

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, December 15, 2004
Central Library, Board Room

5:30 p.m. Meeting
7:00 p.m. Cocktails/Dinner – Chamber of Commerce

AGENDA

1. **Discussion Period**
2. **Acceptance of the Agenda**
3. **Minutes of the Hamilton Public Library Board Meeting of Wednesday, November 17, 2004** **Attachment #3**
4. **Presentations**
5. **Consent Items**
 - 5.1 Chief Librarian's Report - KR Attachment #5.1
 - 5.2 Youth Programming Reserve - WG **Suggested Action: Receive**
Attachment #5.2
 - 5.3 Video Surveillance Policy - WG **Suggested Action: Recommendation**
Attachment #5.3

Suggested Action: Recommendation

6. Business Arising

6.1 Privacy Policy - KR

Attachment #6.1

Suggested Action: Recommendation

6.2 Strategic Plan – KR

Attachment #6.2

Suggested Action: Receive

7. Correspondence

Attachment #7

- Letter from Ken Watson to Doreen Horbach dated November 19, 2004
- Letter from Doreen Horbach to Ken Watson dated December 7, 2004

8. Reports

8.1 Operating Budget Update - WG

Attachment #8.1

Suggested Action: Receive

8.2 Capital Budget Update - WG

Attachment #8.2

Suggested Action: Receive

9. New Business

9.1 Procurement Policy

Attachment #9.1

Suggested Action: Recommendation

9.2 2005 Board Meeting Dates

Attachment #9.2

Suggested Action: Receive

9.3 Waterloo Public Library Request – KR

Attachment #9.3

Suggested Action: Recommendation

10. Private and Confidential

11. Date of Next Meeting

Wednesday, January 19, 2005

Central Library, Board Room

5:30 p.m. Meeting

7:00 p.m. Cocktails

8:00 p.m. Dinner

12. Adjournment

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
Privacy Policy	Sept. 04	Ken Roberts	
2005 Strategic Plan		Ken Roberts	
Presentation of Audited Statement by Grant Thornton		William Guise	February 16, 2005

**HAMILTON PUBLIC LIBRARY BOARD
Regular Meeting**

**Wednesday, November 17, 2004
Board Room
5:30 p.m. Dinner
6:00 p.m. Meeting**

MINUTES

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

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

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

1. DISCUSSION PERIOD

- 1.1 Mr. Geczy provided the details on his stance regarding the privacy policy and the reasons for the tabling until the December meeting.
- 1.2 Mr. Roberts indicated that the OLA conference will be held in Toronto from February 3-5, 2005. Board Members interested in attending the conference should notify Karen Hartog. Board Members expressing interest in attending the conference included Ms Brown, Ms Fernandes, Ms Adams, Ms McKeating and Ms Horbach.
- 1.3 Ms Brown provided a synopsis of the public meeting held at the Locke Branch. Tours of the CIBC branch will be provided to members of the public with an opportunity to explain in more detail the reasons why the location is not suitable for a future library branch. The public meeting was chaired by Councilor McHattie.

2. ACCEPTANCE OF THE AGENDA

MOVED by Councilor Pearson, seconded by Ms Adams,
THAT THE AGENDA BE APPROVED AS PRESENTED.
MOTION CARRIED.

**3. MINUTES OF THE HAMILTON PUBLIC LIBRARY BOARD MEETING
OF WEDNESDAY, OCTOBER 20, 2004**

- Ms Adams name was not included under "present"
- Ms McKeating's name to be removed from "present"
- Ms Sawa's name to be removed from "staff" in attendance

MOVED by Councilor Pearson, seconded by Ms Moccio,
**THAT THE HAMILTON PUBLIC LIBRARY BOARD MINUTES OF
WEDNESDAY, OCTOBER 20, 2004 BE ADOPTED AS AMENDED.**
MOTION CARRIED.

4. PRESENTATIONS

No presentations

5. CONSENT ITEMS

MOVED by Mr. Carson, seconded by Ms McKeating,
THAT CONSENT ITEMS 5.1, 5.2, 5.3 and 5.4 BE APPROVED.
MOTION CARRIED.

- 5.1 Receive for information.
- 5.2 That purchase orders in the amount of \$19,434.40 plus PST of \$1,554.51 totalling \$22,346.11 for furniture for the various branch libraries be issued to the vendors shown as "Recommended" on the attached Bid Analysis.
- 5.3 Received for information.

- 5.4 That the attached Library Board Hiring Policy and a new Employment of Relatives policy be adopted effective December 1, 2004.

6. BUSINESS ARISING

- 6.1 Privacy Policy

Received for information.

- 6.2 December 1st Strategic Planning Session

Mr. Roberts provided the agenda for the strategic planning session containing background reading material. He relayed that the goal for the evening is to establish three to a maximum of five strategic priorities.

- 6.3 Central Review

Ms Sawa provided a PowerPoint presentation of the next steps with regard to the Central Review.

- 6.4 2005 Operating Budget Update

Received for information.

7. CORRESPONDENCE

No correspondence.

8. REPORTS

- 8.1 Human Resources Report

Received for information.

9. NEW BUSINESS

- 9.1 Nominating Committee

The 2004 Nominating Committee will consist of Ms Horbach, Ms Adams, Ms Brown and Mr. Geczy.

9.2 Workplace Harassment Policy

MOVED by Ms Brown, seconded by Ms Gautrey,

THAT THE ATTACHED LIBRARY BOARD POLICY ADDRESSING WORKPLACE HARASSMENT BE ADOPTED AS AMENDED.

MOTION CARRIED.

9.3 Workplace Violence Prevention Policy

MOVED by Councilor Pearson, seconded by Mr. Carson,

THAT THE ATTACHED LIBRARY BOARD POLICY ADDRESSING WORKPLACE VIOLENCE PREVENTION BE ADOPTED AS AMENDED.

MOTION CARRIED.

10. PRIVATE AND CONFIDENTIAL

Nothing to report.

11. DATE OF NEXT MEETING

Wednesday, December 15, 2004
Central Library, Board Room
5:30 p.m. Meeting
7:00 p.m. Cocktails/Dinner, Hamilton Chamber of Commerce

12. ADJOURNMENT

The meeting was adjourned at 8:30 p.m.

Minutes recorded by Karen Hartog.

Chief Librarian's Report December, 2004

Food for Fines

As mentioned in an e-mail to the Library Board, we have instituted a Food for Fines program for the week beginning December 13th. It allows customers to give the library up to ten cans of food in exchange for up to \$10 in fines.

Exterior Signs

Exterior Signs have either been installed or are scheduled to be installed by December 17th at – Barton, Concession, Greenville, Kenilworth, Locke, Picton, Red Hill, Sherwood, Stoney Creek, Terryberry and Westdale. Signs will soon be installed at Carlisle, Freelton, Lynden, Millgrove, Mount Hope, Rockton and Waterdown. The exterior sign at Saltfleet will be negotiated separately early in 2005 since it requires Catholic school board approval. Permits and additional work are required to complete new signage at the other locations.

Nova Scotia "Libraries of the Future" conference

I have been invited to be a plenary speaker at the Nova Scotia "Libraries of the Future" conference. There will be four plenary speakers. The other three speakers will be Deborah Jacobs, Chief Librarian of the Seattle Public Library, Stephen Abram, Canadian Library Association President and Vice President, Innovation, Sirsi, and Wendy Newman, former Canadian Library Association President. The conference will take place January 20 – 21st in Halifax. While there, I will also give a talk on public libraries at the Dalhousie University Faculty of Management, School of Library and Information Studies.

Staff Furnishings

The Library Board approved staff furnishings for both the Central Library Customer Service staff and for the staff at Collection Access/Management who work in the former Stoney Creek City Hall. The furnishings have been installed. It is the modular style furnishing, identical to that provided to City of Hamilton staff. It looks good and certainly helps to make workflow better. Staff are pleased.

Break-in

Four computers and some cash were stolen from the Millgrove Branch in early December. Steps are being taken to increase the security of the branch.

Hamilton – Families Read - January 24 to 28, 2005

National Family Literacy Day (January 27) promotes the importance of reading and learning together as a family. In Hamilton, it is now a week-long celebration. Parents are encouraged to take time to read with their family and to discover some of Canada's award winning authors and illustrators. Author readings for Hamilton's young people will take place throughout the community.

Award winning books have been chosen for each age group and are available to be borrowed from the Hamilton Public Library:

- **Read Me a Book** by Barbara Reid for infants and toddlers
- **In My Backyard** with illustrations by Werner Zimmermann for preschoolers
- **Emma's Magic Winter** by Jean Little for beginning readers

- **Full Court Press** (grades 3 to 4) and **Camp X** (grades 5 to 6) by Eric Walters for chapter book readers
- **A Foreign Field** by Gillian Chan for teens
- **Let's Play** by Camilla Gryski for family activities

Hamilton Families Read is presented by the Hamilton Public Library in partnership with Early Literacy Hamilton and the Community Advisory Committee for Early Years. Program sponsors also include Affiliated Services for Children and Youth, Community Action Program for Children, Hamilton Ontario Early Years Centres, Hamilton-Wentworth District School Board, Hamilton-Wentworth Catholic District School Board, East Hamilton Kiwanis Boys' and Girls' Club and Niwasa Head Start Preschool.

South Mountain Library Branch

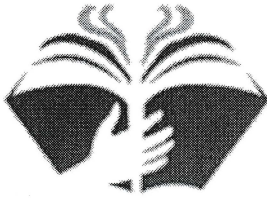
The proposed South Mountain (Turner Park) library Branch is going forward to Council as a Capital item recommended by city staff. As you may remember, we have design funding for this branch and Development Charges will cover most of the Capital construction costs. Much of the cost of operating the branch will have to be approved by Council when it approves the Capital project. Still, Council will expect the library system to investigate all impacts and to try to reduce that cost before the building is ready to open. At this point, it appears that a likely timetable would see the branch ready to open by late 2007.

The South Mountain Branch is intended to be a part of the YMCA, Police Services Board complex. It will be almost 25,000 square feet in size, our largest branch by far and, in comparison with many other library branches, it will have terrific parking. The Turner Park Branch would become the District Library for the mountain.

Ancaster

I have a meeting scheduled with Councillor Ferguson and with Rom D'Angelo of Facilities so that we can figure out the next steps necessary to advance the Ancaster expansion.

Hamilton Public Library



*Growing minds.
Growing community.*

Date: December 7, 2004
To: Chair and Members of the Board
From: William Guise, Director, Finance and Facilities
Helen Benoit, Director, Youth Services
Subject: Youth Programming Reserve

RECOMMENDATION:

That a new reserve account called "Youth Programming Reserve" be setup to hold unexpended funds at the 2004 and future year ends that were received by way of donation or grant for the purpose of funding youth programming subject to any terms specified by the said donation or grant, and

That the unexpended balances at December 31, 2004 of the following cost centres be transferred to the Youth Programming Reserve:

750500	Libraries Lets Celebrate
750515	Teen Writing Grants
750520	Parenting Info Roundtables
750560	Family Language Kits

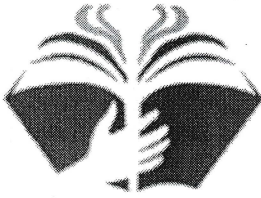
FINANCIAL/STAFFING/LEGAL IMPLICATIONS:

There is no effect on the operating budget.

