

Mission Statement

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

Strategic Commitments

Unified Library System Sustainable Library System Accessible Library System

HAMILTON PUBLIC LIBRARY BOARD

**Regular Board Meeting
Wednesday, April 16, 2003
Mount Hope Library
3027 Homestead Drive**

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

THE KEN HAYCOCK (REDEFINING LIBRARY BOARD FOR DYNAMIC COMMUNITIES) CONFERENCE CALL WILL BE BEGINNING AT 6:00 P.M. TO 7:00 P.M.

AGENDA

1. **Discussion Period**
 - 1.1 Cunningham Collection – KD
 - 1.2 The Friends of the Hamilton Public Library – KR/GW
2. **Acceptance of the Agenda**
3. **Minutes of the Hamilton Public Library Board Meeting of Wednesday, March 19, 2003** **Attachment #3**
4. **Business Arising**
 - 4.1 2002-2003 Strategic Plan - KR Attachment #4.1
 - 4.2 Drop Boxes - WG Attachment #4.2

Suggested Action: Recommendation
Suggested Action: Receive
5. **Correspondence**

6. Reports

6.1 Statistical Report

Attachment #6.1

Suggested Action: Recommendation

7. New Business

7.1 Read to Your Baby – HB

Attachment #7.1

Suggested Action: Recommendation

8. Board Development

8.1 Ken Haycock – Audio Conference (6:00-7:00 p.m.)

Conference Call

9. Private and Confidential

10. Date of Next Meeting

Wednesday, May 21, 2003

Central, Wentworth 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
Friends of the Library Policy	March 2003	Maureen Sawa	Once response received from Friends Group
Youth Services Strategic Report		Helen Benoit	Under Review
Library Strategic Plan 2003 – 4		Ken Roberts	Under Review
Staff Training Strategic Report		Maureen Sawa	Under Review
Technology Strategic Report		Kit Darling	Under Review
Facilities Strategic Report		Bill Guise	Under Review

**HAMILTON PUBLIC LIBRARY BOARD
Regular Meeting**

**Wednesday, March 19, 2003
Regular Board Meeting
Sherwood Library
5:30 p.m. Dinner
6:00 p.m. Meeting**

MINUTES

PRESENT: Doreen Horbach, Joyce Brown, Peter Rogers, Glen Whitwell, Councilor Jackson, George Geczy, Maureen McKeating, Mac Carson, Mavis Adams, Anne Gravereaux, Chris McLaughlin. Anita Culley, Dawna Petsche-Wark

REGRETS: Councilor Caplan

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

GUESTS: Darcy Glidden

1. DISCUSSION PERIOD

1.1 "The Silhouette" Article

An article written by a McMaster University student recently appeared in "The Silhouette" paper. The article is written about the Westdale Library and its CD collection.

1.2 University of Toronto Distinguished Alumni Award

Mr. Rogers is the recipient of the University of Toronto's Distinguished Alumni Award. Congratulations was extended to Mr. Rogers on this accomplishment.

2. ACCEPTANCE OF THE AGENDA

Move 8.1 Board Development to follow the Business Arising section.

Add 9.3 Labour Issues

MOVED by Ms Brown, seconded by Ms McKeating,

THAT THE AGENDA BE APPROVED AS AMENDED.

MOTION CARRIED.

3. MINUTES OF THE HAMILTON PUBLIC LIBRARY BOARD MEETING OF WEDNESDAY, FEBRUARY 19, 2003

Item 6.5: No mover and seconder outlined in minutes.

MOVED by Ms Brown, seconded by Ms Adams,

THAT THE HAMILTON PUBLIC LIBRARY BOARD MINUTES OF WEDNESDAY, FEBRUARY 19, 2003 BE ADOPTED AS PRESENTED.

MOTION CARRIED.

4. BUSINESS ARISING

4.1 OMERS

Received for information.

4.2 Holiday Hours

MOVED by Mr. Rogers, seconded by Mr. Geczy,

THAT THE MOTION OF FEBRUARY 19, 2003 REGARDING HOLIDAY HOURS BE RESCINDED.

MOTION CARRIED.

