

Mission Statement

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

Strategic Priorities

*Strengthen Communities
Support Diverse Needs
Continue to develop and energize our organization*

HAMILTON PUBLIC LIBRARY BOARD

**Regular Board Meeting
Wednesday, January 18, 2006
Central Library, Board Room**

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

AGENDA

1. Discussion Period

1.1 W. J. Robertson Medallion – KR

2. Acceptance of the Agenda

**3. Minutes of the Hamilton Public Library Board Meeting
of Wednesday, December 7, 2005**

Attachment #3

**4. Report of the Nominating Committee Meeting of Wednesday,
January 18, 2006 and Elections**

- Presentation of Proposed Slate of Officers
- Invitations of Nominations from the floor
- Motion to close nominations
- Election of Officers of the Board

5. 2006 Board Chairman Calls the Inaugural Meeting to Order

6. Business Arising

- 6.1 CLA Conference 2005 Report – SM
6.2 Collaboration Space - TF

Oral Report
Oral Report

7. Presentations

- 7.1 2006 Operating Budget – KR/WG
(attachment to be distributed by Tuesday)

8. Consent Items

- 8.1 Central Library Program – 5th Floor - KR Attachment #8.1
Suggested Action: Receive
- 8.2 Ancaster - BH Attachment #8.2
Suggested Action: Receive
- 8.3 LTD Renewal – LF Attachment #8.3
Suggested Action: Recommendation

9. Correspondence

No correspondence.

10. Reports

- 10.1 Chief Librarian's Report Attachment #10.1
Suggested Action: Receive

11. New Business

- 11.1 RFID - KD Attachment #11.1
Suggested Action: Recommendation
- 11.2 Facilities Masterplan – KR Attachment #11.2
Suggested Action: Receive

12. Private and Confidential

- 12.1 Labour Issues

13. Date of Next Meeting

Wednesday, February 22, 2006
Central Library, Board Room
5:30 p.m. Dinner
6:00 p.m. Meeting

14. Adjournment

HAMILTON PUBLIC LIBRARY BOARD

**Regular Board Meeting
Wednesday, December 7, 2005
Central Library, Board Room**

5:30 p.m. Meeting
7:00 p.m. Cocktails
8:00 p.m. Dinner, Hamilton Convention Center

MINUTES

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

REGRETS: Councilor Jackson

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

Mr. Geczy called the meeting to order at 5:45 p.m.

1. Discussion Period

1.1 Nomination Forms

Board Members were reminded to complete and send their completed nomination forms to Ms Hartog as the Nominating Committee will be meeting prior to the January meeting.

1.2 Future Agenda Items

Ms Moccio's CLA Report and the Collaboration Space will be discussed at the January meeting.

2. Acceptance of the Agenda

Add: 9.1 Inter Branch Courier Service

MOVED by Councilor Pearson, seconded by Ms Gautrey,

THAT THE AGENDA BE APPROVED AS AMENDED.

MOTION CARRIED.

3. Minutes of the Hamilton Public Library Board Meeting of Wednesday, November 16, 2005

MOVED by Ms Brown, seconded by Councilor Pearson,

THAT THE MINUTES OF THE HAMILTON PUBLIC LIBRARY BOARD MEETING OF WEDNESDAY, NOVEMBER 16, 2005 BE ADOPTED AS PRESENTED.

MOTION CARRIED.

4. Presentations

There were no presentations.

5. Consent Items

MOVED by Ms Gautrey, seconded by Ms Adams,

THAT CONSENT ITEMS 5.1 AND 5.2 BE APPROVED.

MOTION CARRIED.

5.1 That the current Education Policy of the Hamilton Public Library Board, due to expire on December 31, 2005, be extended to include courses with advance approval by Human Resources and that have a commencement date not later than January 31, 2006.

5.2 That \$100,000 from the Collections Reserves be allocated for the improvement of the Ancaster Branch Library collections.

6. Business Arising

6.1 Bylaws

MOVED by Ms Brown, seconded by Ms Moccio,

THAT THE HAMILTON PUBLIC LIBRARY CHANGE ITS BY-LAWS (ATTACHED PROPOSAL) IN ORDER TO ALLOW FOR A PERMANENT BOARD AUDIT COMMITTEE.

MOTION CARRIED.

