

Mission Statement

The Hamilton Public Library unites people and ideas in a warm and welcoming environment. The library's staff, collections, and access to global electronic resources help to enrich the lives of individuals. The library actively champions literacy, access to information, and the joy of reading.

Strategic Priorities

Strengthen Communities

Support Diverse Needs

Continue to develop and energize our organization

HAMILTON PUBLIC LIBRARY BOARD

Regular Board Meeting

Wednesday, December 7, 2005

Hamilton Public Library, Board Room

5:30 p.m. Meeting

7:00 p.m. Cocktails, Hamilton Convention Center, Room 202

8:00 p.m. Dinner

AGENDA

1. **Discussion Period**
2. **Acceptance of the Agenda**
3. **Minutes of the Hamilton Public Library Board Meeting of Wednesday, November 16, 2005** **Attachment #3**
4. **Presentations**
5. **Consent Items**
 - 5.1 Education Policy Extension – LF **Attachment #5.1**
 - 5.2 Reserve Fund for Library Materials – BH **Attachment #5.2**

Suggested Action: Recommendation

Suggested Action: Recommendation

6. Business Arising

6.1 Bylaws

Attachment #6.1

Suggested Action: Recommendation

6.2 2006 Budget – WG

Attachment #6.2

Suggested Action: Recommendation

6.3 Facilities Master Plan – BH

Attachment #6.3

Suggested Action: Recommendations

7. Correspondence

Attachment #7

- Hamilton Spectator Article – November 22, 2005

8. Reports

8.1 Chief Librarian's Report

Attachment #8.1

Suggested Action: Receive

9. New Business

10. Private and Confidential

11. Date of Next Meeting

Inaugural Board Meeting
Wednesday, January 18, 2006
Central Library, Board Room
5:30 p.m. Dinner
6:00 p.m. Meeting

12. Adjournment

HAMILTON PUBLIC LIBRARY BOARD

**Regular Board Meeting
Wednesday, November 16, 2005
Central Library, Board Room**

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

MINUTES

- PRESENT:** George Geczy, Maureen McKeating, Mavis Adams, Doreen Horbach, Joyce Brown, Councilor Pearson, Jennifer Gautrey, Santana Moccio, Mac Carson
- REGRETS:** Tamara Fernandes, Councilor Jackson
- STAFF:** Ken Roberts, Maureen Sawa, Beth Hovius, Kit Darling, Helen Benoit, Linda Foley, Karen Hartog
- GUESTS:** Astrid Grinvalds, Manager, Fiction, Popular Materials and Special Needs
Michelle Penta, Diversity Librarian

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

1. Discussion Period

1.1 Lynden Public Meeting

Mr. Geczy provided details on the recently held public meeting at Lynden on Monday, November 14th. There were approximately 75 people in attendance.

1.2 Greensville Public Meeting

A public meeting in Greensville is scheduled for Monday, November 21, 2005 at 7:00 p.m. at the Town Hall.

1.3 Festival of Arts

The 2nd Annual Westdale Festival of Arts was held on Wednesday, November 16th until 9:00 p.m.

1.4 Portal and Collaboration Space

This item will be placed on the Wednesday, December 7th meeting.

7. Correspondence

Federation of Public Libraries

Received for information.

8. Reports

8.1 Chief Librarian's Report

Received for information. Board members requested that the item of "holds" be placed on a future agenda.

9. New Business

9.1 2006 Meeting Dates

Board Members requested that the meeting for the month of June be held on June 28th.

MOVED by Ms Gautrey, seconded by Ms McKeating,

THAT THE HAMILTON PUBLIC LIBRARY HOLD ITS BOARD MEETINGS FOR 2006 ON THE FOLLOWING DATES:

**JANUARY 18TH
FEBRUARY 22ND
MARCH 15TH
APRIL 19TH
MAY 17TH
JUNE 28TH
SEPTEMBER 20TH
OCTOBER 18TH
NOVEMBER 15TH
DECEMBER 20TH**

MOTION CARRIED.

9.2 Non-Union Evaluation

MOVED by Mr. Carson, seconded by Councilor Pearson,

THAT THE RESULTS OF THE REPORT SUMMARIZING THE NON UNION JOB EVALUATION ARE ACCEPTED AND THE RECOMMENDATIONS BE APPROVED RETROACTIVE TO APRIL 1, 2003.

THAT THE LIBRARY CONTINUES TO LOOK FOR AN APPROPRIATE MECHANISM TO EVALUATE THE CASUAL NON-UNION POSITIONS.

