

Mission Statement

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

Strategic Commitments

Unified Library System Sustainable Library System Accessible Library System

HAMILTON PUBLIC LIBRARY BOARD

**Regular Board Meeting
Wednesday, June 11, 2003
Central, Wentworth Room**

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

AGENDA

1. Discussion Period
2. Acceptance of the Agenda
3. Minutes of the Hamilton Public Library Board Meeting of Wednesday, May 21, 2003
4. Business Arising
 - 4.1 GATS Attachment #4.1
Suggested Action: Recommendation
 - 4.2 Central Review Focus Groups Attachment #4.2
Suggested Action: Receive
 - 4.3 Sheffield Branch Attachment #4.3
Suggested Action: Recommendation
5. Correspondence
6. Reports
 - 6.1 Report on Technology Implementation Attachment #6.1
Suggested Action: Receive

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
Friends of the Library Policy	March 2003	Board	Once response received from Friends Group
Governance Committee	May 2003	Peter Rogers	September 2003
2004 Strategic Plan			October 2003
Youth Services		Helen Benoit	November 2003
2003 Strategic Plan Final Report			December 2003
Adult Services		Maureen Sawa	January 2004
Human Resources; Training		Linda Foley	February 2004
Collections		Beth Hovius	March 2004
Electronic Services		Kit Darling	April 2004
Facilities		Bill Guise	May 2004
Capital Assets/Capital Plan			June 2004
Communications/2004 Strategic Plan Update		Maureen Sawa	September 2004
2005 Strategic Plan			October 2004

**HAMILTON PUBLIC LIBRARY BOARD
Regular Meeting**

**Wednesday, May 21, 2003
Regular Board Meeting
Wentworth Room
5:30 p.m. Dinner
6:00 p.m. Meeting**

MINUTES

PRESENT: Doreen Horbach, Peter Rogers, Glen Whitwell, Anita Culley,
Mac Carson, Mavis Adams, Joyce Brown, Dawna Petsche-Wark

REGRETS: George Geczy, Anne Gravereaux, Maureen McKeating, Councilor
Jackson, Councilor Caplan, Chris McLaughlin

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

1. DISCUSSION PERIOD

1.1 Summer Reading Club Promotion

Ms Benoit provided the highlights scheduled for this year's summer reading club. A discussion ensued regarding a partnership between the school and the library and suggested mechanisms that the school could be notified that the child participated in the Summer Reading Club. This information could be used to evaluate any improvements in the child's reading levels during the summer.

1.2 Connect Hamilton

Ms Darling provided the background information pertaining to the proposal of a web portal.

1.3 Central Security Update

Ms Sawa briefed the Board on the most recent developments. The Hamilton Public Library is contacting other library systems to obtain feedback on any of their experiences.

1.4 Vision 2020

An article regarding vision 2020 public meetings was distributed. It was agreed that a board representative should attend each of the public meetings. Board Members were asked to contact Ms Hartog regarding the dates they could attend a meeting.

1.5 Board Focus Group

Board Members were reminded of the focus group session to be conducted on May 27th.

1.6 Ken Haycock Session

Board Members provided their comments regarding the recent Ken Haycock session.

2. ACCEPTANCE OF THE AGENDA

Add: 4.5 Previous Minutes from Friends of the Library
7.4 Governance
7.5 Flowers
7.6 Mentoring Proposal

MOVED by Ms Petsche-Wark, seconded by Ms Brown,

THAT THE AGENDA BE APPROVED AS AMENDED.

MOTION CARRIED.

3. MINUTES OF THE HAMILTON PUBLIC LIBRARY BOARD MEETING OF WEDNESDAY, APRIL 16, 2003

MOVED by Ms Petsche-Wark, seconded by Mr. Whitwell,

THAT THE HAMILTON PUBLIC LIBRARY BOARD MINUTES OF WEDNESDAY, APRIL 16, 2003 BE ADOPTED AS PRESENTED.

MOTION CARRIED.

4. BUSINESS ARISING

4.1 2003 Strategic Plan

MOVED by Mr. Whitwell, seconded by Ms Brown,

THAT THE ATTACHED DRAFT STRATEGIC PLAN FOR THE REMAINDER OF 2003 BE ADOPTED BY THE HAMILTON PUBLIC LIBRARY BOARD WITH THE EXCEPTION THAT A 2004 STRATEGIC PLAN WILL BE DEVELOPED AND PASSED BY THE LIBRARY BOARD IN THE FALL, 2003.

MOTION CARRIED.

4.2 American Library Association/Canadian Library Association

Ms Hovius provided an update on the recent developments regarding the upcoming ALA/CLA conference.

4.3 Administration Move (Central Library)

Mr. Roberts briefed the Board on the upcoming move and which staff will be moving where in preparation for the City's IT Department moving to the 6th Floor. Some of the Administration staff will be moving to the Ancaster Branch in the interim until the 5th floor space is ready. The remaining Administration staff will be located in Central.

4.4 Petty Cash

Received for information.

4.5 Previous Minutes of the Friends of the Hamilton Public Library

Mr. Whitwell provided an update.

5. CORRESPONDENCE

No correspondence.

6. REPORTS

No reports.

7. NEW BUSINESS

7.1 Bookmobile Request for Dowler Funding

MOVED by Mr. Rogers, seconded by Ms Petsche-Wark,

THAT \$8,560.00 BE ALLOCATED FROM THE PERMANENT ENDOWMENT TRUST FUNDS (DEPTID 125020) TO COVER THE COSTS OF A SUMMER STUDENT AND SUMMER PAGES TO ASSIST WITH THE BOOKMOBILE'S READING PROGRAMME.

THAT \$9,800.00 BE ALLOCATED FROM THE PERMANENT ENDOWMENT TRUST FUNDS (DEPTID 125020) TO COVER THE COST OF INSTALLATION OF HYDRO OUTLETS AT BOOKMOBILE STOPS OF HIGHRIDGE, STINSON AND RIVERDALE AND ASSOCIATED HYDRO COSTS FOR 2003.

THAT \$2,500.00 BE ALLOCATED FROM THE PERMANENT ENDOWMENT TRUST FUNDS (DEPTID 125020) TO COVER THE COSTS OF A PROMOTIONAL BROCHURE AND ASSOCIATED DELIVERY COSTS, TO PROMOTE BOOKMOBILE SERVICE AT NEIGHBORHOOD STOP LOCATIONS.

MOTION CARRIED.

7.2 GATS and the Vancouver Public Library

This item was tabled until the next meeting with a request that staff prepare a suggested motion.

7.3 Bill C-36 (Library and Archives of Canada)

Received.