6.2 2006 Budget

MOVED by Ms Moccio, seconded by Ms Gautrey,

THAT THE 2006 BUDGET SUBMISSION TO THE CITY OF HAMILTON WHICH INCLUDES A DEPARTMENTAL OVERVIEW AND A 2006 OPERATING BUDGET REQUEST FOR A MUNICIPAL CONTRIBUTION OF \$23,417,860 REPRESENTING AN INCREASE OF \$970,580 OR 4.3% OVER THE ADJUSTED 2005 APPROVED OPERATING BUDGET BE ACCEPTED FOR INFORMATION.

MOTION CARRIED.

6.3 Facilities Master Plan (Lynden, Greenville, Ancaster and South Mountain)

Mr. Roberts provided an update on the latest developments for the Lynden, Greenville, Ancaster and South Mountain Branches.

Lynden Branch

MOVED by Councillor Pearson, seconded by Ms Horbach,

THAT ADMINISTRATION STAFF BE PERMITTED TO WORK WITH THE LYNDEN CITIZEN'S GROUP, AS SUGGESTED IN A LETTER TO THE BOARD BY PETER HINDRICHS, TO SEE IF A PARTNERSHIP CAN BE REACHED THAT MIGHT RESULT IN A NEW LYNDEN LIBRARY FACILITY, AND THAT THE CITIZENS' GROUP BE INVITED TO REPORT TO THE LIBRARY BOARD AT ITS FEBRUARY OR MARCH MEETING, DEPENDING ON THEIR PROGRESS.

MOTION CARRIED.

Greenville Branch

MOVED by Mr. Carson, seconded by Ms Gautrey,

THAT THE BOARD CONSIDER ITS INVESTIGATION INTO THE POSSIBILITY OF CLOSING THE GREENSVILLE BRANCH, IN FAVOUR OF EXTENDED HOURS AT THE DUNDAS BRANCH, BE TABLED.

MOTION CARRIED.

South Mountain Branch

MOVED by Ms Brown, seconded by Ms Moccio,

THAT ADMINISTRATION BE GIVEN THE APPROVAL TO PROCEED WITH PLANNING FOR THE SOUTH MOUNTAIN BRANCH BASED ON THE AMENDED SITE PLAN.

MOTION CARRIED.

7. Correspondence

Hamilton Spectator Article – November 22, 2005

Received for information.

8. Reports

8.1 Chief Librarian's Report

Received for information.

9. New Business

9.1 Inter Branch Courier Services

MOVED by Ms Brown, seconded by Ms Gautrey,

THAT APPROVAL BE GIVEN TO RENEW THE CONTRACT WITH MEDCOS COURIER LTD FOR THE PROVISION OF INTER BRANCH COURIER SERVICE FOR THE PERIOD OF JANUARY 1, 2005 TO DECEMBER 31, 2008 AND,

THAT APPROVAL BE GIVEN TO ISSUE A PURCHASE ORDER TO MEDCOS COURIER LTD IN THE AMOUNT OF \$8,393.85 PLUS GST PER MONTH FOR THE PERIOD JANUARY 1, 2006 TO DECEMBER 31, 2008 SUBJECT TO THE TERMS AND SPECIFICATIONS CONTAINED IN THE REQUEST FOR TENDER ISSUED MARCH 8, 2002 FOR:

- A) THE PROVISION OF COURIER SERVICE FOR THE TRANSPORTATION OF LIBRARY MATERIAL BETWEEN VARIOUS HAMILTON PUBLIC LIBRARY BRANCH LOCATIONS, FIVE DAYS A WEEK,**
- B) DAILY PICKUP OF MAIL FROM CANADA POST (MONDAY TO FRIDAY), AND**
- C) STORAGE OF DISCARDED LIBRARY MATERIAL DESTINED FOR THE LIBRARY BOOKSALE.**

MOTION CARRIED.

9.2 Non-Union Evaluation

MOVED by Mr. Carson, seconded by Councilor Pearson,

THAT THE RESULTS OF THE REPORT SUMMARIZING THE NON UNION JOB EVALUATION ARE ACCEPTED AND THE RECOMMENDATIONS BE APPROVED RETROACTIVE TO APRIL 1, 2003.

THAT THE LIBRARY CONTINUES TO LOOK FOR AN APPROPRIATE MECHANISM TO EVALUATE THE CASUAL NON-UNION POSITIONS.

MOTION CARRIED.

10. **Private and Confidential**

No items.

