

**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 19, 2014  
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, February 19, 2014** Attachment #3
4. **Presentations**
  - 4.1 Branding Logo – MS
5. **Consent Items**
  - 5.1 Non-Union Compensation – LD Attachment #5.1  
**Suggested Action: Recommendation**
6. **Business Arising**
7. **Correspondence**
  - 7.1 Response letter to Mr. Hutton from Ms Fawcett Attachment #7.1  
**Suggested Action: Receive**
  - 7.2 Letter from Mr. Betzner dated March 12, 2014 Attachment #7.2  
**Suggested Action: Receive**

## **8. Reports**

8.1 Chief Librarian's Report

Attachment #8.1

**Suggested Action: Receive**

## **9. New Business**

9.1 Security Camera Standard - RH

Attachment #9.1

**Suggested Action: Recommendation**

9.2 Future Funds and the Storytelling Project – MS

Attachment #9.2

**Suggested Action: Recommendation**

9.3 Intellectual Freedom Policy – PT

Attachment #9.3

**Suggested Action: Recommendation**

9.4 Collections Policy – MC

Attachment #9.4

**Suggested Action: Recommendation**

9.5 Information & Communication

Attachment #9.5

Technology Statement

**Suggested Action: Recommendation**

## **10. Private and Confidential**

## **11. Date of Next Meeting**

Wednesday, April 16, 2014

**Central Library, Board Room, 5<sup>th</sup> Floor**

5:30 p.m. Dinner

6:00 p.m. Meeting

## **12. Adjournment**

**Mission Statement  
Freedom to Discover**

**Strategic Priorities  
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**HAMILTON PUBLIC LIBRARY BOARD  
Regular Board Meeting  
Wednesday, February 19, 2014  
Central Library, Board Room  
5:30 p.m. Dinner  
6:00 p.m. Meeting**

**MINUTES**

**PRESENT:**            Jennifer Gautrey, David Simpson, Nicolas van Velzen,  
Suzan Fawcett, Wenda Tulloch, Councillor Pearson,  
George Geczy, Richard Bagdonas, Clare Wagner,  
Councillor Jackson

**STAFF:**             Paul Takala, Lisa DuPelle, Robin Hewitt, Lita Barrie,  
Michael Ciccone, Karen Anderson, Melanie Southern,  
Karen Hartog

**REGRETS:**         Mary Ann Leach

**1.    Discussion Period**

- 1.1    Staff reported on the water leakage at Turner Park and Family Day opening and events. Turner Park will be celebrating its 5th anniversary and a celebration is scheduled for June 3rd.
- 1.2    Board Members reported on the sessions attended at the recent OLA conference.

**2.    Acceptance of the Agenda**

Add 9.3 Potential Kenilworth Historical Designation

**MOVED** by Ms Gautrey, seconded by Ms Wagner,

**THAT THE AGENDA BE ACCEPTED AS AMENDED.**

**MOTION CARRIED.**

**3. Minutes of the Hamilton Public Library Board Meeting of  
Wednesday, January 15, 2014**

**MOVED** by Ms Wagner, seconded by Mr. van Velzen,

**THAT THE MINUTES OF THE HAMILTON PUBLIC LIBRARY  
BOARD MEETING OF WEDNESDAY, JANUARY 15, 2014 BE  
ACCEPTED AS PRESENTED.**

**MOTION CARRIED.**

**4. Presentations**

4.1 Youth Services Plan

Ms Barrie provided an overview of the youth services program and plan for 2014.

4.2 Logo Refresh

Ms Southern provided an overview of the logo refresh along with the refresh of the website.

**5. Consent Items**

No consent items.

**6. Business Arising**

6.1 Low Barrier Access Card

**MOVED** by Ms Gautrey, seconded by Ms Wagner,

**THAT THE HAMILTON PUBLIC LIBRARY BOARD APPROVE  
THE CREATION OF A LOW BARRIER ACCESS CARD.**

**MOTION CARRIED.**

**7. Correspondence**

**MOVED** by Mr. van Velzen, seconded by Ms Tulloch,

**THAT THE LIBRARY BOARD CORRESPONDENCE BE RECEIVED  
FOR INFORMATION.**

**MOTION CARRIED.**

**8. Reports**

8.1 Chief Librarian's Report

**MOVED** by Ms Gautrey, seconded by Councillor Pearson,

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

**MOTION CARRIED.**

8.2 2013 Circulation Report

**MOVED** by Mr. Bagdonas, seconded by Ms Tulloch,

**THAT THE 2013 CIRCULATION STATISTICS REPORT BE  
RECEIVED FOR INFORMATION.**

**MOTION CARRIED.**

8.3 Report from the Audit Committee

**MOVED** by Mr. Geczy, seconded by Ms Gautrey,

**THAT THE 2013 AUDIT PLANNING MEMO FOR THE HAMILTON PUBLIC LIBRARY BOARD PREPARED BY KPMG, BE APPROVED.**

**MOTION CARRIED.**

**9. New Business**

9.1 Board Policy Review List

**MOVED** by Mr. van Velzen, seconded by Ms Gautrey,

**THAT THE ATTACHED POLICY REVIEW LIST BE RECEIVED FOR INFORMATION AND COMMENT.**

**MOTION CARRIED.**

9.2 Naming Opportunities Policy

**MOVED** by Councillor Pearson, seconded by Ms Wagner,

**THAT THE ATTACHED NAMING OPPORTUNITIES POLICY BE RECEIVED FOR INFORMATION.**

**MOTION CARRIED.**

9.3 Potential Kenilworth Historical Designation

**MOVED** by Ms Tulloch, seconded by Mr. Bagdonas,

**THAT THE HAMILTON PUBLIC LIBRARY BOARD SUPPORTS, IN PRINCIPLE, THAT THE KENILWORTH LIBRARY IS OF CULTURAL HERITAGE VALUE AND SUPPORTS AN INVESTIGATION INTO DETERMINING WHETHER THE BUILDING SHOULD GET A FORMAL DESIGNATION UNDER THE ONTARIO HERITAGE ACT.**

