

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

Empower Communities Celebrate Diversity Strengthen Our Organization

HAMILTON PUBLIC LIBRARY BOARD

**Regular Board Meeting
Wednesday, June 9, 2004
Central Library, Board Room**

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

AGENDA

1. **Discussion Period**
 - 1.1 May 27th Incident
2. **Acceptance of the Agenda**
3. **Minutes of the Hamilton Public Library Board Meeting of Wednesday, May 19, 2004** Attachment #3
4. **Presentations**
5. **Business Arising**
 - 5.1 Board Governance – MMcK Attachment #5.1
Suggested Action:
6. **Correspondence**
7. **Reports**
 - 7.1 Adult Services – BH/MS Attachment #7.1
Suggested Action: Recommendation

8. New Business

- | | | |
|-----|-----------------------------------|--|
| 8.1 | Executive Committee – KR | Attachment #8.1
Suggested Action: Receive |
| 8.2 | Locke Branch Recommendation – KR | Attachment #8.2
Suggested Action: Recommendation |
| 8.3 | Ancaster Branch Feasibility | Attachment #8.3
Suggested Action: Receive |
| 8.4 | Horizon Update – Demo of HIP – KD | Demonstration
Suggested Action: Receive |
| 8.5 | Health and Safety Policy – LF | Attachment #8.5
Suggested Action: Recommendation |
| 8.6 | CLA Election Kit – MS | Attachment #8.6
Suggested Action: Receive |
| 8.7 | Security Camera – WG | Attachment #8.7
Suggested Action: Recommendation |
| 8.8 | Dowler Request – MS | Attachment #8.8
Suggested Action: Recommendation |

9. Private and Confidential

9.1

10. Date of Next Meeting

Wednesday, September 15, 2004
Central Library, Board Room
5:30 p.m. Dinner
6:00 p.m. Meeting

11. Adjournment

12. Tour of Central

UPCOMING/OUTSTANDING ISSUES
Proposed Revisions

Issue	Date Action Initiated	Board Member/Staff Who Initiated	Month item will appear on Agenda
Budget Definitions	From Jan. 16/02 agenda		New term
Adult Services		Maureen Sawa/Beth Hovius	May 2004
Electronic Services		Kit Darling	June 2004
Communications		Maureen Sawa	September 2004
Human Resources		Linda Foley	October 2004
Training		Maureen Sawa/Linda Foley	October 2004
Youth Services		Helen Benoit	November 2004
2005 Strategic Plan		Ken Roberts	November 2004/ December 2004

**HAMILTON PUBLIC LIBRARY BOARD
Regular Meeting**

Wednesday, May 19, 2004

Board Room

5:30 p.m. Dinner

6:00 p.m. Meeting

MINUTES

PRESENT: Doreen Horbach, George Geczy, Maureen McKeating, Joyce Brown, Mavis Adams, Councilor Pearson, Mac Carson, Jennifer Gautrey, Santina Moccio, Tamara Fernandes

REGRETS: Councilor Jackson

STAFF: Ken Roberts, William Guise, Linda Foley, Helen Benoit, Maureen Sawa, Beth Hovius, Kit Darling, Karen Hartog

GUESTS: Evan McDade, Daphne Wood, Paul Takala

The meeting was called to order at 6:00 p.m.

1. DISCUSSION PERIOD

- 1.1 Mr. Takala has been seconded to the City to work on the Community Portal Project. The My Hamilton launch will be held on Thursday, May 27th, 10:00 a.m., Central Library.
- 1.2 The Library is finalizing its letter of agreement with the Hamilton Tiger Cats. The Tiger Cats will be sponsoring the summer reading club program. Among other things, they will be donating 20,000 tickets for children registering for the program (two each).
- 1.3 Ms Benoit introduced the Read to me, Dad program.

2. ACCEPTANCE OF THE AGENDA

It was agreed to discuss item 8.3 before item 4.1.

Remove Item 8.9 from the agenda.

MOVED by Councilor Pearson, seconded by Mr. Geczy,

THAT THE AGENDA BE APPROVED AS AMENDED.

MOTION CARRIED.

**3. MINUTES OF THE HAMILTON PUBLIC LIBRARY BOARD MEETING
OF WEDNESDAY, APRIL 21, 2004**

Item #2 – Under Executive Committee – Glen Whitwell’s name should be replaced with Joyce Brown

MOVED by Ms Adams, seconded by Ms Gautrey,

**THAT THE HAMILTON PUBLIC LIBRARY BOARD MINUTES OF
WEDNESDAY, APRIL 21, 2004 BE ADOPTED AS AMENDED.**

MOTION CARRIED.

4. PRESENTATIONS

4.1 Community Portal

Mr. Takala presented an overview of the Community Portal Project and the library’s involvement.

4.2 Many Happy Returns

Ms Wood provided a presentation of her thesis analyzing HPL’s website.

5. BUSINESS ARISING

There was no business arising from the minutes.

6. CORRESPONDENCE

There was no correspondence.

7. REPORTS

7.1 Reserves

MOVED by Ms Adams, seconded by Councilor Pearson

THAT THE HAMILTON PUBLIC LIBRARY'S RESERVE FUNDS BE USED, SUBJECT TO BOARD APPROVALS ON PROJECTS THAT ADVANCE BOARD PRIORITIES.

THAT THE FOLLOWING LIST OF POTENTIAL PROJECTS BE ACCEPTED BY THE BOARD AS ILLUSTRATIVE OF THE TYPES OF ITEMS THAT MAY BE FUNDED FROM THE LIBRARY'S RESERVE FUNDS:

Project	Approximate Cost	Approximate Timing
Ancaster Renovations	\$500,000	2004/5
Auditorium Sound and media/web capabilities	TBD	2004
Central Library Revitalization	\$3,000,000	2004/5/6
Central Library staff work stations	TBD/\$100,000	2004/5
Circulation desks, branch locations	\$50,000	2004/5
Circulation desks, Sherwood and Kenilworth	TBD	2004
Materials Security Controls	\$3,000,000	2005/6/7
Security of Branches	\$30,000	2004
External Signage	\$50,000	2004
Service/Capital Master Plan	\$100,000	2005
Staff Training (including Customer Service)	\$140,000	2004/5
Terryberry Delivery Area	TBD/ \$30,000	2004

MOTION CARRIED.

8. NEW BUSINESS

8.1 Overdue Accounts Collection

MOVED by Ms McKeating, seconded by Ms Brown,

THAT THE THRESHOLD FOR SENDING ACCOUNTS FOR COLLECTION BE LOWERED TO \$50 IN ACCUMULATED FINES AND FEES;

THAT A \$15 COLLECTION FEE BE ADDED TO THE ACCOUNTS SENT FOR COLLECTION;

THAT A \$25 FEE BE CHARGED FOR NSF CHEQUES, IN ACCORDANCE WITH CITY OF HAMILTON POLICY.

MOTION CARRIED.

8.2 Federation of Public Libraries

Received for information.

8.3 Audited Financial Statements – December 31, 2003

Mr. Evan McDade, Grant Thornton, was welcomed to the meeting. Mr. McDade reviewed the financial statements from the board.

MOVED by Ms Mr. Geczy, seconded by Councilor Pearson,

THAT THE DRAFT 2003 AUDITED FINANCIAL STATEMENTS (ATTACHED) FOR THE HAMILTON PUBLIC LIBRARY BOARD BE APPROVED.

MOTION CARRIED.

8.4 2004 Operating Budget

MOVED by Ms Brown, seconded by Ms Adams

THAT THE OPERATING BUDET FOR THE HAMILTON PUBLIC LIBRARY AS SUBMITTED TO HAMILTON CITY COUNCIL WHICH WAS APPROVED AS AMENDED BY COUNCIL ON APRIL 29, 2004 HAVING A NET LEVY OF \$21,576,890 WHICH IS AN INCREASE OF 4.9% INCREASE OVER THE 2003 OPERATING BUDGET BE ADOPTED.

MOTION CARRIED.

8.5 Senior Administration Titles

Received for information.

8.6 Fresh Start Project

MOVED by Ms McKeating, seconded by Ms Moccio

THAT ACCUMULATED LIBRARY FINES FOR YOUNG ADULTS PARTICIPATING IN THE PROPOSED FRESH START PROGRAM BE FORGIVEN INITIALLY.

MOTION CARRIED.

8.7 Adult Services Report

Received for information.

8.8 Board Governance

This item was tabled until the June meeting.

9. BOARD DEVELOPMENT

Nothing to report.

10. PRIVATE AND CONFIDENTIAL

MOVED by Mr. Geczy, seconded by Ms Brown,

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

MOTION CARRIED.

MOVED by Ms McKeating, seconded by Mr. Geczy,

THAT THE IN-CAMERA SESSION BE ADJOURNED.

MOTION CARRIED.

11. DATE OF NEXT MEETING

Wednesday, June 9, 2004

Central Library, Board Room

5:30 p.m. Dinner

6:00 p.m. Meeting

12. ADJOURNMENT

The meeting was adjourned at 8:35 p.m.

Minutes recorded by Karen Hartog.



Memo

To: Doreen Horbach, Chair, Hamilton Public Library Board
From: Maureen McKeating
cc.: Hamilton Public Library Board Members
Administration Committee
Date: 03/06/2004
Re: BOARD GOVERNANCE

RECOMMENDATIONS:

THAT THE HAMILTON PUBLIC LIBRARY BOARD APPROVE THE RECOMMENDATION OUTLINED BY THE GOVERNANCE COMMITTEE.

BACKGROUND:

On March 24, 2004 Doreen Horbach, George Geczy, Mavis Adams and myself met to discuss Board Governance. We discussed the following items:

- a draft agenda
- a consent agenda
- ongoing review of Library Policies

The Governance Committee determined that the above items should be part of the monthly Board Agenda.

Hamilton Public Library

Adult Services Report

A Strategic Report for the Library Board

A library should be the heart of a city. With its
storehouse of knowledge, it liberates, informs,
teaches and enthralls'

Rudolfo Anaya

Prepared by Beth Hovius and Maureen Sawa

June 3, 2004

Table of Contents

Table of Contents	2
Acknowledgements	3
Part 1: Scope	4
Part 2: Trends	5
Four Foundations of Success	5
Build the New upon The Old	5
Recognition that Competition is Increasing	5
Our Changing Community	6
Convenience and Seamlessness	7
Part 3: Operational Review	8
Part 4: Strategic Directions	15
Know the Community	15
Its time for a long range Master Plan for Library Facilities	15
Libraries – Important Public Spaces	15
Community Outreach	16
The Best Central Library we can Be	16
A Changing Work Environment	17
Safety comes First	18
Operationally Speaking	18
Part 5: The Adult Service Work Plan 2004 - 2007	19
Empower Communities	19
Celebrate Diversity	21
Strengthen our organization	22
Appendix A: Staff Professional Leadership & Achievements	24
Appendix B: Organizational Chart	25

Acknowledgements

This report and all of the results must be attributed to the public service managers and staff. In particular, we acknowledge and applaud the following managers and staff in the Public Service divisions:

- **Manager, Customer Services, Circulation & Bookmobiles:** Susan Beattie
- **Manager, Fiction, Popular Materials & Special Needs:** Astrid Grinvalds
- **Manager, Non-Fiction, Reference & Special Collections:** Yvonne Patch
- **Manager, Communications & Community Development:** Daphne Wood
- **Manager, Terryberry District Library:** Karen Anderson
- **Manager, Neighbourhood Branches, Cluster B:** Sharon Boughton
- **Manager, Neighbourhood Branches, Cluster A:** Rita Bozz,
- **Manager, Saltfleet District Library:** Darcy Glidden
- **Manager, Concession Branch Library:** Kathleen Holder
- **Manager, Sherwood Branch Library:** Amy Hunter,
- **Manager, Neighbourhood Branches, Cluster C:** Jean Lyall
- **Manager, Dundas Community Branch Library,** Karen Peter
- **Manager, Ancaster Community Branch Library,** Debbie Rudderham
- **Manager, Westdale Community Branch Library,** Rebecca Raven,
- **Manager, Red Hill Community Branch Library,** Krystyna Zeglinska
- **Planning and Training Librarian,** Kathryn Deiter
- **Bookmobile Librarian:** Kathy Denomy

And, finally, we wish to thank all staff who have continued to demonstrate 'grace under pressure' as we work together to meet the challenges and opportunities of providing public library service in the 21st Century!