11. **Date of Next Meeting**

Wednesday, January 18, 2006

Central Library, Board Room

5:30 p.m. Dinner

6:00 p.m. Meeting

12. **Adjournment**

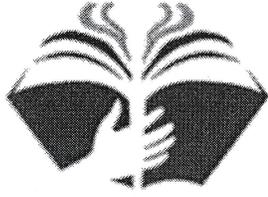
MOVED by Ms Moccio, seconded by Councillor Pearson,

THAT THE HAMILTON PUBLIC LIBRARY BOARD MEETING OF WEDNESDAY, DECEMBER 7, 2005 BE ADJOURNED.

MOTION CARRIED.

The meeting was adjourned at 7:00 p.m.

Minutes recorded by Karen Hartog



Hamilton Public Library

*Growing minds.
Growing community.*

DATE: Friday, January 13, 2006

REPORT TO: Chair and Members of the Board

FROM: Ken Roberts, Chief Librarian

SUBJECT: **Central Library 5th Floor Renovations Update**

The architect for the 5th floor renovations has been selected from the city architectural roster. We will use Graff Grguric and Associates with John Grguric as the lead architect.

There is now a completed program document that outlines each of the spaces to be created, as well as their relationship to each other.

The new Library Board Room will seat 24 people with sitting room for an additional 18 people. There is to be a kitchenette facility located close to the room. Both CommunityNet and Inform Hamilton are slated to move to the fifth floor and there will be renovations to the staff areas.

The architectural drawings will be brought to the Board before they are tendered.



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DATE: Thursday, January 12, 2006

REPORT TO: Chair and Members of the Board

C.C.: Ken Roberts, Chief Librarian

FROM: Beth Hovius, Director of Public Service and Collections

SUBJECT: **Update on the Ancaster Renovations**

RECOMMENDATION: Receive for information.

BACKGROUND:

Ancaster Branch Library will be closed from Thursday February 2nd at 6:00 p.m. until Wednesday February 9th for the move to Grange school. Approximately 1/3 of the collection will be available at Grange and the remainder will be stored at Grange. All existing staff can be accommodated in this location. As a result all programming will continue. The hours of operation will remain unchanged, unless there is a substantial drop in the use of the temporary location.

The Municipal Service Centre, Community Policing Office, and Community Information Service are also moving to Grange at this time.

Plans for the renovated building are continuing and a copy of the latest floor plan is included for information. The next step will be to determine the finishes, furniture and equipment. This will be coming to the Library Board with recommendations for funding.

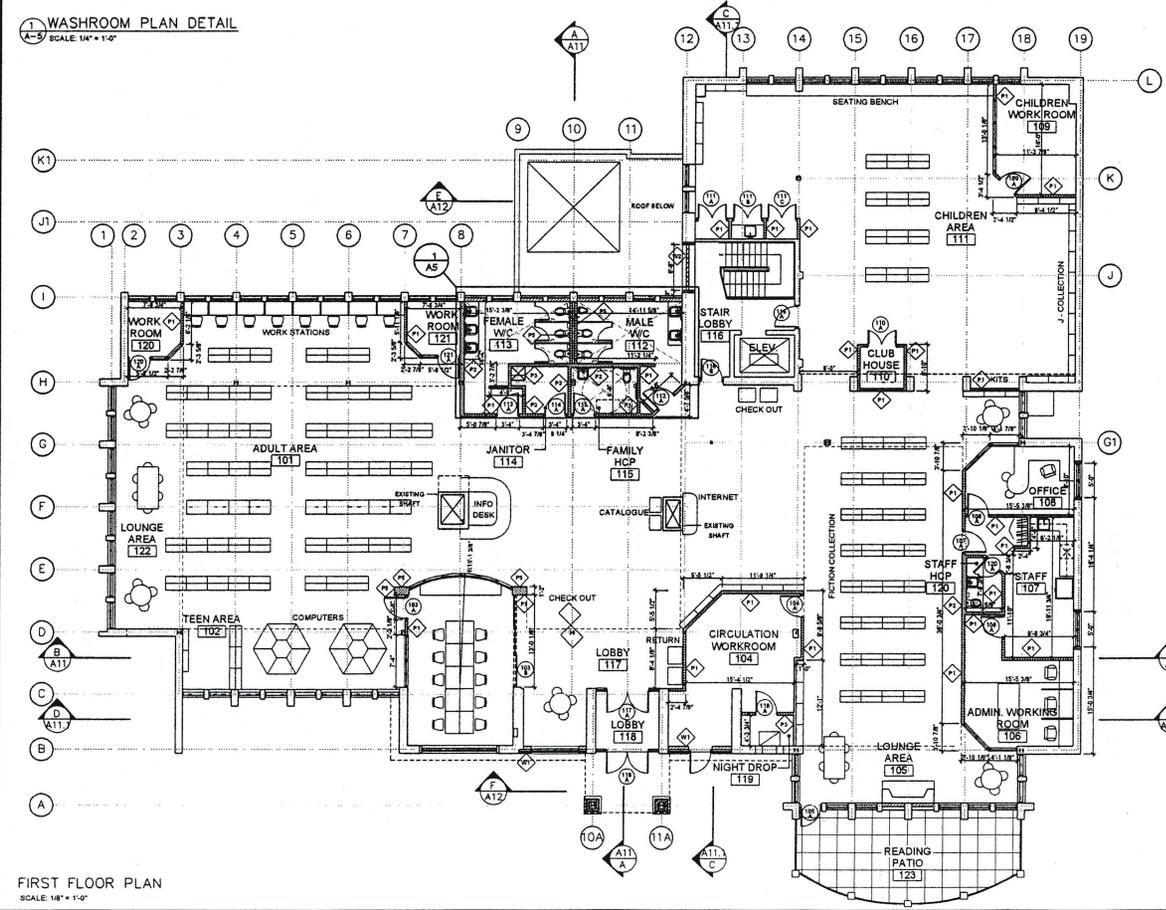
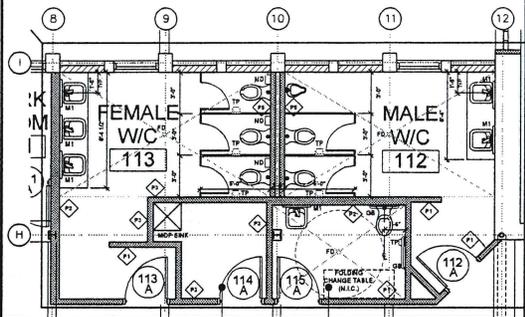
WALL TYPES