**MOTION CARRIED.**

**10. Private and Confidential**

No private and confidential items.

**11. Date of Next Meeting**

Wednesday, March 19, 2014  
Central Library, Board Room, 5<sup>th</sup> Floor  
5:30 p.m. Dinner  
6:00 p.m. Meeting

**12. Adjournment**

**MOVED** by Ms Gautrey, seconded by Councillor Pearson,

**THAT THE HAMILTON PUBLIC LIBRARY BOARD MEETING OF  
WEDNESDAY, FEBRUARY 19, 2014 BE ADJOURNED.**

**MOTION CARRIED.**

The meeting was adjourned at 8:20 p.m.

Minutes recorded by Karen Hartog.



# Hamilton Public Library

**Date:** March 19, 2014  
**To:** Chair and Members of the Board  
**From:** Lisa DuPelle, Director of Human Resources  
**Cc:** Paul Takala, Chief Librarian  
**Subject:** **Non-union Compensation**

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## **RECOMMENDATIONS**

**Whereas the Hamilton Public Library Board 's Non-Union Pay Equity Agreement requires the Board to match cost of living increases given by the City of Hamilton, the Board approves a cost-of-living increase for Library Management and Professional Exempt employees of 1.9% to the salary schedule effective January 1, 2014 to match the City of Hamilton increase.**

**That the non-union casual employees (pages and shelf readers) also receive the 1.9% increase to the salary schedule effective January 1, 2014.**

## **FINANCIAL/STAFFING/LEGAL IMPLICATIONS:**

The Library Board 's Non-Union Pay Equity Agreement requires the Board to match cost of living increases given by the City of Hamilton in order to maintain pay equity.

The proposed increases have been budgeted for in 2014. HPL will be required to follow future cost of living wage adjustments made by the City of Hamilton. City Council approved the 1.9% increase for their non-union groups in 2014 at the January 29, 2014 meeting.

## **BACKGROUND**

The Hamilton Public Library Board has a province-approved non-union pay equity plan that requires the Library Board to use City of Hamilton salaries as their comparator.



The library's non-union employees includes the Chief Librarian, all other senior administration, all branch and department managers, several professional and administrative staff positions in Human Resources whose positions are non-union because of the nature of their work and the administrative assistant for the Chief Librarian and the Board.

The casual staff (shelf-readers and student pages) are non-unionized and their wage structure was adjusted in 2010 related to the change in Ontario's minimum wage. For the purposes of wage increases for this group we normally follow the City Non-Union cost of living increases. The minimum wage is set to increase in June and this will impact the current salary structure. More information will be provided to the Board related to this issue in the coming months.

The following response letter was sent to Mr. Hutton on February 25, 2014 via email.

Mr. Hutton,

Thank you for your email of February 10, 2014. Your letter was added to the February Library Board package.

I understand your request to reinstate the practice regarding enabling discarded newspapers to be picked up by customers at the Central Library.

I have spoken to the Chief Librarian, Paul Takala, about this issue. Mr. Takala has explained to me that the practice of distributing newspapers to individuals ended in 2008 with affected individuals, including yourself, being notified in late 2007. I understand that subsequently you were able to establish continued receipt of these newspapers for yourself.

The Library Board is responsible for setting overall Library policy, while the Chief Librarian is responsible for library operations.

The Library Board recently re-adopted the City of Hamilton Procurement Policy. That policy states that the Director of a Client Department (in this case the Chief Librarian) shall: "approve the appropriate disposal methods, which are cost effective and in the best interest of the City, for the declared surplus good." The Library also has a De-selection Policy which states: "Materials withdrawn from the collection are disposed of at the annual book sale or discarded."

At the Hamilton Public Library we strive to maintain effective and efficient operations. I understand from Mr. Takala that the practice of placing newspapers out for customers has created operational issues in the past and to reinstate that practice would also do so now.

Staff no longer stamp discarded newspapers. That procedure would need to be added back into the workflow if discarded newspapers were placed for pick-up. Staff would also need to spend time keeping discarded newspapers sorted and monitor the process to ensure that current issues of the newspapers remained out a recycle system.

The Library Board is currently reviewing a number of policies. I have asked Mr. Takala to brief the Library Board on our practices for

discarding materials when the Material De-Selection Policy is reviewed. That policy will come to the Library Board later this spring.

I do not want to create the expectation that the Board will change policy, however, I do want to ensure that we will adequately review the issue.

