

Mission Statement

Freedom to Discover.

Strategic Priorities

Strengthening Communities

*Strengthening Individuals
Organization*

Strengthening Our

HAMILTON PUBLIC LIBRARY BOARD

**Regular Board Meeting
Wednesday, February 18, 2009
Central Library, Board Room**

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

AGENDA

1. Discussion Period

- 1.1 Recent Incident at Central Library
- 1.2 Introduction of Interim Manager of Communications and Community Development
- 1.3 Budget Presentation to Council

2. Acceptance of the Agenda

3. Minutes of the Hamilton Public Library Board Meeting of Wednesday, January 21, 2009

Attachment #3

4. Presentations

5. Consent Items

- 5.1 Infrastructure Funding – KR

Attachment #5.1

Suggested Action: Receive

- 5.2 Concession Closure

Attachment #5.2

Suggested Action: Recommendation

6. Business Arising

- 6.1 Picton Library Consultation – Final Report

Attachment #6.1

Suggested Action: Receive

- 6.2 Draft Inner City Services Plan – BH

Attachment #6.2

Suggested Action: Receive

7. Correspondence

8. **Reports**

8.1 Chief Librarian's Report – KR

Attachment #8.1

Suggested Action: Receive

8.2 2008 Circulation Report – BH

Attachment #8.2

Suggested Action: Receive

9. **New Business**

10. **Private and Confidential**

10.1 Collective Agreement Update

11. **Date of Next Meeting**

Wednesday, March 18, 2009

Central Library, Board Room, 5th Floor

5:30 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
Inaugural and Regular Meeting**

**Wednesday, January 21, 2009
Central Library, Board Room
5:30 p.m. Dinner
6:00 p.m. Meeting**

MINUTES

PRESENT: Jennifer Gautrey, George Geczy, Councillor Jackson, Mary Ann Leach, Councillor Pearson, Maureen McKeating, Santina Moccio, George Nakamura

REGRETS: Suzan Fawcett, Krzysztof Gumieniak, Doreen Horbach

STAFF: Ken Roberts, Maureen Sawa, Beth Hovius, Lisa DuPelle, Kit Darling, Bill Guise, Karen Hartog

Ms Gautrey called the meeting to order at 6:05 p.m.

1. DISCUSSION PERIOD

1.1 A copy of the Hamilton Spectator's recent 'Weekend Reader' article featuring Lawrence Hill was passed around to Library Board members.

2. ACCEPTANCE OF THE AGENDA

MOVED by Councillor Pearson, seconded by Ms Leach,

THAT THE AGENDA BE APPROVED AS PRESENTED.

MOTION CARRIED.

3. MINUTES OF THE HAMILTON PUBLIC LIBRARY BOARD MEETING OF WEDNESDAY, DECEMBER 17, 2008

MOVED by Councillor Pearson, seconded by Ms Moccio,

THAT THE HAMILTON PUBLIC LIBRARY BOARD MINUTES OF WEDNESDAY, DECEMBER 17, 2008 BE ADOPTED AS PRESENTED.

MOTION CARRIED.

4. REPORT OF THE NOMINATING COMMITTEE MEETING OF WEDNESDAY, JANUARY 21, 2009 AND ELECTIONS

Nominating Committee members included Ms Gautrey and Ms Moccio. Ms Horbach and Ms Fawcett sent regrets. Ms Gautrey presented the report of the Nominating Committee from its meeting held January 21, 2009.

There were no nominations from the floor.

A ballot vote for the position of Vice-Chair was conducted.

MOVED by Ms Leach, seconded by Ms McKeating,

THAT THE SLATE OF OFFICERS FOR THE 2009 LIBRARY BOARD BE AS FOLLOWS:

CHAIRPERSON: Jennifer Gautrey
VICE-CHAIRPERSON: Santina Moccio
EXECUTIVE COMMITTEE: Jennifer Gautrey
Santina Moccio
Maureen McKeating
Doreen Horbach
Alt: George Geczy
AUDIT COMMITTEE: George Geczy
Jennifer Gautrey
George Nakamura
Mary Ann Leach
SOLS REPRESENTATIVE: Vacant

MOTION CARRIED.

5. 2009 Board Chairman Calls the Inaugural Meeting to Order

Ms Gautrey called the inaugural meeting to order at 6:30 p.m.

6. PRESENTATIONS

6.1 2009 Operating Budget Presentation to Council

The budget presentation to Council was presented by Ms Gautrey.

7. CONSENT ITEMS

There were no consent items.

8. BUSINESS ARISING

8.1 Turner Park Branch Furniture

Mr. Guise distributed copies of a recommendation to Board members.

MOVED by Ms Leach, seconded by Mr. Geczy,

THAT PURCHASE ORDERS BE ISSUED TO STOREWOOD INDUSTRIES FOR THE SUPPLY, DELIVERY AND INSTALLATION OF FURNITURE COVERED UNDER STOREWOOD INDUSTRIES QUOTATION 801240-C DATED JANUARY 14, 2009 IN THE AMOUNT OF \$26,010.00 PLUS APPLICABLE TAXES AND UNDER STOREWOOD INDUSTRIES QUOTATION 801324-A DATED JANUARY 14, 2009 IN THE AMOUNT OF \$14,316.00 PLUS APPLICABLE TAXES; AND

THAT A PURCHASE ORDER BE ISSUED TO INTERNA FURNITURE DESIGN FOR THE SUPPLY, DELIVERY AND INSTALLTION OF FURNITURE COVERED UNDER INTERNA FURNITURE DESIGN QUOTATION DATED JANUARY 16, 2009 IN THE AMOUNT OF \$38,832.00 PLUS APPLICABLE TAXES.

MOTION CARRIED.

9. CORRESPONDENCE

Correspondence from Ken Roberts dated October 28, 2008 to Joe Rinaldo

Received for information.

Correspondence from Joe Rinaldo dated December 11, 2008 to Ken Roberts

Received for information.

10. REPORTS

10.1 Chief Librarian's Report

Received for information

11. NEW BUSINESS

11.1 Service Interruption Log

MOVED by Ms Leach, seconded by Ms Moccio,

THAT THE ATTACHED DOCUMENT BE RECEIVED FOR INFORMATION.

MOTION CARRIED.

11.2 North Hamilton Consultation Summary Report

MOVED by Ms McKeating, seconded by Ms Leach,

THAT THE ATTACHED DOCUMENT BE RECEIVED FOR INFORMATION AS AMENDED.