BACKGROUND:

Funds are solicited from various organizations and service clubs for the provision of on going youth oriented programs. These funds combined with existing operating budget funds allocated for these programs allow for the provision of youth programming. Some of the donations and grants received in any one year may be in excess of the requirements for that year or may be designated for programming in a subsequent fiscal year. If the donations or grants received in excess of the current year's requirements remain in the operating budget at year end, they would no longer be available to fund the programs for which they were donated or granted. Setting up a reserve that would hold the funds in excess of the current year's requirements would ensure that the funds would be expended for the purpose they were donated.

c.c. Ken Roberts, Chief Librarian



Hamilton Public Library

*Growing minds.
Growing community.*

Date: December 8, 2004
To: Chair and Members of the Board
From: William Guise, Director, Finance and Facilities
Subject: **Video Surveillance Policy**

RECOMMENDATION:

That the attached Video Surveillance Policy be approved.

BACKGROUND:

The Hamilton Public Library currently has video surveillance cameras installed at several locations in response to specific incidents in order to maintain safe and secure environment for our clients, staff and other members of the community using our facilities and to protect library property against theft and vandalism. In addition, at its regular meeting in June 2004, the Board approved the installation of video cameras in the lobby of Central Library.

Any recorded data or visual, audio or other images of an identifiable individual qualifies as "personal information" under the *Ontario Municipal Freedom of Information and Protection of Privacy Act*. Surveillance activities involving the collection, retention, use, disclosure and disposal of personal information in the form of video surveillance must be in compliance with the *Act*.

The attached Policy and Guidelines are modelled on the *Guidelines for Using Video Surveillance Cameras in Public Places* issued by the Privacy Commissioner/Ontario, dated October 2001.

c.c. Ken Roberts, Chief Librarian

66-5 VIDEO SURVEILLANCE

Policy Level: Board

Author: Directory, Finance and Facilities

Revision Date:

First Approved:

PURPOSE

The Hamilton Public Library Board will strive to maintain safe and secure environment for clients, staff and community members using library facilities.

It is the Board's policy to employ video security surveillance systems at those facilities owned or operated by the Library, deemed necessary by the Chief Librarian. The Director, Finance and Facilities, Branch Managers or other designated employees at facilities, are authorized to operate the systems. Library employees and service providers are to review and comply with the Policy, Guidelines, and relevant Acts in performing their duties and functions related to the operation of the video surveillance system. Furthermore, cameras will be positioned to only record identified public areas. Video security surveillance systems complement other means being used to promote and foster a safe and secure environment.

Surveillance activities involving the collection, retention, use, disclosure and disposal of personal information in the form of video surveillance must be in compliance with the *Ontario Municipal Freedom of Information and Protection of Privacy Act*. The Hamilton Public Library Board will maintain control of and responsibility for the video surveillance system at all times.

The Chief Librarian will issue administrative guidelines in support of this policy.

Guidelines

These Guidelines are modeled on the *Guidelines for Using Video Surveillance Cameras in Public Places* issued by the Information and Privacy Commissioner/Ontario, dated October 2001.

Definitions

Personal information is defined in section 2 of the *Ontario Municipal Freedom of Information and Protection of Privacy Act* as being recorded information about an identifiable individual, which includes, but is not limited to, information relating to an individual's race, colour, national or ethnic origin, sex and age. Therefore a simple image on a video surveillance system that is clear enough to identify a person, or the activities in which he or she is engaged in, will be classified as "personal information" under the Act.

Record is defined in section 2 of the *Ontario Municipal Freedom of Information and Protection of Privacy Act* to mean any information, however recorded, whether in printed form, on film, by electronic means or otherwise, and includes: a photograph, a film, a microfilm, a videotape, a machine-readable record, and any record that is capable of being produced from a machine-readable record.

Video Surveillance System refers to a video, physical or other mechanical, electronic or digital surveillance system or device that enables continuous or periodic video recording, observing or monitoring of individuals in open, public spaces. The Information and Privacy Commissioner/Ontario includes in the term video surveillance system an audio device, thermal imaging technology, or any other component associated with recording the image of an individual.

Reception Equipment refers to the equipment or device used to receive or record the personal information collected through a video surveillance system, including a camera or video monitor or any other video, audio, physical or other mechanical, electronic or digital device.

Storage Device refers to a videotape, computer disk or drive, CD ROM, computer chip or other device used to store the recorded data or visual, audio or other images captured by a video surveillance system.

Responsibilities

Chief Librarian - The Chief Librarian is responsible for the overall Library video security surveillance program and is responsible for the Library's privacy obligations under the *Ontario Municipal Freedom of Information and Protection of Privacy Act* and the policy.

Director, Finance and Facilities - The Director, Finance and Facilities is responsible for the development and review of the policy & supporting guidelines along with the technical aspects of the video security surveillance systems and the coordination of related audits, the life-cycle management of authorized video security surveillance systems (specifications, equipment standards, installation, maintenance, replacement, disposal, and related requirements (e.g. signage).

Branch Manager - The Branch Manager of a facility having a video security surveillance system is responsible for the day-to-day operation of the system in accordance with the policy, guidelines, and direction/guidance that may be issued from time-to-time.

General

Video security surveillance systems are a resource used by the Hamilton Public Library Board within the Board's jurisdiction to promote the safety of clients, staff, and community members. Where deployed for that purpose, these systems help to protect library property against theft or vandalism and can assist in the identification of intruders and of persons breaking the law. In the event of a reported or observed incident, the review of recorded information may be used to assist in the investigation of the incident. These guidelines are not intended to deal with instances where library staff videotape a specific event (such as a programme, or presentation). The Guidelines do not apply to "covert surveillance" i.e. surveillance conducted by means of hidden devices, without notice to the individuals being monitored. The Library will maintain control of and responsibility for the video security surveillance system at all times. Employees and service providers are expected to review and comply with the policy, the Act, and other relevant statutes in performing any duties and functions that are related to the operation of the video security surveillance program. Employees that knowingly or deliberately breach the policy or the provisions of the Act or other relevant statutes may be subject to discipline. Service providers that knowingly or deliberately breach the policy or the provisions of the Acts or other relevant statutes may be found to be in breach of the contract leading to penalties up to and including contract termination.

Collection of Personal Information Using a Video Surveillance System

Any recorded data or visual, audio or other images of an identifiable individual qualifies as "personal information" under the Acts. Video security surveillance systems can be operated to collect personal information about identifiable individuals. The Library has determined that it has the authority to collect this personal information in accordance with the Act. Pursuant to section 28(2) of the *Ontario Municipal Freedom of Information and Protection of Privacy Act*, no person shall collect personal information on behalf of the Library unless the collection is expressly authorized, used for the purposes of law enforcement or necessary to the proper administration of a lawfully authorized activity. The Library must be able to demonstrate that any proposed or existing collection of personal information by a video surveillance system is authorized under this provision under the Act.

Planning Considerations for Video Security Surveillance Systems

Before deciding if a facility warrants a video security surveillance system, the Library will consider the following:

1. A video security surveillance system should only be considered where less intrusive means of deterrence, such as increased monitoring by staff and security guard patrols have been shown to be ineffective or unworkable.
2. Before implementing a video surveillance program, a facility should be able to demonstrate:
 - a. a history of incidents (e.g. intrusion, personal safety issues) occurring in the specific facility,
 - b. the effect of the physical circumstances of the facility – does it permit ready access to unauthorized individuals, and
 - c. whether a video security surveillance program would be effective in dealing with or preventing future incidents of the type that have already occurred.
3. The acquisition, installation, and operation of individual video security surveillance systems should be justified on the basis of enhancing the safety of clients and staff and/or deterring destructive acts such as vandalism.
4. An assessment should be conducted of the effects that the proposed video security surveillance system may have on personal privacy, and the ways in which any adverse effects can be mitigated.
5. Consultations should be conducted with relevant stakeholders as to the necessity of the proposed video security surveillance program at the facility.
6. The Library will endeavour to ensure that the proposed design and operation of the video security surveillance system minimizes privacy intrusion to that which is absolutely necessary to achieve its required, lawful goals.

The Design, Installation and Operation of Video Security Surveillance Equipment

In designing, installing and operating a video security surveillance system, the Library will consider the following:

1. Reception equipment such as video cameras, or audio or other devices should only be installed in identified public areas where video surveillance is a necessary and viable detection or deterrence activity. The equipment will operate up to 24 hours/seven days a week, within the limitations of system capabilities (e.g. digital, tape), power disruptions and serviceability/maintenance.
2. The equipment should be installed in such a way that it only monitors those spaces that have been identified as requiring video surveillance. Cameras should not be directed to look through the windows of adjacent buildings.
3. If cameras are adjustable by operators, this should be restricted, if possible, so that operators cannot adjust or manipulate them to overlook spaces that are not intended to be covered by the video surveillance program.
4. Equipment should never monitor the inside of areas where the clients, staff, and the public have a higher expectation of privacy (e.g. change rooms and washrooms).
5. Clearly written signs, prominently displayed at the entrances, exterior walls, and/or the interior of buildings having video security surveillance systems, shall provide students, staff, and the public reasonable and adequate warning that video surveillance is in effect. Signage will satisfy the notification requirements under section 29(2) of the *Ontario Municipal Freedom of Information and Protection of Privacy Act* which include informing individuals of the legal authority for the collection of personal information; the principal purpose(s) for which the personal information is intended to be used and the title, business address and telephone number of someone who can answer questions about the collection. As a minimum, there should be a sign in place that notifies individuals of the recording and informs them that they may contact Library Administration offices with any questions. The remainder of the notice requirements under the Acts can be satisfied through information pamphlets available in the facility. Managers will be the Point-of-Contact for library branches and the Director, Finance and Facilities will be the Point-of-Contact for non-branch facilities.
6. The Library will endeavour to be as open as possible about the video security surveillance program in operation and upon request, will make available to the public, information on the rationale for the video surveillance program, its objectives and the policies and guidelines that have been put in place. This may be done in pamphlet or leaflet form. The Policy and Guidelines will be posted on the Library's Web site.
7. Reception equipment should be in a strictly controlled access area. Only personnel authorized in writing by the Director, Finance and Facilities should have access to the controlled access area and the recording equipment. Video monitors should not be in a position that enables public viewing.

8. The annual maintenance program for reception and recording equipment will include image refocusing and lens cleaning while ensuring that the equipment is operating properly and in accordance with the manufacturers' specifications. Library staff will endeavour to promptly follow-up issues or concerns regarding the performance of equipment.

Access, Use, Disclosure, Retention, Security and Disposal of Video Security Surveillance Records

Any information obtained through of video security surveillance systems may only be used for the purposes set out in the policy and must relate to the protection of clients, staff and the public, including the discipline or consequences that arise from that, or it must assist in the detection and deterrence of criminal activity and vandalism. Information should not be retained or used for any other purposes other than those described in the policy. Video security surveillance should not be used for monitoring staff performance. Since video security surveillance systems create a record by recording personal information, each facility having a system will implement the following procedures:

1. All tapes or other storage devices that are not in use should be stored securely in a locked receptacle located in a controlled-access area. Each storage device that has been used should be dated and labelled with a unique, sequential number or other verifiable symbol. Access to the storage devices should only be by authorized personnel. Logs should be kept of all instances of access to, and use of, recorded material to enable a proper audit trail.
2. Procedures on the use and retention of recorded information include:
 - a. Only the Director, Finance and Facilities, Branch Manager and delegated Alternates (designated by name and position) may review the information. Circumstances, which would warrant review, will normally be limited to an incident that has been reported/observed or to investigate a potential crime. Real-time viewing of monitors may be delegated by the Director, Finance and Facilities to a limited number of individuals.
 - b. The retention period for information that has not been viewed for law enforcement, library or public safety purposes shall be twenty-eight (28) calendar days (four (4) weeks) for digital systems and seven (7) calendar days (one (1) week) for videotape cassette systems. These timeframes are based on risk assessment, privacy considerations, and equipment capabilities. Recorded information that has not been used in this fashion, within these timeframes, is then to be routinely erased in a manner in which it cannot be reconstructed or retrieved.
 - c. When recorded information has been viewed for law enforcement, branch, or public safety purposes the retention period shall be one (1) year from the date of viewing. Section 5 of Ontario Regulation 823 under *Ontario Municipal Freedom of Information and Protection of Privacy Act* requires that personal information that has been used must be retained for one (1) year.
3. The Library will store and retain storage devices required for evidentiary purposes according to standard procedures until the law enforcement authorities request them. A release form will be completed before any storage device is disclosed to

appropriate authorities. The form will indicate who took the device, under what authority, when this occurred, and if it will be returned or destroyed after use. This activity will be subject to audit.