Beth Hovius, Director of Public Service and Collection Development
Maureen Sawa, Director of Public Service and Community Development

June 3, 2004

Part 1: Scope

“There will only be successful libraries in the future, because if libraries are not successful, they will cease to exist.”

Michael Gorman and Walt Crawford, 'Future Libraries, Dreams, Madness and Reality'

The Directors of Public Service¹ positions were established in the fall, 2002 to direct, coordinate and ensure the efficient management of the public service departments and branches of the Hamilton Public Library – with particular emphasis on the renewal and revival of the diversity of adult services. The range of responsibilities of these positions is large and key accountabilities are:

- The circulation & delivery of library materials
- The development, delivery and definition of information and readers advisory services
- The creation, delivery and assessment of services designed for specific target populations
- The marketing, promotion of services & materials
- Community programming of interest to adults
- “Behind the scenes” work of an operational nature including staffing and budgeting, etc. to support the above.

The Public Services Directors work closely with the other Directors to coordinate and balance services *for adults* provided across the system. Therefore, this report is informed by and will contain references to the other strategic reports presented annually to the Board. As well, elements of this report will be expanded upon in the following reports which are co-authored by the Public Service Directors:

- *Communications Strategic Report* (Authors: Maureen Sawa and Daphne Wood)
- *Collections Strategic Report* (Authors: Beth Hovius and Jane Skeates)
- *Training Strategic Report* (Authors: Maureen Sawa and Linda Foley)
- *Central Library Services Review* (Authors: Maureen Sawa, Central Managers & staff)

Section 2 describes key trends impacting upon library services to adults.

Section 3 provides an operational review of the current services provided for adults.

Section 4 describes in broad term the future strategic directions for public service while Section 5 brings together the strategic work plans of all of the Directors, to demonstrate how services work together and are implemented by the branch and department heads. While these plans are ambitious, and will require more than one year to accomplish, we decided that we would err on the side of high expectations since it was more important to provide the overview of what needs to be accomplished.

¹ New title, effective May 2004. Former Service Coordinators, Adult Services

Part 2: Trends

Four Foundations of Success

Successful public libraries are built upon four foundations:

- Collections – timely, accurate, relevant and above all, useable and used.
- Expertise - knowledge shared freely and helpfully
- Place – a meeting place, a welcoming environment, and a positive experience
- Customer Focused Service.

Build the New upon The Old

In 1996 a landmark national opinion poll, *Buildings, Books and Bytes* was conducted by the Benton Foundation in the USA. Subsequently, in Canada a similar research study replicated the results. These studies found that the public wants a comfortable balance between books and computers and they want the library of the future to be built upon the foundations of the library of the past. Both books and bytes (electronic information) are important. Nearly ten years later, our Adult Services Strategic Report builds upon this basic premise. Even as we add new services and new information technology, books, reading, readers' advisory services and community connections are as important as they always have been.

Libraries are providing old services in new ways. In addition to of face-to-face information assistance there is e-reference. In addition to book clubs there are on-line book discussion opportunities.

Recognition that Competition is Increasing

'In the old days the library was it - there weren't many other choices. Today, that is not the case.'

Director, Online Computer Library Centre Regional Service Provider *'The 2003 OCLC Scan: Pattern Recognition'*

"Simplistically, libraries and archives came into being to provide a central location for hard-to-find scarce, expensive or unique material. Scarcity of information is the basis for the modern library and where this continues to be so, the role is unambiguous. However, as access to information is now akin to access to electricity or water, the reason to have freestanding storehouses of a subset of all information is harder to articulate.... Ranganathan's rule "For every reader, his or her book," might now be redefined as "for every reader, huge amounts of free-floating content, anywhere, anytime."²

²The 2003 OCLC Environmental Scan: Pattern Recognition, pg. ix.

Libraries fight the stigma of tradition in the electronic information age. Once the only game in town for research, libraries are now competing with a myriad of 'competitors', including on-line booksellers, big-box bookstores, and of course, the Internet. This is not new, but a recent study³ puts a different interpretation on this. It states that another library competitor is the customer himself. Many customers use their skills to find materials from a variety of sources and they are satisfied as long as the information is "good enough." This is a different approach than that practiced by libraries which have placed emphasis upon the selection of "the best".

The expertise of librarians and library staff, along with the quality and organization of information and leisure resources available through public libraries is superior. But, unfortunately, quality alone will not attract new users, nor retain drifting ones.

The challenge is not only to make accurate information available but more importantly to educate customers on how to locate and search this information. The challenge for libraries is to educate the customer about the disconnect between public perception of the Internet as a fully reliable information source and the limitations of the medium.

Our Changing Community

"Providing people access to information helps people retain a longer-term connection with their own culture and preserve their identity and heritage"

Tracey Jones, Literacy, TSL & Diversity Manager, Halifax Public Libraries

The demographics of the Hamilton community has changed substantially in recent years, as has that of many of Canada's largest cities. The population is increasingly diverse. There are more seniors, and the early baby-boomers are at retirement age. The Central Library Service Review has identified significant changes in the downtown community and is adjusting services to fit the new reality. In public libraries *"you get people from really diverse backgrounds. People of different ages, different ethnic backgrounds, people with mental health problems, the homeless – it's one of the few places where we kind of rub up against each other"*⁴. This sense of community and meeting place is an important feature of public libraries and provide a unique entry into the community.

*"As public libraries adapt to cultural trends and shift with user demands, they're continuously redefining their role in the community. With a mission to serve a wide range of users and a variety of literacy needs, public libraries are a key source of accessible public space"*⁵ This statement is representative of the challenges and opportunities facing the Hamilton Public Library system.

The needs of adults, like those of children and young adults, change and expand constantly. At each stage of life adults need different information. Adults find different ways to use their public libraries. Rapidly changing technologies and developments in every field of knowledge make it increasingly important that adults have access to information and resources that all too often become inaccessible to them after leaving school. Public

³ Daphne Wood. *Many Happy Returns*. April 2004.

⁴ Manager, Burnaby Public Library, *Quill and Quire*, May 2004.

⁵ 'Canada's Libraries of the Future' *Quill and Quire*, May 2004.

libraries can, and do, play an important role in adult education as well as providing an important source of materials for leisure-time activity.

Customer Service: Convenient and Seamless

“The library as a book warehouse is passé”

Director, Academic Library quoted in *The 2003 OCLC Scan: Pattern Recognition*

Convenience and seamlessness of access are what today's library user demands. 24/7 convenience for news, shopping, entertainment and other features of modern-day living have had a significant impact on the capacity of both staff and resources in public libraries.

Part 3: Operational Review

"Libraries are exemplars of the notion that the whole is greater than the sum of its parts"

The 2003 OCLC Environmental Scan: Pattern Recognition

The Hamilton Public Library has been very successful in developing many services and resources for adults. Library staff collaborates with numerous agencies and organizations to engage the community to enhance and promote awareness and use of the library. Since this report is the first strategic report focusing on our adult users since amalgamation, it is timely to provide an overview of these services.

Book Clubs

The Library has conducted and supported adult book discussion groups for many years. In fact, Hamilton Public Library has set the standard for libraries across the province, and its book club kits have been heralded in a recent Toronto Star article. The book club collection at Terryberry library provides multiple copies and related information (reviews, etc) for the community groups. Hamilton has provided facilities and a staff facilitator for some of the clubs while the former Wentworth branches encouraged off-site clubs but provided the materials and help with selection of appropriate titles. Both approaches continue to be used, with success. Currently over 35 book discussion groups are supported by the library. In 2003, a retired McMaster professor, Jim Dale, has started to lead monthly book discussion groups at Westdale and Dundas.

2004/5 Plans: Book clubs will continue to flourish. The Terryberry branch organizes and hosts an annual Author Tea for all book club members. Featuring a local author and an opportunity for book club members to meet and mingle, the 2004 Book Club Tea will feature Marilyn Gear and will be held in the memory of Karen Cooper, former Terryberry Branch Manager.

Bookmobiles

The two bookmobiles continue to serve neighbourhoods distant from a branch library. The Library Board for the new Hamilton Public Library made a commitment to extend services to the elderly and disabled, as well as those without easy access to or awareness of library services. A new Bookmobile schedule was introduced to allow the library to serve seniors who can't visit a library branch, as well as to encourage residents who have not traditionally been library users to take advantage of their library system. Bookmobile services staff do a great deal of work with children and teens. Through the Dowler funding, very successful summer reading programs are delivered to bookmobile stops. The Bookmobile staff provide a unique venue for children to build lasting relationships with the library.

2004/5 Plans: Bookmobile staff will work closely with the Visiting Library Services staff to co-ordinate schedules to extend library outreach services to the community. In September, an innovative program will begin to provide a pilot site, Ray Lewis (formerly known as Chappel-Thornbrae) Elementary

School), with bi-weekly bookmobile visits. Bookmobile staff will work with the school to serve low income and immigrant children who will benefit from such direct service delivery.

Career & Employment Resources

Career & Employment Information Resource Centres, providing career and employment information and job search assistance, are located at Terryberry, Red Hill, and since May 2004, Sherwood. Funded by Human Resources and Development Canada, these centres are located to serve HRDC's targeted users, which fall into the equity groupings of: women, persons of aboriginal descent, persons with disabilities, visible minorities and new Canadians. In 2003 – 2004, staff at the Red Hill and Terryberry Centres received over 900 requests for information or assistance monthly. In addition to the three funded HRDC Centres, Hamilton Public Library also provides specialized career information services at the Central Library. Each week, approximately four groups from Employment Strategies, Sole Support Program; Settlement and Integration Services; Helping Hands, Jobs Search Strategies are introduced to library services through organized orientation sessions presented by library staff. Information on both career and job search strategies (print, proprietary databases and Internet links) are covered.

2004/5 Plans: The grant for 2004/5 was received in April 2004 to fund three positions (2 full-time at Red Hill and Terryberry and one part time at Sherwood). HRDC also provided significant funding to enhance the print collections and to provide enhanced word-processing facilities across the system. User patterns and potential for center development will also be assessed. The terms of the grant have become increasingly focused on the provision of statistical reports to document measurable user patterns and document usage trends. Such statistical analysis requires increased input from the branch managers and other staff. This service is being closely monitored from a cost-benefit perspective to determine if it is feasible within the library setting.