MOTION CARRIED.

9.3 Nominating Committee

Received for information. Members of the Nominating Committee for 2005 are Mr. Geczy, Ms McKeating, Ms Gautrey and Ms Adams.

10. **Private and Confidential**

MOVED by Ms Moccio, seconded by Councilor Pearson,

THAT THE HAMILTON PUBLIC LIBRARY MOVE IN-CAMERA TO DISCUSS LABOUR NEGOTIATIONS.

MOTION CARRIED.

MOVED by Ms McKeating, seconded by Ms Moccio,

THAT THE IN-CAMERA SESSION BE ADJOURNED.

MOTION CARRIED.

11. **Date of Next Meeting**

Wednesday, December 7, 2005

Central Library, Board Room

5:30 p.m. Meeting

7:00 p.m. Cocktails, Hamilton Convention Center

8:00 p.m. Dinner

12. **Adjournment**

MOVED by Ms Moccio, seconded by Ms Gautrey

THAT THE HAMILTON PUBLIC LIBRARY BOARD MEETING OF WEDNESDAY, NOVEMBER 16, 2005 BE ADJOURNED.

MOTION CARRIED.

The meeting was adjourned at 8:25 p.m.



DATE: December 1, 2005

REPORT TO: Chair and Members of the Board

C.C.: Ken Roberts, Chief Librarian

FROM: Linda Foley, Director, Human Resources

SUBJECT: Extension of Non Union Salary Increase Recommendation

RECOMMENDATION:

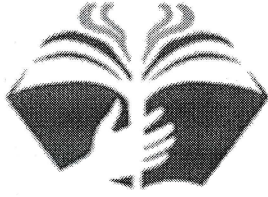
That the current Education Policy of the Hamilton Public Library Board, due to expire on December 31, 2005, be extended to include courses with advance approval by Human Resources and that have a commencement date not later than January 31, 2006.

FINANCIAL/STAFFING/LLEGAL IMPLICATIONS:

The costs of the tuition reimbursement are included in the budget amounts for training within existing and proposed operations budgets.

BACKGROUND:

The Hamilton Public Library has been operating under the current policy since amalgamation and the policy is slated to expire at the end of the year. Consultation is continuing and a recommendation will be brought forward to the January 2006 Board Meeting.



Hamilton Public Library

*Growing minds.
Growing community.*

DATE: November 30, 2005

REPORT TO: George Geczy, Chair of the Library Board

FROM: Beth Hovius, Director of Public Service and Collection Development

SUBJECT: **Ancaster Collection**

RECOMMENDATION: That \$100,000 from the Collections Reserves be allocated for the improvement of the Ancaster Branch Library collections.

FINANCIAL/STAFFING/LEGAL IMPLICATIONS: There are sufficient funds in the Collections Reserve to fund this without negatively impacting on other areas.

BACKGROUND: The collections located at Ancaster need to be improved and renewed in anticipation of the forthcoming renovation. These funds will be used to purchase new and replacement items in all areas of the collection.



DATE: November 7, 2005
REPORT TO: Chair and Members of the Board
FROM: Ken Roberts, Chief Librarian
SUBJECT: **Notice of Motion to Change Board by-laws**

RECOMMENDATION:

That the Hamilton Public Library change its by-laws (attached proposal) in order to allow for a permanent Board audit committee.

BACKGROUND:

The Library Board received its audited financial statements in September. The auditor recommended that the Board form a permanent audit committee. The Board's by-laws do not permit the formation of any permanent committees without a by-law change. If a recommendation for a by-law change is passed at the November Board meetings then a by-law change can be voted upon in December.

AUDIT COMMITTEE

Terms of Reference

PURPOSE

The Committee is to oversee the financial reporting process, monitoring the choice of accounting policies and procedures and monitoring internal control procedures to ensure the effective development and maintenance of adequate financial controls and reporting. The Committee is to be independent of the auditing function and ensure appropriate actions are taken with audit findings. The Committee has no direct responsibility for the operations and functions of audit areas. It does however make recommendations to the Board regarding both factors.

Appointment of External Auditors

Under the authority of the Municipal Act, the City of Hamilton shall appoint the external auditor for the Hamilton Public Library.

Membership

The Audit Committee will be composed of three members of the Hamilton Public Library Board. A quorum shall be two members.

Preference will be given to Library Board members who are financially literate with relevant background in financial matters (i.e. prior experience as a business person, recognized accounting designation, work in the accounting profession, or in the financial accounting department of a current or past organization). Committee members will have no current business relationship or financial interests with the Library or its management.

