

Mission Statement

Freedom to Discover

Strategic Priorities

Strengthening Communities Strengthening Individuals Strengthening Our Organization

HAMILTON PUBLIC LIBRARY BOARD

Regular Board Meeting
Wednesday, September 17, 2008
Central Library, Board Room

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

AGENDA

1. **Discussion Period**
 - 1.1 Bookmobile Grand Opening Schedule – MS
2. **Acceptance of the Agenda**
3. **Minutes of the Hamilton Public Library Board meeting of June 18, 2008** **Attachment #3**
4. **Presentations**
 - 4.1 Petition Presentation from North End Neighbours (15 minutes)
5. **Consent Items**
 - 5.1 Service Interruption/Facilities Log Attachment #5.1
 - 5.2 myhamilton Renovation – KD **Suggested Action: Receive**
Attachment #5.2
 - 5.3 Internet Use Policy - KD **Suggested Action: Recommendation**
Attachment #5.3
 - 5.4 Lease with Yale Properties – WG **Suggested Action: Recommendation**
Attachment #5.4
6. **Business Arising**

7. **Correspondence**

Attachment #7

- Letter from CUPE 932 dated September 4, 2008
- Letter from Andrea Horwath, MPP, dated July 3, 2008

8. **Reports**

8.1 Chief Librarian's Report – KR

Attachment #8.1

Suggested Action: Receive

9. **New Business**

9.1 2009 Draft Operating Budget – WG

Attachment #9.1

Suggested Action: Receive

9.2 Capital Projects – WG

Attachment #9.2

Suggested Action: Recommendation

9.3 Radio Frequency Identification System – KD

Attachment #9.3

Suggested Action: Recommendation

9.4 Federation of Ontario Public Libraries – KR

Attachment #9.4

Suggested Action: Receive

9.5 Benefits for Employees Past 65 years of Age – WG

Attachment #9.5

Suggested Action: Recommendation

9.6 Public Computer Training Funding – MS/KD

Attachment #9.6

Suggested Action: Recommendation

9.7 Server Virtualization - KD

Attachment #9.7

Suggested Action: Recommendation

10. **Private and Confidential**

10.1 Labour Issues

11. **Date of Next Meeting**

Wednesday, October 22, 2008

Central Library, Board Room, 5th Floor

5:00 p.m. Dinner

6:00 p.m. Meeting

12. **Adjournment**

HAMILTON PUBLIC LIBRARY
LIBRARY BOARD

UPCOMING/OUTSTANDING ISSUES

Issue	Date Action Initiated	Admin Member/Staff Who Initiated	Month item will appear on Agenda

**HAMILTON PUBLIC LIBRARY BOARD
Regular Meeting**

**Wednesday, June 18, 2008
Central Library, Board Room
5:30 p.m. Dinner
6:00 p.m. Meeting**

MINUTES

- PRESENT:** Jennifer Gautrey, Suzan Fawcett, Mary Ann Leach,
Councillor Jackson, Doreen Horbach, Krzysztof Gumieniak,
Maureen McKeating, George Nakamura
- REGRETS:** George Geczy, Councillor Pearson, Mary Ann Leach, Santina Moccio
- STAFF:** Ken Roberts, Maureen Sawa, Beth Hovius, Helen Benoit, Kit Darling,
Karen Hartog
- GUESTS:** Michelle Penta, Maureen Johnson, Michael Ciccone

Ms Gautrey called the meeting to order at 5:28 p.m.

1. DISCUSSION PERIOD

- 1.1 Mr. Roberts introduced to the Library Board the three new recently hired managers. Board Members welcomed Michael Ciccone, Michelle Penta and Maureen Johnson to the meeting.
- 1.2 It was announced that Ms Hovius has an article published on the International Federation of Libraries Associations entitled Public Library Partnership which add value to the Community: the Hamilton Public Library Experience.
- 1.3 Mr. Roberts informed the Library Board of the stabbing incident at the Barton Library.
- 1.4 Mr. Roberts informed the Library Board that the Concession Library was closed due to flooding. This is due to storm drain problems. Mr. Roberts indicated that the situation will be monitored.

2. ACCEPTANCE OF THE AGENDA

- Add: 9.2 Carlisle Meeting
9.3 Board Chair position

MOVED by Ms McKeating, seconded by Mr. Gumieniak,

THAT THE AGENDA BE APPROVED AS PRESENTED.

MOTION CARRIED.

3. **MINUTES**

- 3.1 Minutes of the Hamilton Public Library Board Meeting of Wednesday, May 14, 2008

MOVED by Ms Fawcett, seconded by Ms Horbach,

THAT THE HAMILTON PUBLIC LIBRARY BOARD MINUTES OF WEDNESDAY, MAY 14, 2008 BE ADOPTED AS PRESENTED.

MOTION CARRIED.

- 3.2 Minutes of the Special Meeting of the Hamilton Public Library Board of Wednesday, June 4, 2008

MOVED by Ms McKeating, seconded by Ms Horbach,

THAT THE MINUTES OF THE SPECIAL MEETING OF THE HAMILTON PUBLIC LIBRARY BOARD OF JUNE 4, 2008 BE ADOPTED AS PRESENTED.

MOTION CARRIED.

- 3.3 Report of the Nomination Committee and Election of Vice-Chairperson

The nominating committee reported on their meeting of June 18, 2008. There were no nominations from the floor.

MOVED by Ms McKeating, seconded by Mr. Gumieniak,

THAT MR. GEORGE GECZY ASSUME THE POSITION OF VICE-CHAIRPERSON FOR THE HAMILTON PUBLIC LIBRARY BOARD.

MOTION CARRIED.

4. **PRESENTATIONS**

No presentations.

5. **CONSENT ITEMS**

MOVED by Ms McKeating, seconded by Ms Fawcett,

THAT CONSENT ITEM 5.1 BE APPROVED AS PRESENTED.

MOTION CARRIED.

- 5.1 Received for information.

6. **BUSINESS ARISING**

6.1 North Hamilton Community Health Centre

MOVED by Ms Fawcett, seconded by Mr. Nakamura,

THAT THE LIBRARY BOARD NO LONGER CONSIDER THE OPTION OF SHARING SPACE WITH THE NORTH HAMILTON COMMUNITY HEALTH CENTRE IN ITS NEW FACILITY, AND

THAT THE HAMILTON PUBLIC LIBRARY BOARD CONTINUE TO OPERATE THE CURRENT PICTON BRANCH UNTIL SUCH TIME AS ALTERNATIVE SERVICE DELIVERY CAN BE ARRANGED; AND

THAT THE LIBRARY BOARD COMMITS TO USE ANY SAVED FUNDING TO IMPROVE SERVICE IN THE NORTH AND EAST ENDS OF THE CITY IN ORDER TO PROVIDE IMPROVED SERVICES TO THOSE RESIDENTS OF THE CITY MOST AFFECTED BY POVERTY.

MOTION CARRIED.

The Library Board requested that Picton Branch be added to the special capital budget meeting scheduled for September 3, 2008.