Sincerely,

Suzan Fawcett

Library Board Chair

March 12, 2014

Suzanne Facette  
Chair, Hamilton Library Board

Paul Takala  
Director, Hamilton Library

Karen Hartog  
Secretary, Hamilton Library Board

Re: OLD, DATED NEWSPAPERS

You have received one or more e-mail messages from Gerald Hutton on this topic. The purpose of this letter is to add to his messages.

For at least 10 years I have, monthly, come to the main Library and obtained a month of old, Ottawa Citizen newspapers. Originally they were tied up with a note stating that they were "DISCARDED". Originally the Library retained the newspapers for one and one half months -- so I came for them the middle of each month. About 4 or 5 years ago the decision was made to retain them for 2 months -- so I came for them at the end of each month. During this approximately 10 year period I was never informed of any other change in policy or procedure. At the end of January, 2014, as I normally do, I came to the Library to get the month of November, 2013 Ottawa Citizen newspapers. Your staff politely informed me that they were no longer permitted to give me the newspapers. Subsequently, communication between Gerald Hutton and myself, Mr. Hutton's e-mail messages to you, and this letter to you.

Library staff keep the newspapers in the back room for 2 months. IT TAKES LIBRARY STAFF APPROXIMATELY ONE MINUTE EACH MONTH TO CARRY THE NEWSPAPERS FROM THE BACK ROOM TO ME. (The general public is not permitted in the back room.) I even bring my own bags to carry them.

Certainly the Library disposes of other old, unwanted materials (i.e. your book sales).

Both Mr. Hutton and myself benefit from these old newspapers, we read them with interest, keep some of the articles, and ~~when~~ we are finished we pass them on to others. WHAT I FIND MOST DISTURBING IS THAT WE CAN NO LONGER OBTAIN THESE NEWSPAPERS -- AND WHAT ARE YOUR STAFF DIRECTED TO DO WITH THEM? -- DUMP THEM IN THE RECYCLING BIN!!!!!! Does this really make sense? People who benefit from the old newspapers, and come to pick them up once a month (taking 1 minute per month of a staff person's time) are no longer permitted to do so -- only so the staff can carry them to the recycling bin.

I THEREFORE RESPECTFULLY REQUEST THAT YOU RECONSIDER YOUR DECISION. (And, if they are not already disposed of, let me come for the November and December, 2013 Ottawa Citizen newspapers.)

cont.

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Both Mr. Hutton and myself would like to attend a Library Board meeting and state the above to the Board.

You have Mr. Hutton's e-mail address.

You can contact me at 905-5776500 (if I'm not at home, I have voice mail).

Respectfully submitted

A handwritten signature in cursive script that reads "Barry R. Betzner". The signature is written in black ink and is positioned to the right of the typed name.

Barry R. Betzner  
P.O. Box 5194 LCD 1  
Hamilton, Ontario  
Canada L8L 8G1

## **Chief Librarian's Report – March 2014**

### **Turner Park's 5<sup>th</sup> Birthday Party**

Together with our YMCA partner, planning is underway for a 5<sup>th</sup> anniversary celebration at Turner Park on June 3, 2014. There will be special programming planned for the week and Councillor Duvall and Board members will be invited to attend. We hope you will join us, more details will follow.

### **Congratulations Katherine Greenfield**

On February 22 at the City of Hamilton's 25<sup>th</sup> Annual Heritage Awards Ceremony the retired Head of Local History and Archives (formerly Special Collections), Katherine Greenfield, received the prestigious Reverend T. Melville Bailey Heritage Award. Ms. Greenfield was recognized for her life time achievement as a champion of local history. Over 150 people attended the event at City Hall. The annual heritage awards ceremony hosted by the Office of the Mayor and the Hamilton Historical Board along with the support of the City's Tourism and Culture Division, provides an opportunity to publicly recognize people and organizations that spearhead the preservation and promotion of history and heritage in our community.

### **Facilities Update**

The cold weather this winter has caused a few issues with burst pipes. Turner Park had two incidents of water leaks with the second being more serious. Family Day activities were in jeopardy, however thanks to the efforts of City Facilities, a quick clean up of the water made it possible to open. Repair work still needs to be completed and quotes have been obtained.

Lynden had issues with a blocked pipe that was frozen underground and prevented proper drainage from the roof, which caused water to seep out onto the floor inside the library. Facilities arranged to have the water cleaned up within a few hours and there was no permanent damage to the branch.

A sprinkler head ruptured at Central on the second floor in the Piano Room. This created a moderate flood and required a response from the fire department. It took a few days for the area to be dry enough to be available to the public. The drywall and the piano were both damaged. Repairs are in the process of being arranged. This too, will be a risk management claim.

### **Age Friendly Assessment**

The library is working with the Hamilton Council on Aging to continue an age friendly environmental audit of our libraries. Staff from our DISH department along with community volunteers will use the assessment tool developed by

the Hamilton Council on Aging and McMaster University and piloted at the Locke and Dundas branches.

### **Friends of the Library Donation**

In February we were invited to attend the Annual General Meeting of the Friends of the Hamilton Public Library. There was good discussion and the library will submit a request for funds that the Friends have offered to support library branch service and community outreach. Further discussions are planned.

### **Counting Opinions Customer Satisfaction Survey**

The Counting Opinions Customer Satisfaction Survey went live on the Library's website at the end of February. The survey is available in online and print formats in English, French, Spanish and Punjabi. Since the launch, we have received replies daily. We are planning on a promotional campaign for the month of April.