Central Library Services Review

The Central Library Services Review results are a reflection of a significant amount of staff time and resources. The review process enabled staff to identify and document significant trends and needs for the Central Library. Many of the recommendations for the renewal of the Central Library have been put into motion and the reorganization of service points and resources on the Information floors has provided staff with a wonderful opportunity to turn the 'fading into the fantastic'. Some of the key changes achieved thus far include:

- The review and refocusing of the print non-fiction collection to provide more accurate and current information.
- The second floor will be transformed into a user-friendly browsing oriented floor with popular materials (fiction, non-print, and multilingual materials) organized as a prelude to the 'Information Central: Your Marketplace of Ideas' vision. The 3rd and 4th floor will contain the non-fiction collection, in Dewey sequence, and will focus on reference/information services. The 5th floor will be 'reborn' as a community hub and gallery/exhibit/meeting place and will be temporarily used as a 'staging area' to contain collections 'in transition' while staff continue to review and assess collections.

- o Assessment of the staffing needs required to support the physical changes and to identify the skills required to help the Central Library focus on its changing community. The elimination of the CE 5 Service Desk has provided us with an opportunity to consolidate staff expertise and develop customer service initiatives.

Community Connections

Many locations are involved with their community and local business improvement areas.

Central Library

Central Library worked with the Soroptimists to introduce a Spring Book Sale, in a vacant storefront in Jackson Square. This sale exceeded expectations, grossing over \$35,000. It is hoped that two annual sales will continue to be possible.

Noon-Hour Concerts – a rich and diverse program of noon-hour concerts continued to attract audiences from the downtown area

Community Meeting Space – the temporary withdrawal of the Dundas Room has restricted the meeting space available to the general public and the heavy booking of the Wentworth and Hamilton meeting rooms continues to demonstrate that the Library plays an important role as a key provider of 'public space'

Dundas

- o Dundas Arts Festival (November) – the library held storytelling programs for children and author Gillian Chan presented a program.
- o The Dundas Friends of the Library hosted a two-day book sale during the annual Dundas Cactus Festival and raised funds to improve the children's area.
- o Highland High school held a display of student photographs at the library
- o The local BIA has donated two benches for the front of the Library and is fundraising to replace the planter boxes.
- o The local Civitan club which works with 25 developmentally challenged adults initially visited the library for five visits for tour, to get cards, etc. They are now coming on a weekly basis.

Westdale staff spoke at a number of community events, including an Early Literacy Forum at Prince Philip school with over 70 attendees.

Ancaster will host a paperback book sale outside the Library during Heritage Days in June.

The **Concession** Street BIA meets monthly at the library and donates to the Honour with Books program. They will be having a bike rack placed at the front of the library.

2004/5 Plans: Each branch does as much community outreach as possible given staffing constraints. The opportunities, often unpredictable, arise throughout the year, through contact with customers, the local BIA, etc. Central Library will be developing a higher profile as a result of the recommendations in the Central Library Services Review.

Adult Computer Training Courses

The Library offered introductory computer courses at the computer-training labs at Central, Dundas, Ancaster, and Saltfleet. Unfortunately, these were temporarily discontinued in

early 2004 because our computer lab facilities had to be put to use for ongoing staff training for the Horizon implementation. Popular demand for the public computer orientation programs is huge and the temporary loss of the library based community programs has been unfortunate.

2004/5 Plans: These courses will be re-established in the fall, and the related partnership with the Seniors Centre as the demand continues. Beginning in January 2005 public training programs will be offered to introduce the forthcoming community portal.

Disability Information Service Helpline (DISH)

The *Disability Information Service Helpline*, established in 1986, offers informal counselling to disabled persons, their families and caregivers. The service operates out of the Central Library but also offers services 2 days per week at Chedoke Hospital. Sandy Mugford has become renowned as a spokesperson for disability issues in Hamilton. The program, established with grant-funding, is now supported by the Hamilton Public Library with some grant assistance comes from Hamilton Health Sciences Corp.

2004/5 Plans: Explore a 'Healthlink' initiative which would help DISH and Centre for Disabled Persons to work with Central staff to further evolve their roles through increased co-ordination of health information.

E-Reference

This service was recently introduced at the Hamilton Public Library. This service, delivered and co-ordinated in large part by the Central Librarians is a significant milestone in the development of public library service. This service strives for timely and accurate response, and feedback from customers has been positive. E-mail requests are received by the QUIC information centre and forwarded to the Central Library's professional staff to respond. As customers become aware of this service, reference service via e-mail, is becoming a significant part of the Central Library's service strategy. In the first four months of 2004, there were just over 800 questions of which 50% were answered by QUIC staff, 30% by the Central reference staff, and 20% by Special Collections.

2004/5 Plans: Issues as training are addressed. E-Reference will continue to be refined and modified as the Community Portal becomes operational in 2005/6.

Gallery of Distinction

The Gallery of Distinction is a premier annual Hamilton event recognizes Hamiltonians who have contributed significantly to the community. The Library was a co-founder of this even and a key partner since its inception. Each year Margaret Houghton and the Special Collections staff prepare the research for each nominee; Karen Hartog and Daphne Wood maintain the Gallery of Distinction website highlighting all winners and are integral in the planning committee's process, while Yvonne Patch represents the library on the selection committee.

2004/5 Plans: This participation, which represents a significant time commitment, will continue.

Gallery Exhibits

The Central Library's 'Gallery on Five' has become a key exhibit space in the community, hosting monthly displays of the works of local artists and craft persons. The artists are chosen annually through a juried process and the schedule and display process is coordinated by Frances Frommer with assistance from the CCD staff

2004/5 Plans: This will be relocated to the 4th floor while the 5th floor is assessed for new and expanded gallery space.

Language Instruction to Newcomers to Canada (LINC)

The *Language Instruction for Newcomers to Canada* is a federally funded program (begun in 1991), which matches newcomers with volunteers to improve their English skills. It continues the work established by literacy-tutoring centre established in the early 1980's and which was discontinued when provincial funds were stopped. Two staff coordinators match students with tutors. This popular program has a continuous waiting list and requires additional federal funding to expand. The program spills over to other branches such as Red Hill, where matched student-tutor pairs meet in their local library.

2004/5 Plans: This program reaches one of the prime target groups identified by the Central Library Services Review.

The Library will again apply for a grant to continue to offer this service. Some consideration will be given to a relocation of the physical space, as a result of recommendations made in the Central Library Services Review.

The program staff would like to expand the Central Library orientation tours and provide key promotional/ informational library publications in at least three languages other than English. The new Diversity Librarian position will be working closely with this department.

One Book, One City

Hamilton Public Library's first *One Book, One City* initiative was successfully launched. Mary Lawson, author of *Crow Lake*, visited Hamilton on May 11 and 12th to where she presented two readings at the Central Library and the Spectator Auditorium (Sold out with 220 in attendance), signed copies of her book at Westdale Library, and visited with book club members at Terryberry. The community partners for this initiative are the Hamilton Spectator, Random House, Bryan Prince bookseller, Friends of the Library, and City of Hamilton. This initiative continues through to the fall of 2004, by which time we anticipate that our goal of having 1% of the City's population read this book will have been met.

2004/5 Plans: Increased emphasis on programs for adults will continue as the library provides some one-time funding to support this initiative. The results will be assessed. Some ideas under consideration include:

- Central Library lunch time speaker series
- Leverage of existing annual promotions (i.e. Canada Book Day, etc) to engage adults in library-centered events and publicity to enhance awareness and opportunities.
- Three branches, in conjunction with Youth Services, are organizing programs focusing on fathers and reading for Father's Day.

Operational Achievements

Although amalgamation is over, a continued focus of the Directors of Public Services and the Branch/Department Heads is the development of sustainable and unified services. Some examples of the issues include:

- As part of the ongoing commitment to relocate managers on a regular basis, four managers were relocated in 2004.
- As the result of budget constraints, one management position at Central was eliminated, thus entailing a complete reorganization of duties and responsibilities for both Public Service Managers and professional staff at the Central Library.
- In the fall of 2003 the structure of the management meetings was changed and all managers now meet once per month as a group, to focus on system issues. To coordinate the activities of Adult Services, Maureen meets with Central and District Managers, while Beth meets with the Branch Managers. These meetings focus on coordinating and resolving operational issues.
- A duty manager roster was established for the Central Library, with increased responsibility and accountability by Managers for the resolution of daily operation issues to ensure consistency of procedures and support of staff and public.
- The Sheffield branch was closed and some of the collections to Rockton.
- Implementation of the Collective Agreement at the operational level (e.g. schedule changes).
- A new booking system for the public computers and a new phone system were introduced at all locations requiring significant staff planning and problem-solving.
- **Spring Booksale:** was introduced, with the assistance of the Soroptimist Club, in a vacant storefront in Jackson Square. This sale exceeded expectations, grossing over \$35,000. It is hoped that two annual sales will continue to be possible.

2004/5 Plans: See *Part 5: Work Plan* for detailed information

Programming

Adult programming was re-introduced on a trial basis in 2003 after a ten-year hiatus. The intent is to focus on programs that are informative, interesting, and integrated with the library's mandate. They will be offered at select locations where there are appropriate facilities and sufficient local interest.

Public response has been mixed as some programs were wildly successful and others were cancelled for lack of response. This was not unexpected since it takes time to reintroduce this service. A 2004 initiative will be to offer adult programs to build the library's role as a community meeting place. Some examples of successful programs include:

- Partnerships with Public Health to offer programs (with 15 – 20 attendees) such as Vegetarianism for Parents and Teens, Osteoporosis, Diabetes.
- Ontario Public Library Week, October 2003: The Deputy Minister of Culture officially launched this provincial initiative at the Hamilton Public Library. A week of extensive adult programming followed, including a preview of the *One Book, One City* initiative.
- Central Library's Noon Hour musical concert series (monthly September to June) attracts 40 – 50 people each month.
- **Author Visits**

- o Phil Edmonston, author of Lemon Aid, drew record crowds at his two Hamilton appearances.
- o Lesley Simpson (Westdale Library) – a book launch and family event.
- o Kathy Lowinger, Tundra Books (Westdale Library) – this program about How to get Published was so successful (standing room only) that it will be repeated this fall.
- o Eva Marsh (Dundas and Red Hill Libraries)
- o John Lawrence Reynolds (Westdale Library)
- o Gillian Chan (Dundas Library)
- o A book launch for a new book and web site about Whitehern, was held on May 18, 2004.
- o Hamilton Poetry Association – holds its monthly poetry reading sessions at the Central Library.
- o Dewey Divas and Decimal Dudes: Over the past year, these publishers representatives have given presentations for staff in the spring and fall to acquaint them with the season's new books. This spring, two sessions for the public were added – at Ancaster and Central. The Ancaster program was successful and the public has asked that it be repeated again in the fall. Central failed to attract an audience for the evening slot, which demonstrated the need to focus on noon-hour timeslots for adult programs of this type at this location. Promotion was also an issue

Visiting Library Service

The Visiting Library Service serves individuals who are homebound for three months or longer. This service currently has about 265 clients plus 5 long-term care facilities which receive monthly service. The attrition rate of the target clientele is high – since January alone, 36 individuals have been removed from the service because of frailty and death.

