

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, September 17, 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, June 18, 2014** Attachment #3

4. **Presentations**
 - 4.1 Summer Reading Club – LB/MJ
 - 4.2 Digital Media Labs – DG
 - 4.3 Update on Logo and Website – LB/MS

5. **Consent Items**
 - 5.1 YTD Operating Budget Variance Report – RH Attachment #5.1
Suggested Action: Receive
 - 5.2 YTD Capital Budget Variance Report – RH Attachment #5.2
Suggested Action: Recommendation
 - 5.3 2015 Holiday Closures – LD Attachment #5.3
Suggested Action: Recommendation

6. **Business Arising**

7. Correspondence

Attachment #7
Suggested Action: Receive

7.1 Letter from Danielle McDonald, CEO Ottawa Public Library dated August 8, 2014

8. Reports

8.1 Chief Librarian's Report Attachment #8.1
Suggested Action: Receive

9. New Business

9.1 Facilities Update – KA/RH Attachment #9.1
Suggested Action: Receive

9.2 2015 Capital Budget Submission - RH Attachment #9.2
Suggested Action: Recommendation

9.3 Greensville – KA/PT Attachment #9.3
Suggested Action: Recommendation

9.4 Ottawa Public Library eBook Advocacy – PT/MC Attachment #9.4
Suggested Action: Recommendation

9.5 Access Card and Visitor Pass Update – PT Attachment #9.5
Suggested Action: Recommendation

9.6 Quarterly Statistical Report Update – LB Attachment #9.6
Suggested Action: Receive

10. Private and Confidential

11. Date of Next Meeting

Wednesday, October 15, 2014
Central Library, Board Room, 5th Floor
5:30 p.m. Dinner
6:00 p.m. Meeting

12. Adjournment

**Mission Statement
Freedom to Discover**

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A Community Beacon Relevant and Responsive
A Creative and Changing Organization**

HAMILTON PUBLIC LIBRARY BOARD

**Regular Board Meeting
Wednesday, June 18, 2014
Central Library, Board Room
5:00 p.m. Meeting
7:00 p.m. Dinner**

MINUTES

- PRESENT:** Mary Ann Leach, David Simpson, Nicolas van Velzen,
Suzan Fawcett, Wenda Tulloch, George Geczy,
Clare Wagner, Councillor Pearson, Jennifer Gautrey, Richard Bagdonas
- STAFF:** Paul Takala, Lisa DuPelle, Julianna McCormick,
Lita Barrie, Michael Ciccone, Karen Anderson, Melanie Southern, Karen
Hartog
- REGRETS:** Councillor Jackson

Ms Fawcett called the meeting to order at 5:00 p.m.

1. Discussion Period

1.1. Staff Development Day

Ms Fawcett and Ms DuPelle provided an update on the highlights from the recently held Staff Development Day.

1.2. Executive Committee

The Library Board does not meet during the summer months. If a meeting is required, the Executive Committee will meet. The Executive Committee members are Ms Fawcett, Mr. Simpson, Ms Leach and Mr. vanVelzen. The alternate member is Mr. Geczy.

3. Turner Park Anniversary Event

Ms Anderson remarked on the highlights from the Turner Park 5th Anniversary event.

4. 2014 Summer Reading Guide

Ms Barrie distributed copies of the 2014 Summer Reading guide to Board Members.

2. Acceptance of the Agenda

MOVED by Mr. Simpson, seconded by Ms Gautrey,

THAT THE AGENDA BE ACCEPTED AS PRESENTED.

MOTION CARRIED.

3. Minutes of the Hamilton Public Library Board Meeting of Wednesday, May 21, 2014

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

THAT THE MINUTES OF THE HAMILTON PUBLIC LIBRARY BOARD MEETING OF WEDNESDAY, MAY 21, 2014 BE ACCEPTED AS PRESENTED.

MOTION CARRIED.

4. Presentations

4.1 Politician Participation Overview

Mr. Takala reported on the library board's responsibilities and role in participating in political issues and/or elections. A document around advocacy was recommended by the Library Board.

5. Consent Items

MOVED by Ms Leach, seconded by Mr. Simpson,

THAT CONSENT ITEM 5.1 BE APPROVED AS PRESENTED.

MOTION CARRIED.

5.1 Security RFP

That, pending final approval from the Procurement Department, the Hamilton Public Library Board identifies Fedse corporation with the registered business name of Federal Force Protection Agency as an authorized vendor to provide security services to the hamilton public library.

That the Chief Librarian is authorized to enter into an agreement with Federal Force Protection Agency for the provision of security services. The initial contract with run to december 31, 2016 and then is renewable annually for 2 additional years.

Motion carried.

6. Business Arising

6.1 Logo/Branding Report

MOVED by Ms Gautrey, seconded by Ms Wagner,

THAT THE HAMILTON PUBLIC LIBRARY BOARD APPROVES THE ALLOCATION OF \$120,000 FROM THE LIBRARY GENERAL DEVELOPMENT RESERVE (106007) TO COVER THE COSTS ASSOCIATED WITH THE REPLACEMENT OF EXTERIOR SIGNS AND FOR THE DESIGN AND REPLACEMENT OF BASIC BRAND ASSETS.

THAT THE HAMILTON PUBLIC LIBRARY BOARD APPROVES THE ALLOCATION OF \$15,000 FROM THE PERMANENT ENDOWMENT FUND (LEGACY FUND) FOR THE DESIGN AND REPLACEMENT OF THE BOOKMOBILE SKINS, AND SUPPORT MATERIALS.

MOTION CARRIED.

6.2 Day Services Report

MOVED by Ms Wagner, seconded by Ms Gautrey,

THAT THE HAMILTON PUBLIC LIBRARY BOARD CONTINUE TO SUPPORT THE COMMUNITY RESOURCE WORKER (CRW) PROGRAM BEYOND THE PILOT PHASE.

THAT THE CHIEF LIBRARIAN IS AUTHORIZED TO ENTER INTO AN AGREEMENT WITH WESLEY URBAN MINISTRIES TO CONTINUE THE CRW PROGRAM.

MOTION CARRIED.

7. Correspondence

No correspondence.

8. Reports

8.1 Chief Librarian's Report

MOVED by Ms Tulloch, seconded by Ms Leach,

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

MOTION CARRIED.

Board members requested an update for the September meeting on the 4th floor lab, space study report and website.

8.2 Report from the Audit Committee

Mr. Simpson provided an update on the Audit Committee meeting held on June 3, 2014.

