

Mission Statement

Freedom to Discover

Strategic Priorities

*Strengthening Communities Strengthening Individuals
Strengthening Our Organization*

HAMILTON PUBLIC LIBRARY BOARD

**Regular Board Meeting
Wednesday, April 18, 2012
Central Library, Board Room**

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

AGENDA

- 1. Discussion Period**
- 2. Acceptance of the Agenda**
- 3. Minutes of the Hamilton Public Library Board Meeting of Wednesday, March 21, 2012** Attachment #3
- 4. Presentations**
 - 4.1 Partnership and Outreach Update – R. Raven
 - 4.2 Update on eBook negotiations – M. Ciccone, K. Roberts
 - 4.3 NELI Presentation – A. VanMinnen
- 5. Consent Items**
- 6. Business Arising**
 - 6.1 Waterdown Funding – K. Roberts Oral Report
 - 6.2 Strategic Priorities – K. Roberts Attachment #6.2

Suggested Action: Receive
- 7. Correspondence** Attachment #7
Suggested Action: Receive

8. Reports

8.1 Chief Librarians Report

Attachment #8.1

Suggested Action: Receive

9. New Business

9.1 Social Media Policy – M. Ciccone

Attachment #9.1

Suggested Action: Recommendation

9.2 Vendor of Choice for Pest Testing &
Control – R. Hewitt

Attachment #9.2

Suggested Action: Recommendation

9.3 Terryberry Parking Reconstruction
- K. Anderson

Attachment #9.3

Suggested Action: Recommendation

10. Private and Confidential

10.1 Labour Relations

10.2 Succession Committee

11. Date of Next Meeting

Wednesday, May 16, 2012

Central Library, Board Room, 5th Floor

5:30 p.m. Dinner

6:00 p.m. Meeting

12. Adjournment

Mission Statement
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HAMILTON PUBLIC LIBRARY BOARD
Regular and Inaugural Board Meeting
Wednesday, March 21, 2012

Central Library, Board Room
5:30 p.m. Dinner
6:00 p.m. Meeting

MINUTES

PRESENT: George Geczy, Jennifer Gautrey, Suzan Fawcett,
Wenda Tulloch, Kathy Baker, Nicolas vanVelzen,
David Simpson, Councillor Pearson, George Nakamura,
Councillor Jackson, Richard Bagdonas

STAFF: Karen Anderson, Paul Takala, Lisa DuPelle, Rebecca Raven,
Karen Hartog

GUESTS: Bob Goyeche, RDH Architects
Tyler Sharp, RDH Architects
Ania Van Minnen, Manager

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

- 1. Discussion Period**
- 2. Acceptance of the Agenda**

MOVED by Ms Gautrey, seconded by Ms Baker,

THAT THE AGENDA BE APPROVED AS PRESENTED.

MOTION CARRIED.

3. Minutes of the Hamilton Public Library Board Meeting of Tuesday, February 28, 2012

MOVED by Mr. Simpson, seconded by Ms Gautrey,

THAT THE MINUTES OF THE HAMILTON PUBLIC LIBRARY BOARD MEETING OF TUESDAY, FEBRUARY 28, 2012 BE ADOPTED AS PRESENTED.

MOTION CARRIED.

4. Presentations

4.1 Waterdown Schematic Designs

Bob Goyeche, Tyler Sharp and Ania Van Minnen were introduced to Board Members. Tyler Sharp and Bob Goyeche provided the schematic designs of the proposed Waterdown Branch to Board Members.

The presentation was received for information.

5. Consent Items

6. Business Arising

6.1 Strategic Plan – KR

MOVED by Mr. Bagdonas, seconded by Ms Gautrey,

THAT THE REPORT BE RECEIVED FOR INFORMATION.

MOTION CARRIED.

7. Correspondence

Letter from George Geczy to local are MPs dated March 1, 2012 re Bill C-11.