Members will be appointed at the first meeting in the first year of the Board's term and will serve until the end of the Board's three (3) year term of office.

The members of the Audit Committee will appoint one of the members as Chair who will chair the meeting of the Audit Committee and perform such other duties as required to ensure the proper functioning of the Committee.

Meetings

The Committee will meet at least twice in each year – in the fall with the external auditors to discuss the scope of the annual audit and in the spring with the external auditors to discuss the results of the annual audit.

Additional meetings may be held at the Call of the Chair of the Audit Committee, request by a Committee member or by the external auditors.

Notice of each meeting confirming the venue, time and date of the meeting together with an agenda of items to be discussed shall be forwarded to each member of the Committee prior to the date of the meeting in a timely manner.

The external auditors, Chief Librarian and the Director, Finance and Facilities will be invited to attend meetings and at least once a year, the Committee will meet with the external auditors without Library staff present.

The Audit Committee may invite such other persons to its meetings as it deems necessary.

Duties

The duties of the Committee will be:

To meet with the external auditors before the audit commences and to discuss and approve the nature and scope of the audit

To discuss with external auditors issues such as compliance with accounting standards and proposals by external auditors

To monitor the integrity of the financial statements of the Library and to review, and challenge where necessary, the actions and judgements of management in relation to financial statements before submission to the Board, focusing particularly on:

- Significant accounting policies and practices and any changes in them;
- Major judgemental areas
- The extent to which the financial statements are affected by any unusual transactions in the year and how they are disclosed;
- The clarity of disclosures
- Significant adjustments resulting from the audit

To meet with the external auditors post-audit at the reporting stage to discuss the audit, including problems and reservations arising from the audit, and any matters the auditor may wish to discuss;

To review the management representation letter, the external auditors' management letter and the management's response.

To monitor and review the internal audit programme (if any) and its effectiveness;

To monitor and review the Library's systems for internal financial control, financial reporting and risk management;

To consider any major audit recommendations and to consider the major findings of internal investigations and management's response;

Reporting

The minutes of the meetings of the Committee shall be circulated to all members of the Committee and to all other members of the Board.

The Chair of the Committee shall report to the Board on all meetings of the Committee.

The Committee shall make whatever recommendations to the Board it deems appropriate on any area within its responsibility where action or improvement is needed.

The Committee members shall conduct an annual review of their work and these terms of reference and make recommendations to the Board.



Hamilton Public Library

Date: November 30, 2005

To: Chair and Members of the Board

c.c. Ken Roberts, Chief Librarian

From: William Guise, Director, Finance and Facilities
Hamilton Public Library

Subject: **2006 Budget Submission to City of Hamilton**

RECOMMENDATION:

That the 2006 Budget Submission to the City of Hamilton which includes a Departmental Overview and a 2006 Operating Budget request for a municipal contribution of \$23,417,860 representing an increase of \$970,580 or 4.3% over the adjusted 2005 approved operating budget be accepted for information;

BACKGROUND:

At the October 19th 2005 Board meeting, a recommendation was approved for the submission to the City of Hamilton of a 2006 Draft Operating Budget in the amount of \$23,413,180 representing an increase of \$965,900 or 4.3% over the adjusted 2005 approved operating budget.

Subsequent to the approval, adjustments in various accounts charged back by the City to the Library were requested by the City. The total of the changes is \$4,680 which is made up of an increase in employee medical and dental expense in the amount of \$14,250 and a decrease in charges for vehicle, insurance and facility charges in the amount of \$9,570. The changes have been reflected in the attached Analysis of Significant Cost Categories