MOVED by Mr. Simpson, seconded by Ms Leach,

THAT THE 2013 FINANCIAL STATEMENTS FOR THE HAMILTON PUBLIC LIBRARY BOARD, INCLUDED IN THE ATTACHED AUDIT COMMITTEE AGENDA, BE APPROVED.

THAT THE 2013 ANNUAL FINANCIAL REPORT BE RECEIVED FOR INFORMATION.

MOTION CARRIED.

9. New Business

9.1 Capital Variance Report

MOVED by Ms Gautrey, seconded by Ms Wagner,

THAT THE CAPITAL VARIANCE REPORT AS AT DECEMBER 31ST, 2013 BE APPROVED.

MOTION CARRIED.

9.2 Budget Variance Report

MOVED by Ms Gautrey, seconded by Mr. Geczy,

THAT BUDGET VARIANCE REPORT AS AT APRIL 30, 2014 AND ESTIMATE TO DECEMBER 31, 2014 BE RECEIVED FOR INFORMATION.

MOTION CARRIED.

9.2 Anti-spam Policy

MOVED by Ms Wagner, seconded by Ms Leach,

THAT THIS REPORT BE RECEIVED FOR INFORMATION AND THAT LIBRARY STAFF WILL PREPARE A DRAFT POLICY FOR BOARD REVIEW FOR THE SEPTEMBER MEETING.

MOTION CARRIED.

10. Private and Confidential

11. Date of Next Meeting

Wednesday, September 17, 2014
Central Library, Board Room, 5th Floor
5:30 p.m. Dinner
6:00 p.m. Meeting

12. Adjournment

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

THAT THE HAMILTON PUBLIC LIBRARY BOARD MEETING OF WEDNESDAY, MAY 21, 2014 BE ADJOURNED.

MOTION CARRIED.

The meeting was adjourned at 6:45 p.m.

Minutes recorded by Karen Hartog

Hamilton Public Library

FREEDOM TO DISCOVER

Date: September 17th, 2014
To: Chair and Members of the Board
c.c. Paul Takala, Chief Librarian
From: Robin Hewitt, Director, Finance and Facilities
Subject: **Budget Variance Report - June 30th, 2014**

RECOMMENDATION:

That Budget Variance Report as at June 30, 2014 and Estimate to December 31, 2014 be received for information.

Summary

Estimated variance at December 31, 2014 - \$203,000 Favourable

- The total 2014 annual operating budget for the Hamilton Public Library has a net expenditure of \$28,145,940 (gross expenditures of \$30,254,410 less gross revenues of \$2,108,470).
- The current estimated variance as at December 31, 2014 is favourable by \$203,000 which is 99% of the budgeted net expenditure.
- An explanation of the type of revenues and expenditures contained with each line of the Budget Variance Report is provided below along with an explanation of the significant variances.

Grants and Subsidies

Estimated variance at December 31, 2014 - \$45,500 Unfavourable

- This line includes the annual operating grant from the Province of Ontario which is budgeted at \$949,450 and funding by Provincial and Federal governments for specific grant programs such as Literacy Instruction for New Canadians (LINC).
- The annual operating grant is paid in one lump sum and is normally received in the last quarter of the year. The claims for the funding for the grant programs are submitted monthly to the funding governments.
- Subsidies are subject to what is offered on a year by year basis.

Fees and General

Estimated variance at December 31, 2014 - \$22,500 Unfavourable

- The major items contained in this line are revenues from library fines, book sales, photocopiers, printers and donations.

Reserves/Capital Recoveries

Estimated variance at December 31, 2014 - No Variance

- This line currently contains transfers from City of Hamilton reserve funds to cover specific costs charged to the Hamilton Public Library.
- Transfers from the City's Development Charge reserve fund are intended to cover the repayment of debentures that were issued by the City for a Library capital project instead of being funded directly from the Development Charge reserve.

Employee Related Costs

Estimated variance at December 31, 2014 - \$343,600 Favourable

- This line includes all the employee related costs such as salaries, wages and government and employer benefits including medical, dental, OMERS, WSIB and Vested Sick Leave payouts.
- The variance is a result of gapping.

Capital Financing

Estimated variance at December 31, 2014 - No Variance

- This line reflects the repayment of debentures issued by the City of Hamilton to fund Library capital projects.

Financial

Estimated variance at December 31, 2014 – \$1,900 Unfavourable

- The unfavourable variance is attributable to the fact that cash over/under has been budgeted at a revenue, however with the new Smart Money Manager, there is a minor loss (\$141.29 year to date). Credit card processing charges are also anticipated to be over budget due to the increase in the number of customers using credit cards to pay fines etc.

Materials and Supplies

Estimated variance at December 31, 2014 - \$6,500 Favourable

- The major items in this line are library materials and subscriptions, operating supplies and furnishings.
- Library Materials represents \$2,632,570 of the amount budgeted under this line. There is no variance in library materials, when processing fees are taken into account.

Vehicle Expenses

Estimated variance at December 31, 2014- \$14,700 Favourable

- This line includes those vehicle expenses that are paid directly by the Library and not through a cost allocation from the City.
- These include costs for fuel and vehicle washing. The favourable variance is directly related to the costs charged from the City.

Buildings and Grounds

Estimated variance at December 31, 2014 \$58,700 Unfavourable

- This line includes building associated costs that are paid directly by the Library and not through a cost allocation from the City.
- They also include relocation costs, data and external telephone lines and security guards.
- The hydro charges to date are under budget, and should continue to be with the implementation of the lighting upgrade; however they will be transferred to reserves at the end of the year.
- The variance is attributable to data line and heating costs.

Consulting

Estimated variance at December 31, 2014 - \$12,000 Unfavourable

- The variance is driven by expenditures for consultants for Central renovation planning.

Contractual

Estimated variance at December 31, 2014 - \$7,900 Unfavourable

- This line includes the expenditures for items such as rental of photocopiers, advertising, service contracts, aquarium maintenance, collection agency fees, Access Copyright fees and inter-branch courier service.
- The variance is driven mainly by printer costs and advertising and promotion.

Reserves/Recoveries

Estimated variance at December 31, 2014 - \$13,300 Unfavourable

- This line includes budgeted transfers from operating to Library reserve funds and recoveries related to security service provided to the Hamilton Farmer's Market, transfers for future computer and server purchases.
- This section now also includes both direct and indirect charges from the city that were formerly known as cost allocations.
- The unfavourable variance is driven by internal recoveries which are less than budgeted for due to the transition in the ILS.