4. Old storage devices must be securely disposed of in such a way that the personal information cannot be reconstructed or retrieved. Disposal methods could include shredding, burning or magnetically erasing the personal information. A record of the disposal is to be completed and retained.
5. Any client, staff member or member of the public that has been recorded by a video security surveillance camera has a general right of access to his or her personal information under section 36 of the municipal Act. This right is recognized. One exemption that may apply is contained in subsection 38(b) of the municipal Act, which grants the heads of institutions the discretionary power to refuse access where disclosure would constitute an unjustified invasion of another individual's privacy. As such, access to an individual's own personal information in these circumstances may depend upon whether any exempt information can be reasonably severed from the record. One way in which this may be achieved is through digitally "blacking out" the images, where technically possible, of other individuals whose images appear on the recording(s).
6. The application of the frivolous or vexatious request provisions of the municipal Act would occur in very rare circumstances. It can be concluded that a request for access to a record or personal information is frivolous or vexatious if:
 - a. the opinion is, on reasonable grounds, that the request is part of a pattern of conduct that amounts to an abuse of the right of access or would interfere with the operations of the facility, or
 - b. the opinion is, on reasonable grounds, that the request is made in bad faith or for a purpose other than to obtain access.
7. The Director, Finance and Facilities/Managers will respond to any inadvertent disclosures of personal information based on direction provided by the Chief Librarian. Any breach of the *Ontario Municipal Freedom of Information and Protection of Privacy Act* shall be reported to the Chief Librarian.

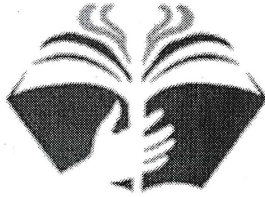
Training

Where applicable and appropriate, the policy and guidelines will be incorporated into training and orientation programs of the Library and service provider(s). Training programs addressing staff obligations under the Act shall be conducted as necessary.

Auditing and Evaluating the Use of a Video Surveillance System

The Library will ensure that the use and security of video security surveillance equipment is subject to regular audits. The audit will address the Library's operational compliance with the policy and the guidelines. An external body may be retained in order to perform the audit. The Library will endeavour to address any deficiencies or concerns identified by the audit as soon as possible. Employees and service providers should be aware that their activities are subject to audit and that they may be called upon to justify their surveillance interest in any given individual. The Library will regularly review and evaluate its video surveillance program to ascertain whether it is still justified in accordance with the planning

requirements set out in this document. This evaluation shall occur at least once every three (3) years and will include the review/update of the policy and the guidelines



Hamilton Public Library

*Growing minds.
Growing community.*

DATE: December 9, 2004
REPORT TO: Chair and Members of the Board
FROM: Ken Roberts, Chief Librarian
SUBJECT: Privacy Policy

Recommendation:

That the attached Privacy Policy be approved, and

That staff be empowered to amend the section that outlines personal information that might be collected and how it is used so long as the amendments are completely consistent with the principles set out in the policy.

Background:

The attached policy is an amended version of the Privacy Policy that was submitted to the Board last October. The Privacy Policy was tabled in October so that the concerns raised by a Board member could, if possible, be built into the policy. The policy has been amended.

The Board should be aware that this policy makes a strong statement. It obligates the library to destroy information about who may have used a public access computer as quickly as possible, ideally by the end of the day upon which the computer is being used or even as soon as a session is complete. While the American Library Association and others are urging libraries to purge information that links an individual to a particular computer used at a particular time, others (primarily organizations that provide internet access) have a concern about being held responsible for any illegal actions (e.g. sending viruses or hate mail).

It is probably impossible to create a policy that truly balances these two concerns. The retention of information that identifies an individual automatically means that the ways in which a computer has been used is not completely private. This policy obligates the library to protect privacy to the extent that it is possible within our hardware and software limitations.



Date: December 9, 2004
To: Chair and Members of the Board
From: George Geczy, Vice-Chair
Subject: Privacy Policy

After a quite a number of drafts and discussion on various points of our proposed new Privacy Policy (originally tabled from September 2004), the most recent version goes as far as reasonably possible in meeting the concerns that I had voiced about the policy at prior Board meetings.

While I support this latest version of the Policy as a very thorough and responsible document, I would also like to point out a few areas where the policy differs from some of the positions of the ALA (American Library Association) and other similar organizations that have published guidance on these issues.

The current "acid test" of applying the principles of the new policy were with the public access internet computers guidelines (section 5); we differ from the positions of the ALA¹ and OLITA² (Ontario Library and Information Technology Association) in:

- 1) Recognizing technological limitations: Though the ALA and OLITA positions suggest that Patron signup information should kept for no longer than the end of each day, our booking software does not support daily erasure; we have identified this in the policy as our goal, but accept that currently we can only erase the data on a weekly basis.
- 2) Acceptable Use Policy (AUP): The Privacy Policy identifies review and enforcement of the AUP as a valid use of Patron signup data. I have found no example from other libraries or from the ALA's whitepapers of this as a reasonable "identified purpose" for the use of the data.

It is possible to envision hypothetical situations on both sides of the AUP issue; a "false alarm" AUP complaint could result in an unreasonable invasion of a Patron's privacy, however the AUP is virtually unenforceable without being able to identify Patrons involved. As more Canadian libraries draft their own Privacy Policies, we should be watching to see how they handle this issue, and whether our approach should be modified in the future.

¹ "Guidelines for Developing a Library Privacy Policy" (August 2003) & "Task Force on Privacy and Confidentiality" (July 2000) www.ala.com
² OLITA "Position Paper on the Privacy and Confidentiality of Internet Use" (March 2002) www.accessola.com/olita/

Privacy Policy for Library Users

Purpose

To ensure that the Hamilton Public Library Board is in compliance with the **Municipal Freedom of Information and Protection of Privacy Act, 1989** and that the library adheres to the principles outlined in the *Canadian Standards Association Model Code for the Protection of Personal Information*. These principles are:

- **Accountability:** The library will clearly state who is to be contacted whenever a user questions the use of personal information. The library will ensure that its privacy policy is enforced by all library staff members as well as any third party organizations or agencies that may have legitimate access to such information in support of the library's business.
- **Identifying Purpose:** The library will clearly state the purpose for collecting any personal information before such information is collected. Consent must be obtained before the information can be used in any new way, except where such use is required by law.
- **Consent:** Any individual may choose not to allow the collection of such information, although such an action may affect a person's ability to use the affected library services.
- **Limiting Collection:** Information shall be collected using only legal and lawful means and use shall be limited to that which is necessary for the purposes identified by the library.
- **Use, Disclosure and Retention:** Personal information shall not be used or disclosed for purposes other than that for which it was collected, except with the consent of the individual or as required by law. Personal addresses and phone numbers that are collected by the Hamilton Public Library will not be given or sold to other organizations and will only be used for Library-only mailings that are approved by the Board. Information may be shared with agencies or companies working within the scope of their duties on behalf of the library. The library shall ensure that such agencies or companies abide by the library's policy. Personal information shall be retained only for the period of time required to fulfill the purposes for which it was collected.
- **Accuracy:** Under the terms of the legislation, we will commit to an annual review to ensure that the collection, storage and disposal of the information is carried out in a manner that conforms to the Municipal Freedom of Information and Protection of Privacy Act, 1989. Personal information shall be as accurate, complete and as up-to-date as is necessary to fulfill the purpose for which it is collected. Individuals may challenge the accuracy of their personal information.
- **Safeguards:** Personal information shall be protected by safeguards that are appropriate for the sensitivity of the information collected.
- **Openness:** The library shall answer any individual's questions about the uses of specific information and about specific practices, ensuring that practices abide by this policy.
- **Access:** The library shall allow users to see personal information about themselves. Library staff must provide loan information about a child less than 16 years of age to that child's parent or guardian. Library staff must also honour court orders issued by a judge that require the release of personal information. With approval of the Chief Librarian, library staff may also

disclose personal information in compassionate circumstances, to facilitate contact with the next of kin or a friend of an individual who is injured, ill or deceased. Any disclosures to law enforcement officials or to assist in compassionate circumstances must be reported to the Library Board, without identifying the individual concerned.

- **Challenging Compliance:** Any library users who feel their privacy has not been protected may challenge library practices through the Chief Librarian. A library user who, after such a challenge, is not satisfied with the result, may appeal to the Library Board, maintaining either that the current policy has been violated or that the current policy needs to be changed in order to address a perceived issue.

Staff Policies: What we collect and why

The staff of the Hamilton Public Library collect the following information about individual library users. Board policy states that such information "shall be retained only for the period of time required to fulfill the purposes for which it was collected." The retention period for each item cited in this section is listed in the Library Board Retention Policy, a copy of which is available through the library's administration and on the library's website.

1. *The library system collects the name, address, and telephone number of each registered library user.*

Such information is used by staff and by agencies and companies working within the scope of their duties on behalf of the library. Such information can be used in the provision of library services.

2. *The library system collects information about what an individual library user may have borrowed from the library system.*

Information about what an individual library patron may have borrowed is not shared with anyone. Possession of a library card is considered consent by the person to share such information with the person holding the library card. Patrons may designate family members or others to check out material for them, using their card. Information about what a person may have borrowed is not retained when the item is returned except where fines and fees may have occurred or where the person is registered for the Visiting Library Service.

3. *The library system collects information about items placed on Hold to be borrowed by an individual library user.*

Information about what an individual library user places on Hold is not shared with anyone member of the public.

An individual user may designate others to know what has been placed on Hold for him or her so that these specific people may pick up their Holds. Without such a designation, Holds may only be checked out by the person who has the library card of the individual placing such a Hold.

Holds are kept in a public area at some library branches so that individual users may pick up their own Holds. The material kept in these areas is filed by an individual user's last name. Anyone concerned about the fact that such material is held in a public area may request that their Holds be kept away from potential public scrutiny.

4. *The library system collects information about public meeting room space that a specific individual may rent and programs that people may have registered to attend.*

Information about what an individual library user rents or registers to attend is not shared with any member of the public.

5. *The library system collects information about when an individual may have booked a public use computer as well as how that computer has been used.*

All history or cache files which might identify how a person has used a library public access computer are erased once the computer is rebooted at the end of a session. At present (December, 2004) software limitations require that back-up information about who might have used a particular public computer is stored for approximately one week after a machine has been used. The library's goal is to ensure that all such information is erased at the end of the day upon which a computer is used.

Upon complaint, the library may review the use of a particular computer to ensure that the library's Internet Use Policy is being upheld. Such a complaint must be lodged on the day of the alleged abuse so that an investigation may occur.