After amalgamation the service was refocused to include use volunteers to deliver to new clients, particularly in the suburban regions. 51 volunteers have been recruited to deliver library materials to 198 clients, from Stoney Creek to Waterdown.

Dundas branch held a volunteer recognition Tea for the visiting library service volunteers in the area.

2004/5 Plans: Staff continue to expand the service throughout the new city of Hamilton. Volunteers will continue to be recruited and trained. Additional new customers groups will be identified through work with community homebound services and seniors' residences, in consultation with the Library's bookmobile and branch staff.

Part 4: Strategic Directions

"We are drowning in information but starved for knowledge"

John Naisbitt

Know the Community

The needs of the library user are the most important consideration. For planning purposes, it is an ongoing necessity to find out how our users' and non-users' need are changing.

Initially, each library location will develop a community profile which describes and analyzes their local community, and monitor the changes over time. As a sub-set of this, a collection profile that allows each branch collection to reflect their community's needs in the collections will also be developed. In future years, we must determine how we can collect better information from our automated system about our customers (and by extrapolation our non-customers).

A Diversity Librarian position is being created for the Central Library with strong communication and presentation skills a required skill set, to make connections with the diverse community including multicultural groups, and to further identify the needs and services required.

Its time for a Long Range Master Plan for Library Facilities

The locations of the existing branches of the Hamilton Public Library were determined by criteria that may no longer be as relevant in the new city. In order to determine if the branches are in the most appropriate location, and are of the optimum size for effective and efficient services, a Service/ Capital Master Plan needs to be developed. Bookmobile service could also be evaluated in this context. Such a plan needs to be led by a third party, such as a consultant, to ensure neutrality and acceptance of the recommendations. This Master Plan would guide the development of Library Services for many years. The costs of this are significant.

Public Space

Libraries have long been recognized as an important place in the community where people can meet and mingle. This concept of "place" is not new, but we need to ensure that each library facility can fulfill this role effectively.

The Central Library Service review is redefining this concept for the Central Library, but similar and smaller approaches are required at other branches. We need to identify ways in which branches can be freshened up between major renovation, and that upgrades to reflect changes to services, promote the collections, and address ergonomic concerns. In 2004 funds have been identified to improve the facilities and work spaces.

As part of this, a plan bringing all branches to a system standard with respect to furnishings and equipment is being developed. Some funds have been allocated to facilitate this in 2004.

In addition our libraries need to refocus on activities which bring the community together. Building upon the book clubs, readers advisory activities such as the *One Book, One Community* initiative, programs such as the *Dewey Divas* and other author visits will be offered. In 2003/4 the trial introduction of adult programming will continue. Again a small amount of funding has been identified for the fall, 2004 programming season to introduce this concept.

Community Outreach

Collaboration has built the foundations of modern librarianship and must continue to serve as the foundation upon which libraries and allied organizations work together to deliver services to our community.

In addition to those partnerships and activities identified in Part 3, we will develop special initiatives to target demographic groups.

- As indicated earlier the Diversity Librarian will lead the development of services to the multicultural community. This is the beginning of a multi-year approach and, as outlined in the Collections Report, we are also consolidating and strengthening the multilingual collections appropriate to the most recent immigrant groups at the Central Library and selected branches.
- The Central Library will increasingly assume the role of a 'special library' for the City of Hamilton employees, and develop value-added services as the opportunity arises. This could include research for various departments, the loan of staff expertise, etc.
- Increase awareness and use of the Library's Employment and Career information resources will continue through continued partnering with HRDC at three branches.
- Continue to expand the Visiting Library Service throughout the entire city. The recruitment of volunteers is well underway, but clients in need of services in the outlying neighbourhoods continue to be difficult to reach.

The Best Central Library we can be

The Central Library Services Review has consulted with stakeholders and the general public about the possibilities and opportunities that the re-vitalization of the Central Library presents, including identifying the appropriateness and relevance of the collections to the customers. From this, and other input, a plan of action and final recommendations for the Central Library are being prepared.

Central Library Services Review continues to inform and direct service developments. Four service strategies have been identified:

- Improved electronic access (e.g. Information Commons, mediated access, more Internet access and less emphasis on formats)
- Focus on New Canadians (these customers want and need Central Library Services. There will be more materials in native languages and more integration with existing community organizations.)
- Make the building more convenient to use (one place to look, floor layout that is more intuitive, and final use of the 5th floor to be determined.)

- o Create a welcoming environment. (It has been identified that the entrances are awkward, the first floor does not encourage exploration, and that we need to find the balance between meeting our social responsibilities and providing a welcoming and safe environment for all.)

A separate update will be presented to the Board in the fall. However, now that the initial reorganization of the subject floors has been completed, additional changes which will be achieved over the next few months

- o The fine-tuning of the second, third and fourth floors after the move
- o Development of the concept plans/ space planning for the first and 5th floors
- o Some quick fixes to improve the York Blvd entrance plaza.
- o Consultations with downtown stakeholders and partners with particular emphasis on security issues
- o Improvements to the Hamilton-Wentworth's room sound and web broadcasting equipment.
- o Reopening of the Dundas Room to provide much-needed community meeting space

A Changing Work Environment

The day-to-day reality of the modern workplaces is change. For libraries, expectations of our users have changed dramatically and the needs of the 'information consumer' can be categorized into three primary needs:

- Self-service: moving to self-sufficiency
- Satisfaction
- Seamlessness

The Physical Plant: Customer convenience has impacted on our services. We have already noted in previous reports that use is increasingly focused on the local library. Customers expect materials delivered to their local library, instead of travelling to different locations. The physical result is that work areas need to be redesigned to be more ergonomic and more capable of handling large volumes of materials. Self check-in will also change work patterns and work loads. Locations will require mini-renovations every ten years or so, between the major capital renovations which are planned on a 20 to 30 year cycle. This will require funding support.

Public areas require more frequent and more radical upgrading (a significant ongoing cost) to be fresh and attractive for a discerning public. Marketing of collections and services is expected. Customers loved the Chapters bookstores which mimed the library environment because they offered a fresh update of a favourite environment. This raised the bar for the public library. The fact that Chapters/ Indigo has subsequently discontinued this approach is more of a testimony the public library environment is not a commercial success model than any recognition that the environment was not desired.

Staff Resources: Customer service must be at the heart of all public service transactions and an integral part of training and performance appraisals. The Library's education plan and professional development opportunities for staff must be accelerated to ensure that the organization is capable of responding and adapting to changing expectations.

We will continue to re-define the role of library professionals, expanding their opportunities for community outreach and renewal. Increased opportunities for professional discussion

and development are planned as are training opportunities contributing to the needs of the organization will be identified and staff will be encouraged to upgrade their skill/knowledge base.

Safety First

Increasingly a safe and secure work environment for staff is something we can no longer take for granted. In order to ensure this we are planning to introduce security camera surveillance at select locations, and a staff at the Central Library have formed a Security Working Group to identify and problem solve safety issues at Central.

Operationally Speaking

We would be remiss if we did not stress that the operational requirements of keeping a Central Library, twenty-two branches and two bookmobiles operational did not take up a significant portion of the public service resources. The reality is that with the staff cuts that happened at amalgamation much of the organization's capacity to respond to changes is limited. Work plans for all managers are being introduced to ensure that strategic priorities receive attention. However, the implementation of the new Collective Agreement, and the continuation of the refining of operational processes begun during amalgamation all require significant ongoing commitments.

Part 5: The Adult Service Work Plan 2004 - 2007

“Successful Libraries make their own luck. ”

Michael Crawford and Walt Crawford. *Future libris: Dreams, Madness & Reality*

The following is a compilation of activities from various strategic reports which are implemented, in whole or in part, by public service staff. Directions and activities new to this report, or included in the Central Library Services Review, have been bolded.

Empower Communities

Collaboration has built the foundations of modern librarianship and must continue to serve as the foundation upon which libraries and allied organizations work together to delivery services to our community..

- Develop community profiles for each location, which describe the community, and monitor changes and trends over time. (SOURCE, *Strategic Plan, 2004*).
- **Develop branch library collection profiles that allow branches to reflect their surroundings (SOURCE: *Collections Report 2004*)**
- Propose, to the Library Board, a process for developing a Service/Capital Master Plan by the end of the year. (SOURCE: *Board direction, November 2003*). In advance of such a plan, public service staff will participate in following initiatives:
 - Advance the south mountain library facility and investigate its potential impact on the services provided by other library branches. (SOURCE: *Approved Capital project, design stage*)
 - **Develop a plan to implement the final recommendations of the Central Library Review process (SOURCE: *Central Library Services Review Report to the Board, November, 2003*).**
 - Review library services to the growing population of eastern Flamborough (SOURCE: *2004 Strategic Plan*)
 - Initiate the potential renovation and expansion of the Ancaster library. (SOURCE: *Approved Capital project*) **If the renovation is delayed, identify quick fixes to upgrade Ancaster facility.**
 - Investigate the possibility of developing a stronger Young Adult orientation within the Saltfleet Branch. (SOURCE: *2004 Strategic Plan*)
- Support the successful migration of the library's integrated automation system to the "Horizon" product, creating greater public capabilities (SOURCE: *Technology Report to Board, June, 2003*)
 - This migration, led by Kit Darling, requires significant system resource commitment. Several managers and staff are chairing or a member of one of the ten implementation teams, re-writing procedures, or acting as trainers. All staff required up to four days of intensive training on the new system which goes live June 9, 2004.

- Develop and promote adult readers' advisory services through initiatives as *One Book, One City*. (May – September, 2004) (SOURCE, *Strategic Plan, 2004*).
- Act as a strong partner in the Connect Hamilton - Create Community project, using library expertise to assist with the community/ rural portal. (Source. *Technology Report to the Board*, January 2003)
- Identify and prioritize branch renovations required as the result of changed processes, ergonomic requirements and merchandising initiatives (SOURCE, *Strategic Plan, 2004*).
- **Improve the look, feel and efficiency of library locations through the identification of needs, determination of funding sources, and the setting of priorities.**
 - To date, the projects which have been identified as fundable include:
 - Painting of interior of 7 neighbourhood branches (Mt Hope, Valley Park, Millgrove, Binbrook, Freulton, Greensville and Rockton. Exterior painting of two (Millgrove and Binbrook)
 - Replacement/ renovation of four circulation desks, (Kenilworth, Sherwood, Waterdown, and Valley Park; possible reconfiguration of Waterdown's work area.
 - Replacement of the workroom furniture in Central circulation area to improve workflow resulting from increased delivery;.
 - Improved delivery facilities at Terryberry, etc.
 - Relocation of collections at Terryberry (2nd floor)
 - Expansion of Sherwood's children's area

Central Library Services Review

Central Library Services Review continues to inform and direct service developments. A separate update will be presented to the board in the fall. Four service strategies have been identified:

- Improved electronic access (e.g. Information Commons, mediated access, more Internet access and less format emphasis)
- Focus on New Canadians (these customers want and need Central Library Services. There will be more materials in native languages and more integration with existing community organizations.)
- Make the Library more convenient to use (one place to look, floor layout that is more intuitive, and final use of the 5th floor to be determined.)
- Create a welcoming environment. (It has been identified that the entrances are awkward, the first floor does not encourage exploration, and that we need to find the balance between meeting our social responsibilities and providing a welcoming and safe environment for all.)
- The next steps of the Review will include:

- **Development of the concept plans/ space planning for the first and 5th floors**
- **Some quick fixes to improve the York Blvd entrance plaza.**
- **Consultations with downtown stakeholders and partners with particular emphasis on security issues**
- **Improvements to the Hamilton-Wentworth's room sound and web broadcasting equipment.**
- **Reopening of the Dundas room (Rm 215) to provide much-needed community meeting space**

Celebrate Diversity

Ask people what they need from their public library system

The needs of the library user are the most important consideration. For planning purposes, it is an ongoing necessity to find out how our users' and non-users' need are changing.