BUDGET VARIANCE REPORT

Year End Projections based on Actual Spending to June 30, 2014

DECEMBER 31, 2014 PROJECTIONS			
ANNUAL BUDGET	ESTIMATED ACTUAL	ANNUAL VARIANCE	% SPENT
REVENUE			
Grants and Subsidies	\$ (1,166,320)	\$ (1,120,820)	\$ 45,500 96.1%
Fees and General	(660,660)	(638,160)	22,500 96.6%
Reserves/Capital Recoveries	(281,490)	(281,490)	- 100.0%
\$ (2,108,470)	\$ (2,040,470)	\$ 68,000	96.8%
EXPENDITURES			
Employee Related Cost	\$ 20,288,590	\$ 19,944,990	\$ 343,600 98.3%
Capital Financing	344,990	344,990	\$ - 100.0%
Financial	397,770	399,670	\$ (1,900) 100.5%
Materials and Supplies	3,699,240	3,692,740	\$ 6,500 99.8%
Vehicle Expense	67,490	52,790	\$ 14,700 78.2%
Building and Grounds	1,575,200	1,633,900	\$ (58,700) 103.7%
Contractual	2,000,250	2,008,150	\$ (7,900) 100.4%
Consulting		12,000	\$ (12,000)
Reserves and Recoveries	1,880,880	1,894,180	\$ (13,300) 100.7%
\$ 30,254,410	\$ 29,983,410	\$ 271,000	99.1%
NET EXPENDITURES	\$ 32,362,880	\$ 32,023,880	\$ 203,000 99.0%

Hamilton Public Library

FREEDOM TO DISCOVER

Date: September 17th, 2014
To: Chair and Members of the Board
c.c. Paul Takala, Chief Librarian
From: Robin Hewitt, Director, Finance and Facilities
Subject: **Capital Variance Report - June 30th, 2014**

Recommendation:

That the Capital Variance Report as at June 30th, 2014 be approved.

Financial/Staffing/Legal Implications:

Prior to June 30, 2013, all Capital Status reports for the Library were submitted to the City Finance Department, and included in a report to Council.

On December 31, 2011, Council approved Report FCS11073(a), which directed staff to review the Capital Projects Status and Closing process, and that a process where Departments report to their respective Standing Committees on the status of the Capital Work-in-progress projects be implemented. The Hamilton Public Library Board would be the equivalent reporting structure for the Library as standing committees are for City departments. The City Finance department finalized procedures to be implemented for the June 30, 2013 reporting period. Reports are to be brought to the standing committees (Library Board) three times per reporting year, as of June 30th, September 30th and December 31st.

Background:

The attached Capital Variance Reports provides information on the approved budget (which must be board approved), actual expenditures, outstanding commitments and the variance at a specific point in time. Capital budgets are monitored regularly by the project manager responsible for each individual project. In most cases, it is a City project manager in consultation with Library staff that manage the project, however in areas related to Digital Technology the projects are managed by Library staff. Areas generally funded in part by the City, either through Development Charges or City capital, are managed by a City project manager.

Capital Variance - Hamilton Public Library

As at June 30th, 2014

PROJECT ID	DESCRIPTION	APPROVED BUDGET	ACTUAL REVENUES	ACTUAL	COMMITMENTS	BUDGET VARIANCE		% COMPLETE	
				EXPENDITURES LTD		INCLUDING	COMMITMENTS		
2014									
7501451401	Central Lib Renos - Phase	1,750,000	-	-	-	1,750,000	0.00%	0.00%	Project to finish on budget
		1,750,000	-	-	-	1,750,000	0.00%		
2013									
7501341301	Dundas Library Expansion	100,000	100,000	56,582	-	43,418	56.58%		Project to finish on budget with feasibility study planned for early 2014
7501351302	Digital Equipment Upgrade	675,000	675,000	311,904	-	363,096	46.21%		Project to finish on budget
		775,000	775,000	368,486	-	406,514	77.78%		
2012									
7501241200	Binbrook Library Branch Renos	100,000	100,000	22,781	-	77,219	22.78%		Project to finish on budget
7501241203	Central Library Renos Flrs 2-4	600,000	600,000	549,029	-	50,971	91.50%		Project to finish on budget
7501257201	Integrated Library System	400,000	400,000	293,189	-	106,811	73.30%		Project to finish on budget
		1,100,000	1,100,000	864,999	-	235,001	78.64%		
2010									
7501041101	Lighting Retrofits-Library	995,850	995,847	935,609	-	60,241	93.95%		Projected to finish on budget
7501041102	Library Branch Renovations	285,000	317,453	279,575	-	5,425	98.10%		Projected to finish close to budget when commitments are finalized
7501057100	Public Computing and Printing	172,300	218,281	254,303	-	82,003	147.59%		\$36K additional funding will need to be reviewed, in addition to the \$46K already transferred
	Sub-Total	1,453,150	1,531,580	1,469,487	-	16,337	101.12%		
2009									
7500941900	Lynden Branch Library	1,820,000	1,823,572	1,662,377	-	157,623	91.34%		It is anticipated the budget will finish on budget.
	Sub-Total	1,820,000	1,823,572	1,662,377	-	157,623	91.34%		
2008									
7500841800	RFID Project	3,400,000	3,400,000	3,125,590	-	274,410	91.93%		It is anticipated the budget will finish on budget.
	Sub-Total	3,400,000	3,400,000	3,125,590	-	274,410	91.93%		
2007									
7500741701	Library Renovations	1,503,000	1,502,082	1,556,957	-	53,957	103.59%		Project finished 3.5% over budget. Additional funding needs will be reviewed at year end.
	Sub-Total	1,503,000	1,502,082	1,556,957	-	53,957	103.59%		
2006									
7500641101	Waterdown Branch	7,402,000	5,108,428	3,288,144	-	4,113,856	44.42%		Project to finish on budget.
		7,402,000	5,108,428	3,288,144	-	4,113,856	44.42%		

Hamilton Public Library

FREEDOM TO DISCOVER

Date: September 12, 2014
To: Chair and Members of the Board
c.c. Paul Takala, Chief Librarian
From: Lisa DuPelle, Director of Human Resources
Subject: **Christmas and New Year Service Closures 2015**

RECOMMENDATIONS:

That the Hamilton Public Library Board approves the following Christmas/New Years closure periods for 2015:

All locations of the Hamilton Public Library will close Sunday December 20th and reopen on December 21st. All locations of the Hamilton Public Library will close on December 24th and will remain closed through to December 27th and

That the Library reopen on December 28th and service hours be adjusted Through December 31st as noted below, and that the library will re-open January 2, 2016

BACKGROUND:

This closure schedule is in line with previous years' closures and reflects increased service hours during the holiday season. For the past several years, Library staff have worked a shortened shift on the 24th and 31st but Full-time staff have been paid for a full day. By recognizing the holiday (Boxing Day) on the 24th this will create some savings as well as simplify some of the other operational concerns such as staffing coverage during the holiday season.

