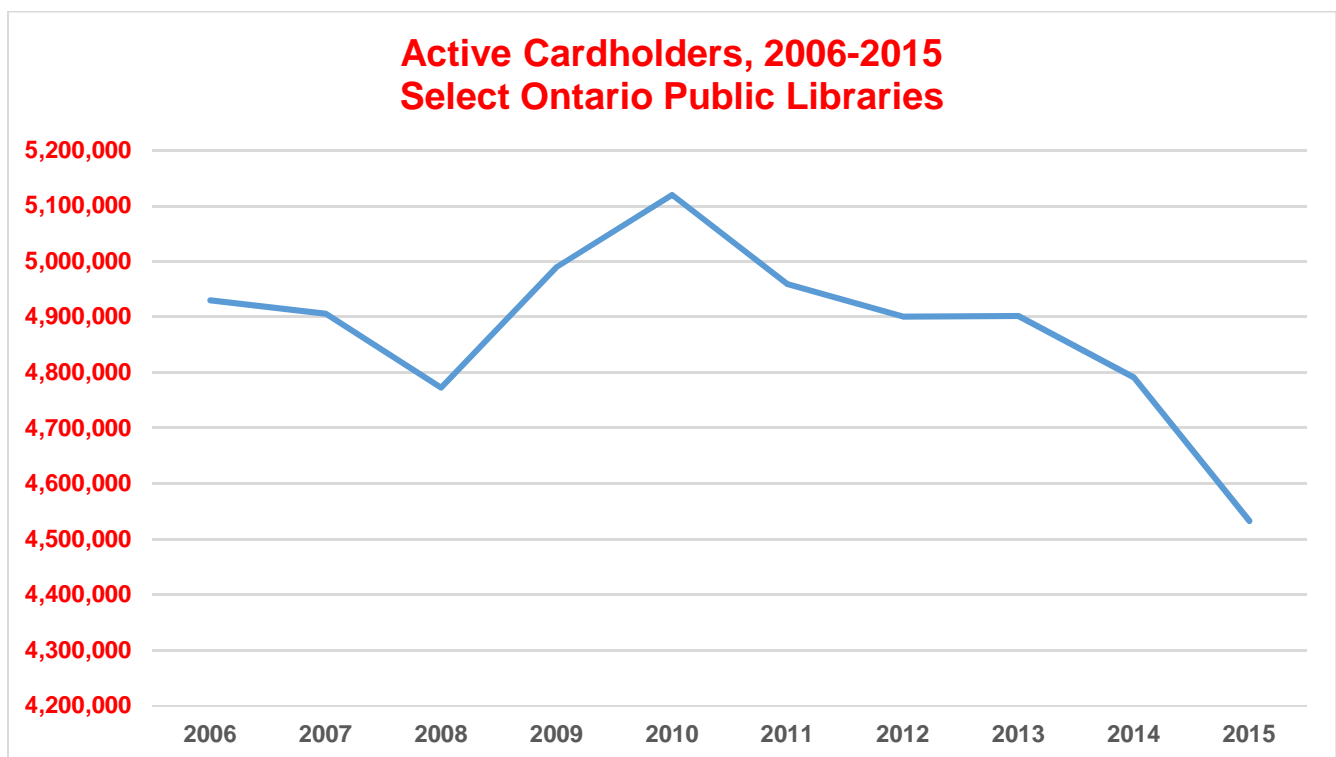
**Population and Circulation at Ontario Public Libraries, 2006-2015,
All Reporting EACH Year
FOPL Data Report, Fourth Series**

We have two major methods for looking at these data in the following pages. One is to analyze aspects of all the 310 libraries reporting usable data in 2015. Data from libraries contracting for services with other libraries are generally included with the data from the libraries they contract with and we exclude them in this analysis. The second method of analysis is through trend analysis and this time, we analyze the 302 libraries reporting each year from 2006 to 2015. By focusing on only those libraries reporting each year, any changes we observe are not a result of a changing set of libraries but, rather, of changes in those libraries.

Generally, we see increases from 2006-2015 and smaller changes since then if not declines—particularly in what we might think of as “traditional” library services.

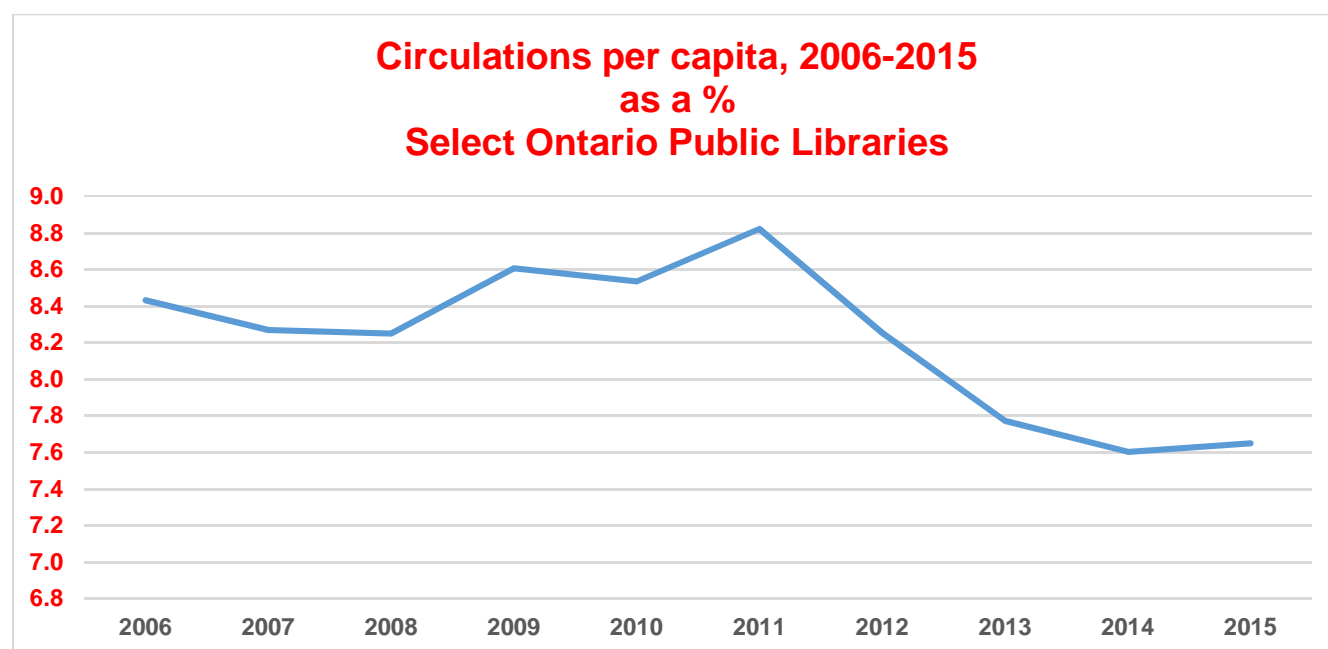
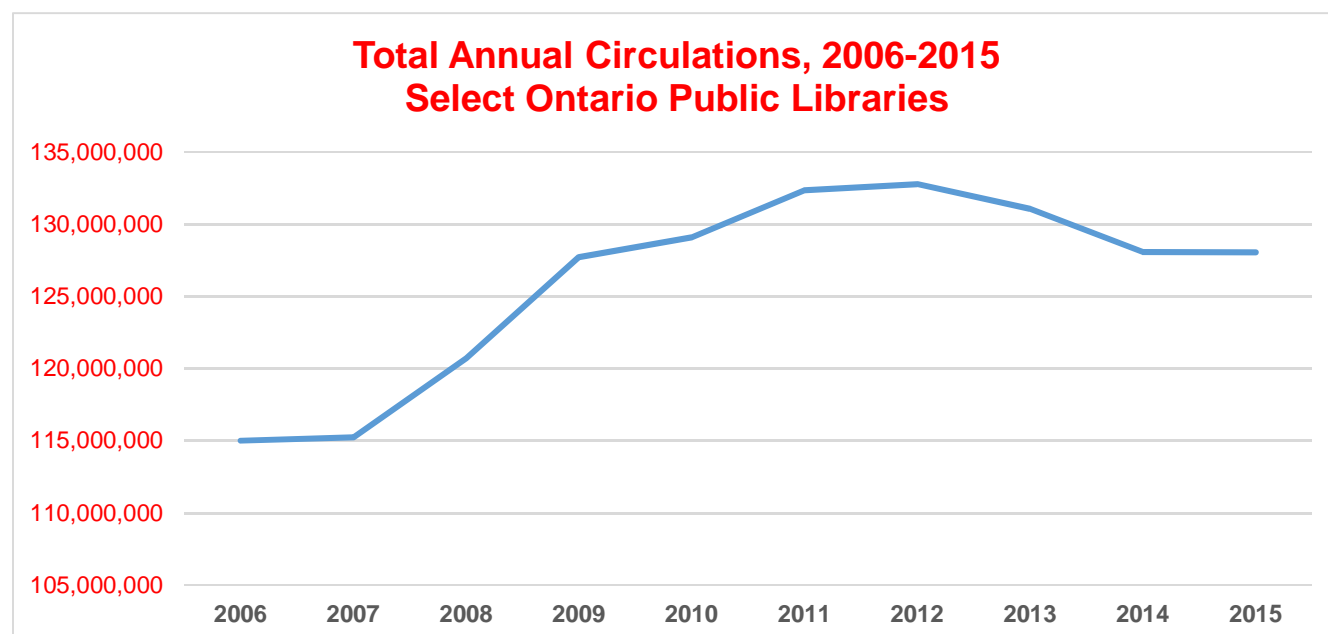