### **Millgrove Bookmobile Stop Planned**

Recently there has been media coverage about the planned closure of the Millgrove Branch. Both the current Millgrove and Waterdown branches will be replaced by a new joint facility on Dundas St E expected to open in November 2014. In addition to the new library, specific support to the Millgrove community will be provided by weekly Bookmobile service. This service will begin when the Millgrove branch closes providing a convenient option for Millgrove residents.

Paul Takala  
Chief Librarian



To: Library Board

From: Robin Hewitt, Director, Finance and Facilities

CC: Paul Takala, Chief Librarian

Subject: Security Camera Standard

Date: March 19, 2014

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## **RECOMMENDATION**

The Hamilton Public Library Board approves Bosch as an authorized product to create a security camera standard throughout Hamilton Public libraries.

## **FINANCIAL/STAFFING/LEGAL IMPLICATIONS**

- This recommendation will enable staff to continue to work with the existing software currently used for the security camera system. It would also avoid the likelihood of having to use multiple software systems for multiple camera products.
- Staff would still be required to follow the purchasing policy in terms of obtaining quotes from multiple vendors and using the most cost efficient vendor.

## **BACKGROUND**

In February 2014, Hamilton Public Library's Board approved a \$325,000 expenditure to upgrade and enhance the security surveillance system throughout the library system. To date, numerous upgrades have been made to include branch drop box cameras, with more to come. An internal review at the Central Library is being undertaken to determine the most appropriate locations for best coverage, and locations where high definition cameras are needed. With the numerous products on the market, it has become apparent that there is a need to use a consistent brand in order to use one software. Our current system was instituted with Bosch cameras and software.





**Date:** March 6, 2014

**To:** Chair and Members of the Board

**c.c.** Paul Takala, Chief Librarian

**From:** Melanie Southern, Director, Public Service, Partnerships & Communications

**Subject: Hamilton Future Fund, Hamilton Story Telling Legacy**

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**RECOMMENDATION:**

That the Hamilton Public Library Board approves the submission of the application to the Hamilton Future Fund for the amount of \$150,000 for the Hamilton Storytelling Legacy project.

**BACKGROUND:**

In September 2013, the Board was informed that HPL was submitting a joint grant to the Ontario Government's Cultural Development fund for a story telling project. HPL was identified as the lead partner in the application with the City of Hamilton's Tourism and Culture Division, and McMaster University Library. Unfortunately, HPL was informed recently that this grant application, *Love your City, Share your Stories*, was not successful.

HPL and its partners (City of Hamilton's Tourism and Culture Division, and McMaster University Library) feel strongly that this project is a worthwhile endeavour, and seeks the Board's approval to submit a revised application to the Hamilton Future Fund. The project is well aligned to the mission and goals of this fund, as well as the City's cultural plan.

In brief, the project aims to facilitate the building of a collective memory through storytelling encompassing oral tradition, written stories, video and sound clips, plus visual representations including photographs. The end result will include a collection of stories, a digital repository to house the stories, as well as a dedicated website, a large interactive LCD display and mobile device applications to showcase the stories. If successful, this project will have a lasting impact to the community by providing a foundation for the ongoing collection of related personal stories that will create a lasting legacy, and significantly add to Hamilton's cultural vibrancy.



Date: March 4, 2014  
To: Chair and Members of the Board  
From: Paul Takala, Chief Librarian  
Subject: **Intellectual Freedom Policy**

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**RECOMMENDATION:**

That the Hamilton Public Library Board endorses the Statement on Intellectual Freedom as set out by the Canadian Library Association.

**BACKGROUND:**

The Hamilton Public Library has previously endorsed the CLA Statement on Intellectual Freedom. The Library Board has identified Intellectual Freedom as one of the Hamilton Public Library's core values. Our mission statement *Freedom to Discover* challenges us to make intellectual freedom a cornerstone of our work.

This month we are reviewing our Collections Policy which outlines the process we follow when there is a request to remove an item from our collection.

We have a set process for handling a request that an item be removed from our collections or moved to another area within the collection. Our process is that any challenge to library material must be made in writing. We form a committee that reviews the challenge and responds to the complaint. The person may then appeal to the Chief Librarian. I review the item and the policies and respond as well. If a person is not satisfied with my response, they may appeal to the Library Board. The Board has three options. It may decide that staff interpreted and applied the policy correctly. It may decide that staff did not interpret or apply the policy correctly. It may decide that there is a problem with the policy itself and change the policy.

When we receive a challenge it is important that we handle it based on our policy and we avoid overly emotional and personal reactions.

**Intellectual Freedom Policy****Policy Level:** Library Board**Author:** Chief Librarian**Date Approved:** March 2003, March 2014

The Hamilton Public Library Board endorses the Statement on Intellectual Freedom as set out by the Canadian Library Association and the OLA statement on the Intellectual Rights of the Individual.

**Statement on Intellectual Freedom**

All persons in Canada have the fundamental right, as embodied in the nation's Bill of Rights and the Canadian Charter of Rights and Freedoms, to have access to all expressions of knowledge, creativity and intellectual activity, and to express their thoughts publicly. This right to intellectual freedom, under the law, is essential to the health and development of Canadian society.

Libraries have a basic responsibility for the development and maintenance of intellectual freedom.

