

June, 2009 Progress Report ***Hamilton Public Library Board 2007 – 2011 Strategic Plan***

Mission Statement

Freedom to Discover

Values

Intellectual Freedom

Providing Access to all expressions of knowledge and creativity

Inclusiveness

Connecting with diverse communities

Innovation

Anticipating and responding to changing needs

Respect

Embracing a diversity of opinions and protecting the dignity of individuals

Accountability

Ensuring that library services are vital and relevant

Strategic Priorities 2008 - 2011

Strengthening the Community

The Hamilton Public Library will be a source of civic pride. We will offer welcoming public spaces where ideas are freely explored, events take place and people of diverse backgrounds feel equally at home. The library will make a positive social and economic impact. The library will preserve Hamilton's historic past and help community members to shape our future.

Strengthening Individuals

The Hamilton Public Library will serve people in ways that are relevant to their unique circumstances. The library will make it easy for the user to find what they are looking for and to delight in the discovery of things that are new. We will unite people, information and ideas using technology and personal service." The library will search for exciting ways for community members to become engaged in the development of library services.

Strengthening our Organization

The Hamilton Public Library will be a global leader, helping to ensure that public libraries remain relevant institutions. With a strong culture of leadership, the Hamilton Public Library will be both dynamic and resourceful. The library will embrace change to ensure that we are both relevant and effective. Staff will be encouraged to think, to contribute and to grow as knowledge workers.

Strategic priorities are intended to focus the discretionary energies of the organization. Continuous improvement and efficiency in all areas of library operations are assumed and expected. The Library Board recognizes that strategic priorities represent a vision that can be approached but never realized. The Board provides staff with specific objectives but administration is empowered to drop and to add objectives if better opportunities to advance Board strategic priorities emerge. Staff are responsible for producing an annual progress report on what they have actually accomplished. This is the report for the past year.

Report on Achievements related to the Strategic Priority: Strengthening the Community

- ***Renovation to the Central Library (1st floor)***

This project is now fully funded and construction has begun. The project is being completed in tandem with the Farmer's Market renovation and changes to the York Blvd streetscape. The Central Library will be installing RFID technology as well as an automated materials handling system. These are additions to the original project scope.
- ***Turner Park***

The 2008 objectives lists March, 2009 as the anticipated opening date for the Turner Park Branch. The project experienced some delays and opened in early May. Automated materials handling was added to the scope of the project but not yet installed. The overall staff complement for the Hamilton Public Library did not increase as a result of this new branch opening.
- ***Lynden Library building project***

Property has been purchased and City Council has approved funding for the design of a new Lynden Branch. Opening a new branch in Lynden will close both the current Lynden Branch and the Rockton Branch. It is anticipated that the hours of operation will increase when Rockton staff shift to Lynden.
- ***Waterdown Library building project***

The site of the former Flamborough Town Hall has been identified as the best site for a new Waterdown Library Branch. The Library and the City of Hamilton are undertaking a joint review in order to determine if this site can accommodate the addition of a library building.
- ***Replacement of the Bookmobiles***

One bookmobile was replaced with a vehicle that is more accessible and more capable of housing computers. A second replacement bookmobile has been ordered and is expected to be delivered soon.
- ***Alternative Service Delivery***

The Library Board approved an Inner City Service Plan at its March, 2009 meeting. The Picton Branch was identified for closure in June, 2009 at this same meeting.
- ***Refreshing the look of library branches***

The Dundas Branch was refreshed in 2008, as were both Concession and Westdale. Saltfleet was added to the list when we merged services onto the first floor. The lease extension for Sherwood, signed in the fall, has created a Capital allowance for that facility and planning for a more extensive renovation is underway.
- ***Working with Community Initiatives***

In response to the current economic crisis, we have offered our research services to many community organizations tasked with tracking trends and investigating potential initiatives. To date, we are working with the City's Wellness group, the Poverty roundtable, and other initiatives.
- ***Community Portal***

We commissioned a report to help determine the future of the community portal and the library's role in any future version of the portal. The report stated, quite conclusively, that a portal was desired by community partners and that the library was the logical agency to act as the lead.
- ***Sunday Service***

Sunday service will be introduced at Red Hill, Turner Park, and Dundas as well as Central in September 2009, subject to operating constraints.

2009 – 2010 Objectives related to the Strategic Priority: Strengthening the Community

Facilities renewal will remain a focus for the Library Board. By spring, 2010 the Board hopes and expects that:

- 1. Work on renovations to the Sherwood Branch will be either under way or complete.*
- 2. The new Waterdown Branch will have an acceptable, approved location; community consultation will have taken place and an architect will be working on designs.*
- 3. The Lynden Branch will have Capital funding and construction will soon start or will have started.*
- 4. A scope document will have been completed for Terryberry renovations; a Capital project will be submitted.*
- 5. Some “refreshing” will have taken place at Terryberry (first floor) address building issues which impact on service changes and facilitate self-check*
- 6. “Refreshing” will have taken place at both Red Hill and Barton. Saltfleet will have made some first floor modifications to facilitate self-check.*
- 7. The Board will have an approved the Rural Service Delivery Plan.*
- 8. The community portal will be launched (third quarter, 2009).*
- 9. The bookmobiles will be enabled with real-time computer access.*

Report on Achievements related to the Strategic Priority: Strengthening Individuals