CHRISTMAS 2015 CLOSURE INFORMATION

All locations of the Hamilton Public Library will close on the Sunday before Christmas, December 20th, 2015, and the Sunday after Christmas, December 27th, 2015. Regular operations resume on Monday December 21st, 2015 to Wednesday December 23rd, 2015. All locations will remain closed through to December 26th, 2015 to recognize Christmas Day and Boxing Day. The Library will reopen regular hours on Monday December 28th (all Branches will open) and service hours will be adjusted from December 28th through December 31st, 2015 as noted below:

- **December 28-30th:**
All locations will open daytime hours closing at 6pm

- **December 31st:**
On Thursday, December 31st, 2015 all locations will open at 10am (except for Central which will open at 9am) and close at 1pm
- **January 1st:**
All locations will remain closed on Friday January 1st, 2016 .Regular operations will resume on Saturday, January 2nd, 2016.

Chief Librarian's Report – September 2014

Summer Literacy Camps

Hamilton Public Library enjoyed another successful summer of programming for youth in the Davis Creek and Riverdale neighbourhoods. The summer literacy programs were made possible by grants from the Hamilton Community Foundation based on recommendations from the neighbourhood planning groups. Partnerships with City of Hamilton Recreation and Wesley Urban Ministries ensured space for the eight week program. Summer Literacy Workers were hired to work in both neighbourhoods and provided a summer reading club program including a Reading Buddies component (volunteers assisting children with their reading on a one-on-one basis), a physical fitness component and fun literacy-based activities. Healthy snacks were provided to all program participants. Thanks to First Book Canada, children had access to new books all summer long and at the end of the program, the books went home with the participants. Each program site provided a safe, free and educational experience for over 75 youth this summer.

Chicago Athenaeum International Architecture Award

The 2010 renovation of the first floor of the Central Library has been awarded a 2014 Chicago Athenaeum International Architecture Award. The Chicago Athenaeum: Museum of Architecture and Design, together with the European Center for Architecture Art Design and Urban Studies and Metropolitan Arts Press, organize the International Architecture Awards as a way to honour the best in new significant buildings and landscape and planning projects. The International Architecture Awards are intended to provide global overview of the current design directions and the 2014 awards were issued to approximately 120 projects around the world. Congratulations again to David Premi and all involved with the Central Library renewal project.

Lifelong Learning Week

HPL is once again partnering with Adult Basic Education Association (ABEA) to promote Lifelong Learning, September 14 - 20. A wide variety of programs are being offered throughout HPL's different locations. The programs target all age groups and range from special storytimes for youth, technology courses, such as Coding for Teens, and Health & Wellness topics. This initiative is being promoted at all library locations and it is featured on the website's carousel.

Marketing eResources: Mango Languages

In conjunction with Lifelong Learning Week, HPL is also promoting the eResource Mango Languages. This database enables people to learn foreign languages including, Pirate Speak. Because this week also coincides with Talk Like a Pirate Day on September 19 – an initiative that has been celebrated by many different Library systems – a strategy to gain both media and community engagement was developed. A number of resources are in place to support special programming and storytimes, at five different locations. These include pirate hats, activities, and a social media initiative encouraging the public to post “selfies” at the five different locations.

Security Update

In August our new Security Contract started. Federal Force was the successful proponents of our RFP for security services. The new contract has been generally off to a good start, but we are in the process of working with Federal Force to change the uniforms the guards wear. Also, on the security front progress has been made with several camera installations completed since the Library Board approved enhanced library security cameras last year. Security cameras have been installed at the drop boxes at Ancaster, Barton, Concession, Dundas, Greensville, Sherwood and Kenilworth. Quotes are currently being sought for Red Hill and Saltfleet. Westdale has been delayed due to the uncertainty of the location of the drop box once the Bike Share program locates a bike rack in front of the library. The process is underway for new and improved cameras at Central. An electrical engineer has been hired to assist with the specifications for the quote process. We will report back as we complete these upgrades.

Policy Updates

At the June Library Board we reported we would be bringing back to the Library Board for consideration policies on the Canadian Anti-Spam Legislation (CASL) and a policy on Advocacy. Both policies are still in development. In regards to CASL, the CULC (Canadian Urban Library Council) and the Federation of Ontario Public Libraries (FOPL) jointly funded a legal opinion on CASL. The purpose of legal opinion was to gain: an understanding of CASL and its regulatory regime; a review of CASL's application to public libraries in Ontario; a review of common CASL issues affecting public libraries and Recommendations respecting CASL compliance. We received a briefing on the legal opinion the second week in September and will be incorporating details

of it in our policies. The Advocacy policy is still under development. Both policies will be brought to the Library Board over the next couple months.

Joint Writer in Residence Program with McMaster University

Over the summer we learned we were successful in our application for Canada Council funding to support our shared writer in residence program with McMaster University. As a result, there will be funding for an expanded program this year. The Writer in Residence will be Hal Niedzviecki a Canadian writer and critic.

CLA and CULC Endorse the Lyon Declaration on Access to Information and Development

The International Federation of Library Associations and Institutions (IFLA) is currently engaged with the processes surrounding the creation of a new global development framework for the period 2015-2030. This framework will replace the Millennium Development Goals and will guide United Nations Member States in improving lives for citizens and has been presented for discussion and adoption at the IFLA conference in Lyon this week. [The Lyon Declaration on Access to Information and Development](#) is an advocacy document that IFLA and a number of strategic partners in the development community have prepared to positively influence the content of the new post-2015 development agenda. It calls upon United Nations Member States to make an international commitment through the post-2015 development agenda to ensure that everyone has access to, and is able to understand, use and share the information that is necessary to promote sustainable development and democratic societies. Organizations' who share the vision expressed will be invited to sign the Declaration between May 2014 and August 2015. IFLA intends to present the Declaration at the UN DPI NGO conference at the end of August, and at the UNGA in September. More events and activities will follow in 2015.