The number of active cardholders has declined over the period:



Note that in the data Table, the percentage of the population holding cards went down from 43% in 2006 to 34% in 2015. Suppose that in 2015, 43% of the population served by Ontario's libraries had cards? Rather than the 4.5 million who did hold cards, 5.8 million (1.3 million more) would have them in that alternate universe.

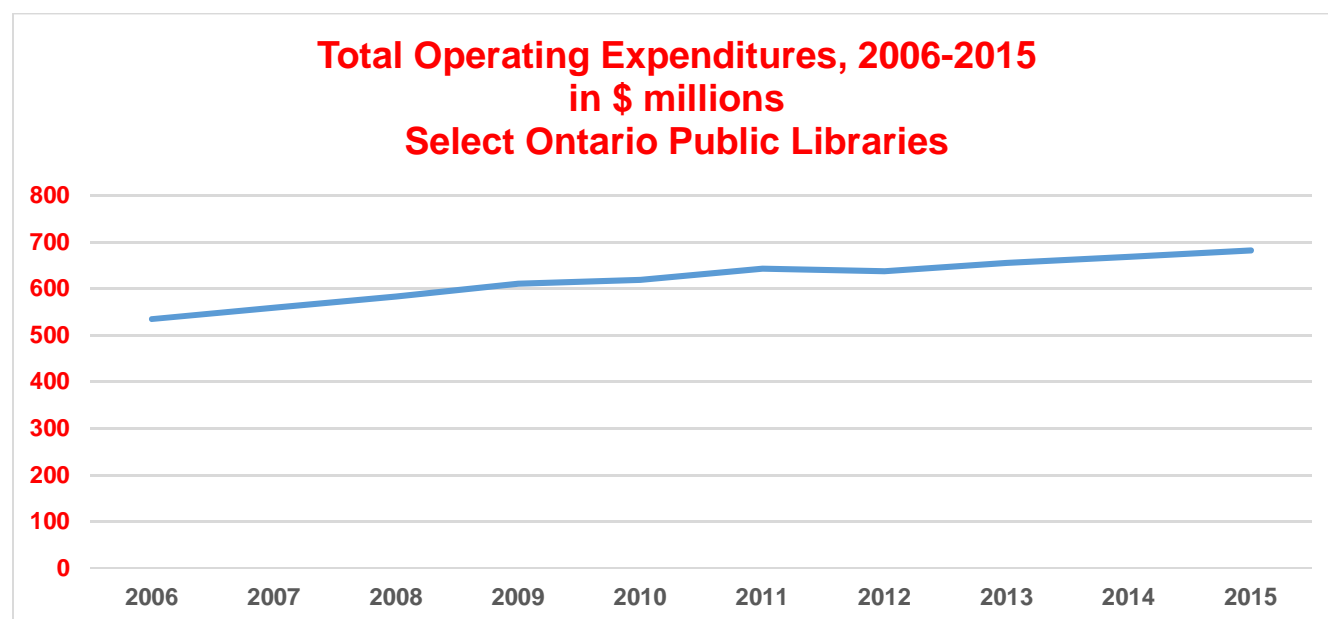
Circulations fell for the period, as did circulations per capita:



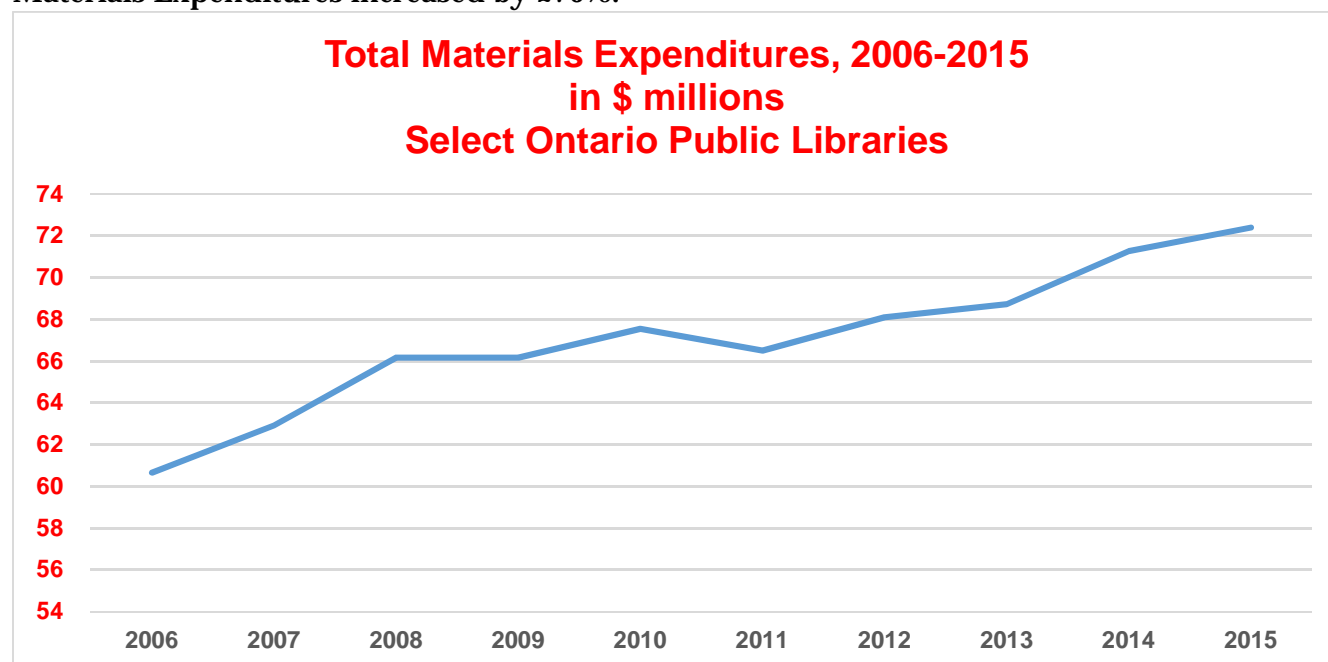
The picture we have seen, so far, shows that these traditional functions of libraries are steady or declining although the libraries are still heavily used in these ways.