It is the responsibility of libraries to guarantee and facilitate access to all expressions of knowledge and intellectual activity, including those which some elements of society may consider to be unconventional, unpopular or unacceptable. To this end, libraries shall acquire and make available the widest variety of materials.

It is the responsibility of libraries to guarantee the right of free expression by making available all the library's public facilities and services to all individuals and groups who need them.

Libraries should resist all efforts to limit the exercise of these responsibilities while recognizing the right of criticism by individuals and groups. Both employees and employers in libraries have a duty, in addition to their institutional responsibilities, to uphold these principles.

*Approved by the Canadian Library Association June 27, 1974; amended November 17, 1983 and November 18, 1985. NOTE: Copies of this statement shall be hung at all Hamilton Public Library branches.*

The Ontario Library Association has also affirmed its support of the principle of intellectual freedom.

**OLA Statement on the Intellectual Rights of the Individual**

In affirming its commitment to the fundamental rights of intellectual freedom, the freedom to read and the freedom of the press, as embodied in the Canadian Charter of Rights and Freedoms, the Ontario Library Association declares its acceptance of the following propositions:

- 1) That the provision of library service to the public is based upon the right of the citizen, under the protection of the law, to judge individually on questions of

politics, religion and morality.

2) That intellectual freedom requires freedom to examine other ideas and other interpretations of life than those currently approved by the local community or by society in general, and including those ideas and interpretations which may be unconventional or unpopular.

3) That freedom of expression includes freedom for a creator to depict what is ugly, shocking and unedifying in life.

4) That free traffic in ideas and opinions is essential to the health and growth of a free society and that the freedom to read, listen and view is fundamental to such free traffic.

5) That it is the responsibility of libraries to maintain the right of intellectual freedom and to implement it consistently in their selection of books, films, recordings, other materials, and in the provision of access to electronic sources of information, including access to the internet.

6) That it is therefore part of the library's service to its public to resist any attempt by an individual or group within the community it serves to abrogate or curtail access to information, the freedom to read, view and listen by demanding the removal, or restrictions to library information sources in any format.

7) That it is equally part of the library's responsibility to its public to ensure that its selection of materials is not unduly influenced by the personal opinions of the selectors, but determined by the application of generally accepted standards of accuracy, style and presentation.

*Approved by the Ontario Library Association, November 7, 1998*



**Date:** March 19, 2014  
**To:** Chair and Members of the Board  
**c.c.** Paul Takala, Chief Librarian  
**From:** Michael Ciccone, Director of Collections  
**Subject:** Collections Policy

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**RECOMMENDATION:**

That the attached “Collections Policy” be adopted and replace the following:

- Materials Selection Policy
- Materials De-selection Policy
- Access to Materials Policy
- Donations of Used Materials Policy

**BACKGROUND:**

The two major policies (selection and de-selection) were in need of revising and as adaptations and consolidation were occurring, it became clear that combining all collections-related policies would be beneficial to both front line staff and management in addressing concerns about collections.

The Materials Selection Policy was approved by the Board in March of 2003. It establishes intellectual freedom and the relevant Ontario Library Association and Canadian Library Association statements as the basis for our policy. It lacks coverage of media and digital collections and is procedural in some instances, but, much of the original premise and wording has been adopted for the Collections Policy.

The Material De-selection Policy was approved by the Board in September of 1985. It is difficult to measure how much has changed since then. For instance, we refer to ourselves in this policy as a “resource library” and that “this means that classics and standard works must be retained despite low usage”. We no longer consider ourselves a resource library, and many standards and classic works are in the public domain and readily available for free on the internet. Some of the philosophical wording has been adopted for the Collections Policy, but in general the content has been modernized and consolidated.

The Access to Materials Policy is a short policy asserting the few access limitations we place upon our customers. An important piece of this policy is that which makes clear our position on a child’s access to the collection and the parent or guardian’s responsibility. This is a more recent policy and most of the wording remains intact.

The Donations of Used Materials Policy is a management level policy that was adopted in September of 2009 in an attempt to stem the flow of unneeded donations to the library. The basic premise being that the cost of accepting these donations far exceeds any monetary gain or enhancement to our collections. A small passage has been added under the donations section of the Collections Policy to address this issue.

Our Local History & Archives Department has a separate collections policy that will be revised over the next year, but in light of the growing attention the department is attracting, we thought it important to incorporate certain aspects of that policy into the overall Collections Policy.

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# Collections Policy -Draft

Policy Level: Board

Author: Michael Ciccone, et al

## Purpose

- To provide a statement of philosophy and identify key objectives respecting the selection, de-selection, and access to collections which will reflect 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

## Policy Overview

- 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 Hamilton Public Library endorses the Statement on Intellectual Freedom adopted by the Canadian Library Association in 1985 and the Statement on the Intellectual Rights of the Individual adopted by the Ontario Library Association in 1998. These statements are reproduced in the Library's Intellectual Freedom Policy
- 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... b) freedom of thought, belief, opinion and expression, including freedom of the press and other media of communication."

## Selection

### Items are selected:

- to satisfy the recreational reading, listening, viewing and interactive needs for customers of differing tastes, interests and purposes
- to enrich human understanding by presenting subjects and issues informatively and objectively
- to educate by providing basic factual information in as broad a base as possible
- 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 is a resource where many points of view and modes of expression can be examined without hindrance. No ideas and opinions have universal acceptance or condemnation in a pluralistic society. The use of language or visual depiction, either descriptive or expressive, can in itself stimulate controversy.