7.4 Governance

Mr. Rogers will prepare a report regarding Governance Committee to be submitted to the Board at its September meeting.

7.5 Flowers

Concern was expressed regarding the Central Library grounds and the need for some flowers. Mr. Whitwell will contact the Horticultural Society.

7.6 Mentoring Proposal

Mr. Rogers introduced the concept to Board Members for larger library boards acting as mentors to smaller library boards. Work is being conducted for an informal plan for Ontario libraries.

8. BOARD DEVELOPMENT

No report.

9. PRIVATE AND CONFIDENTIAL

MOVED by Ms Adams, seconded by Mr. Whitwell,

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

MOTION CARRIED.

MOVED by Mr. Whitwell, seconded by Ms Petsche-Wark,

THAT THE IN-CAMERA SESSION BE ADJOURNED.

MOTION CARRIED.

10. MOTIONS FROM IN-CAMERA SESSION

MOVED by Mr. Carson, seconded by Ms Adams

THAT THE CHIEF LIBRARIAN'S PERFORMANCE REVIEW, AS READ TO THE CHIEF LIBRARIAN, BE APPROVED BY THE BOARD AND THAT A WRITTEN COPY BE PLACED IN HIS PERSONNEL FILE.

MOTION CARRIED.

11. DATE OF NEXT MEETING

Wednesday, June 11, 2003
Central Library, Board Room
5:30 p.m. Dinner
6:00 p.m. Meeting

12. ADJOURNMENT

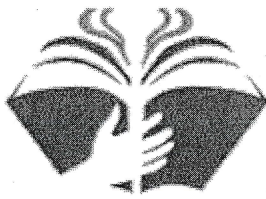
MOVED by Mr. Whitwell, seconded by Ms Adams

**THAT THE HAMILTON PUBLIC LIBRARY BOARD MEETING OF
WEDNESDAY, MAY 21, 2003 BE ADJOURNED.**

MOTION CARRIED.

The meeting was adjourned at 9:00 p.m.

Minutes recorded by Karen Hartog.



Hamilton Public Library

*Growing minds.
Growing community.*

DATE: June 3, 2003
TO: Doreen Horbach, Chair of the Hamilton Public Library Board
FROM: Ken Roberts, Chief Librarian
C.C.: Board Members, Administration Team
SUBJECT: World Trade Organization

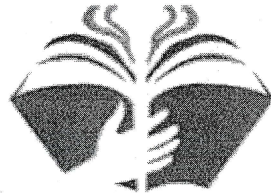
Recommendation

That whereas the Federal Government is in the process of negotiating, with many other countries, an extension of the current World Trade Organization General Agreement on Trades in Services (GATS), the trade-related aspects of intellectual property rights (TRIPS), and an Agreement on Government Procurement (AGP), then the Hamilton Public Library Board wishes to express, most strongly, its concern that Canada enter such negotiations carefully and with full understanding that Canadian libraries have been advised of several areas of potential concern that affect libraries and, potentially, other, other vital Canadian cultural institutions.

These concerns include:

- a) The potential right of private companies to take responsibility for emerging areas of library services, such as remote access to electronic services, in a fashion that restricts the ability of Canadians to enjoy universal access to the information they increasingly need to thrive in our modern world;
- b) The concern that significant privatization of existing library services, without local input, could be an unintentional result of current GATS proposals;
- c) The concern that the proposed negotiation of "sub-government" obligations under GATS may limit the ability of municipalities to determine appropriate services and delivery mechanisms for their communities;
- d) The concern that proposed definitions related to market access seem so broad as to create an endless series of expensive disputes that sub-government agencies, such as library boards and municipalities, will not be able to afford – even when they are right;
- e) The uncertainty of TRIPS agreements that may affect copyright issues and the public right to information.

The Hamilton Public Library Board directs that its concerns be conveyed to the Prime Minister of Canada, to all area Members of Parliament and to the Canadian Library Association.



Hamilton Public Library

*Growing minds.
Growing community.*

DATE: June 6, 2003

REPORT TO: Chair and Members of the Board

C.C.: Ken Roberts, Chief Librarian

FROM: Maureen Sawa, Service Co-ordinator, Adult Services and Information

SUBJECT: Central Library Services Review – Interim Report

The Central Library Services Review is intended to provide insights into the role of the Central Library and how services can be improved for our stakeholders. HPL employees have been extensively consulted to date, and will continue to be active participants in the service review process. As a result of the staff SWOT analyses and focus group sessions, along with extensive study of library trends and best practices, we are ready to move to the next stage of the review process.

The purpose of this report is to summarize our key findings to date.

An essential component of this review is public and staff consultation. In May, eight focus group discussions (involving a total of 87 participants) were arranged with a cross-section of users and non-users alike. Focus group questions were tailored to each specific target market, but there was a consistent element of “what could be improved” and “how could we market the library more effectively”.

Focus group discussions revealed a number of common themes. Most popular suggestions related to updating the look and feel of the library, changing the first floor layout to make it more user-friendly, creating a more social environment with a less “concrete” feel. There was considerable interest in updating collections, improving physical security, offering more “special events”, working in partnership with immigrant communities and refining customer service to reflect the changing needs of the community we serve.

In addition to the eight focus groups conducted by Fiona Potter, two additional focus groups were conducted with children, on May 31. Their feedback has also been incorporated in this interim report.

The public feedback correlates with staff feedback and current trends in public library service. Six key themes have emerged as critical to the future success of the Central Library:

Attachment #4.2

Key Theme	Identified by staff and...
1. Atmosphere and library entrance	All groups, with the exception of seniors (this was the most cited comment by all focus group participants)
2. Customer experience	Key to all user groups
3. New materials	All groups, with the exception of seniors
4. Cleanliness of building	All groups, with the exception of seniors
5. Security	All groups except for children (this was the most cited comment by staff)
6. Computer access	Children, teens, non-Central library users, new Canadians

A summary of the focus group findings is attached for your information. With the Board's agreement, we will proceed to investigate the key themes identified above in further detail for the final Central Library Services Review report. Discussion of next steps will take place at the June 11 Board Meeting.

Focus Group Preliminary Findings

Group #1: Living Rock – Youth/Young Adult Mission Centre

Youth who participated from the Living Rock expressed interest in more comfortable surroundings (“a place to chill”) and interest in the library as a learning environment. They said they would be more at ease learning from someone *like them* (a Living Rock member). Three participants actually expressed interest in taking on this job as tutors or “Rock Librarians”. Fines were evidently a deterrent to this community, as is the requirement for ID: “*Why can’t we use Rock ID?*” Many felt that they are “negatively judged” in the library and assumed to be “up to no good”. They liked the idea of security cameras to “prove their innocence”.