What about resources?

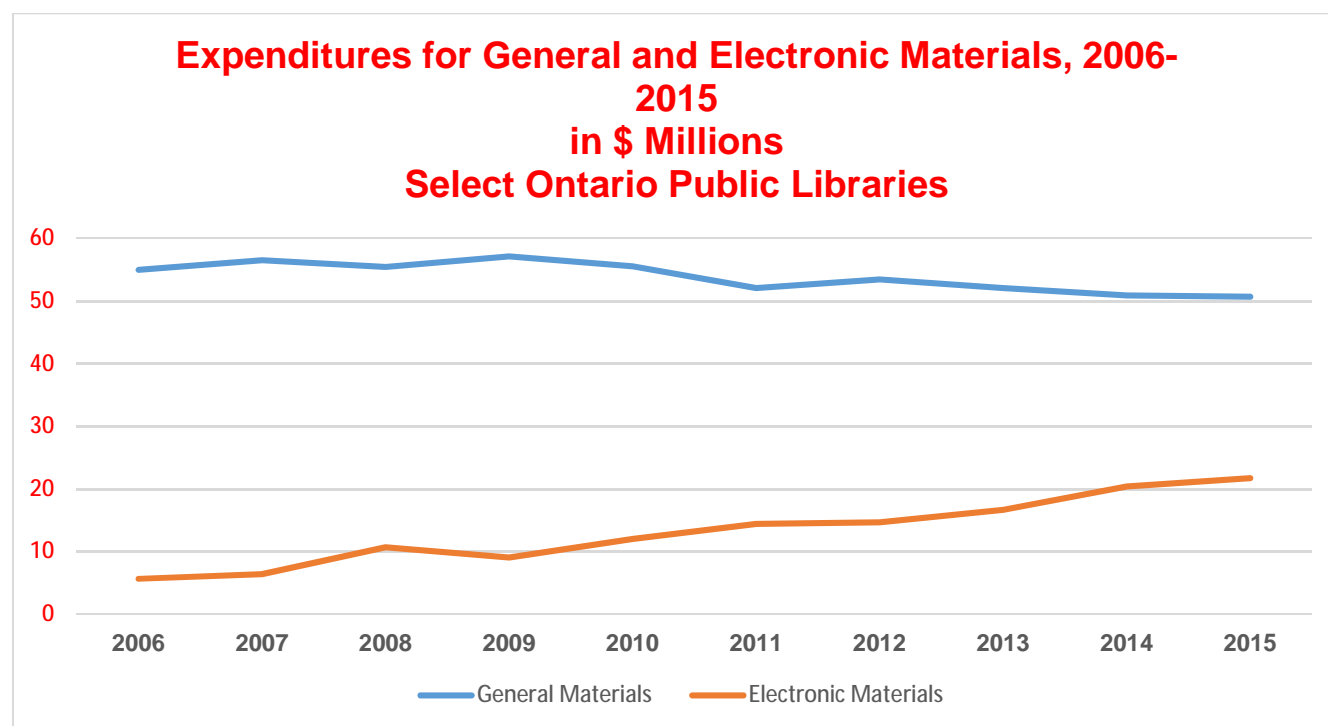
Total expenditures increased 27% (while population increased by 16%) :



Materials Expenditures increased by 276%:



Note how the materials budget was allocated between general materials and electronic materials. It will come as no surprise that electronic materials expenditures have increased:

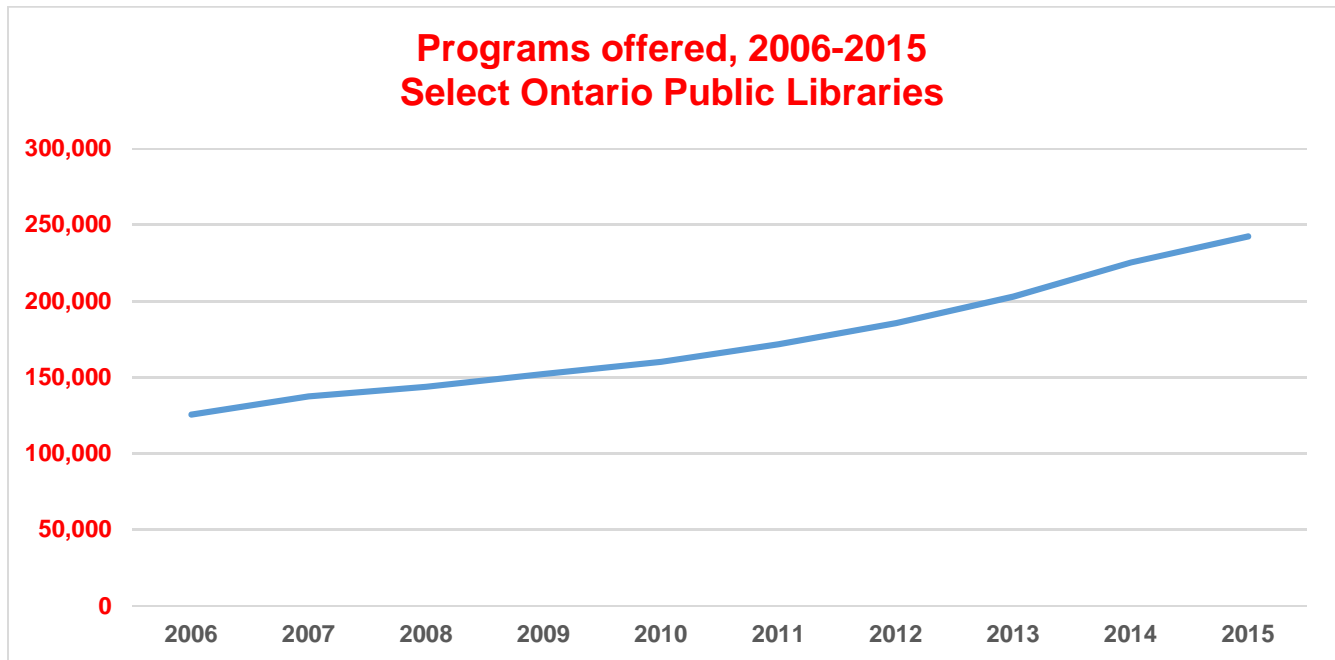


Expenditures for electronic materials went from 9% of the materials budget in 2006 to 30% in 2016

Programs

Another change we have highlighted in earlier reports is in Programs. That is, programs offered by the libraries and the programs' attendance. Mentioned above were two summary numbers: 1.7 million programs offered and 32.8 million attendees. These charts are on the following pages.

Programs offered increased over 90% from 125,596 to 242,362.



And attendance at those programs increased from 2.6 million in 2006 to 4.2 million (or 65%) over the period.

