

Mission Statement
Freedom to Discover

Strategic Priorities
Strengthening Communities Strengthening Individuals
Strengthening Our Organization

HAMILTON PUBLIC LIBRARY BOARD

Regular Board Meeting
Wednesday, May 16, 2012
Central Library, Board Room

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

AGENDA

1. Discussion Period

- 1.1 Cheque Presentation by Horizon Utilities
- 1.2 What's Happening

2. Acceptance of the Agenda

3. Minutes of the Hamilton Public Library Board Meeting of Wednesday, April 18, 2012 Attachment #3

4. Presentations

- 4.1 Future of Libraries Presentation – K. Roberts
- 4.2 Website Update – M. Ciccone

5. Consent Items

6. Business Arising

- 6.1 Strategic Priorities – KR Attachment #6.1
Suggested Action: Receive
- 6.2 Concession Parking – KA Attachment #6.2
Suggested Action: Receive

7. Correspondence

8. Reports

- | | | |
|-----|---|----------------------------------|
| 8.1 | Chief Librarians Report | Attachment #8.1 |
| | | Suggested Action: Receive |
| 8.2 | Collections Budget Allocations – M. Ciccone | Attachment #8.2 |
| | | Suggested Action: Receive |
| 8.3 | AODA Report – K. Anderson | Attachment #8.3 |
| | | Suggested Action: Receive |

9. New Business

10. Private and Confidential

11. Date of Next Meeting

Wednesday, June 20, 2012

Central Library, Board Room, 5th Floor

5:00 p.m. Meeting

7:00 p.m. Dinner

12. Adjournment

Mission Statement
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HAMILTON PUBLIC LIBRARY BOARD
Regular and Inaugural Board Meeting
Wednesday, April 18, 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: Ken Roberts, Karen Anderson, Paul Takala, Lisa DuPelle,
Rebecca Raven, Michael Ciccone, Robin Hewitt, Karen Hartog

GUESTS: Ania Van Minnen, Laura Lukasik

Mr. Geczy called the meeting to order at 6:10 p.m.

1. Discussion Period

1.1 Ms Tulloch provided an update on the discussions from the recently held SOLS meeting. The next meeting is scheduled to be held in November.

2. Acceptance of the Agenda

Add: 9.4 Concession Parking
Move: Item 4.3 to 4.2

MOVED by Mr. van Velzen, seconded by Ms Gautrey

THAT THE AGENDA BE APPROVED AS AMENDED.

MOTION CARRIED.

3. Minutes of the Hamilton Public Library Board Meeting of Tuesday, March 21, 2012

MOVED by Mr. Simpson, seconded by Councillor Pearson,

THAT THE MINUTES OF THE HAMILTON PUBLIC LIBRARY BOARD MEETING OF TUESDAY, MARCH 21, 2012 BE ADOPTED AS PRESENTED.

MOTION CARRIED.

4. Presentations

4.1 Partnership and Outreach Update

Ms Lukasik and Ms Raven provided an update on the work being done with Partnership and Outreach initiatives.

4.2 Update on eBook Negotiations

Mr. Ciccone and Mr. Roberts provided an update on the recently held meetings with the publishers.

4.3 NELI Presentation

Ms Van Minnen shared her experiences from the recently attended NELI workshop held at Emerald Lake, Alberta.

5. Consent Items

No consent items.

6. Business Arising

6.1 Waterdown Funding

Mr. Roberts provided clarification and an update from the questions asked by the Library Board at the last meeting.

6.2 Strategic Priorities

Mr. Roberts provided an update.

7. Correspondence

MOVED by Ms Gautrey, seconded by Ms Baker,

THAT THE CORRESPONDENCE BE RECEIVED FOR INFORMATION.

MOTION CARRIED.

8. Reports

8.1 Chief Librarian's Report

MOVED by Ms Fawcett, seconded by Ms Gautrey,

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

MOTION CARRIED.

9. New Business

9.1 Social Media Policy

MOVED by Mr. van Velzen, seconded by Councillor Jackson,

THAT THE ATTACHED "SOCIAL MEDIA POLICY" BE ADOPTED BY THE LIBRARY BOARD AND THAT STAFF PROVIDE A PROGRESS REPORT IN SEPTEMBER.

MOTION CARRIED.

9.2 Library Pest Control

MOVED by Ms Tulloch, seconded by Ms Gautrey,

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.

MOTION CARRIED.

9.3 Terryberry Parking Lot Reconstruction

MOVED by Councillor Jackson, seconded by Ms Baker,

THAT \$75,000 BE ALLOCATED FROM THE RESERVE FOR ACCESSIBILITY, HEALTH AND SAFETY (HAMTN 106013) TO FUND PARKING LOT RECONSTRUCTION AT THE TERRYBERRY BRANCH.

MOTION CARRIED.

9.4 Concession Parking

MOVED by Ms Gautrey, seconded by Mr. Simpson,

THAT THE LIBRARY BOARD DIRECT THE DIRECTOR OF PUBLIC SERVICE TO CONTACT THE WARD COUNCILLOR AND THE CITY'S REAL ESTATE DEPARTMENT TO PROVIDE INFORMATION AND INQUIRE ABOUT THE FEASIBILITY OF ACQUIRING THE PROPERTY, THE NUMBER OF PARKING SPOTS THAT COULD BE CREATED AND THE AVAILABILITY OF RESERVE FUNDING AND REPORT BACK TO THE LIBRARY BOARD.