6. *The library collects information about how has requested material borrowed through Interlibrary Loan as well as information about the material requested.*

The provincial Interlibrary Loan process is managed by software used by all provincial libraries that participate in the Interlibrary Loan program. The name and the address and phone number of any person requesting material from another library system is collected by Hamilton Public Library staff and is stored on servers in other places and in other countries. While there are safeguards in the software to ensure that personal information is protected, the Hamilton Public Library cannot monitor nor control the use of this information.

7. *The library system collects Comment forms, letters from individual users and Requests for Reconsideration from individual users (A Request for Reconsideration is a request that an item held in the library's collection be removed).*

Comment Forms addressed to staff are used internally to improve services. Comment Forms that affect overall services are reviewed by senior staff and, at times, by the Library Board. Comment Forms may form part of the Board package. The names of anyone submitting forms that are included in a Board package form part of that package and may appear on the Board's public documents

Letters sent to staff by individual users are considered confidential. Letters that are sent to the Library Board may form part of the Board's public documents.

A Request for Reconsideration that is appealed to the Library Board becomes part of the public record, including the name of the individual making such a request.

8. *At times, library staff collect personal information that may be required to assist in answering reference questions either in person, over the phone, or through electronic mail.*

The Library may collect personal information in order to assist a person but, once the question is complete, staff will keep no permanent records that link reference questions to a specific person.

9. *The library system collects visual images through security cameras inside some locations.*

Visual images may be used by library staff to ensure the safety of staff and persons using the library itself. Agencies or companies working within the scope of their duties on behalf of the library may also use such images. Images are only used to ensure that library behavioural policies are enforced or that the safety of the people whose images are collected is protected.

10. *The library system collects photos of library users at library events and programs.*

Photos of recognizable individuals taken by library staff or for library purposes will not be used without proper permission.

11. The library system may, on occasion, permit valid research within the library. This may include the use of individual library records.

Any such research must be approved by the Library Board, which will apply the principles of the *Canadian Standards Association Model Code for the Protection of Personal Information*. Any research that is conducted by an outside agency must be approved by an appropriate research ethics board. Whenever individual user information is used under the approved terms of a research agreement, personal information will be destroyed before the publication of any results.

Hamilton Public Library Board

Strategic Priorities Meeting Results

December 1, 2004

6:00 – 9:00 p.m.

Objectives:

- Reach agreement regarding strategic priorities for 2005-2006-2007
- Have initial conversation regarding values

Established Ground Rules:

- Start on time, stay on topic and stop on time
- Use parking lot for items, issues not within agenda
- Balance outcomes with outlook using humour
- Have one conversation at a time
- Ask to understand

Reviewed mission as it is the foundation for the strategies:

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.

Established selection criteria for strategic priorities:

"Our strategic priorities MUST _____"

- not exceed 5
- be measurable
- be aligned with and reflect mission
- reflect value
- stretch us philosophically
- be doable
- provide *personal growth opportunities for all involved*

"We WANT our strategic priorities to _____"

- reflect community priorities and direction

Discussed context surrounding HPL:

Organizations "enjoying enduring success have core values and a core purpose that remain fixed while their strategies and practices endlessly adapt to a changing world." (Collins & Porras, Built to Last)

"As we determine our strategies, we need to consider or keep in mind: _____"

- the idea of changing perceptions of not being safe to being safe; that the library can have a leadership role in communities
- the library as custodian of knowledge of the neighbourhood

- the volume of commuters in the city; people not staying in neighbourhoods and the implications for libraries
- the idea of "I'll meet you at the library" – the social force of the library – the library as a catalyst for community sustainability – "3rd space" – library as social/community space
- that those aged 55+ are the heaviest patrons; must begin with the very young and build a foundation of patrons – young people don't view the library as relevant
- that when we "stretch" strategically, we "stress" internally; need to allocate resources in a new way ---- those resources being our staff, focus and energy
- staff turnover provides opportunities to change roles and provide retraining
- the role of the librarian is changing significantly
- multilingual supports are needed
- economics of Hamilton communities and the aging population; need to bridge the haves/have nots
- 1/3 of Hamilton population have not completed high school; there are implications regarding literacy
- that we need to clarify the perceived needs vs. the real needs of communities and patrons; need to have conversations with patrons in the branch communities
- library's connections to schools

Envisioned 2007:

Henry Mintzberg says that Vision is a mix of logic, intuition and creativity.

"It's 2007...HPL is known for....is doing....our patrons are saying...our politicians are saying...our employees are saying..."

- we've received an award for a program based on a Mexican initiative to have books on the trains; people then heard about the library
- the library card is more important than a credit card to people
- politicians feel HPL is great and are providing more money to enable HPL to fulfill its community role
- people say "I'll meet you at the library"
- we're growing, working and learning together
- the library has new roles in communities
- we've received an innovation award for creating new roles
- HPL is an employer of choice
- We're a digital library with books and electronics and a high volume of traffic in branches
- HPL has a Tim Horton's, pool room, quiet room; politicians are asking to have their constituency offices in branches, but we're not sure this is a good idea
- We're known as the "best place to be" – where people feel safe and can freely share ideas
- We have partnerships with businesses; a cancer library
- We have "linked neighbourhoods" – we reduce isolation of people & communities
- We've received the Library of the Year Award for our modern facilities that offer simultaneous programs
- Staff are empathetic and reflect patrons' realities; people are anxious to work here

Drafted strategic priorities:

“Given our mission, the context in which we are & will be operating, and our envisioned future, our strategic priorities must be _____”

Report from Group 1:

Empower communities

- Take the library to the community
- Catalyst for city sustainability
- Partnerships – private sector collaboration?

Welcome diversity

Develop and energize services and organization ---- Show pride:

- Innovative
- Destination point
- “Meet me at the library”
- “3rd place”
- Pride in space
- High standards – quality
- Pride among staff

Report from Group 2:

Library as social/community space

Celebrate Diversity – Newcomers – Multicultural/Multiethnic

Develop and energize services and organization

Next Steps:

<i>What</i>	<i>Who</i>	<i>When</i>
Document flipcharts	Rebecca	December 6 th (oops!)
Draft priorities Send to Board for review prior to meeting	Ken	January 4-6 th
Prepare for values review	Daphne/Ken	February

To: Public Library Board Administrative Assistant
Karen Hartog khartog@hpl.ca
From: Ken Watson
Re: Customer Service Issues

Nov. 19/04

I was told by the Quick Information Service that communication with the HPL Board had to go through you. I would be grateful if you would pass the following letter along to the Chair and Board Members.

Copies to

City council members of HPL Board:
Tom Jackson tjackson@hamilton.ca
Maria Pearson mpearson@hamilton.ca

103 Upper Paradise Rd.,
Hamilton, Ont., L9C 5B6
Nov. 19/04

Ms. D. Horbach
Chairman of the Library Board
Main Library
55 York Blvd.,
Box 2700,
Hamilton, Ont., L8N 4E4

To whom it may concern;

I am writing to appeal to your executive decision-making capacity to amend the current disservice being rendered by your computerized system. The abuses being heaped upon your staff and users by the computerized system include the following:

- 1) Automated telephone and/or mail contact
- 2) Unintelligible grocery list inventories of items borrowed
- 3) Presenting to your staff an unserviceable and unworkable system which they must deal with and be seen to defend.

Let me elaborate on each in turn as they affect me and those I deal with.

1) Automated telephone and/or mail contact

I am in the Bookmobile probably 45 weeks a year - maybe more, certainly not less. I enjoy, and obviously use the service a lot. It is my opinion that this service is the most valuable you offer to the point where I avoid Branch outlets. Because I frequent the Bookmobile so often, I feel there is no point in having the library contact me by phone or mail to tell me that something I requested recently is now available. Long practice has led me to believe that my requests are carefully and diligently met by the Bookmobile Staff. Why can their Superiors not recognize that?

I am currently looking at a stack of over a dozen 'Hold Request Notices' accumulated over the past few weeks. Each cost about 49 cents to mail plus I don't know what to print up and move through the system. And every one was entirely unnecessary. Maybe you have too much money to spend and are looking to novel ways to get rid of your abundance. If you are, might I suggest that collections and staff is where to spend it - not the mail.

The reason this stack of mail has accumulated is that I've asked not to be contacted by your robot phone service. I had grown weary of lifting the receiver to a pause and disembodied voice telling me that something I had asked for was now available. Thanks but the call was not needed. There are services I can enlist to remove me from telephone solicitations. Is that what I need to resort to? I sought ways of canceling the phone messages and with the help of your employees sought to delete my phone number from the data base that service uses. It worked! But the torrent of mail has arrived.

Has anyone thought to modify the program to allow a third option? Might I suggest "Do Not Contact" might be added to your menu of robotic alternatives. Such an addition might recognize that people like me use the Library enough to not need to be told what they already know or expect, or can get first hand from the people you employ to serve the public. And those who want or need such contact, can still get it.

2) Unintelligible grocery list inventories of items borrowed

I don't need to know who invented the current list of books which I am handed as I check out from the library, but it can not have been a regular user. From my conversations with many of your staff all over the city, it definitely wasn't one of them. This leaves the possibility that it was imagined by another computer, or a person with robotic thinking as being a real possibilities. I don't need a list of books identified by their bar code numbers. This may be a wonderful invention to monitor inventory, but as a public service, it is hard to imagine something more useless. When books are known by number, the list will have a future - not until then.

The list seems to presume that a borrower will have one book into which the printout can be placed. I think you'll find there are quite a few users who might borrow more than one at a time. The list is not long enough to stick out, and coloured to make it blend in with the pages of the book and make it invisible. If you have several books, most people I know cannot locate the robotic reminder of when their books were checked out - or due. The list of books I got last night has already evaded detection in the bag into which it was placed with the books.

For some reason, the practice of stamping the 'Due Date' on the book has been abandoned. It probably was not robotic enough as an idea. I further understand that all the date stamps were collected to ensure that employees would not be able to subvert the perfect machine solution. It is scary to think that such thinking rules. Might I suggests that as long as you are sticking bar codes on books, that the paper you use for that purpose be long enough to allow me, as a customer, to stamp the due date on the book cover - that is if the staff are to be forbidden from performing this service.

3) Presenting to your staff an unserviceable and unworkable system which they must deal with and be seen to defend.

Abusing your clientele with unnecessary and/or useless mail/phone calls, and pointless inventory lists, and making it all but impossible to determine when a book is due back to help those customers contribute their efforts to a smooth operation is one thing, but inflicting the system that I see staggering onward upon the staff, amounts to administrative harassment.

Loyal and long serving staff have been given the task of using and defending the indefensible. What better way to demoralize those who face the public? Do you have any idea how much dialogue time is spent fruitlessly talking about the system? Have you asked how much flak your employees have taken? Can you not imagine a more productive exchange between staff and the public? I think it is a disgrace that staff be in the position in which they have been placed, and I strongly question the Libray's leadership which would not have perceived the damage it has, and is doing, to its relations with both staff and public. The fixes needed to untangle the mess are not elaborate or costly. Might I suggest:

a) Scrap the lists you hand out to readers unless they want them and put a self adhesive strip back on the cover. Replace the 'Due Date' stamps and pads at the checkout points for staff or users to stamp the materials they borrow.

b) Cancel the phone/mail computer advisory until you can add a 'Do Not Contact' option to the program.

December 9, 2004

Mr. Ken Watson,
102 Upper Paradise Road,
HAMILTON,
Ontario
L9C 5B6

Dear Mr. Watson,

Thank you for your letter. It is great to hear that you enjoy our bookmobile service. It is a jewel.

I do want to respond to your specific concerns. Your letter and my letter will both be in the Board package for the December meeting.

The Horizon computer system that is used to circulate library material is fairly flexible. The system usually telephones borrowers about material on hold or overdue. This is by far the least expensive way of contacting a borrower. Use of the automated notification system, while less personal, has helped the library to retain some of its valuable services.