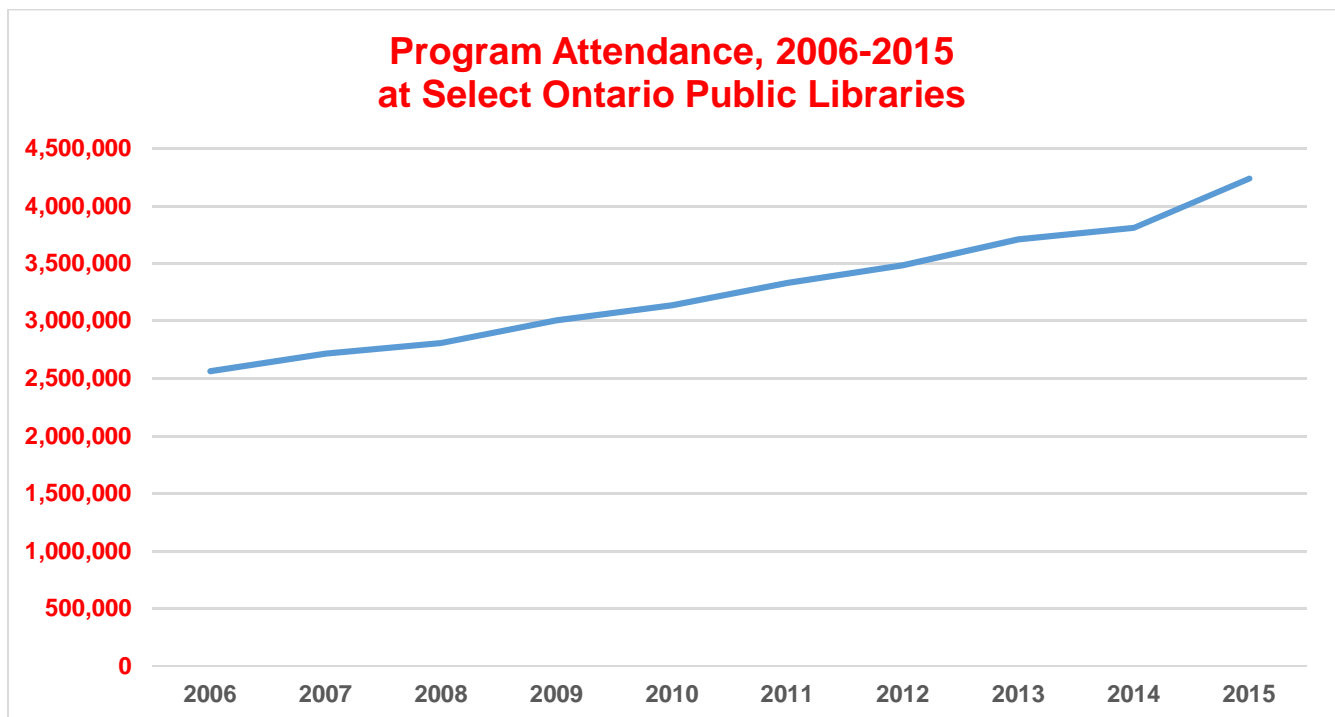


Table 3: Rank Order Table: Circulations per capita, by bands, Ontario Public Libraries, 2015

Rank	Annual Circulations per capita	Library Number	Library Name	City	Population (Resident)	Total Annual Direct Circulations
Band 1 (Resident population greater than 250,000)						
1	13.1	L0099	Markham	Markham	349,884	4,581,729
2	11.9	L0481	Ottawa	Ottawa	960,754	11,425,711
3	11.8	L0474	Hamilton	Hamilton	550,700	6,473,602
4	11.5	L0353	Toronto	Toronto	2,826,498	32,505,963
5	10.1	L0245	London	London	381,310	3,869,642
6	9.8	L0359	Vaughan	Vaughan	323,500	3,186,341
7	8.7	L0041	Brampton	Brampton	580,600	5,062,877
8	8.4	L0206	Mississauga	Mississauga	764,000	6,385,679
Band 2 (Resident population greater than 100,000 and fewer than 250,001)						
1	16.7	L0389	Guelph	Guelph	126,250	2,104,370
2	12.4	L0365	Waterloo City	Waterloo	135,596	1,682,515
3	12.2	L0434	Milton	Milton	103,700	1,268,998
4	11.4	L0027	Whitby	Whitby	133,400	1,526,026
5	11.4	L0043	Barrie	Barrie	143,634	1,634,521
6	11.3	L0037	Burlington	Burlington	175,103	1,970,030
7	10.7	L0294	Richmond Hill	Richmond Hill	206,850	2,213,713
8	10.7	L0253	Oshawa	Oshawa	162,500	1,736,752
9	10.4	L0247	Oakville	Oakville	190,100	1,977,448
10	10.2	L0127	Kitchener	Kitchener	239,900	2,437,939
11	9.2	L0213	Kingston-Frontenac County	Kingston	153,992	1,423,791
12	8.0	L0025	St. Catharines	St. Catharines	131,400	1,055,744
13	8.0	L0104	Cambridge	Cambridge	135,000	1,082,600
14	7.8	L0121	Chatham-Kent	Chatham	104,075	813,429
15	7.0	L0349	Thunder Bay	Thunder Bay	108,359	754,343
16	6.8	L0032	Ajax	Ajax	121,900	824,062
17	6.5	L0239	Lambton County	Wyoming	126,199	823,771
18	5.6	L0153	Essex County	Essex	176,642	985,239
19	5.4	L0378	Windsor	Windsor	210,891	1,133,269
20	5.2	L0470	Greater Sudbury	Greater Sudbury	161,900	837,113
Band 3 (Resident population greater than 50,000 and fewer than 100,001)						
1	12.5	L0340	Pickering	Pickering	95,593	1,198,072
2	11.7	L0033	Aurora	Aurora	56,200	657,401
3	10.4	L0367	Wellington County	Fergus	95,010	987,973
4	10.4	L0326	Halton Hills	Georgetown	57,551	598,327
5	9.2	L0257	Oxford County	Woodstock	65,471	600,735
6	8.0	L0089	Bruce County	Town of Saugeen Shores	61,119	489,711
7	7.2	L0222	Niagara Falls	Niagara Falls	82,997	599,173
8	6.9	L0113	Clarington, Municipality of	Bowmanville	91,726	634,709
9	6.7	L0039	Brantford	Brantford	97,862	653,379
10	6.4	L0188	Huron County	Clinton	57,579	366,555
11	6.4	L0270	Waterloo Region	Baden	64,504	409,941
12	6.3	L0227	North Bay	North Bay	53,651	335,402
13	6.1	L0476	Kawartha Lakes, City of	Lindsay	73,214	449,291
14	5.9	L0019	Newmarket	Newmarket	86,071	508,008
15	5.8	L0268	Peterborough	Peterborough	78,700	455,692
16	5.3	L0191	Sault Ste. Marie	Sault Ste. Marie	75,140	400,327
17	5.2	L0205	Middlesex County Library	Strathroy	76,004	392,917
18	5.0	L0049	Caledon	Caledon East	72,040	361,351
19	4.8	L0366	Welland	Welland	50,631	243,332
20	4.4	L0480	Norfolk County	Simcoe	63,175	275,415
21	3.6	L0319	Stormont, Dundas & Glengarry County	Cornwall	64,824	234,630

Table 4: Rank Order Table: Circulations per active library cardholder, Ontario Public Libraries, 2015

