## 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, September 15, 2004**
**Central Library, Board Room**

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

## AGENDA

**1.    Discussion Period**

**2.    Acceptance of the Agenda**

**3.    Minutes**

| | | |
|---|---|---|
| 3.1 | Minutes of the Hamilton Public Library Board Meeting of Wednesday, June 9, 2004 | Attachment #3.1 |
| 3.2 | Minutes of the Executive Meeting of August 4, 2004 | Attachment #3.2 |

**4.    Presentations**

**5.    Business Arising**

|  |  |  |
|---|---|---|
| 5.1 | Board Policies – MMcK | Attachment #5.1<br>**Suggested Action:  Receive** |
| 5.2 | Horizon Update – KD | Oral Report |

**6.    Correspondence**

## 7. Reports

| | | |
|---|---|---|
| 7.1 | Chief Librarian's Report | Attachment #7.1 |
| | | **Suggested Action: Receive** |
| 7.2 | Summer Reading Research Report – HB | Attachment #7.2 |
| | (Report presented by Kirsten Moffatt, | **Suggested Action: Receive** |
| | Project Researcher) | |

## 8. New Business

| | | |
|---|---|---|
| 8.1 | Non-Union Salary Increase - LF | Attachment #8.1 |
| | | **Suggested Action: Recommendation** |
| 8.2 | Furniture and Fixtures - WG | Attachment #8.2 |
| | | **Suggested Action: Recommendation** |
| 8.3 | 2004 Operating Budget Update - WG | Attachment #8.3 |
| | | **Suggested Action: Receive** |
| 8.4 | Privacy Policy for Library Users - KR | Attachment #8.4 |
| | | **Suggested Action: Recommendation** |
| 8.5 | City Environmental Scan – KR | Attachment #8.5 |
| | | **Suggested Action: Receive** |
| 8.6 | 2005 Strategic Planning Process – KR | Attachment #8.6 |
| | | **Suggested Action: Recommendation** |
| 8.7 | Facilities Master Plan | Attachment #8.7 |
| | | **Suggested Action: Recommendation** |
| 8.8 | Property at 759 Stone Church Road East | Attachment #8.8 |
| | | **Suggested Action: Recommendation** |
| 8.9 | MoMac Centre | Attachment #8.9 |
| | | **Suggested Action: Recommendation** |
| 8.10 | Art de-installation | Attachment #8.10 |
| | | **Suggested Action: Recommendation** |

## 9. Private and Confidential

| | | |
|---|---|---|
| 9.1 | Labour Relations – LF | Oral Report |

## 10. Date of Next Meeting

Wednesday, October 20, 2004
**Central Library, Board Room**
5:30 p.m. Dinner
6:00 p.m. Meeting

## 11. 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 |
| Electronic Services | | Kit Darling | ??? |
| Communications | | Maureen Sawa | October 2004 |
| Human Resources | | Linda Foley | October 2004 |
| Training | | Maureen Sawa/Linda Foley | November 2004 |
| Youth Services | | Helen Benoit | November 2004 |
| 2005 Strategic Plan | | Ken Roberts | November 2004/ December 2004 |

**HAMILTON PUBLIC LIBRARY BOARD**
**Regular Meeting**

**Wednesday, June 9, 2004**
**Board Room**
**5:30 p.m. Dinner**
**6:00 p.m. Meeting**

## MINUTES

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

**REGRETS:** Councilor Jackson, Mac Carson

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

The meeting was called to order at 6:15 p.m.

## 1. DISCUSSION PERIOD

1.1 A lengthy discussion ensued regarding the May 27th incident in Jackson Square and the concerns and strategies for additional safety precautions being discussed.

1.2 The Horizon Migration implementation was completed during the course of the last week and operational today. Ms Darling provided an overview of some of the problems encountered with the implementation.

1.3 Ms Sawa indicated that the Central Library was closed June 7th/8th for the moving of collections. A tour will be conducted at the end of the meeting. The next phase of the Central Review will be hiring of a design planner for potential plans of the 1st/2nd floors.

## 2. ACCEPTANCE OF THE AGENDA

Item 8.4 was deferred.

**MOVED** by Ms Brown, seconded by Councilor Pearson,

**THAT THE AGENDA BE APPROVED AS PRESENTED.**

**MOTION CARRIED.**

3. **MINUTES OF THE HAMILTON PUBLIC LIBRARY BOARD MEETING OF WEDNESDAY, MAY 19, 2004**

**MOVED** by Ms McKeating, seconded by Mr. Geczy,

**THAT THE HAMILTON PUBLIC LIBRARY BOARD MINUTES OF WEDNESDAY, MAY 19, 2004 BE ADOPTED AS PRESENTED.**

**MOTION CARRIED.**

4. **PRESENTATIONS**

No presentations

5. **BUSINESS ARISING**

5.1 Board Governance

**MOVED** by Ms McKeating, seconded by Mr. Geczy,

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

**MOTION CARRIED.**

**MOVED** by Ms Brown, seconded by Ms McKeating,

**THAT THE GOVERNANCE COMMITTEE CONSISTING OF MS HORBACH, MR. GECZY, MS ADAMS AND MS MCKEATING CONTINUE TO MEET AND REPORT TO THE BOARD.**

**MOTION CARRIED.**

6. **CORRESPONDENCE**

There was no correspondence.

7. **REPORTS**

7.1 Adult Services Report

**MOVED** by Ms Brown, seconded by Ms Adams

**THAT THE HAMILTON PUBLIC LIBRARY BOARD ACCEPT THE ADULT SERVICES REPORT.**

**MOTION CARRIED.**

8. **NEW BUSINESS**

8.1 Executive Committee

Received for information.

8.2 Options for Locke

**MOVED** by Ms Brown, seconded by Mr. Geczy,

**THAT THE HAMILTON PUBLIC LIBRARY BOARD ADVISE THE CITY OF HAMILTON THAT THE DONATED BUILDING AT 281 HERKIMER CANNOT BE CONVERTED TO A BRANCH LIBRARY IN A FISCALLY RESPONSIBLE MANNER AND**

**THAT THE HAMILTON PUBLIC LIBRARY BOARD REQUEST THE CHIEF LIBRARIAN TO REQUEST THAT THE FUNDS FROM ANY SALE OF THE BUILDING BE USED FOR THE EVENTUAL CREATION OF A NEW LIBRARY BRANCH IN THE SAME GENERAL AREA.**

**MOTION DEFEATED.**

**MOVED** by Ms Gautrey, seconded by Mr. Geczy,

**THAT THE HAMILTON PUBLIC LIBRARY BOARD ADVISE THE CITY OF HAMILTON THAT THE DONATED BUILDING AT 281 HERKIMER CANNOT BE CONVERTED TO A FUNCTIONAL BRANCH LIBRARYIN A FISCALLY RESPONSIBLE MANNER.**

**MOTION CARRIED**

**MOVED** by Mr. Geczy, seconded by Ms Gautrey,

**THAT THE HAMILTON PUBLIC LIBRARY BOARD REQUEST THAT THE CITY TRANSFER THE FUNDS FROM ANY SALE OF THE BUILDING TO LIBRARY RESERVES.**

**MOTION CARRIED.**

**MOVED** by Mr. Geczy, seconded by Ms Fernandes,

**THAT THE HAMILTON PUBLIC LIBRARY BOARD HOLD A PUBLIC MEETING IN THE FALL WITH CLIENTS FROM THE LOCKE STREET BRANCH TO COMMUNICATE THE DECISIONS MADE BY THE LIBRARY BOARD AND THE RATIONALE FOR THE DECISIONS, AND**

**THAT A NEWS RELEASE BE PREPARED NOW AND MADE AVAILABLE AT THE LOCKE STREET BRANCH ANNOUNCING THE BOARD'S DECISION.**

**MOTION CARRIED.**

8.3    Ancaster Feasibility Study

Received for information.

