

Mission Statement

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

Strategic Commitments

Unified Library System Sustainable Library System Accessible Library System

HAMILTON PUBLIC LIBRARY BOARD

**Regular Board Meeting and Inaugural Meeting
Wednesday, February 19, 2003**

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

**Terryberry Library
100 Mohawk Road West
(Alternate Parking Map)**

AGENDA

1. **Discussion Period**
 - 1.1 Hamilton Spectator Editorial – George Geczy Attachment #1.1
2. **Acceptance of the Agenda**
3. **Minutes of the Hamilton Public Library Board Meeting of Wednesday, January 15, 2003** Attachment #3
4. **Business Arising**
 - 4.1 Central Library Service Review – KR Attachment #4.1
Suggested Action: Recommendation
5. **Correspondence** Attachment #5

Letter from Mr. Joseph Rinaldo to Mr. Ken Roberts dated February 11, 2003
6. **New Business**
 - 6.1 Communications Strategic Report – MS/DW Attachment #6.1
Suggested Action: Presentation
 - 6.2 Chief Librarian's Report - KR Attachment #6.2

6.3 ALA/CLA Conference - KR

Suggested Action: Receive
Attachment #6.3

6.4 Non-Union Compensation - KR

Suggested Action: Receive
Attachment #6.4

6.5 Christmas Hours - KR

Suggested Action: Recommendation
Attachment #6.5

Suggested Action: Recommendation

7. Board Development

8. Private and Confidential

8.1 Dundas Pay Equity - KR

Oral Report

Suggested Action: Receive

9. Tour of Terryberry

10. Date of Next Meeting

Wednesday, March 19, 2003

Sherwood Library

5:30 p.m. Dinner

6:00 p.m. Meeting

11. Adjournment

UPCOMING/OUTSTANDING ISSUES

Proposed Revisions

Issue	Date Action Initiated	Board Member/Staff Who Initiated	Month item will appear on Agenda
Budget Definitions	From Jan. 16/02 agenda		New term
Drop Boxes – i.e. plan for replacement of existing inside drop boxes to external drop boxes	Nov. 2002	Ken Roberts/William Guise	March 2003
Fundraising Policies (5-1, 5-5, 60-1, 12-1)	Jan. 2003	Maureen Sawa	March 2003
Collections Strategic Report		Beth Hovius	March 2003
Collections Policies (1-7, 3-1, 3-2)		Beth Hovius	March 2003
Youth Services Strategic Report		Helen Benoit	April 2003
Library Strategic Plan 2003 – 4		Ken Roberts	April 2003
Staff Training Strategic Report		Maureen Sawa	May 2003
Technology Strategic Report		Kit Darling	June 2003
Facilities Strategic Report		Bill Guise	September 2003



Jan. 31, 12:51 EDT

In the information age, bookmark the library

George Geczy
The Hamilton Spectator

I've had the privilege of serving for the past two years as a member of the Hamilton Public Library Board, and it seems to me that in these times of city budgets and service cuts it is worth a look at some of the outstanding services that the library provides to our communities.

Some of my past Spectator columns have discussed the importance that I place on public accessibility to information and general knowledge, and public libraries play a key central role for this. Though some may suggest that the Internet and online information reduce the importance of the library, it is my view that an innovative and progressive library system is more relevant than ever before.

As one of those institutions that "always seems to be there," the library may be easy to take for granted. The Hamilton system includes 25 branches in total, from Sheffield in the west to Stoney Creek in the east. There are about 1.5 million items in the library's collections, and the annual circulation total exceeds 4.5 million items. Yet more than that, the library reaches into many aspects of the community where you may not expect to find it, and encompasses many new services that you may not yet be aware of.

The more traditional services include extensive children's programs, crowned by the Summer Reading Program with participation of almost 7,000 children and youth in 2002. The library also provides free public Internet access workstations, an important equalizer for those who are unable to afford Internet access from their homes. Also well used is the library's QUIC information service, in which library staff provide answers over the phone to a wide array of queries, or direct patrons to where the answers can be found.

Gaining popularity over the past few years is the library's Web-based catalogue, which allows citizens to search the library's collections over the Internet and have materials sent to their local branch for pickup. This resulting benefit of amalgamation allows rural branch users easy access to the full collections of the entire library system.