MOVED by Ms Gautrey, seconded by Ms Fawcett,

THAT THE CORRESPONDENCE BE RECEIVED FOR INFORMATION.

MOTION CARRIED.

8. Reports

8.1 Chief Librarian's Report

MOVED by Mr. vanVelzen, seconded by Ms Gautrey,

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

MOTION CARRIED.

9. New Business

9.1 Reserve Funding – RH

MOVED by Ms Tulloch, seconded by Ms Baker,

THAT THE REPORT BE RECEIVED FOR INFORMATION.

MOTION CARRIED.

9.2 External Audit Plan – RH

MOVED by Ms Baker, seconded by Mr. Bagdonas,

THAT THE REPORT TO THE AUDIT COMMITTEE – INITIAL COMMUNICATION ON AUDIT PLANNING, PREPARED BY GRANT THORNTON LLP CHARTERED ACCOUNTANTS FOR THE 2011 AUDIT BE RECEIVED FOR INFORMATION.

MOTION CARRIED.

10. Private and Confidential

MOVED by Mr. vanVelzen, seconded by Ms Tulloch,

THAT THE HAMILTON PUBLIC LIBRARY BOARD MOVE IN-CAMERA TO DISCUSS SUCCESSION PLANNING.

MOTION CARRIED.

MOVED by Ms Fawcett, seconded by Ms Gautrey,

THAT THE IN-CAMERA SESSION BE ADJOURNED.

MOTION CARRIED.

11. Date of Next Meeting

Wednesday, April 18, 2012

Central Library, Board Room

5:30 p.m. Dinner

6:00 p.m. Meeting

12. Adjournment

MOVED by Mr. Simpson, seconded by Ms Fawcett,

THAT THE MEETING OF WEDNESDAY, MARCH 21, 2012 BE ADJOURNED.

MOTION CARRIED.

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

Minutes recorded by Karen Hartog.



Date: April 12, 2012
To: Chair and Members of the Board
From: Ken Roberts, Chief Librarian
Subject: Strategic Priorities

I heard the comments expressed at the March Board meeting about the first draft of the Board's strategic priorities. Based on those comments, I have made some edits and changes. Hopefully, we are closer.

I have given Board Chair George Geczy notes for a possible preamble. I will be looking for a Board motion that approves new strategic priorities only at the point where the Board is comfortable with what is written. I assume there may be suggested edits or changes at the April meeting.

Community Beacon

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

Relevant and Responsive

The Hamilton Public Library will anticipate the needs of customers and potential customers. The library will maintain strong physical collections while shifting toward services that reflect the growing 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.

A Creative and Changing Organization

The library will ensure that staff have opportunities to build on their current skills and to develop new skills that are relevant to customers. The library system will continuously see3k new ways staff can add maximum value to customers we serve.



For Immediate Release

2012 Outstanding Service to Librarianship Award Announced by the Canadian Library Association

(Ottawa, April 12, 2012) - The Canadian Library Association / Association canadienne des bibliothèques is pleased to announce that the 2012 CLA Outstanding Service to Librarianship Award is being presented to Ken Roberts of Hamilton Public Library. The CLA Outstanding Service to Librarianship Award is generously sponsored by ProQuest.

Ken Roberts has had a remarkable impact on Canadian libraries through his career in public libraries across the country, from Lethbridge, Alberta and Richmond, British Columbia to Whitby and Hamilton in Ontario. As well as being one of Canada's great leaders in the realm of public libraries, serving, for example, in multiple terms as Chair of the Canadian Urban Libraries Council, Ken has served the profession in major leadership roles including President of the Canadian Library Association and President of the Ontario Library Association.

Ken supports the next generation of the profession as a mentor for the Northern Exposure to Leadership Institute and by developing the Public Library Leadership Fellowship programme through the University of Toronto's ISchool.