The Hamilton Public Library, therefore, recognizes the right of individuals to express opposition to author or artists' ideas or to their creative exercise in items selected for the library. However, the Hamilton Public Library will not engage to satisfy customers by removing items purchased in compliance with the principles of this policy. Selection of items cannot be influenced by any anticipated approval or disapproval of its intellectual content by sectors of the community. 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 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 Library Association Statement on Intellectual Freedom.



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 either a Request for Reconsideration - Adult form or a Request for Reconsideration - Children's form.

## **De-selection and Collection Maintenance**

The library strives to maintain strong physical collections while growing or providing access to content that reflect the increasing demand for information, books, music and videos in digital formats and this approach is reflected on our de-selection policy and procedures.

### **Branch Collections**

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

The Library will neither undertake to mark items to show approval or disapproval nor expurgate any items. 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:

- Talking books are limited to any customer not able to read or use printed items.
- 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 students in grade seven (7) or above unless authorized by the Department Manager.
- Restriction of a child's use of the library's physical and digital resources is the responsibility of the parent. Children under the age of fourteen (14) require a parent or legal guardian's signature to allow them borrowing privileges for all library items, including print, media, and digital collections. If the parent or guardian wishes to restrict their child's use of the Library, they should accompany the child to the Library, monitor the child's use of our resources and borrow items with their library card.

## Suggestions for Purchase, Donations & Gifts

- **Suggestions:** We encourage customer participation in the shaping of our collections. Suggestions are referred to appropriate staff and are considered according to the Library's selection criteria.
- **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 pertain 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.

# Policies to be replaced by Collections Policy

## Material Selection Policy

### PURPOSE

- To provide a statement of philosophy and identify key objectives respecting the selection of material which will reflect the Mission Statement and Goals of the Hamilton Public Library System.
- To define responsibility for selection and identify the delegation of selection responsibility.
- To establish procedures to deal with recommendations for purchase and objections lodged against particular materials by community residents.

### POLICY

The ultimate responsibility for the selection of all materials lies with the Chief Librarian acting according to the general policies established by the Library Board. In practice, this authority is delegated to professional staff.

The Hamilton Public Library endorses the Statement on Intellectual Freedom adopted by the Canadian Library Association in 1985 and the Statement on the Intellectual Rights of the Individual adopted by the Ontario Library Association in 1998. These statements are reproduced in the Intellectual Freedom Policy.

The Library Board, in establishing a Materials Selection 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... b) freedom of thought, belief, opinion and expression, including freedom of the press and other media of communication."

### CRITERIA FOR SELECTION

#### Materials are selected:

- to satisfy the need for recreational reading, listening and viewing materials for customers of differing tastes, interests, purposes and reading skills;
- to enrich human understanding by dealing informatively with social, personal, racial, multicultural, religious and scientific issues;
- to educate by providing basic factual information in as broad a base as possible.

#### Specific Criteria:

- suitability of physical form for library use;
- relation to existing collections and other material on the subject;
- accessibility of material in other libraries;
- interests and composition of the community and region;
- popular demand and current trends;
- attention of critics, reviewers, and public;
- quality of writing and/or visual art;

- 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;
- comprehensiveness and depth of treatment;
- clarity, accuracy and logic of presentation;
- balance of viewpoints in the collection (challenging though extreme or minority points of view are often represented, though quantity may be limited).

An item need not meet all of the above criteria in order to be acceptable. Materials that do not meet these criteria may be purchased to satisfy demand.

While people have the right to reject for themselves material of which they do not approve, they do not have the right to restrict the freedom of others.

If there is considerable topical interest in the subject and a manifest public desire to read and judge the book first-hand, a title may be included which is not considered accurate, according to expert opinion.

The Library does not buy textbooks specifically related to courses of study in the community. However, textbooks may be purchased if the subject information is not available in any other form.

The Library acquires materials not only for its present customers but also for those who have not traditionally been Library customers.

### **Controversial Issues**

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 or condemnation in a pluralistic society. The use of language, either descriptive or expressive, can in itself stimulate controversy.

The Hamilton Public Library, therefore, recognizes the right of individuals to express opposition to authors' ideas or to their creative exercise of language in materials selected for the library. However, the Hamilton Public Library will not engage to satisfy customers by removing items purchased in compliance with the principles of this policy. Selection of material cannot be influenced by any anticipated approval or disapproval of its intellectual content by sectors of the community.

The Hamilton Public Library complies with any law enacted at the federal, provincial or municipal level, and therefore does not collect or maintain material which has been adjudged 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 Library Association Statement on Intellectual Freedom.

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 of the text.

The Library will neither undertake to mark items to show approval or disapproval nor expurgate any materials.

Physical access to materials will not be restricted except for the express purpose of protecting an item from damage or theft. As per the access guidelines, Library customers have open access to all the Library's collections with certain limited exceptions.

### **Handling Challenged Material**

In the event of objection or complaint by a Library customer, the steps for resolution are as follows:

When a customer objects to any piece of library material, ask the customer to complete either a Request for Reconsideration - Adult Materials form or a Request for Reconsideration - Children's Material form. It is not intended that all complaints, no matter how minor, be recorded. However, if you are unsure about whether or not the customer is genuinely concerned, simply ask the customer to complete a form.