Group #2: Cardinal Newman High School Students

Students appreciated the value of the library, but described it as a place to work not a place to “have fun”. The notion of making the library more inviting and more social was very appealing “*if there were more of a café atmosphere we would want to hang out at the library*”. They suggested the library offer free concerts, video nights, seasonal activities (Christmas, Halloween), guest lecturers, discussions group and expand the music collection to increase youth participation.

Group #3: City Hall employees (non-library users)

Most participants said they did not *need* to go to the library because they already have Internet access at home or at work to do their research. In spite of the close proximity, participants said lunch times were busy and at the end of the day, they “just wanted to go home”.... between work and family commitments, there is “simply no time”. Some said they use their Branch library instead. One participant suggested that fines were a deterrent and why would the library not consider a day for amnesty “*if we can do it for guns...*”? Many participants felt that sending reminders out *before* books were due would help considerably. Awareness of library services was an issue for this group. It was a revelation for some that the library had best selling books available at no charge. To improve participation, most felt the library could take a page (no pun intended) from Chapters and be more social. One participant suggested having “singles” events.

Group #4: Hamilton Public Library Board

The Hamilton Public Library Board members were most interested in changing the “look and feel” of the library. Many commented on the “gray” and “cold” environment and the poor layout of the first floor. Members believe the library needs to become more welcoming. Ideas included the introduction of a coffee/café shop, expanded access, brighter ambiance, improved displays and a more “lively atmosphere” in general.

Group #5: Senior Citizens

While seniors were aware of the Central library they were not interested in going. Many already used (and liked) the Bookmobile service, commenting on its accessibility and “personal” service. Some shared vivid concerns about security both downtown and in the library. There seemed to be a divide between the “junior seniors” who were interested in learning more, be it computers or seminars and “senior seniors” who said were “just not interested anymore”.... As one participant pointed out “it’s even hard to get some residents out of their rooms”. An interesting suggestion proposed was reaching parents and grandparents through kids at school. If the library promoted services through information campaigns at schools, kids could become a great bridge to let their families know more about the library!

Group #6: Terryberry Library

Patrons of Terryberry love their library. They liked the comfortable feel, the quality of service and the familiarity. When compared with Central, they said that downtown was “not safe”; the atmosphere was “cold” and “impersonal”. What would get them to Central? ... free transportation, free parking (with Library ID?), more seminars of interest, but mostly better security. This sentiment was particularly evident with moms who were concerned for their children: “the library is so large, it makes me nervous when I can’t see my kids” and seniors, who were fearful in general.

Group #7: New Canadians

New Canadian participants really appreciated the services offered by the Library, particularly the tutoring programs (ESL) and kids’ story times. These programs represent lifelines for participants. Suggestions for improving service and awareness included updating special collections (Chinese, Arabic, etc). They suggested people in their communities would probably be interested in donating books or music to the library. Why not approach associations or Embassies to help as well? Participants went so far as to offer their help in identifying what resources, books, magazines, etc. would be most valuable to people in their communities. They enthusiastically offered their help as volunteers during orientation events. To help their kids integrate into the Canadian way of life, they suggested creating social events for kids to practice language skills, especially when school was finished. Improving their children’s opportunities for “social integration” was considered extremely important.

Group #8: Library Managers

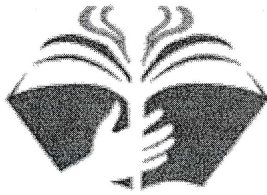
Library managers focused on two key issues during their discussion: improved customer service via training and the need to update the “atmosphere” of the library. *“The library needs to acknowledge the changing demographic it serves and provide staff with the right skills (often soft skills) to deal with their customers more effectively”*. One participant suggested the value in “personalizing” Central (like Terryberry) — by encouraging staff to work more closely (fewer silos) and promoting more personal attention with customers. In terms of “atmosphere”, many noted that even a commitment to making the library clean would be a great improvement. Like the Board they felt the first floor could be better utilized to reach out to patrons more successfully. They liked the idea of creating a more social and inviting environment with a “softer” look.

Group #9: Grade 4/5 Boys

The boys had a number of interesting suggestions, including building tunnels and creating secret passages to underground rooms (it appears these children are avid readers of Harry Potter). In terms of actionable items, the group would like to have computer games, PlayStation games and action figures in the play area.

Group #10: Grade 6/7 Girls

The girls were focused on improving the atmosphere at Central to include bright, vibrant colours. They were also very interested in volunteering their services to help others: for example, tutoring young children with reading. This group expressed a clear interest in a Homework Club. Both the boys and girls agreed they would prefer to see more materials aimed at their age group, not “just for the little kids.”



Hamilton Public Library

*Growing minds.
Growing community.*

DATE: June 4, 2003
TO: Doreen Horbach, Chair of the Hamilton Public Library Board
FROM: Ken Roberts, Chief Librarian
C.C.: Board Members, Administration Team
SUBJECT: Sheffield Branch

Recommendation:

That in response to notification by the Hamilton-Wentworth District School Board that the Hamilton Public Library Board is required to remove its portable library building from school board property by June 30, 2003, the Sheffield Branch be closed, effective, Thursday, June 26th, 2003, and

That the hours of operation of the Rockton Branch be increased effective July 2, 2003, and

That the administration of the Hamilton Public Library be authorized to review options related to the disposal or move of the existing building

Background:

We have known that the school was to close and have been trying to find out our status. We had been told to wait until a person was appointed to deal with the sale of the surplus properties. After such a person was appointed and contact was made, we thought that we did not face an immediate problem since we normally operate during the summer months after the school closes for the year. The May 30, 2003 termination letter is a surprise.

Bill has contacted the school board to see if we can get an extension to the demand that we remove the portable by June 30, 2003. If there is no such extension, we will contact the Executive Committee regarding options for disposal or moving of the facility.

We are suggesting new Rockton hours of Monday, Tuesday, Wednesday, and Thursday from 3 pm to 8 pm and Saturday from 2pm to 5pm. The new hours would start on Wednesday, July 2nd. We are not recommending any change in the staff compliment. There is no need for a redundancy notification since the Sheffield and Rockton Branches were twined for staff and are also parts of the same "cluster."



Hamilton Public Library

Report on Technology Implementation

A Strategic Report to the Hamilton Public
Library Board

June 2003

Acknowledgements 2
Introduction 3
Trends 3
2002/2003 Achievements and Disappointments 5
2003- 2004 Initiatives 7
Budget Issues 9
Community networks, partnerships and professional involvement 10

Acknowledgements

My thanks to Paul Takala, Virtual Branch Manager, for his leadership and vision in developing an integrated approach to delivering information through the Library Website, and for his assistance in numerous projects.