MOTION CARRIED.

10. Private and Confidential

MOVED by Mr. van Velzen, seconded by Ms Baker,

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

MOTION CARRIED.

MOVED by Councillor Pearson, seconded by Mr. Nakamura,

THAT THE IN-CAMERA SESSION BE ADJOURNED.

MOTION CARRIED.

MOVED by Mr. Geczy, seconded by Mr. van Velzen,

THAT, IN ACCORDANCE WITH SECTION 15.2 OF THE ONTARIO PUBLIC LIBRARIES ACT, THE HAMILTON PUBLIC LIBRARY BOARD OFFER THE POSITION OF CHIEF EXECUTIVE OFFICER, MORE COMMONLY KNOWN AS THE CHIEF LIBRARIAN, TO THE CANDIDATE RECOMMENDED BY THE BOARD'S SUCCESSION PLANNING COMMITTEE, AND

THAT THE BOARD CHAIR BE AUTHORIZED TO FINALIZE AN EMPLOYMENT CONTRACT WITH THE SELECTED CANDIDATE.

MOTION CARRIED.

11. Date of Next Meeting

Wednesday, May 16, 2012

Central Library, Board Room

5:30 p.m. Dinner

6:00 p.m. Meeting

12. Adjournment

MOVED by Ms Fawcett, seconded by Ms Tulloch,

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

MOTION CARRIED.

The meeting was adjourned at 10:15 p.m.

Minutes recorded by Karen Hartog.

DRAFT STRATEGIC PRIORITIES HAMILTON PUBLIC LIBRARY BOARD 2012 – 2016 (May, 2012 VERSION)

Preamble :

The 2011 – 2016 Hamilton Public Library Board has adopted three strategic priorities.

We expect that meeting these new priorities will result in the shifting and reallocation of current resources, ensuring that the communities we serve will continue to enjoy a library system that is relevant, engaged and responsive.

Library staff will develop specific objectives to help the library system to reach toward our strategic priorities. Senior management will use these objectives as guidelines but may also adjust specific objectives if better opportunities to meet the Board's priorities should arise.

In many ways, the library system is already moving toward the stated strategic priorities. Some priorities might be reached by ensuring that the residents of Hamilton better understand services that are already available to them.

The Hamilton Public Library system is internationally recognized as an innovative leader in adopting new technologies, as well as seeking out new services and partnerships that help us better serve all our communities – physical, virtual, ethnic, cultural, and more. Through these priorities we will continue to be forward-looking, responsive, and accountable.

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.

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.

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.



DATE: May 16, 2012

REPORT TO: Chair and Members of the Board

C.C.: Ken Roberts, Chief Librarian

FROM: Karen Anderson, Director of Public Service

SUBJECT: Potential purchase of property adjacent to Concession Library

RECOMMENDATION:

To be received for information.

BACKGROUND:

As directed the library had initiated an investigation into the potential purchase of the property at 34 Cliff St to be used for staff and customer parking for the Concession Library. In the meantime the property was sold to another party, so the investigation is no longer being pursued.

Chief Librarian's Report May, 2011

Lynden

STM Construction has been awarded the construction contract to build the new Lynden branch and demolition and site preparation is scheduled to begin at the end of May/early June. Recently members of the Lynden community and Councillor Pasuta met onsite for a kickoff photo to mark the next stage of this exciting project.

Waterdown

A community open house was recently held in Waterdown to introduce the plans and drawings for the new Waterdown Library and Civic Complex. The project architects as well as staff from the library, City, Flamborough Information Services and the Waterdown-East Flamborough Heritage Society were on hand to answer questions. All partners received excellent feedback that will assist with the design development stage of the project.

Terryberry

Renovations are proceeding on schedule and the highly anticipated reopening of the Terryberry branch is scheduled for the end of June, just in time for summer programming. Terryberry is the busiest branch in the city and we are very excited to welcome customers back to the wonderfully refurbished space.

Library and Archives Canada

Proposed budget cuts to federal libraries have resulted in major cuts at Library and Archives Canada (LAC). While all the impacts are not yet known, there will be significant reductions to archiving non-governmental material, digitization, preservation, conservation and acquisitions. One reduction that will most directly impact HPL customers is the elimination of the current interlibrary loan unit by February 15, 2013. LAC currently fills approximately 15% of our customer interlibrary loan requests. A new service model for interlibrary loan is to be announced in the fall of 2012. LAC's mandate to preserve and make available the documented heritage of Canada appears to be seriously jeopardized.

McMaster Fourth Floor Potential Partnership

Discussions continue with McMaster University regarding a potential partnership that would enable a University presence on the 4th floor of the Central Library. The partnership could result in the creation of an interactive media lab that would benefit both McMaster researchers and library customers. Staff have started initial discussions around the development of a memo of understanding (MOU) that would facilitate the partnership and govern the McMaster presence at Central. Staff are working on bringing a report to the June Board meeting that would include a presentation from the McMaster researchers.



DATE: May 10, 2012
REPORT TO: Chair and Members of the Board
C.C.: Ken Roberts, Chief Librarian
FROM: Michael Ciccone, Director of Collections
SUBJECT: Report on Collections Budget Allocation

RECOMMENDATION:

To be received for information.