MOVED by Councilor Jackson, seconded by Mr. Geczy,

THAT BETWEEN CHRISTMAS 2003 AND NEW YEARS 2004 ALL LOCATIONS OF THE HAMILTON PUBLIC LIBRARY SYSTEM, EXCEPT THE BOOKMOBILES, BE OPEN UNTIL 5:00 P.M., FOLLOWING THEIR REGULAR SCHEDULE OF OPEN HOURS.

THAT ADMINISTRATION PREPARE A REPORT IN JANUARY 2004 THAT WILL ADVISE IF THIS MODEL OF HOLIDAY HOURS CAN BE ADOPTED FOR FUTURE YEARS.

MOTION CARRIED.

5. CORRESPONDENCE

No correspondence.

6. NEW BUSINESS

6.1 Chief Librarian's Report

Received for information.

7. BOARD DEVELOPMENT

7.1 Strategic Plan 2002-2003

A discussion ensued regarding the themes and the accomplishments made to date. The Library Board thanked the Administration Team and agreed with the directions of the proposed strategic plan.

The report was received for information.

7.2 Fundraising Policies

MOVED by Ms Culley, seconded by Ms McKeating,

THAT THE BOARD APPROVES THE FOLLOWING POLICIES RELATED TO FUNDRAISING:

- **POLICY 5-1: Fundraising and Donations Policy**
- **POLICY 5-5: Library Legacy Fund**
- **POLICY 60-1: Book Sale Policy**

MOTION CARRIED.

MOVED by Mr. Carson, seconded by Mr. McLaughlin,

THAT POLICY 12-1 – Friends of the Hamilton Public Library – BE TABLED UNTIL THE FRIENDS GROUPS HAVE BEEN CONSULTED.

MOTION CARRIED.

7.3 Collections Policies

MOVED by Ms Adams, seconded by Mr. McLaughlin,

THAT THE BOARD APPROVES THE FOLLOWING POLICIES RELATED TO THE COLLECTIONS:

- **POLICY 1-7: Intellectual Freedom Policy**
- **POLICY 3-1: Access to Materials Policy**
- **POLICY 3-2: Materials Selection Policy**

MOTION CARRIED.

It was requested that under "Handling Challenged Material – Policy 3-2" that the steps required for resolution be outlined in the policy.

7.4 Collections Report

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

THAT THE POSITION PAPER ENTITLED *MEETING USER NEEDS II: OUR COLLECTION RESPONSIBILITIES BE ACCEPTED FOR INFORMATION.*

MOTION CARRIED.

7.5 DVDs

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

THAT \$200,000 BE ALLOCATED FROM THE COLLECTIONS RESERVES FOR THE PURCHASE AND PROCESSING OF DVDs.

MOTION CARRIED.

7.6 Reserves

Board Members inquired on the status of the Cunningham Collections. Mr. Roberts will investigate and report back at the next meeting.

MOVED by Ms Adams, seconded by Mr. McLaughlin,

THAT THE FUNDS BUDGETED IN THE APPROVED 2002 OPERATING BUDGET UNDER ACCOUNT 52870-750020 CONTINGENCY IN THE AMOUNT OF \$292,650.00 BE TRANSFERRED TO THE RESERVE FOR LIBRARY GENERAL DEVELOPMENT.

MOTION CARRIED.

7.7 Pages – Salary

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

THAT THE BOARD APPROVES THE FOLLOWING WAGE RATES FOR ALL CASUAL NON-UNION EMPLOYEES AND THAT THESE RATES WILL BE IMPLEMENTED EFFECTIVE JANUARY 1, 2003 TO REMAIN CONSISTENT WITH WAGE HARMONIZATION COMMITMENTS.

Casual/Shelfreaders 7.8647 8.179 8.507 8.847

IT IS ALSO RECOMMENDED THAT THE BOARD APPROVE THE HARMONIZATION OF RECOGNIZED HOLIDAYS OBSERVED BY THE LIBRARY FOR ALL CASUAL PART TIME.

MOTION CARRIED.

8. **PRIVATE AND CONFIDENTIAL**

MOVED by Mr. Whitwell, seconded by Ms Brown,

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

MOTION CARRIED.

MOVED by Ms Brown, seconded by Ms Gravereaux,

THAT THE IN-CAMERA SESSION BE ADJOURNED.

MOTION CARRIED.