CITY OF HAMILTON

2006 OPERATING BUDGET

By Cost Category

DEPARTMENT: Library

	2004 Historical Actual	2005 Approved Budget	2005 Restated Budget	2005 Projected Actual	2006 Base Budget	Program Changes	2006 Requested Budget	2006 Requested/ 2005 Restated Change	
								\$	%
Employee Related Costs	15,580,601	17,066,380	17,158,340	16,684,330	17,929,030	-	17,929,030	770,690	4.5%
Materials and Supplies	3,349,135	3,141,760	3,109,300	3,623,360	3,309,300	-	3,309,300	200,000	6.4%
Vehicle Expenses	937	1,170	1,170	840	1,170	-	1,170	-	0.0%
Buildings and Grounds	579,073	477,060	477,060	409,650	477,060	-	477,060	-	0.0%
Consulting	18,554	-	-	-	-	-	-	-	0.0%
Contractual	623,361	774,390	573,230	537,800	573,230	-	573,230	-	0.0%
Reserves / Recoveries	881,690	16,610	16,610	551,920	24,910	-	24,910	8,300	50.0%
Cost Allocations	2,703,396	2,790,790	2,993,230	3,043,980	3,048,820	-	3,048,820	55,590	1.9%
Financial	11,009	32,120	32,120	53,360	32,120	-	32,120	-	0.0%
Capital Financing	105,710	-	-	92,190	-	-	-	-	0.0%
TOTAL EXPENDITURES	23,853,466	24,300,280	24,361,060	24,997,430	25,395,640	-	25,395,640	1,034,580	4.2%
Fees and General	(708,344)	(578,370)	(578,370)	(719,290)	(642,370)	-	(642,370)	(64,000)	(11.1%)
Grants and Subsidies	(1,435,513)	(1,275,910)	(1,335,410)	(1,345,030)	(1,335,410)	-	(1,335,410)	-	0.0%
Reserves / Capital Recoveries	(40,934)	-	-	(487,110)	-	-	-	-	0.0%
TOTAL REVENUES	(2,184,791)	(1,854,280)	(1,913,780)	(2,551,430)	(1,977,780)	-	(1,977,780)	(64,000)	(3.3%)
NET LEVY	21,668,675	22,446,000	22,447,280	22,446,000	23,417,860	-	23,417,860	970,580	4.3%

CITY OF HAMILTON
2006 OPERATING BUDGET
Analysis of Significant Cost Category Increases

Cost Category	From Preceding Cost Object Summary Page Change 2006/2005		Related Subsidy/ Revenue	Net Impact	EXPLANATION
	\$	%			
Employment Related					
Salaries and Wages	428,990	2.5%		428,990	Inflationary increases on salaries & wages and resulting increases in benefits.
Benefits	43,860	0.3%		43,860	Changes in EI, CPP, Medical Dental and Group Life rates
Long term Disability	28,070	0.2%		28,070	Increase in premiums
OMERS	69,090	0.4%		69,090	Rate increase
Job Evaluations	51,950	0.3%		51,950	Non-Union job evaluation
Reclassifications	25,240	0.1%		25,240	Reclassification of positions
Reorganization	91,490	0.5%		91,490	Reorganization resulting in net addition of 2.9 FTE
Grant	32,000	0.2%		32,000	Non-recoverable portion of grant program
	770,690	4.5%		770,690	
Materials and Supplies					
Library Materials	200,000	6.4%		200,000	To cover increased demand and cost of library material
Reserves/Recoveries					
Cost recovery	8,300	50.0%		8,300	Mohawk/McMaster Centre occupancy terminated
Cost Allocations					
Vehicles	2,720	0.1%		2,720	Vehicle cost allocated from City
Insurance	8,180	0.3%		8,180	Liability Insurance allocated from City
Facilities	44,690	1.5%		44,690	Facility cost allocated from City
	55,590	1.9%		55,590	
Revenue					
Fees and General					
Fine revenue	(64,000)	11.1%		(64,000)	Increase of Fine revenue based on projected estimates for 2005

HAMILTON PUBLIC LIBRARY

MISSION STATEMENT:

The Hamilton Public Library unites people and ideas in a welcoming environment. The library's staff, collections, and access to global electronic resources help to enrich the lives of individuals. The library actively champions literacy, access to information, and the joy of reading.

SCOPE:

240,000 Hamilton residents have active library cards. Clientele may use their library cards to borrow library material. They may also access electronic databases both from library branches and from homes, places of work, and schools. The library promotes literacy and career opportunities. The library works to address equity of access issues, including outreach services to those with disabilities, deliveries to seniors homes, doorway to learning opportunities for preschool children and (in cooperation with the school boards) student awareness of educational support opportunities.