BACKGROUND:

The Library Board has asked for more information about how the materials budget is allocated. The Material Selection Policy provides the overall framework and guidance for what materials are acquired. Every year staff review and update how the budget is allocated to ensure materials are being purchased to meet customer needs. The availability of appropriate material, variations in cost, and special replacement projects also affect how the funds are spent. The table below provides a comparison of how funds were spent in 2007, 2011 and how they have been allocated for 2012.

2007 Circulation		4,701,565	
2011 Circulation		7,137,652	
2012 Circulation Estimate		7,533,000	
	2007 Spent	2011 Spent	2012 Allocation
Blu Ray	0	97,684	112,000
Books on CD	122,772	75,427	57,000
CD-ROM	8,062	0	0
DVD	396,138	599,105	530,000
eAudio	0	79,910	62,000
eBooks	0	93,761	135,000
Fiction	643,893	982,624	896,000
Games	0	57,030	100,000
Graphic Novels	5,548	45,134	48,000
Large Print	66,527	79,442	75,000
Magazines	346,772	141,011	137,000
Multilingual	74,804	67,493	74,000
Music CD	191,748	110,988	85,000
Non-Fiction	565,864	479,230	445,000
Online Resources	292,379	120,569	236,000
Playaway	0	77,817	68,000
Standing Orders	63,499	22,240	20,000



Hamilton Public Library

Date: May 16, 2012
To: Chair and Members of the Board
c.c. Ken Roberts, Chief Librarian
From: Karen Anderson, Director of Public Service
Subject: **Annual AODA report**

RECOMMENDATION:

That the attached AODA report for the Hamilton Public Library be received for information.

FINANCIAL/STAFFING/LEGAL IMPLICATIONS:

Detailed in report

BACKGROUND:

This report outlines Hamilton Public Library's status with respect to current requirements of the AODA legislation. This status report and the five year plan included are required by legislation and will be distributed as required.

HAMILTON PUBLIC LIBRARY
ACCESSIBILITY REPORT 2011-2012

May 2012

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BACKGROUND

The Hamilton Public Library is committed to providing accessible service for people with disabilities, their families and their caregivers. The Library describes this commitment in its [Accessibility for Customers with Disabilities Policy](#) and reviews the Policy annually to ensure compliance and continued relevance. The Library also has internal policies and procedures in place to support employees with disabilities.

As a public sector organization, the library is required to develop and publicize a five (5) year Strategic Plan for Accessibility and to review progress annually.

This report summarizes Library activities relating to accessibility during the reporting period, April 1, 2011 through March 31, 2012. All activities relating to accessibility are designed to support the Board's Strategic Priorities.

OVERVIEW OF LEGISLATION

On May 10, 2005, the Provincial Government passed the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)*. The AODA is a provincial law that recognizes the history of discrimination against persons with disabilities in Ontario and will require the "... development, implementation and enforcement of standards for accessibility to goods, services, facilities, employment, accommodation, buildings, structures and premises for persons with disabilities". The AODA standards apply to private and public sector organizations across Ontario. Persons with disabilities and representatives of the Ontario government, specific industry sectors and various groups to whom the standards will apply have been involved in the development of the accessibility standards.

Legal obligations under the *Ontarians with Disabilities Act, 2001* remain in force until such time that *ACT* is repealed. The Library's *Accessibility for Customers with Disabilities Policy* was approved by the Board in November of 2009 to comply with the AODA and the then newly released Accessibility Standards for Customer Service regulation. It is the intention of the Hamilton Public Library to comply as early as possible with the requirements of the Act and associated regulations in keeping with its Mission and Values and to avoid incurring financial penalties that can be assessed for non-compliance.

The Library's focus currently is on review and implementation of the requirements of the Integrated Accessibility regulation which was enacted July 1, 2011 and which sets further standards with deadlines for compliance in the areas of customer service, employment and information and communication. Initially, more comprehensive and detailed Employment Accessibility and Information and Communications draft standards were released for public comment. Those drafts remain under review with key sections implemented, for now, through the Integrated Accessibility regulation.

Additionally, a draft Accessible Built Environment standard was released for public comment. Following the close of the public input process, that standard has been undergoing review by the Ontario Government and no information is currently available about the outcomes of that review or the government's intent to introduce a Built Environment Regulation.

COMPLIANCE WITH THE AODA AND ITS REGULATIONS

The Library's *Accessibility for Customers with Disabilities Policy* was approved by the Board in November of 2009 to comply with the *Accessibility Standards for Customer Service*, O. Reg. 429/07. The *Policy* must be reviewed annually and must be considered as the Library develops or revises its other policies, procedures and practices. One update was required this year: the Integrated Regulation requires that the *Policy* include a statement of organizational commitment to meet the accessibility needs of persons with disabilities in a timely manner.

The Hamilton Public Library continues to be committed to providing library services that are accessible to all persons who wish to obtain and use library services. As policies and procedures were created or updated in 2011-12, accessibility issues were considered and addressed. Activity was focused in the following areas.

Training: The Library reviewed its programs and updated its orientation and training procedures for volunteers and contracted service providers to ensure these groups have necessary awareness and relevant customer service skills. The Library is currently preparing to meet the Integrated Accessibility regulation requirement for training about the Human Rights Code.