Long Term Disability Provider Update

On September 3, 2014 Standard Life, the Library's Long Term Disability benefit provider, announced an agreement to sell its Canadian businesses, consisting of Standard Life Financial Inc. and Standard Life Investments Inc., to Manulife. The transaction is expected to close in the first quarter of 2015, subject to the approval of Standard Life shareholders and the relevant

Canadian regulatory authorities. Once finalized, the transition will begin and it is expected to take between 18 and 24 months. Brady Financial will be going to market to get the best rate possible as our contract with Standard Life ends at the end of the year. There are fewer companies in the marketplace that provide this service so this merger will likely have an impact in terms of future costs for the Library.

Book Sale

The annual book sale will be held from Monday, September 15 to Saturday, September 20 in a storefront directly across from Denninger's in Jackson Square. Sale hours are: Monday to Friday – 9 a.m. to 6 p.m. Saturday – 9 a.m. to 5 p.m.

Paul Takala
Chief Librarian

Hamilton Public Library

FREEDOM TO DISCOVER

Date: September 17, 2014
To: Chair and Members of the Board
c.c. Paul Takala, Chief Librarian
From: Robin Hewitt, Director Finance and Facilities
Karen Anderson, Director of Public Service
Subject: Facilities Update

Recommendation:

That the Facilities Update for Waterdown, Kenilworth, Westdale, Binbrook, Dundas, Valley Park and Central - Phase 3, be received for information.

Waterdown

Construction continues on the Waterdown Library. There have been delays attributable to lost days due to weather and difficult conditions last winter. A substantial completion date was proposed for December 2014 and has recently been revised to February 2015. The library, architects and construction firm are all working together to get the project completed in a timely manner. We are looking at an opening sometime in the 1st quarter of 2014. We will keep the Board updated if that changes. The current Waterdown and Millgrove Libraries will continue to provide service until we are ready to open the new facility.

Kenilworth

Foundation repair continues on the west and south sides of the Kenilworth branch. Unfortunately this construction has resulted in the closure of the parking lot. Metered parking on Kenilworth and free side street parking are available to customers. The initial substantial completion date of September 4th was not met due to more labour intensive excavation and shoring required. A new completion date of October 10th has been determined.

Westdale

Planning is underway for a modest interior refresh of the Westdale branch. The work will likely be completed in phases subject to funding and will include flooring, painting and limited layout changes. In addition, improvements are intended to address concerns about adequate seating/study space, provide a barrier free service point and deal with noise mitigation. An upgrade to the existing automated materials handling unit will be included. Funds provided by the Friends of the Hamilton Public Library will be used to purchase children's furnishings.

Binbrook

In 2012 a feasibility study for the expansion/building of a new Binbrook library was completed. In 2013 the decision was made to undertake a complete rebuild of the library to achieve several objectives including, greater street presence and integration with the Binbrook Village Urban Design Guidelines, and to provide higher quality flexible space to meet changing demands and meet City of Hamilton Barrier Free Guidelines. The project has been assigned to a City project manager but a design start date will not be confirmed until the schedule for the 2015 sewer installation and road reconstruction is finalized. A request for \$450,000 is part of the 2015 Capital Budget submission.

Dundas

In 2014 a feasibility study was undertaken to look at options for renovating/expanding the Dundas branch. The renovation option will be pursued and the current layout will be reconfigured to increase the square footage allocated for public space, to meet City of Hamilton Barrier Free Guidelines, and to repair/replace aging infrastructure and building systems. A request for \$975,000 is part of the 2015 Capital Budget submission.

Valley Park

The current Valley Park branch is undersized to meet the demands of the area's growing population. In 2015 the City of Hamilton will fund a feasibility study to explore options to build a new, larger library on the Valley Park Community centre property and to convert current library space to recreation space. The Heritage Green Community Trust has expressed great interest in contributing to the project to enhance the library and create an exciting community asset. A request for \$250,000 (for 2016 construction) is part of the 2015 Capital Budget submission.

Central Library – Phase 3

The new DVD area preliminary design was presented to staff for comments and revisions. The revisions have been sent to David Premi Architects. They will produce the detail drawings that are going to be used to obtain quotes for fabrication. The RFQ will be issued in September with an installation time frame of December.

MHPM has been engaged to provide Project Management services for the work on the Hamilton-Wentworth rooms, Technical Services move to the basement of Central Library, maintenance relocation to the 5th floor and the 4th floor renovation. Next steps include: Engaging an Architect, Design and Construction.

Hamilton Public Library

FREEDOM TO DISCOVER

Date: September 17th, 2014
To: Chair and Members of the Board
c.c. Paul Takala, Chief Librarian
From: Robin Hewitt, Director, Finance and Facilities
Subject: **2015 Capital Budget Submission**

RECOMMENDATION:

That the Library Board approves the following capital budget submissions to the City of Hamilton for 2015:

- a) Rebuild the Binbrook Library, previously approved for submission by the Hamilton Public Library Board in September 2014, be submitted again for 2015 to request City capital funding.
- b) Renovate the current Dundas Library in 2015 be approved to be submitted to the City of Hamilton for inclusion in the 2015 -2024 Capital Budget.
- c) Construct and expand the Valley Park Library on the site of the existing Valley Park Community in 2016.

BACKGROUND:

The library generally has three sources of funds for Capital projects:

1. Library reserves
2. Development charges (where applicable)
3. City Capital budget

In some cases, other forms of funding can be sought such as grants and trust funds etc.

Binbrook Library

The capital submission to build a new Binbrook Library is consistent with our past submission. In addition to previously approved library reserves and development charge funds, we are requesting \$450,000 from City capitals funds in 2015 to complete the funding for this project.

Dundas Library Renovation

The current Dundas Library was constructed in 1970, with a renovation in 1979. The current building is inefficient and does not meet all accessibility standards. A renovation of the existing building would allow for greater efficiency, an expansion and improvement of space available for customers and bring the building up to the same standard that we expect of library locations. Dundas is

HPL's fourth busiest location. With the large population of seniors in Dundas, renovating the library to meet all accessibility standards is a high priority. By improving the layout, reducing the amount of space dedicated to staff and reconfiguring our shelving, this renovation will significantly improve Dundas Library but in a cost effective way. \$100,000 was approved in 2014 for a feasibility study.