To Aida Rudnik and the Technical Services staff, my appreciation for your ability to embrace change with humour.

My heartfelt gratitude to the Electronic Services staff for their good humor and willingness to go the “extra mile”, we couldn't operate without you. .

Kit Darling, Electronic Services Coordinator

June 2003

Introduction

The implementation and management of technology in the Hamilton Public Library is the responsibility of the three sections of the Electronic Services Department. These sections are:

- Technical Services Department, responsible for ordering, receiving, paying for and making accessible in an organized manner materials and information for the library and its users; maintaining the online catalogue to maximize user access; enhancing access to the library's collections and resources. The Technical Services Manager is responsible for the overall operations of the Department, including the training and development of Technical Services staff within their teams; communicates Technical Services activities library-wide and explores ways to develop and strengthen relationships within Technical Services and other library departments; participates on several system committees related to her responsibilities. Explores opportunities for cooperation/partnerships with other libraries and vendors.
- Virtual Branch, responsible for remote service delivery including the QUIC telephone Information Service, the coordination and management of the Electronic Reference Service, the overall development and management of the library website (www.hpl.ca). Virtual Branch Manager oversees the daily operations of the branch, provides the strategic direction for the development of the library web site and establishes the technical standards; provides guidance and support for the development and delivery of various digital initiatives; and works with local partners to develop joint initiatives for the benefit of the community.
- Electronic Services Technicians who are responsible for the management and support of the DYNIX integrated library system, the purchase, configuration and support of all servers, desktop and laptop computers, printers, scanners, receipt printers and barcode scanners; all software purchase, installation and support; network planning; programming and support for hpl.ca, the Hamilton Public Library web site, pichamilton.net, and hplnet, the Library Intranet; support and implementation for digital collections.
- The Service Coordinator, Electronic Services is responsible for establishing policy, strategic planning and direct management of the Electronic Services Technicians. She is also responsible for negotiating with vendors for online databases; participating in consortia for purchasing electronic resources; and working in a leadership role on a wide variety of grant programs and community partnerships with a technology component.

The Hamilton Public Library Board's Strategic Commitments- to a unified library system; to a sustainable library system; and to an accessible library system achieve a concrete expression in our achievements of the past year and in our planned activities for the coming year.

Trends

Increased Home Internet Access

There is a significant increase in the number of homes with Internet access. Statistics Canada reports that 47.3% of households in the Hamilton Census Metropolitan Area have regular Internet access, up from 16.6% in 1997. While this is a significant increase. It should be noted that the national average is 48.7% of households. Ottawa and London CMA's both reports over 60% of households have internet access. The lower level of home internet access in Hamilton may be due to several factors, including lower income levels and limited access in rural areas.

The Hamilton Public Library must devote resources to deliver services and content to users where they are and when they are – in their homes, offices or classrooms, 24 hours a day, seven days a week.

What will likely happen is that we will see a shift from people coming to the library to use the Internet to people using the Internet to come to the Library.

Michael Schuyler, Computers in Libraries. April 2003

- These same services and content must also be available at all library branches, to serve those who have no or low internet access. An adequate number of computers are needed at all branches to provide Internet access to our users.

The Hamilton Census Metropolitan Area (Which includes Burlington and Grimsby) reported 47.3% of households with at least one regular internet user with home access in 2001. The national average is 48.7%. Only Saskatoon (46.5%), Windsor ON (47.3%) and Quebec (41.3%) were lower.
<http://www.statcan.ca/english/Pgdb/arts51b.htm> last modified April 17, 2002

- Measurements of library use, staff skills and workflows must be reviewed to address the impacts of increasing remote use. Like many libraries, HPL is experiencing a significant increase in holds placed by remote users. When users browse our "virtual" shelves from home and place holds on the items they desire, this shifts work to library staff, who must locate the item, ship it to another location if requested or find the shelf space to hold it for the user.
- More specialized online resources (e.g. online car repair manuals) need to be sought to provide depth to our existing electronic "collections".

Computer Clusters

Today, the trend in major libraries is to large clusters of computers, which provides maximum public access while concentrating public service staff support skills. For example, the Toronto Public Library Reference Library has an "Information Commons" on the main floor, with approximately 100 computers providing Internet access to the public. This will be part of the Central Library Review. The current turn away rate for Central Library is close to 700 per month,

Digitization and Integration of Digital Resources

Libraries have been engaged in digitizing library collections (print and image) for some time. Standards for digitization have been developed and are in wide use. The library community has developed some excellent software applications for the digitization, management and retrieval of a variety of materials, including the newspaper indexing software and other toolkits developed under the aegis of the **Ontario Public Library Network**. The ability to provide access to the rich content held in the Special Collections Department, is a significant achievement of the digitization initiative. The digital collections that have been developed by the Hamilton Public Library have impressed public library colleagues with their scope and technical excellence.

The Ontario Digital Library proposes to provide consortia provincial purchasing and licensing of electronic databases; technical support for common standards for preservation and archiving of local digital content, managing a common interface to ODL resources and service that can be imbedded in local library websites; and training for staff in using these resources. The ODL is currently preparing a business plan to map out the development of this exciting initiative.

The Hamilton Public Library is a vital partner in **the Connect Hamilton / Create Community** initiative, that proposes to use Connect Ontario funds to develop a smart application that integrates the rich digital content and technical infrastructure that already exists in the community and provide multiple layers of geocoded or map based access to community services, business and infrastructure.

Network Management and Integration

The current emphasis is the integrated management of networked resources and network management of hardware and software. **Windows 2003** supports remote administration and software updating, which reduces support costs per machine and enables IT staff to maintain software currency. It enables staff collaboration

and communication, the development and enforcement of policies for information / document management and enables planned growth and rationalization of technology investment.

User-Centred Design

As Canadians use the Internet more they have increasingly high expectations about how a website should work and what tasks they should be able to accomplish online. The Library will need to effectively apply evolving usability standards as we present more information and services to users online.

Wireless networks and Internet Access

The standards and security of wireless networks have matured to a point where large public and research libraries are implementing or planning wireless networks. Wireless networks could present advantages and opportunities for us. Current requests to physically move computers within a branch or department require electronic service technicians and maintenance staff to move network cable or contract an electrician to install new cable. Wireless networks would allow staff to rearrange the layout of computers and furniture with ease and without rewiring. This technology will be investigated for the new South Mountain library branch.