Emergency Procedure, Plans or Public Safety Information: The Integrated Accessibility Regulation added obligations relating to emergency procedures, plans and public safety information and a requirement to make the information available to the public in an accessible format or with appropriate communication supports, as soon as practicable, upon request. The City is assisting with this requirement by updating library floor plans and reviewing Fire Plans.

Employment Standards: The Library began its review of the Standard's expectations of large designated public sector organizations and expects to fully comply by the January 1, 2014 deadline. Some expectations of the standards are long-standing practices at HPL such as the provision of return to work plans, accommodations and job supports for employees. In other areas the library has moved to comply ahead of the deadline in the regulation. For example, the Library has added a statement about the availability of accommodation for applicants with disabilities to its recruitment processes at all stages including advertising, testing and offer letters. Additionally, the Library has provided individualized workplace emergency response information to employees who have a disability and, with employees' consent and participation, has created individualized workplace emergency response plans.

Consultation and Feedback: Following the adoption of the *Accessibility for Customers with Disabilities Policy*, library staff updated publicity guidelines to include standardized messages about how to make inquiries relating to accessibility and accommodation and developed procedures to facilitate the provision of sign language interpreters or FM sound systems upon request.

Plans for library renovations or construction are reviewed by the City's Access and Equity Coordinator. In the past year the Library received a range of helpful feedback concerned with the design of our entranceways, accessible ramps, the addition of a canopy structure and suggestions for improvements to assist customers with visual impairments.

The City's Advisory Committee for Persons with Disabilities, Integrated Standards Subcommittee also provided valuable feedback to the Library. Areas for improvement ranged from suggestions concerning sound systems to furniture arrangements to maintaining accessible ramps.

Website and Communications: The Library is striving to adhere to the standards listed in the Integrated Accessibility regulation as early as possible. There is ongoing review of the website, reduced use of attached.pdf format documents and awareness of contrast, type colour, leading, font family, font style, font heaviness, uppercase, italics, letter spacing, margins, columns, paper finish, watermarks, clear design and simplicity.

The Library updated its response guidelines in 2011-12 to ensure that its e-mail replies to AskHPL customers comply with the Clear Print Guidelines developed by the City of Hamilton in conjunction with the City of Hamilton Advisory Committee for Persons with Disabilities. In addition, all written responses to customers from managers or staff are consistently in Verdana 12. This includes correspondence about Interlibrary Loans, room bookings and information questions.

Customer Inquiries: Hamilton Public Library uses Comment Forms to encourage and receive in-person comments from customers regarding services. From our website, customers can use AskHPL to provide feedback through e-mail. All feedback related to access and disabilities is collected and analyzed to ensure that issues are being addressed in a timely way and responses to customers are tracked. During the 2011-12 reporting year, several comments on a variety of accessibility issues were received and the following describes the issues identified and actions taken.

A library customer raised concerns about the self-check kiosks. As a person with visual impairments, the customer was not able to respond to prompts to “read the screen” or to use the touch-screen. While staff emphasized their availability to assist, the customer very graciously offered to provide feedback if we pilot future modifications. The Library recognizes the shortcomings of current selfserve kiosks. To encourage research and development of accessible features by kiosk manufacturers, the Library provides feedback through a user advisory panel.

As a result of customer feedback, and observations by staff, several steps have been taken to improve the accessibility of the Central library’s first floor for customers with visual disabilities. Additional contrast banding has been applied to doorways, railings and security gates and paint in a bright colour will be applied to stair nosing to improve visibility.

Improvements to public seating at Central have been made in response to customer feedback. Specifically chairs have been placed at key service points to assist those with mobility issues.

Staff developed a very specific customer service solution to meet the needs of one of our regular customers. To make the customer's visits easier and improve access to the collection, staff ensures that library materials are available at an alternate service point.

Staff also developed a very workable and well received service response for an out of town customer who needed to access particular materials at our Central library.

ACCESSIBILITY AND LIBRARY SERVICES

Information Service: The *Accessible Canadian Library* provides guidelines for ensuring that customers can access the collection. In situations where the environment cannot be changed to meet the needs of persons with disabilities, staff assistance is recognized as an appropriate solution. Library staff routinely provides assistance to locate and retrieve materials from upper and lower shelves as part of our information service. Staff have also been trained to recognize invisible barriers to access, including literacy, and to offer and provide alternate or additional services.

For customers who cannot visit our locations in person, remote information service is delivered through our website, by telephone, by e-mail, and by real-time chat. Remote service is often a very good option for customers with disabilities who already have adaptive technologies in use with personal computers or other devices.

Library Collections: The library provides collections in varying formats and customers with differing disabilities can choose a format that best meets their needs.

E-books: Books in this relatively new format are easily downloaded from the Library's website, and have the potential to meet the needs of a variety of customers with differing disabilities. Depending on the device used, font size, brightness and contrast can be adjusted based on customers' needs.

E-audio Books: Also downloaded from the Library's website, e-audio books are a popular option for readers who have typically used either the large print collection or books on CD.

Large Print Books: These books have a fourteen (14) point typeface to provide access to recreational reading for adults who find regular print a challenge. All library locations have a collection of large print books.