At a borrower's request, staff can set the system so that it does not give you a telephone call for either hold or overdue notifications. Your record was set with this indication. The system can also be set so that neither a telephone call nor a mailed notice will be sent. Your suggestion of a "do not contact" option is possible. In fact, your record has now been set so that no notifications will be sent at all.

Staff wish for me to stress that there could be implications for you. For example, holds that are not picked up on time will be cancelled so that the material can be sent to the new person who has requested an item. You would then have to create another request and will be at the back of the queue. Even more importantly for you, it could mean that you might receive a bill from a collection agency for material you had not been aware was not returned.

The receipt printers that the Hamilton Public Library uses are now standard in almost all library systems. The lists people receive at all locations except the bookmobiles include the name of the items, not just a barcode. People can also receive a list of everything they have on loan, with the dates these items are due. Some people love these receipts. Others don't like them at all. They are used for many reasons, not the least of which is that too

many library staff members in a great number of libraries were suffering from wrist problems from continually stamping library material. Many people also strongly object to covering part of a book with a place for date stamps. Date stamps do not work for many of the newer formats. Their use is almost universal in public libraries.

You mention the fact that your receipt does not even have the title of the items that you borrow, merely a barcode number. This is true for you. The bookmobiles cannot be linked to the full circulation system since many of the bookmobile stops are not located where a wireless link can be made. Instead, the bookmobiles work off-line and information about what a person borrows and returns is fed into the main computer at the close of the day. Information about what barcode is attached to which book cannot currently be downloaded to the bookmobile stops.

The Library Board strongly supports the good work that front-line staff provide for the public. The tools that we try to provide are amongst the best that are available to public libraries. We did have far too many problems installing the new version of our automated circulation system this year. We think these problems have now been resolved. Bookmobiles, by their very nature, provide a different service from other library locations. There are real strengths to their service and there are real weaknesses. One of the weaknesses is that the full capacity of our computer systems cannot be used within the bookmobile environment.

Yours,



Doreen Horbach
Chair
Hamilton Public Library Board



*Growing minds.
Growing community.*

Date: December 9, 2004
To: Chair and Members of the Board
From: William Guise, Director, Finance and Facilities
Hamilton Public Library
Subject: 2005 Operating Budget Update

RECOMMENDATION:

That this update on the 2005 Operating Budget and Analysis of Significant Cost Category Increases along with the 2005 Departmental Overview for the Hamilton Public Library Board be received for information.

BACKGROUND:

The Board at its regular meeting in October 2004 approved the submission of a 2005 Operating Budget submission to the City of Hamilton with an increase of 3.4% over the 2004 budget plus any increase in facility charges over 2004.

A revised 2005 draft operating budget was submitted to the Board at its regular meeting in November 2004. The revised draft of the 2005 operating budget showed an increase of \$977,430 or a 4.5% increase over 2005. Included was an increase in facility costs allocated from the City of Hamilton in the amount of \$297,880. The increase cost of electricity and natural gas makes up the majority of the increase in facility costs. Excluding the increase in facility costs, the increase in operating budget for 2005 as per the November 2004 draft would have represented an increase of 3.1%.

The November 2004 indicated further adjustments to the budget were still likely to be made as both the Library and City reviewed the various components that go into the budget. Any changes were to be reported on at the December Board meeting.

Attached is a copy of the 2005 Operating Budget that will be included in the City of Hamilton Budget Book for 2005 and presented to City Council. Also attached is an Analysis of Significant Cost Category Increases.

The 2005 Operating Budget submission included in the Budget Book shows an increase of \$991,590 or 4.6% over 2004 Operating Budget. The changes from the Operating Budget submission of November 2004 are as follows:

- Increase of \$20,640 in retiree costs to recognize increase cost related to employees who have retired in 2004 and an estimate of those eligible for retirement in 2005.
- Decrease of \$6,480 in allocated costs from the City in relation to vehicle costs.

Excluding the increase in facility costs allocated from the City, the increase over 2004 would be \$693,710 or 3.2%

Also included in the 2005 Operating Budget Book to be submitted to the City is a 2004 Departmental Overview which contains

- Library's Mission Statement
- Brief description of the scope of the services offered by the Library.
- Strategic Priorities and Accomplishment for 2004
- Objectives/Initiatives and Financial & Services Pressures for 2005
- Organization Chart and Complement for 2005

CITY OF HAMILTON 2005 OPERATING BUDGET By Cost Category

DEPARTMENT: Library

	2004 Approved Budget	2004 Restated Budget	2004 Projected Actual	2005 Base Budget	2005 Program Enhancement	2005 Program Reduction	2005 Requested Budget	2005 Request / 2004 Restated	
								\$	%
Employee Related Costs	16,177,930	16,328,990	16,177,930	16,980,260	-	-	16,980,260	651,270	4.0%
Materials and Supplies	3,194,780	3,228,060	3,194,780	3,227,800	-	-	3,227,800	(260)	0.0%
Vehicle Expenses	1,200	1,200	1,200	1,200	-	-	1,200	-	0.0%
Buildings and Grounds	491,360	491,360	491,360	494,360	-	-	494,360	3,000	0.6%
Contractual	814,960	765,200	814,960	765,320	-	-	765,320	120	0.0%
Reserves / Recoveries	31,250	22,410	31,250	26,610	-	-	26,610	4,200	18.7%
Cost Allocations	2,546,890	2,717,030	2,546,890	3,030,290	-	-	3,030,290	313,260	11.5%
Financial	13,490	13,490	13,490	33,490	-	-	33,490	20,000	148.3%
TOTAL EXPENDITURES	23,271,860	23,567,740	23,271,860	24,559,330	-	-	24,559,330	991,590	4.2%
Fees and General	(567,780)	(567,780)	(567,780)	(567,780)	-	-	(567,780)	-	0.0%
Grants and Subsidies	(1,171,710)	(1,275,910)	(1,171,710)	(1,275,910)	-	-	(1,275,910)	-	0.0%
TOTAL REVENUES	(1,739,490)	(1,843,690)	(1,739,490)	(1,843,690)	-	-	(1,843,690)	-	0.0%
NET LEVY	21,532,370	21,724,050	21,532,370	22,715,640	-	-	22,715,640	991,590	4.6%

Attachment #8.1

CITY OF HAMILTON
2005 OPERATING BUDGET

Analysis of Significant Cost Category Increases

DEPARTMENT: HAMILTON PUBLIC LIBRARY

DIVISION: HAMILTON PUBLIC LIBRARY

Cost Category	From Preceding Cost Objective Summary Page: Change 2005/2004		Related Subsidy / Revenue	Net Impact	EXPLANATION
	\$	%			
Employee Related					
Salaries & Benefits	401,090	1.8%		401,090	Step increases and settlement
Salaries & Benefits	202,400	0.9%		202,400	Reclassification and New Positions
Retiree benefit costs	40,280	0.2%		40,280	Recognition of Retiree benefit costs
Membership – Federation	<u>7,500</u>	<u>0.0%</u>		<u>7,500</u>	Federation of Public Libraries
	651,270	3.0%		651,270	
Materials and Supplies					
Miscellaneous Adjustments	-260	0.0%		-260	
Buildings and Grounds					
Monitoring Branches	3,000	0.0%		3,000	Monitoring costs for intrusion alarms
Contractual					
Miscellaneous Adjustments	120	0.0%		120	
Reserves/Recoveries					
Reduction in Recovery – Mohawk	4,200	0.0%		4,200	Mohawk/McMaster Centre will be vacated August 2004
Cost Allocations					
Insurance	4,680	0.0%		4,680	
Facilities	297,880	1.4%		297,880	Increase in hydro costs
Vehicles	950	0.0%		950	
WSIB	7,920	0.0%		7,920	
Gas & Diesel Fuel	<u>1,830</u>	<u>0.0%</u>		<u>1,830</u>	
	313,260	1.4%		313,260	
Financial					
Criminal Reference Checks	<u>20,000</u>	<u>0.1%</u>		<u>20,000</u>	
Increase	991,590	4.6%		991,590	
2004 Budget	<u>21,724,050</u>			<u>21,724,050</u>	
2005 Requested Budget	<u>22,715,640</u>			<u>22,715,640</u>	

HAMILTON PUBLIC LIBRARY

MISSION STATEMENT:

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

SCOPE:

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

2004 STRATEGIC PRIORITIES:

- Empower Communities
- Celebrate Diversity
- Strengthen our Organization

2004 ACCOMPLISHMENTS:

- Re-organize Central Library services
- Completion of first collective agreement

2005 OBJECTIVES / INITIATIVES:

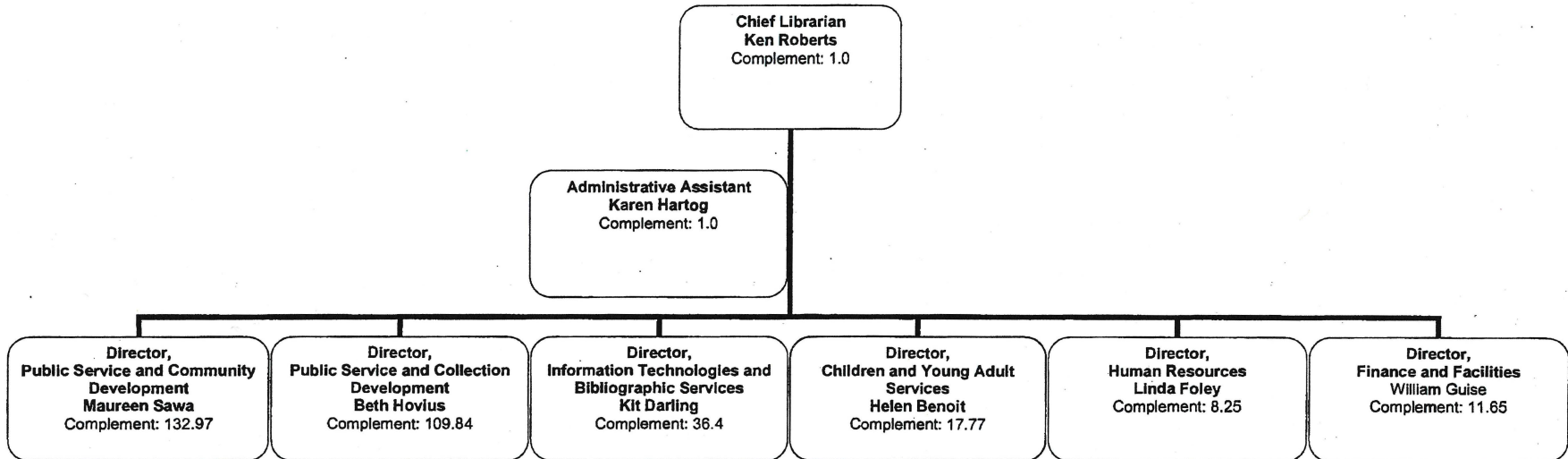
- Complete a Facilities Master Plan
- Continue establishing personnel policies for the new library system
- Continue with multi-stage improvements to Central Library
- Advance South Mountain project to "green light"
- Coordinate "Community Portal" portion of CHCC

2005 FINANCIAL & SERVICE PRESSURES:

- Salary and benefit costs
- Facilities costs
- Energy costs

HAMILTON PUBLIC LIBRARY

2005 Organization Chart & Complement



Complement (FTE)	Management	Other	Total	No. of Staff per Manager
2004	27.00	289.31	316.31	10.72
2005	28.08	290.80	318.88	10.36
Change	1.08	2.92	2.57	-0.36



Hamilton

City of Hamilton
City Hall, 71 Main Street West
Hamilton, Ontario,
Canada L8P 4Y5
www.hamilton.ca

City Clerk's Division, Finance and Corporate Services
Physical Address: 71 Main Street West
Phone: 905.546-2424 ext. 4304 Fax: 905.546-2095
Email: mgallagh@hamilton.ca

Attachment #8.1

December 1, 2004

Mr. Ken Roberts
Hamilton Public Library
55 York Boulevard
P.O. Box 2700
Hamilton, Ontario
L8N 4E4

Dear Mr. Roberts:

Re: Budget Presentation to Hamilton City Council

Please be advised that Hamilton City Council will entertain budget presentations by its Boards and Agencies on **Thursday, January 27, 2005** in the Council Chambers, Hamilton City Hall.