6.2 Central Library Update

An update was provided to Library Board Members regarding the Central Library capital budget project. Feedback from the Future Fund meeting attended by Ms Gautrey and Mr. Roberts was relayed to board members.

6.3 2008 Operating Budget

Received for information.

6.4 Facilities Report – 2007 Statistics

Received for information.

7. **CORRESPONDENCE**

No correspondence.

8. **REPORTS**

8.1 Report from the Audit Committee

Mr. Nakamura provided the details of the Audit Committee meeting of June 4, 2008

MOVED by Mr. Nakamura, seconded by Ms Gautrey,

THAT THE MINUTES FROM THE JUNE 4, 2008 AUDIT COMMITTEE MEETING BE APPROVED AS PRESENTED.

MOTION CARRIED.

9. NEW BUSINESS

9.1 Sherwood Branch Lease

MOVED by Ms Horbach, **seconded** by Mr. Gumieniak,

THAT A TEN (10) YEAR LEASE AGREEMENT WITH NOROLD HOLDINGS CORPORATION FOR THE CURRENT LOCATION OF THE SHERWOOD BRANCH LIBRARY (467 UPPER OTTAWA STREET) BE APPROVED TO BEGIN JANUARY 1, 2011 AT A RENTAL RATE OF \$16.00 PER SQUARE FOOT PER ANNUM FOR THE PERIOD OF JANUARY 1, 2011 TO DECEMBER 31, 2015 AND \$17.00 PER SQUARE FOOT PER ANNUM FOR THE PERIOD JANUARY 1, 2016 TO DECEMBER 31, 2020.

MOTION CARRIED.

9.2 Purchase of Bookmobile

MOVED by Mr. Fawcett, seconded by Ms McKeating,

THAT STAFF BE AUTHORIZED TO ISSUE A PURCHASE ORDER TO MACNAB BUS SALES FOR THE ACQUISITION OF A SECOND BOOKMOBILE IN THE AMOUNT OF \$246,889.00 PLUS APPLICABLE TAXES UNDER THE SAME TERMS AND CONDITIONS AS PER THEIR RESPONSE DATED DECEMBER 4TH, 2007 TO OUR REQUEST FOR PROPOSAL FOR THE ACQUISITION OF A NEW BOOKMOBILE.

MOTION CARRIED.

9.3 Executive Committee

Received for information

10. PRIVATE AND CONFIDENTIAL

No confidential items.

11. DATE OF NEXT MEETING

Wednesday, September 3, 2008

Special Meeting, Central Library, Board Room, 5th Floor

5:30 p.m. Dinner

6:00 p.m. Meeting

12. **ADJOURNMENT**

MOVED by Ms McKeating, seconded by Mr. Gumieniak,

**THAT THE HAMILTON PUBLIC LIBRARY BOARD MEETING OF
WEDNESDAY, JUNE 18, 2008 BE ADJOURNED.**

MOTION CARRIED.

The meeting was adjourned at 6:07 p.m.

Minutes recorded by Karen Hartog.

Issue	Location	Cause of Disruption	Impact – Service Days	Impact – Service Hours	Start Time of Disruption	End Time of Disruption	Service Impact
Voicemail and Phone Problem	System (Not Location Specific)	Network/Server Failure		2	9/9/2008 10:50	9/9/2008 12:50	<p>Between approximately 10:50 am and 12:50 pm on Tuesday, September 9th staff could not access their voicemail, and there were intermittent problems with the library external number 905-546-3200. Callers that encountered this got a fast busy signal.</p> <p>There were some problems leaving voicemails overnight (until 3 a.m.) as the City performed emergency maintenance. Since this was done after business hours the disruption had little or no impact on Library services.</p>
Concession Flooding	Concession	Facility Problems (e.g. flooding)	1		6/10/2008 0:00	6/10/2008 0:00	
Concession Flood	Concession	Facility Problems (e.g. flooding)	1		6/14/2008 0:00	6/14/2008 0:00	Library closed
Concession Flooding	Concession	Facility problems (e.g. flooding)	1		6/17/2008 0:00	6/17/2008 0:00	

Issue	Location	Cause of Disruption	Impact – Service Days	Impact – Service Hours	Start Time of Disruption	End Time of Disruption	Service Impact
RFID SIP Server Hardware Failure	System (Not Location Specific)	Network/Server Failure	0	0.45	8/21/2008 8:30	8/21/2008 10:45	RFID locations (Ancaster, Dundas, Westdale) did not have RFID check-out, or check-in until 9:50 this morning. All locations were not schedule to open until 10 a.m. resulting in the primary impact of this outage to be on staff in the branches. The sorter at Ancaster was not operational until 10:45
Power Failure	Valley Park	Utility disruption (e.g. lack of electricity, water)	0	0.5	8/13/2008 9:00	8/13/2008 10:30	The library did not open for one half hour because there was insufficient lighting in the building.
Break In at Barton Branch	Barton	Security incident no closure	0		7/6/2008 0:45	7/6/2008 1:00	
Concession flooding	Concession	Facility Problems (e.g. flooding)	1		6/23/2008 9:00	6/25/2008 10:00	



DATE: September 8, 2008
REPORT TO: Chair and Members of the Board

C.C.: Ken Roberts, Chief Librarian

FROM: Kit Darling, Director of Information Technology and Bibliographic Services

SUBJECT: myhamilton Community Portal

RECOMMENDATION:

That the Hamilton Public Library assume a leadership role in the development and ongoing support of the renewed myhamilton.ca community portal.

FINANCIAL/STAFFING/LEGAL IMPLICATIONS:

Financial

Staff have preliminary estimates of approximately \$67, 000 in onetime costs. This will cover the purchase and installation of a content management system, marketing and promotion, interface design, usability testing and temporary project support. Proposals for funding will be brought to the Board for approval.

Ongoing operational costs for the portal is within the Library operating budget.

Revenue generation and community partner resource commitment will be explored.

Staffing

Operation and maintenance of the technical environment will be absorbed within the current staff resources of the Hamilton Public Library.

Content creation and maintenance will continue to be a combination of Hamilton Public Library staff and community partners. By moving to a database driven content management system, the staff overhead will be greatly reduced.

Legal

Policy development will consider the privacy requirements of FIPPA and MFIPPA, as well as utilize the original work that has been done on policies for myhamilton.ca.

Alignment with Hamilton Public Library Board Mission, Vision, Values and Strategic Priorities:

Strengthening Communities

The Hamilton Public Library's physical and electronic locations will be a source of civic pride. They will be welcoming public spaces where ideas are freely explored, events can take place and people of diverse backgrounds feel equally at home. The library will make a positive social and economic impact. The library will both preserve Hamilton's historic past and help community members to shape its future.

BACKGROUND:

The myhamilton.ca Community Portal was launched in September 2005 as a City / Library / Community initiative under the leadership of the Information Technology Department of the City of Hamilton. Both the City and the Library integrated their respective web sites into the portal as channels. The content in the community channels and the Events Calendar is created and managed by a combination of Library staff and community organizations.