9. **TOUR OF SHERWOOD**

10. DATE OF NEXT MEETING

Wednesday, April 16, 2003

Mount Hope Library

5:30 p.m. Dinner

6:00 p.m. Meeting

11. ADJOURNMENT

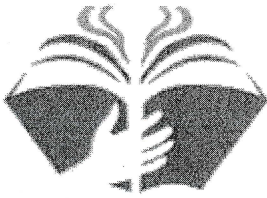
MOVED by,

**THAT THE HAMILTON PUBLIC LIBRARY BOARD MEETING OF
WEDNESDAY, MARCH 19, 2003 BE ADJOURNED.**

MOTION CARRIED.

The meeting was adjourned at 8:45 p.m.

Minutes recorded by Karen Hartog.



Hamilton Public Library

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DATE: April 10, 2003
REPORT TO: Doreen Horbach, Chair of the Hamilton Public Library Board
C.C.: Board Members, Administration Team
SUBJECT: 2003/2004 Strategic Plans

Recommendation:

That the Library Board approve an annual Strategic Planning cycle that will align its strategic plan with management's strategic practices.

Background

The Administration Team of the Hamilton Public Library held a strategic planning retreat on March 27th. We concluded, at that meeting, that we have introduced a number of strong strategic elements into the new library system but that the various components (Strategic Plan, monthly strategic reports, and annual workplans for management staff) could be better aligned.

We like many aspects of the current strategic plan and process by which it is built. The broad themes of the current plan (and many of the bulleted objectives) are multi-year goals. Each theme should be kept for several years. We keep calling this an organic strategic planning process. Each new plan should have strong echoes of the previous plan. More visible changes would be found at the "activity" level. For the Board, this means the annual workplan of the Chief Librarian.

We are suggesting that the Library Board adopt a different annual cycle for its strategic planning process.

We suggest that a strategic plan be approved by the Library Board each Fall, that the Strategic Plan become the key document for the development of all management staff annual workplans, and that the Library Board continue to receive annual strategic reports on various service priorities.

Specifically, an annual strategic plan would be approved in October. The strategic plan would become the key document for the preparation of the Chief Librarian's annual workplan, the workplans for all senior management team members, and the workplans for all branch and department management staff members. These workplans would all become effective January 1st each year. If the City and the Library retain the

performance incentive plan, it is based on a budget year and this cycle aligns with the proposed process. At present, workplans either have to be aligned with two different strategic plans or they are out-of-sync with the budget year (e.g. The Library is approving performance incentive payments for the previous year six months after that year has passed).

Monthly strategic reports allow the Board and staff members to build new strategic priorities over the entire year. The annual strategic plan will become an easier document to compile.

The change in timing is also helpful every three years, when a new library board is appointed. In the past, one of the first obligations of a new board was to create and approve a new strategic plan. The suggested process would allow the board time to come together. Express opinions and thoughts during monthly reports, and then create strategic plan six- eight months after its appointment.

It does mean that the Board may be talking about both budget and strategic planning at the same time. Both processes, however, are more streamlined and do not require the same number of hours as was once the case.

If the Board accepts this proposal we would like to suggest, in addition, that the Board adopt an interim strategic plan, one that will expire in December 2003. A complete strategic plan would be approved in October 2003.

A draft of the interim strategic plan is enclosed. We can take suggestions and recommendations and bring suggested final copy to the Board at its May meeting. The final copy should include a "Message from the Chair of the Hamilton Public Library Board." This message would provide a prose report on what we have done and where we are heading.

The interim plan includes more specific information about what each bullet means, in terms of activity. This level is equivalent to that given to the board last year as part of the Chief Librarian's annual workplan. The inclusion of this level of detail makes the plan a bit more "real" and lets people know exactly what is to be done to advance the general themes.

HAMILTON PUBLIC LIBRARY BOARD

DRAFT
STRATEGIC PLAN

MAY – DECEMBER 2003

WE BELIEVE IN

INTELLECTUAL FREEDOM

We provide individuals with access to all expressions of knowledge, creativity, and intellectual activity.

INCLUSIVENESS

We work with our diverse communities to encourage library use.

INNOVATION

We anticipate and respond to the changing needs of our communities.

RESPECT

We listen and respond to diverse opinions, foster understanding and protect the dignity of individuals.