Talking Books: Full-text talking books are provided under a license agreement with the CNIB. The most recent format – Daisy – was introduced in 2007 with Daisy readers available for 1 month loans. The library abides by CNIB copyright agreements with publishers that restrict the use of these books and readers to persons registered with the CNIB.

Books on CD and Playaways: These recorded books are available for use by all library customers.

Online Collections: This collection of databases, including magazines and newspapers, can be accessed from any computer including those in homes, schools and workplaces. Often people with vision disabilities have specialized software on their computers that can provide voice and print modifications allowing full access to the Library's online collections.

DVD and CD Collections: These two collections are among the most popular in the library. Some DVDs include audio descriptions, other provide closed captioning for persons with hearing impairment. In addition to the standard music CDs available throughout the library system, customers can also download music for free from the library's website through a new online service Freegal.

Braille Books: There is an introductory collection of Braille books for children at the Central Library.

Self-Service Check Outs>Returns: Self-service options are being introduced to most library locations to improve speed and privacy and to reduce material handling. At all locations staff are always available to assist individuals who cannot or choose not to use the self-service kiosks. Self-

service kiosks guide the user with audio prompts and are provided at two heights to make them easy to use.

Disability Service Helpline (DISH): This telephone information and referral service provides information service to persons with disabilities, caregivers and family. It is operated jointly with Hamilton Health Sciences' General Hospital.

Inter-branch Delivery: The Library delivers materials, upon request, to a location selected by the customer. All customers may use this service and holds on materials may be placed remotely through the Library's website.

Visiting Library Service: Throughout the city, library materials are delivered monthly to homebound individuals who are unable to visit the library. Library staff selects materials and home delivery is done by trained volunteers.

Bell Relay Telephone Calls: The Bell Relay service enables individuals who are deaf or speech impaired to call a single TTY number. A specially trained Operator will make the call on behalf of the individual and relay the information. Library staff received training about how to serve customers using the Bell Relay service.

Furnishings and Equipment: The Library adheres to the guidelines of the *Accessible Canadian Library: a resource tool for Libraries Serving Persons with Disabilities* (The National Library of Canada) to ensure that library facilities, furnishings and services are accessible to all. These guidelines, applied since 1985, are more nuanced than the *City Barrier Free Design Guidelines* as they address conflicts between the needs of different disabilities, provide alternate means of meeting needs, and strive to balance needs within the space constraints of a public library. These guidelines are used to inform decisions regarding the placement and design of furnishings, shelving, service desks, etc., as well as when identifying service improvements. Library staff looks to the guidelines to help optimize services and balance the needs of persons with differing disabilities. As a rule of thumb, the Library applies the *City Barrier Free Design Guidelines* for the building envelope (entrances, washrooms, parking, ramps, etc.) and the *Accessible Canadian Library Guidelines* for the building interior.

Accessible Programs, Publicity and Public Meetings: The Library's *Accessibility for Customers with Disabilities Policy* emphasizes its

commitment to accessibility including providing accessible publications, programs and public meetings. Library publicity guidelines were updated in 2011-12 to include standardized messages about how to make requests relating to accessibility and accommodation. The Library will make sign language interpreters and FM sound systems available for programs and meetings upon request and can provide publicity in alternate formats and through its website.

ACCESSIBILITY AND LIBRARY BUILDINGS AND EQUIPMENT

Buildings and Furnishings: The Library's *Facilities Master Plan* includes an overview of each branch providing information about accessibility issues or noting that the branch meets current standards. The *Facilities Master Plan*, in its Principles section, states that "each branch library must meet all provincial and federal accessibility standards" but the *Plan* also notes that the Board faces significant problems relating to its facilities and states that "insufficient funds have been set aside to correct the library's accessibility issues" and that "some existing buildings cannot be renovated at a reasonable cost to provide adequate library services or to meet accessibility requirements."

In 2011/12 improvements to library facilities occurred in a number of locations. The Central Library first floor is fully accessible following the completion of a renovation project. The Kenilworth branch had extensive renovations including a new exterior ramp, new covered entrance, and a more open interior layout to improve accessibility. The Saltfleet branch also had entrance improvements.

Further work is planned for 2012:

- A renovated Terryberry branch will include a barrier free washroom as well as improvements to entrances, service desks and overall layout.
- A new accessible Lynden branch, replacing two inaccessible branches, will open in late 2012.
- A new accessible Waterdown branch, replacing two partly accessible branches, is in the design/development stage. Construction will begin in 2012 with completion in 2013.
- A 2012 study will look at the potential for expansion of the Binbrook branch.

Computers: As of March 31, 2012 all public computers have been upgraded. Currently there are over 500 public computers that are equipped with accessibility features that include the standard Windows XP accessibility tools Magnifier and On Screen Keyboard as well as two additional tools:

- **NVDA (Screen Reader):** NonVisual Desktop Access (NVDA) is a free and open source screen reader for the Microsoft Windows operating system. Providing feedback via synthetic speech and Braille, it enables blind or vision impaired people to access computers running Windows.
- **DesktopZoom:** DesktopZoom is a zoom/magnify program with lots of options. Users can zoom an area around the mouse, zoom a fixed window or zoom the entire desktop. The mouse can be used inside the zoomed window and the mouse wheel or arrow keys can be used to adjust the magnification strength.

