

**HAMILTON PUBLIC LIBRARY BOARD
Regular Meeting**

Wednesday, October 16, 2002

Board Room

5:30 p.m. Dinner

6:00 p.m. Meeting

MINUTES

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

REGRETS: Joyce Brown, Mac Carson

STAFF: Ken Roberts, William Guise, Helen Benoit, Kit Darling, Linda Foley,
Karen Hartog

1. DISCUSSION PERIOD

1.1 Second Meeting in November

A second board meeting will be held on Wednesday, November 6, 2002.

1.2 6th Floor Space

Mr. Roberts provided an update regarding the 6th Floor space .

1.3 South Mountain Public Meeting

It was reported that there will be a public meeting on October 29th at Michael Angelo's to discuss the South Mountain center. Ms Culley, Ms McKeating and Ms Horbach indicated that they would be in attendance.

1.4 Public Access to Board Packages

Mr. Geczy inquired whether the board packages would be available on hpl.ca in the foreseeable future. Ms Darling indicated that this is being worked on.

2. ACCEPTANCE OF THE AGENDA

MOVED by Ms McKeating, seconded by Ms Adams,

THAT THE AGENDA BE APPROVED AS PRESENTED.

MOTION CARRIED.

3. MINUTES OF THE HAMILTON PUBLIC LIBRARY BOARD MEETING OF WEDNESDAY, SEPTEMBER 18, 2002

Correction: 1.1 Ms McKeating indicated that she too would be in attendance.

MOVED by Ms Culley, seconded by Mr. Geczy,

THAT THE HAMILTON PUBLIC LIBRARY BOARD MINUTES OF WEDNESDAY, SEPTEMBER 18, 2002 BE ADOPTED AS AMENDED.

MOTION CARRIED.

4. BUSINESS ARISING

4.1 Display and Exhibit Policy 8-1

MOVED by Ms McKeating, seconded by Ms Adams,

THAT THE BOARD APPROVE POLICY 8-1 DISPLAY AND EXHIBITS POLICY.

MOTION CARRIED.

4.2 Audited Financial Statements

MOVED by Mr. McLaughlin, seconded by Councilor Jackson,

THAT THE 2001 AUDITED FINANCIAL STATEMENTS (ATTACHED) FOR THE HAMILTON PUBLIC LIBRARY BOARD BE RECEIVED.

MOTION CARRIED.

4.3 Branch Visits

It was agreed that on October 26th, Binbrook, Valley Park and Mount Hope will be visits.

4.4 Reciprocal Borrowing

It was suggested that a discussion also take place with McMaster and Mohawk College libraries. Mr. Roberts will initiate this discussion.

Received for information.

4.5 Stoney Creek/Winona Branches

Received for information.

5. **CORRESPONDENCE**

There was no correspondence.

6. **REPORTS**

There was no reports.

7. **NEW BUSINESS**

7.1 Quarterly Circulation Statistics

It was suggested that signage be placed in each branch indicating where the nearest opened branch is located during the closed hours.

Received for information.

7.2 Education Policy

MOVED by Ms Horbach, seconded by Councilor Caplan,

THAT THE FOLLOWING PARAGRAPH BE ADDED TO THE EDUCATION POLICY:

INCUMBENTS OF POSITIONS WHICH REQUIRE UPGRADING TO REMAIN EFFECTIVE:

Some of the Library's specialized positions benefit from ongoing upgrading of skills because of the changing nature of the knowledge base required in their field. In those instances where additional education courses can satisfy this requirement, the Employer shall pay up to 100% of five (5) successfully completed course credits. The rate paid shall not normally exceed that of a standard undergraduate degree course. Any requests for funding will be approved on a case basis by Administration.

MOTION CARRIED.

7.3 Hamilton Gallery of Distinction

MOVED by Councilor Jackson, seconded by Mr. Whitwell,

THAT THE HAMILTON PUBLIC LIBRARY BOARD AUTHORIZE THE PURCHASE OF TEN TICKETS (TABLE) FOR THE HAMILTON GALLERY OF DISTINCTION DINNER BEING HELD WEDNESDAY, NOVEMBER 13, 2002 AT A COST OF \$650.00 (INCLUDES \$45.50 GST).

MOTION CARRIED.

7.4 Board Policies and Reports

Received for information.

7.5 Annual Booksale Report

Received for information.

7.6 ALA and OLA Conferences

Board Members were asked to contact Ms Hartog if they are interested in attending either conference.