2005 STRATEGIC PRIORITIES:

- Strengthen communities
- Support diverse needs
- Continue to energize and develop our organization

2005 ACCOMPLISHMENTS:

- Facilities Master Plan
- Movement of library website to community portal (myhamilton.ca)
- Increases in virtually all areas of activity
- Partnership agreement with the Hamilton-Wentworth District School Board
- Consortium purchase of electronic resources (with most other large Ontario public libraries)

2006 OBJECTIVES / INITIATIVES:

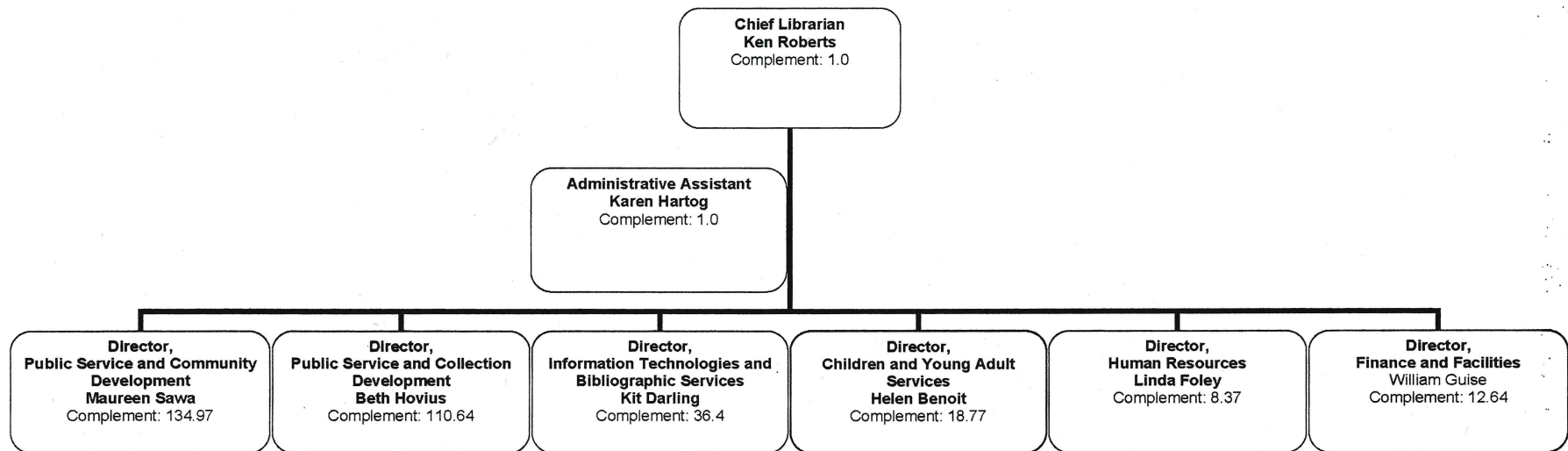
- Renovation and Expansion of Ancaster Branch Library
- Start construction of South Mountain Branch Library
- Potential introduction of RFID technologies
- Continued improvements to the Central Library

2006 FINANCIAL & SERVICE PRESSURES:

- Staff and OMERS costs
- Popularity of on-line "Holds" is creating workload problems
- Potential security issues and issues related to the renovation/repair of several aging facilities

HAMILTON PUBLIC LIBRARY

2006 Organization Chart & Complement



Complement (FTE)	Management	Other	Total	No. of Staff per Manager
2005	28.08	290.80	318.88	10.36
2006	28.08	295.71	323.79	10.53
Change	0.00	4.91	4.91	0.17



DATE: November 30, 2005

REPORT TO: Chair and Members of the Board

FROM: Ken Roberts, Chief Librarian

SUBJECT: **Facilities Master Plan (Lynden, Greensville, Ancaster, and South Mountain)**

Lynden Branch Recommendation:

That administration staff be permitted to work with the Lynden citizen's group, as suggested in a letter to the Board by Peter Hindrichs, to see if a partnership can be reached that might result in a new Lynden library facility, and that the citizens' group be invited to report to the Library Board at its February or March meeting, depending on their progress.

Background:

A public meeting, called by Councillor Braden, was held in Lynden on November 14th. The meeting was extremely well attended. Residents listened carefully and heard the concerns about future accessibility issues. After hearing initial concerns that the Board was there to close the Lynden Library, the Board heard significant community support for the library system and for the Lynden Branch in particular. A citizens' committee was formed after the meeting. The committee's goal is to see if they can work with the library and with the community in order to raise funds and donate land in order to create a solution to such issues.

I met with the citizens' committee on November 22nd and encouraged them to write a letter to the Library Board, expressing their interest in seeing if a partnership agreement could be reached.

Greensville Branch Recommendation:

That the Board consider its investigation into the possibility of closing the Greensville Branch, in favour of extended hours at the Dundas Branch, to be considered complete and that the concept be dropped from the final draft of the Facilities Master Plan.