Valley Park Construction and Expansion

With the large growth in population on the Stoney Creek Mountain the current 3,100 square foot library is very inadequate. The plan is to at least double the size of the Valley Park Library by constructing a new and expanded Valley Park Library on the site of the current Valley Park Community Centre. In 2015, City of Hamilton Recreation will undertake a feasibility study on the site that will include placing a new larger Valley Park Library on the site (Reference to Use, Renovation and Replacement Study, Upper Stoney Creek (page 155) and converting library space within the current Recreation facility. With sufficient funding, a 10,000 square foot library would be more appropriate. Staff are working with the Heritage Green Community Trust to acquire an investment in the project to complement DCs, Library Reserve Funding and City Capital Funding. The Recreation led feasibility study will help finalize the scope and cost of the library project.

Proposed Funding Sources

Project	Year	Library Reserves	Development Charges	City Capital Request	Facilities Block Funding	Operating AODA	Special Gifts Fund	Total
Valley Park Construction & Expansion	2016	765,000	1,305,000	250,000				2,320,000
Valley Park Materials	2016	104,500	940,500					1,045,000
Valley Park Furnishings	2016	10,000	90,000					100,000
Dundas Renovation	2015	500,000		975,000	150,000	100,000	75,000	1,800,000
Binbrook Rebuild	2015/16	908,500	1,111,500	450,000				2,470,000
Binbrook Materials (2016)	2016	67,990	611,910					679,900
Binbrook Furnishings (2016)	2016	21,500	193,500					215,000
Total		2,377,490	4,252,410	1,675,000	150,000	100,000	75,000	8,629,900

* Note - Library reserves for Dundas and Valley Park have not yet been approved by the Library Board. Once it is confirmed by the City that the capital is approved, a detailed report will be brought to the board requesting reserve funding.

Hamilton Public Library

FREEDOM TO DISCOVER

Date: September 12, 2014
To: Chair and Members of the Board
From: Paul Takala, Chief Librarian
Karen Anderson, Director of Public Service
Robin Hewitt, Director Finance and Facilities

Subject: Potential Greenville Library Project

Recommendation

That the lease between the Hamilton Public Library Board and Vanderlaan's C.S. LTD. be renewed for a period of two years from January 1st, 2015 and expiring on December 31st, 2016 at an annual rental cost of \$25,500 per annum for each year.

That the Library Board endorses, in principle, working in partnership with the Hamilton-Wentworth District School Board (HWDSB) to build a new public library on the site of the future Greenville Elementary School (625 Harvest Rd, Greenville). That staff report back to the Library Board on key terms of the agreements and capital funding sources prior to proceeding with the project.

Financial/Staffing/Legal Implication

The first recommendation in this report addresses our need to renew the lease at the current Greenville Branch. The annual rental cost for the current location for 2015 and 2016 will be \$25,500. This is a 2% increase over the 2014 rate of \$25,000.

The second recommendation addresses a potential partnership between HPL and the HWDSB. On June 16, 2014 the HWDSB approved a motion to partner with City of Hamilton on the Greenville School site. HPL has been asked to consider relocating the Greenville Branch to the site. The issue of whether other City departments will also partner on the site is an issue for City Council to address and is necessarily out of the scope of this report.

Approving, in principle, a partnership with the HWDSB on a new Greenville site will assist the School Board's business plan submission to the province to get capital funding. Assuming the provincial funding is approved, in order for the new Greenville project to proceed we will still need to secure City capital funding and negotiate appropriate agreements with the School Board.

Schools are governed under different legislation than public libraries. In developing the design of the space and agreements with the School Board we need to ensure that the school can meet their obligations while at the same time the public library's needs are being met.

Background

The Greenville Library has been located in the current leased location since 1988. This lease was renewed on a year to year basis from 2000 until December 31st, 2006. A subsequent lease extension was entered into January 1st, 2007 and expired December 31st, 2011. A new three year lease was agreed to from January 1st, 2012 to December 31st, 2014, with an option to renew for two additional years.

The current location in the strip mall on Kirby Avenue is functional but it does not meet many of the principles outlined in the Library Board's Facility Master Plan (FMP). The Library Board current approved action from the 2011 FMP is: "Greenville provides little service for the money that is spent and should be a strong consideration for closure if budget issues arise. Staff should monitor growth". Comparing usage at Greenville from 2009 to 2013, circulation has gone up from 31,944 to 33,605 and library visit have grown from 10,200 to 11,150.

Partnering with the HWDSB to build a new public library would create opportunities to increase Library usage in Greenville, help grow the next generation of readers and help the public library become an important community hub. Public library and school partnerships can take many different forms and we recommend an approach that ensures public library control and autonomy over our space while still benefitting from locating with the school.

We are still in a preliminary stage of the project and a lot of work will need to be done to finalize a formal recommendation to bring back to the Board. While details, such as the square footage, will depend on capital funds we can attach to this project, the following provides an overview of the project and principles we will be working into agreements with the School Board should funding be approved:

- Site Location: 625 Harvest Road, Greenville. The site is 4.85 acres and the School Board plans to build a new 350 pupil place elementary school.
- HPL would like to build a 4,000 square foot public library on the site.
- HPL would pay for the construction costs of the public library space and we would have signoff on the design of our spaces.
- The School Board would own the building and we would enter into a long term lease agreement (40 to 50 years).
- Both the school and the public library would be attached but have separate entrances. While the school is open, students using the public library would be under school supervision.
- The physical design and agreements would ensure that parking and access to the public library would not be restricted and would not interfere with school use.
- In addition to school space controlled by the HWDSB and library space controlled by the HPL Board, we will work together on creating some shared space. Two meeting rooms (approximately 750 – 1,000 square feet each) are seen as ideal candidates for shared space.

- Shared space would be entered from the school side and be controlled by the School Board during school hours. After school hours, weekends and holidays, the shared space would be accessed from the public library side and be controlled by the Library Board.
- Any capital contribution by HPL to shared space would be repaid by the School Board in the form of reducing the ongoing facilities and maintenance costs.
- The agreement would have a clause that both parties could agree to terminate the agreement, but if one party terminated the agreement unilaterally, arbitration would be required and would place a penalty on the withdrawing party.
- School Board approval would be required if the Library Board wanted to change the use of the space from a public library; however, School Board approval would not be required for the public library space to evolve consistent with other locations of the Hamilton Public Library.

The anticipated timelines for this project are: once provincial funding is confirmed, 1 year for design and approximately 18 months for construction.