8.4    Horizon Update – Demo of HIP

Deferred.

8.5    Health and Safety Policy

**MOVED** by Ms Adams, seconded by Ms McKeating

**THAT THE ATTACHED NEW POLICY THAT HIGHLIGHTS AND CLARIFIES SPECIFIC RESPONSIBILITIES FOR HEALTH AND SAFETY BE ADOPTED.**

**MOTION CARRIED.**

8.6    CLA Election Kit

Received for information.

8.7    Security Cameras

**MOVED** by Ms Gautrey, seconded by Ms Brown

**THAT THE DIRECTOR, FINANCE AND FACILITIES BE AUTHORIZED TO ACQUIRE AND HAVE INSTALLED SURVEILLANCE CAMERAS AND RECORDERS IN THE LOBBY OF CENTRAL LIBRARY AND ON THE SECOND LEVEL AREA BY THE PLAZA ENTRANCE; AND**

**THAT A SUM OF $25,000 BE ALLOCATED FROM THE RESERVE FOR LIBRARY MAJOR CAPITAL PROJECTS (DEPTID 106008) FOR THE ACQUISITION AND INSTALLATION OF THE SURVEILLANCE CAMERAS AND RECORDERS, AND**

**THAT USE OF SECURITY CAMERAS BE COVERED BY A DRAFT PRIVACY POLICY TO BE PRESENTED TO THE LIBRARY BOARD IN SEPTEMBER 2004 AND THAT, IN THE MEANTIME, THE USE AND RETENTION OF ANY COLLECTED IMAGES BE DONE IN ACCORDANCE WITH THIS REPORT.**

**MOTION CARRIED.**

8.8    Bookmobile Program Funding

**MOVED** by Ms Brown, seconded by Ms Adams,

**THAT $1500.00 BE ALLOCATED FROM THE PERMANENT ENDOWMENT TRUST FUNDS (DEPTID 125020) TO COVER THE COSTS OF 300 BOOK BAGS FOR THE NEW BOOKMOBILE PROGRAM FOR TEN (10) CLASSES OF CHILDREN OF THE RAY LEWIS ELEMENTARY SCHOOL.**

**MOTION CARRIED.**

## 9.    PRIVATE AND CONFIDENTIAL

Nothing to report.

## 11.    DATE OF NEXT MEETING

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

12.   **ADJOURNMENT**

The meeting was adjourned at 7:50 p.m.

13.   **TOUR OF CENTRAL LIBRARY**

Ms Sawa provided a tour of the Central Library for Board Members.

Minutes recorded by Karen Hartog.

**HAMILTON PUBLIC LIBRARY BOARD**
Executive Meeting

**Wednesday, August 4, 2004**
**Board Room**
**2:30 p.m.**

**MINUTES**

**PRESENT:**   Doreen Horbach, George Geczy,  Maureen McKeating, Mavis Adams

## 1.   HORIZON MIGRATION UPDATE

**MOVED** by Mr. Geczy, seconded by Ms Adams,

**THAT THE EXECUTIVE COMMITTEE OF THE HAMILTON PUBLIC LIBRARY BOARD EXPRESS ITS DISSATISFACTION ABOUT THE COMMITMENT AND ABILITY OF DYNIX TO RESOLVE THE ON-GOING PROBLEMS THAT HAVE PLAGUED THE LIBRARY SINCE THE JUNE 10TH IMPLEMENTATION OF THE HORIZON SYSTEM.**

**MOTION CARRIED.**

Minutes recorded by Kit Darling.

# Hamilton
## Public Library

| | |
|---|---|
| **DATE:** | September 9, 2004 |
| **REPORT TO:** | Doreen Horbach, Chair |
| **C.C.** | Library Board Members |
| **FROM:** | Ken Roberts, Chief Librarian |
| **SUBJECT:** | **Board Policies** |

A list of current Board policies is attached. All Board level policies were reviewed by the Library Board during the first three years of the Board term. Board policies can all be found on the Board's website.

Unless the Board wishes to undertake a regular review, the normal practice at this point is for either Board members or staff members to suggest potential changes in Board policies. Board members or staff members may also propose areas for which their should be new Board policies. Staff do plan to review all Board policies that affect their areas as a normal part of the annual strategic reports to the Library Board.

# HAMILTON PUBLIC LIBRARY BOARD POLICIES

| # | Topic | Date Reviewed and Approved by Board |
|---|---|---|
| 1-2 | Confidentiality of Records Policy | |
| 1-3 | Internet Use Policy (under review) | June 12, 2002 |
| 1-4 | Children's Rights in the Public Library | June 12, 2002 |
| 1-5 | Unattended Children Policy | June 12, 2002 |
| 1-7 | Intellectual Freedom Policy | March 19, 2003 |
| 3-1 | Access to Materials Policy | March 19, 2003 |
| 3-2 | Materials Selection Policy | March 19, 2003 |
| 3-4 | Court Bans on the Publication of Evidence | |
| 5-1 | Fundraising and Donations Policy | March 19, 2003 |
| 5-5 | Library Legacy Fund (for information as this is a signed agreement) | March 19, 2003 |
| 8-1 | Displays and Exhibits Policy | September 18, 2002 |
| 8-2 | Community Events Information Policy | September 18, 2002 |
| 8-3 | Meeting Rooms Policy | September 18, 2002 |
| 8-6 | Use of Library Facilities | September 18, 2002 |
| 12-1 | Friends of the Hamilton Public Library | March 19, 2003 |
| 22-1 | Fines and Fees Schedule (incorporates fines changes) | May 22, 2002 |
| 22-2 | Fines Policy | May 22, 2002 |
| 23 -1 | Registration Policies (incorporates reciprocal borrowing) | May 22, 2002 |
| 41-1 | Employment Equity Policy | December 18, 2002 |
| 43-4 | Personal Leave of Absence Policy | December 18, 2002 |
| 43-5 | Self-Funded Leave Policy | December 18, 2002 |
| 44-1 | Conflict of Interest | November 20, 2002 |
| 44-5 | Staff Computer Use Policy | June 12, 2002 |
| 44-6 | Staff E-Mail Policy | June 12, 2002 |
| 44-7 | Staff Internet Use Policy | June 12, 2002 |
| 45-2 | Education Policy (passed, October 2001) | October 2001 |
| 45-3 | Training Policy (new) | May 22, 2002 |
| 49-1 | Health and Safety Policy | March 24, 2004 |
| 49-2 | Health & Safety Responsibilities | June 9, 2004 |
| 50-1 | Workplace Harassment Policy (Interim) | |
| 50-2 | Workplace Violence Prevention | November 2002 |
| 60-1 | Book Sale Policy | March 19, 2003 |
| | Disposal of Library Board Equipment and Furniture | June 5, 2003 |
| | Board Development | May 22, 2002 |

# Chief Librarian's Report
# September, 2004

### Horizon Implementation
As you all know, we were shocked and surprised to find issues with response time speeds after having converted to Dynix's Horizon product last June. It was a difficult summer for staff and for the public. We had hoped that the switch to Horizon, with its potential, would be a good one that patrons would embrace. Instead, we cashed in much of the public goodwill that had built since amalgamation.