NEW EXTERIOR WALLS:

- ◆ 4" NOMINAL BRICK VENEER
- ◆ 1" AIR SPACE
- ◆ 2" RIGID INSULATION
- ◆ ANCHORAGE BARRIS
- ◆ 8" NOMINAL CONCRETE BLOCK
- ◆ 4"X8" GLASS BLOCK

NEW INTERIOR PARTITIONS:

- ◆ 1/2" GYP/SAB BOARD
- ◆ 3/8" STEEL STUDS @ 16" O.C.
- ◆ 1/2" GYP/SAB BOARD
- ◆ 1/2" GYP/SAB BOARD
- ◆ 3/8" STEEL STUDS @ 16" O.C.
- ◆ 1/2" GYP/SAB BOARD
- ◆ 1/2" GYP/SAB BOARD
- ◆ 1/2" GYP/SAB BOARD @ 16" O.C.
- ◆ 1/2" GYP/SAB BOARD
- ◆ 1" CONCRETE BLOCK
- ◆ 1/2" GYP/SAB BOARD
- ◆ 3/8" STEEL STUDS @ 16" O.C.



NO.	REVISIONS	DATE

DESIGN REVISION 2008/10/07

ANCASTER SQUARE
RENOVATIONS & ADDITIONS
325 WILSON STREET
HAMILTON, ONTARIO

FIRST FLOOR PLAN

GRAFF GRGURIC
ARCHITECTS
INCORPORATED



44 KING STREET EAST, UNIT 10
STONEY CREEK, ONTARIO, L8G 1K1
TEL: 905-664-8715 Fax: 905-664-8737
Web: www.2gai.com

SCALE	PROJECT
1/8" = 1'-0"	10508
DATE	DRAWING
JAN. 26, 2008	A5
DRAWN	CHECKED
J.L.B.	J.L.B.
PRINT DATE	DATE
05/11/08	05/11/08
COMP. FILE	DATE
10508-10508-01-01-01	05/11/08



DATE: January 13, 2006
REPORT TO: Chair and Members of the Board
C.C.: Ken Roberts, Chief Librarian
FROM: Linda Foley, Director, Human Resources
SUBJECT: Long Term Disability Insurance Carrier change

RECOMMENDATION:

That the Hamilton Public Library Board accept the proposed Long Term Disability quote with a two (2) year rate guarantee by RBC Insurance to commence March 1, 2006.

FINANCIAL/STAFFING/LEGAL IMPLICATIONS:

The costs for the Long Term Disability premiums are within the proposed 2006 operational budget.