MOTION CARRIED.

11.3 Masterplan Update

Picton Library

The preliminary summary document was discussed and a report from the recently held meeting with Councillor Bratina was provided to Board members. Staff were requested to provide a report for the February meeting outlining the provision of bookmobile service for the North Hamilton residents.

Turner Park

Ms Gautrey reported on the recent tour of the Turner Park location.

Waterdown

Mr. Roberts reported on the recently held meeting with a Waterdown resident.

Central

Ms Gautrey reported on the recent unveiling event for the Central Library plans held on January 10th.

Carlisle

It was reported that the City has requisitioned a more detailed status report of the Carlisle Branch. A copy of the report will be sent to the Library.

12. PRIVATE AND CONFIDENTIAL

No private and confidential items.

13. DATE OF NEXT MEETING

Wednesday, February 18, 2009
Central Library, Board Room, 5th Floor
5:00 p.m. Dinner
6:00 p.m. Meeting

14. ADJOURNMENT

MOVED by Councillor Pearson, seconded by Ms Leach,

**THAT THE HAMILTON PUBLIC LIBRARY BOARD MEETING OF
WEDNESDAY, JANUARY 21, 2009 BE ADJOURNED.**

MOTION CARRIED.

The meeting was adjourned at 8:40 p.m.

Minutes recorded by Karen Hartog.



Hamilton Public Library

Date: February 11, 2009

To: Chair and Members of the Board

From: Ken Roberts, Chief Librarian

Subject: One-time Ministry funding

In March 2008 the Ministry of Culture provided Ontario's libraries with a one-time grant of 15,000,000 to help improve library service. The funding was to be funnelled through Ontario Library Services (SOLS and OLS-N). No criteria or conditions were attached to the grant.

Sols and OLS-N conducted a lengthy consultation. Much of the funding was subsequently earmarked for projects and initiatives that are intended to benefit all Ontario libraries. Some of the funding is to be given to individual library systems in the form of a grant. Each grant must be spent in ways that comply with criteria (yet to be released). It is expected that the criteria will eliminate the possibility of transferring the funds into operating budgets. Accessibility issues and Capital projects are expected to be highlighted.

The "grant" for the Hamilton Public Library is expected to be \$112,000. Frankly, the grant comes at an excellent time. We have a number of unfunded Capital needs associated with the re-design of circulation desks as we move to RFID. We plan to use the funding on approved renovation projects that advance the installation of RFID.

We will come back to the Board with a recommendation once funding has been received and the criteria are known.



Hamilton Public Library

Date: February 3, 2009

To: Chair and Members of the Board

c.c. Ken Roberts, Chief Librarian

From: Beth Hovius, Director of Public Service and Collection Development

Subject: **Concession Library - Closure**

RECOMMENDATION: That the Concession Library be closed, as necessary to renovate the circulation desk.

BACKGROUND:

Concession Library needs to close for up to 2 days, on March 3rd and 4th in order to renovate the circulation desk, and prepare the branch for the installation of new security gates, March 6th. This is in connection with the installation of RFID technology at this location. Work will begin Monday March 2nd, and continue until it is finished. It is quite possible that the branch will open on March 4th for either all, or part, of the day.

North Hamilton Public Consultation Results

Public Consultation

On November 3, 11 and 13th, 2008 a public consultation regarding the future of the Picton Library was held. Of the fifty people participated, most resided in the community or represented a community social agency. There were ten written comments. If someone chose to attend more than once, and write, their comments were recorded each time. The results of these open-ended interviews have been analyzed for common themes and summarized here. "Some" refers to comments which were made more than once, but less than 5 times.

The Value of the Picton Library

Fourteen respondents indicated that Picton was valued as a community resource, and fifteen responded that it was particularly important for others in the community. Of the fifteen, nine indicated that it should stay open because of the children. Some respondents indicated that they had specifically come to the consultation to speak for those in the community who would not speak on their own behalf. The very presence of Picton in the community adds value to the community. Others spoke of the convenience of having a branch close to where they live.

How do the respondents personally use the Picton Library?

Eleven respondents, who indicated that they personally use Picton, use it to pick up holds. Three used it for reading and browsing, four attended the book club, and three attended other programs. This speaks to the convenience and typical use of a small branch, with a limited collection.

How do the respondents personally use the Central Library?

Fourteen respondents indicated that they currently use the Central Library, where they were more inclined to browse and search for materials which meet their broader interests. In addition, some respondents indicated that they regularly visit the market, but not the Central Library.

Safety Issues

Seven respondents were concerned about child safety. Generally, respondents indicated that they liked the way that Picton Library is a place where children can go on their own. If Picton were to close, some respondents indicated concerns that unattended children would have difficulty getting to Central. The Library's *Unattended Children Policy*, which states that that children must be attended by someone responsible for their safety when in the library -- the respondents were not aware of this policy.

Some expressed concern about the existing Picton location, particularly in the evening and the barred windows were cited as an example of how the building felt unsafe. The Central Library was not seen as an alternative for unattended children for safety reasons.

While some indicated that they liked how older children made use of the computers, particularly for homework, others indicated that they did not use Picton because they did not want their own children exposed to the images presented by gaming software.

The Library provides two staff at Picton at all times to address concerns of personal safety. Some commented on the high staff turnover, implying that staff were being sent from Picton. In fact, staff turnover is voluntary – staff may (and do) apply to work at other locations.

Alternate Service Delivery

Bookmobile service had been suggested as a possible alternate service for this community. Twelve were open to bookmobile service. Five respondents were unaware of this service and how it worked. Some stated that it would meet their needs. The expressed concerns were fewer hours, lack of browsing, lack of place of the children to hang out, and simply an unsuitable alternative for the community. Visiting Library Service (a service to shut-ins) was unknown.

There was interest in exploring partnerships with local service agencies such as Bennetto School Family Literacy Centre, the Welcome Inn, the Bennetto Recreation centre, the North Hamilton Community Health Centre. Representatives of the Health Centre indicated that they would be interested in further discussion about a service- oriented partnership.