Dynix staff have tried to be responsive to our problems. The motion passed by the Executive Committee did help to focus Dynix's attention and to realize that they needed to provide us with more help. Dynix staff – and our Electronic Services staff – are hopeful that the software upgrade being done on September 12th, coupled with a faster-than-anticipated swap of some library computers to newer models (September 8th – 10th) will help to resolve our speed problems. If the combination of these efforts does not address the problem then Dynix is prepared to put their "Tiger Team" on the problem beginning September 13th. We will know what has happened by the September Board meeting.

### Security and the Central Library
We have made progress on a number of fronts this summer.

1. The City of Hamilton has hired a security consultant to develop recommendations for creating more secure city facilities. He interviewed me during the summer. Part of his mandate includes an in-depth review of two city facilities. He now intends to use the Central Library as one of the two buildings.
2. We have had several meetings with City staff about the security of the Central Library. The City's CAO takes our issues quite seriously. We believe that some of the recommendations of the security committee that involve the exterior of the building will be easier to implement. For example, the city is willing to cede us more responsibility for the outside plaza on York Blvd. The city is also willing to review the parking situation on York Blvd in order to create a loading zone area.
3. Maureen Sawa and Daphne Wood met with the city's Downtown and West Harbour Advisory Committee as a follow-up to our city meetings. This is the group that can help us address issues such as York Blvd. lighting.
4. Maureen has a Critical Response Team in place and they are acting on recommendations as well.

### Ancaster Branch
I let Murray Ferguson, Councillor for Ancaster, know about the results of the architect's report on the Ancaster facility. Murray called a meeting of local citizens to provide him with advice. Since this was a public meeting, it generated some media exposure in Ancaster. We suggested that George Gezcy, as both a library board member and an Ancaster resident, be invited to the citizen's meeting and he did attend.

I had been hoping that the meetings would allow more latitude for possibilities to be considered, such as a potential addition on the existing Ancaster Town Hall building. Quite properly, Councillor Ferguson wants to make sure that any changes to the building help (and certainly do not harm) any of the other tenants. As of early September, we are

waiting for the results of an informal look at the floor weighting. A study was done as part of the City's architectural review but the issue is so central that another look is being undertaken. I now understand that a meeting is set for September 14th and I may have additional information by the Board meeting.

### Locke Branch
The City of Hamilton has been advised that the former CIBC building cannot be converted to library space without costs that are significantly higher than those originally estimated for the renovation. The City of Hamilton has also been advised that the Library Board would like for any sale of the building to benefit library services in the area.

### South Mountain
Talks with all of the partners have continued over the summer. It is a complex partner. On September 9th we learned that the YMCA building schedule (which is long) may require Council Capital and operating budget approval for the 2005 Capital budget. Again, we may have more information by the time of the Board meeting.

### Community Portal
Library staff, including Kit Darling and I, continue to be involved in the Community Portal project. Paul Takala is seconded to the program. We have high hopes for this project. A soft rollout should take place next spring.

### Strategic Planning Process
The current Strategic Plan outlines a schedule for monthly reports. The events of the summer threw our workloads into a state of turmoil. I have told staff that reports due in the Fall do not have to be produced within the original timeframe. We will have to establish a new timeframe and connect it to the new Strategic Plan.

### Haldimand Reciprocal Borrowing
The Hamilton Public Library and the Haldimand Public Library have agreed on reciprocal borrowing arrangements. The Hamilton Public Library has already started to issue cards to Haldimand residents.

### Coming in October
Two items will be coming to the Board in October that deserve some advance notice. The Library Board will be receiving a request from the newly formed Federation of Public Libraries, asking the Hamilton Public Library to join for 2005. The FoPL will be launched at the 2005 OLA conference near the end of January.

The second issue is the Central Library review. We wish to hire a space designer so that the next stage can be launched. The process will come to the Board in October.

### OLA Leadership Forum
The Ontario Library Association's Leadership Forum will take place November 8 – 9th in Toronto. The topic is *Building Capacity through Partnership and Collaboration, clear parameters and incredible potential*. I will open and close the forum. Daphne Wood will be on the program, speaking about the Hamilton Public Library's partnership with the Ti-Cats.

# Summer Reading Program Research

A Report on the Findings of HPL's 2004 Study

Prepared by: Kirsten Moffatt, Project Researcher

# Hamilton Public Library

## 2004 Summer Reading Program Research Study

## Introduction

Summer Reading Programs are core children's programs of longstanding that are offered in libraries across Canada and the United States. This annual reading motivation initiative is designed to create and sustain the interest and participation of children in books and reading throughout the summer months. Hamilton Public Library's Summer Reading Program (SRP) strives annually to meet the following goals:

1. Stimulate and encourage a love of reading among children, including those with reading difficulties
2. Assist those interested in maintaining their reading levels over the summer
3. Improve children's ability to communicate about literature through oral or written book reports
4. Improve staff knowledge of children's reading interests

HPL's Summer Reading Program has four main streams:

- **Storybook Club** – Children aged 6 and under read with their parents and come to the library together to talk about what they have read.
- **Summer Reading Club** – Children aged 6-12 read on their own and come to the library to report orally on their books or to drop off a written report.
- **Teen Reading Club** – Teens aged 12-18 read on their own and come to the library to drop off written report forms about their books.
- **Reading Buddies** – Children aged 6-12 who have difficulty reading or are reluctant readers are paired with a volunteer who helps them practice their reading. This summer, a new subsidiary of the Reading Buddies program was offered to children for whom English is a second language. The Enjoy Summer Learning (ESL) program functions like Reading Buddies, but that the focus is on improving English literacy and communication skills in general

In order to gauge the effectiveness of their Summer Reading Program, Hamilton Public Library set aside funding to hire a recent Masters of Library and Information Science graduate to evaluate the achievement of the program's main objectives, and to assess how well the program is meeting the needs of the Hamilton community. This report provides a review of the literature on this topic, discusses the methodology used in data collection, reports on the findings of the study and offers several key recommendations to the Board.

## Background to Study: What the Research Tells Us

Existing research on the impact of public library summer reading programs has largely focused on the results of students on standardized literacy tests before and after their participation in such a program. Studies such as "Summer Learning and the Effects of Schooling" by Barbara Heyns (1976), "The Effect of Summer Reading Program Participation on the Retention of Reading Skills" by Vivian Carter (1988) and others by Howes (1986), Robbins and Thompson (1989), Markey (2002) and Doleman (2003), have demonstrated that reading over the summer effectively stems the so-called 'summer setback' in literacy skills that many students experience between June and September. (Refer to annotated bibliography for synopses of these and other major studies). In most of these studies, students' scores on standardized tests such as the Gates McGinitie test and the Schonell word recognition test were measured before and after their participation in a public library summer reading program; most of the programs mentioned in the research operate according to the same read-and-report structure as HPL's. These studies found that, while the scores of children in a control group

who did not participate in a library reading program were often lower on the post-test, scores of children in the participant group were typically maintained or even improved. Furthermore, children who participated in reading programs over the summer appear to experience literacy maintenance or improvement regardless of age (Doleman, Carter, Markey), gender (Heyns, Carter, Doleman) or socio-economic status (Heyns).