ACCOUNTABILITY

We ensure that library services are vital and relevant to our community and to people's lives.

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.

MESSAGE FROM THE LIBRARY BOARD CHAIR

TO BE WRITTEN

INTRODUCTION

The Hamilton Public Library Board is adopting a Strategic Planning process that is completely integrated with the operations of the library system. It will connect to management workplans, to the City of Hamilton Business Planning process, to monthly reports received by the Board on areas of strategic importance, and to every aspect of the library's operations.

The Hamilton Public Library system is a newly amalgamated library, fashioned from three former library systems. The strategic emphasis will continue to be on unifying our services, developing our staff, and adapting to change. We will align the library's decision-making processes, and discover more about what our community expects and needs from its library system.

This interim strategic plan continues to emphasize the Hamilton Public Library as an organization. We are a new legal entity that is attempting to merge the best components of our predecessors. It is the Board's belief that effective library services are best provided by an organization that is strong and unified.

The Hamilton Public Library Board recognizes that a strategic plan should provide direction. Staff are not required to meet specific activity-driven targets if strategic priorities can better be advanced through different activities. The strategic plan is a living document. There is the expectation that regular reports on progress may change the nature of the plan.

In order to integrate the Strategic Plan with the library's management practices, the Hamilton Public Library Board has adopted this document as an interim plan, extending the life of the 2002-2003 Hamilton Public Library Strategic Plan, with some modifications. The 2002-2003 Hamilton Public Library Strategic Plan may be found at <http://www.hpl.ca/Info/Reports/mission.shtml>.

STRATEGIC INITIATIVES

ENHANCE PUBLIC USABILITY OF THE LIBRARY SYSTEM

The Hamilton Public Library Board is committed to deliver services that are easy for people to discover and to use.

The library provides valued and respected services to all Hamiltonians. One of our strategic priorities, however, is to know more about how people use their library and what services they require and need.

The Hamilton Public Library Board will continue to enhance library service through the creation of partnerships with local organizations.

Increase effective student use of the library system

- o Increase participation in the school class visit program
- o Investigate the feasibility of adding a “pilot” after-school homework help program at one library location.
- o Work co-operatively with local school boards to initiate a curriculum support program that maximizes use of the library’s print and electronic collections. The multi-year program will begin with the Grade 4 curriculum.

Complete the Central Library Services Review

- o Present a model to the Library Board to meet the objectives of the review

Complete a plan that outlines how we are to ask non-users what they need from their public library system

- o Participate in the Canada-wide “Opening Doors” survey intended to determine the reading habits of children as well as their use of public libraries

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

- o Introduce, as one of the monthly strategic reports that the board receives, a report on “Adult Services”
- o Work co-operatively with the local school boards, CAPC, SISO, CSC and CATCH on the Multicultural Early Learning Development (MELD) initiative if grant funding is approved. This family literacy project for newcomer families promotes reading readiness, early literacy and library use.
- o Pilot, with a city department, the provisions of “special library” services to the city

Prepare a plan that would make “Early Literacy” a core children’s program to be included in the board’s Fall budget deliberations

UNIFY OUR ORGANIZATION

The Hamilton Public Library has unified almost all of its public services. The public sees and enjoys consistent, high-quality library services. The organization itself, however, is still in the process of unification. The current Strategic Plan outlines some of the steps we will take in 2003 in order to create a more efficient and effective organizational structure.

Ensure that the library is increasingly seen as a single entity

- o Celebrate our achievements as a unified library system by enacting our Communications Plan
- o Unify the look of our external signage.

Ensure that the new library system is on track to comply with all obligatory legislation affecting the library.

- o Negotiate a first Collective agreement with the bargaining agent of our unionized staff.
- o Work with our bargaining agent to begin the process of adopting a new pay equity plan.
- o Conduct an inventory of legislative issues to ensure that we are in compliance with all such legislation.

Strengthen the organizational culture of the library system

- o Complete processes to clarify how organizational decisions are made, emphasizing the need to involve all managers in operational decisions.
- o Introduce change/project management processes as a normal part of the operational expectations for all library committees and teams.
- o Strengthen the communications channels with all staff, to include electronic means as well as management communication processes.
- o Introduce annual "workplans" for all management staff members by the end of 2003, with connections to the Strategic Planning process.