In 2007, the City of Hamilton began the process of isolating their content from the rest of the portal, ensuring that customers who went to the City site for information and services were not confused by the presentation of community services and information. The City site still resides on the same hardware and software as the rest of the portal, however once in that channel, the navigation is for City services and departments and there is very limited navigation back to the community portal.

In 2007, it also became evident that there was no plan in place to renew the existing hardware (in place since 2004) or to upgrade the current portal application. At that time, Ken Roberts, Kit Darling, and Paul Takala met with the City staff and communicated our concern about a critical service residing on aging infrastructure. We indicated that if we received no information from the City about their plans for renewing this infrastructure, we would need to develop plans to move the library and community information and services to new hardware and software by the end of March 2009. No such communication was received, so Library staff began the planning process in early spring of this year.

The first step was to gather information about user needs and to map those to features and functions that would help the technical staff in their evaluation and selection of a new content management system to power the new portal. We surveyed staff and users; conducted usability studies and engaged Richard Allen, of R. Allen Consulting Group to develop a process for consulting the community and preparing a report on key findings and recommendations. The goals of the community consultations were to help us develop a community portal that was aligned with and supported strategic community initiatives, including early years, poverty reduction, international settlement, neighbourhood revitalization and other social change initiatives and to help us identify the primary target users groups to help us determine the content and structure for the renovated portal.

Focus Groups

The Focus groups were aimed at 5 targeted demographics:

1. Arts and Culture sector (9 participants)
2. Education and Careers (job skills/search) (13 participants)
3. Zoomers (young seniors) and Seniors (9 participants)
4. Students and Youth (18 participants)
5. International Newcomers and Diverse Communities (14 participants)

Participants were recruited through community contacts, current participants in the portal, schools and other organizations. The researchers attempted to have a diverse group of participants in each session. Participants completed a confidential questionnaire that asked about their personal information needs, Internet use, work and recreational interests, etc.

They also participated in an open discussion around the following questions:

1. What does Hamilton mean to you?
2. What makes you feel part of Hamilton?
3. What are your key information requirements?
4. How do you share information and news?
5. Where do you go for answers and to solve problems?
6. How do you stay connected?

The results of each of those sessions have been captured and will be appended to the final report.

Key Informant Interviews

Meetings were held with five key community leaders, chosen for their involvement in strategic community initiatives. Ken Roberts and Kit Darling participated in these discussions which included Mark Chamberlain and Tim Dobbie (Jobs Prosperity Collaborative, and Economic Development / Innovation Network); Paul Johnson, Executive Director, Wesley Urban Ministries and Hamilton Best Start Network; Morteza Jafarpour, Executive Director and Aurelia Tokaci, Manager Employment Services, Settlement and Integration Services Organization; Nick Markettos, (Director, Strategic Partnerships and McMaster Innovation Park Liaison; Golden Horseshoe BioSciences Network, etc.); and Carolyn Milne, Executive Director, and Grace Diffey, Vice President, Community Relations, Hamilton Community Foundation.

These discussions were lively and varied but consistent in the support for the Hamilton Public Library as the lead for the community portal, and for the value that the portal can bring to support the various initiatives underway in the community.

Key Findings and Recommendations

1. The site content and architecture must speak to the needs and interests of three basic customer groups:
 - a. Local groups and Organizations
 - b. Local Residents and Visiting Students
 - c. Non-residents
2. The mandate, goals and desired impact of myhamilton need to be reviewed in light of this consultation and clearly stated.

3. Governance of the site must align with the strategic priorities of the Hamilton Public Library and include a ***Dream Team*** of community leaders who will ensure the continuous alignment of the site with community needs.
4. A Business Plan must be developed to address the issue of sustainability, support partnerships and measure success.
5. Develop the site architecture to reflect the identified needs of the target customer groups.
6. Establish and enforce an editorial mandate and process with clear guidelines and expectations.
7. Develop and maintain a marketing plan.

A Phased Approach

In order to meet the tight timelines presented by the requirement to move from the current platform, and yet address the identified needs of the community, the project is proceeding in 2 phases. Phase one will see a re-designed portal, with features and functional capacity to meet the current information and service delivery requirements and to accommodate functionality identified through various consultation exercises. For phase one, the current content is being reviewed to ensure that we are migrating the information that people need and use, and that it is logically organized. Phase 2 will see the development of business and marketing plans, implementation of a governance structure and the further integration of various community initiatives and services.

Next Steps

1. Select technical infrastructure (September – October 2008)

Library staff are currently evaluating several content management systems using criteria based on the user needs identified through the community consultation and library surveys and usability studies. This will be database driven and enable the authors to re-purpose the same content for different audiences. Templates will ensure consistent presentation and navigation.

2. Review current content (September – October 2008)

- a. Use statistics are being reviewed for Library and community content to ensure that the information to be migrated to the new portal will meet the needs of our current and potential customers.
- b. Determine which content should be integrated into the BiblioCommons interface to the Library catalogues and which should be embedded in other portal channels.
- c. Identify gaps in content

3. Develop and test site navigation (October 2008 – February 2009)

This will be an iterative process, as we make changes we need to test them with users.

4. Design and test user interface (November 2008 – February 2009)

This is also an iterative process.

Launch of Phase 1 – March 31, 2008

5. Develop a Business Plan (January - June 2009)

This process will require consultation with community partners, the establishment of partnership agreements and focused effort by staff. We are hoping to access grant funds in order to provide resources and assistance in developing this.

6. Implement a Governance Structure (June 2009)

It is important that we get this right, and it will involve a great deal of consultation with potential partners. We envision an Advisory Committee, (the Dream Team referred to by one of the Key Informants) and an operational body.

The Advisory Committee will focus on strategic issues, ensuring that the initiative is on track and remains aligned with key community strategic initiatives. We expect that there will be Library Board representation on this body, and that it will report to the Library Board through Library Administration.

The operational committee will consist of library staff and staff from community partners. That group will be charged with maintaining the site, ensuring editorial and other standards are maintained and proposing and implementing technical changes.

7. Policy Development (November 2008 – June 2009)

We have the benefit of a lot of policy development that was done when we launched myhamilton. Those policies will have to be revisited to ensure that they support the renewed vision for myhamilton.



Hamilton
Public Library

DATE: June 8, 2006

REPORT TO: Chair and Members of the Board

C.C.: Ken Roberts, Chief Librarian

FROM: Kit Darling, Director of Information Technology and
Bibliographic Services

SUBJECT: Internet Use Policy

RECOMMENDATION:

That the attached revision to the IT 1.1 Internet Use Policy be approved for implementation and communication to staff.

FINANCIAL/STAFFING/LEGAL IMPLICATIONS:

Financial There are no financial implications.

Staffing There is no impact on staffing.

Legal

BACKGROUND:

The Internet Use Policy has been revised to reflect the addition of Wireless Internet Access in several of our branches. There are no other substantive changes to the current policy.

Policy: IT.1.1 : Internet Use Policy

Location of Policy: **IT and Bibliographic Services > Public Computing**

Policy Level

Library Board

Author

Kit Darling, Director of IT and Bibliographic Services

Revision History

Approved by the Library Board, April 11, 1998

Revision Date: April, 2001

Inclusion of Wireless, approved Management Committee June 12, 2008.
Scheduled for Board Review September 17, 2008. Proposed Changes are in italics.

