

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, April 19, 2017 Central Library, Board Room

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

AGENDA

Guests: Molly Merriman, Clark Euale

Regrets: George Geczey

1. **Discussion Period**
2. **Acceptance of the Agenda**
3. **Minutes of the Hamilton Public Library Board Meeting of Wednesday, March 15, 2017** Attachment #3
4. **Presentations**
 - 4.1 Carlisle Feasibility Study
5. **Strategic Planning**
 - 5.1 Report on Current Strategic Plan – PT Attachment #5.1
Suggested Action: Receive
 - 5.2 Strategic Planning Process – PT Attachment #5.2
Suggested Action: Receive
6. **Consent Items**
 - 6.1 Upcoming & Outstanding Agenda Items - PT Attachment #6.1
Suggested Action: Receive
 - 6.2 Non-Union Benefits – LD Attachment #6.2
Suggested Action: Recommendation

7. Business Arising

8. Correspondence

9. Reports

- | | | |
|-----|--|----------------------------------|
| 9.1 | Chief Librarian's Report – PT | Attachment #9.1 |
| | | Suggested Action: Receive |
| 9.2 | Annual Report on Revenue Generation - TD | Attachment #9.2 |
| | | Suggested Action: Receive |
| 9.3 | Q1 Metrics Report - MS | Attachment #9.3 |
| | | Suggested Action: Receive |

10. New Business

- | | | |
|------|-----------------------------|---|
| 10.1 | Correspondence Process – PT | Attachment #10.1 |
| | | Suggested Action: Recommendation |

11. Policies

- | | | |
|------|--|----------------------------------|
| 11.1 | Collections Policy (1 st Reading) | Attachment #11.1 |
| | | Suggested Action: Receive |

12. Private and Confidential

13. Date of Next Meeting

Wednesday, May 17, 2017
Central Library, Board Room, 5th Floor
5:30 p.m. Dinner
6:00 p.m. Meeting

14. Adjournment

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

MINUTES

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

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

REGRETS: Vikki Cecchetto

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

Mr. Geczy called the meeting to order at 6:02 p.m.

1. Discussion Period

There were no discussion items.

2. Acceptance of the Agenda

Moved by Ms Gautrey, seconded by Ms Wagner,

THAT THE AGENDA BE ACCEPTED AS PRESENTED.

MOTION CARRIED.

3. Minutes of the Hamilton Public Library Board Meeting of Wednesday, February 15, 2017

MOVED by Ms Leach, seconded by Ms Fawcett,

THAT THE MINUTES OF THE HAMILTON PUBLIC LIBRARY BOARD MEETING OF WEDNESDAY, FEBRUARY 15, 2017 BE ACCEPTED AS PRESENTED.

MOTION CARRIED.

4. Presentations

4.1 Local History & Archives Roadmap – K. Milligan/L. Barrie

Ms Milligan and Ms Barrie provided an update regarding the Local History & Archives Roadmap.

5. Consent Items

MOVED by Councillor Partridge, seconded by Ms Gautrey,

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

MOTION CARRIED.

5.1 That the Upcoming and Outstanding Agenda Items report be received.

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

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

6. Business Arising

6.1 Library Service Hour Principles & Priorities

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

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

MOTION CARRIED.

6.2 Rural Service Pilot

MOVED by Ms Fawcett, seconded by Councillor Pearson,

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.

MOTION CARRIED.

6.3 Strategic Plan Update

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

THAT THE FOLLOWING PLAN BE RECEIVED FOR COMMENT.

MOTION CARRIED.

7. Correspondence

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

MOVED by Councillor Partridge, seconded by Ms Wagner,

THAT THE CORRESPONDENCE BE RECEIVED FOR INFORMATION.

MOTION CARRIED.

8. Reports

8.1 Chief Librarian's Report

MOVED by Ms Gautrey, seconded by Ms Leach,

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

MOTION CARRIED.

8.2 Annual Report on Partnerships

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

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

MOTION CARRIED.

8.3 FOPL Statistics 2015

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

THAT THE FOPL REPORT ONTARIO PUBLIC LIBRARY OPERATING DATA 2006 -2015 BE RECEIVED FOR INFORMATION AND CONSIDERATION.

MOTION CARRIED.

9. New Business

9.1 Pre-Audit Report on 2016 Financials

MOVED by Ms Fawcett, seconded by Ms Wagner,

THAT THE NET SURPLUS OF \$140,455 BE TRANSFERRED TO RESERVE 106008 MAJOR CAPITAL PROJECTS RESERVE.

MOTION CARRIED.

9.2 Reserve Report Update

MOVED by Councillor Pearson, seconded by Councillor Partridge,

THAT THE 2016 YEAR END LIBRARY RESERVES STATUS BE RECEIVED FOR INFORMATION.

MOTION CARRIED.

10. Policies

10.1 Board Policy Manual (1st Review)

MOVED by Ms Gautrey, seconded by Mr. Kirkpatrick,

THAT THE UPDATED LIBRARY BOARD POLICY MANUAL BE RECEIVED FOR FEEDBACK.

MOTION CARRIED.

11. Private and Confidential

There were no private and confidential items.

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

MOVED by Councillor Pearson, seconded by Ms Wagner,

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

MOTION CARRIED.

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

Date: April 2017
To: Chair and Members of the Board
From: Paul Takala, Chief Librarian/CEO
Subject: **Report on the 2012-2016 Strategic Plan**

RECOMMENDATION

That the Hamilton Public Library Board receive this report for comment.

BACKGROUND

In May 2012 the Library Board adopted its strategic priorities for the period 2012 to 2016. This report provides a high level overview of significant accomplishments for this period. Initiatives have been captured under the priority that they most closely align with, however, it needs to be acknowledged that many initiatives embody more than one of the priorities.

A COMMUNITY BEACON

The Hamilton Public Library will be a source of pride in the community. The library's buildings and virtual spaces will be flexible and appealing and will create customer experiences that are successful and enticing. The library system will act as a unifying force within the city and within its communities.

INTRODUCTION

The priorities adopted in 2012 were a reworking of the 2009 priorities. While all of the priorities have resonated and help marshal the organization's discretionary resources in a clear direction, the priority *Community Beacon* has captured the spirit of HPL for many. As one manager said in 2013 past strategic priorities have been meaningful but the current priorities, especially *Community Beacon*, "sing". *Community Beacon* challenges HPL to create both physical and online experiences that people can be proud of.

FACILITY RENEWAL

Since 2012 HPL has made significant progress towards advancing the goals set-out in the Facilities Master Plan. In 2011 six library locations were listed as not being able to continue to provide service in their current locations. Currently there are only two locations from that list, Carlisle and Mount Hope, that lack an approved and funded renewal or replacement project. In the case of Carlisle a feasibility study funding by the City of Hamilton Recreation Department is nearing completion. Progress on key facility projects since 2012 include:

- ✓ **Terryberry** – Major renovation was completed in 2012.
- ✓ **Lynden** – Construction of new branch was completed in 2013.
- ✓ **Waterdown** – Construction of new facility was completed in 2015.

- ✓ **Central Phase 2** - Renovation of 2nd floor and refurbishment of the elevators was completed in 2014.
- ✓ **Central Phase 3** – In December 2013 a space study and capital funding for 4th Floor renovation, basement and Hamilton Wentworth meeting rooms was approved. Renovations were completed in early 2016.
- ✓ **Central Windows** – This lifecycle replacement project was awarded \$400,000 in Canada150 funding in 2017. Work will commence on lifecycle replacement of windows on floors 2 through 6 later in the year.
- ✓ **Binbrook** – A feasibility study and capital funding for construction of a new building was approved in 2015. A temporary location has been leased to provide service during the construction period. Construction of the new building is currently underway.
- ✓ **Dundas** – A feasibility study was completed in 2014 for a renovation of the existing branch and capital funding has been secured. A temporary location leased and a bookmobile stop has been added to provide service during the construction period. Construction is currently underway.
- ✓ **Greensville** – Capital funding was approved for a joint project with the City of Hamilton and the HWDSB. The project is scheduled to be completed in 2018.
- ✓ **Locke** – A feasibility study of the Locke vestibule was completed with capital funding approved in 2017. Ward 1 funding has been secured to enhance the project. Construction to be scheduled.
- ✓ **Valley Park** – A feasibility study was completed and capital funding for the expanded branch was approved in 2016. The design tender is in process.
- ✓ **Carlisle** – A feasibility study is to be presented to the Board in April 2017.
- ✓ **Facility Sustainability** – During the course of the strategic plan construction projects have been paired with some reductions in HPL's overall facility footprint. During this period: Rockton and Millgrove were closed, the unused 2nd floor of the Saltfleet branch was sold to the HWDSB and the move of Technical Service back to Central released significant space in the former Stoney Creek City Hall.

CREATING SAFE AND WELCOME SPACES

In 2012 HPL was facing an increase in security related incidents especially at the Central library. While the incidents were small in number compared to overall visits the sense of safety for customers and staff was being challenged. To address this in a way consistent with our values, a comprehensive strategy was adopted. Building on previous work, including the weekly Administration Team review of all incident reports, the following actions were taken:

- ✓ To better equip staff to safely and compassionately diffuse incidents, **Prepare Training** developed by the Crisis Prevention Institute (CPI) was expanded in 2013.
- ✓ A new **Security Supervisor** position was created in 2013 along with an in-house **Community Resource worker** (Social Worker) in 2014. Both positions are located at Central but are available to support staff system-wide.
- ✓ An updated **Security Camera Policy** was approved in 2013 and improved security cameras have been installed.
- ✓ A new **security services contract** was issued in 2014 to improve pay of security guards combined with requiring more qualified guards.