Background:

The Library Board proposed, at its June 2006 meeting, that it consult with the Greensville and the Dundas communities in order to see if there was any interest in closing the Greensville location and extending the hours at Dundas, particularly Sunday hours. In cooperation with Councillor Braden, a public meeting was held in Greensville on November 21st. Approximately 45 residents attended the meeting. There were no



Hamilton Public Library

supporters for the suggestion, even though residents were aware of the fact that the Greensville collection may decrease in size as little used items are shifted away from the branch. Residents expressed support for the library system and even greater support for the concept of having a library in their own community. The lack of free parking in Dundas as well as the ability to walk or ride a bike to the branch were both cited as issues. The lack of bus service was also cited as an issue.

Ancaster Branch

The Ancaster public meeting is slated for the evening of December 6th at 7 pm in the former Town Hall council chambers. Recommendations for the Board may come after that meeting is held.

South Mountain Branch Recommendation:

That administration be given the approval to proceed with planning for the South Mountain Branch based on the amended site plan.

Background:

The Board approved a conceptual drawing for the South Mountain branch at its September Board meeting and, at that time, gave administration permission to proceed. The YMCA is one of our key partners and has not been able to secure the necessary financing necessary for their portion of the building, based on the September site plan. The new site plan (attached) is designed to reduce costs. It does not include a large common area unifying all three building components (YMCA, Library, and Police Services). There are concerns that, even with this new site plan, the YMCA may not be able to secure the necessary funding.

The site plan that we are now asking the Board to approve has, we think, some strong characteristics. It provides the library with strong sightlines on all sides of the building. The building is behind schedule given the financing issues with the YMCA portion of the project. We are now hoping for a June 2008 opening.

It is an acceptable plan for all of our partners (Culture and Recreation, Police Services, and YMCA)

Hartog, Karen

From: Roberts, Ken
Sent: November 24, 2005 12:57 PM
To: Hartog, Karen
Subject: FW: Lynden Library

For the board package

Ken Roberts
Chief Librarian
The Hamilton Public Library
905-546-3215
905-546-3202 (FAX)

-----Original Message-----

From: Peterhin [mailto:hindrich@worldchat.com]
Sent: November 24, 2005 9:15 AM
To: Roberts, Ken
Subject: Lynden Library

Mr. Ken Roberts

Thank you for coming to the Lynden Library meeting on Nov. 14, and thank you for your able leadership and your willingness to listen to our concerns.

We feel that you and the other board members realize how valuable the library is to Lynden residents and how committed we are to having a village library accessible to all, especially to bikers, walkers, and strollers. As you saw by the show of hands, many patrons walk to the library.

At the moment, a small group of citizens and members of the Lions' Club have had a meeting with Ken Roberts, to discuss the possibility of a community/library partnership in building a new library. Although patrons have not complained about the library or its hours, we understand the accessibility issues which cannot be addressed in the present building. Those of us at the meeting were very keen about the idea of a partnership, and we would like to explore it further, if the Board itself is interested in this idea.

If the Board is indeed interested, we are certainly keen to pursue the matter, and move on to the next stage. Thanks again.

Would you be so kind as to pass this e-mail onto the appropriate board member.

Peter Hindrichs.
1984 2nd. Consession West
Lynden,
519-647-9978

Passing the buck

By Robert Howard
The Hamilton Spectator
(Nov 22, 2005)

Public Safety Minister Anne McLellan promised last November to move a halfway house for federal offenders out of Hamilton's downtown core. She agreed with city officials and police that York Boulevard, across from a downtown mall and library, was the wrong place to house convicted sex offenders and other violent, high-risk ex-convicts.

A year later, Correctional Services Canada (CSC) says the city must help it find a new site for the halfway house in Hamilton. As for the city's request to move the once-temporary facility out of Hamilton: Forget it. If the city co-operates, a new location can be chosen by March, CSC says.

That's just great: Throw the responsibility for finding a new home for ex-convicts into the laps of city councillors, not one of whom can be reasonably expected to support a facility like that in their ward.

In the past 18 months, a convicted rapist residing in the facility was charged with viciously stabbing a stranger in Jackson Square; another resident (and sex offender) was charged with molesting a young girl; another resident was charged with first-degree murder; and in March, a man with a long history of drug-related convictions, violent offences (including an attack with a screwdriver on a Hamilton musician) and thefts, disappeared from the facility for several days before being captured.

Considering that, what councillor would want to support having the facility in any neighbourhood they represent? The reality is that the process of finding a new location for the halfway house would, understandably, become mired in local concerns for public safety. It could be years before the York Street facility is closed or moved.