Rank	Annual Circulations per cardholder	Library Number	Library Name	City	Active Cardholders	Population (Resident)	Total Annual Direct Circulations
Band 1 (Resident population greater than 250,000)							
1	42.1	L0474	Hamilton	Hamilton	153,796	550,700	6,473,602
2	38.8	L0481	Ottawa	Ottawa	294,323	960,754	11,425,711
3	35.6	L0353	Toronto	Toronto	913,443	2,826,498	32,505,963
4	33.4	L0041	Brampton	Brampton	151,720	580,600	5,062,877
5	30.2	L0206	Mississauga	Mississauga	211,655	764,000	6,385,679
6	30.1	L0099	Markham	Markham	152,298	349,884	4,581,729
7	27.0	L0245	London	London	143,102	381,310	3,869,642
8	24.6	L0359	Vaughan	Vaughan	129,668	323,500	3,186,341
Band 2 (Resident population greater than 100,000 and fewer than 250,001)							
1	43.0	L0043	Barrie	Barrie	38,021	143,634	1,634,521
2	38.9	L0294	Richmond Hill	Richmond Hill	56,948	206,850	2,213,713
3	36.8	L0027	Whitby	Whitby	41,456	133,400	1,526,026
4	36.7	L0389	Guelph	Guelph	57,282	126,250	2,104,370
5	31.5	L0153	Essex County	Essex	31,246	176,642	985,239
6	30.3	L0037	Burlington	Burlington	65,058	175,103	1,970,030
7	29.4	L0253	Oshawa	Oshawa	59,129	162,500	1,736,752
8	28.9	L0121	Chatham-Kent	Chatham	28,181	104,075	813,429
9	27.9	L0365	Waterloo City	Waterloo	60,362	135,596	1,682,515
10	27.6	L0127	Kitchener	Kitchener	88,241	239,900	2,437,939
11	27.2	L0349	Thunder Bay	Thunder Bay	27,688	108,359	754,343
12	26.7	L0247	Oakville	Oakville	74,120	190,100	1,977,448
13	25.8	L0378	Windsor	Windsor	43,903	210,891	1,133,269
14	25.4	L0213	Kingston-Frontenac County	Kingston	55,955	153,992	1,423,791
15	24.6	L0104	Cambridge	Cambridge	44,059	135,000	1,082,600
16	24.2	L0239	Lambton County	Wyoming	33,980	126,199	823,771
17	23.1	L0032	Ajax	Ajax	35,702	121,900	824,062
18	21.8	L0434	Milton	Milton	58,128	103,700	1,268,998
19	17.5	L0025	St. Catharines	St. Catharines	60,440	131,400	1,055,744
20	9.7	L0470	Greater Sudbury	Greater Sudbury	86,335	161,900	837,113
Band 3 (Resident population greater than 50,000 and fewer than 100,001)							
1	60.6	L0039	Brantford	Brantford	10,783	97,862	653,379
2	35.3	L0367	Wellington County	Fergus	28,021	95,010	987,973
3	34.1	L0257	Oxford County	Woodstock	17,607	65,471	600,735
4	33.9	L0326	Halton Hills	Georgetown	17,627	57,551	598,327
5	29.2	L0476	Kawartha Lakes, City of	Lindsay	15,389	73,214	449,291
6	28.1	L0340	Pickering	Pickering	42,625	95,593	1,198,072
7	27.8	L0268	Peterborough	Peterborough	16,378	78,700	455,692
8	26.8	L0319	Stormont, Dundas & Glengarry County	Cornwall	8,746	64,824	234,630
9	25.3	L0270	Waterloo Region	Baden	16,222	64,504	409,941
10	23.8	L0033	Aurora	Aurora	27,595	56,200	657,401
11	23.1	L0049	Caledon	Caledon East	15,670	72,040	361,351
12	21.3	L0019	Newmarket	Newmarket	23,862	86,071	508,008
13	21.2	L0191	Sault Ste. Marie	Sault Ste. Marie	18,912	75,140	400,327
14	19.9	L0188	Huron County	Clinton	18,422	57,579	366,555
15	19.5	L0089	Bruce County	Town of Saugeen S	25,098	61,119	489,711
16	17.9	L0205	Middlesex County Library	Strathroy	21,945	76,004	392,917
17	16.6	L0222	Niagara Falls	Niagara Falls	36,074	82,997	599,173
18	16.6	L0366	Welland	Welland	14,689	50,631	243,332
19	16.0	L0480	Norfolk County	Simcoe	17,221	63,175	275,415
20	14.6	L0113	Clarington, Municipality of	Bowmanville	43,432	91,726	634,709
21	7.6	L0227	North Bay	North Bay	43,990	53,651	335,402

Table 5: Rank Order Table: Total Expenditures per capita, Ontario Public Libraries, 2015

Rank	Expenditures per capita in \$	Library Number	Library Name	City	Total Operating Expenditures in \$	Population (Resident)
Band 1 (Resident population greater than 250,000)						
1	67.94	L0353	Toronto	Toronto	192,017,627	2,826,498
2	55.96	L0474	Hamilton	Hamilton	30,818,824	550,700
3	54.65	L0245	London	London	20,836,559	381,310
4	49.05	L0481	Ottawa	Ottawa	47,127,634	960,754
5	45.56	L0359	Vaughan	Vaughan	14,739,507	323,500
6	41.79	L0099	Markham	Markham	14,621,212	349,884
7	34.59	L0206	Mississauga	Mississauga	26,424,152	764,000
8	28.02	L0041	Brampton	Brampton	16,269,771	580,600
Band 2 (Resident population greater than 100,000 and fewer than 250,001)						
1	72.64	L0389	Guelph	Guelph	9,170,319	126,250
2	61.81	L0037	Burlington	Burlington	10,822,923	175,103
3	57.42	L0349	Thunder Bay	Thunder Bay	6,222,331	108,359
4	54.64	L0253	Oshawa	Oshawa	8,878,963	162,500
5	50.88	L0294	Richmond Hill	Richmond Hill	10,524,909	206,850
6	50.52	L0470	Greater Sudbury	Greater Sudbury	8,179,168	161,900
7	50.08	L0239	Lambton County	Wyoming	6,319,666	126,199
8	50.03	L0043	Barrie	Barrie	7,185,821	143,634
9	50.01	L0247	Oakville	Oakville	9,507,111	190,100
10	47.24	L0213	Kingston-Frontenac County	Kingston	7,274,560	153,992
11	46.95	L0127	Kitchener	Kitchener	11,262,148	239,900
12	45.14	L0104	Cambridge	Cambridge	6,093,961	135,000
13	44.20	L0434	Milton	Milton	4,583,457	103,700
14	44.18	L0025	St. Catharines	St. Catharines	5,804,579	131,400
15	42.78	L0027	Whitby	Whitby	5,706,953	133,400
16	41.02	L0121	Chatham-Kent	Chatham	4,269,293	104,075
17	40.65	L0378	Windsor	Windsor	8,571,812	210,891
18	40.00	L0365	Waterloo City	Waterloo	5,423,785	135,596
19	36.92	L0032	Ajax	Ajax	4,500,551	121,900
20	28.43	L0153	Essex County	Essex	5,022,413	176,642
Band 3 (Resident population greater than 50,000 and fewer than 100,001)						
1	66.17	L0033	Aurora	Aurora	3,718,641	56,200
2	64.24	L0367	Wellington County	Fergus	6,103,840	95,010
3	64.24	L0326	Halton Hills	Georgetown	3,697,105	57,551
4	59.84	L0340	Pickering	Pickering	5,719,950	95,593
5	57.94	L0089	Bruce County	Town of Saugeen Shores	3,541,222	61,119
6	55.32	L0257	Oxford County	Woodstock	3,621,813	65,471
7	51.92	L0188	Huron County	Clinton	2,989,304	57,579
8	51.84	L0222	Niagara Falls	Niagara Falls	4,302,363	82,997
9	48.87	L0268	Peterborough	Peterborough	3,846,125	78,700
10	48.79	L0039	Brantford	Brantford	4,774,664	97,862
11	47.20	L0480	Norfolk County	Simcoe	2,981,666	63,175
12	44.99	L0049	Caledon	Caledon East	3,241,393	72,040
13	44.69	L0191	Sault Ste. Marie	Sault Ste. Marie	3,358,337	75,140
14	43.53	L0205	Middlesex County Library	Strathroy	3,308,175	76,004
15	42.48	L0227	North Bay	North Bay	2,279,052	53,651
16	40.63	L0366	Welland	Welland	2,057,321	50,631
17	40.14	L0270	Waterloo Region	Baden	2,588,942	64,504
18	36.72	L0019	Newmarket	Newmarket	3,160,657	86,071
19	34.36	L0319	Stormont, Dundas & Glengarry County	Cornwall	2,227,462	64,824
20	33.09	L0113	Clarington, Municipality of	Bowmanville	3,034,777	91,726
21	24.03	L0476	Kawartha Lakes, City of	Lindsay	1,759,362	73,214