- ✓ **Activities and targeted programs** to engage individuals in places where there have been a reoccurrence of incidents has been employed successfully.

LIBRARY LOGO, VISUAL PRESENCE AND WEBSITE

During this strategic plan significant improvements to our print, signage and online presence have been accomplished. Most significantly a new logo and visual style was approved in 2014. Other significant changes include:

- ✓ Updated external and internal **signage** installed at most locations.
- ✓ A new print **program guide** that better represents the significant offerings of learning programs at HPL was introduced.
- ✓ **Special branding** was done to celebrate the 125th Anniversary in 2015 and other key library activities.
- ✓ An **eNewsletter** was launched in 2016 to further highlight programs, resources and events
- ✓ In March 2015 a **new responsive website** was launched based on updated open-source software Drupal 7. The new website has advanced accessibility, improved the visual appeal and works on all kinds of devices, including mobile.

RELEVANT AND RESPONSIVE

The Hamilton Public Library will anticipate the needs of customers and potential customers. The library will maintain strong physical collections while growing collections and services that reflect the increasing demand for information, books, music and videos in digital formats. The library system will be a national leader, working to create model agreements with publishers and vendors that ensure all Canadians can continue to receive use of the world's intellectual property, regardless of format.

INTRODUCTION

At the start of the strategic plan in 2012 there was a rapid adoption of eBooks taking place in North America. HPL and other libraries were faced with many publishers refusing to provide access to popular titles to public libraries because of concerns that access would undermine their eBook sales. Growth in eBooks and other digital formats continues today but at a slower rate. Publishers are now selling eBooks to public libraries but often at terms that are not favourable. While access to published materials continues to be our largest single area of activity, better measuring and understanding other key services has been a focus of this term.

ENHANCED METRICS AND REPORTING

Significant progress has been made during this strategic plan to enhance planned reporting of key metrics. The goal has been to ensure Library management and the Board are effectively monitoring trends and responding in a proactive way. Key examples of this are:

- ✓ In 2014 the **Counting Opinions** customer service survey was implemented to assess customer satisfaction and identify challenges people face with using HPL.
- ✓ **Quarterly metrics** reports of key library activities were instituted in 2015.

- ✓ An Annual **Statistical Trend Report** to record historical trends was started in 2016.
- ✓ **Annual Report on Partnerships** which focuses on how HPL is supporting key community initiatives and expanding our impact in a sustainable way through partnerships was instituted in 2015.

DEVELOPMENTS IN COLLECTIONS

Significant developments in digital collections have occurred over this strategic planning period, including:

- ✓ **Zinio** eMagazines service was added in 2012.
- ✓ In 2013, HPL became a Beta partner for **Hoopla** digital collection which offers customers immediate access to digital content with a cost per use model. Since its initial release as a music and movie platform Hoopla has evolved to include a variety of formats including comics, eBooks and eAudiobooks.
- ✓ **Freegal's music streaming** service was added to the Library's digital collections in 2014.
- ✓ **Lynda.com** was added to the Library's digital collections in 2015. The tutorials in Lynda.com have been used to support HPL's Makerspace and Digital Media Labs.
- ✓ In 2015, HPL became an early adopter of Zepheira's BibFrame project. The **Library.link.Network** linked data project has exposed HPL's rich catalogue data to the web.
- ✓ In addition to digital collection initiatives, this strategic planning period has included key promotional projects and the expansion of the use of BiblioCommons list features to promote library collections. Popular initiatives included the **100 Books to read before Kindergarten** list, the **Canada 150** booklist and the **Hamilton Reads** program.

DIGITAL STORYTELLING PROJECT

To support the City's culture plan, in 2014 we successfully applied for and received \$150,000 from the Hamilton Future Fund for our Digital Storytelling initiative. The Love your City, Share your Stories project was a partnership with McMaster University Library and the City of Hamilton's Culture Division. This legacy project will continue to grow by creating digital stories about Hamilton's past and present. We are integrating this project with our Local History and Archives digitization and our media relations strategy.

DEVELOPMENTS IN TECHNOLOGY

There have been a number of technology advances during this strategic plan. Technology continues to provide opportunities to gain efficiencies, shift to higher value work, enhance existing services and provide new areas of service. Key developments include:

- ✓ In 2015 the **Public Computer Renewal** project saw all public computers updated and included in a Virtual Desktop Infrastructure (VDI) environment. This provided the public with more reliable access while gaining efficiencies in reduced support and trouble shooting. In 2016 there was a significant renewal of staff computers.

- ✓ **Digital Media Labs** were established at Red Hill and Terryberry in 2015. In 2016 the **Central Circuit 4.0** opened with a Makerspace, Digital Media Lab, Recording Studio and Greenroom. Advanced Digital Media equipment has also been introduced as part of system-wide programs.
- ✓ **Self-check technology** has been updated along with enhancements to the existing **sorters**. In 2015 new sorter systems were installed at Red Hill and Westdale.
- ✓ The **Integrated Library System** (ILS), Polaris, was implemented in 2016. The new ILS has been well received by staff due to its ease of use and had a positive impact to the public such as reducing holds time.

DEVELOPMENTS IN LOCAL HISTORY AND ARCHIVES

This past strategic planning period has been a key one for **Local History & Archives** (LHA). Over the course of the last several years, the department staffing structure has evolved with a dedicated Manager of Local History & Archives and the creation of Digitization Technician positions.

- ✓ In 2014 Local History & Archives became an approved member of **Flickr Commons**, a global photo archives.
- ✓ Starting in 2013 LHA has been producing **online videos** as part of the Historical Hamilton Videos series highlighting James Street North, Gore Park and VE Day.
- ✓ The Local History & Archives **micro-site** was developed in 2015 as part of the website redesign to showcase the Library's rich local history and archival collections.
- ✓ In 2016, the open source, **Archive Management System AtoM** was implemented to manage the collection and provide digital access to archival descriptions and finding aids.

DEVELOPMENTS IN YOUTH SERVICES

To support the Library's strategic plan, Youth Services has continued to evolve core library programs for children and teens:

- ✓ The **Summer Reading Program** was redesigned in 2012 to integrate online components.
- ✓ The **Class Visit Program** was redesigned in 2014 to align with inquiry based learning and the Ontario curriculum.
- ✓ The **Storytime Every Child Ready to Read** was renewed in 2014. Digital literacy has been integrated into core programs including the use of tablets in storytimes and a STREAM (Science /Technology/ Reading/ Engineering/Arts and Mathematics) focus to programming.
- ✓ The 20th Anniversary Gala for the teen **Power of the Pen** writing program was held in 2015.
- ✓ In 2016, we implemented an **outcome based survey** for our storytime programs. Program and service development has evolved to integrate outcome measurement and evaluation while ensuring our programs and services for our youngest customers are fun, engaging and help nurture a lifelong love of reading and learning.

A CREATIVE AND CHANGING ORGANIZATION

The library will strive to have staff engaged in their roles and in the library profession and ensure that staff have opportunities and support to enhance their current skills and to develop new competencies that are relevant to customers. The Library system will continuously seek new ways staff can add value to the experiences of customers and to the communities we serve.

INTRODUCTION

We know that the engagement of staff in developing services and helping build the future of library service is critical to our success as an organization. The 2009 plan had Strengthening our Organization as one of the priorities. The new priority A Creative and Changing Organization is reflective of the two key facts: that many of the key challenges faced by HPL as an organization in the first decade after amalgamation had been addressed; and community needs, especially around changing technology, are evolving rapidly and this means the skill sets that staff needs to help customers will continue to change.

CUSTOMER SERVICE DEVELOPMENTS

Identifying and removing barriers to library service and improving the customer experience continue to be a major focus of our efforts. Some key developments in this area include:

- ✓ In February 2014 the Library Board approved the creation of a new category of library card, the low barrier **Access Card**. This new card type, which was expanded to include a Children's Access Card in 2015, has been effective in re-introducing individuals to library service and has increased accountability for computer users.
- ✓ The Library adopted a **Service Commitment** in 2015 emphasizing that our top priority is to ensure a positive experience for our customers. The former *Rules of Conduct* were re-stated to emphasize mutual respect and clarify expectations.
- ✓ In 2016 all public service staff teams attended **Customer Service sessions** focussed on strategies to ensure positive customer experiences while providing exceptional service.

LABOUR RELATIONS

One important indicator of effective staff engagement is good labour relations. HPL administration continues to ensure open and honest dialogue with CUPE 932. While we do not always agree on issues, we work to address concerns where we can. Also, we ensure that changes that we need to make are well understood and effectively communicated in advance.

- ✓ Four year contract for the period January 1, 2013- December 31, 2016 was ratified in 2013
- ✓ Four year contract for the period January 1, 2017-December 31, 2020 ratified February 15 2017

STAFF DEVELOPMENT AND TRAINING

Keeping staff skills current continues to be an ongoing focus of HPL. In 2013 staff discussions were held system-wide about ways we could better fulfil our Mission and the Strategic Priorities. Staff development and training emerged as the single most important theme. Out of this a new strategy was developed that recognizes the challenges library staff face within a creative and changing organization, including evolving work environments, the need for flexible access to learning, the impacts of new and emerging technologies and tools, and the desire of individuals to create and follow personalized career development and learning paths. Key developments in this area include:

- ✓ Internal **learning programs** were reviewed and renewed beginning in 2014. A series of Learning Institutes were developed to upgrade staff’s skills and provide opportunities for internal career advancement. **Learning Institutes** that have been developed include: Customer Service, Collections and Information Services, Digital Literacy, Health and Safety, Leadership, On boarding, Programming and Adult Services, and Youth Services.
- ✓ Each year an annual **Staff Development Day** has been held.
- ✓ In 2016 Training was developed to support ‘**lean thinking**’.
- ✓ **Health and Safety** training and systems have been enhanced.