As one of the nominators said of him, Ken thinks globally and acts locally: "his ability to synthesize complex thoughts and communicate them so clearly to any audience is one of his most remarkable attributes. His passion, authority and conviction are apparent to all listeners, whether they are a group of city councilors or a class of preschoolers. It is this ability to 'tell a story' that resonates so well with everyone who comes in contact with him – even the most unaware citizen will become convinced of the value of public libraries and librarians after listening to Ken."

Ken is a renowned author of children's books and is in high demand as a public speaker at professional conferences across North America. He has received numerous awards during his career as a children's librarian, educator, and administrator. Another of his supporters said "what stands out for me with Ken is that, in spite of all his accomplishments, he is a librarian first and foremost and a humble man."

The CLA Outstanding Service to Librarianship Award will be presented at the CLA Closing Ceremonies, to be held Saturday, June 2nd during the CLA 2012 National Conference in Ottawa.

The Canadian Library Association / Association canadienne des bibliothèques is Canada's largest national and broad-based library association, representing the interests of public, academic, school and special libraries, professional librarians and library workers, and all those concerned about enhancing the quality of life of Canadians through information and literacy.

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Media Contact: Keith Walker, Chair, 2012 CLA Outstanding Service to Librarianship Award Jury. 403-504-3539 kwalker@mhc.ab.ca

Chief Librarian's Report April, 2012

Community Access Program (CAP) has been cancelled

On April 5th, Industry Canada announced that it would not renew funding for the CAP program after this fiscal year ends on March 31, 2012. CAP was launched in 1995 to help provide Canadians with access to the Internet and its economic benefits. In recent years the Hamilton Public Library has received a grant of approximately \$16,000 to help support our public computer training programming at six of our branches. We have known that the CAP funding could end at any time so no staff positions will be affected and staff will work to ensure our popular public computer training programs are not negatively impacted. Unfortunately, the ending of CAP funding could have significant negative impacts on Internet service and programs in many smaller library systems around Ontario and Canada. Industry Canada also supports the CAP Youth Initiative (YI) which provides Canadians age 15 to 30 with work experience. HPL has received some funding from CAP YI in the past and that program is not impacted by the announcement.

AskON Service Transferred to New Organization

AskON is a collaborative real-time chat information service that several libraries around Ontario currently utilize, including HPL. In 2007 AskON was created by Knowledge Ontario (KO) to expand access to online information and reference service to Ontario residents. When KO did not receive ongoing operational funding from the Ontario government, AskON and other key KO services have been developing sustainability plans. We recently learned that the Ontario Colleges Library Service (OCLS) has assumed responsibility for AskON. This transfer to OCLS provides AskON with a stable foundation to develop and expand its service. HPL staff will be working with AskON staff to help ensure the service develops in a way that benefits public library customers. We will have a representative on the advisory board. Initially, that representative will be Paul Takala.

2012 Operating Budget Approved

The 2012 City of Hamilton Operating Budget was approved by City Council on Wednesday April 11, 2012. For the Hamilton Public Library, the budget was approved as submitted, at \$28,038,568. This represents a 1% increase from the approved 2011 operating budget.

BCLA and CLA Conferences

Michael Ciccone and Ken Roberts will reprise their 2011 Hot Topic discussion of ebooks at the 2012 CLA conference. Michael and Ken will also help to conduct a Canadian Urban Libraries Council discussion on ebooks.

Ken Roberts will be speaking about lessons learned from the CULC Scandinavian tour and will also be speaking, with Mike Ridley, on the future of libraries and on leadership. Ken will provide British Columbian librarians with an ebook update that their annual conference in May. CULC will pay the expenses for this talk.

Lynden

The construction contract has been awarded and we expect a start date in May 2012.

Waterdown

Planning for a new Waterdown library continues. The library, along with our partners from the City, Flamborough Information and the Waterdown-East Flamborough Heritage Society will be hosting a community open house on May 8th from 6-8pm at the Flamborough YMCA. Staff and architects will be available to explain the plan and drawings.