Proposed Service Improvements

- **Hours**

The hours of operation elicited the most suggestions. Eleven respondents indicated that they were frustrated by the hours of operation and wanted more consistency. (*Hours of operation have changed three times in the past 8 years – the first reduced the hours to the systems standard for small branches, with a mixture of afternoon and evening hours; the second time, in response to community input, the hours were changed to focus on the after-school access for children; the third time the hours were changed, upon customer request, to provide some quiet afternoon hours and to harmonize the hours in anticipation of the move to the North Hamilton Community Health Centre.*) Six respondents indicated they wanted different hours and five wanted more hours. The most common request was for morning and Saturday service.

- **The Collections**

Five respondents indicated that the collection was inadequate, as it had been reduced in size. Suggestions included more classics, crafts and materials in other languages.

- **Visibility of the branch**

Five respondents indicated that the branch was invisible in the community and that better signage, more advertising and promotion was required.

Poverty in Hamilton

Some residents indicated that the some community residents would be adversely affected if the library were to close because of the costs associated with getting to Central. One family identified the specific impact – that their children may not have timely access to materials for school projects. This barrier needs to be addressed by any alternate service plan. There was recognition that the community was changing, and that poverty, while still present, is decreasing. Some respondents indicated that the North End is now over-served with respect to community agencies, and recognized that the Beasley community was underserved in comparison.

Misinformation about the Picton Library

The consultation enabled the library to address some misinformation about the Picton branch. Some respondents had not received up-to-date information about the decision to withdraw from the North Hamilton Health Centre partnership and were give a copy of the letter to Andrea Horwath. Some respondents were under the mistaken impression that if an item came from another location of the HPL system, that it did not count in Picton's circulation statistics. It was clarified that all items borrowed from Picton counted as Picton's circulation. There was some confusion over the boundaries of the area served by Picton Library, vs. the boundaries served by the North Hamilton Community Health Centre. It

was noted that Picton served a smaller area -- the area north of the tracks and west of Wellington St., while the part of the city south of the tracks and east of Wellington was served by the Central and the Barton Libraries. It was also clarified that new immigrants preferred to use the Central Library with its wide range of services including collections, space and literacy programs rather than the small branch libraries. Some assumed that the computers were primarily used by children for homework, when the reality is that the computers are more often used for recreational purposes by a relatively small group who monopolize access. There appeared to be an overall lack of awareness of the persistent discipline problems at this branch.

Conclusion

The consultation indicated that support for Picton centred on its role as a community resource, particularly as a place for unattended children to go. Improved hours, collections and visibility of the library were suggested. The convenience of a local library to pick up holds and return materials was also cited as a reason to maintain this facility. The presence of a library adds value to the community. Less than 1% of community residents participated in the consultation. The respondents were altruistic and particularly concerned that Picton be there for others within their own community.

HAMILTON PUBLIC LIBRARY INNER-CITY SERVICE PLAN

PREPARED BY BETH HOVIUS, KIT DARLING AND MAUREEN SAWA

February 2009

HAMILTON PUBLIC LIBRARY INNER-CITY SERVICE PLAN

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1. INTRODUCTION

This report proposes service changes to improve access to library services to residents in the inner city. The City of Hamilton has identified poverty reduction as a priority. In providing many services to different population groups, the Library has been found that targeting services to specific groups is more successful and more likely to play a transformative role in individual lives than building-based services which are underutilized.

Hamilton Public Library continuously reviews service delivery to meet strategic needs within its community. Library services evolve, providing the opportunity to make adjustments which optimize resources and provide the flexibility to respond to changing needs. In adjusting the service mix, the service goals and key components of library service remain the same, but how they are delivered is optimized. Because resources are limited, and because of the current economic climate, it is not only necessary, but imperative, to examine the current allocation of resources and reallocate them where they have the most impact.

The service goals remain:

- Provide inner-city residents with accessible services targeted to their needs
- Make it easier for the residents of these neighbourhoods to use library materials.
- Provide more computer access to neighbourhood residents (including related training).
- Provide literacy-focused programs.
- Contribute to the social fabric of the community.

The key components of library service remain:

- Loan of materials
- Access to information
- Literacy support and development (including programming for all ages)
- Provision of computers for personal computing, including training
- Provision of public spaces

1.1 WHAT ARE THE BOUNDARIES OF THE "INNER CITY"

This report focuses on the area surrounding the Central Library and reaching eastward towards Kenilworth and Red Hill branches. It includes neighbourhoods such as Central, Beasley, Landsdale, Gibson, Stipley, Stinson, North-end, and Riverdale. It recognizes that there are similar areas on the mountain which could also benefit from similar service adjustments, but they have not been addressed in this report

Inner city Hamilton has been loosely defined as the area from the 403 to Centennial Parkway. This area of the city is well-served by library buildings:

It includes the following census tract neighbourhoods: Central, Beasley, Strathcona, North End East and West, Keith, Gibson, Landsdale, Stipley, Corkdale, Stinson, Crown Point, Parkdale East and West, McQuesten, Riverdale East and West, Kentley,

This area of the city accounts for 56% of the sq. ft. of public library space in the City, and 30% of the City's population¹. Libraries located here include: Barton (6,272, sq. ft.), Central Library (146,000 sq ft.), Kenilworth (8,000 sq. ft), Red Hill (11,760 sq. ft.), Picton (3,172 sq. ft.) There are several bookmobile stops .

1.2 POVERTY IN HAMILTON: SPECIFIC AREAS TO BE TARGETED

Map 1: Average Individual Income by Census Tract (2005)

This map indicates that almost the entire inner city has an average income of less than 80% of the City average.

Two census tracts stand out – Central and Beasley – as having the lowest income levels less than 60% of the City average in the city.

Map 2: Prevalence of Low income before Taxes by Census Tract, 2006

This map, illustrates the stratification of income levels.

- Beasley and Central are the lowest income neighbourhoods with 47% - 57% of residents having a low income. The Central Library is located within the Central census tract. (dark red on the map)
- Keith, Gibson, Corktown, St. Clair, Stinson, Parkdale East, Parkdale West, McQuesten, McQuesten West have 37.9% to 47.7% residents with low income. Barton Library is located within the Gibson tract. (red on the map).
- McNulty, Crowne Point, Kentley, Riverdale East and Riverdale West, St. Clair, North End East and West, Stiple, Landsdale have 28% – 37.9% of the residents with low income. Kenilworth branch is located on the edge of the Crowne Point tract. Red Hill is located in the Kentley tract. (deep pink on the map)
- The remaining inner city census tracts have 18.1 – 28% of the residents with low incomes. (light pink on the map).