- ***Readers Advisory***
Close to 100 book clubs flourish across the system. Our relatively “new” non-fiction book club (Books and Bites) completed a successful year. Book club kits, book discussion groups, author visits and the ‘One City, Many Stories’ program enhanced our readers advisory role. We have improved our ability to ‘merchandise’ our collections through new display techniques and ongoing training.
- ***Adult Programming/Changing focus***
We have broadened opportunities for diverse communities through programs such as English Conversation circles, French conversation circles, Chinese seniors program and ESL book clubs. We have introduced popular movie programs for adults and their families, which are much anticipated, and well attended. We have leveraged staff expertise to offer a variety of book clubs, programs on local history and genealogy and other areas of interest. We continue to expand the number of Public Computer Training classes. Full classes attest to the vital role public libraries play in supporting computer literacy and equitable access.
- ***Bibliocommons***
The Bibliocommons project has been delayed, due to economic issues. We are looking forward to introducing Bibliocommons later in 2009.
- ***Job Discovery Centres***
Job Discovery Centres are now operating in five library branches, using grant funding.
- ***Language Workers***
In partnership, SISO workers who speak languages common amongst new Canadians are available for consultation in relevant branch locations.
- ***Public Access Computers***
With the opening of Turner Park, the number of public access computers increased by 36 machines. We will again increase the number of public computers later in 2009. In 2009 staff implemented a test of Useful computer stations, an alternative to public computing that may allow for additional computers to be added without an impact on budget.
- ***Wireless***
To date the Library now provides wireless access at 13 branches. Wireless service is very popular.

Proposed 2009 - 2010 Objectives related to Strengthening Individuals

1. *Bibliocommons will allow customers to share reviews and keep track of their reading habits.*
2. *Staff will present a report to the Board aimed at ensuring the sustainability of job discovery centres, where relevant, even if grant funding were to stop.*
3. *The myhamilton community portal will move, along with the library's website, to a new software platform, allowing easier editing and collaboration.*
4. *Blu-Ray (DVDS) and Playaways (small audio books) will be introduced to our collections.*
5. *All elements of the approved Inner City Service Plan will be investigated and, where practical, implemented.*
6. *We will expand wireless access and implement a solution that enables wireless customers to utilize printing services.*
7. *We will investigate possible collaborations with community partners such as SISO, Small Business Enterprise Centre, Canada Revenue Agency, St. Joseph's Women's Centre and others that might enable us to offer a variety of instructive sessions on financial topics such as "10 steps to starting your small business" and tax clinics.*
8. *We will prepare, for the Board, a plan for the sustainability of job discovery functionality in the event of grant funding is lost.*

Report on Achievements related to the Strategic Priority: Strengthening Our Organization

- ***Management Training Program/Succession Planning***

The Library hired two new managers in 2008 and two new managers, as well as two temporary managers, in 2009. Orientation and training programs have been put in place. Several managers have requested and been given opportunities for additional training and for exposure to best practices at other libraries. One of our managers, Paul Takala, was promoted to a senior management position.
- ***Health and Safety Audit***

A Health and Safety Audit, conducted by an independent agency, was completed in 2008. The Human Resources Department was re-structured and a professional staff member with Health and Safety expertise was hired. Several areas of the audit have already been addressed, including certification of all members of the Joint Health and Safety Committee.
- ***RFID***

Full RFID funding was approved by the Board. The library system will continue to implement RFID technology in 2009 and 2010. Sorters were approved by the Board for three additional locations – Terryberry, Central and Turner Park.
- ***Server Virtualization/Computer Renewal***

In 2009 the library underwent a major update to our server infrastructure using server virtualization. This technology enabled the library to reduce the number of servers, saving both administration and energy costs. A new computer RFP was also completed. The library reduces the cost of computers under the new contract. Our new contract includes several enhanced environmental standards; our new computers run a cooler, use less energy and comply with environmental best practices.
- ***Staff Intranet - HPLNET***

A highly interactive staff Intranet site was launched in 2008. Goals of the site are: a) to empower staff with accurate and up to date information, b) to support staff engagement and participation, and c) to support the ongoing training and development of staff.

Proposed 2009 – 2010 Objectives related to Strengthening Our Organization

1. *The operations of the library system will continue to be reviewed in order to ensure that we can balance our operating budget on a sustainable basis.*
2. *The management structure of the organization will be reviewed by the Chief Librarian and, if there are financial implications to any changes, recommendations will be brought to the Library Board.*
3. *A new performance appraisal system will be introduced first for use with all librarian staff members and then rolled out to other staff positions.*
4. *The recommendations of the 2008 Health and Safety Audit will continue to be implemented.*
5. *A new attendance management system will be implemented.*
6. *Succession Management/Management training and development will continue to be a focus of the organization.*
7. *The installation of RFID will continue. Efforts are being made to move this project forward quickly to reduce the costs and complications of running two systems concurrently.*
8. *(optional) Excessive materials handling will have been reduced through process changes, the reallocation of collections by use and the fast-tracked installation of RFID technology, including the trial of a mini-sorter which will be tested at Westdale to determine improvements to the self check-in of materials.*
9. *The implementation of the Accessibility for Ontarians with Disabilities Act will be monitored and reviewed by staff, with any necessary reports and recommendations going to the Board. The training of staff in customer service will be the first Act-driven initiative.*

Summary of all 2009-2010 Objectives

1. *Facilities renewal will remain a focus for the Library Board. By spring, 2010 the Board hopes and expects that:*
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