The time slot allotted to Hamilton Public Library is **2:30 p.m.** Each presenter is afforded 15 minutes for the presentation and 5 minutes for questions by members of Council.

Should you have any supporting materials you wish circulated to members of Council in advance, you are requested to have the information submitted to my attention by no later than **January 19, 2005 – 4:30 p.m.** Should you not have the opportunity to provide the material in advance, you are requested to bring 45 copies of all presentation materials with you to the meeting.

Power point equipment will be available in the Chambers for all presenters. Should you choose to use power point for your presentation, please have your presentation burned onto a CD.

If you have any questions or concerns, or if I can be of further assistance, please do not hesitate to contact me at (905) 546-2424 ext. 4304.

Yours truly,

Mary L. Gallagher
Co-ordinator
Council/Committee of the Whole/Budgets



*Growing minds.
Growing community.*

Date: December 9, 2004
To: Chair and Members of the Board
From: William Guise, Director, Finance and Facilities
Hamilton Public Library
Subject: 2005 Capital Budget Update

RECOMMENDATION:

That the attached 2005-2024 Capital Budget Project Submission Forms be received for information.

BACKGROUND:

The following Capital Budget projects were submitted to the City for consideration for inclusion in the City's Capital Budget.

- South Mountain Complex – New Library
- Waterdown Branch Library
- Sherwood Branch Library
- Kenilworth Branch Library

Although projects are submitted for more than the 2005 Budget year, the City process only approves projects that start in the coming year, namely 2005. The only project that has a start date in 2005 is the South Mountain Complex – New Library. Design funds had been previously approved in the 2003 Capital Budget and the design will commence in early 2005. The project being submitted is for construction of the new library which is slated for 2006 and completion by the end of 2007.

CITY OF HAMILTON

2006-2015 CAPITAL BUDGET PROJECT SUBMISSION FORM

Dept./Div./Prog.Bd.: Hamilton Public Library Board Project ID _____

Asset Category: _____

Project name: South Mountain Complex – New Library

Asset Type: _____

Objectives:

The existing south mountain does not have any close Library facilities. To be built in conjunction with the proposed YMCA Design fees for The building were approved in 2003.

Project: 1999

Capital Budget Initiation: 2005

Start Date: 2007

Completion Date: _____

Budget Summary (000's)

Expenditures	Total	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015-24
Consultant Costs	188	188										
Construction	6,023	6,023										
Equipment	285	285										
Other	1,615	1,615										
Total Expenditures	8,111	8,111										

Revenue	Total	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015-24
Grants/Subsidies												
Dev Charges – Res	6,704	6,704										
Dev Charges – Non-Res	353	353										
Local's – Owner's Share												
Total Revenue	7,057	7,057										

Net Cost	1,054	1,054										
----------	-------	-------	--	--	--	--	--	--	--	--	--	--

Additional annualized net operating costs/savings
 2005 _____ Note: Operating Costs S/B
 2006 _____ included in the year of
 2007 onward 687 construction
9

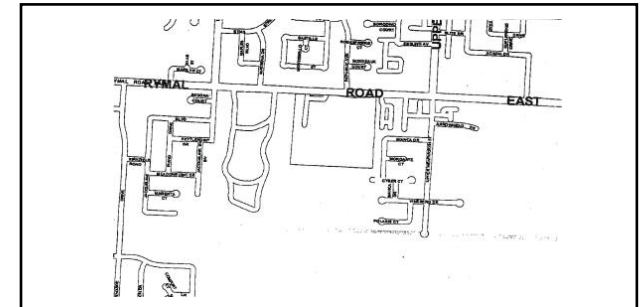
Staffing Impacts (F.T.E.)

Project Rating Attributes (Project Justification):	Weight	Rating (1-10)	Weighted Rating
Contractual/Legislated Obligations	0.46	_____	0.00
Health and Safety	0.16	_____	0.00
Operating Budget/Financial Impact	0.09	_____	0.00
Strategic Direction (Dominant Project Theme)	0.29	<u>10</u>	<u>2.90 B</u>
STRATEGIC PRIORITY RATING			<u>2.90 B</u>
PROGRAM PRIORITY RATING			<u>1</u>

Coordination with: Project Number

- Water _____
- Wastewater _____
- Storm _____
- Municipal Road _____
- Regional Road _____
- Other _____

Ward 7



Signature of General Mgr./Board Mgr. _____

Date _____

CITY OF HAMILTON

2006-2015 CAPITAL BUDGET PROJECT SUBMISSION FORM

Dept./Div./Prog.Bd.: Hamilton Public Library Board Project ID _____

Asset Category: _____

Project name: Waterdown Branch Library

Asset Type: _____

Objectives:

Build a new branch library to replace existing Waterdown, Carlisle and Millgrove Branch Libraries. Existing buildings no longer adequate to properly serve the client base in the area and combining the branches would result in consolidating services and improving efficiency.

Project:

Capital Budget Initiation:

Start Date 2006

Completion Date 2008

Budget Summary (000's)

Expenditures	Total	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015-24
Consultant Costs	380		380									
Construction	3,780			3,780								
Equipment	262			262								
Other	420			420								
Total Expenditures	4,842		380	4,462								

Revenue	Total	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015-24
Grants/Subsidies												
Dev Charges – Res	4,048		317	3,731								
Dev Charges – Non-Res	213		17	196								
Local's – Owner's Share												
Total Revenue	4,261		334	3,927								

Net Cost	581		45	535								
----------	-----	--	----	-----	--	--	--	--	--	--	--	--

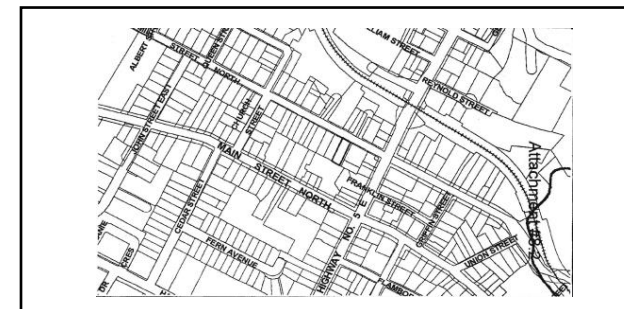
Additional annualized net operating costs/savings _____ Note: Operating Costs S/B
 2005 _____ included in the year of
 2006 _____ construction
 2007 onward _____

Staffing Impacts (F.T.E.) _____

Project Rating Attributes (Project Justification):	Weight	Rating (1-10)	Weighted Rating
Contractual/Legislated Obligations	0.46	_____	0.00
Health and Safety	0.16	_____	0.00
Operating Budget/Financial Impact	0.09	_____	0.00
Strategic Direction (Dominant Project Theme)	0.29	8	2.32 B
STRATEGIC PRIORITY RATING			2.32 B
PROGRAM PRIORITY RATING			2

Signature of General Mgr./Board Mgr. _____

Date _____



CITY OF HAMILTON

2006-2015 CAPITAL BUDGET PROJECT SUBMISSION FORM

Dept./Div./Prog.Bd.: Hamilton Public Library Board Project ID _____

Asset Category: _____

Project name: Sherwood Branch Library

Asset Type: _____

Objectives:

The current facility for Sherwood Branch Library located on Upper Ottawa Street at Fennell is leased and the lease expires in 2010. A new facility would be required to be built or purchased. Current location is approximately 20,000 sq. ft. Construction of new building would result in savings of lease payments of \$360,000 per year starting in 2011

Project:
Capital Budget Initiation:

Start Date 2008
Completion Date 2010

Budget Summary (000's)

Expenditures	Total	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015-24
Consultant Costs	416				416							
Construction	4,375					4,375						
Equipment	300					300						
Other												
Total Expenditures	5,091				416	4,675						

Revenue	Total	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015-24
Grants/Subsidies												
Dev Charges – Res												
Dev Charges – Non-Res												
Local's – Owner's Share												
Total Revenue												

Net Cost	5,091				416	4,675						
----------	-------	--	--	--	-----	-------	--	--	--	--	--	--

Coordination with: Project Number

- Water _____
- Wastewater _____
- Storm _____
- Municipal Road _____
- Regional Road _____
- Other _____

Ward 6
Old Municipality _____

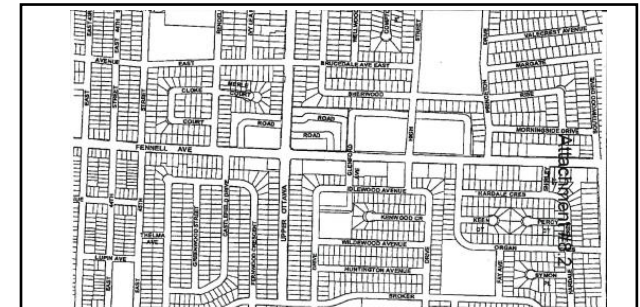
Additional annualized net operating costs/savings 2005 _____ Note: Operating Costs S/B
2006 _____ included in the year of
2007 onward _____ construction

Staffing Impacts (F.T.E.) _____

Project Rating Attributes (Project Justification):	Weight	Rating (1-10)	Weighted Rating
Contractual/Legislated Obligations	0.46	_____	0.00
Health and Safety	0.16	_____	0.00
Operating Budget/Financial Impact	0.09	10	0.90
Strategic Direction (Dominant Project Theme)	0.29	1	0.29 B
STRATEGIC PRIORITY RATING			1.19 B
PROGRAM PRIORITY RATING			3

Signature of General Mgr./Board Mgr. _____

Date _____



CITY OF HAMILTON

2006-2015 CAPITAL BUDGET PROJECT SUBMISSION FORM

Dept./Div./Prog.Bd.: Hamilton Public Library Board Project ID _____

Asset Category: _____

Project name: Kenilworth Branch Library

Asset Type: _____

Objectives:
The Kenilworth Branch Library which was built in the 1930s and renovated in 1987 will require renewal and update of facility

Project:
Capital Budget Initiation: 2001
Start Date: 2011
Completion Date: 2012

Budget Summary (000's)

Expenditures	Total	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015-24
Consultant Costs	240							240				
Construction	2,000							2,000				
Equipment												
Other												
Total Expenditures	2,240							2,240				

Revenue	Total	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015-24
Grants/Subsidies												
Dev Charges – Res	6,704	6,704										
Dev Charges – Non-Res	353	353										
Local's – Owner's Share												
Total Revenue	7,057	7,057										

Net Cost	1,054	1,054										
----------	-------	-------	--	--	--	--	--	--	--	--	--	--

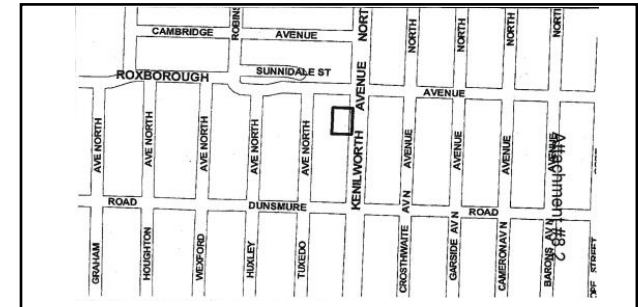
Coordination with: Project Number
 Water _____
 Wastewater _____
 Storm _____
 Municipal Road _____
 Regional Road _____
 Other _____

Ward 4
 Old Municipality _____

Additional annualized net operating costs/savings
 2005 _____ Note: Operating Costs S/B
 2006 _____ included in the year of
 2007 onward _____ construction

Staffing Impacts (F.T.E.)