POLICY DEVELOPMENT

Consistent standards of service and processes that comply with relevant legislation require a sound foundation of policies. During the course of this strategic plan a lot of work has been done to build on the existing body of policies. Some key accomplishments during this period include:

- ✓ The creation of a consolidated Library Board Policy Manual.
- ✓ The Library Board By-Laws were revised and updated in 2016.
- ✓ A new policy template has been adopted.

EFFECTIVE MANAGEMENT OF PUBLIC FUNDS

To flourish as a public library today we need to both effectively execute on our mission while also being fiscally responsible. During the term of the strategic plan the Library Board has submitted budget submissions that in most years have met Council targets while new community needs have still been addressed. In 2011 the Library Board submitted a budget request of 0.7% when Council direction was 2%. In 2017 the direction was 1.8% and the Library Board has submitted a budget that meets that target.

Budget Year	Council Direction	Library
2012	0.0%	1.0%
2013	0.0%	0.0%
2014	0.0%	0.2%
2015	-----	1.5%
2016	1.0%	1.0%

Other items of note related to fiscal management:

- ✓ Consistent clean audits of Library finances have been reported.
- ✓ The overall staff complement has not grown. 2017 FTE count is 305, down from 309 in 2014. Meeting new service demands such as: the Central 4th floor, opening Turner Park on Fridays, expanded hours at Lynden and Waterdown and expanding learning programs have been met by internally reallocating staff.
- ✓ In-Person visits have increased to 3.95 million in 2016 and circulation of materials has remained steady at 6.74 million.
- ✓ Program attendance has grown from 123,059 in 2012 to 174,290 in 2016. Computer and wifi sessions have grown steadily during this time.
- ✓ Grant funding continues to be maximized at about \$1.2 million per year. While the Provincial Operating Grant has remained steady, it has not been indexed for inflation.
- ✓ No operating deficits were reported. Surpluses have been transferred to Library Reserves to help fund future operating and capital projects.
- ✓ The Donations, Sponsorship, & Fundraising Policy was updated in 2016.

Date: April 12, 2017
To: Chair and Members of the Board
From: Paul Takala, Chief Librarian/CEO
Subject: **Strategic Planning Process**

RECOMMENDATION:

That the Hamilton Public Library Board receive this report for information and 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:

At the March Library Board meeting the discussion of the Strategic Plan Update elicited several comments from Library Board members about the importance of the Library Board directing and owning the process. In addition, there was discussion about how best to facilitate time for full Board discussion about the process and plan.

To address this, we are recommending the following actions be taken:

- Until the Strategic Planning process is complete, the agenda items related to the Strategic Plan will be scheduled immediately after presentations to ensure they do not get sidelined by other business. Time will be set aside at each meeting for a focused discussion.
- The Chief Librarian/CEO will work with the Board Chair and Vice Chair to ensure the rest of the agenda is manageable. This will include deferring non-essential presentations. A special retreat will likely need to be scheduled for the Board but that will be determined in the coming months.
- As with the policy review process, reports and recommendations will follow a two step review process to ensure there is ample opportunity for feedback.

DISCUSSION QUESTIONS

By most accounts the 2012-2016 Strategic Plan has been very successful at guiding and advancing HPL. That plan was an evolution of the previous plan.

Do you agree that the new plan should adjust and improve on the current plan and fundamentally build on the current plan? Why or why not?

What do you think HPL needs to accomplish with the new plan?

Staff will be presenting a draft engagement/consultation plan in the coming months for Board approval. It has been suggested that we should use this as an opportunity to reach out to members of the community that are not currently using the library.

What would you like to learn from people that do not use the library?

Are there groups we should target to connect with?

Date: April 12, 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 – APRIL 2017

Name of Issue - Comments	Month Action Initiated	Who Initiated	Month on Agenda
Carlisle Feasibility Study – Report on Recreation led study of potential renovation to the Carlisle arena combining a library. The feasibility study is scheduled to be completed by March.	May 2016	Library Board	April 2017
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
Strategic Plan – <i>Sufficient time needs to be set aside so the Board can have full discussions about all parts of the Strategic plan. The Secretary will work with the Board Chair to clear up time at meetings and set-up special meetings as needed.</i>	March 2017	Library Board	Ongoing 2017
Central LED Lights – Report on plan to replace LED light bulbs that illuminate the glass on York Blvd.	February 2017	Library Board	May 2017
Digital Technology Strategy – Report on the Edge Toolkit, technology strategy including security and firewall settings.	March 2017	P. Takala	May/June 2017
Policy Review Manual - <i>Feedback is requested by May 1, 2017. The schedule for policies to review now resides in the Board Policy Manual and will appear in the Board schedule section of this report.</i>	March 2017	Library Board	May 2017
Geographic Representation of Usage – <i>To assist with decision making around addressing hours service gaps, usage patterns need to be represented using geographic information systems (GIS).</i>	March 2017	Library Board	May 2017
Valley Park Architect – 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.	February 2017	Library Board	TBD

<i>Multi-Year Budget Process</i> – Report on the challenges & opportunities that may be presented by the new COH budgeting process.	March 2017	Library Board	TBD
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2017 BOARD SCHEDULE

Note: This table provides a schedule of items scheduled for future Board meetings. It has been updated to include policies. Normally the 2nd policy review will appear in the month after the 1st review.

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 Collection & Interlibrary Loan Policy – 1st Review
May	<ul style="list-style-type: none"> Current Year Operating Budget Update Service Hours Report 1 – 1st Review Library Board Policy Manual – 2nd Review Local History & Archives Policy – 1st Review
June	<ul style="list-style-type: none"> Report from the Audit Committee Mid-Year Progress Report on 2017 Goals Copyright Policy – 1st Review Meeting Room Policy – 1st Review
July/August	<ul style="list-style-type: none"> No regularly schedule meetings Q2 Metrics Report Circulated
September	<ul style="list-style-type: none"> Q2 Metrics Report Holiday Closures for Following Year Capital Budget Submission Security Camera Policy – 1st Review Cash Handling Policy – 1st Review
October	<ul style="list-style-type: none"> Q3 Metrics Report Operating Budget Next Year (Preliminary)
November	<ul style="list-style-type: none"> Meeting Dates for Following Year Operating Budget Next Year (Final) Nominating Committee OMBI Report 2018 Goals Draft Service Hours Report 2 – 1st Review
December	<ul style="list-style-type: none"> Final Report 2017 Goals 2018 Goals Records Management Policy – 1st Review

Date: April 12, 2017
To: Chair and Members of the Board
c.c.: Paul Takala, Chief Librarian/CEO
From: Lisa DuPelle, Human Resources Director
Subject: Change to the Non-Union Full-time benefit plan

RECOMMENDATION:

That the Hamilton Public Library Board approve implementation of changes to the current Full-time Non-Union benefit plan to match the CUPE 932 negotiated settlement 2017 and change the drug coverage plan to "Voluntary Generic excluding over the counter drugs".

FINANCIAL/STAFFING/LEGAL IMPLICATIONS:

The total cost of making these changes to the non-union benefits is estimated at approximately \$2,000 in 2017. Actual costs would be based on usage but are not projected to be significant in future years. The proposed changes impact our Management and Professional Exempt Employee group but not the Non-Union Casual Staff as this group is not eligible for benefit coverage.

BACKGROUND:

Effective February 15, 2017 the Board ratified the agreed to items for CUPE 932 which included an enhancement to the benefits plans. Our benefit plans are separate from the City. The City non-union positions are used as comparators for pay equity purposes for our non-union management and professional employee group. This comparison includes both pay and benefits but in saying this some benefits are enhanced at the City versus the Library and vice versa.

For internal equity and our past practice has been to provide the same benefit enhancements given to CUPE 932 eligible members for the Non-Union group eligible for benefits. Over the last eight years there have been no changes to the benefits during negotiations with CUPE 932. As has been our past practice, we are recommending enhancing benefits to match CUPE 932 agreement.

The Drug Plan change is in line with the City of Hamilton and the Library had outdated language that included over the counter drugs with medical approval. We were advised by City Human Resources Benefit Section that there could be tax implications for staff and it was recommended that we remove this from the plan. We are recommending the removal of this piece to our Drug Plan.

The changes to the plans would impact the monetary limits not the time period:

1. **Chiropractic** -\$300 per person per calendar year (Previously \$200).
2. **Vision care** - \$375.00 every 24 months (Previously \$300).

3. **Masseur** - \$30.00 per visit to a maximum of 12 visits per calendar year (Previously \$7 per visit).

The Drug Plan will change to:

1. Drug plan to change to "Voluntary generic excluding over the counter".

Chief Librarian's Report – April 2017

MARGARET HOUGHTON HONOURED

Retired HPL Archivist Margaret Houghton is the 2016 recipient of the Reverend T. Melville Bailey Heritage Award. The [Reverend T. Melville Bailey Heritage Award](#) is a joint project between the City of Hamilton and the Hamilton Historical Board. The award is given annually in recognition of lifetime achievements and significant contributions in the promotion and preservation of Hamilton's history and heritage. Margaret was recognized at the annual Heritage Day Awards on Saturday, February 25.