Hamilton Public Library

FREEDOM TO DISCOVER

Date: September 12, 2014
To: Chair and Members of the Board
From: Michael Ciccone, Director of Collections
Paul Takala, Chief Librarian
Subject: **eBook Access and Advocacy**

Recommendation:

WHEREAS the Hamilton Public Library is committed to providing equitable access to information and services regardless of format and customer demand for eBooks and other digital formats is increasing; and

WHEREAS Hamilton Public Library staff are working together with publishers to find mutually beneficial solutions so that public library customers have access to the wide range of eBooks and digital content they have available to them in a physical printed copy; and

WHEREAS the specialized market terms for libraries provided by some publishers for the purchase of eBooks and digital content restrict the Hamilton Public Library's ability to purchase these materials for public use, resulting in an inequity of access to electronic content, pressures on the Hamilton Public Library budget, and a potential undermining of the Hamilton Public Library's ability to fulfil its role;

THEREFORE BE IT RESOLVED that the Hamilton Public Library Board:

1. Request that the Department of Canadian Heritage and the Ontario Ministry of Tourism, Culture and Sport investigate publishers' restrictive practices in making eBooks and other digital content available to public libraries, including the higher prices charged to public libraries; and
2. Request staff bring the issues faced by libraries in obtaining access to eBooks and other digital content to the attention of the Competition Bureau of Canada; and
3. Staff continue to participate in and support efforts by the Canadian Library Association (CLA), the Canadian Urban Library Council (CULC) and other associations to improve the availability and terms of use of digital content including eBooks.

Background:

The Hamilton Public Library's mission is *Freedom to Discover*. One of our core values as an organization is Intellectual Freedom: Providing Access to all

expressions of knowledge and creativity. HPL current strategic priorities, approved by the Library Board in May 2012, include the following:

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.

In 2012, only two of the six major international publishers, Harpercollins and Random House, were allowing libraries to purchase their titles in eBook format. Former CEO Ken Roberts and Director of Collections Michael Ciccone were representing CULC in discussions with the Association of Canadian Publishers (Canadian small presses) and the Canadian Publishers' Council (international publishers) in an attempt to espouse the benefits of having their eBooks available and discoverable in public libraries. Other efforts in Canada and the United States were taking place as well.

The efforts put forth have been rewarded to an extent. As of today, Canadian libraries now have access to the eBooks of five of the six major publishers, with the last publisher scheduled to offer by the end of 2014. While this is step forward, the terms to which libraries are agreeing in offering this content is far more restrictive and costly than that of their print counterparts. Below is a table reflecting the current terms and cost per publisher for eBooks.

Publisher	Term	Cost
Harpercollins	26 checkouts per license	Retail
Random House	Perpetual	3 x Retail
Hachette	Perpetual	3 x Retail
MacMillan	52 checkouts/2 years, whichever comes first	Appx 2 x Retail or more
Penguin	12 months	Retail
Simon & Schuster	12 months	Retail, requires buy option (not yet available in Canada)

It is important to understand that libraries generally receive discounts ranging from 20-40% off the retail price for most print material purchased, so the discrepancy in pricing is even more dramatic than depicted above.

While we recognize that the dissemination of digital content is very different from that of their print counterparts, and that the pricing and distribution models cannot possibly reflect exactly what is currently being offered for print, and that publishing, film and music industries are undergoing tremendous

change, and that digital content creates some savings and efficiencies for public libraries, we know the pricing and terms that are currently being offered to public libraries for eBooks are severely hampering our ability to adhere to our mission and strategic priorities and to properly serve our community.

It also worth noting that while eBooks have received most of the attention, there is a growing concern over pricing and availability of other digital content, such as magazines, video, audiobooks and music. In Jan of 2012, Brilliance Audio, which had recently been purchased by Amazon and accounted for 20% of our eAudio use, pulled their offering from public libraries. In November 2013, Rogers pulled their digital magazine offerings from Zinio with very little warning, leaving customers without access to Canadian titles such as *Canadian Business* and *Chatelaine*. And while our Hoopla digital media product is growing in popularity, the films and television programming being offered are scant in comparison to the physical content we offer in DVD and Blu Ray and the cost per use is much higher.

HPL is on pace to lend close to 900,000 digital items in 2014; more than double the total from just 3 years ago. The issues that public libraries face will only continue to grow as more of our customers begin to rely on digital content for their educational, informational and recreational needs. We will continue the dialogue with publishers and other digital content providers, but we feel that more attention need to be brought to this issue by those representing our communities in federal, provincial and local government.

Hamilton Public Library

FREEDOM TO DISCOVER

Date: September 10, 2014
To: Chair and Members of the Board
From: Paul Takala, Chief Librarian
Subject: **Access Card and Visitor Pass Update**

Recommendation:

That the Library Board endorses the replacement of the current Computer Visitor Pass Program with the Library Access Card Program.

Financial/Staffing/Legal Implications:

The Libraries' Privacy, Technology and Internet Use, Access Card Policies and Code of Conduct all impact on what customers can do on the Libraries' public access computers and what information is retained on such usage.

HPL's core values of Intellectual Freedom, Inclusiveness and Accountability, along with our mission statement "Freedom to Discover" inform our approach to public computer access. In March 2014 the Library Board endorsed the Canadian Library Association Position Statement on Access to Information and Communication Technology (ICT).

Background:

Public computer access is a very popular service to our customers. The explosion of information available on the Internet and the ever increasing integration of Information and Communications Technology (ICT) in education, work and social interactions makes having access to an Internet connected device a necessity to fully participate in the 21st century economy and society. At HPL we have spent considerable efforts ensuring that Hamiltonians in all parts of the City, regardless of personal means, have easy access to technology. At the time of amalgamation in 2001 there were 295,000 computer sessions on our public computers. By 2013 that number had grown to over 850,000. At the same time that public computer use has grown, providing free wireless access at all our locations has been a welcome and much in demand service. While the cost of connected devices continues to go down, high speed bandwidth at home continues to be barrier for many.

Since amalgamation, there have been several approaches to ensuring we do not create unnecessary barriers to usage and that we provide equitable access to everyone wanting to use a library computer. The library card has been used a primary means of access that enables customers to login to our computers. This has helped us ensure equity and prevent individuals from monopolizing

computers at the expense of other customers. As the number of public computers we provide has grown, ensuring equitable access has been less of an issue but it still exists at certain times in certain locations.