Project Rating Attributes (Project Justification):	Weight	Rating (1-10)	Weighted Rating
Contractual/Legislated Obligations	0.46	_____	0.00
Health and Safety	0.16	_____	0.00
Operating Budget/Financial Impact	0.09	_____	0.00
Strategic Direction (Dominant Project Theme)	0.29	<u>1</u>	<u>0.29 B</u>
STRATEGIC PRIORITY RATING			<u>0.29 B</u>
PROGRAM PRIORITY RATING			<u>4</u>



Signature of General Mgr./Board Mgr. _____

Date _____



Hamilton Public Library

*Growing minds.
Growing community.*

Date: December 8, 2004
To: Chair and Members of the Board
From: William Guise, Director, Finance and Facilities
Subject: **Procurement Policy**

RECOMMENDATION:

That attached Procurement Policy be approved.

BACKGROUND:

The Municipal Act, 2001 requires local boards to adopt policies with respect to its procurement of goods and services before January 1, 2005. Under the definitions established by the Municipal Act, 2001, the Hamilton Public Library Board is a local board and is required to formally adopt a procurement policy.

Prior to amalgamation, the Wentworth Libraries followed the procurement policies of the Region of Hamilton Wentworth, the Dundas Public Library Board followed the procurement policies of the Town of Dundas, and former Hamilton Public Library Board followed a combination of policies established by the former Board and Corporation of City of Hamilton. Prior to amalgamation, when the former Hamilton Public Library Board revised their policies, the procurement policy was omitted. Subsequent to amalgamation, the new Hamilton Public Library Board did not formally approve a procurement policy.

The attached Procurement Policy was developed to meet the requirements of the Municipal Act, 2001 and the needs and values of the Hamilton Public Library using the purchasing policy of another local board, the Hamilton Police Services Board, as a model.

The Procurement Policy is consistent with Purchasing Policies and Procedures for the City of Hamilton which was approved by City Council on May 26, 2004.

c.c. Ken Roberts, Chief Librarian

65-17 PROCUREMENT

Policy Level: Board
Author: Director, Finance and Facilities
Revision Date:
First Approved:

PURPOSE

It is the policy of this Library Board to establish and maintain a purchasing function that provides an economical and efficient method of securing goods and/or services to meet the current and future needs of the Library. The purpose of this Policy is to establish procedures for purchasing goods and/or services and to ensure the image and integrity of our staff and the Board are preserved at all times.

Procedure

General

1. Purchasing shall be consistent with applicable City of Hamilton policies and by-laws, and in accordance with the Municipal Act, federal and provincial legislation, and the procedures outlined in this Policy.
2. Purchasing policy will be reviewed every three years or earlier if required.
3. The Library shall, where practicable, participate in cooperative purchasing agreements with outside agencies to reduce costs and streamline the procurement process.
4. The Chief Librarian must approve all non-budgetary purchases of goods and/or services.
5. Staff shall not divide the amount of a purchase into lesser amounts by any means, to circumvent single purchase limits including purchases made using Procurement Cards.
6. Purchases of goods and/or services for the Library shall not be made by, or on behalf of, a staff member or immediate families of a staff member of the Library for personal use.
7. Staff members shall not make purchases of goods and/or services for, or on behalf of, the Library from:
 - a. Staff members, or
 - b. immediate families of a staff member of the Library, or
 - c. any other source that would result in a conflict of interest,unless such interest has been declared in accordance with "Conflict of Interest" section in this Policy.

8. Staff members shall not accept or solicit any gift, benefit, money, or discount except as outlined in the Library's Conflict of Interest Policy 44-1

Purchase Authority

1. Purchase Authority may only be delegated to staff members by the Chief Librarian or his/her designate.
2. Staff members shall, prior to being approved for Purchase Authority:
 - a. complete a "Notification of Signing Authority" form,
 - b. forward the completed form to the Chief Librarian or his/her designate, for authorization; and
 - c. where authorization has been obtained, forward the signed form to the Director, Finance and Facilities.
3. Staff members delegated Purchase Authority shall:
 - a. be accountable and responsible for ensuring that a proper budget exists prior to making a purchase;
 - b. ensure purchases are consistent with applicable City of Hamilton policies and by-laws, and do not violate Library, legal or statutory authority, or policy; and
 - c. be held accountable for their decisions.
4. Staff members delegated Purchase Authority shall make budget approved purchases within their assigned single purchase limits in accordance with:
 - a. Appendix A – "Single Purchase Limits", attached;
 - b. Appendix B - "A Statement of Ethics for Public Buyers" established by the Ontario Public Buyers' Association, attached; and
 - c. the procedures in this Policy.

Purchase/Payment Process

Purchases/payments may be made as follows:

Petty Cash

1. Petty Cash reimbursements shall be used to reimburse staff members for purchases up to \$100.00 that could not be purchased through an Open Purchase Order or a Procurement Card.
2. Staff members requesting Petty Cash reimbursement(s) shall complete and submit a Petty Cash Slip together with a receipt, to his/her Manager, Director, the Director, Finance and Facilities, or their designates, for authorization.
3. Petty Cash reimbursements submitted without a receipt must be authorized by the staff members Manager, or designate.

4. Staff members shall not sign an authorization for their own Petty Cash Slip.

Open Purchase Orders

1. Open Purchase Orders shall be used to make numerous purchases from a single vendor, within the fixed ceiling amount.
2. Open Purchase Orders shall be:
 - a. established by the City of Hamilton, Purchasing Division to enable volume pricing; and
 - b. assigned a purchase number that will be used for individual purchases.

Procurement Cards

1. Procurement Cards shall be regulated by the Procurement Card Policies of the City of Hamilton.
2. Procurement Card use may only be authorized by the Chief Librarian or his/her designate.
3. Requests for Procurement Cards shall be made in writing to the staff member's Manager. If the Manager supports the request, he/she shall direct the staff member to the Director, Finance and Facilities to obtain and complete a City of Hamilton "Procurement Card Application".

The staff member shall submit the application to the Chief Librarian or his/her designate, for approval. Once approved, the application will be returned to the Director, Finance and Facilities who shall submit the application to the City of Hamilton. The City of Hamilton will forward the Procurement Card to the Director, Finance and Facilities who shall issue the Card to the staff member.

4. Staff members shall, prior to being issued a Procurement Card, complete and sign a City of Hamilton "Procurement Card Agreement" form, which outlines the staff member's responsibilities and restrictions regarding use of the Card. Completed forms shall be forwarded to the Director, Finance and Facilities.
5. The Director, Finance and Facilities is responsible for administering and maintaining records pertaining to Procurement Cards and Card limits.
6. Procurement Cards shall have:
 - a. predetermined ceilings,
 - b. a predetermined single transaction limit,
 - c. a monthly credit limit, and
 - d. blocked commodities,as determined and authorized by the Chief Librarian or his/her designate, in conjunction with the Director, Finance and Facilities and the Manager
7. Procurement Cards shall not be used:

- a. to obtain cash advances; or
- b. to make personal purchases, unless, based on sound business practices and where circumstances make it necessary to do so.

Manual Purchase Orders or Field Purchase Orders

1. Manual purchase orders or field purchase orders may be used by Authorized Purchasers to order directly from suppliers in cases of single transactions up to \$1,000.00 without the intervention/assistance of the City of Hamilton, Purchasing Division by completing a Manual Purchase Order Requisition Form and
 - a. forwarding the requisition to the Business Office, who will :
 - i. prepare and record the purchase order;
 - ii. call/fax in the purchase order to the vendor, or return to the requisitioner to contact the vendor
 - b. upon receipt of the goods in good order, or the services provided to the satisfaction of the authorized purchaser, he/she shall endorse the supplier's original invoice for payment and include the account and purchase order numbers under the signature of the authorized purchaser and forward to the Business Office.
2. Manual Purchase Orders do not require formal quotations; however, best practice demands competitive price and service.

Internal Requisitions

1. Internal Requisitions shall be used for single transactions greater than \$1,000.00 and less than \$100,000.00. They must also be used for purchases of \$100,000.00 and greater once a successful bidder has been identified through the tender process.
2. The City of Hamilton "Request for Use of Negotiation Policy Emergency Reporting" form must be completed for purchases greater than \$5,000.00 with no written quotes.
3. Internal Requisitions are written requests for the City of Hamilton, Purchasing Division to make purchases on behalf of the authorized purchaser.
4. Internal Requisitions greater than \$5,000.00 and less than \$50,000.00 require three written quotations submitted to Director, Finance and Facilities. The quotations may be obtained verbally, but must be listed in the appropriate areas of the "Purchase Order Requisition" form, unless the supplier is the sole source and then it must be marked as such.
5. Internal Requisitions greater than \$50,000.00 and less than \$100,000.00 require three formal written quotations approved by the Director, Finance and Facilities and submitted to the City of Hamilton, Purchasing Division. The quotations must be attached to, and listed in the appropriate areas of the "Purchase Order Requisition" form, unless the supplier is the sole source; and then it must be marked as such. The form shall be completed and after authorization forwarded to the Director, Finance and Facilities who will review and authorize as required

and then forward to the Business Office. Upon receipt by the Business Office, staff will:

- a. enter the requisition information into the City's purchasing program;
- b. upon receipt of the purchase order number from City Purchasing, enter the purchase order number on the "Purchase Order Requisition" form and forward a copy to:
- c. the authorized purchaser to notify him/her that the purchase was approved (City Purchasing will make the purchase); and
- d. upon receipt of the goods in good order, the authorized purchaser shall make note on Purchase Order Requisition form, attach any invoices and forward to the Business Office, where it is received by staff authorizing the City to make payment.

Tender / Proposal Process

1. The Tender/Proposal process must be applied for through the City of Hamilton, Purchasing Division for purchases of goods and/or services with a total purchase price of \$100,000.00 or greater.
2. All Requests for Proposals (RFPs) must be screened by the Director, Finance and Facilities before being released to the public.
3. Tenders/Proposals shall be called, advertised, opened and awarded in accordance with the tendering procedures as determined by the City of Hamilton, Director of Finance.
4. Work shall be awarded based on lowest acceptable bid.
5. Internal Requisition shall be initiated and a purchase order and/or formal contract will be created.
6. Contracts shall be developed by the City of Hamilton, Director, Legal Services in consultation with Library Legal Counsel as the form of commitment in the following circumstances:
 - a. where the nature of the service warrants;
 - b. when recommended by the City of Hamilton, Director of Finance; or
 - c. where the Vendor requires a different form of commitment other than a City Purchase Order.

Invoice Endorsement

1. Staff members requesting payment of an invoice shall forward the original invoice to the Director, Finance and Facilities provided that:
 - a. a purchase order has already been established;
 - b. the purchase has been budget approved or authorized by the Chief Librarian; and
 - c. the invoice face is endorsed with the purchase order number, the account number, identified by the name and number to be debited and the signature of the authorized purchaser.