MANAGEMENT CHANGES

We would like to congratulate Simona Dinu and Suzanne Hampson two of our managers that have received promotions and will be moving to neighbouring library systems. Simona Dinu will be moving to Oakville Public Library (OPL) as the new Director of Branch Services, and will begin her employment with OPL on April 17, 2017. Simona originally joined HPL in 2011 as the Manager of Saltfleet and Stoney Creek and most recently was the Manager of Barton and Kenilworth. Suzanne Hampson will be moving to Burlington Public Library (BPL) as the new Director of Community Engagement, Marketing & Programming, and will begin her employment with BPL on April 19, 2017. Suzanne originally joined the organization in 2014 as the Manager of Central – Customer Service, Outreach – VLS and Bookmobile. Both Simona and Suzanne will be missed.

Caitlin Fralick will be moving to Barton and Kenilworth on April 18, 2017 as the Branch Manager of those locations. Caitlin had previously been the Manager at those locations and the staff is very excited to welcome her back. We would like to take this opportunity to thank Caitlin for all her work. A number of exciting initiatives have been started and completed under her leadership.

UPDATE ON LIVING WAGE

During budget deliberations a proposal for the City of Hamilton to implement a Living Wage for all staff, including students and casual staff, was not adopted. Because of Pay Equity this would have mandated HPL to do the same. With this issue settled for now, Library staff will be able to proceed with working with the Library Board on potential improvements to our casual staff program. We had committed to do this whether Living Wage was adopted or not. We are anticipating those discussion will happen in the fall of 2017. If the City had adopted the proposal it was anticipated that HPL would receive a budget enhancement to support bringing our wages to parity.

Since this did not happen we should anticipate that changes to our casual staff program will need to be accomplished within the existing funding we receive. Past discussions have challenged us to develop a plan that ensures we create opportunities for students to get job experience, we compensate staff fairly and that if future reductions in casual staff hours are required to meet budget targets we will work hard to ensure existing staff are not negatively impacted.

FEDERAL AND SASKATCHEWAN BUDGETS AND LIBRARIES

In March the Federal budget was released. The Canadian Federation of Library Associations (CFLA-FCAB) released a statement thanking the Government of Canada for measures proposed in the budget. Investments in Indigenous languages and culture, support for digitization and additional funding for Library and Archives Canada were welcomed by CFLA. The budget also proposed money for rural broadband, funding to support accessibility and support for cultural spaces, all issues libraries have been advocating for.

The Saskatchewan government also released its budget which proposed drastic cuts to provincial funding for public libraries. This included the elimination of provincial funding for public libraries in Regina and Saskatoon and a reduction of spending by \$3.5 million to 7 out of 8 regional libraries, representing 58% of their total provincial funding. Advocacy efforts have been underway since the budget was released. One implication of these reductions is a potential undermining of resource sharing and interlibrary loan in the province. (<http://cfla-fcab.ca/en/news/>)

WRITER IN RESIDENCE

The Mabel Pugh Taylor Writer in Residence closing event took place at McMaster University on March 30. This year's 2016-2017 author, Christine Pountney read along with twelve of her writers from the residency at this event. This year, over 100 aspiring writers participated in the program. This partnership with McMaster University has been in place since 2012, and next year's author in residence is Gary Barwin, author of Giller shortlisted novel, *Yiddish for Pirates*.

ABEA EARLY LITERACY AWARDS

HPL is very pleased to be the recipient of this year's Agency Early Literacy Education Award from Adult Basic Education Association (ABEA). Congratulations to Naomi Brun, Manager of Youth Services and all Community Youth Librarians and Youth Services Programmers who contribute every day to HPL's early literacy programs and services. Retired HPL employee Mary Terpstra is also receiving the CIBC World Markets Children's Foundation Early Literacy Education Award 2017 for her work with the Newcomer Storytime program at Red Hill Branch. The awards will be presented at the

Leaders in Literacy Breakfast on June 6th at the Sheraton Hotel (doors open at 8 am, the event begins at 8:30 am).

TAX FILING EVENT

The Hamilton Roundtable for Poverty Reduction, in conjunction with several partner organizations including HPL, hosted a tax filing event at Central Library on March 30. The focus of the event was to alert families with incomes of less than \$30,000 that they may be eligible for some substantial child tax credits. Opening remarks from Paul Takala, Mayor Eisenberger and others started the event. Volunteers were on site to assist with tax returns and government staff was there to issue social insurance numbers. Approximately 30 tax returns were filed as a result, and a similar service is being planned on Tuesday, April 25 from 4:00 to 8:00 pm.

COLLABORATING FOR CHANGE

The Hamilton Regional Indian Centre recently hosted a series of sessions involving a wide range of community stakeholders. HPL staff participated and provided input to help with the development of a solid action plan to guide its Indigenous community planning, service delivery, investments, relationship building, reconciliation, and cultural competency.

HAMILTON365

The [Hamilton 365](#) project has recently been donated to the Local History & Archives Collection by the artist. In 2008, the artist Larry Strung, who was new to the City of Hamilton, decided to explore the City on his bike with his camera. For 365 days, he photographed a different person each day to celebrate the beauty and the character of the people in our City. The project was displayed at the Central Library Gallery4 in July 2010. Local History & Archives is exploring when we can celebrate and commemorate the 10th anniversary of this project in 2018.

FOREST OF READING CELEBRATIONS

Forest of Reading, an enthusiastic and spirited celebration of reading, occurred from April 3 to 6. This year's program provided 2,000 elementary school students, teachers, and parent volunteers from HWDSB and HWCDSB an opportunity to participate in author events with Forest of Reading nominated authors: Jess Keating, Vikki VanSickle, Kyo Maclear, Willow Dawson and Kevin Sylvester as they joined us for celebrations at Central, Ancaster, Terryberry, Turner Park, Sherwood branches and a number of local schools. Participating students have participated in the Ontario Library Association's Forest of Reading program at their school and attend the author events to celebrate their achievements and vote for their favourite titles. Thanks to support from the Hamilton Community Foundation's ABACUS program, we had record numbers of grade 6, 7 and 8 students enthusiastically participate in the program from the HWDSB.

BUILDING CULTURAL LEGACIES PROJECT

The Hamilton Arts Council's Trillium funding request to support the Building Cultural Legacies project has been approved. HPL is a project partner. This is a three year project that will build on the Digital Storytelling project. The Building Cultural Legacies project seeks to capture and broadly disseminate stories about the history of the arts in Hamilton, through a collective memory approach. Local History & Archives will be supporting the project with workshops for artists and galleries and assisting with the oral history component.

INTERLIBRARY LOAN UPDATE

The Southern Ontario Library Service, which coordinates the Ontario Interlibrary loan program, has committed to a 2 year extension of the current VDX platform until 2019 with a possible one year renewal. The VDX platform is coming to its end of life and SOLS will be issuing a request for proposals for a replacement during this period. Recent funding announcement in Saskatchewan may impact HPL customers. We borrow interlibrary loan material from Saskatchewan libraries and out of province loans may be eliminated.

DUNDAS RENOVATION UPDATE

Asbestos abatement is now complete in the areas that are being renovated and the renovation work is now ready to resume and continue throughout 2017. A media advisory was issued on April 12th notifying the public of this. As part of the advisory, the public was reminded of enhanced features of the branch such as updated space, a barrier-free entrance, outdoor patio reading area, and Makerspace. The public was also reminded that in the meantime, we continue to operate out of temporary leased space at 55 Cootes Drive along with a temporary Bookmobile stop on Friday's at Hatt St & Miller's Lane. Similar signage has also been posted on site.

BAY AREA SCIENCE AND ENGINEERING FAIR (BASEF)

BASEF is an organization that promotes STEM (science, technology, engineering and mathematics) project-based science and student research through an annual science fair competition targeting students grade 7-12. HPL and BASEF partnered to promote STEM learning and student innovation by encouraging participants to leverage library resources to create their projects. HPL provided BASEF with free print coupons for students in need and participant registration bags include Library promotional material highlighting opportunities for teens and \$5 coupons for all participants to try the MakerSpace. HPL is working with BASEF on plans to showcase some projects, later in the year, to promote interest in STEM.

MAKERSPACE ONE YEAR ANNIVERSARY CELEBRATION

The MakerSpace at Central Library celebrated its 1 year anniversary on April 11, 2017. The all day celebration attracted a large number of visitors who participated in staff led tours and demos and in spinning the wheel for a chance to win \$5 coupons to be used in the MakerSpace. Staff also offered stickers, hourly prizes and 3D print giveaways.

LIBRARY BOARD MEETING MANAGEMENT SYSTEM AND VIDEO STREAMING TESTING

HPL started testing a service based Board Meeting Management System and associated Video Streaming Functionality. Internal tests have started, with a plan to implement in the next few months starting with Video Streaming in May.

Paul Takala
Chief Librarian/CEO

Date: April 12, 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 Annual Report on Revenue Generation**

RECOMMENDATION:

That the 2016 Annual Report on Revenue Generation be received for information.

FINANCIAL/STAFFING/LEGAL IMPLICATIONS:

In 2016, Library grants, fees, and general revenues amounted to \$1,937,466. Below is a summary for each of the past three years.

	<u>2016</u>	<u>2015</u>	<u>2014</u>
Grants	\$ 1,335,393	\$ 1,324,094	\$ 1,253,694
Fees & General	\$ 602,073	\$ 604,203	\$ 646,889
	\$ 1,937,466	\$ 1,928,297	\$ 1,900,583

The attached table at end of this report provides a more detailed breakdown of revenues for the 2014 to 2016 period along with the budgeted revenues for 2017.