Table 6: Rank Order Table: Electronic Materials Expenditures per capita, by bands, Ontario Public Libraries, 2015

Rank	Expenditures for Electronic Materials per capita \$	Library Number	Library Name	City	Total Expenditures for Electronic Materials \$	Population (Resident)
Band 1 (Resident population greater than 250,000)						
1	3.55	L0474	Hamilton	Hamilton	1,954,332	550,700
2	1.68	L0353	Toronto	Toronto	4,749,402	2,826,498
3	1.62	L0099	Markham	Markham	568,282	349,884
4	1.43	L0041	Brampton	Brampton	829,376	580,600
5	1.41	L0245	London	London	539,175	381,310
6	1.06	L0481	Ottawa	Ottawa	1,022,673	960,754
7	0.96	L0206	Mississauga	Mississauga	730,027	764,000
8	0.76	L0359	Vaughan	Vaughan	247,001	323,500
Band 2 (Resident population greater than 100,000 and fewer than 250,001)						
1	3.16	L0470	Greater Sudbury	Greater Sudbury	511,225	161,900
2	2.75	L0389	Guelph	Guelph	346,998	126,250
3	2.56	L0121	Chatham-Kent	Chatham	266,096	104,075
4	2.49	L0239	Lambton County	Wyoming	313,950	126,199
5	2.46	L0025	St. Catharines	St. Catharines	323,779	131,400
6	2.43	L0027	Whitby	Whitby	323,516	133,400
7	2.41	L0127	Kitchener	Kitchener	577,544	239,900
8	2.40	L0043	Barrie	Barrie	344,558	143,634
9	2.31	L0153	Essex County	Essex	408,634	176,642
10	2.16	L0247	Oakville	Oakville	411,331	190,100
11	2.14	L0378	Windsor	Windsor	450,682	210,891
12	2.12	L0037	Burlington	Burlington	371,401	175,103
13	1.72	L0434	Milton	Milton	177,836	103,700
14	1.69	L0349	Thunder Bay	Thunder Bay	183,010	108,359
15	1.66	L0213	Kingston-Frontenac County	Kingston	255,784	153,992
16	1.60	L0253	Oshawa	Oshawa	260,731	162,500
17	1.60	L0294	Richmond Hill	Richmond Hill	330,430	206,850
18	1.44	L0032	Ajax	Ajax	176,081	121,900
19	1.40	L0104	Cambridge	Cambridge	189,021	135,000
20	0.56	L0365	Waterloo City	Waterloo	76,356	135,596
Band 3 (Resident population greater than 50,000 and fewer than 100,001)						
1	2.98	L0340	Pickering	Pickering	284,416	95,593
2	2.91	L0268	Peterborough	Peterborough	228,933	78,700
3	2.22	L0049	Caledon	Caledon East	160,076	72,040
4	2.19	L0033	Aurora	Aurora	122,956	56,200
5	2.03	L0326	Halton Hills	Georgetown	116,700	57,551
6	1.81	L0480	Norfolk County	Simcoe	114,404	63,175
7	1.66	L0222	Niagara Falls	Niagara Falls	137,369	82,997
8	1.52	L0366	Welland	Welland	77,130	50,631
9	1.38	L0270	Waterloo Region	Baden	89,166	64,504
10	1.29	L0367	Wellington County	Fergus	122,793	95,010
11	1.20	L0257	Oxford County	Woodstock	78,285	65,471
12	1.20	L0039	Brantford	Brantford	116,994	97,862
13	1.15	L0019	Newmarket	Newmarket	98,933	86,071
14	1.11	L0319	Stormont, Dundas & Glengarry County	Cornwall	72,030	64,824
15	0.95	L0227	North Bay	North Bay	50,799	53,651
16	0.94	L0188	Huron County	Clinton	53,855	57,579
17	0.74	L0113	Clarington, Municipality of	Bowmanville	67,752	91,726
18	0.65	L0089	Bruce County	Town of Saugeen Shores	39,616	61,119
19	0.61	L0191	Sault Ste. Marie	Sault Ste. Marie	46,145	75,140
20	0.52	L0476	Kawartha Lakes, City of	Lindsay	38,328	73,214
21	0.45	L0205	Middlesex County Library	Strathroy	34,120	76,004

Date: March 10, 2017
To: Chair and Members of the Board
c.c. Paul Takala, Chief Librarian
From: Tony Del Monaco, Director of Finance & Facilities
Subject: **2016 Year End Variance Report**

RECOMMENDATION:

That the net surplus of \$140,455 be transferred to reserve 106008 Major Capital Projects Reserve.

FINANCIAL/STAFFING/LEGAL IMPLICATIONS:

The budget variance as at December 31, 2016 is \$140,455 Favourable.

The 2016 surplus before year end transfers was \$670,287 with 2016 revenues of \$31,133,852 and 2016 expenditures of \$30,463,565.

Budgeted provisions to reserves were \$64,000. Repayment of the Hydro lighting retrofit was transferred to reserves in the amount of \$144,760. Transfers to reserves based on Board motions for account-specific revenues and surpluses were \$354,270. A year-end transfer *from* reserve of \$33,198 was made with respect to reserve funding previously approved related to the Youth Services Renewal initiative.

The net surplus of \$140,455 is recommended to be transferred to reserve 106008, the Major Capital Projects Reserve.

Below is a summary of the year-end surplus and reserve transfers:

Municipal Contribution	\$28,952,830
Revenues before Reserve Transfers	2,181,022
<u>Expenses before Reserve Transfers</u>	<u>(30,463,565)</u>
Surplus before Reserve Transfers	\$670,287
Year End Reserve Transfers:	
Budgeted	(64,000)
Lighting Retrofit Repayment	(144,760)
Account Specific Surplus Transfers	(354,270)
<u>Youth Services transfer from Reserve</u>	<u>33,198</u>
Net Year End Surplus	\$140,455

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

BACKGROUND:

REVENUES

GRANTS AND SUBSIDIES

\$46,156 Favourable

This line includes the annual operating grant from the Province of Ontario which is budgeted at \$949,450 and funding by Provincial and Federal governments for specific grant programs such as Literacy Instruction for New Canadians (LINC). The annual operating grant from the province is paid in one lump sum and has been received in December. The claims for the funding for the grant programs are submitted monthly to the funding governments. The favourable variance is attributable to a \$24,850 New Horizons grant and higher than budgeted LINC funding.

FEES AND GENERAL

\$48,418 Favourable

Major items contained in this line are revenues from library fines, photocopier & printer revenues and third party contributions. The favourable variance is primarily related to third party contributions for amounts received from Hamilton Health Sciences related to the DISH worker as well as higher than budgeted photocopier revenues. Fine revenue of \$360,000 was under budget by \$37,000 partially offsetting the positive variance. The fine budget has been reduced for 2017.