SUSTAIN OUR SERVICES

We want to ensure that our facilities meet the Mission Statement goal of providing people with welcoming environments, that our collections continue to meet the needs of Hamilton residents, and that our technologically driven services can meet the steady growth in demand and expectations. The new library system is still gathering information about the state of its facilities, collections, and technology. It is apparent, already, that the library system cannot sustain services at the current level unless it plans for the future replacement of its infrastructure. We can become more sustainable, but the desire for sustainability is likely to remain a strategic priority for several years.

Maintain support services that are capable of delivering the library's services

- o Negotiate a facilities Service Level Agreement with the City of Hamilton, with measures for maintaining and improving our built assets
- o Negotiate a Human Resources Service Level Agreement with the City of Hamilton, clearly defining the services that we are to provide our staff and services that may be provided through the City of Hamilton

Include technology renewal in the 2004 operating budget

- o Complete an inventory of our technology-related assets and needs.
- o Include, within the 2004 draft-operating budget, the costs of maintaining our technological capabilities.

Align our collections with the position statement in *Meeting User Needs II, Our Collection Responsibilities*

- o Finalize the position statements in *Meeting User Needs II, Our Collection Responsibilities*
- o Initiate processes to develop collection profiles
- o Review major collections budget expenditures and selection processes
- o Develop a multi-year workplan to implement the position statements in *Meeting User Needs II, Our Collection Responsibilities*

Establish standards for cleanliness, furnishings, and internal signage for all facilities

- o Conduct a gap analysis of all facilities in terms of cleanliness, furnishings, and signage
- o Correct, within budget limitations, situations where facilities fall well short of common standard for public facilities
- o Create standards that are appropriate to building size and use
- o Correct, within budget limitations, any situations where facilities may fall short of any standards
- o Develop a multi-year plan to ensure that all facilities meet such standards.

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

- o Migration to Horizon is a major system initiative and will require support and assistance from all areas of the library

Develop and implement the management portion of a new performance management system

- o Develop competencies for management positions to be used in key human resource initiatives such as performance management, training and growth, and recruitment.
- o Develop 2003 annual workplans for all management staff members
- o Align workplans with a performance measurement process

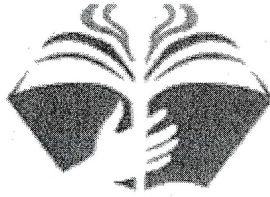
Integrate the City's business planning processes with the Hamilton Public Library's strategic planning processes

- o Review the current Business Plan, including the performance metrics
- o Create processes, benchmarks and methodologies for the collection of Business Plan information, concentrating on the effectiveness of library services

MONTHLY STRATEGIC REPORTS

Monthly strategic reports are designed to provide the Library Board with information on the health and future priorities of various aspects of the library's service. The monthly strategic reports also outline the general workplans that will guide activities over the next 18 months to two years. The monthly strategic reports will allow the board to develop each year's overall strategic plan having already discussed the activities and directions being taken by various service components.

- o October, 2003 - **2004 Strategic Plan**
 - o November, 2003 – **Youth Services**
 - o December, 2003 – **2003 Strategic Plan Final Report**
 - o January, 2004 – **Adult Services**
 - o February, 2004 – **Human Resources; Training**
 - o March, 2004 – **Collections**
 - o April, 2004 – **Electronic Services**
 - o May, 2004 – **Facilities**
 - o June, 2004 – **Capital Assets/Capital Plan**
 - o September, 2004 – **Communications**
- 2004 Strategic Plan Update and Draft 2005 Strategic Priorities**
- o October, 2004 – **2005 Strategic Plan**



Hamilton Public Library

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DATE: April 11, 2003

REPORT TO: Chair and Members of the Board

C.C.: Ken Roberts, Chief Librarian

FROM: William Guise, Business Administrator

SUBJECT: Book Drop Inventory

RECOMMENDATION:

That the following report on book drop inventory be accepted for information.