It is unacceptable for CSC to throw the responsibility for an issue of significant public safety into the laps of council. If CSC will not move the facility out of Hamilton -- the first choice -- it must find a suitable location and it must deliver on improved screening and security, including monitoring these people who present a real and present danger to citizens.

Chief Librarian's Report December 2005

Unique Management

I have attached a letter from Unique Management, the company now responsible for collecting our large or long overdue debts. The company's record has been good, considerably better than past arrangements for the collection of debt.

RFID

A report recommending RFID pilot projects will be coming to the Library Board in January. We have a responsibility to present CUPE 932 with plans for the introduction of such technologies and will do so in December. The Library Board has endorsed the previous Board's commitment that no jobs will be lost through the introduction of RFID technology. We have high hopes RFID can help us to address some current problems with the growing popularity of holds. At the recent Holds Summit, RFID was cited as the most likely means of addressing this issue.

Holds Summit

By the time of the December Board meeting, we will be close to completing a process of consultation with all management staff in searching for ways to deal with the growth in popularity of placing Holds on material and having it sent to local branches.

Librarian's Roundtable

We held a librarian's roundtable on November 11th and plan to hold another one fairly soon. We received a lot of valuable comments from the librarians on potential priorities for the library system.

Manager of the Virtual Library Branch

Dija Qin has been appointed Manager of the Virtual Library Branch. She had been acting as temporary manager since Paul Takala's secondment to the city. Paul returned to the library in October and is now the Manager of Electronic Services.

Manager of the Terryberry Branch

We advertised for the vacant position of Manager of the Terryberry Branch and interviewed several candidates. We did not feel that any of the candidates were appropriate and will have to handle the vacancy in another way.

Roles Responsibilities for Terryberry and Saltfleet branches

The Transition Board report recommended role responsibilities for various types of branches. It included a role definition of "district" libraries for both Saltfleet and Terryberry. The definitions assumed that, with larger reference resources, certain types of questions would be directed to "district" libraries. These role definitions have not proven to match the ways that people use these two branches. We are increasingly moving away from treating them as "district" libraries, as defined in the transition board report.

UNIQUE Management Services, Inc.

November 11, 2005

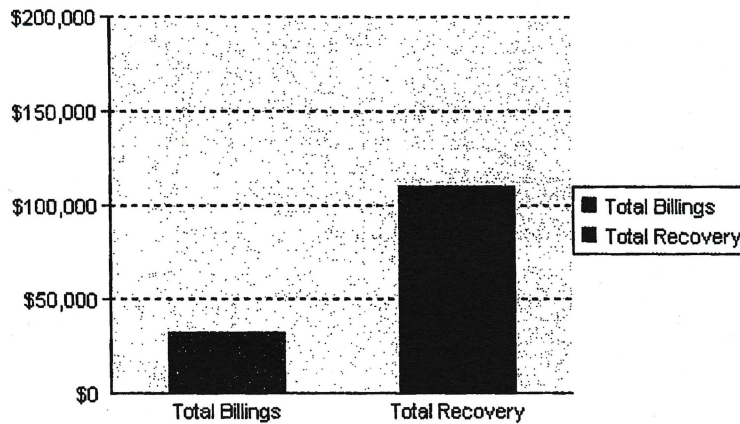
Mr. Ken Roberts
Hamilton Public Library
55 York Blvd
5th Floor Central Library
Hamilton, ON L8N 4E4

Dear Mr. Ken Roberts:

Unique Management Services, Inc. (UMS) has provided a quality material recovery service for the **Hamilton Public Library** since **December 2004**. As of **November 2005**, the library has submitted **2,187** accounts for collection.

The financial result for your library has been the recovery of **\$72,156.08** in materials, **\$33,516.34** in cash received, and **\$3,888.26** in amounts waived for a total value of **\$109,560.68**. This does not include amounts still to be recovered from patrons who will respond to our continued contacts.


When considering the value of our recoveries described above compared to the amount UMS has billed the library, our service has given the library a return of **\$3.38** for each **\$1.00** invested. This **3:1** ratio shows a powerful return on the library's investment, one that we are pleased to report.