Purpose

The policies outlines Internet and Wireless Usage at the Hamilton Public Library.

Policy Statement

POLICY

Public computer access is provided to ensure equitable access to information and on-line resources. *Where it is available, wireless access complements public computer access and enables library customers to access library resources and the Internet with their own wireless enabled equipment.*

The Internet provides access to many resources for different age levels and reflects various points of view. Customers should be aware that information might not be accurate, complete, age-appropriate, or current. The Hamilton Public Library's web site (www.hpl.ca) recommends sites that provide quality information resources for both adults and children.

Parents and guardians are reminded that the restriction of a child's use of a Library computer, including Internet *and wireless* access, is their responsibility.

Library computers *or wireless*, may **not** be used to:

- Access sites or transmit materials which violate any Canadian federal or provincial law or City directive such as defamatory, discriminatory, or obscene materials.
- Display overt sexual images.
- Send fraudulent, harassing, or obscene Email messages.

The Hamilton Public Library assumes no responsibility for Internet content or damages, directly or indirectly, arising from its Web site or from its connections to other Internet services.

Anyone not adhering to this agreement or who willfully abuses or damages any computer or software will have their Library privileges suspended and will be legally and financially responsible for damages.



Hamilton Public Library

Date: September 12th 2008
To: Chair and Members of the Board
c.c. Ken Roberts, Chief Librarian
From: William Guise, Director, Finance and Facilities
Subject: Lease with Yale Properties

RECOMMENDATION:

That authorization to enter into a lease between Second Real Properties Limited and the Hamilton Public Library for store No. 275, Lloyd D. Jackson Square, Hamilton, Ontario for the period of December 1, 2008 to November 20, 2010 be given subject to approval of the Council of the City of Hamilton, and

That the Chief Librarian be authorized to sign the lease on behalf of the Board.

BACKGROUND:

With the upcoming renovation of the first floor of the Central Library, the entire first floor with the exception of the area near the Jackson Square entrance will be closed. All access to the library collection will be through the Jackson Square entrance and from there library clients will be directed to the 2nd floor using the stairs or elevator near the Jackson Square entrance. In order to provide easy access to drop off material, pick up holds or browse Bestseller Express books, it is proposed that the library lease the vacant space located beside the Jackson Square entrance during renovations.

Under the Public Libraries Act, R.S.O. 1990, Chapter P.44 the Library Board is required to obtain the consent of City Council to acquire real property by way of lease.



Andrea Horwath
MPP Hamilton Centre

July 3, 2008

Mr. George Geczy, Chair
Hamilton Public Library Board
Attention: Ken Roberts, Chief Librarian
55 York Blvd.
Box 2700
Hamilton, ON L8N 4E4

Dear Mr. Geczy:

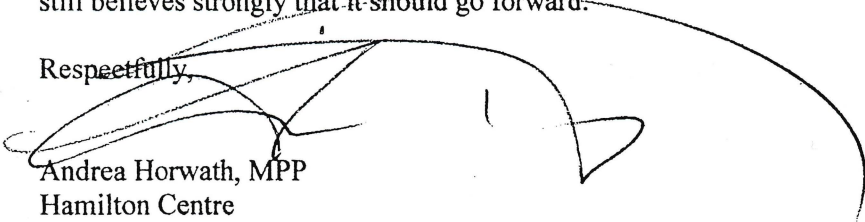
I have recently been advised that the Hamilton Public Library intends to withdraw from the partnership with North Hamilton Community Health Care Centre and the long-anticipated move to new facilities at the former Bennetto School site.

I cannot fully express the extent of my dismay at this decision. This is such an incredible opportunity to convert an old school into a thriving community hub with the City of Hamilton's Bennetto Recreation Centre, the North Hamilton Community Health Centre and the Hamilton Public Library's Picton Branch all under one roof in an existing public facility in the heart of a high needs area. In the initial planning when the City purchased the school for this very project everyone agreed it was an exciting and practical step toward revitalizing and supporting a neighbourhood with demonstrated needs.

It is a perfect model, building on the best practices of other jurisdictions where closed school buildings have been saved and converted to thriving community service centres. The abandoning of this vision is a massive loss of opportunity and betrays the original community vision. For myriad reasons I strongly urge you to reconsider.

Should you decide to continue on this course I wish to register my utter disappointment on behalf of my constituents, as MPP, and as the former councillor for Ward 2 who fought for the project several years ago and still believes strongly that it should go forward.

Respectfully,



Andrea Horwath, MPP
Hamilton Centre

c.c. Mayor Fred Eisenberger
Bob Bratina, Councillor Ward 2
Tom Jackson, Councillor and Hamilton Library Board Member
Maria Pearson, Councillor and Hamilton Library Board Member
Beth Bader, Director, North Hamilton Community Health Care Centre
John Mattinson, President, North End Neighbours

September 4, 2008

Jennifer Gautrey
Chairperson,
Hamilton Public Library Board
55 York Blvd.
Hamilton, ON
L8N 4E4

Dear Ms. Gautrey

As the executive of CUPE Local 932, we are contacting you to request that the Hamilton Public Library Board authorize the closure of all Hamilton Public Library branches on Sunday February 7, 2009, the Sunday before the Family Day statutory holiday. Currently that Sunday is included as an open Sunday on the schedule for 2008/2009.

As background to our request, it should be noted that when the Family Day holiday was proclaimed early this year the "Holiday Weekend Selection" forms had already been completed and it was not possible to close the Sunday branches. However, during discussions with Administration, it was our understanding that in 2009 our current contract language regarding Holiday Weekends would be applied to that Sunday. This was also the understanding of our Managers who had relayed this information to their staff.

This issue was discussed early this year at our Labour Management Meetings. Since the Family Day holiday was a new holiday and thus not identified in our current contract, the union was asked, and did produce, a proposed draft "Letter of Agreement" regarding Sunday closure during the Family Day Weekend (see attached). In order to address the concern regarding the reduction of one Sunday of service from the 2008/2009 schedule, the union proposed to extend the Sunday schedule in the Spring of 2009 by one week.

The Union Executive has worked hard in the past years to develop what we feel is a relationship of trust and cooperation with the Administration team. We were led to believe that both sides were in agreement on closure that Sunday for all branches, and that the Sunday Schedule would be extended by one week. Therefore it came as a surprise when we were informed, during a July 10th special meeting with Ken Roberts and the interim manager of Human Resources, Linda Dymant, that the Library would not close its designated Sunday branches on the Sunday prior to the Family Day holiday. This decision was both shocking and disappointing to us. When we questioned why

Administration had made this decision, we were informed that the Managers felt it would be too busy a weekend to consider for closure. We would argue that this is not so. As front-line workers, and based on first-hand experience on February 10th of this year when we were open the Sunday before Family Day, we believe that the activity was no more than usual (possibly even less) and that our willingness to extend the Sunday Schedule one week would adequately make up for the loss of service to the public.