FINANCIAL/STAFFING/LEGAL IMPLICATIONS:

N/A

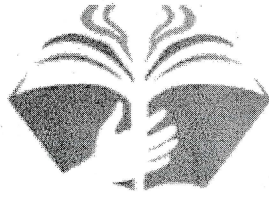
BACKGROUND:

Subsequent to the smoke damage from a book drop fire at Dundas Branch Library, the Board requested an inventory of the book drops at library branches identifying whether they were interior or exterior for the purpose of developing a plan that would minimize the damage caused from any future book drop fire.

The listing below provides an inventory of the various book drops. Each location will be reviewed to evaluate the risk of potential damage to the buildings and contents from a book drop fire and recommendations will be presented to the Board.

Branch	Type of book drop and location
Central	One exterior book drop and one exterior video drop outside the York Blvd entrance and one book drop located outside the Jackson Square entrance. Drops are only open during closed periods
Ancaster	Exterior book drop located outside the branch. Book drop only open during closed periods
Barton	Book drop slot installed in vestibule wall. Books and other items are placed in slot after hours and dropped into a drop box.
Binbrook	Exterior book drop located outside the branch. Book drop only open during closed periods
Carlisle	Exterior book drop located outside the branch. Book drop only open during closed periods
Concession	Book drop slot installed in wall. Books and other items are placed in slot after hours and drop into a box or on floor of library.
Dundas	Exterior book drop located outside the branch. Book drop only open during closed periods.
Freelton	Exterior book drop located outside the branch. Book drop only open during closed periods
Greensville	Exterior book drop located outside the branch. Book drop only open during closed periods
Kenilworth	Two exterior book drops located outside the branch. Book Drops are only open during closed hours.
Locke	Book drop slot installed in vestibule wall. Books and other items are placed in slot after hours and dropped into a drop box or on the floor of the vestibule. Future location at former CIBC building will have a book slot installed in vestibule wall but books will fall into a drop box within an enclosed space sealed from the rest of the vestibule and containing a smoke alarm.
Lynden	Exterior book drop located outside the branch. Book drop only open during closed periods
Millgrove	Exterior book drop located outside the branch. Book drop only open during closed periods
Mount Hope	Exterior book drop located outside the branch. Book drop only open during closed periods
Picton	Exterior book drop located outside the branch. Book drop only open during closed periods
Redhill	Book drop slot installed in wall. Books and other items are placed in slot after hours and drop into a box or on floor of library

Branch	Type of book drop and location
Rockton	Exterior book drop located outside the branch. Book drop only open during closed periods
Saltfleet	Book drop slot installed in wall. Books and other items are placed in slot after hours and drop into a drop box or on floor within a separate room in library.
Sheffield	Exterior book drop located outside the branch. Book drop only open during closed periods
Sherwood	Two book drops slots installed in the wall of the vestibule. Books and other items are placed in slot after hours and drop into a drop box or onto the floor of the vestibule.
Stoney Creek	An exterior drop box is located outside the building . Book drop only open during closed periods.
Terryberry	Book drop slot install in wall. Books and other items drop into a separate room in the basement and which contains a smoke alarm and is fire rated. One exterior video drop located outside the branch.
Valley Park	Exterior book drop located outside the branch. Book drop only open during closed periods
Waterdown	Exterior book drop located outside the branch. Book drop only open during closed periods
Westdale	Book drop slot installed in the wall of the vestibule. Books and other items are placed in slot after hours and drop into a drop box or onto the floor of the vestibule



Hamilton Public Library

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DATE: Thursday, April 10, 2003

REPORT TO: Chair and Members of the Board

C.C.: Ken Roberts, Chief Librarian
Administration Team

FROM: Beth Hovius, Adult Services and Collections
Maureen Sawa, Adult Services and Information

SUBJECT: 2002 Annual Statistical Report

RECOMMENDATION: That the 2002 annual statistical reports, *Circulation Statistics, Annual Site Activity Analysis, and the 2002 Information Statistics Report*, be received for information.

BACKGROUND:

These reports mark the first year that a comparison of the results for consecutive years can be done for the amalgamated library system. They demonstrate the changes that are happening with services overall.

Circulation: Circulation activity is down 3%. Other library systems have indicated drops in circulation in the past few years, but this is the first time that the Hamilton Public Library system has experienced this trend. As indicated in previous reports (Board Agenda, October 2002) the factors affecting the circulation changes are both varied and complex.