This type of pre-test, post-test element was not incorporated into Hamilton Public Library's study for several reasons. From a strictly pragmatic standpoint, the temporal and financial limitations of the study were simply prohibitive to an undertaking of this nature. Furthermore, because there are a number of studies that evaluate reading programs' success from a strictly quantitative or output standpoint, but few that examine success from a more qualitative or outcome-based standpoint, the decision was made to focus on collecting descriptive statistics and anecdotal data. While the pre-test, post-test element is thus absent from the HPL study, there is every reason to believe that existing studies of this nature present data that are transferable to an HPL context. Most studies that use standardized tests to measure the impact of library reading programs on student achievement concern read-and-report style programs very similar to those offered by Hamilton Public Library. Furthermore, the tests that are often used to measure student achievement (Gates-McGinitie, Schonell, etc.) are frequently used in a Canadian context, thereby eliminating any chance of potential American bias in the findings of these studies. These fundamental similarities suggest that if a pre-test, post-test study were conducted based on the impact of HPL's SRP, the results would be markedly similar to those yielded by extant studies.

Although they are relatively rare, evaluative studies of public library summer reading programs using descriptive statistics do exist. One such study was conducted by the Evaluation and Training Institute on behalf of the County of Los Angeles Public Library system (2001); this study involved similar stakeholder groups and data collection methods as the present research and generally served as a very useful model for many aspects of the HPL study. Ellen Fader or Multnomah County Library in Oregon has also recently attempted an evaluative study of this nature on their summer reading program. While not altogether unique, then, HPL's study does add significantly to what is, in general, a rather scant body of descriptive research on the effectiveness of library summer reading programs. For more detailed information about the results of the literature review, refer to the Comprehensive Report or the HPL Summer Reading Research Annotated Bibliography.

# Method

## Data Collection

A total of ten stakeholder groups were consulted in this study: Summer Reading Club/Storybook Club participants, SRC/SBC participant parents, Teen Reading Club participants, Reading Buddies participants, Reading Buddies volunteers, educators in Hamilton schools, HPL branch managers, HPL branch staff (with youth services responsibilities), Summer Literacy Workers, and new Canadians. Due to the number and diversity of groups, a variety of data collection methods were employed, most notably interviews, surveys and focus groups. All told, a total of 723 individuals took part in this study.

## Sampling

Three different sampling techniques were employed in this study. Theoretical sampling was used to ensure diversity of location and Board affiliation in the schools as well as to ensure diversity of size, location and pre-amalgamation area in the branch libraries at which the interviews were conducted. Purposeful sampling was used in selecting the branches at which focus groups were to be conducted, since running the Reading Buddies focus groups in locations where this program is well established enabled easier recruitment of participants. Likewise, purposeful sampling was used for the new Canadians focus groups, since there are only four branches system-wide with regular SWISH workers (who were needed for translation purposes). Ultimately, the study relied most heavily on convenience sampling, since in every case, it was up to the individual as to whether they decided to participate in the research or not.

## Data and Results

The table below summarizes some of the most immediately relevant data collected in this study: that which pertains to the program's success in meeting its pre-established goals. The statistical figures represent how many people in each group of stakeholders gave affirmative answers to questions regarding whether the program is, in their view or experience, fulfilling each goal. Note that some groups were not asked certain questions because it was presumed that they would not have the information to respond or that their response was intuitive. For more detail regarding any of this data, please refer to the Comprehensive Report, Quantitative Findings document and/or Qualitative Responses document.

### Is the Summer Reading Program Meeting Its Goals? Affirmative Responses

| | The SRP stimulates and encourages a love of reading in children | The SRP assists children in [at least] maintaining their literacy skills over the summer | The SRP helps children to develop their communication abilities in relation to literature | The SRP improves staff knowledge of children's reading interests |
|---|---|---|---|---|
| Parents | 83.7% (118/141) | 89.4% (126/141) | 90.1% (127/141) | --- |
| SRC participants | 84.6% (220/260) | --- | --- | --- |
| TRC participants | 81.8% (18/22) | 95.5% (21/22) | --- | --- |
| RB participants[1] | 89.1% (41/46) | 95.7% (44/46) | 73.9% (34/46) | --- |
| RB volunteers[1] | 81.1% (43/53) | 83.0% (44/53) | 88.7% (47/53) | --- |
| Teachers | 85.7% (60/70) | 88.6% (62/70) | 77.1% (54/70) | --- |
| Branch managers | --- | --- | 83.3% (6/7) | 66.7% (4/6) |
| Branch staff | --- | --- | 84.7% (22/26) | 65.4% (17/26) |
| Summer workers[2] | 91.7% (24/26) | 100% (23/23) | 100.0% (26/26) | 100.0% (26/26) |
| New Canadians[3] | 100% (consensus) | 100% (consensus) | 100% (consensus) | --- |

[1]In these focus groups, some data was collected via 'show-of-hands' counts; figures therefore reflect individual opinion
[2]Because not all summer workers would have had the opportunity to observe certain things due to differences in individual responsibilities vis a vis the program, these results refer to the respondents who indicated that they had had the opportunity to make such observations.
[3]In these focus groups, data collected was exclusively qualitative; figures reflect group consensus rather than individual opinion. As well, some questions were posed in terms of library programs in general, since not all participants had experience with the SRP.

### Principal Findings

**"My kid is more excited to read now. He doesn't just say 'reading is boring' like when he first came in. He sees that some books are funny or interesting and he actually wants to read them." (Reading Buddies volunteer, Central library)**

There is tremendous support for the idea that the Summer Reading Program encourages the enjoyment of reading in children. In every group to which a question of this nature was posed, over 80% of respondents agreed that the program does have this effect. Clearly, HPL's SRP is successful in meeting its first goal.

"I work with students at different grade levels, so I'll often see the same ones several years in a row. Every fall, there is a definite difference in skills between those who have read and visited the library over the summer and those who have not." (Educator, Hamilton Wentworth Board of Education)

There can be no doubt, based on the above data, that the HPL SRP is assisting children in maintaining their reading skills over the summer. In every group to which a question of this nature was posed, over 80% of respondents agreed that the program does have this effect – in many cases over 95% of the respondents agreed, with many noting that the program does not only maintain but actually *improves* skills! It is evident that the Summer Reading Program helps to stem summertime reading regression in participating children.

"Kids are excited and want to share [their reading] and this club opens up the door to parental encouragement, mutual communication about books and so on!" (Parent, Mount Hope library)

There is very solid support for the idea that the Summer Reading Program assists in improving children's communication abilities in relation to literature. In every group to which a question of this nature was posed, between 70 and 100% of respondents agreed that the club has a direct, positive impact in this area. It certainly appears that the SRP is helping to improve children's willingness and ability to talk or write about what they read.

"Not only this year, but over the past three years [in this job], my understanding of children's reading interests has been greatly changed and expanded. I now have a greater understanding of what they like and why." (Summer Literacy Worker, HPL)

Regarding the impact of involvement with the club on staff knowledge of children's literature, the data suggests that about a third of permanent library staff and managers do not feel that the club contributes to their knowledge any more than their day to day work does. The Summer Literacy Workers, however, were unanimous in stating that their knowledge in this area has been improved tremendously, suggesting that the club is fulfilling its fourth goal particularly well for individuals who have little prior knowledge of children's reading interests and who are most directly involved with the day-to-day operation of the club.

"The program here is beautiful. It is beautiful. I like it a lot!" (New Canadian parent, Red Hill library)

Overall, it is abundantly clear that Hamilton Public Library's Summer Reading Club is a highly successful program that is, in the minds of its stakeholders, accomplishing precisely what it intends to do. If proof that the club is accomplishing its goals were not enough, there is further evidence that the club is meeting the needs of its community. 100.0% of parents and teachers said they believed there were significant educational and recreational benefits to the club, and many reported, unprompted, that the club also contributed to children's self-esteem and facilitated positive social interaction. 93.5% of children in the SRC reported being *completely* happy with the club this summer, and of those children who had joined previously, 97.5% said it was as good or better in 2004 than it has ever been. 100.0% Teens reported being satisfied or very satisfied with various aspects of the TRC including prizes, reporting forms, theme, programs and contests. An abundance of comments from members of all groups involved in the study speak to their general appreciation of and satisfaction with Hamilton Public Library's Summer Reading Program.