2 ALTERNATE LIBRARY SERVICES

2.1 TRADITIONAL LIBRARY SERVICE - THE COLLECTIONS

Central is, and will continue to be, a hub for specialized materials. The Central Library Service Review indicated that Central role would increasingly focus on its immediate communities, and less emphasis would be placed on its role as a research/ reference library. The latter role has decreased in importance as customers have chosen to use their community branch libraries instead of travelling to a large central facility. These changes have been gradual, and by the time the Central Library renovations are complete in 2010, this transformation will be complete.

Central continues to house some anchored (i.e. not shared) collections, specifically: non-fiction, multilingual materials and literacy materials. All other collections are shared and move freely between Central and the branches. An analysis of circulation indicates that Central is now circulating more non-print (50.8%) than print materials. Only Barton Library has a similar

¹ "#\$%&(Hamilton Public Library Facilities Master Plan – Part 2B Application of Per Capita Measures and Library Standards to Branch Data.

borrowing pattern (54.4% non-print). This heavy use of non-print has implications for the type of materials to be provided in the inner-city core.

Red Hill Library provides a secondary hub for the East end with its anchored collections of job and career materials, literacy materials and collections in many languages.

2.2 BOOKMOBILE SERVICE

Bookmobile service is the most viable and sustainable service option for small neighbourhoods. A weekly (two-hour) bookmobile stop typically serves a neighbourhood of approximately 5,000 people, and circulates 20,000 - 25,000 items. As customers are increasingly using holds to preselect the materials they borrow (25% of total circulation is holds-based) delivery-based services are becoming a better service option.

The bookmobile service currently has excess capacity and can take on additional stops (with some schedule modifications) at no additional cost to the system. New opportunities for service arise, since the schedule is reviewed regularly. Fridays, as well as a couple of afternoons and an evening slot are open for reassignment.

Customers of bookmobile service highlight the friendliness and personalized service as the key reasons, in addition to convenience, for their continued loyalty to this service. In addition, the rotating popular collection located on the bookmobiles provides more browsing variety than the small branch-based collections.

In the future, wireless capabilities will expand to the vehicles. Both new bookmobiles have been designed to incorporate computers when wireless access becomes more prevalent.

The bookmobile currently provides service to the Riverdale community (east of Centennial parkway) and to the Stinson neighbourhood.

2.3 COMPUTER TRAINING / MOBILE LAB

A mobile computer training lab has been tested and found to be a successful mechanism for offering public group training sessions. Self-improvement is cited as the main reason for participation. A permanent funding solution would enable the library to provide this service to the clients of a wide range of community service agencies. This service, teaching eight people at a time, requires two staff (LT, casual staff) to deliver the training. Dedicated equipment (8 laptops and a projector) has already been purchased.

In the future, the mobile lab could be co-joined with bookmobile service so that the 2nd vehicle becomes the travelling mobile lab providing access to information to those communities which have less access than required.

2.4 OUTREACH & PROGRAMMING

The current service delivery through the "bricks and mortar" model hampers the Library's ability to provide outreach. There is an unmet demand for more programs delivered through partnerships with social agencies to meet the needs of diverse clients.

Traditional library programming is evolving. Some examples: Class visits are often held at the school instead of the library. Some classes prefer to visit a larger facility than their assigned nearby neighbourhood branch.

Youth flock to the library for access to gaming and other social-networking. Since service agencies which running homework help and youth programming often lack the resources to provide computers to support these new youth interests, the Library can help by providing equipment, technical assistance, and training to their staff on web-based homework assistance. The benefits of public computers can spread more widely if the service is no longer limited by library staffing and space constraints.

2.5 EARLY LITERACY – PRESCHOOL SERVICES

The Library has developed a full range of specialized preschool story times, targeted to specific age groups (baby times, toddler times, preschool story-times.) to enrich a child's literacy development. These can only be held in libraries with sufficient population to support them. Drop-in programs, with no registration, are becoming more popular. The library participates in various Best Start initiatives and with other community groups.

2.6 BRINGING PEOPLE TO THE LIBRARY

An affordable alternative is to rent school buses to bring people to the library on a prescheduled weekly basis. Not only does this ensure that people can access services, it enables them to visit a larger library location with a broader range of services which they can access. There are no additional staff costs because the larger facilities have sufficient staff, space and other resources to accommodate group visits. This service would be feasible for dense neighbourhoods where residents face barriers to getting to the public library because of barriers to public transit and poverty issues.

The cost of a weekly trip from a neighbourhood to the Central Library would be about \$7,000 annually. This includes the pick-up and return to a location with an extended time for a visit. Additional pick-up locations are possible for a small added charge.

2.7 KIOSK ACCESS

Kiosk access to the library website and catalogue in non-library community settings such as Community Recreation Centres has been previously suggested for those who do not have a computer at home.

2.8 APPROPRIATE POLICIES

Circulation policies restrict borrowing when accumulated fines reach a threshold, or until lost materials are paid. These policies, applied universally, have the impact of being more detrimental to the residents of the very communities recognized as needing access to library materials. Some different ways of addressing this have been tested. For example, a fine forgiveness program targeted towards street youth was successful, but a more general one offered through the summer reading program was not taken advantage of in poorer areas of the city.

2.9 JOB DISCOVERY CENTRES

These provincially-funded centres have been a heavily-used service at five branches, two of which (Red Hill and Barton) are located within the inner-city area defined by this report.

2.10 DONATIONS TO SOCIAL AGENCIES

The library recently provided two service agencies (Eva Rothwell Centre and St. Mathews House) with donated paperbacks, magazines and children's materials on the condition that they be given to or used by, their clientele. Both agencies run book exchange rooms on the honour principle.

This trial can be expanded to other agencies if successful. In highly transient communities this could become a preferred service option because it reduces the need to return materials on a preset schedule, and gets materials into the hands of those who have barriers to conventional library service.

3 ACTION PLAN

3.1 TRADITIONAL LIBRARY SERVICE – THE COLLECTIONS

Central library's collection continues to evolve to meet changing needs. The heavy use of non-print, as demonstrated by Central and Barton, will be a consideration when collections are supplied within the inner city. In addition, multicultural materials, literacy, job and career materials are indentified as collections required here.

Red Hill Library will continue to be a secondary hub of similar materials for the east end of Hamilton.