Additionally, the Library has taken other actions to improve computer accessibility:

- **Size of Monitors:** HPL has replaced all 17" monitors with 19" monitors to improve the viewing experience for all customers.
- **Accessible Keyboards with Trackball Mouse and Headphones:** At each service point where public computers are located, a minimum of one accessible keyboard is available for customers to use. The accessible keyboards are wireless and include a trackball mouse that can be used with any public computer. If required, headphones are also supplied.
- **Accessible Furniture:** The library ensures that there is a combination of stand-up and sit-down furniture for computers, library catalogues and self service equipment.

BUDGET IMPACTS

Many of the budget impacts relating to the full implementation of the *Accessibility for Ontarians with Disabilities Act (AODA)* are unknown. It is anticipated that there will be budget implications to create practices or to change current practices. Without further information, projections of those costs are difficult.

Grant Funding

In 2011, the Library received SOLS grant funding in the amount of \$64,963 to be used to build collections and programs to strengthen community services. These funds were used to purchase additional print and non-print materials and to purchase equipment to improve accessibility at library programs. The library purchased two models of FM sound systems that can be used to assist persons with hearing impairment. FM systems were purchased for Central as well as three branches. The intent is for the portable branch units to be shared across the system as needs are identified.

Reserve Funds

The library contributes annually to an *Accessibility and Health and Safety Reserve Fund* and in 2011 \$100,000 was set aside for AODA initiatives. The *Reserve Fund* allows the library to prepare for possible increased costs in terms of American Sign Language interpreters, conversion of documents to alternate formats and infrastructure improvements. It is difficult to project what operating costs will be incurred as the Library accommodates persons with disabilities making requests for accessible services.

Impact on Capital Budget Projections

The upcoming Accessible Built Environment Standard will have significant budget implications for the Library although currently the magnitude of the budget implications is unknown. As stated in the *Facilities Master Plan*, the Library will ensure that our buildings meet all federal and provincial accessibility standards and the Library will

continue to review each location and recommend renovation plans to ensure compliance. However, the *Facilities Master Plan* does identify several Library buildings that cannot be renovated at a reasonable cost to provide adequate library services or to meet accessibility requirements.

HAMILTON PUBLIC LIBRARY ACCESSIBILITY PLAN 2011-12

UPDATE as of March 31, 2012 showing status of projects

The chart included below provides a summary of completed library projects as described in previous *Accessibility Plans*.

Completed Projects	Relevant AODA Standard / Area	Location / Impact	Details / Date completed
Board Policy to Comply with AODA Standard	<i>Accessibility Standards for Customer Service</i>	System	<i>Accessibility for Customers with Disabilities Policy</i> approved by Library Board, November 2009. Reviewed annually
AODA Training for Staff	<i>Accessibility Standards for Customer Service</i>	System	Managers, full and part time staff trained, 2009, 2010, 2011
AODA Training for Security Guards	<i>Accessibility Standards for Customer Service</i>	System	Central Security Guards trained, 2010
Storefront Service Point during Central Renovation	Built Environment	Central Branch	Improved accessibility of service desks and collections, 2009/10 [served customers with limited mobility that might have had difficulty entering the library through the 2 nd floor entrance]
Sherwood Renovation	Built Environment	Sherwood Branch	Improved accessibility of entrance, service desks, self-service technology and collections Completed 2010

Inventory of Equipment and Services	<i>Accessibility Standards for Customer Service</i>	System	Inventory of all equipment and services provided by all library locations completed 2010
Comment Form Review	<i>Accessibility Standards for Customer Service</i>	System	All comment forms regarding AODA are now completed via an electronic incident form. Annually these comments are reviewed, reported on and addressed, 2011
Barton Renovation	<i>Built Environment</i>	Barton	Improved accessibility of entrance, service desks, self-service technology and collections, started December 2010 – completed in Jan 2011
Red Hill Renovation	<i>Built Environment</i>	Red Hill	Improved accessibility of entrance, service desks, self-service technology and collections, started December 2010 – completed in Jan 2011
Hpl.ca Landing Page	<i>Accessibility Standards for Customer Service</i>	System	Website redesign underway in 2010/2011 – completed in 2011
Purchasing of Specialized Equipment	<i>Accessibility Standards for Customer Service</i>	System	Specialized equipment (e.g. Enhanced Vision Monitors) was purchased and placed at the library locations across the system

Central 1 st Floor Renovation	<i>Built Environment</i>	Central 1 st floor	Improved accessibility of entrance, service desks, self-service technology and collections, completed in December 2010
<i>Facilities Master Plan 2011</i>	<i>Built Environment</i>	Library Board	The report was updated, presented and approved by the Board in February 2011
Integrated Accessibility Regulation	<i>Integrated Accessibility Regulation</i>		Hamilton Public Library submitted a response to the public consultation process for the <i>Integrated Accessibility Regulation</i> March 2011
Accessible Keyboard and Mouse Provided	<i>Accessibility Standards for Customer Service</i>	System	Accessible keyboard, trackball mouse and headset to be provided at all public service points – complete 2011
Saltfleet Renovation	<i>Built Environment</i>	Saltfleet	Improved accessibility of entrance, service desks, self-service technology and collections - 2011

HAMILTON PUBLIC LIBRARY ACCESSIBILITY PLAN 2012-16

Introduction

The Hamilton Public Library is committed to accessibility with respect to the development of services for people with disabilities, their families and their caregivers. This Library system works proactively to address access issues in the built environment proactively, meeting and at times exceeding existing standards. Nonetheless, as additional standards are introduced there will be areas for improvement.