## Secondary Findings

While the primary purpose of the research was to evaluate the success of Hamilton Public Library's Summer Reading Program in terms of its four pre-established goals, data collected over the course of the study also led to a number of secondary findings that may prove useful to the library now or in the future. A complete and detailed list of the secondary findings of this study is available in the Comprehensive Report; one can also refer to the Quantitative Findings document and/or Qualitative Responses document for additional information. Summarized, some of the key secondary findings are as follows:

**Advertising** – HPL's multi-faceted advertising campaign for the Summer Reading Program appears to be effective. More children learn about the program through school visits (54.2% of children in the SRC and 45.2% of children in Reading Buddies) than any other way. For teens and parents, in-branch advertising (posters, flyers, etc.) is most effective, with 40.9% of teens and 55.3% of parents learning about the program this way.

**Incentives** – Incentives were shown to be definite motivators for children in the program. 85.8% of parents said that this year's prizes had a motivating impact on their children and 100.0% of Summer Literacy Workers who listened to children's reports and distributed the prizes said that the incentives appeared to be a strong motivator for the majority of children at their branch. Among SRC participants themselves, 52.7% ranked prizes as the thing they liked best about the program.

**New C anadian u ses o f t he l ibrary** – Among a number of unexpected and exciting findings emanating primarily from the new Canadians focus groups was the fact that many ESL families use the library as a safe environment in which adults and children alike can practice their English skills without fear of ridicule. Another recurring theme of these focus groups was that the library is an institution that not only helps newcomers adapt to a Canadian culture and lifestyle, but also keeps them literally and metaphorically in touch with their native lands and languages.

**Children's library use beyond the SRP** – Children were asked about whether they used the library for other reasons in addition to SRP participation. Their responses show that 93.1% take out materials, 56.2% attend library programs (including non-SRP-related programs), 36.9% use the computers, 5.0% do homework, 7.7% meet or hang out with friends and 7.7% use the library for other r easons. E vidently, c hildren i n t he SRP a re also a ware of w hat t he library has t o offer beyond this program.

## Recommendations

Based on the data collected, there are several recommendations which the researcher wishes to make to the Hamilton Public Library Board regarding their Summer Reading Program.

1) Continue providing generous and timely funding and support for the Summer Reading Program, including all its streams and related activities, at each branch of Hamilton Public Library system.

2) Consider funding future research to investigate some of the intriguing questions that emerged from t his s tudy (refer t o C omprehensive Report f or s pecific q uestions) a nd c onsider h iring MLIS co-op students or recent graduates to conduct any future research.

3) Consider incorporating advertising and programming strategies that will ensure that the program continues to be accessible to all children in the community (Refer to Comprehensive Report for specific strategies.)

# Hamilton
## Public Library

**DATE:**        September 8, 2004

**REPORT TO:**   Chair and Members of the Board

**C.C.:**        Ken Roberts, Chief Librarian

**FROM:**        Linda Foley, Director, Human Resources

**SUBJECT:**     *Non-Union Salaried & Hourly Employee Wage Increase*

---

## RECOMMENDATION:

**That the Non-union salary schedules be increased by 2.5% effective April 1, 2004, and that individual salaries be adjusted accordingly.**

## FINANCIAL/STAFFING/LEGAL IMPLICATIONS:

The cost of the increase based upon the current staffing levels and positions on the applicable salary ranges is $89,500. The impact on benefits and pension plans is $6,800. Provision for this cost has been included in the 2004 operating budget submitted to the City.

## BACKGROUND:

On June 30, 2004, City Council approved the 2.5% increase in non-union wages retroactive to April 1, 2004. The recommendation to increase the Library non-union rates maintains wage parity with the City of Hamilton, as is the current practice. As well, the recommendation also addresses our obligation to maintain internal pay equity and therefore, includes non-union categories (inclusive of pages and shelf readers) but is exclusive of those hired on a contractual basis (summer students, grant programs, other contracts).
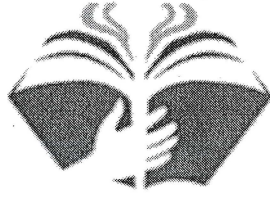
# Hamilton Public Library

*Growing minds.*
*Growing community.*

| | |
|---|---|
| **DATE:** | September 9th 2004 |
| **REPORT TO:** | Chair and Members of the Board |
| **C.C.:** | Ken Roberts, Chief Librarian |
| **FROM:** | William Guise, Director, Finance and Facilities |
| **SUBJECT:** | Furniture and Fixtures |

## RECOMMENDATION:

That funds be allocated from the operating budget not to exceed $138,700 to make minor renovations to the Customer Services workroom and to acquire and install ergonomic work stations in the Customer Services and Collection Access Services workrooms, and

That the furniture be acquired using the approved vendor for the City of Hamilton for the workstations.

## FINANCIAL/STAFFING/LEGAL IMPLICATIONS:

As a result of gapping and other efficiencies, sufficient funds are expected to be available in the operating budget to fund the minor renovations and furniture acquisition.

## BACKGROUND:

Minor renovations and new floor covering for the Customer Services work area which is located in the basement of Central Library. No changes to this area have been made since the Library opened in 1980 and changes are required in order to make the work area more efficient. There have been no furniture changes since before the introduction of computers.

Furniture for both Customer Services located in the basement of Central Library and Collection Access Management located in the former Stoney Creek City Hall

have been in use since 1980 and need replacing. The furniture was designed and acquired prior to the introduction of computers into the workspace and there is need for ergonomic furniture suitable for computer use and workflow.

The proposed budget for the renovations and furniture was compiled with the assistance of Janet Warner, Project Coordinator with City of Hamilton Facility Services.

# City of Hamilton - Public Works

Facility Services

***Project Costs***                                    Account No.

Project Name:

Project Description:                    Customer Service - Basement Area

Project Work Order Number:

Date Project Opened:

Date Project Closed:

Date of this Revision:                  September 9, 2004

## Summary of All Estimates and Actual Costs

|   |   |   | Estimated Costs | | Actual Costs |
|---|---|---|---|---|---|
| A | Consultant Fees | | $ | 500 | $ - |
| B | Construction Costs | | $ | 19,500 | |
| C | Furniture, Finishes | | $ | 31,500 | |
| D | Moving Charges | | $ | 1,000 | |
| E | Data / Telephone Costs | | $ | 4,500 | |
| F | Miscellaneous Costs | | $ | - | |
| G | Requested Changes | | $ | - | |
| | | Subtotal | $ | 57,000 | |
| H | Contingency (10%) | | | | |
| | | Subtotal | $ | 57,000 | |
| J | GST at net 3% | | $ | 1,710 | |
| | PST at 8% | | $ | 2,520 | |
| K | Project Management at 5% | | $ | 2,850 | |
| M | Total Project Cost | | $ | 64,080 | $ - |

Prepared By:                                        Date:

Janet Warner                                        May 21/04

City of Hamilton – Public Works
Facility Services

**Project Costs**                                  Account No.

Project Name:

Project Description:        COLLECTION ACCESS MANAGEMENT – STONEY CREEK CITY HALL

Project Work Order Number:

Date Project Opened:

Date Project Closed:

Date of this Revision:                    September 9, 2004

**Summary of All Estimates and Actual Costs**

|   |                            | Estimated Costs | Actual Costs |
|---|----------------------------|-----------------|--------------|
| A | Consultant Fees            | $               | $            |
| B | Construction Costs         | $               |              |
| C | Furniture, Finishes        | $ 51,500        |              |
| D | Moving Charges             | $ 4,000         |              |
| E | Data/Telephone Costs       | $ 2,500         |              |
| F | Miscellaneous Costs        | $               |              |
| G | Requested Changes          | $ 500           |              |
|   | Subtotal                   | $ 58,500        |              |
| H | Contingency (10%)          | $ 5,850         |              |
|   | Subtotal                   | $ 64,350        |              |
| J | GST at net 3%              | $ 1,931         |              |
|   | PST at 8%                  | $ 5,148         |              |
| K | Project Management at 5%   | $ 3,218         |              |
| M | Total Project Cost         | $ 74,646        |              |

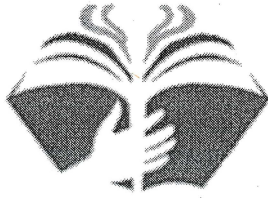Prepared By:                                       Date:

   Janet Warner                                     July 22, 2004

# Hamilton Public Library

*Growing minds.*
*Growing community.*

**DATE:** September 9th 2004

**REPORT TO:** Chair and Members of the Board

**C.C.:** Ken Roberts, Chief Librarian

**FROM:** William Guise, Director, Finance and Facilities

**SUBJECT:** 2004 Operating Budget Update – July 31st 2004

## RECOMMENDATION:

That the 2004 Operating Budget Update – July 31st 2004 be accepted for information.

## BACKGROUND:

Attached is the Operating Budget Variance Report as of July 31st 2004. The Report shows the status of the Operating Budget as of July 31st 2004 and estimates the status as at the end of 2004.

The Report estimates that there will be a favourable variance or $99,910 on an annual budget of $21,986,780.

A review of the items included under various categories and an analysis of various accounts that resulted in both favourable or unfavourable variances follow the report

# HAMILTON PUBLIC LIBRARY
## OPERATING BUDGET VARIANCE REPORT
July 31, 2004

| | YTD BUDGET | YTD ACTUAL | YTD VARIANCE | % SPENT | BALANCE OF BUDGET | ANNUAL BUDGET | ESTIMATED ACTUAL | ANNUAL VARIANCE | % SPENT |
|---|---|---|---|---|---|---|---|---|---|
| Grants and Subsidies | (129,652) | (1,237,577) | 1,107,926 | 954.5% | 92,608 | (1,171,710) | (1,330,186) | 158,476 | 113.5% |
| Fees and General | $ (321,872) | $ (369,013) | $ 47,141 | 114.6% | $ (245,908) | $ (567,780) | $ (614,921) | $ 47,141 | 108.3% |
| Reserves | - | (20,196) | 20,196 | | - | - | (20,196) | 20,196 | |
| Total Revenue | $ (451,523) | $ (1,626,786) | $ 1,175,263 | 360.3% | $ (338,517) | $ (1,739,490) | $ (1,965,303) | $ 225,813 | 113.0% |
| Employee Related Costs | $ 9,432,885 | $ 9,009,082 | $ 423,803 | 95.5% | 6,737,775 | $ 16,170,660 | $ 15,746,857 | $ 423,803 | 97.4% |
| Capital Financing | 265,073 | 359,351 | (94,279) | 135.6% | 189,338 | 454,410 | 548,689 | (94,279) | 120.7% |
| Financial | 25,369 | 16,408 | 8,961 | 64.7% | 18,121 | 43,490 | 60,259 | (16,769) | 138.6% |
| Material and Supplies | 1,867,862 | 1,980,759 | (112,896) | 106.0% | 1,334,188 | 3,202,050 | 3,488,626 | (286,576) | 108.9% |
| Vehicle Expenses | 700 | 361 | 340 | 51.5% | 500 | 1,200 | 861 | 340 | 71.7% |
| Buildings and Grounds | 286,627 | 272,416 | 14,211 | 95.0% | 204,733 | 491,360 | 603,157 | (111,797) | 122.8% |
| Consulting and Contractual | 457,893 | 410,676 | 47,217 | 89.7% | 323,704 | 784,960 | 734,380 | 50,580 | 93.6% |
| Reserves and Cost Allocations | 1,511,207 | 1,592,850 | (81,643) | 105.4% | 1,057,871 | 2,578,140 | 2,669,345 | (91,205) | 103.5% |
| Total Expenditures | $ 13,847,616 | $ 13,641,903 | $ 205,713 | 98.5% | $ 9,866,229 | $ 23,726,270 | $ 23,852,173 | $ (125,903) | 100.5% |
| Municipal Contribution | $ 13,396,093 | $ 12,015,117 | $ 1,380,975 | 89.7% | $ 9,527,712 | $ 21,986,780 | $ 21,886,870 | $ 99,910 | 99.5% |

## REVENUES

### Grants and Subsidies
Includes Federal and Provincial grants, other subsidies for specified recurring and one time programs and the annual operating grant from the Ministry of Culture.

The YTD variance is favourable in the amount of $1,107,926 mainly because the operating grant from the Ministry of Culture of $949,451 was received earlier in the year than anticipated. The balance of the favourable variance is composed of grant revenue received for programs which were not included in the 2004 operating budget. The favourable variance would be offset by expenses included under expenditures. The projected favourable variance at December 31, 2004 is estimated at $158,476 and is composed of unbudgeted grant revenue received.

### Fees and General
Includes a variety of sources of revenue of which the main items are fines, room rentals, photocopier revenue, annual book sale, donations, lost materials and non resident fees.

The annual favourable variance estimated at $47,141 mainly as a result of unanticipated book sale revenue ($23,723) from an extra book sale event and lines items for which we do not budget such as donations ($11,053) and lost books ($11,000). .

### Reserves
Includes funds received from Library and City reserves.

The annual favourable variance is favourable estimated at $20,196 and is composed of unbudgeted items. The Board approved a transfer of $12,000 from Library Reserves to fund Summer Reading survey and $8,196 was transferred from City reserves to cover the cost of pay out of accumulated sick leave on the retirement of Library Staff. The cost of the accumulated sick leave is reflected under employee costs.

## EXPENDITURES

### Employee Related Costs
Includes salaries, wages, employee benefits including medical, pensions, etc.

The favourable annual variance estimated in the amount of $423,803 as a result of gapping and unfilled positions resulting in temporary saving of both salaries/wages and benefits.

### Capital Financing

Includes cost of principal and interest related to the repayment of debentures issued by the City for construction and renovations to Library facilities and the Library's contribution to the Connect Hamilton Project.

The unfavourable annual variance estimated at $94,279 reflects the annual contribution to the Connect Hamilton Project which had not been included in the 2004 budget.

## Financial

Includes costs of legal and audit costs.

The annual unfavourable variance estimated at $16,769 is mainly composed on anticipated legal costs in anticipation of upcoming pay equity and contract negotiations. Legal costs budget is normally maintained at a constant level without reference to cyclical labour negotiations.

## Materials and Supplies

Includes costs for office and operating supplies, operating equipment, furniture and fixtures, equipment repairs and library materials.

The annual unfavourable variance estimated at $286,576. And is mainly composed of computer equipment purchased as part of grant programs for which the library has received funding which has been reported grant revenue and of anticipated purchases of furniture for workrooms and installation of security cameras at Central library. None of these items were originally included in the 2004 budget.