- **Consult with stakeholders and the general public about the possibilities and opportunities that the re-vitalization of the Central Library presents, including identifying the appropriateness and relevance of the collections to the customers. (SOURCE: *Central Library Services Review Report to the Board, November, 2003*)**
- **Conduct a web services assessment study of the library's website and make necessary modifications (SOURCE: *Technology Report to Board, June, 2003*)**
- **Create a Diversity Librarian position (Central Library) with strong communication and presentation skills, who will be responsible for making connections with the diverse community including multicultural groups, to identify the needs and services required. (SOURCE: *Central Library Services Review*)**

Design services for groups that may not be utilizing the library system

- **Consolidate and strengthen the multilingual collections appropriate to the most recent immigrant groups at the Central Library and selected branches. (Source: *Meeting User Needs: Our Collection Responsibilities, 2003 Central Library Services Review, 2003.*)**
- **The Central Library will increasingly assume the role of a 'special library' for the City of Hamilton employees, and develop value-added services as the opportunity arises. This could include research for various departments, the loan of staff expertise, etc.**
- **Increase awareness and use of the Library's Employment and Career information resources through continued partnering with HRDC.**
- **Support the *Options for Women* conference (related to the Career Centres) to provide support to key target groups of this community**
- **Encourage selected branches and Central to introduce library related programming for adults and assess the results. To this end some funds will be available to cover speaker and other program costs.**

- Continue to expand the Visiting Library Service throughout the entire city. The recruitment of volunteers is well underway, but clients in need of services in the outlying neighbourhoods continue to be difficult to reach. (SOURCE: *Hamilton Public Library Transition Team Report, 2000.*)

Increase student awareness and use of the library system

- The Central Library is identifying service improvements, changes and promotion of its role in providing curriculum support to students.

Strengthen our organization

Promote the library system as a single entity

- Develop and promote Adult Readers Advisory skills and services.
- Mentor and capture the knowledge of both retiring librarians and new graduates.

Strengthen the organizational culture of the library system

- Ensure that the new Collective Agreement is uniformly understood and applied (SOURCE: *Strategic Plan, 2004* and forthcoming *Human Resources Report*). Specifically, the Directors of Public Service and managers are involved include in such activities as reviewing policies, procedures implemented by the Collective Agreement, and providing input on how operations are impacted.
- Develop recruitment and orientation strategies for new employees (SOURCE: *Strategic Plan, 2004*). Public Service staff will work with the Director, Human Resources to effect these changes.
- Re-define the role of library professionals, expanding their opportunities for community outreach and renewal. (SOURCE: *Central Library Services Review, November, 2003*)
 - A series of meetings focusing on issues and trends is planned for all librarians.
 - Training opportunities which will contribute to the changed needs of the organization will be identified and selected staff will attend to upgrade the skills and knowledge base.
- **As staff security can no longer be taken for granted, steps are being taken to ensure a safe and secure work environment for staff.** This cooperative venture could include: Security cameras at Central (pending Board approval); increased security at branches where staff work alone; and the Establishment of a Central Library Security Committee to review safety and security issues. Managers will follow-up identified concerns resulting from the Health and Safety Committee Security Audits.
- **Create a Local History/ Digitization Librarian position in Special Collections to make these collections more accessible.** (SOURCE: *Central Library Services Review, ongoing*)

Strengthen the management culture of the library system

- **Develop and offer a training course for mid-managers in cooperation with Mohawk College and the Human Resources Department to strengthen and enhance management skills. Suggested topics include: Coaching, Delegation, Communicating Effectively, Supervision, etc.**
- Complete processes of clarifying how organizational decisions are made, emphasizing the need to encourage accountability for all managers in operational decisions. (SOURCE: *Continuation of 2003 Interim Strategic Plan*). **The Directors of Public Service will build upon the success of the Branch and Central (CAMPING) meeting structure to facilitate operational objectives and decision-making.**
- Ensure that managers have appropriate documentation to ensure consistency in operational decision-making. (SOURCE; *Strategic Plan, 2004*). This involves the review and implementation of policies and procedures and ensuring that managers have consistent information.
- **Work with the Director, Human Resources, to ensure consistent employment practices of casual staff.** A manual for Casual Staff Supervisors and accompanying information for Managers is being prepared.
- Introduce annual "work plans" for all managers. (SOURCE: *Interim Strategic Plan, 2003*). **The Directors of Public Service will develop a process to introduce formal work plans for all public service managers.**
- Work with the Director, Human Resources to develop a process to update performance appraisals and to establish a foundation for succession planning through the ongoing development of management staff. (SOURCE: *Strategic Plan, 2004*)
- Improve the library's Intranet as a place for management tools and resources as well as management discussion forums (SOURCE: *Strategic Plan, 2004*)
- Encourage participation in professional activities and development (SOURCE: *Strategic Plan, 2004*)

Maintain support services capable of delivering library's services

- Plan for the timely replacement of public and staff furnishing. Review and update the *Furniture and Equipment Guidelines*. Establish priorities for replacement the 2004 Operating budget. Some additional funds have been allocated to facilitate this in 2004.
- Review the operating budgets of all branches and Central Department to ensure that locations have sufficient budgets to meet local needs and that these are equitably distributed.
- Work with Business Administrator, and Maintenance Supervisors to upgrade maintenance of our facilities.

Appendix A: Staff Professional Leadership & Achievements

Maureen Sawa, Director, Public Services & Community Development

President, Canadian Association of Children's Librarians (CACL)

Executive Member, Canadian Association of Public Libraries (CAPL)

Conference organizer, presenter & convenor CLA/ALA (2003); Conference convenor OLA 2003; Conference Presenter OLITA 2003; The National Library of Canada – Reading Canada Forum (2003); Convenor and presenter OLA (2004); CLA (2004)

Instructor/Guest Speaker: University of McGill – Faculty of Library Science 2003; University of Western Ontario – School of Information & Media Studies 2003

Beth Hovius, Director, Public Services & Collection Development

Canadian representative, Program Planning Committee, American Library Association Annual Conference, June 2001 - June 2003.

Branch/Department Managers

The **City's Roundtable Series** is designed to encourage and nurture the leadership skills of people throughout the organization and provides an invaluable learning and networking opportunity. The Library has been fortunate to have had the opportunity for several of our newer managers to participate over the past couple of years. Graduates of this program include the following Managers: Karen Anderson, Darcy Glidden, Astrid Grinvalds, Amy Hunter and Rebecca Raven.

Bay Area Leadership Group: This new program is similar to the City's Round Table, is based in Hamilton and Burlington. Daphne Wood was accepted into this program and is a regular participant in this group. Daphne Wood has also recently completed her MBA at Royal Roads.

Library Association Professional Involvement:

OLA conference, 2004 program moderator. Daphne Wood

OLA Adult Book Awards Planning Committee, 2004 – Daphne Wood, Rebecca Raven participated in provincial discussion about extending the Silver Birch program

OLA Strategic Directions Council, Marketing Committee – Daphne Wood

Jury member, Ontario Public Library Service Awards Committee (Minister's Award for Innovation and the Angus Mowat Award of Excellence) – Rebecca Raven

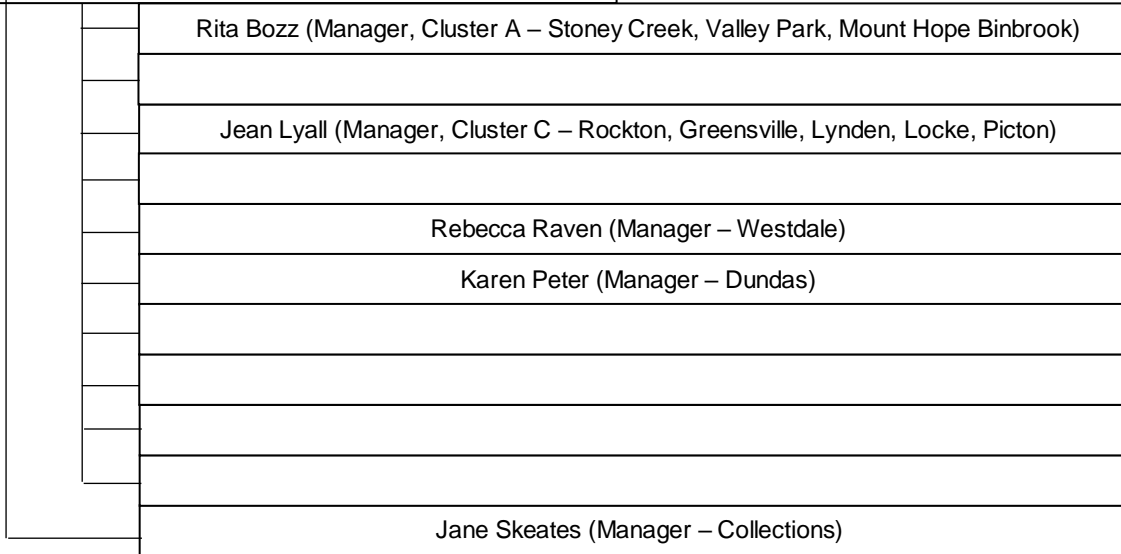
Ontario Association of Library Technicians. Conference Attendee, May 12 – 16, 2004 and Past-President, and currently on the Treasurer's Committee and Membership Coordinator.
- Stella Clark

Appendix B: Organizational Chart

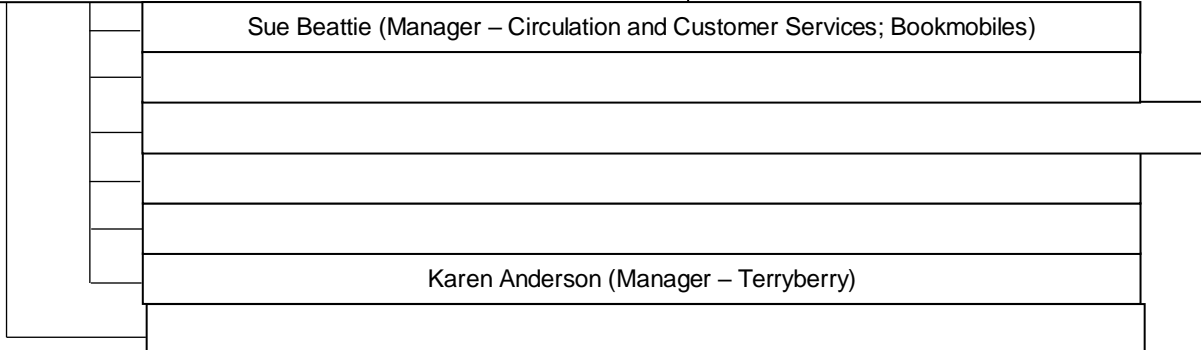
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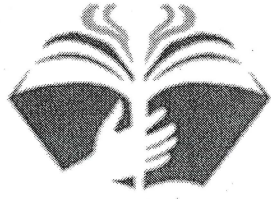
Hamilton Public Library: Adult Services Organization Chart (June 2004)

Beth Hovius (Director – Public Service and Collection Development)



Maureen Sawa (Director – Public Service and Community Development)





Hamilton Public Library

*Growing minds.
Growing community.*

DATE: June 1, 2004
REPORT TO: Doreen Horbach, Chair of the Library Board
C.C.: Members of the Library Board
FROM: Ken Roberts, Chief Librarian

SUBJECT: Executive Committee

This is a reminder of the membership of the Executive Committee and who it works.