Annual Site activity Analysis: This report demonstrates significant increase in use of the electronic products – up 79% from 2001 or almost one million uses. This use impacts on both the circulation and information functions, as people substitute use of electronic products for print materials and face-to-face information questions.

Information Statistics: Overall the 3% decrease is consistent with the circulation statistics. However, there are reservations about the accuracy of the 2001 information statistics. They are collected through sampling techniques over a three-week period. In 2002 considerable clarification of what constitutes an information question took place, with a subsequent drop in numbers. Therefore, the comparative aspects of this report should be treated with caution. The 2002 statistics will establish the base for future comparables.

HAMILTON PUBLIC LIBRARY Circulation Statistics	Year to Date: January - December		
SYSTEM TOTALS	2002	2001	%change
CIRCULATION***	4,412,891	4,557,118	-3%
TOTAL HOLDS PLACED***	649,739	564,126	15%
Subtotal: Holds placed via WEBPAC	224,030	124,017	81%
% Holds placed via WEBPAC	34%	22%	
TOTAL HOLDS FILLED	524,618	459,177	14%
% Holds Filled	81%	81%	
TOTAL PATRONS REGISTERED***	29,761	32,224	-8%
CIRCULATION BY LOCATION ^{4&5}	2002	2001	%change
CENTRAL	921,631	990,214	-7%
ANCASTER	241,960	244,661	-1%
BARTON	80,107	84,193	-5%
BINBROOK	47,332	51,445	-8%
BOOKMOBILES	188,754	178,379	6%
COLLECTION ACCESS MANAGEMENT	3,046	698	336%
CARLISLE	45,949	48,417	-5%
CONCESSION	182,013	191,238	-5%
DIAL PAC	13,799	18,093	-24%
DUNDAS ¹	261,246	267,067	-2%
FREELTON	21,969	22,302	-1%
GREENSVILLE	26,232	27,142	-3%
KENILWORTH	154,344	161,323	-4%
LOCKE	95,109	108,131	-12%
LYNDEN	33,761	36,210	-7%
MILLGROVE	19,500	24,377	-20%
MOUNT HOPE	25,864	29,927	-14%
PICTON	40,154	46,900	-14%
RED HILL	223,995	223,321	0%
ROCKTON	14,724	16,506	-11%
SALTFLEET	243,724	244,277	0%
SHEFFIELD	11,313	13,935	-19%
SHERWOOD	350,593	378,072	-7%
STONEY CREEK ³	39,672	52,160	-24%
TERRYBERRY	601,919	598,656	1%
VALLEY PARK	83,270	69,457	20%
VLS & TALKING BOOK ROOM	28,553	29,194	-2%
WATERDOWN	130,709	130,242	0%
WESTDALE	266,877	250,130	7%
WINONA ²	14,772	20,451	-28%

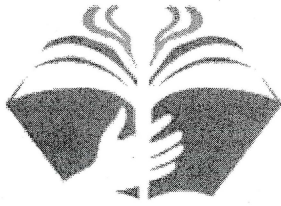
Footnotes

- 1 Dundas Library closed Nov. 19 to Dec. 5, 2002
- 2 Winona Library closed Dec. 1 to Dec. 31, 2002
- 3 Stoney Creek Library closed Dec. 8 to Dec. 31, 2002
- 4 Christmas closures: only Dundas, Saltfleet, Terryberry and Central open Dec. 27 - Dec. 31, 2002
- 5 Christmas closures: only Terryberry and Central open Dec. 27 - Dec. 31, 2001