## Vehicle Expense

Composed of minor vehicle expenses not included in the chargeback from the City for vehicle fuel and repair which is included under the category "Cost Allocations".

## Buildings and Grounds

Includes expenses belonging to building related activities not included in the chargeback from the City for buildings which is included under the category "Cost Allocations". The major items in this category would included costs for data line, telephones and security costs.

The annual unfavourable variance estimated at $111,797 is mainly composed of anticipated minor renovations are various branches in order to address ergonomic and service issues.

## Consulting and Contracting

The major items include costs of computer leasing from third parties, service contracts related to computer hardware, software and other equipment, photocopier leases and services, rental of storage, advertising and promotion, and inter branch courier.

The annual favourable variance is estimated at $50,580  is mainly from lower than anticipated lease costs.

## Reserves and Cost Allocations

Includes transfers to library reserves and costs allocated to the library from the City for various services provided by various City departments such as City HR, IT, Finance, Facilities, Fleet, Risk Management and costs of computer leases financed through City reserves.

The annual unfavourable variance estimated at $91,205 is mainly from higher facility costs ($69,000) and switch in lease costs from outside third parties to the financing through City reserves ($21,000).

# Hamilton
## Public Library

DATE: September 7, 2004
REPORT TO: Doreen Horbach, Chair
C.C. Library Board Members
FROM: Ken Roberts, Chief Librarian

SUBJECT: **Privacy Policy for Library Users**

---

**Recommendation:**

That the Hamilton Public Library Board adopt the following *Privacy Policy for Library Users:*

The Hamilton Public Library Board adheres to all elements of the *Municipal Freedom of Information and Protection of Privacy Act*. The Hamilton Public Library Board also endorses the principles outlined in the *Canadian Standards Association Model Code for the Protection of Personal Information.* These principles are:

- **Accountability**
- **Identifying Purpose**
- **Consent**
- **Limiting Collection**
- **Limiting Use, Disclosure and Retention**
- **Accuracy**
- **Safeguards**
- **Openness**
- **Access**
- **Challenging Compliance**

The Hamilton Public Library Board respects the privacy of library users. The Library Board and library staff will take every reasonable precaution to ensure that the personal information it collects is treated with respect and is only used to provide better library service.

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.

Notwithstanding these statements of principle, library staff must honour court orders that require the release of personal information. As well, personal information about a child 16 years of age or younger will be released to a parent or guardian upon request.

**Background:**

The proposed policy complies or exceeds all existing legislation. I have also included the list of personal information that is currently collected by the library system as well as the ways in which it is used.

# Privacy Policy for Library Users

**Board Policy**

The Hamilton Public Library Board adheres to all elements of the *Municipal Freedom of Information and Protection of Privacy Act.* The Hamilton Public Library Board also endorses the principles outlined in the *Canadian Standards Association Model Code for the Protection of Personal Information.* These principles are:

- Accountability
- Identifying Purpose
- Consent
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- Limiting Use, Disclosure and Retention
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- Access
- Challenging Compliance

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Notwithstanding these statements of principle, library staff must honour court orders that require the release of personal information. As well, personal information about a child 16 years of age or younger will be released to a parent or guardian upon request.

**Personal Information that is collected and the use of such information**

All library users have a right to privacy and confidentiality in accordance with relevant legislation. Such legislation requires the library system to state what types of personal information we collect as well as how that information is used. The Hamilton Public Library system collects the following information about individual library users. The ways this information is used is also outlined.

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

- Personal information can only be used by staff and by agencies and companies working within the scope of their duties on behalf of the library. Such information can used 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 except for library staff and agencies or companies working within the scope of their duties on behalf of the library.

- Information about what an individual library user borrows from the library is erased from all computer and manual systems when items are returned and it is determined that they

are intact. A record is retained when an item has not been returned or that a problem has occurred. In such instances, a permanent record may be kept. An exception to the general policy of erasing records of what a person borrows is that records are retained when individual users are registered for the Visiting Library Service. Such records allow staff to select material knowing what an individual user has already read. These records are not used for any other purpose.

- Notwithstanding the above provisions, back-up data that may contain records of completed transactions are retained for a limited time and only for the purposes of restoring computer systems.

*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 except for library staff and agencies or companies working within the scope of their duties on behalf of the library.

- 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 library 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 anyone except for library staff and agencies or companies working within the scope of their duties on behalf of the library.

*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.*

- Information about who has used library computers and what they may have accessed is kept for approximately three months. Internet protocols require that any organization what provides Internet access assume responsibility for the use of such computers.

- Information about electronic sites that an individual has accessed while using a library computer or while using a personal computer in a library location may be reviewed to ensure that such use does not violate the library's Internet Use Policy. For example, the library reserves the right to determine if a person is attempting to send viruses or illegal e-mail over the library's network. Any review of computer use must be conducted as the result of reasonable information that abuse is taking place. If, in the course of such a review, library staff become aware of what appears to be criminal activity, staff are obligated to meet legal requirements.

*6. 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 by the library system be removed from library collections).*

- 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. All comment forms are retained.

- 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.

7. *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 personal information in order to assist a person but staff will keep no permanent records that link reference questions to a specific person.

8. *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. In general, images are kept for less than a month. Images are only used to ensure that library behavioural polices are enforced or that the safety of the people whose images are collected is protected.

9. *The library system may collect information about an individual user who accesses the library's website, electronic catalogue, or electronic resources.*

- The address (IP) of the computer or internet provider and the date and time that the site was accessed are collected. Such information is not shared with anyone except for library staff and agencies or companies working within the scope of their duties on behalf of the library.

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

- Photos of recognizable individuals will not be used without proper permission. Media and other photographers may only photograph inside the library with the permission of the appropriate manager and must take responsibility for receiving the permission of those they photograph.

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.

Anyone who feels that their rights under this policy have been violated should contact the Chief Librarian. If, after a review by the Chief Librarian, a person continues to feel that their rights have been violated, the person may appeal to the Library Board Chair. The Board Chair shall determine if the issue should be presented to the entire Library Board.

# Hamilton
## Public Library

| | |
|---|---|
| **DATE:** | September 8, 2004 |
| **REPORT TO:** | Doreen Horbach, Chair |
| **C.C.** | Library Board Members |
| **FROM:** | Ken Roberts, Chief Librarian |
| | |
| **SUBJECT:** | **Environmental Scan** |

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City of Hamilton departments put together their first environmental scan during the summer. You might note, on the first page, that Daphne Wood, Beth Hovius and I helped a little bit. We did not create any of the information in the scan. We did have a short period of time to try to unify the many voices that wrote components and to create a more uniform look and voice.

The scan does contain some good information for the library and for other city departments and agencies. We will have hard copies at the board meeting if you don't wish to print it.

# Hamilton
## Public Library

DATE:           September 7, 2004
REPORT TO:    Doreen Horbach, Chair
C.C.             Library Board Members
FROM:          Ken Roberts, Chief Librarian

SUBJECT:       **2005 Strategic Priorities/Plan**

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**Recommendation:**

**That the Hamilton Public Library Board hold an evening session on Strategic Priorities in either October or November, with the date being set by the Board Chair.**

**Background:**

When the 2004 Strategic Plan was accepted by the Board last December, there was an understanding that the strategic priorities and the strategic reporting process would be reviewed by the new Library Board in the Fall of 2004. The timing would allow new board members to experience the board and to form opinions about what they think should be strategic priorities for the library system.

I recommend that the evening be facilitated. Facilitation can be covered from the current budget.