RESERVES/CAPITAL RECOVERIES

48,545 Favourable

The favourable variance is attributable to a \$33,198 transfer to operating from reserve 106012 Youth Programming related to the Youth Service Renewal initiative. In 2015, the Board approved funding of up to \$60,000 to renew Youth Services programming resources. A \$15,344 transfer from the City's Sick leave reserve is also contributing to the positive variance. This sick leave reserve funding is offset by costs charged to Employee Related Costs.

EXPENSES

EMPLOYEE RELATED COSTS

\$543,016 Favourable

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

CAPITAL FINANCING

\$66,847 Favourable

This line reflects the repayment of debentures issued by the City of Hamilton to fund Library capital projects. Actual interest payments were lower than budgeted by \$76,847. This does not contribute to the Library's surplus however since the capital financing surplus is transferred to City Reserves. The offsetting amount is including in the Reserves /Recoveries line. This line also includes the \$10,000 transfer to capital for the York St Doors Replacement Project.

FINANCIAL

\$49,434 Favourable

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

MATERIALS AND SUPPLIES

\$97,466 Unfavourable

Library materials and subscriptions make up the bulk of the budget for this area. While library materials was favourable (\$64,668), this was offset by an unfavourable variance related to subscriptions (\$58,729). Major contributors to the variance were costs related to Operating Equipment (\$62,934 unfavourable) and Furniture & Fixtures (\$57,521 unfavourable). Other major items offsetting this were for Operating Supplies (\$67,264 favourable). More detail on Materials and Supplies follows at the end of this report.

VEHICLE EXPENSES

\$31,322 Unfavourable

This line includes vehicle expenses such as costs for fuel and vehicle washing. It also includes fleet related work orders done by the City to maintain our vehicles. The unfavourable variance is mainly attributable to central fleet vehicle charges related to maintenance of the bookmobiles. The budget was reduced in 2016 by \$30,000 however expenses incurred have increased resulting in the unfavourable variance.

BUILDINGS AND GROUNDS

\$74,538 Favourable

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

(\$100,000 favourable) were transferred to the Accessibility, Health, & Safety Reserve. Lower than budgeted hydro costs also contributed to the favourable variance. Higher than budgeted security costs (\$45,000 unfavourable) are offsetting the variance. The Security budget has been increased in the 2017 budget to account for the new permanent guard at the Barton Library.

CONSULTING

\$9,418 Unfavourable

There is no budget for consulting, however consulting services of \$9418 were utilized in the year.

CONTRACTUAL

\$214,584 Unfavourable

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

RESERVES/RECOVERIES

\$524,165 Unfavourable

This line includes expenses for the City's recovery of services and reserve transfers. Also included is the net operating surplus transfer of \$140,455. Other transfers to reserve include those for printer/ photocopier revenues (\$127,740) and donations (\$4232). In addition, surpluses in certain expense accounts related to AODA (\$100,000) and Computers & Servers (\$122,295) were transferred to reserves. Repayment to reserves for the Lighting Retrofit project were also transferred to reserves. The capital financing surplus transfer is also another unbudgeted transfer that results in an unfavourable variance for this line item.

Table 1: Year End Variance Report				
Year Ending Decemeber 31, 2016				
	Budget	Actual	Variance Favourable/ (Unfavourable)	% Spent
Revenues:				
Grants & Subsidies	(1,187,340)	(1,233,496)	46,156	103.9%
Fees & General	(602,270)	(650,688)	48,418	108.0%
Reserves/Capital Recoveries	(281,490)	(330,036)	48,546	117.2%
	(2,071,100)	(2,214,220)	143,120	106.9%
Expenditures:				
Employee Related Costs	20,741,810	20,198,794	543,016	97.4%
Capital Financing	418,440	351,593	66,847	84.0%
Financial	398,120	348,686	49,434	87.6%
Materials and Supplies	3,819,680	3,917,146	(97,466)	102.6%
Vehicle Expenses	36,090	67,412	(31,322)	186.8%
Building and Grounds	1,605,910	1,531,372	74,538	95.4%
Contractual	1,970,800	2,185,384	(214,584)	110.9%
Consulting	-	9,418	(9,418)	-
Reserves and Recoveries	2,033,080	2,557,245	(524,165)	125.8%
	31,023,930	31,167,050	(143,120)	100.5%
Net Expenditures	\$ 28,952,830	\$28,952,830	\$ 0	100.0%

Table 2: Financial, Materials and Supplies Details				
Description	Budget	Actual	Variance	Explanation
Legal Fees	40,000	10,177	29,823	
Cash Over / Short	-	108	(108)	
Debit & Credit Card Processing Charges	14,680	12,336	2,344	Charges for customer use of eCommerce, credit, and debit cards
Audit Fees	9,620	9,769	(149)	2016 audit fees
Collection Fees	25,300	16,853	8,447	Fees charged by the collection agency to recover overdue accounts. 2017 Budget reduced by \$10,000.
Processing Fee	300,000	277,225	22,775	
Other Fees & Services	8,520	22,217	(13,697)	
FINANCIAL	398,120	348,686	49,434	
Operating Supplies	216,400	149,136	67,264	various small dollar items
Computer Software	53,060	48,880	4,180	
Operating Equipment	117,820	180,754	(62,934)	includes DML equipment, gaming equipment, bed bug heaters.
Furniture & Fixtures	50,000	107,522	(57,522)	approx. \$75k in Teknion Furniture
Merchandise	-	16,896	(16,896)	headphones, USB sticks for resale
Library Materials	2,632,570	2,567,902	64,668	
Subscriptions	600,000	658,729	(58,729)	
Repairs-Equipment	4,440	702	3,738	repairs to keypads, security equip.
Service-Reader/Printer	3,100	422	2,678	
Postage/ Freight/ Courier	3,270	4,099	(829)	
Printing and Reproduction	82,000	66,361	15,639	primarily seasonal guide books
Other Fees & Services	57,020	115,743	(58,723)	includes expenses for Youth Services Renewal funded by reserve transfer
MATERIAL & SUPPLIES	3,819,680	3,917,146	(97,466)	
Processing Fee	300,000	277,225	22,775	
Library Materials	2,632,570	2,567,902	64,668	
Subscriptions	600,000	658,729	(58,729)	
Total Collections	3,532,570	3,503,856	28,714	

Date: March 10, 2017
To: Chair and Members of the Board
c.c.: Paul Takala, Chief Librarian/CEO
From: Tony Del Monaco, Director of Finance & Facilities
Subject: **2016 Year End Library Reserves Status**

RECOMMENDATION:

That the 2016 Year End Library Reserves Status be received for information.

FINANCIAL/STAFFING/LEGAL IMPLICATIONS:

The balance of Library reserves was \$7,336,596 on January 1, 2016. Transfers to reserve totalled \$841,472 during 2016 (including the net surplus of \$140,455). Transfers from reserves in 2016 totalled \$1,403,129 related to Board approved transfers from 2016 and previous years.

The total reserve balance as of December 31, 2016 was \$6,774,939.

A summary of 2016 reserve activity as well as approved and future commitments follows at the end of this report.

BACKGROUND:

Transfers to reserve in 2016 totalled \$841,472. Transfers to reserve include interest income allocated to reserves (\$137,987), budgeted provisions to reserves (\$64,000), repayment of the Hydro lighting retrofit (\$144,760), Board-approved motions for the transfer of account specific surpluses to reserves (\$354,270), and the net year end surplus (\$140,455).

Transfers from reserve in 2016 totalled \$1,403,129 and were made up of transfers approved by the Board in 2016 and previous years related to various projects as outlined in the attached summary.

The total reserve balance as of December 31, 2016 was \$6,774,939.

Previously approved but not yet transferred commitments total \$3,148,792, which brings the total reserve balances net of board approved commitments to \$3,626,147.