Binbrook

The first step in planning for an expansion to the Binbrook library is underway. A feasibility study will be done to examine the existing building and the site to identify issues or constraints.

Computers in Libraries – Fiacre O’Duinn

Staff member Fiacre O’Duinn presented at the Computers in Libraries conference in Washington DC, and his efforts were singled out by a summary of the conference in Library Journal’s Digital Shift blog: "Equally exciting was the history lesson about Maker culture from Fiacre O’Duinn of the Hamilton (ONT) Public Library. I’m already familiar with Maker culture, but for most folks in the audience it was an eye-opener. Next year, I’d like to see us keep exploring how libraries can provide support and services to the DIYers/makers/hackers, and how they can help us expand what we can offer."

The session was entitled "Tinkerers: Maker Culture for Librarians".



Date: April 12, 2012
To: Chair and Members of the Board
c.c. Ken Roberts, Chief Librarian
From: Michael Ciccone, Director of Collections
Subject: Social Media Policy

RECOMMENDATION:

That the attached “Social Media Policy” be adopted by the Library Board.

BACKGROUND:

Social media refers to online tools and services that allow Internet users to create, publish and share content. The “social” aspect of social media occurs when individuals find others with similar interests and interact with them through online communities, sharing information and knowledge, offering support, and providing networking opportunities. Social media also allows for the easy sharing and re-purposing of existing content, expanding the reach of your work and enabling others to share it with their friends and networks.

Our current catalogue, BiblioCommons provides social media tools that allow customers to share opinions about our collections; however, to date the Hamilton Public Library (HPL) has had a limited presence on popular social media sites such as Facebook or Twitter. Social media is becoming a critical tool for many organizations to promote their programs and services and to engage customers. Many public libraries have established accounts and are posting regularly (e.g. Burlington, Ottawa and Edmonton). The policies and procedures of these and other libraries have been examined to determine the best approach to utilizing social media sites.

All HPL social media accounts will be managed by a group of staff called the Social Media Team (SMT). The SMT will coordinate library posts and regularly monitor all activity on all our sites. The SMT will read all messages and comments and ensure that emerging themes or helpful suggestions are passed to the relevant staff at HPL.

Initially the plan is to utilize the following major social media sites: Twitter, Facebook, Pinterest, Google+, and Foursquare.



Social Media Policy

Policy Level: Library Board

PURPOSE:

This policy governs staff and customer use of social media tools for official library purposes.

STATEMENT OF COMMITMENT

The Hamilton Public Library (HPL) is committed to using social media technology to provide a venue for shared information resources with our customers and partners and providing a means for meaningful communication between customers, partners and library staff. HPL staff will strive to create a social media presence that is consistent with our core values of promoting intellectual freedom, inclusiveness, innovation, respect and accountability. We will promote the free exchange of ideas while protecting personal information and rights.

OBJECTIVES:

Objectives of HPL's social media presence include:

- Extend the reach of HPL's online message, thereby improving relationships with library customers, potential customers and key influencers.
- Provide an interactive, real-time platform using an informal/human voice to engage in dialog.
- Provide simple method for customers to provide feedback and seek assistance
- Provide wide-ranging entry points to our services and collections
- Provide thought leadership and credibility, enhancing HPL's strong reputation online.
- Demonstrate our commitment to and understanding of emerging media/technology
- Provide opportunities to train staff in the use of social media

CONTENT:

Social media sites provide a forum for promoting the free exchange of ideas which Hamilton Public Library will encourage. However, content that contravenes our Statement of Commitment, Code of Conduct, or otherwise violates privacy or other legislation will be removed from the site. Violations may result in restrictions on future postings to HPL social media sites. HPL reserves the right to edit or modify submissions when reposting or providing comment. HPL is not responsible for the reliability of content provided via links that are posted to our social media sites. Being followed by HPL on any social media platform or having messages or content created by other parties shared on HPL social media does not imply endorsement. HPL.