Staff members frequently note, "What is old – is new again". Wireless technology, in concert with IP telephony, would allow Librarians to use wireless headsets to take telephone questions to the stacks (much as they did over 20 years ago in the old Main library. Other libraries are experimenting with technologies such as PDA's and tablet computers that roving librarians could carry and use to assist library users anywhere within the library to search for information.

Library Specific Technology Trends

The 1st generation of library technology focused on the creation of standards for machine readable catalogue records. This led to the widespread development of on-line library catalogues, which matured into web accessible catalogues.

The next generation of library technology involved the development of library web sites, the delivery of electronic resources such as full-text periodical databases. The digitization of library resources, in particular items within the local history and archives collections followed, supported by the development of standards such as the Dublin core metadata for describing electronic collections.

The future will see the integration of and blurring of lines between the library catalogue and electronic collections. In order to help us meet this challenge, we have updated the required qualifications for the cataloguing librarian vacancy to attract the skills that are needed.

2002/2003 Achievements and Disappointments

The past year was a difficult and busy one for the Electronic Services Department. For much of the year, we were short 2 technicians in the hardware and web services areas. A significant staff effort was required to handle unusually large computer lease replacements. In addition, the re-deployment of library staff created a demand for support (e.g. training in Dynix functions, changes in network profiles and email accounts, etc.). The Technical Services Department revised staff workflows and responsibilities, requiring intensive training while dealing with staff vacancies and attempting to maintain the flow of materials to the shelves and to the users. The Virtual Branch Manager and the Service Coordinator both participated in the City IT Strategy development process and in the coordination and development of the Connect Ontario proposal – "Connect Hamilton – Create Community".

Achievements

Hardware / Software Asset Management – We have completed an inventory of all leased and owned hardware and software. This will enable us to develop a strategy to bring all of our desktop and terminal computer equipment into a sustainable replacement plan.

KidsConnect Project – The replacement of these 20 grant funded computers was incorporated within the computer leasing budget, ensuring that the service could continue. Funding from the CAP sustainability grant provided additional children's CD-ROM titles.

Website Review and Enhancement - The Web Team gathered input and recommendations from users and staff to revise the web site, update the navigation, look-and-feel, revise the presentation of content and ensure that the site is in compliance with accepted description and retrieval standards (e.g. Dublin Core Metadata).

Programming and database development for a **calendar of library events** has been completed and the calendar integrated in to the website and the staff intranet.

Authority Database Clean-up - This project was delayed due to the reorganization of the Technical Services Department and to the need to complete the conversion of the Government Document records. The bibliographic records were submitted to the vendor in May 2003 and the project will be completed by June 2003.

PC Reliance enables Circulation staff to capture check-in and check-out transaction data when connection to the Dynix server is lost. When network connections are restored, the data is easily transferred to the server. This will become the operating platform for Bookmobile service. Staff are currently in the process of installing this at branches and in the Bookmobiles department and of training staff in its use.

Online Reference - The 1st phase of this service (AskHPL) has been implemented on the library website. It provides email reference staffed by the QUIC department and several Central librarians.

QUIC Information Database - The QUIC database covers a range of frequently requested and / or difficult to find facts or referrals. The database is currently integrated into the search function on hpl.ca and pichamilton.net.

Horizon Migration – the planning for the migration to Horizon began on target in March 2003.

Disappointments

Debt Collect – implementation of this function requires the joint participation of Electronic Services and Circulation staff. It is still awaiting implementation.

Computer Booking Management System - this application shipped late – and did not function as required. Electronic Services staff worked closely with the vendor to reprogram the application to meet functional requirements. Several enhancements that were desired by public libraries were also developed. The system will be installed at Westdale Library in June 2003, in order to test it in controlled circumstances before deploying it across the library system. Once deployed, this will reduce the demand on front line library staff to book computers for the public. It will also enable users to view the availability of public computers at all branches within the library system.

Special Collections "Where-to-Look" Database programming of this web database application was delayed while staff resources were allocated to other areas. The anticipated release date to Special Collections staff to start data entry is September 2003. This will enable Special Collections to recreate their current card index to the collections in a searchable, web-accessible database. This will also make those items within the Special Collections department more accessible to staff and public by the Internet.

Server strategy – The development of this replacement and renewal plan was delayed due to budget restrictions. The initiative will be carried forward to the 2003-2004 Technology Plan.

e-books (COOL consortium) - We have subscribed to a shared collection of electronic books available through netlibrary. The integration of this collection needs to be integrated into the library web site, and once the Horizon system has been implemented, the titles will also be integrated with the on-line catalogue.

Image Asset Management System - the Special Collections Department holds approximately 500,000 images within its collections, including the Cunningham Collection of photographic negatives. Many of these images are being digitized and integrated into the digital displays developed by the staff within that department. We have no coherent plan to establish a sustainable and standards based approach to digitizing, storing, indexing, searching and reproducing these images. A proposal was submitted to the Library Strategic Development Fund in 2001, for 2002, to enable the technical scoping, planning and implementation of an initiative that would identify standards, establish hardware and software requirements and provide training to Special Collections staff to implement this system. The grant application was not successful. We continue to explore other options to address this need.

Windows 2000 network – the planning and financial strategy have been deferred to 2003.

2003- 2004 Initiatives

Enhance Public Usability of the Library System

Design services for priority groups that may not be utilizing the strengths of the library system.

- **Pilot, with a city department, the provision of "special library" services to the City.**

Special libraries in business, industry and government develop services that support the information needs of staff and the strategic business initiatives of the organization. We propose to build on current partnerships with City staff to investigate information needs and current use to organize and enhance access to online resources and targeted services. This initiative will be lead by the Chief Librarian.

Timeline: Quarter 4, 2003

- **Participate in the *Connect Hamilton – Create Community* project, in particular leading the development and management of the myhamilton.ca portal.**

The value of this project is in excess of \$4 million, including cash and in-kind staff and services. The proposal has been received by the Province and is in the review process. www.myhamilton.ca/ will build on the success of pichamilton.net and will be a gateway to community resources such as the Inform Hamilton directory of human services and the Hamilton Business Directory. This site will not only index local content but will provide local government, organization and residents with powerful collaboration and interactive applications. This project will require significant involvement of library staff in the electronic Services department, the Communications department, Central librarians and branch staff. Paul Takala, the Virtual Branch Manager will be responsible for leading the implementation of the community portal.

Timeline: Dependent on Provincial government approval

- **Usability Testing of the Library Website – hpl.ca**

Implement user analysis of the site to gather feedback and identify priorities for improving the website. Including task-based analysis and surveys. Work with McMaster on this project. This process will be integrated with the implementation of them Horizon Information Portal.