BACKGROUND:

Grants

Public Libraries Operating Grant - \$949,451 (2015 – \$949,451)

The Public Libraries Operating Grant is by far the single-largest grant we receive at \$949,451 annually, or 71% of all grants received in 2016. It is the only grant that is not tied to a specific expense so the grant goes towards reducing the net municipal contribution required from the City.

Learning Instruction for Newcomers - \$247,145 (2015 - \$236,520)

The next largest grant is the Learning Instruction for New-Comers (LINC) grant at \$247,145 in 2016. The LINC grant is a federal grant that is used to offset expenses for LINC workers employed by the Library. The LINC program has recently been extended to 2020.

Ontario Libraries Capacity Fund - \$65,282, (2015 - \$77,936)

The Ontario Libraries Capacity Fund (OLCF) is a Provincial grant that has been received since 2015. In 2016 the grant was primarily used to purchase equipment for the Makerspace. Eligible expenses can include hardware and software to improve user services and access, staff development for improved digital technology program and service capacity, collection development, or website development. This grant was received again for 2017 in the amount of \$65,292 and has been used to purchase customer-facing hardware and software to improve user services.

Young Canada Works/ Summer Reading Grants - \$32,665 (2015 - \$19,187)

These grants are provided by the federal government and the Canadian Council of Archives. In 2016, funds provided were used for the Summer Reading program and summer internship positions related to Youth Services and Local History & Archives.

New Horizons Grant – 24,850 (2015 – \$25,000)

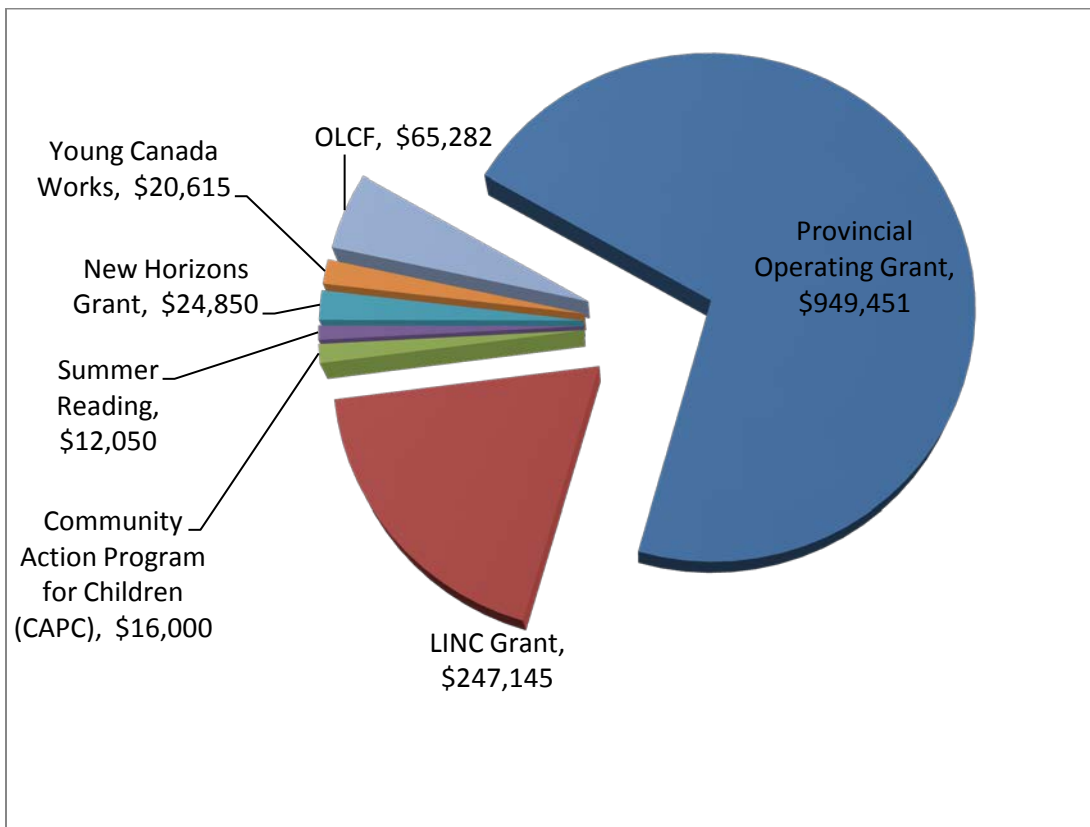
The New Horizons grant is a federal grant that has been received since 2015 in approximately the same amount each year. In 2015, the funds were put towards the Creative Aging program and in 2016 funds were used for the Open Media Desk. We recently received confirmation that we'll be receiving another \$24,000 in 2017 which will be put towards Homeless Seniors programs.

Community Action Program for Children (CAPC) - \$16,000 (2015 - \$16,000)

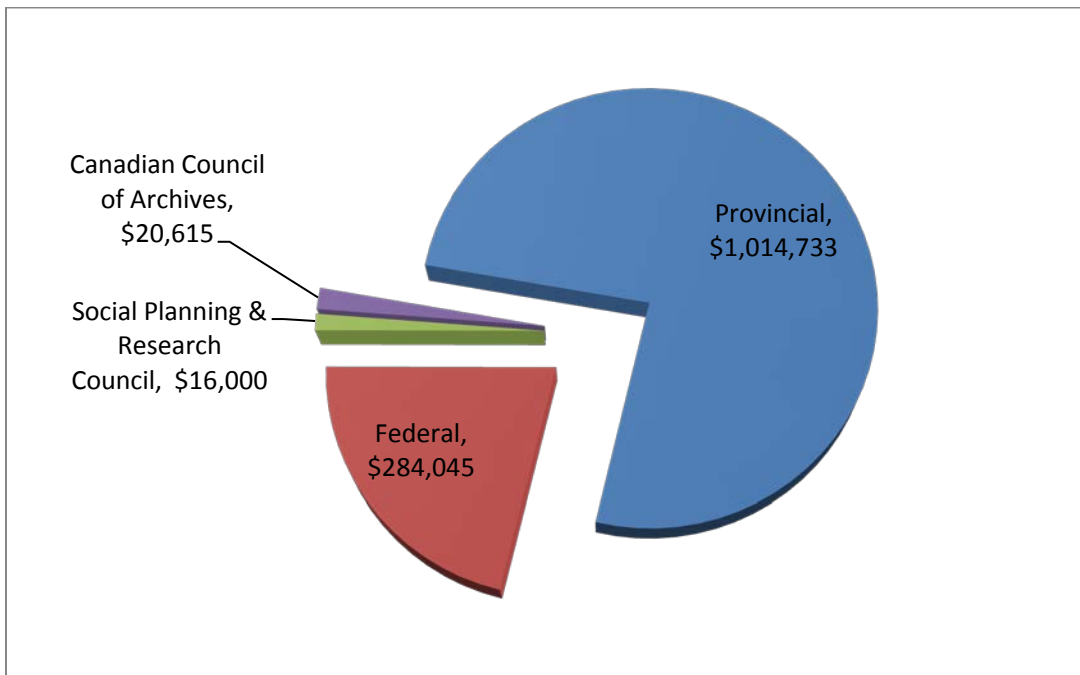
This grant is provided by the Social Planning & Research Council and \$16,000 has been received each year over the last three years. Eligible expenses under the grant include those related to the Summer Reading Club, Get Ready for Kindergarten, and Story Time for Newcomers and Hamilton Families.

A breakdown of grants by type and by provider follows:

2016 Grants by Type (\$1,335,393)



2016 Grants by Provider (\$1,335,393)



FEES & GENERAL

Fines - \$359,256 (2015 - \$422,246)

Fine revenue has been declining dramatically the last few years which can be attributed to the increasing use of electronic and digital resources which automatically expire and do not accrue fines. Even though fine revenue has been declining, it still makes up the single-biggest revenue source outside of grants and is in fact still more than 50% of all Fees & General revenues. Fine revenue includes overdue charges & costs for lost items. The Fine budget has been reduced for 2017 to \$385,670 and will likely have to be reduced further for the 2018 budget.

Photocopier & Printer Revenues - \$127,740 (2015 - \$109,889)

Photocopier & Printer revenues make up the next largest revenue source in this category and have been growing over the last few years. The budget for photocopier & printer revenues has been increased to \$110,000 for 2017. Each year, photocopier & printer revenues are transferred to the Library General Development Reserve for the future replacement of this equipment.

Together, Fines and Photocopier/Printer revenues make up 81% of all 2016 Fees & General Revenues.

Book Sales - \$19,539 (2015 - \$14,597)

The Book Sale budget should be revisited. Is currently \$28,000 and although book sale revenues have been increasing they have not surpassed \$20,000 in any of the last three years.

Merchandise Sales - \$11,260 (2015 - \$7,060)

The Merchandise Sales budget should be increased now that Makerspace fees are being collected – in 2016 we collected just over \$3,000 in various Makerspace fees. Computer media revenues received a bump up in 2016 related to the increased sale of headphones & USB sticks.

Rent & Payments in Lieu of Rent - \$8,540 (2015 - \$3,540)

This relates to payments received from Information Hamilton (\$3,450 annually) and the Learning Annex which provided a contribution to the Library of \$5000 in lieu of rent in 2016.