HPL welcomes feedback and ideas from all our customers, and will endeavour to join the conversation where possible. We will read all messages and comments and ensure that emerging themes or helpful suggestions are passed to the relevant staff at HPL; however, HPL will not be able to reply individually to all messages received via social media.

Subject: Social Media Policy
Page 3 of 3
Date: 2012-03-21



Customers are reminded to protect their privacy when participating in online public forums.

REPORTING CONCERNS

If you have any concerns regarding application of this policy or HPL social media sites please contact the **Hamilton Public Library** and you will receive a response in two working days.

Related Policies: Internet Use Policy, Privacy Policy, Code of Conduct



To: Chair and Members of the Board
CC: Ken Roberts, Chief Librarian
From: Robin Hewitt, Director of Finance and Facilities
Subject: Library Pest Control
Date: April 18, 2012

RECOMMENDATION:

That the Hamilton Public Library Board identifies Nimby Wildlife and Pest Control as an authorized vendor to provide pest control services to the Hamilton Public Library.

BACKGROUND

The city of Hamilton has witnessed a drastic increase in the number of bed bug complaints. In general, most North American cities have noted the same increases. Bed bugs are not known to transmit infectious disease; however they can cause a number of negative physical health, mental health, and social and economic consequences. Although the exact reason is not known, the large increase in the bed bug population is thought to be due to following:

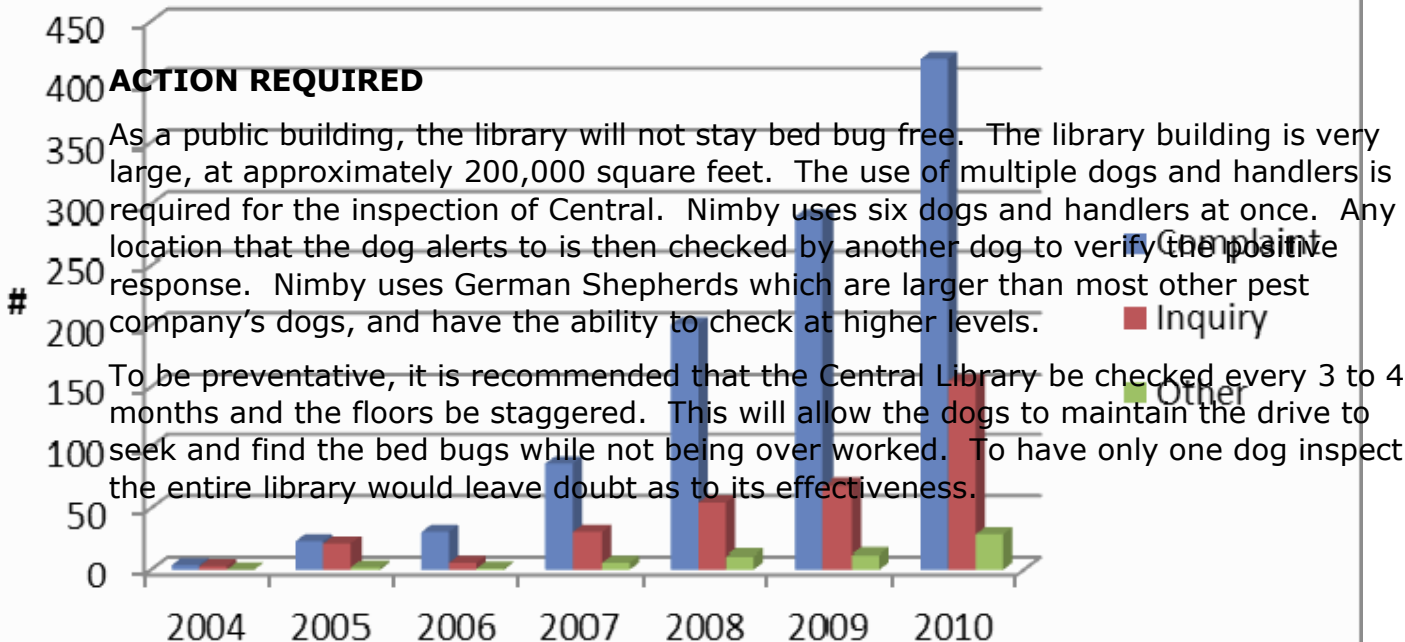
- Restrictions in the use of pesticides
- Increased resistance to bed bugs to available pesticides
- Greater international and domestic travel
- A lack of knowledge about controlling bed bugs