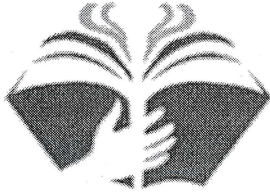
Executive Committee members are:

Doreen Horbach, Chair
Mavis Adams
Joyce Brown
George Geczy

These four Board members are empowered to act as the Board and to approve recommendations during the summer months of July and August. The Executive Committee exists so that, if necessary, financial approvals that would normally go to the entire board can be approved during the summer months. These are months when a quorum for board meetings might be a problem.

There has been no meeting of the Executive Committee for the past several years. Unless there is an immediate crisis the Executive Committee is not expected to approve or to change policies. While it is not in the Board bylaws, there is an expectation that any Executive Committee meeting should be called with at least three days notice and that all Board members should be notified. There are also expectations that the only issues that can be discussed are those for which the entire board has been notified and that all Board members may participate in any discussions.

The Board bylaws do state that should an Executive Committee member not be available then the Chair may appoint another Board member to the Executive Committee.



Hamilton Public Library

*Growing minds.
Growing community.*

DATE: June 1, 2004
REPORT TO: Doreen Horbach, Chair
C.C. Library Board Members
FROM: Ken Roberts, Chief Librarian

SUBJECT: Options for Locke

Recommendation:

That the Hamilton Public Library Board advise the City of Hamilton that the donated building at 281 Herkimer cannot be converted to a branch library in a fiscally responsible manner, and

That the Hamilton Public Library Board request the Chief Librarian to request that the funds from any sale of the building be used for the eventual creation of a new library branch in the same general area.

Background:

The building was donated to the City of Hamilton to be used as a public library branch. The donation was announced at Council in the spring of 2000 but title to the building was not completed for approximately two years. No funds for renovation accompanied the donation and it was assumed that the existing Locke Branch, which is also a city owned building, could be sold and that the revenue from that sale could be used as the major source of funding to renovate the bank building. It was assumed that the library board would pay for any renovations from its reserve fund and that the bulk of this expenditure would be repaid to the fund once the current Locke Street Branch was sold.

The donated bank building has several limitations. The main floor is considerably above street level and there is no room outside the building to create the necessary wheelchair access. The vault cannot be removed at a reasonable cost, although the doors have been removed. The building does not currently have washrooms on the main floor and does not have any washrooms that meet the necessary code requirements. Meeting the code requirements requires both an addition at the back of the building as well as washrooms in the basement. It is not completely known what problems might exist once teiling coverings are removed. There is a mezzanine area at the rear of the building that is part of the structure and must be accounted for in the renovations. While the building is not designated as a cultural heritage site, it is a building of heritage interest and is listed with LACAC.

Design work was completed in the spring of 2003 and the tender documents were released. We received only three responses and all three were almost double the funds

that are available. We estimate an income of \$150,000 – \$225,000 if the current Locke Branch is sold. The library board had initially shown an interest to provide up to \$100,000 from reserves. Without any funds for furnishings, the original estimates leave the Library Board more than \$300,000 over original budget expectations. The budget expectations had been done by the former City of Hamilton Community Services Department designer and were updated by the architectural firm.

An investment of \$600,000 does not create a building with any more usable public space than exists in the current Locke Street Branch. The current Locke Street Branch has a limited future life. It is an older building, although it underwent some renovations in 1995. It has a dirt basement and is on a small piece of property.

Other options were considered. These include:

1) *Fundraise for the difference.*

This would be a long and difficult process and may take funds away from other projects, such as Central. The end result will, unfortunately, be a library facility that is no larger than the current building.

We did raise \$45,000 for the Westdale renovations. Another \$45,000 was donated by the Library Board. The Board used the special gifts funds to match public donations. We used many of the Westdale staff as fundraisers during the four months that the branch was closed for renovations. Helen Benoit and Beth Hovius spent significant portions of their time as fund raiser. We spent more board dollars and more library staff time than we received in public donations. The community that uses the Westdale branch is larger and the need for a renovated library was much more evident.

2) *Wait for a more "friendly" time to re-submit the bid or even submit it in tandem with the anticipated Ancaster renovations.*

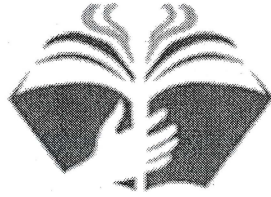
The best estimates for a bid response still suggest that we will face over \$500,000 in renovation costs.

3) *Proceed with the renovations and pay the difference between the anticipated costs and the actual costs from the library's capital reserves account.*

I find this option difficult to recommend or even to list. The building was a donation. There was no feeling at the time that the existing Locke Branch was a priority, in terms of capital improvements. The existing building had, in fact, been renovated in 1995. The Library Board faces significant capital issues in Ancaster, the South Mountain and Waterdown. A number of the rural library facilities are also in need of what may prove to be fairly expensive capital improvements. The Central Library faces significant capital-related challenges.

4) *Ask the City of Hamilton to lease the building in order to wait for a better time to build.*

The city would be the landlord and would be responsible for paying for many of the expensive renovations. This is not a viable option.



Hamilton Public Library

*Growing minds.
Growing community.*

DATE: June 4, 2004
REPORT TO: Doreen Horbach, Chair
C.C. Library Board Members
FROM: Ken Roberts, Chief Librarian
SUBJECT: **Ancaster Feasibility Study**

The City of Hamilton has given the Library Board permission to expand the Ancaster Branch within the existing former Town Hall. The Library Board can use the entire first floor of the current building.

The City and the Library hired an architect to conduct a feasibility study.

The study shows that significant structural problems exist, if the main floor is to be converted to library space. The cost of such a renovation is estimated to exceed \$1,500,000. At the end of the renovations we still have:

- Floor weighting issues that limit the types of services that can move to the "new space;
- Washrooms that jut into the floor space and make sight lines difficult; and
- An entry that does not easily relate to the parking lot;
- The shell of a building that is more than forty years old.

This is a very good location for a library building but the renovation costs are higher than new construction. I plan to ask the City to conduct a second study, one that shows the effect of new construction instead of renovation.



DATE: June 1, 2004

REPORT TO: Chair and Members of the Board

C.C.: Ken Roberts, Chief Librarian

FROM: Linda Foley, Director, Human Resources

SUBJECT: Recommendation to Adopt new Health & Safety Responsibilities Policy 49-2

RECOMMENDATION:

That the attached new policy that highlights and clarifies specific responsibilities for Health and Safety be adopted.

FINANCIAL/STAFFING/LEGAL IMPLICATIONS:

The *Ontario Health and Safety Act* identifies responsibilities of the workplace parties. In order to ensure that the parties internally are clear on their roles, responsibilities and accountabilities, this policy is aimed at providing direction so as to ensure that these activities occur.

BACKGROUND:

The Hamilton Public Library's previous health and safety policy included directional activities and those to be developed. The most recent policy adopted by the Library Board in March 2004 is general and broad, and as such, the attached recommendation provides specific direction from the Board to the management and employees of the Library with respect to Health and Safety initiatives.

The responsibility for program development has been moved to the Human Resources function, and a review and audit of the current programs and practices to commence shortly. Compliance with legislative requirements has commenced. Further audit, program reviews and training initiatives will be a focus for the 2004 year.

The Health & Safety Terms of Reference are attached for your information. These are pending approval by the Ministry of Labour, and will be posted on our intranet along with this policy.

**HAMILTON PUBLIC LIBRARY
JOINT HEALTH AND SAFETY COMMITTEE
TERMS OF REFERENCE**

**AS AGREED BETWEEN
THE HAMILTON PUBLIC LIBRARY BOARD
AND
LOCAL 932 CANADIAN UNION OF PUBLIC EMPLOYEES**

Approved by the Joint Health and Safety Committee
Dated: _____, 2004

PREAMBLE

1. It is a requirement of the **Occupational Health and Safety Act** to establish a policy, which should encourage the active participation of all employees in the prevention of accidents and the promotion of health and safety in the workplace.
2. The Hamilton Public Library Board and Local 932 Canadian Union of Public Employees have established a Joint Health and Safety Committee under the **Occupational Health and Safety Act** and have reached an understanding as to the guidelines for the composition, practice and procedures. The Committee represents the Health and Safety interests of all employees in all system work locations.
3. The parties acknowledge that a Joint Health and Safety Programme can only be successful where everyone in the workplace is committed to these responsibilities. Therefore, the Parties undertake to cooperate in ensuring that these guidelines and the full intent of the **Occupational Health and Safety Act** ("Act") will be carried out by their respective organizations.
4. The Parties adopt these guidelines in good faith and agree to promote and assist the Joint Health and Safety Committee and committee members by providing such information, training, and assistance as may reasonably be required for the purpose of carrying out their responsibilities.

FOR THE EMPLOYER	FOR THE UNION

DATED at Hamilton Public Library _____, 2004

1. STRUCTURE OF COMMITTEE

- 1.1. The Joint Health and Safety Committee (referred to hereafter as the "Joint Committee") shall consist of ten (10) members; 5 members selected by the management, and 5 members selected by Local 932 Canadian Union of Public Employees.
- 1.2. The Joint Committee shall meet on a regularly established schedule as follows; the second (2nd) Wednesday of every other month. The majority of members must approve changes to this schedule. Other meetings may be called by mutual agreement of the Co-Chairs in order that issues may be addressed in a timely manner.
- 1.3. There shall be two (2) Co-Chairpersons, one (1) designated by the members of the management committee representatives, and one (1) designated by the union committee representatives. The Co-Chairpersons shall be appointed for a minimum period of one year (12 months) and shall rotate the responsibility for chairing the meetings after three (3) consecutive meetings.
- 1.4. A Co-Chairperson may, with the consent and approval of his/her counterpart, invite any additional person(s) to attend the meeting to provide additional information and comment, but they shall not participate in the regular business of the meeting.
- 1.5. The Joint Committee shall have a minimum of four (4) certified trained members, two (2) representing the workers and two (2) representing management. Certified members shall carry out the responsibilities attributed to the Certified Representatives under the Occupational Health and Safety Act, and the Committee shall be notified as to which representatives shall be designated for these purposes. The other certified members for each of management and the union shall act as a back up to address situations where the designated certified representatives are unavailable.
- 1.6. The Committee shall designate 2 members/alternates to investigate any accident in which a person is critically injured or killed. The designated members shall be "Certified" where possible.
- 1.7. The Committee will attempt to resolve issues through "consensus". Consensus implies substantial agreement reached by the members of the Committee in attendance. In the event that consensus cannot be reached after discussions at three (3) regularly scheduled committee meetings, the issue shall be referred to Labour Management for resolution and report. If still unresolved it may be referred by either party to the Advisory Service of the Ministry of Labour for further evaluation and binding resolution.
- 1.8. Names, work locations and phone numbers of the Joint Committee members shall be posted prominently in each workplace with certified members indicated.