2. The Director, Finance and Facilities may authorize payment without a pre-established purchase order number.

Conflict of Interest

1. Members of the Hamilton Public Library Board and employees of the Board shall not have a pecuniary interest, either directly or indirectly, in any contract with the Library or with any person acting for the Library regarding any contract for the supply of goods and/or services for which the Library pays or is liable, directly or indirectly to pay, unless such interest has been declared to the Hamilton Public Library Board.
2. Any contract with the Library or City on behalf of the Library, or with any person acting for the Library or the City, and any contract for the supply of goods, materials or services to a contractor for work for which the Library or City pays or is liable, directly or indirectly, to pay in which a Member of Hamilton Public Library Board or any employee of the Library has an undeclared pecuniary interest, directly or indirectly may be voided.
3. Members of the Hamilton Public Library Board are required to declare any pecuniary interest direct or indirect, and its general nature, which may result in a conflict of interest.
4. Members of the Hamilton Public Library Board are required to declare any pecuniary interest, either directly or indirectly, in writing to the Chief Librarian who will inform the Library Board.

Managers/Directors

1. Shall ensure their staff members who make purchases of goods and/or services for, or on behalf of the Library follow the procedures outlined in this Policy.
2. Shall conduct a quarterly review of all purchases of \$1,000.00 or less at the Manual Purchase Order level that were issued direct from the authorized purchaser without further approval.
3. Shall conduct a monthly review of Procurement Cards assigned to their staff members.
4. Shall, where appropriate, approve Petty Cash Slips for staff members under their supervision in accordance with this Policy.
5. Shall ensure staff members under their supervision complete and sign a City of Hamilton "Procurement Card Agreement" form prior to being issued a Procurement Card. The form shall outline the staff member's responsibilities and restrictions regarding use of the Card. Completed forms shall be forwarded to the Director, Finance and Facilities.

Director, Finance and Facilities

1. Shall process and maintain records of "Request for Purchase Authority" forms.
2. Shall administer and maintain records pertaining to Procurement Cards and Card limits.

3. Shall, in conjunction with the Chief Librarian or his/her designate, determine Procurement Cards limits and restrictions.
4. Shall, where appropriate, approve Petty Cash Slips in accordance with this Policy.
5. Shall arrange for payment of invoices as required.
6. Shall review all Requests for Proposals (RFPs) before being released to the public.

Chief Librarian

1. Shall delegate Purchase Authority to staff members.
2. Shall authorize use of Procurement Cards to staff members, as required.
3. Approve all non-budgetary purchases of goods and/or services.

Definitions

Authorized Purchaser

For the purposes of this Policy, staff members who have been delegated Purchase Authority by the Chief Librarian or his/her designate.

Manual Purchase Order or Field Purchase Order

A written offer to procure goods and/or services or a written acceptance of an offer, in a form acceptable to the Director, Finance and Facilities.

Goods

Includes supplies, equipment, materials, structures and fixtures to be delivered, installed or constructed.

Lowest Acceptable Bid

The most cost efficient and effective bid and shall be the sum of all costs, including but not limited to, purchase price, all taxes, delivery, installation, warranty, life cycle cost, operating and disposal costs incurred for determining the lowest acceptable bid meeting the specifications.

Quotation

A request for prices on specific goods and/or services from selected vendors, which are submitted verbally, in writing or transmitted by facsimile as specified in the Request for Quotation.

Services

Refers to all professional, consulting, construction or maintenance services, including the Recurring or Non-Competitive Expenditures set out in Appendix "B" to the Purchasing Policy of the City of Hamilton.

Sole Source

Where there is only one known source of supply of particular goods and/or services.

Tender

A formal request for sealed bids for the supply of goods and/or services in response to a publicly advertised request for bids.

REFERENCES

Purchasing Policies and Procedures for the City of Hamilton, approved by City Council on May 26, 2004

City of Hamilton Code of Conduct Policy No. 7.3

Ontario Municipal Act, 2001

A Guide to developing Procurement Bylaws

Conflict of Interest Policy 44-1

Appendix “A”

SINGLE PURCHASE LIMITS

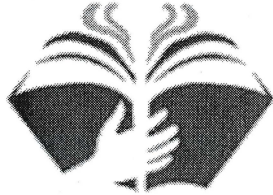
Amount	Approval
Purchases greater than \$100,000.00	Hamilton Public Library Board
Budgeted purchases up to \$100,00.00	Chief Librarian or Director, Finance and Facilities and one other Director
Budgeted purchases up to \$50,000.00	Directors – Specifically delegated with Purchase Authority
Budgeted purchases up to \$5,000.00	Managers and other staff member(s) specifically delegated with Purchase Authority

Appendix "B"

A STATEMENT OF ETHICS FOR PUBLIC BUYERS

The Ontario Public Buyers Association's Code of Ethics is based upon the following tenets and all staff members who are authorized to purchase goods and/or services on behalf of the Library are to adhere to the following.

1. **Open and Honest Dealings with Everyone who is Involved in the Purchasing Process.** This includes all businesses with which the City of Hamilton and the Library contracts or from which it purchases goods and/or services, as well as all members of our staff and of the public who utilize the services of the Purchasing Division.
2. **Fair and Impartial Award Recommendations for All Contracts and Tenders (def.)** This means that we do not extend preferential treatment to any vendor, including local companies. Not only is it against the law, it is not good business practice, since it limits fair and open competition for all vendors and is therefore a detriment to obtaining the best possible value for each tax dollar.
3. **An Irreproachable Standard of Personal Integrity on the Part of All Those Designated as Purchasing Representatives for the Hamilton Police Service.** Absolutely no gifts or favours are accepted by the purchasing representatives of the Library in return for business or the consideration of business. Also, the purchasing representatives of the City of Hamilton and Library do not publicly endorse one company in order to give that company an advantage over others.
4. **Co-operation with Other Public Agencies in Order to Obtain the Best Possible Value for Every Tax Dollar.** The Library is a Member of a co-operative purchasing group. Made up of several public agencies, this group pools its expertise and resources in order to practice good value analysis and to purchase goods and/or services in volume and save tax dollars.



Hamilton Public Library

*Growing minds.
Growing community.*

DATE: December 9, 2004
REPORT TO: Chair and Members of the Board
FROM: Ken Roberts, Chief Librarian
SUBJECT: **Board Meeting Dates for 2005**

The Hamilton Public Library Board and the former Hamilton Public Library Board have met on Wednesday evenings for a long time. The Board may change the meeting times at its discretion.

The current meeting time (the third Wednesday of each month) is usually altered at least three times each year. It is changed for March because of March Break. It is changed for June because of a conflict with the Canadian Library Association conference. It is usually changed in December since the third Wednesday comes so close to Christmas.

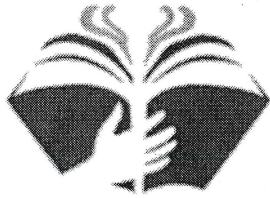
In the past, these changes have not created many problems for Board members. Now, however, City Council has moved its meetings to Wednesday nights (the second and fourth Wednesdays). Any change in the Library Board's meeting schedule or a change in the nights that Council meets can – and often does – create a conflict.

Since Council has moved the night that it meets, does the Board wish to review its meeting time as well?

2005 MEETING DATES

The following is a list of meeting dates for 2005. All meetings will begin at 6:00 p.m. with dinner at 5:30 p.m.

Date	Location
January 19, 2005	Central, Board Room
February 16, 2005	Central, Board Room
March 23, 2005	Central, Board Room
April 20, 2005	Central, Board Room
May 18, 2005	Central, Board Room
June 8, 2005 (CLA week of June 15 th)	Central, Board Room
September 21, 2005	Central, Board Room
October 19, 2005	Central, Board Room
November 16, 2005	Central, Board Room
December 14, 2005	Central, Board Room



Hamilton Public Library

*Growing minds.
Growing community.*

DATE: December 9, 2004
REPORT TO: Chair and Members of the Board
FROM: Ken Roberts, Chief Librarian
SUBJECT: **Waterloo Public Library Request**

Recommendation:

That the Hamilton Public Library enters into a reciprocal borrowing agreement with the Waterloo Public Library system, under terms similar to those used for our existing agreements with other library systems.

Background:

The Hamilton Public Library has reciprocal agreements with most of its neighboring library systems. The agreements allow residents of these municipalities to use the Hamilton Public Library on a limited basis, without charge, and allows Hamilton Public Library residents to use other library systems.

The Hamilton Public Library Board has stated, in the past, that it would negotiate with its neighbors but not with other library systems unless these other library systems had agreements with the neighbor that touches the City of Hamilton. Waterloo has a reciprocal agreement with Cambridge and Cambridge has a reciprocal agreement with Hamilton. The proposed agreement creates a larger area where Hamilton residents can use library services.

It is unlikely that many Waterloo residents would use the Hamilton Public Library on a regular basis, unless they were commuters to the city.



Since 1876

MAIN LIBRARY
35 Albert Street
Waterloo, ON N2L 5E2
Phone: 519-886-1310
Fax: 519-886-7936

McCORMICK BRANCH
500 Parkside Drive
Waterloo, ON N2L 5J4
Phone: 519-885-1920
Fax: 519-885-0076

Attachment #9.3
WEBSITE **CHIEF LIBRARIAN**
www.wpl.ca Cathy Matyas

November 15, 2004

Ms. Doreen Horbach
Chair, Hamilton Public Library Board
55 York Boulevard
P.O. Box 2700
Hamilton, ON
L8N 4E4

Dear Ms. Horbach,

On January 1, 2004 the Waterloo Public Library began reciprocal borrowing arrangements with the Cambridge Public Library and the Waterloo Regional Library systems. Over the past eleven months, reciprocal borrowing has enabled Waterloo, Waterloo Region and Cambridge to improve access to library resources for the citizens of all three communities, while our libraries continue to work as efficiently as possible within our own individual communities. The Waterloo Public Library Board believes that reciprocal borrowing recognizes the inter-dependency of library systems in Ontario, and we have been encouraged by the enthusiasm that has greeted the arrangements that we have put in place locally.

In the coming year, we will be seeking expanded opportunities to establish reciprocal borrowing agreements with other public libraries in southwestern Ontario. Our hope is to eventually extend these reciprocal arrangements to other parts of the province, in order to provide a seamless network of library resources on a wide geographic basis. Our intent is develop the convenience of access to public library resources to as great a degree as possible – library service when citizens want it, and where they want it.

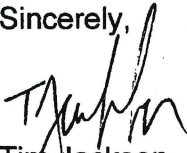
At this time, I am writing to inquire if the Hamilton Public Library would be interested in establishing a reciprocal borrowing agreement with the Waterloo Public Library, effective January 1, 2005.

I understand from conversations that have taken place between our Chief Librarians that Hamilton requires a partnering library to have at least 50% of the per capita funding that HPL maintains. Our 2004 funding is \$26.04 which I believe meets your requirement. As well, although Waterloo does not share a geographic border with the City of Hamilton, both your library system and ours now have reciprocal borrowing agreements in place with the Cambridge Public Library.

We would be pleased to meet with yourself and Ken Roberts to discuss the possibility of a reciprocal borrowing agreement between Waterloo and Hamilton, and to review any details relating to a potential arrangement between our library systems. As well, our Chief Librarian Cathy Matyas is available to provide any additional information regarding our library and our community. Please do not hesitate to contact her by phone (519-886-1310 ext. 123) or via email (cmatyas@wpl.ca).

I look forward to hearing from you at your earliest convenience.

Sincerely,



Tim Jackson
Chair, Waterloo Public Library Board

cc. Cathy Matyas, Chief Librarian, Waterloo Public Library
Ken Roberts, Chief Librarian, Hamilton Public Library