BACKGROUND:

The Hamilton Public Library has an ongoing relationship with Brady Financial, who provides employee benefits consulting service to us for our Long Term disability program. In September 2005, in preparation of the renewal process, Brady Financial was asked by Human Resources to take the Long Term Disability to market. We were advised that a 14% increase just as a result of demographics was not unrealistic. The proposed renewal by the current provider, AIG, as negotiated by Brady Financial, represents a 10% increase in premiums. The move to the recommended carrier represents a rate increase of 4.05%, which is nearly 6% less than the renewal costs of the current provider.

In terms of the marketing process, the Library is a custom package that only one organization out of 20 firms represented by our benefits consultant chose to quote on aside from the current vendor. The Library may need to address plan design in the future to ensure our ability to provide any long term disability insurance

Chief Librarian's Report January, 2006

W. J. Robertson Medallion

Paul Takala, Manager of Electronic Services, is the 2006 recipient of the Ontario Public Library Association and Ontario Library Boards Association W.J. Robertson Medallion for Librarian of the Year. The annual award is presented to a public librarian "who has demonstrated outstanding leadership in the advancement of public library service in Ontario." Paul will be honoured at the upcoming Ontario Library Association's Super Conference in Toronto. During the past year, Paul was instrumental in the development of the myhamilton.ca portal. He was responsible for the community components as well as elements of the portal's federated search engine. "It is our strong belief that no individual public librarian in the province of Ontario has worked harder or more productively within the past year to expand the horizons of our profession," stated Ken Roberts to the Nomination Committee. "No community portal in North America features the local public library system so prominently, thanks largely to the efforts of Paul Takala."

Security Contract

The HPL contract for security services was tendered in the fall. The contract was awarded to Trojan Security. Trojan took over security responsibilities as of January 16th. Virtually all of our current security staff are moving to the new organization.

Training and Development Policy

The Training and Development Policy is not yet ready for the Board's consideration. We expect to have it for the February or the March Board meeting. We are still consulting with managers and making changes. Such a policy is unusual for public libraries. Our existing policy, put into effect just after amalgamation and funded through the employer's portion of the OMERS payment holiday, is not sustainable in terms of funding. At the same time, we want to have a strong sustainable policy that provides staff with the ability to improve their skills.

Courage Collection

The Hamilton Community Foundation has approved a grant of \$3,000 for the Courage Collection. The Courage Collection is a specialized collection of resource materials dealing with matters such as childhood traumas, recovery and healing issues and adult survivor topics. Youth Services will work with staff from the Community Child Abuse Council of Canada to purchase suitable print and non-print materials for the collection. The grant will also assist with our processing costs (\$4 per volume has been allocated).

Christmas Hours

As you know, we have constantly sought ways to provide good hours during the Christmas period while also allowing staff to take more vacation time. The method we have been using for the past several years, reducing hours in all location but keeping all location open, provides the best balance we have ever had.

Lynden Branch

I am continuing to meet with a group of Lynden volunteers who are interested in building a new library branch in their community.

East Flamborough Branch

As you know, the recommended city Capital budget for 2006 includes funding for the design portions of a new East Flamborough Branch. It is now clear that the Joe Sams site is not an option for this branch location. I have met with Councillor McCarthy in order to explore alternative locations. I have been encouraged to investigate the site on Highway #5 where the former Town Hall building sits, a building that is currently occupied by the Flamborough Municipal Services Centre and several other tenants.



DATE: January 6, 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
Beth Hovius, Director of Adult Services and Collections

SUBJECT: Radio Frequency ID (RFID) Pilot Project

RECOMMENDATION:

That staff be directed to prepare and issue an RFP for the implementation of Radio Frequency Identification (RFID) as a pilot project / proof of concept in a selected number of branches.

FINANCIAL/STAFFING/LEGAL IMPLICATIONS:

Financial Our initial appraisal indicates we will have sufficient funds to implement a pilot project. Actual costs will be brought to the Board with the recommendations resulting from the RFP.

Staffing Since this is a partial implementation, there will be an increase in work-load for our Technical Services staff and our library material vendors. Items to be processed for the pilot locations will need to be separated into a different processing stream. There will also be an impact on staff at the pilot locations, as items that have been shipped from non-RFID locations to fill holds will need to be tagged on arrival.

Legal Implementation will be in compliance with the *Guidelines for Using RFID Tags in Ontario Public Libraries*, Information and Privacy Commissioner, June 2004.

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

Strategic priority #3, Continue to Develop and Energize our Organization states "*The Hamilton Public Library will work with current and future staff members to harness energies and opportunities, to identify emerging trends, and to ensure that the library's workforce continues to acquire the training necessary to support the changing needs of those we serve. As an organization, the Hamilton Public Library*



commits itself to a work environment where staff are acknowledged and contributions are recognized."