2. FUNCTIONS OF THE JOINT COMMITTEE

- 2.1 To carry out its duties and functions as outlined in the **Occupational Health and Safety Act** and a **Guide for Joint Health and Safety Committees and Representatives in the Workplace** booklet published by the Ministry of Labour.
- 2.2 Review all completed Employee Accident /Incident Reports, analyze information and make recommendations to management to reduce recurrences.
- 2.3 Obtain information regarding:
 - Hazardous materials, processes or equipment.
 - Designated substances and the respective control-program reports.
 - Workplace testing that is being carried out for Health and Safety reasons.
- 2.4 Encourage fellow employees to work safely and to report hazardous or unsafe conditions immediately to their supervisors. Receive and respond to any Health and Safety concerns not resolved between the worker and the immediate supervisor.
- 2.5 Recommend to Management that sufficient education and training programs are available for employees so that they may be knowledgeable in the **Occupational Health and Safety Act** and their duties, rights and responsibilities there-under. To co-operate and be involved in the assessment, evaluation and delivery as required, of Health and Safety training and education. Wherever possible, joint trainers will be used, one representing management and one representing workers, taken from within those who are so trained, for the Joint Committees, if possible.
- 2.6 To review fire, WHMIS and any other Policies on a yearly basis, as deemed necessary by legislation or the Joint Committee and to ensure that the required training has been conducted by way of a review of the training records. Training and refreshers may be in the form of a training session, quiz or educational program.
- 2.7 The members of the Joint Committee representing the union and the committee members representing management shall each designate a certified member to participate in work refusals. The Chief Librarian and the Ministry of Labour will be informed, in writing, of the names of the worker(s) so designated.
- 2.8 A worker member of the committee shall be notified to accompany a MOL official on inspection tours. Where possible, the worker representative will be a Certified Member.
- 2.9 A committee member who represents the union shall be consulted concerning proposed workplace testing strategies. This member of the committee shall be entitled to be present at the beginning of such testing.

3. INSPECTIONS

- 3.1. The Committee will receive and respond to any Health and Safety inquiries.
- 3.2. Develop and post, at the beginning of each calendar year, a schedule for the monthly Health and Safety workplace inspections for the year. Inspections shall be conducted jointly by the worker and management representative. If the member is unavailable, the members' alternate may participate in the inspection, provided they have received appropriate training in conducting inspections. Failing this, another committee member shall participate.
- 3.3. Workplace inspections will be conducted on a monthly schedule which ensures the entire system is inspected at least once a year, by trained, appointed members, and all substandard acts and working conditions will be documented on an inspection report approved for use by the Health & Safety Committee.
- 3.4. Inspection Reports will be:
 - posted in the specific location (current).
 - forwarded to each Joint Committee Member.
 - reviewed by Branch Manager.
 - Copies of preceding Inspection reports kept in the JHSC manual at each workplace.
 - Signed originals are forwarded to Human Resources for central record keeping.
- 3.5. The Committee will provide advice and recommendations to the Chief Librarian on Health and Safety programs in general, as outlined below.
- 3.6. The Chief Librarian will respond to the recommendations, in writing within 21 days with:
 - A timetable for implementation, if the Chief Librarian agrees with the recommendation.
 - Reasons for disagreement, if the recommendation is not acceptable, or with an alternative proposal.

4. RECOMMENDATIONS OF THE JOINT COMMITTEE

- 4.1 Written recommendations from the Joint Committee will be submitted by the Co-Chairs to the Chief Librarian, and will include the nature of concern with background information and justification; recommended action; a listing of suggested solutions as discussed by the committee; implementation methods and timing; and date of submission.
- 4.2 The Chief Librarian shall respond within twenty-one (21) days with regard to written committee recommendations. The written response shall indicate the managements' assessment of the committee recommendation and specify what action will, or will not be implemented as a result of the recommendation. Any proposed action by management shall include details of who will be responsible for such action and a proposed time frame.

5. MINUTES OF THE MEETING

- 5.1. A member of the committee shall be designated as secretary. Human Resources will provide administrative support for the typing, and distribution of the minutes.
- 5.2. The minutes shall be reviewed and signed by the Co-chairs at the next scheduled meeting and edited where necessary. Outstanding actions or regular items for review will be tracked and attached to the minutes.
- 5.3. Approved minutes will be circulated to all committee members and a copy forwarded to:
 - the Chief Librarian;
 - Administration Committee;
 - Manager of Human Resources; and
 - all Managers for broader circulation and
 - one copy filed with the City of Hamilton Corporate Workplace Safety division.
 - A signed original shall be retained in Human Resources and made available to the Ministry of Labour.
- 5.4. Agenda items will be identified by a reference number, and be readily available in a proper filing system.
- 5.5. Written minutes of the meeting are to be taken, outlining the following:
 - The date, time, and location of the meeting held
 - The names of all members and other persons present
 - An item by item record of all items discussed, and the outcome ie:
 - Reports presented and by whom
 - Problems identified
 - Agreed upon recommendations
 - Any action to be taken by individual members
 - Any business the committee has agreed to discuss at the next meeting
 - Any response by management to the committee
 - Any discussion with respect to the above
 - Date, time and location of the next meeting

6. ATTENDANCE AT MEETINGS

- 6.1. All time spent in attendance at committee meetings or in activities relating to the function of the Joint Committee during the employee's scheduled hours will be paid for at the member's current rate of pay for performing work, and the time spent is to be considered as time at work. Members of the Committee will not be paid for performing work on their own time, unless requested to perform such work by the Employer.
- 6.2. Joint Committee members shall be allowed one (1) hour of preparation time for each Committee meeting, or longer as the Committee determines is necessary and if approved by Management.
- 6.3. Members are responsible for making arrangements with their supervisors for attendance at Health and Safety meetings.

7. QUORUM

- 7.1. The committee shall have a Quorum of 50% plus 1 member present in order to conduct business. One Co-Chairperson must be present in order to conduct business.
- 7.2. The quorum for Joint Health and Safety Meetings shall always consist of more worker members than management members. Co-Chairpersons will address issues of absenteeism.

8. MEETING AGENDA

- 8.1. In consultation, the Co-Chairpersons will prepare an agenda and forward a copy of the agenda to all Joint Committee members at least one (1) week in advance of the meeting.
- 8.2. The Committee may accept any item as proper for discussion and resolution pertaining to Health and Safety, except to amend, alter, subtract from or add to, any terms of the Collective Agreement unless agreed to by the Hamilton Public Library Board and the membership of Local 932 Canadian Union of Public Employees.
- 8.3. All items, resolved or not, will be reported in the minutes. Unresolved items will be recorded and placed on the agenda for the next meeting.
- 8.4. A sample agenda is attached as "Appendix A".

9. GENERAL

- 9.1. All employees will be encouraged to discuss their Health and Safety problems with their immediate supervisor and their location's Health and Safety representative before bringing it to the attention of the Committee.
- 9.2. Management, in consultation with the Joint Health and Safety Committee, must prepare and review at least annually, a written Occupational Health and Safety Policy and must develop and maintain a program to implement that policy.

10. AMENDMENTS TO THESE GUIDELINES

- 10.1. Any amendments, deletions, or additions to these guidelines must have consensus of the total Joint Committee. They shall be set out in writing and forwarded to the appropriate parties, consisting of the Chief Librarian, Human Resources, Union Secretary, all members of the Joint Committee and the Ministry of Labour for approval prior to its adoption. Following the process outline above and final approval from the Ministry of Labour, they will be attached as an Appendix to these Guidelines.

Appendix A

JOINT HEALTH AND SAFETY COMMITTEE

AGENDA

- 1. Confirmation of Agenda**
- 2. Minutes of the Meeting held** (month, day, year)
- 3. Business Arising from the minutes**
 - 1.
 - 2.
 - 3.
- 4. New Business**
 - 1.
 - 2.
 - 3.
- 5. Health and Safety Reports**
- 6. Inspection reports**
- 7. Adjournment**
- 8. Date of next meeting**

49 – 2 Health & Safety Responsibilities

Policy Level: Library Board

Author: L. Foley

Revision Date: New

First Approved:

Purpose:

The Hamilton Public Library Board recognizes that the health and safety of its employees is of primary importance in Library operations and is everyone's responsibility.

Objectives

The Board shall develop a safety program for the Hamilton Public Library that shall ensure that all workers and supervisors are aware of the procedures and responsibilities for the administration, coordination and implementation of an effective safety program. This safety program shall include the following components:

- A Joint Health & Safety Committee
- Orientation and Training of managers, supervisors, and employees
- Procedures to ensure that facilities, equipment, and processes are reviewed for compliance with applicable regulations.
- A reporting mechanism that allows for recommendations for improvement, identification of hazards and incidents to be made known to the Administration team. The Hamilton Public Library Board shall be made aware of significant health and safety issues on a timely basis.
- Risk management policies and procedures

Responsibilities

The Board commits the following parties to assume responsibilities as follows:

Hamilton Public Library Board

Adopt a Library *Health and Safety Policy* and subsequent amendments. To receive reports from the Chief Librarian of issues that are of a concern to the health and safety of the Library employees, and to commit necessary resources to ensure that programs and activities can be carried out.

Chief Librarian & Senior Administration Team

Ensure proper implementation and maintenance of the Library's *Health and Safety Policy*. To ensure that health and safety programs have a senior management person accountable to ensure that these programs are implemented, monitored, and evaluated for effectiveness and compliance with all applicable legislation. To ensure that all members of the senior and middle management support health and safety initiatives, and that their responsibilities under Library policy, procedures, and the Occupational Health and Safety Act of Ontario are carried out in a diligent manner.

Hold all levels of the Library responsible and accountable for safety performance.

Receive and evaluate suggestions from Library employees relative to the development of safe working conditions and/or procedures. Where appropriate, incorporate them into the Library's health and safety policies and procedures.

Director, Human Resources

Develop policies, procedures and programs that support a healthy and safe work environment and to evaluate accident prevention and loss control methods at the Library and to promote these programs throughout the system.

Regularly monitor the Health and Safety Policy and Accident Prevention Program and make recommendations for any necessary changes and amendments, in consultation with management and the Joint Health and Safety Committees, as may be required from time to time to improve and update the policy.

Coordinate and support the effective operation of a joint Health and Safety Committee in the workplace. To act as a resource for the Health and Safety Committee and to provide ongoing committee membership.