Donations - \$6,973 (2015 - \$1,833)

Donations vary from year to year and have not traditionally been budgeted for due to their unpredictable nature. Donation revenues have ranged from just under \$2,000 in 2015 to over \$20,000 in 2014. To date, 2017 donations have already surpassed the 2016 total as a result of a generous \$15,000 donation from the Friends of the Hamilton Public Library. Starting in 2016, the Board approved the establishment of a new Donations Reserve whereby all undirected donations received in the year are transferred to this reserve. As with other Reserves, use of

funds in the Donations reserve requires Board approval. This will allow for more Board control over donations and more transparency for donors so they can better see where their donated dollars are being spent.

Room Rentals - \$6,765 (2015 - \$5,532)

Room Rental revenues have remained steady over last few years at \$5,000 to \$6,000 per year.

Non-Resident User Fees - \$3,607 (2015 - \$3,320)

Non-Resident user fees have been increasing slightly over the last three years.

Local History & Archive Image Fees - \$3,398 (2015 - \$2,997)

Local History & Archive Image Fees increased in 2016 after declining in 2015.

Programming Revenue - \$2,309 (2015 - \$8,712)

These revenues relate primarily to fees related to Evening for Book Lovers events. Revenue was higher in 2015 resulting from JUNO events.

Miscellaneous Revenues - \$4,573 (2015 - \$4,209)

In 2016, this primarily related to revenues for film and television productions that were permitted on Library premises (\$3,041). Also included are minor revenues related to Inter-Library Loan fees and sale of alcoholic beverages.

Third Party Recoveries - \$48,114 (2015 - \$20,268)

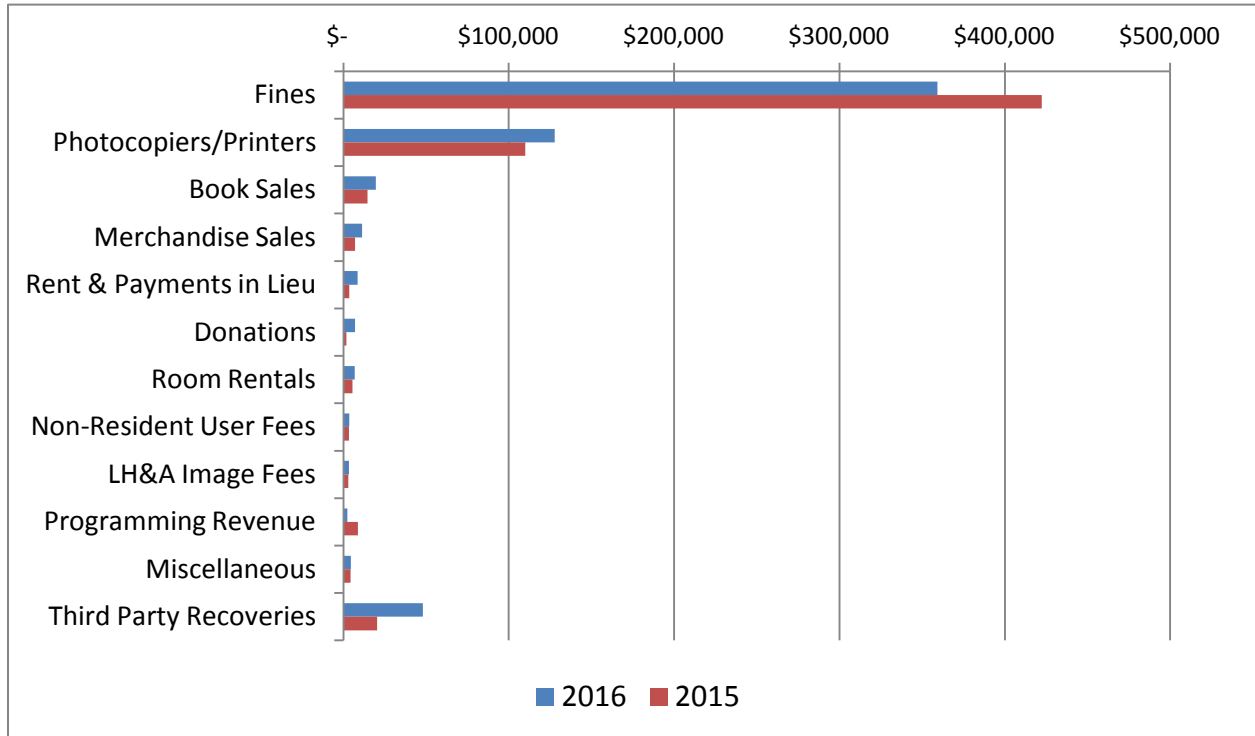
This relates to revenues received from various outside organizations to offset expenses incurred by the Library. Included in this is the salary recovery for the Disability Information and Support Help (DISH) worker who is paid by the Library but works 2 of 5 days per week at Hamilton Health Sciences. DISH recoveries were higher in 2016 vs 2015.

Also included are Union Fee billings recoveries for Union Days that are taken by Union members for Union work and conferences. Those employees are paid by the Library and subsequently reimbursed for the Union time taken.

A one-time recovery from Mohawk City School for furniture purchases was received in 2016.

It should be noted that while these recoveries are reported as revenues they each have offsetting expenses associated with the revenues.

2016 & 2015 FEES & GENERAL REVENUES - \$602,073 (2015 - \$604,203)



Hamilton Public Library Revenue Comparisons by Year						
	2017	2016	2015	2014		
	Budget	Actual	Actual	Actual		Notes
Grants & Subsidies						
Provincial Operating Grant	\$ 949,450	\$ 949,451	\$ 949,451	\$ 949,451		Provincial Grant. Used to offset operating expenses. Has remained steady but has not been increasing for inflation
Language Instruction for NewComers (LINC) Grant	\$ 249,990	\$ 247,145	\$ 236,520	\$ 243,399		Federal Grant. To offset expenses for LINC workers. Grant has been extended to 2020.
Community Action Program for Children (CAPC)	\$ 14,280	\$ 16,000	\$ 16,000	\$ 16,000		Funding provided by the Social Planning & Research Council (SPRC). Used for Summer Reading, Get Ready for Kindergarten, & Story Time for Newcomers.
Summer Reading	\$ 10,000	\$ 12,050	\$ 15,224	\$ 11,220		Federal Grant.
New Horizons Grant	\$ -	\$ 24,850	\$ 25,000	\$ -		Federal Grant. Used to provide opportunities for Seniors to explore technical and creative avenues and encourage civic and community involvement. A further \$24,000 has been provided in 2017.
Young Canada Works	\$ -	\$ 20,615	\$ 3,963	\$ -		Funding provided by the Canadian Council of Archives. Used to fund Summer Literacy Worker positions, LH&A intern.
Ontario Libraries Capacity Fund (OLCF)	\$ -	\$ 65,282	\$ 77,936	\$ -		Provincial Grant. Used to purchase hardware & software to improve user services and access.
Davis Creek & Riverdale Summer Camps	\$ -	\$ -	\$ -	\$ 33,624		
	\$ 1,223,720	\$ 1,335,393	\$ 1,324,094	\$ 1,253,694		

	2017	2016	2015	2014	
	Budget	Actual	Actual	Actual	Notes
Fees & General					
Fines	\$ 385,670	\$ 359,256	\$ 422,246	\$ 459,317	
Photocopier/Printer Revenue	\$ 110,100	\$ 127,740	\$ 109,889	\$ 96,358	Includes photocopying and printing fees
Book Sales	\$ 28,000	\$ 19,539	\$ 14,597	\$ 13,906	
Disability Information Services Help	\$ 21,500	\$ 31,040	16,454	\$ 10,000	Portion of DISH worker salary recovered from Hamilton Health Sciences
Room Rentals	\$ 11,500	\$ 6,765	\$ 5,532	\$ 6,344	Fees received for rental of Library meeting spaces
Programming Revenue	\$ 8,000	\$ 2,309	\$ 8,712	\$ 42	Primarily related to fees for Evening for Book Lovers. 2015 bump related to the Junos
Merchandise Sales	\$ 5,800	\$ 11,260	\$ 7,060	\$ 11,666	
Library Tote Bags			\$ 3,765	\$ 3,429	\$ 4,063
Computer Media (USBs, headphones, etc)			\$ 4,308	\$ 2,555	\$ 2,457
Digital Media Lab Fees			\$ 3,032	\$ -	\$ -
Calendars			\$ -	\$ 861	\$ 5,146
Other			\$ 154	\$ 216	\$ -
Info Hamilton Rent	\$ 3,540	\$ 3,540	\$ 3,540	\$ 3,540	Rent received from Information Hamilton for office space on Central 5th Floor.
LH&A Image Fees	\$ 3,500	\$ 3,398	\$ 2,997	\$ 5,448	
Non-Resident User Fees	\$ 3,080	\$ 3,607	\$ 3,320	\$ 2,478	Fees paid by non-residents for use of HPL services
ILLO Fees	\$ 450	\$ 873	\$ 712	\$ 464	Inter-Library Loan Fees
Union Fee Billings	\$ -	\$ 7,685	\$ 3,814	\$ 8,633	Recovery of employee expenses while working on Union business
Donations	\$ -	\$ 6,973	\$ 1,833	\$ 20,255	
Sale of Alcoholic Beverages	\$ -	\$ 359	\$ 142	\$ 2,616	
Mohawk College	\$ -	\$ 9,389	\$ -	\$ -	Funds recovered for furniture purchased on their behalf
Learning Annex	\$ -	\$ 5,000	\$ -	\$ -	Payment-in-lieu of Rent
Youth Unfiltered Facts	\$ -	\$ -	\$ 2,400	\$ -	
General Fees	\$ -	\$ 300	\$ 600	\$ 100	
Miscellaneous	\$ 1,200	\$ 3,041	\$ 355	\$ 5,722	2016 relates to use of Library space in film and tv productions.
	\$ 582,340	\$ 602,073	\$ 604,203	\$ 646,889	
TOTAL	\$ 1,806,060	\$ 1,937,466	\$ 1,928,297	\$ 1,900,583	

NON-MONETARY DONATIONS

The following is a summary of non-monetary donations over the last three years showing the item donated and the value. Donated items over \$250 are evaluated by an independent appraiser.