7.7 Multicultural Early Learning Initiative

A discussion ensued regarding other committees. It was suggested that Corporate Secretariat be contacted to discuss this further.

MOVED by Councilor Caplan, seconded by Mr. McLaughlin,

THAT AN AMOUNT NOT TO EXCEED \$10,000 BE ALLOCATED FROM THE SPECIAL GIFTS FUND TO BE USED TO SUPPORT THE HAMILTON PUBLIC LIBRARY'S GRANT APPLICATIONS FOR THE MULTICULTURAL EARLY LEARNING INITIATIVE.

MOTION CARRIED.

7.8 Chairman's Dinner

MOVED by Mr. Whitwell, seconded by Ms Culley,

THAT THE ANNUAL CHAIRMAN'S DINNER BE HELD ON WEDNESDAY, DECEMBER 18, 2002 AT THE HAMILTON DISTRICT CHAMBER OF COMMERCE WITH A BUDGET COST NOT TO EXCEED \$2,000.00

MOTION CARRIED.

7.9 Shelving Tender

MOVED by Councilor Caplan, seconded by Councilor Jackson,

THAT A PURCHASE ORDER IN THE AMOUNT OF \$37,672.00 PLUS GST OF \$2,637.04 AND PST OF \$3,013.76 TALLING \$43,322.80 FOR PURCHASE AND INSTALLATION OF SHELVING FOR THE RENOVATED STONEY CREEK BRANCH LIBRARY LOCATED IN THE FORMER STONEY CREEK CITY HALL BE ISSUED TO HUOK MANUFACTURING LTD. BEING THE LOWEST QUALIFIED BIDDER.

MOTION CARRIED.

7.10 2003 Operating Budget/Council Presentation

MOVED by Councilor Caplan, seconded by Mr. McLaughlin,

THAT THE 2003 DRAFT OPERATING BUDGET FOR THE HAMILTON PUBLIC LIBRARY BOARD BE RECEIVED FOR INFORMATION.

MOTION CARRIED.

8. **BOARD DEVELOPMENT**

There were no board development items.

9. **PRIVATE AND CONFIDENTIAL**

There were no confidential items.

10. **DATE OF NEXT MEETING**

Wednesday, November 6, 2002

Board Room

5:30 p.m. Dinner

6:00 p.m. Meeting

11. **ADJOURNMENT**

MOVED by Ms Horbach,

THAT THE HAMILTON PUBLIC LIBRARY BOARD MEETING OF WEDNESDAY, OCTOBER 16, 2002 BE ADJOURNED.

MOTION CARRIED.

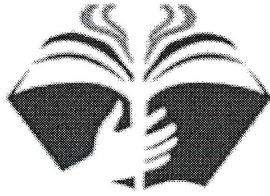
The meeting was adjourned at 8:15 p.m.

Minutes recorded by Karen Hartog.

To: Peter Rogers, Hamilton Public Library Board Chair
From: Ken Roberts, Chief Librarian
C.C. Hamilton Public Library Board Members
Date: November 15, 2002
RE: Budget

As you have probably heard, the presentation to City Council went quite well. The message was clear and I think that Council members understood the message in attendance.

Our presentation to the city's Corporate Management Team was delayed several times and finally took place on Wednesday, November 6th. The management team was appreciative of the fact that the library board has faced some tough decisions. The management team identified some problems with our budget, mostly connected to the fact that the city is the employer for the purposes of pay equity, but the city has few, if any, guarantees that the library's salary scale is in line with what they pay their employees. The city's management team had several suggested solutions, but I don't think these solutions are workable. Members of the city's management team have continued to be involved in lengthy, preliminary budget discussions with all departments and agencies and I haven't been able to meet and discuss alternatives. I am arranging meetings with the General Manager, Human Resources and with the Budget Manager so that I can have more information for you at the board meeting. Since the issues centre on city contingencies for cost of living allowances as well as potential bargaining issues, this discussion will have to be private and confidential.



Hamilton Public Library

*Growing minds.
Growing community.*

DATE: November 14, 2002
REPORT TO: Chair and Members of the Board
C.C.: Ken Roberts, Chief Librarian
FROM: Karen Hartog, Administrative Assistant
SUBJECT: Nominating Committee

The 2003 Nominating Committee consists of the following board members:

- Peter Rogers
- George Geczy
- Glen Whitwell
- Anne Gravereaux

Please complete the attached form and submit it to me at the November 20th meeting. The Nominating Committee will be meeting and reviewing the submitted forms. They will make their report/recommendations at the Inaugural meeting held in January 2003.