Timeline: Spring / Summer 2003

Unify our organization –

Strengthen the Organizational culture of the library system

- **Strengthen the communications channels with all staff, to include electronic means as well as management communication processes.**

The staff intranet – hplnet, will be completely revised and content enhanced based on detailed consultations with library departments. This resource is regarded by staff as the primary source for communication about policies, projects, programmes and issues. The review has identified additional content and services desired by various departments.

Timeline: June 2004

Sustain our Services -

Include technology renewal in the 2004 operating budget

- **Inventory and plan for the replacement of owned computer equipment**

The inventory of computer equipment and peripherals such as printers is complete. A process is currently underway to determine additional computer requirements in the branches and departments. A budget strategy will be developed to address the funding required to renew existing and required equipment within the operating budget.

Timeline: September 2003

- **Include within the 2004 draft-operating budget, the costs of maintaining our technological capabilities**

The technical basis for our operation relies on a number of servers that are a mix of leased, grant funded and purchased. We need to develop a multi-year budget strategy that will ensure the continuance of business/

Timeline: September 2004

- **With Human Resources, review options and technical solutions to assist that department in delivering services to library staff.**

The Library Human Resources Department is experiencing significant pressures on staff, maintaining current services to staff and supporting a number of transitional initiatives, such a collective bargaining, mandatory training, etc. Electronic Services staff will work with Human Resources to identify and implement initiatives from among those identified during the Technology Implementation Consultations.

Timeline: Varies. Dependent on the options selected for implementation.

Support the migration to the "Horizon" version of our automated library system as a major project.

- **Migration to Horizon is a major system initiative and will require assistance and support form all areas of the Library.**

Several staff working groups are meeting to plan the migration to Horizon. The groups are responsible for planning in functional areas such as Circulation, Technical Services, Reports and Statistics and Information Systems, as well as support activities, such as staff training and communications. This is an initiative that impacts on every staff member and department in some manner. The project leader at Dynix has established a project plan, and the planned implementation date is May 4-5, 2004.

Timeline: May 2004

- **Non-standard barcodes**

We have 327,939 items with 8 digit bar codes that are not Reference. The last distribution of 8 digit bar codes was in February 1995. In Dynix, we have custom programming in place that calculates the 14th (check) digit when staff key-in the prefix and the 8 visible digits. This happens frequently when a bar code doesn't scan at check-out, so staff have to create a "fast-add". When the item is returned, and the scanner actually reads the bar code, the item will actually stay checked out to the patron because there are two different barcodes. This results in a 'Claims Return' by the patron and numerous (fruitless) shelf-checks by staff.

We will use a technology that scans the 8 digit barcode and prints a new barcode label with all 14 digits.

Timeline: December 2003

- **Horizon Information Portal** – The next generation of on-line catalogue, Horizon Information Portal is more than a list of books. It has the potential of integrated searching (searching library catalogue and licensed on-line databases), provides access to booklists and pathfinders and integrates with the Library web site.

Timeline: May 2004

Budget Issues

Operating

- **Servers** – The strategic importance of servers requires that we develop a financial strategy to support an ongoing replacement plan for servers.
- **Computer Cluster** – Implementing a computer cluster at Central will add significantly to the number of computers to be managed and leased.

Capital

- **Self-check out**

There are currently two types of security systems available to prevent the unauthorized removal of books and other materials. One system involves de-sensitizing a security strip, which then allows the

item to pass through the security gate. The other type of system is a by-pass system – the materials are handed to staff who then pass the material around the security gate. The security labels remain active. We use a by-pass system. In order to take advantage of patron self-check technology, we need to move to a desensitizing security system, which will require re-labelling large chunks of our collection. The cost estimate for this project could vary significantly, depending upon how it is implemented. We need to establish a funding plan that includes a planned savings approach where we move a planned amount to reserve funds for several years, in order to provide secure funding for the project.

Community networks, partnerships and professional involvement

Paul Takala, Virtual Branch Manager

- Community Information Service Hamilton – Board member
- OLITA (Ontario Library Information Technology Association) Councillor
- Conference Presenter – OLA (2002, 2003); Manitoba Library Association (2003)
- Connect Hamilton – Create Community Working Group

Kit Darling, Electronic Services Coordinator

- Ontario Public Library Network, Vice-President
- Science and Technology Committee, Hamilton and District Chamber of Commerce
- The Technology Coordinating Committee, supporting partner
- Hamilton Connects, President
- Connect Hamilton – Create Community, Steering Committee and Working Group
- Industry Education Council, Talent Portal Project advisory group
- Hamilton Business Directory, Partner
- **Inform Hamilton** – The amalgamated database of community services is maintained by the four Community Information centres in Hamilton. The database is housed on one of the library web servers, and Library staff provide basic systems support for the database. Paul Takala, Virtual Branch Manager, sits on the board of Community Information Service Hamilton
- **Career employment resource centres** – With funding from Human Resources Development Canada, we established a second Career/Employment Resource Centre at Terryberry, following the success of the pilot centre at Red Hill. Each Centre is equipped with three microcomputers each with Internet access, access to specialized online databases and software applications that support career development, resumé writing and job-searching skills. It provides free access in a supportive environment to information seekers who do not have home computers or who have no or slow access

to the Internet. The grant also funds the acquisition of a small collection of career related print and non-print items.

- **CVS (Canadian Video Services, Inc.)** – One of the Hamilton Public Library's primary vendors for video and DVD services has expressed a desire to work with the Library on improving its services to public libraries. The Technical Services Manager and the Collections Manager have provided technical expertise and advice to CVS in the areas of MARC record distribution and invoicing.
- **AMICUS (National Library of Canada)** – The Hamilton Public Library will resume its resource sharing role as a contributor to the National Union Catalogue. As one of the largest urban public libraries in Canada, with a variety of resources and local historical collections, the Hamilton Public Library's participation in this ongoing initiative will secure our position as a resource for all libraries in Canada and beyond our borders.
- **Whitehern Archives Web-site** - A local researcher has secured a 3rd grant from Heritage Canada to continue the Digitization of the letters of the McQuesten family. The Library has provided access to the equipment in the Digitization Room – in accordance with the intent of the grant that initially funded the establishment of that resource, as well as technical expertise and guidance from the Virtual Branch Manager. The quality of the site (and the willingness of Heritage Canada to continue funding the project) can in part be attributed to our involvement.