2014	
<u>Appraised Value</u>	<u>Item Donated</u>
\$ 7,000	Hamilton Related Memorabilia & Ephemera
\$ 610	Historical Records and Photographs
\$ 7,610	
2015	
<u>Appraised Value</u>	<u>Item Donated</u>
\$ 3,500	Photographs
\$ 2,235	Hamilton Related Ephemera
\$ 1,000	Photographs and Local Calendars
\$ 2,500	Police Court Records (1892-97)
\$ 600	Royalty Related Original Photographs
\$ 150	Rubber Tire Galvanizing Template
\$ 9,500	Awards, WWII Medals, Portrait & Letters
\$ 1,675	Royal Hamilton College of Music Documents
\$ 16,800	Political Sketches
\$ 20,000	Art
\$ 57,960	
2016	
<u>Appraised Value</u>	<u>Item Donated</u>
\$ 500	Manuscript Materials
\$ 3,235	Scrapbooks
\$ 450	Slides on the Subject of Hamilton Architecture
\$ 1,800	Federal Longcase Clock
\$ 15,000	Rare Margaret Atwood Items
\$ 1,550	Miscellaneous Items Related to local Family and the History of Hamilton
\$ 975	Miscellaneous Hamilton-Related Items
\$ 3,000	Historical Family Archives
\$ 4,050	Pre-Confederation Letters, WWI Letters, 227 Letters Regarding General Family Matters
\$ 150	Waterfalls of Hamilton Posters
\$ 30,710	

Date: April 13, 2017
To: Chair and Members of the Board
c.c. Paul Takala, Chief Librarian
From: Melanie Southern, Director Public Service, Partnerships & Communications
Subject: **Quarter 1 Metrics Report**

RECOMMENDATION

That the Library Board receive the Quarter 1 Metrics Report for its information.

BACKGROUND

Ensuring that HPL is relevant and responsive is one of the Library's current strategic priorities. A key element in advancing this strategic priority is to gather, analyze and interpret our quantitative data. As the attached spreadsheet illustrates, the 1st Quarter statistical report provides the Library Board with the comparable from the past two years where possible. These indicators help to demonstrate the nature of customer usage of the Library's collections, programs and services.

REPORT

For the first quarter of 2017, there are a number of key performance indicators in red showing a decline. Staff has reviewed the numbers and have the following observations and comments regarding them:

- The biggest factor impacting most of the metrics is service in Binbrook and Dundas are operating out of temporary locations during construction.
- Active library cardholder's remains consistent, but new registrations are down. Staff has plans in place for outreach to reach new cardholders.
- In person visits were 5.3% higher than Q1 2015.
- Social Media continues its upward trend as momentum continues to build, and staff members develop strategies to leverage these tools further.

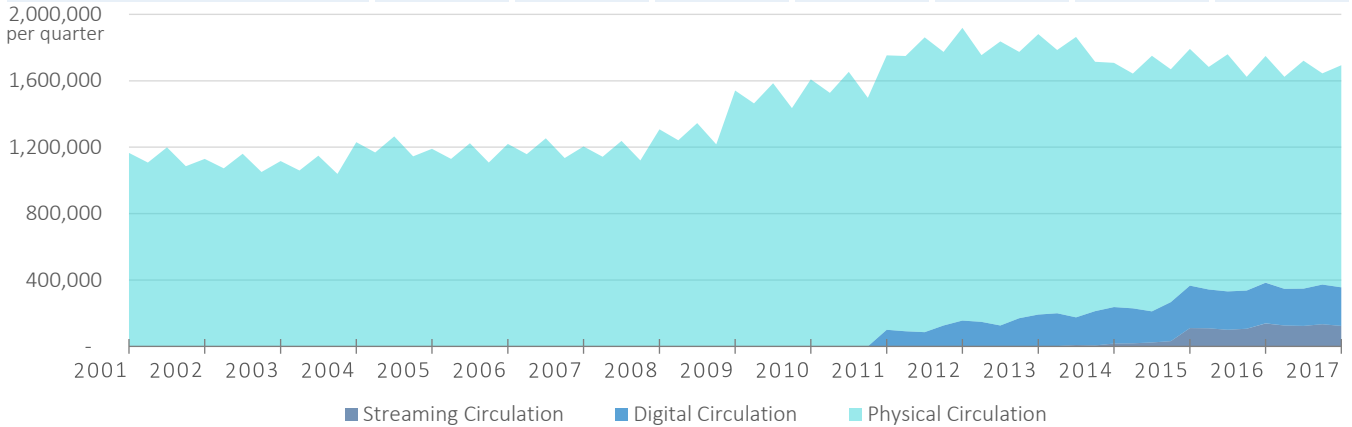
The Library Board will continue to be provided with quarterly updates of key performance indicators. It is a means to monitor trends in the use of Library facilities, collections, programs and services and plan for future strategic opportunities and developments. These performance indicators will continue to evolve as library service evolves.



Q1 2017

Population Served: 550,700
 Active Library Cardholders: 156,657
 Active Cardholders per Pop.: 28.4%

Borrower Statistics	2017 YTD	2016 YTD	% Change 2017 YTD	Q1, 2017	Q1, 2016	Q1, 2015	Q1 % Change 2017 to 2016
New Registered Cardholders	5,643	6,098	-7.5%	5,643	6,098	5,802	-7.5%
Active Library Cardholders	156,657	155,802	0.5%	156,657	155,802	144,148	0.5%



Performance Statistics	2017 YTD	2016 YTD	% Change 2017 YTD	Q1, 2017	Q1, 2016	Q1, 2015	Q1 % Change 2017 to 2016
Circulated Items (Physical)	1,338,645	1,365,425	-2.0%	1,338,645	1,365,425	1,425,850	-2.0%
Circulated Items (Digital)	231,617	245,435	-5.6%	231,617	245,435	256,010	-5.6%
Circulated Items (Digital Streaming)	123,638	138,125	-10.5%	123,638	138,125	109,748	-10.5%
Circulated Items (Total)	1,693,900	1,748,985	-3.1%	1,693,900	1,748,985	1,791,608	-3.1%
In Person Visits	966,406	1,008,854	-4.2%	966,406	1,008,854	917,801	-4.2%
Website Visits	582,009	619,986	-6.1%	582,009	619,986	779,955	-6.1%
Catalogue Visits	498,724	570,923	-12.6%	498,724	570,923	558,618	-12.6%
Number of Programs	2,283	2,374	-3.8%	2,283	2,374	2,439	-3.8%
Program Attendance	37,564	39,940	-5.9%	37,564	39,940	41,075	-5.9%
Computer Sessions	199,806	210,155	-4.9%	199,806	210,155	192,399	-4.9%
Wireless Network Uses	315,045	292,746	7.6%	315,045	292,746	168,807	7.6%
Social Media Fans	14,346	11,440	25.4%	14,346	11,440	7,562	25.4%

Last Updated: 4/10/2017

Date: April 12, 2017
To: Chair and Members of the Board
From: Paul Takala, Chief Librarian/CEO
Subject: **Library Board Correspondence Process**

RECOMMENDATION:

That the Hamilton Public Library Board receive this report and that staff are instructed to update the website as reflected in this report.

FINANCIAL/STAFFING/LEGAL IMPLICATIONS:

The Hamilton Public Library needs to be in compliance with the Ontario Public Library Act and other relevant legislation including the Municipal Act. City of Hamilton By-Law No. 04-019 and the By-Laws of the Hamilton Public Library Board, last revised December 2016, provide specific rules for how the Library Board conducts its business.

BACKGROUND:

At the February 2017 Board meeting, staff were asked to provide clarity around the rules for correspondence getting included in the Library Board package. Staff contacted the City of Hamilton Clerks' Department and other library systems in Ontario to determine what others do and to provide clarity around the process for getting correspondence included in the Library Board package.

The Chief Librarian/CEO serves as Secretary of the Board. Monthly the Board Secretary meets with the Board Chair and the Vice Chair to develop the Board agenda. Past Board direction and standard scheduled business are listed on the monthly *Upcoming and Outstanding Agenda Items* report. The agenda is developed based on the direction provided in that report and additional items that emerge, including correspondence.

Sections *6.5 Agenda Procedure* and *6.8 Delegations* of the Library Board By-Laws specify the rules for how the agenda is developed:

6.5 Agenda Procedure

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

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

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

6.8 Delegations

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

Currently that process is communicated on the website through the posting of the *Library Board By-Laws*. To make it easier to understand how the process works the following action is recommended:

- Update the *Contact Us* page on the website to link to the Library Board agenda page where information will be added outlining the process for sending formal correspondence to the Library Board and how to request a formal delegation to the Library Board.

In addition to delegations and correspondence being added to the meeting agenda, the Chief Librarian/CEO, in consultation with the Library Board Chair and Vice Chair, regularly uses the monthly Chief Librarian Report to keep the Board informed of important developments.