The customer should fill out the form and return it to the staff member who will ensure that the customer's name, address, telephone number etc. have been recorded properly. The staff member should make a photocopy for the customer.

All written complaints are forwarded to the Director of Collections who will read, review or listen to the material, discuss the complaint with the appropriate Manager and, when necessary, check with outside review sources. When the review is completed, the customer is provided with a written explanation for the decision. The decision should reflect the principles outlined in the Library's Material Selection Policy.

### **Recommendation for Purchase and Gifts**

**Purchases:** Suggestions from the public for the purchase of books and other materials not in the Library's collection are referred to appropriate staff and are considered according to the Library's selection policies.

**Gifts:** The same principles of selection that are applied to purchases are applied to gifts. No condition may be imposed relating to any book or other item after its acceptance. Donations that are not added to the collection are discarded or sold at the annual book sale.

### **Maintenance of the Collection**

The Library maintains a policy of on-going discarding of materials based on the Materials De-selection Policy.

If the material is regularly subject to loss or damage, the Library may protect it by various precautionary measures such as transferring it to the Reference Collection. In some cases, no replacement will be bought.

## **Material De-Selection Policy**

### **POLICY**

De-selection should reflect the goals and objectives of the Library. Criteria for de-selection should be similar to those used initially for selection on the understanding that selection and withdrawal are different facets of the same continuous process.

The ultimate responsibility for the de-selection of all materials lies with the City Librarian acting according to the general policies established by the Library Board. In practice, this authority is delegated to professional staff.

The Library maintains a policy of on-going discarding based upon the elimination of unnecessary items, outdated materials, materials no longer of interest or in demand, duplicates, worn or mutilated copies. Frequency of circulation, community or regional interest and availability of newer and more up-to-date materials are of prime consideration.

Materials withdrawn from the collection are disposed of at the annual book sale or discarded.

### **General Principles**

Every library consists of two distinguishable collections: the core collection and the non-core collection.

### **Core Collection**

The core collection is the collection that will satisfy most demands for information. Past usage is a valid reliable prediction of future use. Items with heavy past usage and current active usage are core collection materials and not candidates for weeding. If an item has not been used for two years at Central and one year at the Branches, the likelihood of future use is small and it is not a candidate for the core collection.

Some items, although not core collection material, may be retained in the collection without seriously impairing the collection. These are:

- Works of local authors.
- Works related to local history.
- Works of famous authors including the "classics".
- Works that are unique to the collection in that there is little or no information available on that topic elsewhere.

### **Non-core Collection**

The non-core collection includes: any item whose usage has diminished so that its removal from the collection will not impair that collection's information capabilities; any item that has been on the shelf and unused for two or more years (according to circulation statistics) and does not meet the criteria of 1, 2, 3, or 4 above.

Hamilton Public Library is also a resource library. This means that classics and standard works must be retained despite low usage. Materials related to local history are never considered for weeding.

Knowledge of customer needs acquired by working on information desks, and by analyzing reference statistical sheets, reserves and overdue slips, is helpful in deciding which books should be removed from the collection.

**De-selection Criteria**

Weeding/de-selection is the process of determining if an item still deserves a place on the library shelves.

Assessment of the collection should be based on the following criteria:

1. Usage/Age
  - Frequency of use/potential use
  - In-house use (some marking required at re-shelving time)
  - interlibrary loan circulation
  - Age: publication, imprint, or copyright; purchase or shelving date
2. Value/Quality
  - Subject matter
  - Historical importance
  - Cost
  - Availability of other materials in the field
  - Physical appearance/condition relative to other factors of importance
3. Individual monograph titles are judged of value/quality by their appearance on standard lists or by the opinion of a specialist or group of specialists
  - Deterioration
  - Worn, damaged
  - Aged, dirty
  - Superseded
  - Duplicated



## **Access To Materials Policy**

Access to Local History and Archives is limited to students in grade seven (7) or over. For students under grade seven (7), access is at the discretion of the Department Manager.

Library customers of all ages shall have open access to all the Library's collections except Local History and Archives Department materials, talking books, "R" DVDs as rated by the Theatres Section of the Ontario Government, and other materials that are restricted by acquisition agreements. The monitoring of a child's use of the library is the responsibility of the parents/guardians, except in the case of "R" rated DVDs where the Library will restrict access to 18 years of age.\*

### **Parental Restrictions on Children's Access**

Restriction of your child's use of the Library, including our physical resources, digital resources, computers and wireless access to the Internet, is your responsibility. Children under the age of fourteen (14) require your signature to allow them borrowing privileges for all library materials, including print, media, and digital downloads. If you wish to restrict your child's use of the Library, DO NOT sign the form and instead accompany your child to the Library, monitor the child's use of our resources and borrow material with your library card.

## **Donations of Used Materials Policy**

We appreciate the generosity of those who wish to donate used materials and encourage the donation of these materials to a community agency. The Hamilton Public Library no longer accepts, nor uses, donated materials because of the associated costs of adding them to the collection or of disposing of them.

### **Background Information**

We appreciate offers to donate books to the Hamilton Public Library. However, the Hamilton Public Library does not generally accept donated books as they put a strain on the system and actually end up costing us more to include in our collections.