The long-term practice of library closures on the Sunday of long weekend holidays is one that has been recognized and accepted by the public. How do we explain to the public why we are open before one statutory holiday, but not the rest? How can we (the Union Executive) agree to exclude one long weekend simply because, as a newly-proclaimed statutory holiday, Family Day is not included in our current contract? We have a mandate and an obligation to our members to include it in the new contract which will become effective on April 1, 2009, less than two months after the 2009 Family Day statutory holiday.

The Board has formally acknowledged the commitment and fine service of the Hamilton Public Library employees, and has publicly expressed its appreciation. What better way to continue this expression than to agree that the libraries should close on the Sunday of the Family Day weekend?

We respectfully request that this holiday weekend be treated as all other statutory holidays are currently treated, and that the Board direct the Administration of the Hamilton Public Library to close all branches on that date. We would also like to request that two members of our Executive be allowed to attend the Board Meeting on September 17th to speak to this issue.

Thank you for your consideration.

Sincerely,



Birute Visockis-Cassidy
Chief Steward,
On behalf of the CUPE 932 Executive

cc: Hamilton Public Library Board Members
CUPE Local 932 Members

Encl:

Chief Librarian's Report September, 2008

Helen Benoit's retirement

As you know, Helen Benoit, a senior manager and a 33 year employee of the Hamilton Public Library, decided to retire as of the end of August. During her illustrious career, Helen received the Ontario Library Association's Children's Librarian of the Year Award, developed many unique and innovative youth services programs and services, and was a speaker at conferences both across Canada and internationally. Helen is a major figure in Canadian librarianship and will be long remembered for her passion for youth services.

Director of Human Resources

Lisa DuPelle has been appointed our new Director of Human Resources. She comes to us from St. Josephs Health Care and started in August. We are looking forward to working with Lisa and are certainly pleased with the energy and fresh approach that she brings to the Hamilton Public Library.

American Library Association

We received the John Cotton Dana Public Relations Award at the American Library Association for our unique One Book, One City poverty initiative. It was a very good conference. Board member Santina Moccio, Daphne Wood, Maureen Sawa and I all participated in the Urban Libraries Council one-day symposium on the Future of Public Libraries.

Canadian Library Association

I became President of the Canadian Library Association late last May. It has proven to be a lot of work, particularly given the fact that we had to start the search for a new Executive Director. I will have to make a number of trips in the fall (several to Ottawa, one to Edmonton and British Columbia) for CLA business. I will be giving talks at the University of British Columbia and at the University of Alberta. Talks at the University of Western Ontario, McGill and Dalhousie will be scheduled for later this year or early next year.

International Federation of Library Associations

The 2008 IFLA Conference was held in Quebec City this past August. I attended, as CLA President. It was an exceptionally good conference. Two sessions were stunning. The Singapore Public Library presented a paper on their amazing uses of new technologies. David McMenemy of the University of Strathclyde in Glasgow presented a paper on the Scottish Library Council's methodology for measuring the quality of libraries. Daphne Wood intends to use the principles of this paper and to apply them at HPL as part of her Executive Master of Library and Information Science program.

Health and Safety Audit

We invited the Municipal Health and Safety Association to conduct a "friendly" audit this past summer. The purpose of such an audit is to determine the degree of compliance with all Health and Safety legal obligations as well as our degree of compliance with industry best practices. We received the results of the audit in August and, while we did fairly well, we will be working with the MHSA to ensure that our level of compliance improves. The audit did reveal that staff feel that they work for an organization that cares about Health and Safety issues, which is important.

Turner Park

The Turner Park branch continues to be on track and on budget. It is projected to be substantially complete in December.

OCLC Report – From Awareness to Funding

The newest OCLC report (<http://www.oclc.org/reports/funding/fullreport.pdf>) centres on funding for public libraries and focuses on ways to help protect that funding. While some of the messages centre on the American need for funding based on successful public referendum votes, many of the results are certainly applicable to Canadian libraries.

British Columbia Library Association Leadership Seminar

The British Columbia Library Association has invited Daphne Wood and I to conduct a Leadership seminar in British Columbia next February.

Paper on Community Portal

Paul Takala, Manager of Electronic Services has contributed to a paper titled “Users and Usage of Community Websites: The myhamilton.ca Experience” co-authored by Dr. Brian Detlor and Dr. Maureen Hupfer, faculty of the DeGroot School of Business at McMaster University. The paper has been accepted to the 2008 International Consortium for Electronic Business conference. The conference is in September 30 - October 2, Waikoloa on the Big Island of Hawai'i. Brian and Maureen are going to be presenting the paper.



Hamilton Public Library

Date: September 11th 2008
To: Chair and Members of the Board
c.c. Ken Roberts, Chief Librarian
From: William Guise, Director, Finance and Facilities
Subject: **2009 Preliminary Draft Operating Budget**

RECOMMENDATION:

That the attached Draft Operating dated September 11th 2008 be accepted for information.

BACKGROUND:

Preliminary Draft Operating Budget

The 2009 operating budget is in the process of being prepared and the attached draft is a preliminary draft version of the operating budget reflecting factors which have a significant affect on the budget.

This draft budget was built using the following:

- Adjustments required for Pay Equity and Internal Equity.
- Proposed staffing costs for Turner Park Branch Library which is scheduled to open in 2009.
- Allowance cost of living increase for salary and wages.
- Increase in Library Materials budget by 5% over the 2008 budget.
- Decrease in fine revenue by \$101,740 from 2008 budgeted amount or \$56,230 less that actual 2007. Fine revenue has been decreasing over the past years. The actual fine revenue for the past couple of years was \$567,424 for 2006, \$482,602 for 2007 and the estimate for 2008 is \$426,370 based on projections to the end of 2007.

The preliminary draft operating budget does not include any adjustments to the cost allocations from the City such as cost of facilities, vehicles, IP telephony, insurance etc.



Based on the above factors that have been included in the preliminary draft budget, the total increase in the operating budget for 2009 is \$1,916,438 or 7.6% over 2008 Approved Budget of \$25,178,570 funded by the City of Hamilton.

The operating costs for Turner Park included in the preliminary draft operating budget amounts to \$640,667 (excluding any facility costs). Excluding this amount from the total budget increase would reduce the total increase in the budget over 2008 to \$1,275,771 or 5.1%. If the employee costs for Turner Park were removed from the budget, the increase in Employee Related Cost would be reduced to \$1,282,725 or 5.7% increase over 2008.

The increase in the Library Materials of 5% over 2008 amounts to \$157,040 and represents an increase of 0.6% in the total budget over 2008.

The decrease in budgeted Fine Revenue of \$ 101,740 represents an increase of 0.4% in the total budget over 2008.