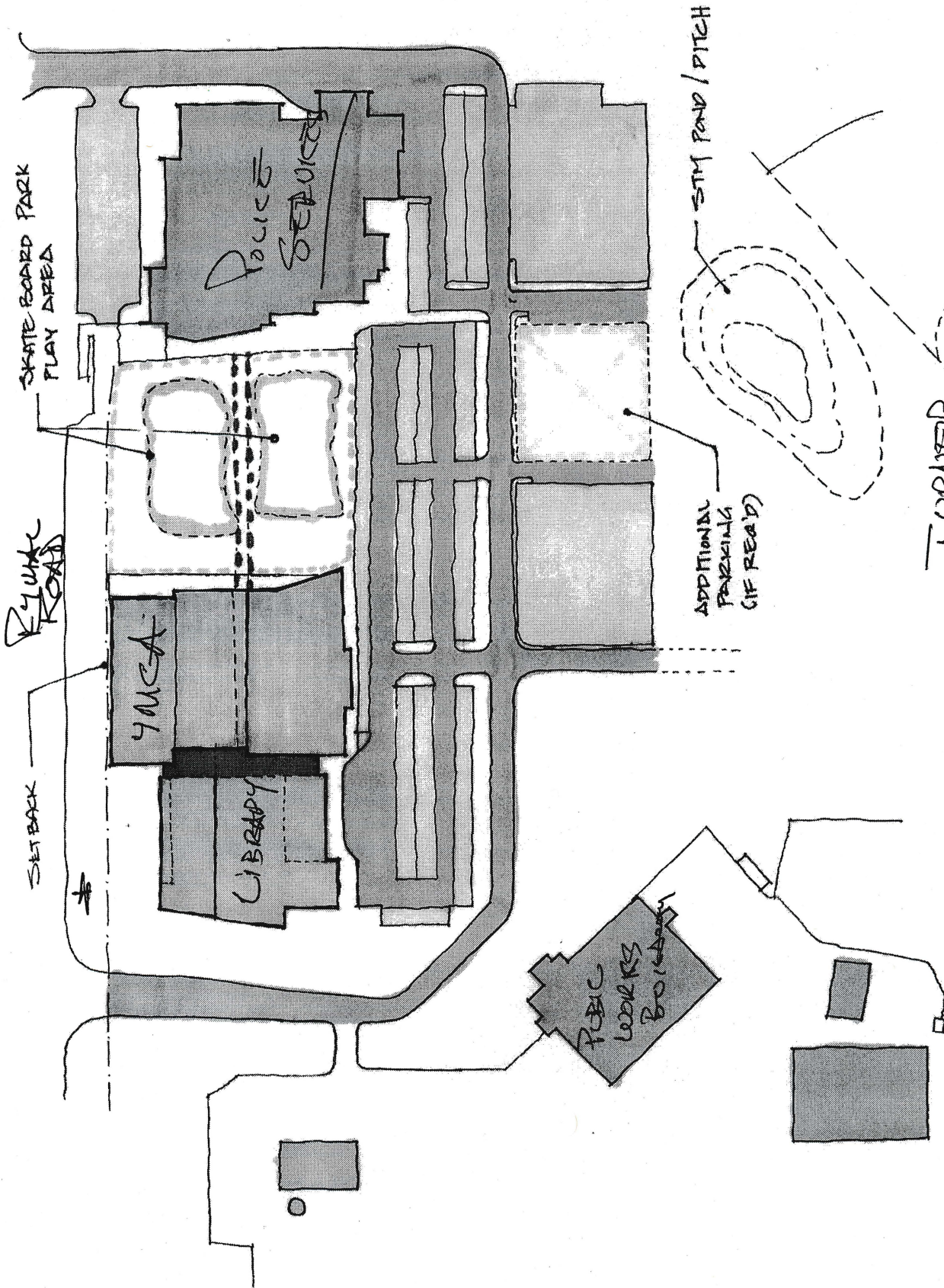
It should also be noted that we have demonstrated that we can maintain patron goodwill while producing these results. In addition, with our strategic partnerships and strong working relationships with ILS vendors, UMS can ensure all data is transferred and processed electronically to eliminate paperwork and minimize library staff time.

Unique Management Services, Inc. strives to provide thorough and useful recovery information on a regular basis. In addition to our monthly reports, many of our clients have expressed a desire to see our results compared to cost. Please keep in mind that this letter is an overview of your historical recovery. If you should require results for a specific time period, please do not hesitate to contact your customer service representative. We appreciate the opportunity to serve the Hamilton Public Library and its patrons.

Sincerely,


Melissa Fenton
Assistant Director of Customer Service

cc: Ms. Kit Darling



HAMILTON SOUTH MOUNTAIN
 COMPLEX - MASTER SITE PLAN
 NOV. 29, 2005

TORREY
 PARK
 BASEBALL
 DIAMONDS