To: All Boards of Ontario Public Libraries

From: Steve Salmons, Chair, Strategic Directions Council

Re: Beyond Building Value Together – Creating the Federation of Ontario Public Libraries

URGENT

At the 2003 OLA Super Conference, a strategy for implementing Building Value Together (BVT) was presented at the conference in a well-attended, well-received session. As you are aware, "BVT: A Vision for Change for Ontario Public Libraries – The Discussion Paper" presented the case for needed change – One Strong Voice; A Capacity to Plan for the Future; Effective use of Limited Resources; Economies of Scale, and; A Wider Range of Services. In short, we need to enhance and improve public library services by creating a new capacity for change and a framework for collaborative action.

A series of joint meetings initiated by CELPLO (Chief Executive Officers of Large Public Libraries of Ontario) of the representatives of Ontario Public Library organizations took place throughout the summer and fall of 2002. They identified four common province-wide needs – Marketing, Research, Purchasing and Advocacy. This work, and the recommendation to establish an Implementation Task Force was adopted at the January 2003 meeting of the Strategic Directions Council.

There is broad support from all sectors of the Public Library Community (including CELPLO, AMPLO/ARUPLO, ASPLO, First Nations, Francophone Libraries, SOLS, OLS-N, Ontario Library Workers, and the Ontario Library Trustees Association). To move forward, we must develop a business plan to address important issues such as membership, governance and funding.

But even at this advanced stage of development, we face an old problem – a lack of funding to support development of the new model.

An Implementation Task Force, to be chaired by Stephen Nelson, CEO of Woodstock Public Library, will steer the business plan development through volunteer time and resources. However, professional assistance to research and develop model alternatives is essential to getting the model right! Few of us have the necessary expertise and time to develop such a sophisticated, province-wide model. We need the assistance of a professional.

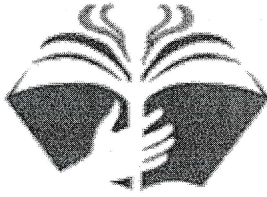
I am preparing to ask the Ministry for \$50,000 to assist us in this venture. I am also asking Ontario libraries to contribute MATCHING funding in the amount of \$50,000 from across the Province.

To fund this critical process, we are asking for just \$.005, or a half penny, for each person in the population you serve. Furthermore, we suggest a minimum of \$50, and a maximum of \$1000.

Our schedule is to complete the work and to present a draft proposal to you this fall, for a founding meeting at the OLA Super Conference in January 2004. Therefore, I ask that you consider our request at your June meeting if it all possible. We need your response before we are able to request funding of the Ministry.

Your contribution should be made payable to:

Strategic Directions Council
Linda McKenzie, Treasurer
c/o Toronto Public Library
789 Yonge Street
Toronto Ontario
M4W 2G8



Hamilton Public Library

*Growing minds.
Growing community.*

DATE: June 5, 2003

TO: Doreen Horbach, Chair of the Hamilton Public Library Board

FROM: Ken Roberts, Chief Librarian

C.C.: Board Members, Administration Team

SUBJECT: Disposal of Library Board Equipment and Furniture Policy

Recommendation:

That the Hamilton Public Library Board adopts the following policy for the disposal of Board Equipment and Furniture.

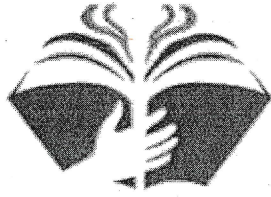
That the Chief Librarian be authorized to dispose of surplus equipment and furniture within the following guidelines and in the following order

- 1) **Equipment and furniture that is no longer needed in one Hamilton Public Library location may be distributed to other library locations, as deemed appropriate;**
- 2) **Equipment and furniture that is no longer needed may be offered to the city for use, except for items that are library specific (e.g. Library shelving and microfilm readers)**
- 3) **Library specific equipment and furniture may be offered to neighbouring library systems and, if these library systems do not wish such items, may then be offered to the city for use;**
- 4) **Where it is apparent that an immediate home can be found, equipment and furniture may be offered to non-profit community agencies;**
- 5) **Equipment and furniture may be sold through the use of an appropriate broker/dealer or through the City of Hamilton;**
- 6) **Equipment and furniture may be discarded.**

Background:

We do not currently tend to dispose of many items and, when we do, these items are disposed of through the City of Hamilton. We are currently paying for some storage space of equipment and furniture in the building that is occupied by the Picton Branch. The current 5/6 floor moves of Central staff will make a number of items redundant to our needs. We are also discovering, as we plan the move and try to take advantage of space within the Central Library, that there are pockets of old equipment and furniture within the building.

Emerging ergonomic standards may make other items redundant to our needs.



Hamilton Public Library

*Growing minds.
Growing community.*

DATE: June 3, 2003

REPORT TO: Doreen Horbach, Chair of the Hamilton Public Library Board

C.C.: Board Members, Administration Team

FROM: Helen Benoit, Youth Services Co-ordinator

SUBJECT: Summer Partnerships

RECOMMENDATION: That this update on Summer Programs and Partnerships be received for information.

BACKGROUND: In keeping with the direction and priorities outlined in the Board's Strategic Plan, Hamilton Public Library is partnering with a number of community groups and organizations in order to offer a rich slate of programs and special services across the system this summer.

I have summarized and highlighted some of these innovative partnerships:

French Stories for Families

A weekly program of stories, songs, and activities for children birth to six years of age and their parents/caregivers. (July 7 to August 18)

Central Library, Mondays from 2:00 – 3:00 p.m.

Westdale Library, Tuesdays from 10:30 – 11:30 a.m.

This special program is presented in partnership with the Centre de Sante Communautaire through Ontario Early Years funding.

Read to Your Baby Workshops

This summer the library in partnership with the Healthy Babies, Healthy Children Program will host a series of monthly workshops providing parents with valuable tools to nurture their child's growth and development.

Stoney Creek

- Wednesday, July 16th at 6:30, Mother Goose Songs & Rhymes
- Thursday, August 14th at 10:30, Nutrition - From Pablum to Pizza

Valley Park

- Wednesday, July 23rd at 6:30, Mother Goose Songs & Rhymes
- Wednesday, August 13th at 1:00, Nutrition - From Pablum to Pizza

Dundas

- Friday, July 18th at 1:00, Development Through Play
- Friday, August 8th at 1:00, Nutrition - From Pablum to Pizza

Waterdown

- Tuesday, July 22nd at 1:00, Development Through Play
- Tuesday, August 12th at 1:00, Nutrition - From Pablum to Pizza

The Settlement Workers In Schools - Hamilton (SWISH)

SWISH is a part of the programs and services delivered by Settlement and Integration Services Organization (SISO) in partnership with the Hamilton District School Boards. SWISH workers will be available part-time for consultation at the Central Children's Department, Red Hill Branch and Westdale Branch in July and August. The program is intended to provide settlement services information to new immigrants in the City of Hamilton. SWISH is funded by Citizen and Immigration Canada.