We know that there are some members of our community who lack sufficient ID to get a library card. Our first iteration of addressing this was issuing "Internet Only" cards that customers were given with minimal ID requirements. The Internet Only cards enabled customers to use library computers but they were not allowed to checkout any library materials. The practice of issuing Internet Only cards was discontinued in 2007 because we found increasingly that some customers were using the minimal ID requirements to get multiple Internet Only cards. This undermined our ability to ensure equitable access.

At the time, to replace the Internet Only cards we expanded the issuing of Visitor Passes that enable customers to get access to computers for the day with no ID requirements. As this practice has continued, increasingly we find customers, many with library cards, picking up multiple visitor passes in a day. This has been a particular problem at our larger locations like Central with multiple service points which make it difficult to put any reasonable controls in place. We now find that many reported incidents of customers violating the Technology and Internet Use Policy are doing so when accessing a computer using a Visitor Pass.

In February 2014 the Library Board approved the creation of the Access Card. Over the last few months we have been promoting the use of the new cards including encouraging customers that are picking up Visitor Passes to get a Library Access Card. In addition to providing access the library computers the cards enable them to also have limited access to our physical collections and full access to our digital collections.

We have been working on a plan to phase out the use of Visitor Passes in their present form. The intention is to, on October 1st, stop issuing Visitors Passes. We will have extra staff available to support customers getting the Library Access Card for the first few weeks. Express computer access will still allow customers to access a library computer without a library card. We are working on an Out-of-Town Computer Pass procedure that will complement Express access for people visiting Hamilton.

While the issue of equitable access to library computers is not as significant challenge as it used to be, the issue of accountability is. We anticipate a small number of customers will not appreciate the fact that we are going to require a standard Library or Library Access Card to use the non-express computers. The accountability that this change will bring will help us properly investigate when there has been a violation of our Library Code of Conduct or Technology and Internet Use Policy. It should be noted that we have a strong privacy policy and the systems that log the Internet usage are separate from our computer booking system. We purge data from both systems on a regular basis. Access to the logs are strictly controlled and only accessed when there has been a reported potential violation.

In addition to the key issue of accountability, we must also keep in mind that one of the foundations of our sustained funding has been our ability to

demonstrate a very broad customer base. By utilizing the Library and Library Access Cards to manage computer usage, we will be able to get a better sense of the number of customers we actually have. We also hope will encourage customers to benefit from books and other great resources we offer.

Hamilton Public Library

FREEDOM TO DISCOVER

Date: September 10, 2014
To: Chair and Members of the Board
From: Lita Barrie, Director, Digital Technology & Youth Services
Subject: Quarterly Statistical Report Update

Recommendation:

That the Library Board receive the Quarterly Statistical Report Update for information.

Background:

One of the Library's current strategic priorities is to ensure the Library is relevant and responsive. A key component of advancing this strategic priority has been to improve our capacity to gather, analyse and interpret our quantitative data.

The Library Board will be provided with quarterly updates of our key performances statistics. These performance indicators will evolve as our service evolves. We continue to work to improve our ability to gather data on the use of our facilities and services by our customers. For example, City IT is working on changes to our wireless network that we expect will allow for easier access to usage statistics for our wireless networks.

The quarterly statistical report will provide the Library Board will the key indicators to monitor trends in the use of Library facilities, collections, programs and services and plan for future strategic opportunities and developments.

First and Second Quarter Statistical Report

Performance Statistic	Q1, 2014	Q2, 2014	YTD, 2014	2013 Annual
Library Cardholders*	152,574	148,915	148,915	164,258
New Registered Cardholders	4,561	4,320	8,881	20,478
Circulated Items (Physical)	1,280,070	1,224,364	2,504,434	5,619,126
Circulated Items (Digital)	233,198	225,352	458,550	763,678
Website Visits	851,960	755,681	1,607,641	3,303,316
Catalogue Visits	538,110	494,548	1,032,658	2,201,226
Number of Programs	2,326	1,995	4,321	7,447
Program Attendance	29,235	48,899	78,134	159,640
Computer Sessions	202,496	184,996	387,492	850,018
Social Media Fans	5,662	6,140	6,140	5,282

Performance Statistic Definitions:

Library Cardholders

The number of library cardholders who have used their library card in the past two years. This statistic is taken as a snapshot at the end of the given period.

*Our current ILS retains this data differently than our former ILS and we are currently investigating our transaction records to confirm 2014 figures.

New Registered Cardholders

The number of library cardholders who have registered for a new library card or have updated their existing card (but not necessarily active) within the given period.

Circulated Items (Physical)

The number of physical items borrowed/checked out from the library's collection (holdings) for use outside of the library during the given period. Items that are used within the library that have not been checked out and therefore never physically leave the library facility are not included in this total. Circulated items that are renewed by phone and through the online catalogue are included in this statistic.

Circulated Items (Digital)

The number of items borrowed/checked out that can be directly attributed to the active cardholders of the Hamilton Public Library during the given period. Digital items include eBooks and eAudiobooks, digital magazines and newspapers; and digital media such as music and videos.

Website Visits

The number of visits (user sessions) made to the Hamilton Public Library webpage (www.hpl.ca) during the given period.

Catalogue Visits

The number of visits (user sessions) made to the Hamilton Public Library Catalogue (www.hpl.bibliocommons.com) during the given period.

Number of Programs

The number of programs held during the given period. A program is a planned presentation given at a scheduled time by library staff or another resource person to a group of library users or potential users. Program examples include children's storytime, visits to classrooms and auditoriums; library tours, movie and gaming programs; and talks given to groups that introduce users to library materials and services. Additionally, external authors, presenters or speakers delivering a presentation to library users within the library itself count towards this statistic. Activities such as exhibits, contests, library booths and the use of meeting rooms by external groups are not counted.

Program Attendance

The corresponding attendance from all of the programs listed above that were held during the given period.

Computer Sessions

The number of times the patrons log on with their library card and use a library workstation (computer) during the given period. Cardholders who book/sign up in advance to utilize computer time as well as those who require computer use time on an ad hoc basis are counted. The amount of time that the cardholder uses the computer does not count in this statistic. As an example, if the cardholder uses a library workstation for 30 minutes in the morning, and then 30 minutes in the afternoon, the library computer session use for this patron would be 2.

Social Media Fans

The aggregate total of the number of fans and followers of the Hamilton Public Library on the social media platforms Facebook and Twitter. This statistic is taken as a snapshot at the end of the given period.