November 2002

To assist the Nominating Committee in its appointment process, please indicate whether you are interested in any one or more of the following positions on the Board for 2003. Please return completed forms at the next Board Meeting.

NAME OF BOARD MEMBER: _____

POSITION	PLEASE CHECK IF INTERESTED IN THIS POSITION
Chairperson	
Vice-Chairperson	
Executive Committee Member	
Southern Ontario Library Service Board Representative	
Nominating Committee Member 2004	

To: Peter Rogers, Hamilton Public Library Board Chair

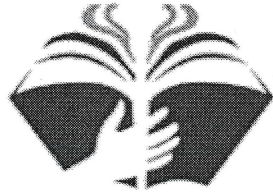
From: Ken Roberts, Chief Librarian

C.C. Hamilton Public Library Board Members

Date: November 15, 2002

RE: Virtual Branch Visits

Bill Guise visits branches on a fairly regular basis. In response to the fact that the Library Board would like a better sense of what some of the branches look like, Bill has started to take a digital camera with him. Bill has pictures of the Valley Park, Binbrook and Mount Hope Branches as well as the "new" Stoney Creek Branch, which is under construction, and will provide a short virtual tour.



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DATE: November 11, 2002
REPORT TO: Chair and Members of the Board
C.C.: Ken Roberts, Chief Librarian
SUBJECT: **Approval of Board Policies**

RECOMMENDATION:

That the Board approves the following policies related to Human Resource Policies:

- 41 – 1: Employment Equity Policy
- 43 – 4: Personal Leave of Absence
- 43 – 5: Self Funded Leave
- 44 – 1: Code of Conduct

FINANCIAL/STAFFING/LEGAL IMPLICATIONS:

There are no financial, staffing or legal implications.

BACKGROUND:

These policies were initially reviewed and approved early in 2002 and now have been updated.



Hamilton Public Library

Date: 11/15/02
Report To: Chair and Members, Hamilton Public Library Board
From: Kit Darling, Electronic Services Coordinator
CC: Ken Roberts, Chief Librarian
Subject: Electronic Reference Service

Recommendation:

1. That Phase I of the Electronic Reference Service be publicly implemented in February 2003
2. That the Electronic Services staff engage the services of a third party to host the application on a Unix or Linux server

Financial / Staffing / Legal Implications

There is no additional staff cost. The staffing of the Electronic Reference Service will be integrated into the daily workflow of existing QUIC and Central Library subject department staff.

There is no cost to acquiring the QRC II application. QRC was developed by the Internet Public Library as an "open source" application. The annual cost of hosting the application is less than \$800 and will be absorbed in the current operating budget of the Electronic Services Department.

Background

The implementation of an online reference service was a strategic priority for the **2002 Technology Implementation Plan**. We view this project as having a long-term, phased implementation. Phase 1 is an email based system, and integrates well with other functions that we have already implemented and with our current staff structure and workflow.

The developing trend for this type of service is to utilize chat functionality to offer real-time, interactive service. The software and hardware required to support this is extremely expensive. We would also need to implement significant reengineering of workflow and staff training. Staff do not see a compelling business case to pursue that at this time.

A cross-functional staff team has been meeting to research and plan the implementation of this project over the past 8 months. Chaired by Paul Takala, Virtual Branch Manager, the team developed a project charter, which included the following:

1. Project Principles

- *The Hamilton Public Library Board is committed to providing an accessible library. Electronic reference service will meet this commitment by allowing access to reference service without the current restrictions of service hours or fee.*

- *The Hamilton Public Library will offer electronic reference service compatible with the National Library's Canadian Virtual Reference Network.*
- *The Hamilton Public Library will offer electronic reference service that adheres to the Municipal Freedom of Information and Protection of Privacy Act.*
- *The Hamilton Public Library will offer electronic reference service that adheres to the Copyright Act.*
- *The Hamilton Public Library will offer electronic reference service consistent with the guidelines of the Information Services Policy, and the Library Services to Young Adults Policy.*
- *The Hamilton Public Library will continually evaluate the electronic reference service and its technical environment, ensuring that it is flexible, responsive to changing community needs.*

2. Project Overview

Electronic reference service will offer users of the Hamilton Public Library website convenient access to the reference desk from their home or office computer. By filling out and sending an online form, users will receive a timely response to their reference questions.