Enjoy Summer Learning: A Program for Young New Canadians

A special six week program of reading, games and crafts designed to strengthen the language, literacy and learning skills of New Canadian youth. Offered in partnership with SISO and Frontier College

July 7 - August 15, 2003:

- Sherwood Library: Tuesdays, Thursdays 10:00 -11:30 Grades 2 - 4
- Red Hill Library: Tuesdays, Thursdays 10:30 -12:00 Grades 4 - 6
- Central Library: Mondays, Wednesdays 2:00 - 3:30 Grades 6 - 8



Hamilton Public Library

Memo

To: Doreen Horbach, Chair of the Hamilton Public Library Board
From: Kit Darling, Electronic Services Co-ordinator
CC: Library Board Members
Library Administration Team
Date: 6/6/03
Re: Horizon Migration Costs

Much of the cost of the migration to Horizon is either pre-paid or covered by current operating budgets for the equivalent levels of service. Staff working groups will be evaluating available enhancement to the product, to identify desired enhancements and, where required, preparing recommendations to come to the Library Board.

In June 2001, the Board approved funding from Library Reserves to a maximum of \$100, 000 for the clean-up of the Library's authority database. Subsequently, staff were able to secure the required services for \$ 60, 000.

There are 2 areas which will need additional funding: the replacement of non-standard barcodes and the purchase of servers to deliver the Horizon Information Portal.

Recommendations:

1. That three (3) mobile barcode duplicators and associated supplies be purchased in order to replace the non-standard 8 digit barcodes in the former Hamilton Public Library collections at a cost of \$18, 000 including taxes;
2. That six (6) temporary casual staff positions be created for a period of 27 weeks in order to re-barcode the 8 digit barcode items, at a cost of \$55, 000 including benefits;
3. That additional supplies to support the project be purchased from current library vendors, at a cost not to exceed \$ 7,000 including taxes;
4. That six (6) Dell servers be purchased to host the Horizon Information Portal at a quoted cost of \$ 41, 000 including taxes;
5. That the network operating software licenses be purchased from Microsoft at a cost of \$ 12, 230 including taxes.

Financial Implications:

The total project cost will be \$ 133, 000 to be funded from the Reserve for Redeployment, Training and Restructuring (DEPTID 106011). There are adequate funds in the Reserve to meet the costs of the projects.

Kit Darling, Electronic Services Coordinator
Hamilton Public Library
55 York Boulevard, Hamilton, ON L8N 4E4

Bar Code Replacement

Background:

We have a significant problem that has developed over many years. It is unlikely that we can completely eradicate the problem, but we also can not ignore it. We have significant numbers of items in our collections that have non-standard barcodes, both "Alphanumeric" and "8 digit".

Branches have had one complete round of weeding lists. Most branches have managed to make a dent in the problem of older material that is no longer circulating. A few locations have been unable to allocate sufficient staff time to make much progress. We need to develop a strategy for the systematic replacement of barcodes for material that we wish to retain in our collections, and for the removal of material that is no longer useful or used. If there is material that is still circulating but is beyond its reasonable shelf-life, then we need to develop strategies for replenishing those collections.

It is preferable to address the "bad barcode" problem before we make the move to Horizon so that we can convert with better inventory control and fewer ongoing problems than we currently face.

8 Digit Barcodes

This is primarily a former Hamilton Public Library problem. Of a total of 1,127,172 barcodes beginning with 32022, we have 327,939 items with 8 digit bar codes that are not Reference. The last distribution of 8 digit bar codes was in February 1995.

In Dynix, we have custom programming in place that calculates the 14th (check) digit when staff key-in the prefix and the 8 visible digits. This happens frequently when a bar code doesn't scan at check-out. Although Horizon would accept a typed entry of 8 digits, it would be unable to find a matching item in our database, so staff would have to create a fast-add. When the item is returned, and the scanner actually reads the bar code, the item will actually stay checked out to the patron because there are two different barcodes. This will result a 'Claims Return' by the patron and numerous (fruitless) shelf-checks by staff.

Scanner misreads are a frequent problem. Because we currently have so many bar code symbologies, scanners must be programmed to read them all. This works better for some scanners than for others.

Horizon Information Portal Servers

Background:

The technical requirements are based on the vendor's recommendations and the experience of libraries across North America who have actually implemented the Horizon Information Portal.

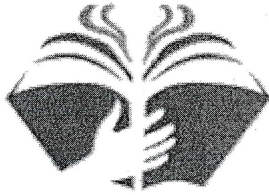
The proposal provides us with the capacity to provide catalogue access to 100 concurrent in-house connections as well as remote access for Internet users; Hardware and operating system fault tolerance to ensure stability and reliability; and scalability to allow for expected growth and enhancements. Quotes were obtained from three vendors: Dell Canada provided quotes on their equipment, and CompuSmart Hamilton and Strategic Concepts were asked to quote on equivalent Compaq servers and the required equipment to house the servers in a Dell rack.

The quote comparison is:

Dell Canada -	\$ 41,000
CompuSmart -	\$ 61,000

Strategic Concepts - \$ 60,000

We currently have 2 Dell servers in operation and are comfortable with the quality and service.



Hamilton Public Library

*Growing minds.
Growing community.*

DATE: June 3, 2003

TO: Doreen Horbach, Chair of the Hamilton Public Library Board

FROM: Ken Roberts, Chief Librarian

C.C.: Board Members, Administration Team

SUBJECT: **Executive Committee**

The Board's Executive Committee is currently composed of Doreen Horbach, George Geczy, Mavis Adams, and Glen Whitwell.

The Executive Committee is empowered to make decisions on behalf of the Board during the summer months. The Executive Committee does not make policy changes. Administration may act on the decisions of the Executive Committee but its decisions are, as a matter of formality, brought to the entire board for endorsement when the Board meets in September. In the event of a major issue that may require Board decision, the Board Chair will make every attempt to call a full Board meeting under the guidelines set out in the Board's by-laws.

We do need to know that all members of the Executive Committee will be available during the summer, or at least know when there may be breaks. If there are significant periods of time when one or more of the Executive Committee members may be unavailable, we ask that the member resign and that a replacement be appointed by the Board.

There are several potential issues that may go the Executive Committee this summer, including the approval of move/related furnishing costs (anticipated in the OMERS funds set aside). We may also need the Executive Committee to approve tender bids for the Locke Branch construction.