# Hamilton
## Public Library

**DATE:** September 7, 2004
**REPORT TO:** Doreen Horbach, Chair
**C.C.** Library Board Members
**FROM:** Ken Roberts, Chief Librarian

**SUBJECT:** Facilities Master Plan

**Recommendation:**

**That the Hamilton Public Library Board receive a Draft Facilities Master Plan by May, 2004, and**

**That the Draft Facilities Master Plan be primarily written by the staff of the Hamilton Public Library, and**

**That a budget for such a plan be submitted to the Board should anticipated costs exceed the current operating budget.**

**Background:**

The Hamilton Public Library does not have a facilities master plan. Few libraries do have master plans, in part because the construction of new library branches often lags behind the construction of other infrastructure needs and the eventual construction of a new library is more often determined by public expressions of need rather than adherence to a plan. As well, facilities are often a municipal responsibility while the operation of branches that might be built is a Library Board responsibility.

The Hamilton Public Library needs a Master Plan for many reasons.

Firstly, the new development charges by-laws means that the Hamilton Public Library Board could expect to spend more than $12,000,000 in new buildings over the next decade, with the South Mountain and Waterdown facilities being the most dominant. While the Capital funding for these branches is being put together, there are no plans for the operating costs.

Secondly, we have 24 existing buildings that were brought together intro a single library system almost four years. The fact that we now have a unified library system is changing use patterns.

Thirdly, the new library system now includes a number of smaller facilities that, when renovations occur, will need extensive work to ensure that they comply with disability needs. There is no funding for such renovations.

Fourthly, the Hamilton Public Library is an unusual library system. It is a large urban library system and it is also one of the larger rural library systems in Canada. The former Hamilton Public Library system used branch measures that are common for urban public libraries but these same measures cannot be applied to rural library branches. We need definitions and criteria that recognize the differences.

Finally, changing demographics may mean that some current locations are not as suitable as was once the case.

A master plan has to have several elements. Increasingly, we have the pieces required to put together a good master plan. We have the City's new Environmental Scan (a similar document was used when the City of Mississauga did an internal master plan for libraries and for recreation services last spring). The City's IT department just won a major international award that uses GIS information to help determine the optimal location for library branches. They are willing to adjust the preliminary findings to accommodate a master plan. We are working on branch profiles, which should be available later this year. We also have the results of the Central Library review.

Quite commonly, Master Plans are done by outside consultants. The City of Hamilton, for example, hired an outside firm to do its Culture and Recreation Master Plan. I have read plans done by outside consultants as well as plans done by staff. Each process has its strengths and weaknesses. In our situation, I think an internal process fits.

The deliverables of a Facilities Master Plan would include:
- An environmental scan that profiles our community and the potential changes that will affect library services;
- An environmental scan that profiles our existing library branch locations and catchments areas and that profiles changes that have taken place since amalgamation as well as the physical state of each facility and anticipated funds (e.g. development charges) for addressing Capital needs;
- Profiles of existing branches;
- Recommendations on issues that affect all locations (e.g. multi-use facilities, meeting room space for the public, planning for technology and for special needs);
- Recommendations on area specific issues (e.g. potential impact of any new Waterdown Branch on other branches in the area);
- Recommendations for developing innovative partnerships or area specific services (e.g. potential partnerships in the North End as well as options to consider when the lease on Sherwood expires in 2010);
- Recommendations for absorbing much of the operating budget impacts that may result from new branch construction;
- Recommendations for public consultations processes that might be necessary;
- Recommended timeframes.

The cost for developing a Facilities Master Plan internally would be less than using an outside consultant.  There would still be costs. We would have to reimburse GIS for their services. We may need to use facilitation services and may wish to use minimal consulting services to check the product we produce.

A good facilities master plan should act as a guide, allowing us to anticipate and to plan, to move resources when necessary and to adjust services instead of simply add to them as the city grows and changes.

# Hamilton
## Public Library

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|---|---|
| **DATE:** | September 7, 2004 |
| **REPORT TO:** | Doreen Horbach, Chair |
| **C.C.** | Library Board Members |
| **FROM:** | Ken Roberts, Chief Librarian |

**SUBJECT:**     **Property at 759 Stone Church Rd. E.**

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### Recommendation:

**That the Hamilton Public Library Board declare the property at 759 Stone Church Road East redundant to its needs, allowing the City of Hamilton to sell the property and to use the proceeds to reimburse the City's reserve for parklands to compensate for library use at Turner Park.**

### Background:

The City of Hamilton acquired property for a potential east mountain branch back in the early nineties.

When the south mountain project became the official replacement for the east mountain branch, the Stone Church property was no longer needed for library purposes. In accordance with City of Hamilton requirements, any agency that uses parkland space must contribute to a reserve fund that allows equivalent space to be acquired for use as a park. The sale of the Stone Church property helps to cover much of the cost of this required reimbursement. The Police Services Board contributed to the parkland reserve and the YMCA will have to contribute to the reserve.

# Hamilton
## Public Library

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|---|---|
| **DATE:** | September 7, 2004 |
| **REPORT TO:** | Doreen Horbach, Chair |
| **C.C.** | Library Board Members |
| **FROM:** | Ken Roberts, Chief Librarian |
| | |
| **SUBJECT:** | **MoMac Centre** |

### Recommendation:

**That the Hamilton Public Library Board exercise its option under the MoMac/City agreement and express an interest in using the current MoMac space located within the Central Library.**

### Background:

When the Central Library was built in the late seventies and early eighties, McMaster University and Mohawk College jointly contributed to the construction cost of the building and, in return, received rights to space on the mezzanine area of the library. The agreement provided a right of use for a guaranteed period of time and then provided for City to give one year's notice. The agreement also stated that the Hamilton Public Library Board had 30 days, from the time that notice was given, to declare an interest in the space.

Notice has been given and I recommend that the Board give notice that it wishes the space. Knowing that we have rights to this space can make planning the Central Library renovations much easier. It is still possible for us to work with City staff, knowing that a good partnership may prove to be mutually beneficially. We can take part in these talks with some ability to ensure that the eventual use is compatible with library needs. It also ensures that the entire area can be viewed as a complete unit. Presently, the Library is responsible for the Wentworth Room (Room 215) and the corridor areas while the MoMac Centre occupies only a portion of the mezzanine area.

# Hamilton
## Public Library

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| **DATE:** | September 8, 2004 |
| **REPORT TO:** | Doreen Horbach, Chair |
| **C.C.** | Library Board Members |
| **FROM:** | Ken Roberts, Chief Librarian |
| **SUBJECT:** | **Art De-installation** |

**Recommendation:**
**That the art piece in the Central Library entitled "Said the Source" be de-installed.**

**Background:**
This particular work of art was installed in 1990. If you have not seen it, it is located on an interior wall overlooking the mezzanine area currently occupied by the MoMac Centre. It is a large, wall-mounted piece of art composed of neon tubes and metal letters.

The agreement signed upon installation states that the library is responsible for ensuring that the piece is maintained (e.g. all of the neon lights continue to work). It also states the artist has first rights to the piece if it is de-installed.

The art piece has proven expensive to maintain. It costs several thousand dollars a year to replace the neon tubes. We do not replace the tubes as frequently as they burn out. The reality is that the art piece, which faces away from most traffic, is not properly lit most of the time.

It is an interesting piece of art that many people like, when it is working. We are not recommending that it be de-installed because of any concerns over the piece itself. The recommendation is based on two basic facts. It is expensive to maintain, and it cannot be seen by a majority of our visitors.

If the artist should decide that he does not want the piece, we will try to find an appropriate local home for it.