Cost Category Report – Draft/Requested

Year: 2009

Version: Draft

Dept: Library

Details at: Department

2009 Draft vs.
2008 Approved Budget

	2007 Actual	2008 Budget Council Approved	2009 Budget Pre Turner Park	2009 Budget Turner Park	2009 Budget Draft	\$	%
NET LEVY	24,022,910.34	25,178,570.45	26,454,341.96	640,778.05	27,095,009.01	1,916,438.56	7.6%
EXPENSE	26,571,124.83	27,228,820.45	28,511,545.94	640,667.05	29,152,212.99	1,923,392.54	7.1%
Employee Related Cost	18,256,479.74	19,087,020.50	20,180,417.99	630,967.05	20,811,385.04	1,724,364.54	9.0%
Material and Supplies	3,577,797.95	3,613,860.02	3,774,508.02	9,700.00	3,784,208.02	170,348.00	4.7%
Vehicle Expense	1,914.69	1,300.00	1,300.00		1,300.00	0.00	0.0%
Building and Grounds	514,952.87	473,040.00	485,780.00		485,780.00	12,740.00	2.7%
Consulting	157.10	0.00	0.00		0.00	0.00	0.0%
Contractual	591,912.44	623,799.99	635,899.99		635,899.99	12,100.00	1.9%
Agencies and Support Payments	25.00	0.00	0.00		0.00	0.00	0.0%
Reserves/Recoveries	545,692.75	121,900.00	121,900.00		121,900.00	0.00	0.0%
Cost Allocations	3,032,085.08	3,238,839.94	3,238,839.94		3,238,839.94	0.00	0.0%
Financial	50,107.21	69,060.00	72,900.00		72,900.00	3,840.00	5.6%
REVENUE	(2,548,214.49)	(2,050,250.00)	(2,057,203.98)	-	(2,057,203.98)	(6,953.98)	(0.3)%
Fees and General	(696,866.96)	(642,450.00)	(534,649.98)		(534,649.98)	107,800.02	16.8%
Grants and Subsidies	(1,698,973.46)	(1,407,800.00)	(1,522,554.00)		(1,522,554.00)	(114,754.00)	(8.2)%
Reserves	(152,374.07)	0.00	0.00		0.00	0.00	0.0%



Hamilton Public Library

Date: September 11th 2008
To: Chair and Members of the Board
c.c. Ken Roberts, Chief Librarian
From: William Guise, Director, Finance and Facilities
Subject: 2009 Capital Budget Submission

RECOMMENDATION:

That a capital budget request be submitted to the City of Hamilton for additional funding for the library portion of the Central Library/Farmer's Market Capital Project slated to begin construction early in 2009 to cover the increased cost of the project in the amount of \$2,500,000 requesting approval of funding in 2008 for 2009, and

That \$1,500,000 be provided from Library reserve to assist in funding the increased construction cost of the library portion of the Central Library/Farmers' Market Capital Project, and

That a capital budget request be submitted to the City of Hamilton for a new Lynden Library Branch, and

That \$650,000 be provided from Library reserves to assist in funding a new Lynden Branch Library.

That the City of Hamilton be informed that, after extensive investigation, the preferred site for a new Waterdown branch is the site of the former Flamborough Town Hall and that the library desires to act in partnership with the City to create a facility that combines library services with City services.

BACKGROUND:

Central Library/Farmers' Market Capital Project

The current approved capital budget for the library portion of the Central Library/Farmers' Market Capital Project is \$4,730,000. Subsequent to approval of the capital budget a detailed program was developed for the project in conjunction with the Farmers' Market and revised costing has resulted in a shortfall of \$2,500,000. A capital budget request is recommended to be submitted to the City of Hamilton requesting that the increase cost be funded jointly by the City and the Library - \$1,000,000 from the City



and \$1,500,000 from Library Reserves. It is also recommended that the City be requested to pre-approve the capital budget request in 2008.

Lynden Branch Library

Property was acquired in Lynden by the Library in 2008 with a view to possible construction of on new library branch. It is recommended that a capital budget submission be made for a 5,000 square foot branch library at total capital budget of \$1,500,000 requesting that the project be funded jointly by the Library and the City - \$650,000 from Library reserves and the balance from the City.

Waterdown Branch Library

There is an approved capital project in the amount of \$5,302,000 to build a new Waterdown Branch Library.

The project has not been started due to the lack of a suitable site. A search has been made in and around Waterdown consulting with City departments and using the services of a private realtor. Both school boards have been contacted to determine if they had any surplus land or if there were any potential partnership arrangements available. The YMCA which is also located in Waterdown was contacted.

The former Flamborough Town Hall is located on Hwy 5 and currently is occupied by a Municipal Service Centre, Community Policing and Flamborough Information and Community Services. The building itself is not suitable for a library and is in need of extensive work. Initial consultations have been made with City staff and it is recommended that the City be informed that it is the preferred site for a new library and that the library wishes to partner with the appropriate City departments to create a new facility that combines library services with City services.



DATE: September 2, 2008
REPORT TO: Chair and Members of the Board
C.C.: Ken Roberts, Chief Librarian
FROM: Kit Darling, Director of Information Technology and Bibliographic Services
SUBJECT: RFID Hardware and Software Implementation

RECOMMENDATION:

That a purchase order in the maximum amount of \$962,000 be issued to SirsiDynix for the implementation of the Radio Frequency Identification System across the Hamilton Public Library System. This includes all necessary hardware and software for Staff stations and public self-check stations and peripherals.

FINANCIAL/STAFFING/LEGAL IMPLICATIONS:

Financial

- At the November 21, 2007 meeting the Board approved the allocation of \$2, 780,000 (plus applicable taxes) for hardware, software, delivery and installation to be funded from LIB 106008 Reserve for Library Major Capital Projects. There are adequate monies in that reserve account to fund this request.
- Annual Operating Budget Impact - \$80,000
- Up to \$38, 000 (plus applicable taxes) of the original allocation will be held aside to purchase appropriate cabinetry or furniture for self-check stations at each location.
- Requests for Proposal will be issued separately for the design, supply and installation of automated materials handling at each of Central, Turner Park and Terryberry branches.

Staffing

- Staff in branches will be freed to provide more value added services such as information, programming and readers' advisory.
- We anticipate a reduction in the amount of lost time or reduced productivity due to repetitive stress injuries.
- Teams of casual staff will be hired for the conversion of existing collections.

Legal

No information is stored on the tag that would identify either the borrower or the title of the item to illicit scanners. The implementation and operation of RFID is in compliance with Hamilton Public Library policy 1-2 Privacy Policy for Library Users , the ALA Resolution on Radio Frequency Identification (RFID) Technology and Privacy Principles and ALA RFID in Libraries : Privacy and Confidentiality Guidelines, and the Information and Privacy Commissioner of Ontario Guidelines for Using RFID Tags in Ontario Public Libraries.

ALIGNMENT WITH HAMILTON PUBLIC LIBRARY BOARD MISSION, VISION, VALUES AND STRATEGIC PRIORITIES:

Strengthening our Organization

The Hamilton Public Library will be a global leader, helping to ensure that public libraries remain relevant institutions. With a strong culture of leadership, the Hamilton Public Library will be both dynamic and resourceful. The library will embrace change to ensure that we are both relevant and effective. Staff will be encouraged to think, to contribute and to grow as knowledge workers.

BACKGROUND:

In March 2007, the installation of staff and patron RFID stations began at 3 pilot locations (Ancaster, Dundas and Westdale.) It is now evident that RFID is enabling staff to better cope with an increasing volume of circulation – all 3 pilot locations are circulating over 30,000 items per FTE. In addition, staff are now finding that they are available to provide readers advisory and information service and their customers have easily adapted to self-check.