Under Work Environment, the following initiative is listed: "*We will investigate RFID technology and, if it proves feasible, develop an implementation plan to use RFID as a means of improving circulation and security functions.*"

BACKGROUND:

We are proposing to pilot RFID as follows:

1. Ancaster – implementation to proceed as part of the planned renovations; to include customer service desk re-design; internal book drops for check-in; scanners/check-in antenna for exterior / interior book drops; security gates at both front and rear entrances; patron self-checkout units and staff workstations.
2. Westdale – emphasis on staff workflow improvements and impact of RFID on freeing staff to focus on information services, programming, etc.; partial implementation with minimal physical renovations; internal book drop for returns (requires relocating Branch Head office); staff workstations; security gates; no patron self-check. (This will enable us to demonstrate the value of patron self-check by comparing the results at Westdale with those at Dundas and Ancaster.)
3. Dundas – partial implementation at location with 3 exits / entrances; implement self-check in Children's Department and at back entrance; staff workstations; security gates. No physical renovations to existing circulation desk.

The pilot process limits our exposure and enables us to test the real benefits of the system and allows us to recommend full or partial implementation, no further implementation or, in a worst case scenario, gives us a pull-back point.

Through various processes, including anecdotes, staff meetings, staff interviews and the recent Holds summit, the following issues have been identified which implementation of RFID technology will help to address:

- Best practice in other libraries to address staff work-flow and staff deployment issues when facing increases in volume of circulation/requests/and movement of materials between locations.
- Concerns expressed by staff and management about the increase in demands on staff and the best use of staff expertise in serving customers
- Addressing ergonomic issues faced by staff in handling materials during the check-in and out procedures, unpacking and addressing delivery and meeting the increased demand due to the increase in moving materials to meet customer requests (holds).
- The need to increase customer service / satisfaction by enabling staff to focus on value added customer service, customer assistance, reader's advisory and information service.



- Increased customer demand for self-service options and for higher-level staff assistance.
- Limited physical space and changing space use.
- Loss rates in high demand formats such as CDs and DVDs
- Inadequate inventory control and time spent attempting to locate individual items that may have been accidentally or intentionally mis-shelved to meet customer requests.
- Lack of job satisfaction for staff who are forced to focus on materials and computer screens and not on interacting with their customers.

The Dundas branch has no security system. The main entrance to the branch opens to a landing. Stairs lead down to the Children's Department in the basement and up to the main adult collection. The Circulation desk is on the main floor at the doors leading to the stairs. There is an additional entrance at the side of the library used by patrons coming in from the parking lot, by parents with strollers and by individuals with mobility problems. It is very easy for patrons to remove items from the library by either door without checking them out. Anecdotal reports indicate that a "number" of items are regularly returned which have not been checked out.

The Ancaster Branch has two entrances and no security system. Branch renovations will enable us to take full advantage of the benefits of RFID in terms of designing staff and public traffic patterns and staff workflow.

Westdale Branch is a typical, busy community branch. They find the demands of check-in and out, delivery and holds mean that they rarely have adequate resources to staff the Information Desk. The branch staff are also open to experimenting with changes in workflow and other measures to ease the workload caused by the increase in volume of materials handled.

Experience of Other Libraries

Literature searches and telephone interviews with libraries that have implemented RFID and self-check technology indicate that staff and users adopt the technology very quickly. The Fruitville branch of the Sarasota (Florida) Public Library is in a community with a large number of seniors and a number of young families. In an interview last year, they reported that there is no difference between the seniors and others in the acceptance and use of the self-check - approximately 42% of circulation.

Telephone interviews with other libraries that have implemented different RFID and RFID / Materials Handling solutions indicates that we can expect a significant reduction of staff time spent on the Check-in / Check-out / and Check-in of delivery procedures. Uptake of self-check by the public ranges from 20% to 90% or more.

Measurement / Evaluation



Staff will develop measures of current activity and workload that can be used as a benchmark to evaluate the impact of the pilot projects.



Hamilton Public Library

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Growing community.*

DATE: Thursday, January 12, 2006
REPORT TO: Chair and Members of the Board
FROM: Ken Roberts, Chief Librarian
SUBJECT: **Facilities Master Plan**

Last December the Library Board agreed, in principle, that it was time to hold a special meeting in order to determine the next steps related to the Facilities Master Plan. I am suggesting that this meeting be held on the evening of March 1st.