Public sector organizations are required to prepare and publicize annual accessibility reports that summarize the previous year's activities as well as accessibility plans for upcoming years. The chart included below provides an overview of projects that address the Library's Accessibility Goals and is effectively the Library's Accessibility Plan for 2012-16. It is a dynamic plan that will be amended as new initiatives are undertaken.

Project	Relevant AODA Standard	Location	Details
Terryberry Renovations	<i>Built Environment</i>	Terryberry	Branch refurbished; access to collections improved; new layout and service desks; self-serve technology; barrier free washroom; new parking lot and walkway. Expected completion July 2012
Kenilworth Exterior Renovations	<i>Built Environment</i>	Kenilworth	New exterior ramp; new covered entrance; improved barrier free parking; improved layout

New Lynden Branch	<i>Built Environment</i>	Lynden	New branch to be built that will meet all current accessibility requirements. Expected completion December 2012
New Waterdown Branch	<i>Built Environment</i>	Waterdown	New branch to be built that will meet all current accessibility requirements. Expected completion winter 2013/2014
Public Computing	<i>Information Communication Technology</i>	System	Expand the number of public computers, provide enhanced accessibility software on all public computers and ensure special equipment and furniture is available at all locations. The goal for 2012-13 is to complete the public computer rollout at all locations
Collections – Partnership with CNIB	<i>Information Communication Technology</i>	System	Currently partnership underway to catalogue donated collections from CNIB – restricted use – 2012
Inventory of Equipment and Services	<i>Accessibility Standards for Customer Service</i>	System	Continue to update inventory of all equipment and services provided by all library locations annually

Upgrade automatic door openers	<i>Built Environment</i>	Selected branches	Replace outdated automatic door openers December 2012
Comment Form Review	<i>Accessibility Standards for Customer Service</i>	System	Annually these comments are reviewed, reported on and addressed
Prepare for Compliance with Proposed Accessibility Standards	<i>Built Environment, Integrated, Information and Communication Employment</i>	System	Monitor progress of standards and regulations for development of an implementation plan
Enhance Training to Volunteers on Customer Service Standards	<i>Accessibility Standards for Customer Service</i>	System	Provide volunteers additional information and tips on communicating with people with disabilities via newsletter articles
HPL.ca Landing Page	<i>Accessibility Standards for Customer Service</i>	System	Accessibility Services page launched 2011. Improvements planned for 2012
Staff Training on Accessibility features on Public Computers	<i>Accessibility Standards for Customer Service</i>	System	Develop train-the-trainer module through our Tech Liaison Team. Self-directed staff training 2012
Investigate Potential for Binbrook Renovation and Expansion	<i>Built Environment</i>	Binbrook	Feasibility study of branch to identify scope of work and constraints. Study and design complete by December 2012

Investigate expansion of programming for persons with intellectual disabilities	<i>Accessibility Standards for Customer Service</i>	System	Build on pilot program at one branch. 2012
Staff training regarding Human Rights Code	<i>Integrated Accessibility Regulation</i>	System	Planning underway for implementation in 2013
Ancaster Front Entrance Improvements- Concrete stairs to be replaced	<i>Built Environment</i>	Ancaster	Improvements to entrance stairs. Expected completion May 2012
Self check units – pin pads added	<i>Accessibility Standards for Customer Service</i>	System	Advocate for and monitor the availability of accessibility improvements for selfservice kiosks. Pin pads to be installed 2012

CONCLUSION

This plan will be reviewed and updated annually. The Hamilton Public Library is committed to providing equitable access and removing barriers to services and facilities.

Accessibility for Customers with a Disability

Location of Policy: **Administration > General**

Policy Level: Library Board

Author: Director of Public Service and Collection Development

Date Approved: Approved by the Library Board November 2009. Policy must be reviewed by Board annually at the time of the publication of its Annual Accessibility Report and Plan.

Purpose

The purpose of this policy is to ensure that the Library is compliant with the requirements of the Statutes of Ontario. Ch. 32, *Ontarians with Disabilities Act*. 2001 (ODA). and the Statues of Ontario. Ch. 11, *Accessibility for Ontarians with Disabilities Act*. 2005 (AODA)

This policy addresses accessibility policies and standards and includes areas outlined in the *Accessibility Standards for Customer Service* (Ontario. Regulation. 429/07,) This policy applies to all persons who provide library services.

Policy Statement

The Hamilton Public Library is committed to providing Library services that are accessible to all persons who wish to obtain and use Library services. Library services will be relevant, inclusive and responsive to community needs and will comply with the requirements of the Ontarians with Disabilities Act and the Accessibility for Ontarians with Disabilities Act. Each member of the community, including persons with disabilities, has an equal opportunity to use Hamilton Public Library services. All library services will be provided in a manner that respects the dignity and independence of persons with disabilities. The Library will strive to provide library services in a way that meets the specific needs of persons with disabilities and in a way that is convenient and accessible to persons with disabilities. The Library commits to meet the accessibility needs of people with disabilities in a timely manner. When communicating with a person with a disability, the Library will do so in a manner that takes into account the person's disability.