2002 INFORMATION STATISTICS REPORT			
CENTRAL	2002	2,001	% change
BOOKMOBILES	14,337	14,914	-4%
CE CHILDRENS	17,989	17,468	3%
RCDP	8,393	9,712	-14%
BUS/SCI/TECH/GOV DOCS	47,984	44,915	7%
SOCIAL SCIENCES	32,876	44,367	-26%
SPEC COLL	17,193	29,070	-41%
FIC/LANG/LIT	34,659	39,489	-22%
LEARNING CENTRE	1,505	1,611	-7%
ART/MUSIC/SPORTS	25,664	23,612	9%
QUIC	49,502	56,420	-22%
CENTRAL TOTAL	250,102	281,578	-21%
BRANCHES	2002	2,001	% change
ANCASTER	13,904	24,340	-43%
BARTON	5,879	9,608	-39%
BINBROOK	3,618	5,008	-27%
CARLISLE	3,405	4,153	-18%
CONCESSION	12,495	12,097	3%
DUNDAS	17,976	13,280	35%
FREELTON	885	1,104	-20%
GREENSVILLE	922	2,076	-66%
KENILWORTH	17,373	18,342	-5%
LOCKE	5,710	6,126	-7%
LYNDEN	1,303	2,927	-64%
MILLGROVE	383	687	-54%
MOUNT HOPE	1,794	2,916	-38%
PICTON	4,797	4,889	-2%
RED HILL	33,022	45,416	-27%
ROCKTON	469	703	-33%
SALTFLEET	32,135	47,820	-33%
SHEFFIELD	537	419	28%
SHERWOOD	30,450	35,395	-14%
STONEY CREEK	1,309	2,045	-35%
TERRYBERRY	52,370	53,841	-3%
VALLEY PARK	3,459	1,611	115%
WATERDOWN	5,541	5,867	-6%
WESTDALE	11,302	14,013	-19%
WINONA	1,402	2,011	-30%
BRANCHES TOTAL	331,770	316,694	5%
SYSTEM TOTAL	581,872	598,272	-3%

2002 Site Activity Analysis

	<u>Page Views</u>			<u>User Sessions</u>			<u>Page Views per User Session</u>	
	<u>2002</u>	<u>2001</u>	<u>% change</u>	<u>2002</u>	<u>2001</u>	<u>% change</u>	<u>2002</u>	<u>2001</u>
HPL Website								
Total	4,468,786	2,604,800	72%	999,546	559,566	79%	4.47	4.66
Average Monthly	372,399	217,067	72%	83,296	46,631	79%	4.47	4.66
PIC Hamilton								
Total	359,615	363,876	-1%	100,662	114,124	-22%	3.57	3.19
Average Monthly	29,968	30,323	-1%	8,389	9,510	-22%	3.57	3.19



Hamilton Public Library

*Growing minds.
Growing community.*

- RECOMMENDATION -

DATE: April 11, 2003
REPORT TO: Chair and Members of the Board
C.C.: Ken Roberts, Chief Librarian
FROM: Helen Benoit, Service Coordinator, Youth
SUBJECT: Request for Funding for Read To Your Baby

RECOMMENDATION:

That an amount not to exceed \$16,000 be allocated from the Reserve for Library General Development (Deptid 106007) Reserve Fund to be used to purchase canvas book bags to support the Hamilton Public Library's **Read To Your Baby Project**.

FINANCIAL IMPLICATIONS:

There are sufficient funds in the Reserves to support this request.

BACKGROUND:

The Hamilton Public Library and the City of Hamilton Healthy Babies Healthy Children Program have worked together with community and business partners to develop and fund an innovative literacy program, **Read To Your Baby**. This family literacy project is reaching parents of newborns to encourage them to read to their baby and access library and community resources. This project dovetails and builds on the local **Healthy Babies Healthy Children Early Identification Program** that targets 6,000 families a year.

Initial funding for the program was provided by **the Starbucks Foundation, the Hamilton Community Foundation** and **Scholastic Canada**. With their assistance we:

- produced a special **Read To Your Baby** book bag to give as a free gift to every new parent. This bag is used to distribute the first section of the **Let's Grow** kit and other essential information on child development, nutrition and literacy.
- give each parent a free book (**Read To Your Bunny** by Rosemary Wells) when they visit their local library and register for a library card.

A company was approached to sponsor the program and provide ongoing funding. The intent was to work towards incorporating **Read To Your Baby** as a core library service to families. After initially expressing their interest in providing funding, a recent restructuring at the company has created an unexpected funding gap and they will not be able to provide funding for this project at this time. Since we had expected funding from this source, additional funding sources had not been investigated. Currently the supply of book bags that are used to distribute the kit has been exhausted and an additional supply is required to continue the project. If approved, the funding from the reserve in the amount of \$16,000 would be used to fund the purchase of 6000 canvas bags which would allow distribution of the kit for an additional year. During this year, we would investigate other possible sponsors in order to ensure the sustainability of this early literacy project.