Date: April 13, 2017
To: Chair and Members of the Board
c.c.: Paul Takala, Chief Librarian/CEO
From: Lita Barrie, Director, Collections & Youth Services
Subject: **Collection Policy – 1st Review**

RECOMMENDATION:

That the attached Collection Policy be received for review.

BACKGROUND:

The Collection Policy was last reviewed by the Library Board in 2014. The policy has been updated to align with the new Policy Development Framework. The text of the policy has been adjusted where required to align with other policy updates.

Significant additions and edits to the policy are highlighted. The proposed amendments to the policy include incorporating a statement about the Interlibrary Loan to replace the Interlibrary Loan Policy. The details of the former Interlibrary Loan policy will be provided to customers as use guidelines. The proposed policy also incorporates more explicit references to diversity, accessibility and inclusion within HPL's collection development practices.

Policy Number (System TBD)

Title: Collections Policy

Policy Level: Board

Author: Director, Collections

Review Period: (Standard 4 years)

Last Revised: March 19, 2014

Key Points Summary:

- The library's collection policy outlines the philosophy and key objectives of the library's collections development.
- The ultimate accountability for the management of Library collections lies with the Chief Librarian but in practice is delegated to the Director of Collections.
- The collection policy outlines the key criteria for the selection and deselection of materials.
- The collection policy addresses suggestions for purchase, gifts, donations and objections lodged against items in our collection by community residents or organizations

Purpose

To provide a statement of philosophy and identify key objectives respecting the collection management, and access to collections which reflects the Mission Statement and Strategic Priorities of the Hamilton Public Library.

To define responsibility for collections and identify the delegation of collections responsibility.

To establish procedures to address suggestions for purchase, gifts, donations and objections lodged against items in our collection by community residents or organizations.

Definitions:

Format is the physical form of material and applies to all literary, dramatic, musical and artistic works; sound recordings; and recorded performances, formats include: print, audiovisual, digital and multimedia.

Interlibrary loans are transactions in which library materials are made available by one library to another; they include the provision of copies and microforms as substitutes for loans of the original materials.

Policy Details:

Strong library collections are fundamental to public library service. The Hamilton Public Library (HPL) is committed to developing and maintaining diverse, relevant and responsive collections that meet and anticipate the changing needs of our customers.

The ultimate responsibility for the library's collections lies with the Chief Librarian acting in accordance with the general policies established by the Library Board. In practice, this authority is delegated to the Director of Collections.

The Library Board, in establishing a Collections Policy, was cognizant of the Constitution Act, 1982, Part 1, Canadian Charter of Rights and Freedoms, Section 2b, which guarantees "everyone the following fundamental freedoms...freedom of thought, belief, opinion and expression, including freedom of the press and other media of communication. The Hamilton Public Library endorses the Position Statement on *Intellectual Freedom and Libraries* adopted by the Canadian Federation of Library Associations in 2016 and the *Statement on the Intellectual Rights of the Individual* adopted by the Ontario Library Association in 1998.

The presence of materials in the Library collections does not constitute an endorsement of their content or viewpoints by the Library Board. The Board recognizes that this policy is carried out in compliance and with due regard for all applicable legislation.

Where appropriate, HPL participates in resource sharing initiatives and consortium purchasing to provide the greatest access to library materials.

Selection

Items are selected:

- to meet the recreational needs and interests of the community
- to enrich human understanding by celebrating the diversity of our community through inclusion of various cultural, ethnic, religious and philosophical backgrounds
- to educate and support lifelong learning
- to recognize and accommodate a range of education levels and abilities
- to inspire a love of reading, learning and creativity
- to collect and preserve materials which illustrate the growth and development of the City of Hamilton, celebrate its history and heritage or which pertain in whole or in part to activities within the geographic boundaries of the City of Hamilton

Criteria for Selection:

- suitability of physical and digital form for library use
- relation to existing collections and other items on a subject
- accessibility of items in other libraries, for free via the internet, or from other easily and freely accessible resources
- interests and composition of the community
- popular or anticipated demand and current trends
- attention of critics, reviewers, and the public

- quality, clarity, comprehensiveness and accuracy of the work
- reputation, skill, competence and purpose of the originator of the work
- special value as a contribution to social questions and problems of continuing or topical interest
- timeliness or permanence of the work
- availability of funds and space
- balance of viewpoints in the collection including those considered extreme or minority

An item need not meet all of the above criteria in order to be acceptable. Items that do not meet these criteria may be purchased to satisfy demand. The Local History and Archives department will only accept material on a permanent basis, except when borrowing material for short-term loans to reproduce or to include in displays or exhibits.

Requests for Removal of Items

The Hamilton Public Library recognizes the right of individuals to express opposition to author or artists' ideas or to their creative exercise in items selected for the library. While people have the right to reject for themselves items of which they do not approve, they do not have the right to restrict the freedom of others. The Hamilton Public Library is a resource where many points of view and modes of expression can be examined without hindrance. No ideas and opinions have universal acceptance and the use of language or visual depiction, either descriptive or expressive, can in itself stimulate controversy.

The Hamilton Public Library complies with any law enacted at the federal, provincial or municipal level, and therefore does not collect or maintain items which have been judged obscene or pornographic, or has been banned by the courts. The relevant sections of the Criminal Code of Canada are: sedition, hate propaganda and obscenity.

The presence of an item in the collection does not indicate an endorsement of its contents by the Hamilton Public Library, but rather is an affirmation of the principle of intellectual freedom as embodied in the Canadian Federation of Library Associations' Position Statement on Intellectual Freedom and Libraries.

The following will not cause an item to be automatically included or excluded from the collection:

- race, religion, nationality or political views of an author
- frankness or coarseness of language
- controversial content
- endorsement or disapproval of an individual or group
- language in which the work is written or spoken

If a customer feels that an item in our collection falls outside the criteria outlined in this policy, they are invited to complete a Request for Reconsideration Form.

De-selection and Collection Maintenance

The library strives to maintain strong physical collections while growing or providing access to content that reflects the increasing demand for information, books, music and videos in digital formats.

The Library continually identifies items from its collections for discard based upon the following criteria:

- Item's subject is outdated
- Item is no longer of interest or in demand
- Overabundance of an item or subject as interest wanes
- Worn or damaged copies

Once an item has been identified for possible elimination based on the criteria above, the process of determining if an item still deserves a place in the library's collection begins.

Retention is based on the following criteria:

- Is it of local, regional, or national significance, including works of local or Canadian authors, artists, recording artists or film makers and works pertaining to local history?
- Is it a work by a famous author, artist, recording artist, film maker or universally accepted as a classic work?
- Is it unique to the collection in that there is little or no information available on that topic elsewhere and the information is still relevant and useful?

Items withdrawn from the collection are placed on sale annually or shipped to a reseller.

Local History & Archives Collections

Material added to the Local History & Archives collection shall be held until such time as it is deemed no longer relevant and is de-accessioned. All information pertaining to the de-accessioning and disposition of material will be retained in the Archives' records.

Access to Collections

Physical access to items will not be restricted except for the express purpose of protecting an item from damage or theft. Library customers of all ages shall have open access to all the Library's collections with the following exceptions:

- Films rated "R" or "18A" by Ontario Film Review Board and Games rated "M" by the Entertainment Software Rating Board are limited to customers 18 years of age or older.
- Access to collections housed in the Local History and Archives Department is limited to customers 14 years of age and older. Users under 14 must be accompanied by a parent or guardian.
- In keeping with the Library's [The Rights of Children and Teens in the Public Library Policy](#), there is no restriction on the material that may be borrowed by children. Parents and/or those responsible for the child are responsible for the selection, usage and safe return of materials borrowed by their children.

Interlibrary Loans

The Hamilton Public Library Board recognizes the important value of the interlibrary loan service to compliment HPL's collections. HPL actively participates in resource sharing for the benefit of library customers across Ontario and Canada and to provide Hamilton Public Library customers with efficient access to information and materials not held in the HPL. Interlibrary loans are limited to those items that the library might not be expected to own. HPL does not depend upon another library to supply the normal needs of our customers. Customers have the option of requesting a "No Charge loan". However, when the lending institution has charges to apply, customers must agree to pay up to \$25 in charges when they place the request. If the charge will exceed \$25 the customer will be contacted. If an HPL customer loses an item borrowed from another library on their behalf they are responsible for all replacement charges from the lending institution.

Suggestions for Purchase, Donations & Gifts

- **Suggestions:** We encourage customer participation in the shaping of our collections. Suggestions are referred and considered according to the Library's selection criteria.
- **Material Donations:** Defined as items purchased commercially that are no longer needed by customers and organizations. Offers to donate items to the Hamilton Public Library are appreciated. However, we do not accept them, because they place a financial toll on the system that supersedes any monetary gain from sale or enhancement to our collection.
- **Gift Copies from Local Authors:** In an effort to support local authors, recording artists and film makers, we accept gift copies of their work as long as they are submitted in a format we currently support. The library cannot accept imposed conditions relating to any item after its acceptance (e.g. consignment, return). Items that are not added to the collection are not returned, but rather discarded or sold. Items are considered for inclusion according to the Library's selection criteria.
- **Gifts to Local History & Archives:** Gifts in this case are defined as original works or works of significant historical value being offered to the Library at no charge. We have a mandate to collect and preserve valuable items that pertains to Hamilton's past and its culture. The Archives will accept historical material of any medium, including: textual records; photographs and other visual records; maps, plans and architectural records; and sound recordings and oral history recordings. Valuable items on Hamilton's past are evaluated by staff in our Hamilton Local History & Archives Department before being accepted.