Temporary Service Disruptions: The Library will make reasonable effort to provide notice of planned or unplanned disruption of library services to the public, including information about the reason for the disruption, its anticipated duration and a description of alternative facilities or services, if any, that may be available. In the case of unplanned disruption, advance notice will not be possible. Notice will be given to the public by posting the information at a conspicuous place on affected premises and by posting notice on the Library website, and by such other method as is reasonable in the circumstances. The Library will have a procedure document that sets out the steps to be taken in connection with a temporary disruption and, upon request, will give a copy of the document in an accessible format to any member of the public.

Assistive Devices: Persons with a disability may provide their own assistive device for the purpose of obtaining or using Library Services and may have free access to assistive devices available in the Library. An assistive device is any product, instrument, equipment or technological aid used by persons with disabilities to help prevent, compensate, relieve or neutralize a disability and which helps a person with a disability to carry out activities or to gain access to library services.

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

Service Animals: Persons with a disability may enter Library premises accompanied by a service animal and may keep the animal with them.

Service animals are animals that are individually trained to carry out tasks for people with disabilities. Service animals are generally dogs but do include other animals such as monkeys. If it is not readily apparent that the animal is a service animal, Library staff may ask the person for confirmation of the animal's status. It is the responsibility of the person with a disability to ensure that his or her service animal is kept under control at all times.

Support Persons: Persons with a disability may enter Library premises with a support person to assist with communication, mobility or medical needs or with access to Library Services and may have access to the support person while on the premises. The Library may require a person with a disability to be accompanied by a support person while on Library premises in situations where it is necessary to protect the health and safety of the person with a disability or the health and safety of others on the Library premises. A support person, when assisting a person with a disability to obtain or use Library Services, will be permitted to attend at no charge where an admission fee is applicable. Upon request, persons with disabilities may be issued a duplicate library card, at no charge, for use by a support person.

Training: The Library will ensure that all persons that provide library services to whom this policy applies receive training as required by the Accessibility Standards for Customer Service. Training will be provided as part of orientation training for new employees and on a continuing basis as required. A record of training will be maintained in the Human Resources Department. The amount and format of training will be dependent on a person's interactions with Library users. The training will include a review of the purpose of the AODA and the requirements of the Accessibility Standards for Customer Service (Ontario Regulation 429/07), information about how to interact and communicate with customers with various types of disabilities and what to do if a person with a disability is having difficulty gaining access to Library Services. The training will help persons providing library services develop understanding of how to interact with persons with disabilities including those who use assistive devices or who require the assistance of a support person or service animal. The training will also provide orientation to this Policy, related procedures and guidelines and to the use of equipment and devices available on Library premises or through the website that may help with the provision of Library Services to persons with disabilities.

Consultation and Feedback: The Hamilton Public Library will consult with members of the public and community stakeholders when considering or reviewing customer service practices, service delivery channels, types of services and new buildings or renovations to current buildings. Public meetings for the purpose of consultation will be advertised in advance, will be held in accessible locations and accessibility services will be provided when a request is received in advance of the meeting. Additionally, the Hamilton Public Library will have in place a procedure for receiving and responding to feedback about how it provides library services to persons with disabilities. Such feedback from a member of the public may be given

by telephone, in person, in writing, in electronic format or through other methods.

Annual Accessibility Report and Plan: The Hamilton Public Library will annually describe its activities relating to barrier-free design of library services and buildings. It will report the measures the Library has taken to identify, remove and prevent physical and attitudinal obstacles and promote free movement of persons with disabilities in a manner that is consistent with regulations, standards or codes of practice. The Annual Report and Accessibility Plan will report the measures in place to ensure that the Library assesses its policies, programs, practices and services to determine their effect on accessibility for persons with disabilities and the measures that the Library intends to take in the coming year to identify, remove and prevent barriers to persons with disabilities. The Annual Report and Accessibility Plan will also provide a list of the by-laws, policies, programs, practices and services that the organization will review in the coming year in order to identify barriers to persons with disabilities.

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

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

Definitions

"Accessibility" is a set of qualities of a library service or facility that enables people with disabilities to get to, find, reach and use the service or facility, with or without the help of special assistive devices. Accessible library services include collections, programs, meetings and facilities that are readily usable by a customer, regardless of his or her abilities. Accessible formats include large font, font/background color combinations, Braille, audiotape, oral presentation, electronic format or other format that makes a document or collection accessible to a library customer.

"Library Services" means what the Library does for, or offers to, the public and includes reference, referral and readers' advisory services, collections, circulation services, technology, programming and outreach.

“Persons who Provide Library Services” means employees, volunteers, Board members, students on placement or other persons engaged in the provision of Library Services to our customers and includes third parties who may create library services or deal with customers on the Library’s behalf.

“Disability or Disabilities” means any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness, and without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, any degree of paralysis, amputation, lack of physical coordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide or service dog or on a wheelchair or other remedial appliance or device, an intellectual development disability, a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language, a mental disorder, or an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997. Disabilities can be visible, hidden, permanent or temporary. Interpretative decisions relating to this definition made under the Ontario Human Rights Code are accepted as included in this definition.