In November 2007, the Hamilton Public Library Board approved the allocation of \$620,000 (plus applicable taxes) to tag existing collections and new acquisitions for the system, to be funded from LIB 106006 Reserve for Library Collections, and for \$2,780,000 (plus applicable taxes) for hardware, software, delivery and installation to be funded from LIB 106008 Reserve for Library Major Capital Projects. Tagging of new materials is ongoing and the collections at Concession, Sherwood and Terryberry are close to completion.

The City of Hamilton issued a Request for Proposals on behalf of the Hamilton Public Library in June, 2008 with a deadline of June 26th for receipt of proposals. A staff evaluation team was selected to review and evaluate the proposals, interview short-listed vendors and to test and evaluate the software and hardware. The team consisted of: Rebecca Raven, Ancaster Branch Manager; Astrid Grinvalds, Westdale Branch Manager; Karen Anderson, Neighbourhood Branch Manager and Manager of Turner Park; Aida Rudnik, Manager of Technical Services; Paul Takala, Manager of Electronic Services; Deb Csoka, Integrated Library Systems Analyst; Sean Crowe, Network / Applications Analyst; and Kit Darling. The Manager of Purchasing for the City of Hamilton reviewed the process at each stage to ensure that it conformed to the City's Purchasing Policy. Three of the five proposals submitted were short-listed and each proponent came to the Library for a 3 hour interview and to set-up their hardware and software in our network environment. Staff were able to see in detail how the equipment functioned and evaluate the flexibility and suitability of the application. In addition, other customer libraries were called to check references. Two vendors maintained a score above 80 points after that stage and their cost proposals were then opened. The recommended vendor is the lower of the 2 bids.

While the vendor can supply furniture for the patron self-check stations, the design will not be appropriate in size or style for all locations. In addition, new construction and significant renovations will likely include millwork for self-check as an element of the project. \$38,000 of the original allocation is being held aside to source these items separately.

Automated Materials Handling equipment (sorters) were specified as optional in the RFP issued in June 2008. Based on the proposals received and staff evaluation, staff determined that we need to ask vendors to prepare individual proposals specific to each location. The software that manages the sorter is not necessarily the same application that is used for staff or patron self-check. From the information in the cost proposals reviewed, staff estimate those installations should come in within the funds remaining in the original allocation of \$2,780,000 for RFID hardware and software.

Related Policies, Guidelines and Standards

1-2 Privacy Policy for Library Users

ALA Resolution on Radio Frequency Identification (RFID) Technology and Privacy Principles

ALA RFID in Libraries : Privacy and Confidentiality Guidelines

Information and Privacy Commissioner of Ontario Guidelines for Using RFID Tags in Ontario Public Libraries

Related Documents / reports

Edmonton Public Library. *Business Case; Radio frequency Identification (RFID) Implementation*. March 2006

San Francisco Public Library. *Radio Frequency Identification and the San Francisco Public Library*. October 2005



DATE: September 9, 2008

REPORT TO: Chair and Members of the Board

FROM: Ken Roberts, Chief Librarian

SUBJECT: **Federation of Ontario Public Libraries**

The Federation of Ontario Public Libraries was formed three years ago. The original Board motion stated that we would belong for several years in order to determine what value we received for the annual fee. We pay an annual membership fee of \$7,000.

Last year, as an experiment, we joined the Urban Libraries Council, which at that time had exactly the same membership fee. We joined in order to see which organization provided us with the most value.

We do not feel there is any comparison. Membership in the Urban Libraries Council provides us with multiple reports that are only available to members, with the ability to attend audio conferences, with multiple listservs for staff throughout the organization, and with access to documentation from other libraries - such as organizational charts.

So far, there have been few if any benefits offered from the Federation of Ontario Public Libraries that are not also available to non-member library systems. The Federation does have a mandate to advocate for public libraries in the province but so do several other organizations, including the Ontario Library Association.

Unless there is Board direction to do otherwise, we will be contacting the Federation of Ontario Public Libraries and letting them know that we do not see a benefit from membership. We will, however, provide them with an opportunity to demonstrate what benefit they do provide to us.



Hamilton Public Library

Date: September 11, 2008
To: Chair and Board Members
From: William Guise, Director, Finance & Facilities
c.c. Ken Roberts, Chief Librarian
Subject: **Benefits after the Age of 65**

RECOMMENDATION:

THAT health, dental and short-term disability benefits be provided to eligible non-union full-time employees choosing to work beyond the age of 65,

THAT a 'death benefit' of \$10,000.00 be provided to non-union full-time employees over the age of 65, in lieu of the life insurance coverage currently available to eligible non-union employees below the age of 65.

BACKGROUND:

On December 12th, 2006, mandatory retirement in Ontario was abolished as the result of changes to the Ontario Human Rights Code. The Code prohibits discrimination in employment on a number of grounds, including age, which historically was defined as meaning those between the ages of 18 and 65. With the removal of the upper age limit employers are required to permit those greater than 65 years of age (with limited exceptions) to continue to work should they choose to do so. The Code continues to permit age-based distinctions in employee benefit plans.

In preparation for the elimination of mandatory retirement in Ontario, the City of Hamilton thoroughly researched the subject. Their research indicated that, based on information from other large municipalities in provinces where mandatory retirement has already been eliminated, approximately 1% of those over 65 continue to work. If the Library has a similar experience, the costs for provision of the recommended benefits will not be significant.

The recommendations contained herein are based on the City of Hamilton's current practice which was approved and implemented by City Council. According to the City's research, these recommendations are consistent with provisions being offered or contemplated in other municipal jurisdictions.

Health and Dental Benefits:

It is recommended that eligible non-union full-time employees who work beyond the age of 65 be provided with the same health and dental benefits as the Library's non-union full-time workforce under the age of 65.



Typically plan members working beyond age 65 do not pose a significantly higher risk to these plans. Drug costs will, in part, be offset by the Ontario Drug Benefit (ODB) plan, which provides drug benefits for Ontarians over the age of 65. The Library has confirmed with its benefits carrier that the ODB will be the 'first payer' for eligible benefits, with the Library paying for eligible benefits not claimable under the provincial plan.

Disability Benefits:

It is recommended that Short Term Disability coverage be provided to eligible non-union full-time employees over the age of 65. Short term disability benefits, which would mirror those provided to eligible non-union full-time employees younger than 65 years of age, would provide partial income replacement for a maximum period of six months in the event of illness or disability.

It is not recommended that Long Term Disability insurance be provided to employees continuing to work beyond age 65. The Library has checked with its carrier and they have confirmed that age 65 is the standard termination age in the industry and they do not permit the extension of Long Term Disability coverage beyond age 65.

Life Insurance:

It is recommended that the Library 'self-insure' to provide a \$10,000.00 'death benefit' in the event of the death of an eligible non-union full-time employee over the age of 65. According to the City's research, Revenue Canada limits the value of a 'death benefit' to \$10,000.00 and the benefit is not taxable.