In addition, \$1,016,789 has been earmarked for specific purposes. These funds include \$530,000 received from the sale of the second floor of the Saltfleet library back to the Hamilton Wentworth District Catholic School Board, which are to be repurposed back into the Stoney Creek area in the future. An additional \$186,000

was received as a tenant allowance for the Sherwood branch and is to be used for future enhancements to Sherwood. Annual printer revenue is transferred to reserves for future purchases of printers - \$300,789 has been set aside to date and includes \$127,740 in printer revenues transferred to reserves in 2016.

Future commitments are items identified by Library staff as potential future expenditures, but have not yet been approved by the Library Board. These include items such as a new Bookmobile (\$250,000) and courier van (\$35,000). The existing courier van is nearing the end of its useful life. The transfer of proceeds from the sale of the CIBC building (\$287,071) were approved by the Board in February 2017 to fund in part the Locke Branch Improvements.

After taking into account the above earmarked funds and future commitments, the available unallocated balance in library reserve funds is \$2,037,287 as of December 31, 2016.

A summary of 2016 reserve activity as well as approved and future commitments has been appended to this report.

HAMILTON PUBLIC LIBRARY RESERVE FUNDS												
As of DECEMBER 2016												
		106005	106006	106007	106008	106009	106011	106012	106013	106014	106015	
	Total	Mobile Equipment	Library Collections	Library General Development	Library Major Capital Projects	Youth Literacy	Redeployment Training Restructuring	Youth Programming	Accessibility Health & Safety	Computers & Servers	Donations	
Balance at December 31, 2015	(7,336,596)	(446,677)	(825,206)	(2,341,522)	(1,255,873)	(486,813)	(517,637)	(121,900)	(867,304)	(473,665)	-	
Transfers to Reserve in 2016												
Interest	(137,987)	(8,975)	(16,581)	(43,197)	(24,268)	(9,781)	(10,401)	(2,449)	(16,485)	(5,850)	-	
Budgeted Provision for Auto Equipment	(30,000)	(30,000)										
Budgeted Provision for Equipment	(25,000)		(25,000)									
Budgeted Provision for R&M Grounds	(9,000)				(9,000)							
Repayment of Hydro Lighting Retrofit	(144,760)	(14,537)	(43,006)	(50,875)		(36,342)						
Printer Revenues	(127,740)			(127,740)								
Donations	(4,233)										(4,233)	
AODA Surplus	(100,000)								(100,000)			
Computer & Servers Surplus	(122,297)									(122,297)		
Final Year End Surplus	(140,455)				(140,455)							
	(841,472)	(53,512)	(84,587)	(221,812)	(173,723)	(46,123)	(10,401)	(2,449)	(116,485)	(128,147)	(4,233)	
Transfers from Reserve in 2016	Date Approved											
Staff Computer Renewal	May-16	300,000									300,000	
Central Doors on York St	Jun-16	90,000			90,000							
Dundas Renovation	Aug-16	443,500			360,000				83,500			
Binbrook Construction	Aug-16	29,000							29,000			
New Waterdown Branch		7,431				7,431						
Sorter Increase - RFID	Dec-13	500,000			500,000							
Youth Services Renewal	Dec-15	33,198						33,198				
		1,403,129	-	-	860,000	97,431	-	-	33,198	112,500	300,000	-
Balance at December 31, 2016	(6,774,939)	(500,188)	(909,793)	(1,703,334)	(1,332,164)	(532,936)	(528,038)	(91,151)	(871,289)	(301,812)	(4,233)	

			106005	106006	106007	106008	106009	106011	106012	106013	106014	106015
		Total	Mobile Equipment	Library Collections	Library General Development	Library Major Capital Projects	Youth Literacy	Redeployment Training Restructuring	Youth Programming	Accessibility Health & Safety	Computers & Servers	Donations
Board Approved but not yet transferred	Date Approved											
Library Facilities updates (furniture)	Dec-11	250,000			149,000	101,000						
Replace Self Check Units-RFID	Apr-15	390,000									390,000	
BI Materials	Jan-16	67,990		67,990								
BI Furniture	Jan-16	21,500			21,500							
Binbrook Construction	Sep-13	470,000				470,000						
Digitization & Online Access (ID not set up)	Oct-13	113,000			100,000						13,000	
Logo Brand Implementation	Jun-14	80,000			80,000							
Greenville-New Branch	May-15	200,000			200,000							
Greenville-New Branch	Sep-16	150,000				150,000						
VP Construction	Sep-16	965,000			200,000	200,000				565,000		
VP Materials	Sep-16	104,500		104,500								
VP Furniture	Sep-16	10,000			10,000							
Youth Services Programming Resources	Dec-15	26,802							26,802			
Central Windows	Sep-16	300,000			300,000							
Subtotal		3,148,792	-	172,490	1,060,500	921,000	-	-	26,802	565,000	403,000	-
Balance net of Board Approved Commitments		(3,626,147)	(500,188)	(737,303)	(642,834)	(411,164)	(532,936)	(528,038)	(64,349)	(306,289)	101,188	(4,233)
Funds Earmarked for Specific Purposes												
Saltfleet Library (funds from sale of 2nd floor)		530,000			530,000							
Sherwood tenant allowance		186,000				186,000						
Printer Revenue		300,789			300,789	-						
Sub-total		1,016,789	-	-	830,789	186,000	-	-	-	-	-	-
Future Commitments (not approved)												
Bookmobile		250,000	250,000									
Locke (sale of CIBC building)		287,071				287,071						
Courier Van		35,000	35,000									
Sub-total		572,071	285,000	-	-	287,071	-	-	-	-	-	-
Available		(2,037,287)	(215,188)	(737,303)	187,955	61,907	(532,936)	(528,038)	(64,349)	(306,289)	101,188	(4,233)

Date: March 10, 2017
To: Chair and Members of the Board
From: Paul Takala, Chief Librarian/CEO
Subject: **Library Board Policy Manual – 1st Review**

RECOMMENDATION:

That the updated Library Board Policy Manual be received for feedback.

FINANCIAL/LEGAL/STAFFING IMPLICATIONS

The Hamilton Public Library is governed under the Ontario Public Libraries Act and City of Hamilton By-Law No. 04-019. The Library Board is responsible for the effective governance of the organization. The Library Board establishes the mission and strategic priorities and it adopts policies that govern the development and overall scope of program and services. The Library Administration Team develops operational policies and procedures that are consistent with Library Board policies and ensure compliance with relevant legislation.

BACKGROUND

The Library Board Policy Manual has been developed to gather in one place all Library Board Policies, as well as, key governance documents. The Policy Manual has been revised several times over the past couple years. This draft is being presented to the Library Board for comment. It will be brought back to the Library Board for adoption at a subsequent Board meeting.

A few things of note about this version of the manual include:

- **Schedule of Policy Review** – a consolidated list of all policies with their last revision date, as well as, a proposed next date for next revision (Pages 3-4).
- **Updated Core Position Statements** – with the establishment of the Canadian Federation of Library Associations (CFLA) all the relevant Canadian Library Association (CLA) have been transferred to the new organization. The HPL policy needed to be updated to reflect this change (Pages 43-55).
- **Rules for Going *In-Camera*** – The briefing document on the rules for going *In-camera* has been included (Pages 39-41)
- **Updated Policies** – Policies that have updated since the last version have been included.

Board members are requested to provide feedback to the Board Secretary. For the manual we are looking for input on the Policy Review Schedule, typos, minor errors and format suggestions. If a Board member thinks a policy is in need of significant revisions, that policy should be scheduled to be revised at an upcoming meeting.

The Library Board Policy Manual is attached in a separate document.