- E-Reference advances the library's commitment to an accessible library system that is easy for people to use and discover. This service will be easy to locate on the library website and will present users with a simple Web form and clear instructions. It will bring reference service to our library patrons in their homes, schools and office computers.
- E-Reference advances the library commitment to a unified library system. The service will be accessible throughout the new city.
- The E-Reference implementation plan we are proposing advances our commitment to a sustainable library system by ensuring an effective workflow and system of tracking the service, as well, we are proposing a staged approach to instant chat reference. The software costs of chat reference are very high and further work needs to be done on the demand for this service.

3. Project Objectives

- Establish service standards.
- Identify training requirements and implement training program.
- Develop marketing plan, with assistance from Communications to maximize use of service.
- Implement Web based E-Reference service on the library website by March 2003.
- Monitor quality of service, using established benchmarks.
- Prepare evaluation of e-reference service 6 months after implementation.

4. Project Benefits

- Increased use of reference services, including electronic resources
- Expanded access and deliver service to users in the community where they work, study and live.
- Remove barriers such as library location and hours.
- More user friendly.
- Maximizes the use of Central Library staff's information expertise.
- Increases the Library's profile as a community service.

5. Server Requirements

- The IPL software currently operates using either the Unix or Linux operating systems. Neither is an operating system that the library or the city supports. Future releases of the IPL software will migrate to operating systems that we do support. We will look to third party servers to host the application.

DATE: November 6, 2002
REPORT TO: Chair and Members of the Board
C.C.: Ken Roberts, Chief Librarian
FROM: William Guise, Business Administrator
SUBJECT: Furniture for the renovated Stoney Creek Branch Library

RECOMMENDATION:

That purchase orders in the amount of \$24,459.32 plus PST of \$1,956.75 and GST of \$1,712.15 totalling \$28,128.22 for furniture for the renovated Stoney Creek Branch Library be issued to the vendors shown as "Recommended" on the attached Bid Analysis.

FINANCIAL/STAFFING/LEGAL IMPLICATIONS:

There are sufficient funds from the approved budget funds to cover the cost of the furniture.

BACKGROUND:

A request for quotes was issued on October 23, 2002 for the supply, delivery and installation of furniture for the renovated Stoney Creek Branch Library to be located in the former Stoney Creek City Hall. Six vendors submitted responses by the time the request for quotes closed on November 1, 2002.

The specifications for the furniture were prepared after consultation of staff and the assistance of a consultant, Designated Space Inc.

All bids meet the requirements of the request for quotes. The request for quotes used specific manufacturers products in setting the specifications however allowed vendors to submit alternative products that met or exceeded the specifications.

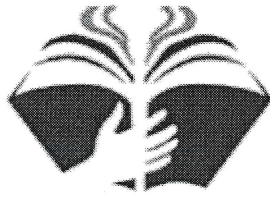
In evaluating the submissions, if the lowest bid on an item was on the product specified in the request, that bid was recommended to be accepted^[1].

If the lowest bid on an item was on an alternative product, that product was evaluated as to whether or not it met our requirements and also fit in with the other items being ordered. The consultant provided assistance with the evaluation.

At this time not all items that were included in the request for quote or in the responses from

bidders are being recommended for purchase.

[1] One exception was made to this policy where the item would have been the only product being supplied by a particular vendor and the total value of the order was \$125.36



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DATE: November 14, 2002
REPORT TO: Chair and Members of the Board
C.C.: Ken Roberts, Chief Librarian
FROM: William Guise, Business Administrator
SUBJECT: Funding of Book Drop Boxes for Various Branches.

RECOMMENDATION:

That funding \$31,640.00 be provided from the Reserve for Redeployment, Training and Restructuring (Deptid 106011) to acquire Book Drop Boxes for various branch library locations.

FINANCIAL/STAFFING/LEGAL IMPLICATIONS:

The Reserve for Redeployment, Training and Restructuring was originally funded in 2001 by the transfer of funds that were not expended because of the OMERS premium contribution holiday. There are sufficient funds uncommitted in the reserve to fund this acquisition.

BACKGROUND:

Most of the former Wentworth Library branches do not have drop boxes that allow library customers to return library material when they are closed. With the reduction in hours at these locations, there has been an increased demand from the public to have the ability to return material at times other than when a location is open.

There are eight locations that require book drops. The cost of a drop box including cart is \$3,955.00 each including applicable taxes. The total cost of acquiring eight (8) drop boxes with carts would be \$31,640.

Since the demand for drop boxes arose from the reduction in branch hours of operation, it would be appropriate to fund the cost of the drop boxes from the Reserve for Redeployment, Training and Restructuring (Deptid 106011).