3.2 BOOKMOBILE SERVICE

Unused Bookmobile Capacity: The bookmobiles have unused service capacity which can be used to fill localized demands. Increased use of the vehicles makes sense as it increases cost efficiencies within the department.

- Current staff complement: the bookmobile service has rearranged schedules to make Fridays available for service. In addition, two neighbourhood slots will be available when Turner Park opens.
- Added staff: The second bookmobile could provide up to eight additional stops - 4 morning and four evenings. Every four stops added would require a part-time driver and an information clerk at an estimated annualized cost of \$60,000.

NORTH-END NEIGHBOURHOODS (PICTON) – AFTER MAY 2009

Propose: Two stops to be provided: a weekly neighbourhood stop (2 hours) weekly on either Monday or Thursdays (6 – 8 p.m.) and a bi-weekly stop at the Bennetto Family Literacy Centre (Wednesdays either 10 – 11:30 or 11:00 – 1:00 p.m.) The proposed weekly stop takes place at the busiest times the Picton branch is now open. Customers would be able to pick up their holds at either stop.

EVA ROTHWELL CENTRE (WENTWORTH ST. N.) – FALL 2009

- Investigate whether bookmobile service would complement the services provided at this neighbourhood-run facility.

BEASLEY COMMUNITY CENTRE –FALL, 2010

When this centre opens in September 2010, there will be parking for mobile services such as the Community Health Bus and the Bookmobile. The Library will provide a stop at that time, but in the meantime will investigate whether bookmobile service can be offered safely and effectively nearby until the community centre opens.

3.3 COMPUTER TRAINING / MOBILE LAB

This is a multi-step initiative, which will take some time to be fully operational.

The most urgent need is to establish a library-funded position (initially part-time) to delivery computer training at branch libraries (e.g. Barton, Kenilworth, etc.) and invite participation of the clients of local social agencies. The branch libraries have the necessary high speed network access to immediately implement this. It is expected that demand will grow. Annualized cost for six 3-hour classes per week (20 hours staff time): approx. \$40,000 - \$45,000.

A computer lab is needed at Red Hill Library to offer ongoing computer classes for the east-end community. This is dependent upon the transfer of equipment from another branch. Staff of the mobile computer lab would help to meet the training demand, as will the new Red Hill librarian position. The computers can be used when not used for training to meet the demand in this community for access to computers.

The city-owned facilities will be investigated to determine which are suitable locations (appropriate space and either having existing high speed network or the capability to be added) for a partnership program.

The Beasley Community Centre is opening in the fall 2010, with access to the school library and school computer lab after school hours. The Library has offered to partner with the Centre to provide access and classes.

Various social agencies will be investigated to determine suitability (i.e. appropriate space and adequate high-speed network capabilities). It may be necessary for the library to work with the agency to expand their network capability.

3.4 OUTREACH & PROGRAMMING

Spring 2009: Red Hill Librarian position (new) – the Saltfleet librarian position has been re-described as a Red Hill/Saltfleet position. One of the prime responsibilities of this position will be community outreach with the east-end social agencies, and coordinating library services with Central Library outreach staff.

Fall 2009: Transfer the Picton neighbourhood schools (officially) to the Central Library school visit list, as these schools already visit Central Library, at their request. This addresses the problem of the ongoing lack of qualified staff at Picton to deliver children's programs.

2010 budget: Review staffing of the Central (Children's and adult), Bookmobile, Barton and Kenilworth branches to identify barriers and resources required to enable more outreach programs for all ages.

It is anticipated that expansion of outreach and programming (delivered through the Central Library to the inner city) will begin in 2009 as the Central library renovations take effect but gradually. If resources can be identified to further support these efforts, the Library will be able to increase its Outreach/ programming efforts. It is likely that a .5 FTE position will be required for expanded outreach programming delivered by 2010.

3.5 EARLY LITERACY – PRESCHOOL SERVICES

The traditional model of preschool service could be impacted if other services in the community change. For example, the Ministry of Children and Youth Services has invited Hamilton's Best Start Network and the City of Hamilton to provide information regarding the development and implementation of full-day learning for Ontario's four and five year olds. The final report, which must be delivered to the Ministry in March, will include recommendations regarding how full-day learning will look, which model or models it will adopt, and how it will be implemented. The project has identified three areas in Hamilton (west Hamilton /Ancaster; downtown; east Hamilton) and will overlay on these real life neighbourhoods (which include schools, child care centres, licensed home child care, Ontario Early Years Centres and other early years services) the most-talked about models of full-day learning. Two of these areas downtown and east-Hamilton fall within this report.

3.6 BRINGING PEOPLE TO THE LIBRARY

At a cost of \$7,000 annually for a weekly visit, this is a financially attractive. The demand for this needs to be assessed, and tested, perhaps in conjunction with a neighbourhood council. This could also be a partnership opportunity for a service club which is supporting services in a neighbourhood. Appendix C for describes a similar service in another city.

3.7 KIOSK ACCESS

Investigate the costs, wiring connections and potential locations for off-site kiosks. Discuss with city staff the network considerations and feasibility or providing library kiosks in the lobby of recreation centres.

Investigate (test) durable, low-maintenance options for equipment. (See *Appendix B* for an illustration of a new kiosk which has been developed for this purpose.)

3.8 APPROPRIATE POLICIES

Library policies will be reviewed to determine how, on an individual basis, borrowing privileges can be reinstated for those in need while balancing the Library's need to have materials returned and the integrity of the collections agency processes maintained.

3.9 JOB DISCOVER CENTRES

Currently funded by the provincial government, these Centres are heavily used, and have positively influenced services. They have introduced new clientele to the branch libraries where they operate. Given the economic times, it may be necessary to modify these centres. There could be an impact on the operating budget, in 2010 or after. Annualized operating cost per centre is approximately \$ 80,000 - 90,000 (estimate).

3.10 DONATIONS TO SOCIAL AGENCIES

The impact of the donations to two centres (Eva Rothwell and St. Mathews House) will be monitored to determine if it should become an option for the distribution of materials removed from the collection. If successful, materials could be offered selectively to other social agencies such as Kiwanis Boys and Girls House, Living Rock which providing direct services to their clientele.

4 POTENTIAL PARTNERSHIPS: SOME STARTING POINTS

Hamilton Public Library already partners with many agencies and is a member of several umbrella partnerships which address the needs and issues of the inner city, including:

- Hamilton Round Table for Poverty Reduction (over 60 initiatives are underway beginning at the grass roots level.)
- Best Start
- Early Literacy initiatives

The following is a partial list of the social agencies located near each branch, but there is overlap in service areas of the agencies and multiple branches.