The increase in the number of bed bug complaints, inquires and other to the Public Health Department in Hamilton is demonstrated in the following graph:

HAMILTON PUBLIC LIBRARY

The Central Branch of the Hamilton Public Library underwent a bed bug inspection on March 25, 2012 by Nimby Wildlife and Pest Control. This company uses specialized bed bug sniffing dogs and handlers to locate bed bugs. The results indicated that the library had many “hot spots” of bed bug activity located on most floors. To prevent an infestation, a plan was put into place immediately to have the locations treated. The treatment included the use of steam, spray and the use of heat (chambers). One item was removed from the premises immediately. Nimby returned the following week with the dogs to ensure that the treatment was successful. On March 31st, we were declared bed bug free.

Number of Bed Bug Complaints, Inquiry, and Other Queries 2004-2010



As a public building, the library will not stay bed bug free. The library building is very large, at approximately 200,000 square feet. The use of multiple dogs and handlers is required for the inspection of Central. Nimby uses six dogs and handlers at once. Any location that the dog alerts to is then checked by another dog to verify the positive response. Nimby uses German Shepherds which are larger than most other pest company’s dogs, and have the ability to check at higher levels. To be preventative, it is recommended that the Central Library be checked every 3 to 4 months and the floors be staggered. This will allow the dogs to maintain the drive to seek and find the bed bugs while not being over worked. To have only one dog inspect the entire library would leave doubt as to its effectiveness.

The branches also need to be inspected. At this point, we would like them done annually, unless there is a positive find, than the inspections would be more frequent.

WHY A DESIGNATED VENDOR

When a bed bug inspection is done, if the dogs find a positive hit, action is required immediately. Timeliness is very important to treat the locations effectively, and prevent the spread of the problem. The time it would take to go through the normal procurement process would invariably delay the response time, and may cause the problem to grow and become even more costly to treat.

Secondly, because of the size of the building at Central, a vendor must be used that has multiple dogs and handlers that can be utilized at one time. They must be uniquely qualified to handle large scale projects such as the Hamilton Public Library. Nimby Wildlife and Pest Control has this ability, and has proven themselves to be proficient at eradicating bed bugs in the library.

Nimby Wildlife and Pest Control are located in Milton. A search of other companies did not provide similar services that would accommodate our unique needs.



DATE: April 18, 2012
REPORT TO: Chair and Members of the Board
C.C.: Ken Roberts, Chief Librarian
FROM: Karen Anderson
SUBJECT: Terryberry parking lot reconstruction

RECOMMENDATION:

That \$75,000 be allocated from the Reserve for Accessibility, Health and Safety (HATMN 106013) to fund parking lot reconstruction at the Terryberry branch.

FUNDING IMPLICATIONS:

The estimated cost of the parking lot reconstruction based on bid results is \$69,226.73 but will be finalized as the project proceeds.

BACKGROUND:

The Terryberry branch is currently closed for extensive interior renovations. The Terryberry parking lot and walkway is in poor repair.

Public Works will be reconstructing sections of Mohawk Rd W and West 5th Av in spring/summer 2012. The City agreed to add reconstruction of the Terryberry parking lot as part of their overall tender. By coordinating with this City project the Library is able to achieve economies as material and equipment are already on site.