It is not recommended that the life insurance coverage currently available to eligible non-union employees under the age of 65 be extended to the over-65 age group, due to increased risk factors and the associated financial impact.

It should be noted that eligible employees have the option to convert their life insurance to a private plan without a medical requirement, upon the termination of their life insurance benefit, should they exercise that option within thirty-one days of reaching the age of 65.

Summary:

The recommendations contained herein attempt to ensure the fair treatment of older workers, comply with potential charter implications, position the Library to respond to growing labour market pressures and manage the financial impact. As the baby boom generation moves towards retirement, employers face a shrinking labour pool. Increasingly, employers will need the ability to attract and retain the valued skills of older workers. By following the City's lead and adopting its practice with regard to the provision of benefits for eligible non-union full-time employees working beyond age 65, we believe these goals can be achieved.



Hamilton Public Library

DATE: September 10, 2008

REPORT TO: Chair and Members of the Board

FROM: Kit Darling, Director, Information Technology and
Bibliographic Services
Maureen Sawa, Director, Public Service and Community
Development

SUBJECT: Public Computer Training – funding

RECOMMENDATION:

That \$12,000.00 be allocated from the Permanent Endowment trust funds (Deptid 125025) to cover the cost of two youth workers to assist with the Library's public computer training outreach programs at the Central, Barton, Terryberry, Dundas, Kenilworth and Red Hill locations.

FINANCIAL/STAFFING/LEGAL IMPLICATIONS:

There are sufficient funds available for distribution from the Permanent Endowment trust fund.

BACKGROUND:

For many of our citizens, the lack of computer literacy skills is a barrier that can be very difficult to overcome. The public library is the primary source of access to electronic information for many. Through our public computer training programs, we are able to assist individuals to succeed in overcoming this literacy hurdle and fully participate in an increasingly digital society. Senior citizens and newcomers in particular have benefitted from our efforts and the Computer Access Program (CAP), funded through Industry Canada, has proven to be extremely effective in reaching out to individuals from a variety of backgrounds. These CAP sessions are always fully booked with waiting lists. Basic computer literacy skills are most in demand. We would like to extend our ability to offer these free instruction sessions to meet the needs of our communities.



Hamilton Public Library

The funding that we receive from Industry Canada for the CAP Youth Initiative limits us to two youth workers. We would like to add two additional youth workers so that we can increase the number of sessions offered at these six sites.

Projection of the difference between the anticipated funding from Industry Canada and the anticipated costs for a full roll-out of the program is \$12,000.00



Hamilton
Public Library

DATE: September 9, 2008

REPORT TO: Chair and Members of the Board

C.C.: Ken Roberts, Chief Librarian

FROM: Paul Takala, Manager Electronic Services
Kit Darling, Director of Information Technology and Bibliographic Services

SUBJECT: Server Virtualization

RECOMMENDATION:

That the Library Board approve the expenditure of \$230,220 (excluding taxes) to purchase a virtual server environment from Dell Canada. This will allow us to move 18 of our existing servers to a Virtual environment that will consist of 3 virtual servers and a new storage area network (SAN). This proposal includes the cost of the servers, software, a new SAN, a new tape library and migration services. 4 years of support and maintenance for the hardware is included.

FINANCIAL/STAFFING/LEGAL IMPLICATIONS:

Financial

By moving to a four (4) year replacement cycle for servers, we have sufficient funds in the operating budget to pay for this. Virtualization of most of our server infrastructure will enable Electronic Services to provide improved service without requiring an increase in operating budget. Virtualization, in addition to providing direct savings in hardware cost, also reduces the cost of power consumption and server administration. This equipment includes 4 years of support and maintenance, previously our maintenance and support for servers was 3 years.

Staffing

Virtualization reduces the staff time involved in deploying and administering servers, however, there will be no change in staff levels.

Legal

On September 19, 2007 the Board passed the following motion:
That the standard for servers for the Hamilton Public Library be established as those servers manufactured by Dell and that the vendor of choice be Dell Canada, excepting those instances where a server is being purchased for a specific

application and the application vendor has a different specification requirement for servers.

ALIGNMENT WITH HAMILTON PUBLIC LIBRARY BOARD MISSION, VISION, VALUES AND STRATEGIC PRIORITIES:

This recommendation aligns with the Library priority of “Strengthening our Organization”

BACKGROUND:

As part of our ongoing review of operations, Electronic Services has been investigating the viability of deploying our servers differently. The most promising technology that has emerged recently is server virtualization. This technology has advanced significantly in the last few years and now provides a better way of deploying applications.

Traditional way of Deploying Applications: The traditional way of deploying new applications or upgrading existing ones is to determine the hardware needs of the application. New hardware is purchased if necessary then the software installed and configured and the application is deployed. Sometimes we are able to run multiple applications on a single server, however, this can cause software conflicts that create problems for support. Some redundancy is built into the hardware, however, hardware failures can cause service disruptions.

Deploying Applications with Server Virtualization: With server virtualization, fewer but more robust servers are purchased. Virtualization software is run on the server that enables the creation of multiple “virtual servers” on the same box. Deployment of a new server does not require additional hardware and the process is much quicker. A best practice of virtualization is to store data on a SAN (storage area network)

Benefits of Server Virtualization:

- Reduced hardware costs: we will require fewer servers. HPL is planning on consolidating 18 servers into 3 virtual servers. Our Integrated Library System server (Horizon) is not included in this consolidation
- Increased capacity to deploy and test new applications. For example, for the new portal, the Library will be able to use this infrastructure to set-up and deploy both production and development servers. This will enable staff to much more easily develop, test and deploy changes.
- Significant reduction in power consumption and space requirements in the data centre
- Lower administration costs for deployment and maintenance
- Better disaster recovery – ability to move applications to another virtual server in the case of hardware failure or to a remote data centre in case of a catastrophic disaster

Costs of Server Virtualization

- Server Virtualization increases software costs, however, this is more than offset by a reduction in hardware costs
- Organizations that deploy virtual servers need to learn how to support this new technology. Electronic Services staff have deployed 2 virtual servers as a test. The current HPLNET (staff Intranet) has been operational on a virtual server since early 2008 and recently development server has been deployed by Electronic Service staff.

Back-up Tape Library

- Our current back-up tape library is now out of warranty. Electronic Services staff have determined that deploying the new tape library with a major refresh of our servers is the most efficient way of doing this.

New SAN (Storage Area Network)

- A best practice of Virtualization is storing data on a storage area network (SAN). Our current SAN was purchased in 2005 and would require a significant investment to upgrade it to meet our current storage needs. This proposal includes purchasing a new SAN that utilizes less expensive switches, thus enabling us to expand capacity at less cost. Our existing SAN will provide an additional layer of redundancy for speedy data backup and recovery.
- The new SAN has the storage capacity to store not only data, but also store the operating system and application information of our virtual servers. This will significantly reduce the amount of time it takes to restore servers in the event of a hardware failure
- As with other equipment the projected life cycle of the SAN is at least 4 years.

Related Policies, Guidelines and Standards

Hamilton Public Library Procurement Policy BO.1.17