CENTRAL LIBRARY

Current outreaches to new immigrants stress their desire to visit "the big library with the market" and not the neighbourhood libraries which may be more conveniently located. The reasons given are space for the whole family to spread out, and access to more services such as literacy tutoring, materials in many languages, longer hours, and the relationship with the market.

- Beasley Community Centre (Ferguson and Wilson) with after-hours access to Dr. J. E. Davey School – opening September 2010. Facility designed for local service buses such as a bookmobile and the school library/ computer lab will be open after hours. This is priority partnership to develop appropriate joint services such as bookmobile service, and computer training. This neighbourhood hub has identified early learning and parenting as a priority.
- SISO (Settlement and Immigrant Services Organization)
- The Living Rock – provides outreach and services to street youth; Central library currently works with this Centre.
- Good Shepherd Shelter and Services – Cannon St.
- St. Mary's After school/community program
- Good Shepherd/ Notre Dame School – outreach program on James. St North
- Early Years Centre, Queen St.
- St. Joseph's Immigrant Centre
- Public Health Dept. (Murray St.)

BARTON LIBRARY

- Eva Rothwell Centre (Wentworth St. north of Barton). Recently a large donation of used materials was given to St. Mathews house to contribute to their Book Exchange room. Consider: bookmobile service; mobile computer training lab. The Keith neighbourhood hub has identified health issues as an area of improvement.
- St. Mathews House (located 1 block from Barton Library). Recently a large donation of used materials was given to St. Mathews House to support their programs for families and adults in need. Consider the potential of providing computers to support their homework clubs; mobile computer training lab site.

PICTON LIBRARY

- Bennetto School Family Literacy Centre (drop in program 4 mornings per week). Consider bookmobile stop and some cooperative programming for preschoolers and family members.
- Bennetto Community Centre. Consider catalogue/ network access; mobile computer training programs, as space permits. Recreation centre scheduled for future renovation, at which time more small group spaces will be made available.
- Welcome Inn. Consider partnership potential of providing computers to support their homework clubs and mobile computer training lab site.

- North Hamilton Community Health Centre (2011, after new facility opens). Consider options of providing library component for their preschool and after-school programs; and the use of the Community Program room for library-outreach programs to their clientele and the residents of the immediate neighbourhood.

RED HILL LIBRARY

- Kiwanis Boys and Girls House - 45 Ellis Ave. Consider providing donation of used library materials to support their clientele (2009). Consider the potential of providing computers to support their homework clubs; mobile computer training lab site.
- Riverdale Community Centre – currently a bookmobile site. Consider the provision of materials for a book exchange within the high-rise complex or recreation centre. Consider the potential of providing computers to support their homework clubs; mobile computer training lab site.

5 APPENDIX A: FROM "BRICKS AND MORTAR" TO ALTERNATE SERVICES

This illustrates the impact of transferring resources from "bricks and mortar" to alternate services using the Picton Library as an example. \$140,000 in annual operating funds (excluding materials) could become available up over a period of 2009 – 2011 and used to phase in the proposed service changes.

BUDGET IMPLICATIONS

If Picton were to close in 2009, operating funds of \$140,000 required to cover the costs would incrementally decrease until January 2011 at which point the funds would be used fund other services

Then funds would be available on this schedule

- For the balance of 2009, \$6,800 per month (\$40,000 - \$50,000 for 6 months).
- In January 2010, an additional \$40,000 - \$50,000 for an annual total of \$80,000 to 100,000 annually
- In January 2011, an additional \$50,000 to a maximum of \$140,000 (in 2011 dollars).

SOME EQUIVALENTS

With \$90,000 staff costs, Picton Library provides

- Circulation of 23,000 items
- 16 hours of access to 6 public computers
- Seasonal programming, including a weekly story time, and book club.

With \$50,000 facilities costs, Picton library provides

- 16 hours access to a 3,100 sq. ft. facility
- Service to a community of 5,000 people.

With equivalent funding, alternate services could be provided

- A mobile computer lab with trainer and assistant delivering 18 hours programming weekly (\$45,000)

AND

- Expand bookmobile service to 8 additional neighbourhood stops delivering 160,000 items and reaching about 40,000 people (\$60,000) **OR** provide a full-time Outreach position to work with the community

AND

- Set-up two additional service agencies with 3 computers and maintain networks costs for previously set up agencies. Equipment and initial network costs : \$10,000 and ongoing network connections and support per centre: \$2000. Total cost for 6 centres over 3 years: \$22,000 set-up and maintenance costs; \$12,000 annually after three-year phase in. (KIT????)