Foster safety awareness among employees by keeping them informed of safe working practices through bulletins, group meetings and training sessions.

Measure and evaluate the effectiveness of the Library's health and safety policies and procedures.

Provide managers with system wide and location specific accident and loss control data.

Review, recommend and/or act upon reported or suspected cases of violation of the *Occupational Health and Safety Act* and other applicable legislation. Advise the senior management, and other appropriate parties immediately.

Investigate accident reports, violations of Library health and safety policies and procedures, the *Occupational Health and Safety Act* or any other applicable legislation, and make recommendations.

Monitor changes in legislation, notifying those concerned and incorporating it into the Library's health and safety procedures.

Maintain records of Health & Safety committee minutes, inspections, Ministry of Labour orders, accidents, incidents, and recommendations to the Chief Librarian.

Director, Finance and Facilities

Monitor all facilities services, equipment, supply and works, and the methods and procedures used in providing such, to ensure compliance with federal/provincial health and safety legislation and Library health and safety policies and procedures, without reducing the responsibility of the contractor or supplier to comply with safe working practices and procedures.

Managers

Be familiar with the conditions and regulations of all applicable Occupational Health and Safety legislation and ensure that the requirements therein are followed.

Ensure that health and safety policies and procedures are developed, implemented and enforced in their area of responsibility and that no person is permitted to work without proper training and instruction, and adequate supervision.

Become aware of any injury causing accident within their areas of responsibility and ensure that all necessary accident investigation forms and reports are thoroughly and accurately completed by the injured worker's immediate supervisor and submitted to the appropriate Human Resource Services section within the established time frame.

Ensure that workers under their supervision comply with the requirements of Library health and safety procedures considering:

- Safety of buildings and physical working conditions.
- Utilization and maintenance of safe equipment, tools and other devices.
- Procedures and practices of job performance.
- Proper and effective supervision of employees.
- On the job training programs in consultation with senior managers.
- Correct utilization of safety equipment.
- Proper job instruction.
- Proper equipment and vehicle operation instruction.
- Frequent review of safe working practices.
- Regular inspection of work sites.

Assist and cooperate with Administration in carrying out duties as outlined above or any that may be required from time to time in complying with the Library's health and safety policies and procedures.

Ensure that all orders issued by the Ministry of Labour are acted on by giving copies of such orders to senior managers immediately and by posting such orders on the location's health and safety board.

Forward to Administration any suggestions received from workers relative to the development of safer working conditions and/or procedures.

Set a good example.

Ensure that all appropriate documentation is posted on the department's health and safety bulletin board.

Union and Employees

Be aware of and comply with the Health and Safety Policy and Accident Prevention Program of the Library, and all applicable Occupational Health and Safety legislation and regulations. Take every reasonable precaution to protect him/herself, his/her fellow employees, and the public.

Work safely and carry out their assigned duties with such skill and care as to eliminate, as far as practicable, an accidental injury to themselves, to their fellow employees and members of the public.

Promptly report any safety hazards or abnormal conditions to their immediate supervisor.

Report all accidents or injuries, however insignificant, to their supervisor, immediately. Be alert for unsafe conditions.

Report unsafe conditions or equipment to the manager immediately.

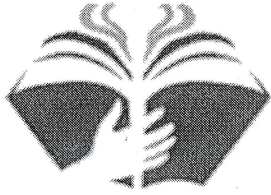
Adopt safe work habits.

Make suggestions to the manager relative to the development of safer working conditions and/or procedures.

Joint Health and Safety Committee

The duties and responsibilities of the Joint Health and Safety Committees are outlined in section 8 of the Occupational Health and Safety Act. A committee Terms of Reference has been agreed by CUPE 932 and Library Administration; Ministry of Labour approval pending. In general, committees are required to:

- 1) Hold regular meetings to consider, monitor, inspect, investigate and review health and safety conditions and practices and to improve existing health and safety conditions and practices.
- 2) Provide a communication forum for health and safety issues and to encourage all staff to become involved in safety, to maintain a positive attitude towards safety, and to follow safe work practices.
- 3) Recommend improvements to the safety program and to encourage staff to comply with the requirements of the Library's health and safety policies and procedures;
- 4) Regularly monitor the workplace for unsafe acts and/or conditions and make recommendations to management for correction;
- 5) Set a high standard of safety and by example and action foster in every employee a safety consciousness that prevents accidents and injuries before they occur; and
- 6) Forward copies of committee meeting minutes for distribution to all branches and departments, the Human Resources Department for retention, and to Administration.



Hamilton Public Library

*Growing minds.
Growing community.*

DATE: June 1, 2004
REPORT TO: Doreen Horbach, Chair
C.C. Library Board Members
FROM: Ken Roberts, Chief Librarian

SUBJECT: **CLA Election Issues Paper**

The Canadian Library Association has released a position paper outlining issues that individual CLA members or organizations providing library services may wish to highlight with local federal candidates.

I have attached the information so that, individually, board members are aware of the CLA positions and so that the board may, if it wishes, select issues to embrace and ensure that local candidates are aware of the Board's positions.

Dear CLA Members,

The writ has been dropped and the much-anticipated federal election is underway!

Now is the time for the Canadian library and information community to have its voice heard. Politicians try to listen at all times, but are specially receptive to messages during election campaigns.

As you know from CLA's political action reference document "Critical Issues Facing the Government of Canada", available on the CLA Web site http://www.cla.ca/issues/cla_buildingtheknowledgeconomy_final.pdf, the diversity of the library community means there are many issues CLA could adopt to advance the library community. Regrettably, in this sound-bite era, we have had to restrict the number of messages we can attempt to communicate.

We have chosen three that span the library and information community: Educating Politicians About Today's Libraries; Copyright; and the Library Book Rate. These themes have been chosen with care, to attempt to be inclusive across the community and to reflect current advocacy issues.

If you have a particular issue in your community, please feel free to express it to your candidates; it is important that they hear your concerns.

To help you find your voice, CLA has prepared the attached "Election Kit" with a description of CLA's themes, advice on setting up a meeting with your candidates, and a form to complete after your meetings to inform CLA of the results.

There will be competing voices clamouring for attention. Librarians and information professionals have to find the courage to step up and make the telephone calls to their candidates' offices, arrange the all-candidates meetings in their libraries or attend the one in your colleagues' library, and make our issues known.

CLA is pleased to provide you with this kit. CLA advocates for the Canadian library and information community on an on-going basis, and we will continue to do so during the election. But now the moment is yours to seize!

For more information including valuable resources to get our messages to the candidates, visit http://www.cla.ca/top/whatsnew/wnap1904_2.htm.

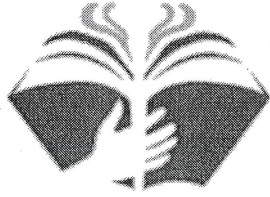
It's A Time for Canada; A Time for Libraries!

Sincerely,

Madeleine Lefebvre
President

Stephen Abram
Vice-President

Don Butcher
Executive Director



Hamilton Public Library

*Growing minds.
Growing community.*

DATE: June 2, 2004

REPORT TO: Chair and Members of the Board

C.C.: Ken Roberts, Chief Librarian

FROM: William Guise, Director, Finance and Facilities

SUBJECT: Security Cameras

RECOMMENDATION:

That the Director, Finance and Facilities be authorized to acquire and have installed surveillance cameras and recorders in the lobby of Central Library and on the second level area by the plaza entrance; and

That the sum of \$25,000 be allocated from the Reserve for Library Major Capital Projects (Deptid 106008) for the acquisition and installation of the surveillance cameras and recorders, and

That use of security camera be covered by a Draft Privacy policy to be presented to the Library Board in September, 2004 and that, in the meantime, the use and retention of any collected images be done in accordance with this report.

FINANCIAL/STAFFING/LEGAL IMPLICATIONS:

The Reserve for Major Capital Projects was setup to fund improvements to facilities and has sufficient funds to fund this project.

BACKGROUND:

Several recent incidents have shown that surveillance cameras in the lobby of Central Library would have been very desirable and could have great potential benefit in improving the safety of our customers and staff.

Some recent incidents that have taken place include:

- Staff and security were approached by a parent reporting that her child was missing in the library. Security and staff searched the building but could not find the child. After much distress and involvement with the police (more than ten officers plus library staff searched the library, and malls and the surrounding area), it was discovered that the child had left the building with its care giver. Surveillance cameras could have let us know, much more quickly, that no problem existed.
- We received several reports of a “flasher” in the library on different days. It was quite obviously the same person. These incidents were reported to security but when they searched the building the person couldn’t be found and presumably had left the building. If surveillance cameras had been present, it is probable that we could have caught this individual. We didn’t.
- Although the recent stabbing that took place in Jackson Square occurred outside the library, the alleged attacker ran thorough the library lobby in an apparent effort to escape. Security staff restrained the person now in custody. If they had not managed to restrain him, images might have helped lead police to their suspect.

These are not isolated incidents. We have had fights on the floors. We have had thefts of large equipment, taken right through the entrance. The police and others assure us that the use of security cameras act both as a means of tracking incidents and of deterring such incidents from happening. In a focus group meeting with homeless youth, they asked for security cameras. They felt that such cameras could stop all youth from being blamed for the activities of a few.

The proposed surveillance cameras would monitor the three entrances/exits to the library (York Blvd, Jackson Square and the second level plaza area) as well as the circulation check out area. We should be clear that staff would like to see such cameras on each floor but the Library Board did not previously feel comfortable with such a suggestion.

The images captured by the cameras would be recorded and kept for no more than one month. Access to the images would be provided only to security staff or those library staff in a position to make decisions regarding incidents under investigation. Images would not be provided to any outside agencies except as needed to complete a library initiated investigation or in compliance with relevant legislation. Signs would be posted notifying all users of the library of the existence of the cameras.

A formal policy regarding the retention and use of collected images will be developed as part of a full Board privacy policy. Any recorded scenes would be subject to the Municipal Freedom of Information and Protection of Privacy Act.



Hamilton Public Library

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DATE: June 3, 2004

REPORT TO: Chair and Members of the Board

FROM: Maureen Sawa, Director, Public Services and Community Development

CC: Ken Roberts, Chief Librarian

SUBJECT: **Bookmobile Program Funding**

RECOMMENDATION:

That \$1500.00 be allocated from the Permanent Endowment trust funds (Deptid 125020) to cover the costs of 300 book bags for the new bookmobile program for ten (10) classes of children of the Ray Lewis Elementary School.

FINANCIAL/STAFFING/LEGAL IMPLICATIONS:

There are sufficient funds available for distribution from the Permanent Endowment trust fund.

BACKGROUND:

In 1995 the Library Board received a bequest of \$450,000 from Mr. and Mrs. Dowler of Hamilton, to support bookmobile and outreach services. The funds were placed in a trust account and bookmobile staff are encouraged, annually, to suggest ways that interest earned from the endowment could be used to enhance bookmobile services.

Endowment funds have been used to support services for children – in particular, the bookmobiles' summer reading programs. Service to children 'develops patrons for the future' and the opportunity to partner with the teachers of the Ray Lewis Elementary School will allow children of low-income and new immigrant families to have access to the library in an innovative and pro-active way. The provision of book bags for the participating children will significantly enhance the impact and delivery of this program.