### **Donations for our collections**

It costs us more than \$10 to add a donated book to our collections. This includes the costs of: creating an electronic record so that an item can be placed in the catalogue; placing a protective cover on the item; and having security tags installed. Conversely, the library does not incur such costs when we purchase new material. Vendors are able to process so many copies of a new title at one time that these costs are included in the price we pay. Most donated items are not appropriate for our collections, leaving the library to absorb the costs of sorting and then disposing via recycling and recycling of these materials is increasingly costly.

### **Donations for us to sell**

Some library customers like to donate books they have read to the library so these books can be sold. In the past year alone our activity has increased by 20%, and the library system has become far too stretched to continue to offer such a service. The cost incurred by the Library for handling and storing these donations for a book sale outweighs the value of the donation. In order to continue providing good service, we have to focus on our core mandate and free up valuable staff time for that.

### **Which donations does the library accept?**

The Hamilton Public Library has a mandate to collect and preserve valuable material that pertains to Hamilton's past and its culture. We accept items such as photographic collections from professional photographers, nineteenth century scrap books that contain material on Hamilton's history, etc. Valuable material on Hamilton's past is evaluated by staff in our Hamilton Local History Archives Department before being accepted.



Date: March 4, 2014  
To: Chair and Members of the Board  
From: Lita Barrie, Director Digital Technology and Youth Services  
Paul Takala, Chief Librarian  
Subject: **Access to Information and Communication Technology (ICT)**

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**RECOMMENDATION:**

That the Hamilton Public Library Board endorses the Canadian Library Association Position Statement on *Access to Information and Communication Technology (ICT)*.

**BACKGROUND:**

The Hamilton Public Library has for many years recognized the importance of providing access to technology. We have played a critical role in helping overcome the digital divide in our community. Our programs have included free access to networked computers, wireless access and training programs to support the development of digital literacy skills. We are looking forward to providing new services with the addition of the digital media labs and makerspaces.

Today, to apply for a job, people need basic digital literacy skills and the ability to access a computer and email. As the cost of computer technology continues to come down we should anticipate increased future demand for technology training and skills development. We will also need to continue to help bridge the digital divide by providing access to newer technology that many people in our community do not have personal access to.

As we move forward with new services we need to ensure we adequately support basic access to technology. Demand for access to public networked computers remains very strong. In 2013 system-wide customers had over 850,000 computer sessions, averaging approximately 30 minutes per session. This is over 15,000 per week. Customers accessed over 420,000 wireless sessions. This is over 8,400 per week.

Endorsing the statement will support our ongoing internal efforts to provide access to ICT. It will assist us when we are communicating with different levels of government and will support our efforts to advocate, along with the library community, for effective privacy and other legislation.

## **Canadian Library Association Position Statement on Access to Information and Communication Technology (ICT)**

*Approved by Executive Council – 18 June 1994; amended – 29 May 2012 and affirmed at CLA AGM – 1 June 2012*

### **Preamble**

*CLA views the Internet and other publicly available ICT networks as public goods essential to participation in a democratic and information-driven society. Therefore, CLA recognizes that access to ICT is an essential part of the universal access to information that Canadian libraries provide and support.*

*CLA and its members will co-operate with governments, agencies, industry and other organizations to ensure that these fundamental rights are represented in all policies and laws governing access to and dissemination of information via ICT.*

All Canadians have the right to:

### **1. Universal, Equitable, and Affordable Access to Robust ICT networks**

**1.1.** Access to high-speed ICT networks should be available and affordable to all regardless of factors such as age, religion, ability, gender, sexual orientation, social and political views, national origin, economic status, location and level of information literacy.

**1.2.** Special efforts should be made to ensure equity of access in rural and remote areas and access to inclusive technologies for people with disabilities.

**1.3.** A public policy framework should support the development of ICT infrastructure that meets high standards of speed, reliability and universality.

### **2. Access to Information Literacy**

**2.1.** Everyone should have the opportunity to acquire the necessary skills to find and use information using ICT.

### **3. Open Access to Information**

**3.1.** Open access to information should be encouraged at all levels of government and in all publicly-funded institutions. This information should be available free of charge with as little restriction on re-use and modification as possible

**3.2.** Government and public institutions should take responsibility for archiving information in order to preserve collective memory.

#### **4. Freedom of Expression**

**4.1.** Individuals have the right to create, share, exchange, access and receive the widest range of ideas, information and images.

**4.2.** Public policy should encourage neutrality of traffic flow on ICT networks, neither privileging nor restricting information based on content or type. Libraries and other knowledge organizations should encourage the development and use of neutral search and retrieval mechanisms.

#### **5. Privacy**

**5.1.** Privacy of personal information on ICT networks should be carefully protected by legislation.

**5.2.** In all situations, there should be a written statement outlining the purpose for which personal data is collected. The collection of personal information should be limited to that which is necessary for the purposes identified by the organization. Consent should be required for the collection of personal information and the subsequent use or disclosure of this information.

**5.3.** This data should not be traded or sold without the express written permission of the individual affected. Information about privacy policies and mechanisms should be easily accessible and all changes to these should be made on an "opt-in" basis.

**5.4.** Individuals should have the right to examine their own personal information collected by government, public bodies and corporations and to have mistakes corrected, both without charge.