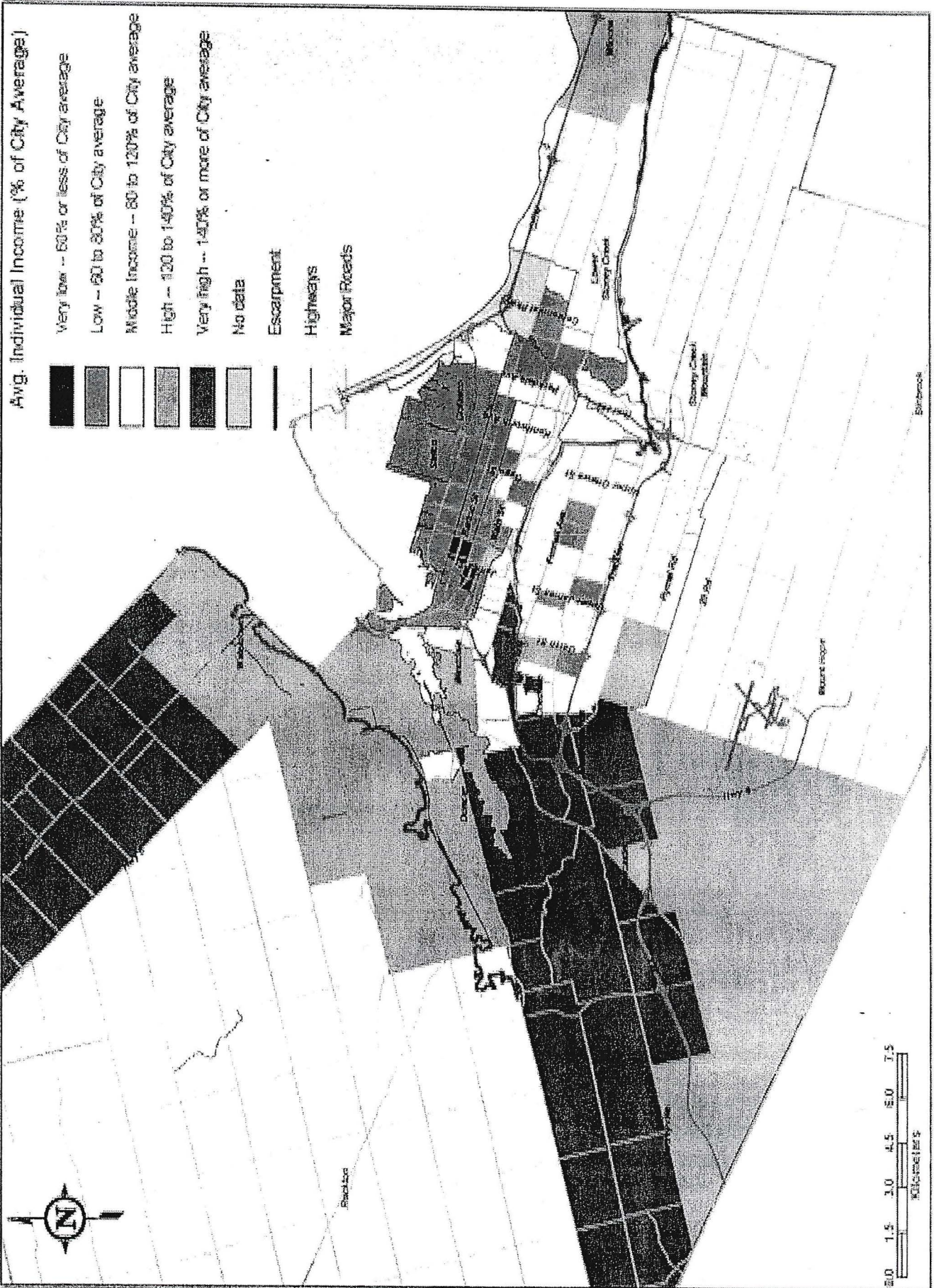
AND

- Ten programs at ten social agencies: (\$15,000)ii

ⁱ Based on top-up of a part time delivery position and an info clerk position from PT to FT

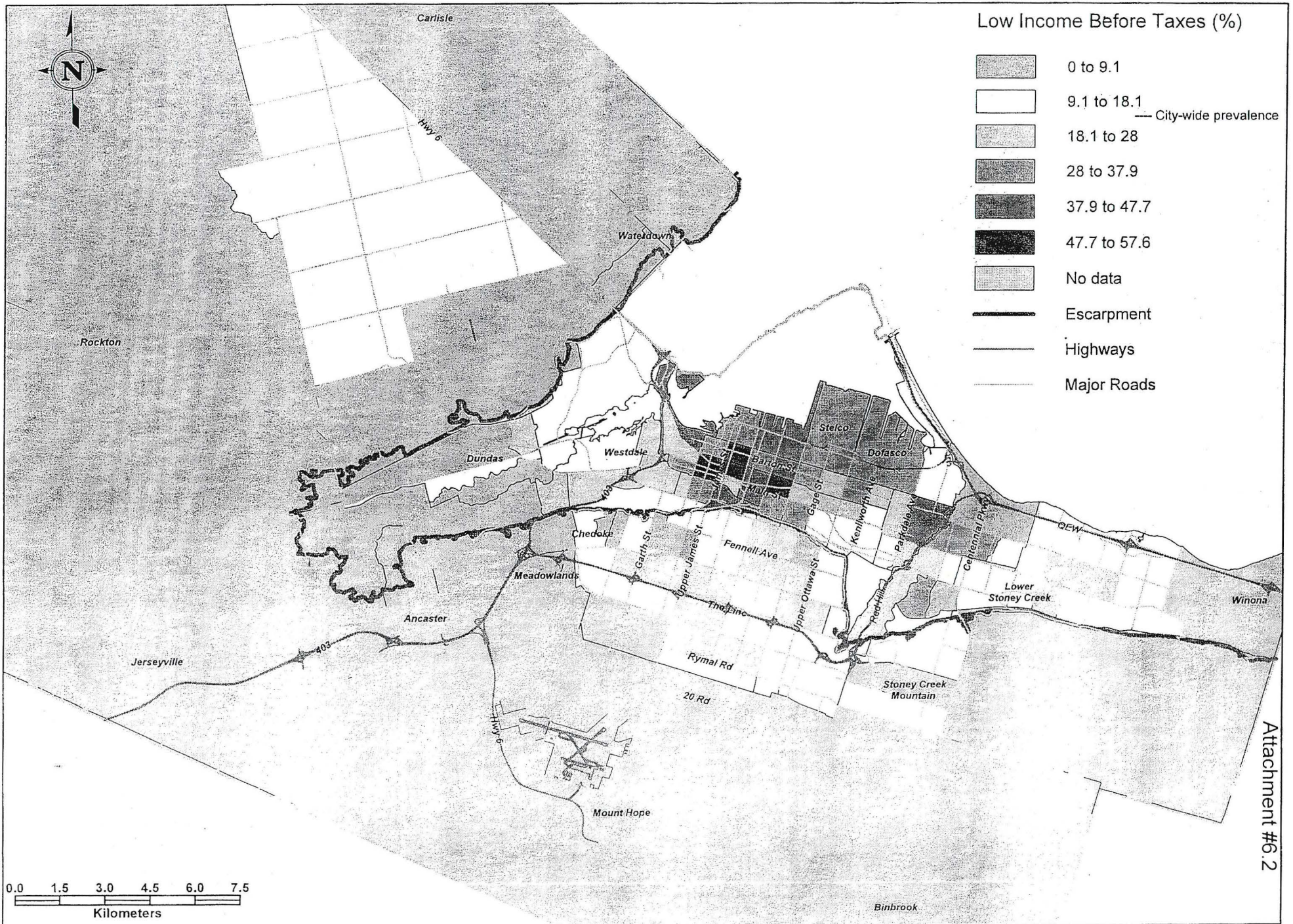
ⁱⁱ Based on use of added hours (3 hours per week per person for 20 weeks; repeated at 10 social service agencies.)

Average Individual Income by Census Tract, 2005



Prevalence of Low Income Before Taxes, by Census Tract, 2006

Map



Attachment #6.2

Chief Librarian's Report

February, 2009

Paul Takala

Paul Takala has been appointed to the senior management position of Director of Digital Technology. Paul is currently the Hamilton Public Library's Manager of Electronic Services. Paul has been instrumental in the development of a number of key services, including the community portal. Paul was named the Ontario's Public Librarian of the Year in 2006.

Robert Plant

Robert Plant has been named as Interim Manager of Communications and Community Development. Robert has an excellent background in communications and has also had experience in the public sector, working for the City of Hamilton for a period of time. He comes highly recommended and we are pleased to have him here.

Private Member's Filtering Bill

Bill 128, a private member's bill in the Ontario legislature, has passed first reading. This is a bill that would require all public libraries to install filtering software. I believe that the current Hamilton Public Library position, which is that we actively protect those who do not wish to view sexually explicit images but do not believe that filtering is an effective mechanism, should be loudly heard. We will ensure that the Hamilton Public Library's position is known.

Northern Exposure to Leadership

I will be a mentor at the Northern Exposure to Leadership residential program to be held at Emerald Lake, British Columbia from February 26th – March 4th. NEL is considered one of the premier library leadership programs in North America. Maureen Sawa is a graduate of the program. This will be my third time as a program mentor.

British Columbia Library Association President's Program on Leadership

Daphne Wood, Manager of Communications and Community Development, and I prepared and presented the BCLA President's Program on Leadership in Victoria on March 6th. It was an excellent opportunity for us to focus a lot of thoughts and readings and shorter programs on similar topics. It was touching to see that the Hamilton Public Library is viewed as an organization that is on the right track in terms of organizational culture.

2009 Operating Budget

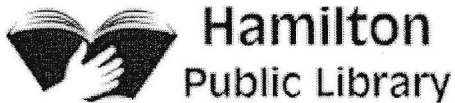
Board Chair Jennifer Gautrey presented the library's 2009 operating budget to Committee of the Whole on January 23rd. There was concern about the fact that the library's budget was above the stated guideline. The issue of Pay Equity was raised and City staff were directed to provide councillors with a report on library pay equity issues. The report is due in March. We have worked with city staff, providing them with information. I have seen a draft of the report and it validates what we have said.

Turner Park

Turner Park is scheduled to open in late April. We do have some concerns over delays in approvals for the shelving contract. We are hoping to make up for some lost time. We will arrange for a Board tour soon after people are allowed to walk through without wearing hardhats or steel-toed boots.

Central

We are gradually vacating the first floor, moving first floor functions to temporary accommodations on other floors of the building. There appears to be a few small delays in the tender process but we still anticipate that construction will start in March.



DATE: February 13, 2009

REPORT TO: Chair and Members of the Board

C.C.: Ken Roberts, Chief Librarian

FROM: Beth Hovius, Director, Public Service and Collection Development

SUBJECT: Annual Circulation Report

RECOMMENDATION:

That the attached report be received for information.

BACKGROUND:

Attached is the 2008 Circulation by Location report. It is notable since this is the first time that the Hamilton Public Library has surpassed 5 million circulations.

The substantial increases at Central and Barton is noteworthy. Central's increase is related to the introduction of DVDs in the building.

We are beginning to do a more thorough analysis of the data and will present an overview of the initial results at the meeting.

**Hamilton Public Library
Annual Circulation Report**

Attachment #8.2

CIRCULATION BY LOCATION	2008	% Change (2007-2008)	2007	2006	2005	2004
CENTRAL	797,106	18.55%	672,391	722,444	739,776	857,850
ANCASTER	310,792	2.66%	302,747	208,039	248,453	267,934
BARTON	96,760	16.96%	82,726	82,863	68,819	73,781
BINBROOK	55,005	0.16%	54,917	51,498	45,018	51,260
BOOKMOBILES	170,680	1.71%	167,807	166,247	173,941	207,268
COLLECTION ACCESS MANAGEMENT	1,059	-55.43%	2,376	3,185	2,476	2,489
CARLISLE	38,061	-2.79%	39,153	44,345	46,799	48,436
CONCESSION	154,682	-2.43%	158,540	173,356	171,362	180,505
DUNDAS	330,545	5.43%	313,506	331,996	306,948	313,937
FREELTON	18,463	-8.43%	20,162	23,506	20,245	22,965
GREENSVILLE	27,760	4.21%	26,638	27,149	28,575	31,494
KENILWORTH	150,624	5.13%	143,280	154,054	144,008	150,520
LOCKE	126,639	7.69%	117,594	117,380	109,270	102,910
LYNDEN	41,369	6.90%	38,699	38,769	37,707	43,064
MILLGROVE	16,425	-10.81%	18,415	18,695	17,164	23,603
MOUNT HOPE	30,467	-7.15%	32,814	36,107	33,290	35,048
PICTON	22,899	-11.21%	25,791	28,286	26,478	28,517
RED HILL	259,143	5.33%	246,031	242,002	242,073	248,073
ROCKTON	20,806	-11.70%	23,563	26,866	25,704	28,867
SALTFLEET	239,375	0.48%	238,221	243,746	240,653	252,877
SHERWOOD	316,045	0.48%	314,541	342,418	323,645	355,272
STONEY CREEK	87,151	-7.26%	93,972	99,714	93,995	97,486
TERRYBERRY	630,194	11.55%	564,963	584,932	574,173	614,126
VALLEY PARK	123,675	6.14%	116,519	117,797	109,341	106,718
VLS & TALKING BOOK ROOM	27,167	-2.18%	27,772	29,056	28,852	31,403
WATERDOWN	131,720	-0.54%	132,431	137,914	134,173	154,246
WESTDALE	283,431	2.06%	277,702	292,596	283,349	302,932
VIRTUAL BRANCH ¹	602,067	33.33%	451,571	420,550	374,355	172,398
SYSTEM TOTAL	5,110,110	8.61%	4,704,842	4,765,510	4,650,642	4,805,979

E-Audio Books	17041	51.15%	11,274	- 8,201		
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¹Circulation for DIAL PAC and OPAC Renewal Systems were recorded separately in the Dynix system before 2005 but are now attributed to the Virtual Branch.