The Hamilton library system has led much of Canada in providing increased access to electronic information resources. There are databases available at any library branch that provide full searchable text archives from hundreds of major newspapers, magazines, business and scientific journals; even full encyclopedias. In addition, many of these resources can be used over the Internet from home by entry of a patron's library card number. Simply follow the database links from the library's Web site, <http://www.hpl.ca/> The library has also created its own searchable Internet index for local information and resources called PIC Hamilton.

Yet beyond just information, Hamilton's library system has been pro- active in the community. The Power of the Pen writing competition, organized with the support of The Spectator, is one example. The library is also actively involved in the support of many other initiatives, such as the Hamilton CommunityNet, HWIN (the Hamilton-Wentworth Information Network, a co-operative group with other community partners to increase high-speed connectivity resources in Hamilton) and the Hamilton Online Business Directory, and is a supporting partner for the Connect Hamilton project proposal that looks to tie together and expand even more of the community's online resources.

Through all this, the library system continues to increase its selection of services to meet new needs; an electronic Web and e-mail version of the QUIC free reference service will be launched soon, and electronic digital books (e-books) will soon form part of the library's collection. Traditional "bricks and mortar" services also get much attention, with renovated or relocated branches planned for Locke Street, Ancaster, and the south Mountain (in addition to the just-opened new Stoney Creek branch). A review and revitalization of the Central Library is also being planned.

Some of this has been difficult to accomplish with the fact that the amalgamated library service was identified from the start as being more expensive to run than the old organizations; this is due to offering "unified services" across the entire system, and the costs of creating pay equity between the three former systems and the new city. City budget pressures in the past two years have required the library to take its share of the pain -- forcing some reductions in branch hours, using reserve funds, and an additional cut of \$250,000 this year that will impose some more belt-tightening.

Yet the commitment of the library and its staff remains to provide a world-class library service that is "unified, sustainable, and accessible." I have every confidence we will continue to do that well into the future.

George Geczy is a software developer and computer consultant living in Ancaster.

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**HAMILTON PUBLIC LIBRARY BOARD
Regular Meeting**

**Wednesday, January 15, 2003
Regular and Inaugural Board Room
5:30 p.m. Dinner
6:00 p.m. Meeting**

MINUTES

PRESENT: Doreen Horbach, Joyce Brown, Peter Rogers, Glen Whitwell, Councilor Jackson, George Geczy, Maureen McKeating, Mac Carson, Mavis Adams, Anne Gravereaux, Chris McLaughlin

REGRETS: Councilor Caplan, Anita Culley, Dawna Petsche-Wark

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

1. DISCUSSION PERIOD

1.1 Stoney Creek Grand Opening

Board Members were reminded of the Grand Opening scheduled for Saturday, January 18th.

2. ACCEPTANCE OF THE AGENDA

MOVED by Mr. McLaughlin, seconded by Ms Gravereaux,

THAT THE AGENDA BE APPROVED AS PRESENTED.

MOTION CARRIED.

3. MINUTES

3.1 MINUTES OF THE HAMILTON PUBLIC LIBRARY BOARD MEETING OF WEDNESDAY, DECEMBER 18, 2002

Item 4.1 "Code of Conduct" should read "Conflict of Interest".

MOVED by Mr. Whitwell, seconded by Mr. Geczy,

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

MOTION CARRIED.

3.2 MINUTES OF THE HAMILTON PUBLIC LIBRARY SPECIAL MEETING OF THE BOARD OF WEDNESDAY, JANUARY 8, 2003

MOVED by Ms McKeating, seconded by Ms Brown,

THAT THE MINUTES OF THE SPECIAL MEETING OF THE BOARD HELD WEDNESDAY, JANUARY 8, 2003 BE ADOPTED AS PRESENTED.

MOTION CARRIED.

4. CONCLUDE BUSINESS OF REGULAR MEETING

MOVED by Mr. McLaughlin, seconded by Ms Gravereaux

THAT THE MEETING BE ADJOURNED.

MOTION CARRIED.

5. REPORT OF THE NOMINATING COMMITTEE MEETING OF WEDNESDAY, JANUARY 8, 2003 AND ELECTIONS

Mr. Geczy presented the proposed slate of officers for 2003:

Chairperson:	Doreen Horbach
Vice-Chairperson:	Joyce Brown

Executive Committee: Doreen Horbach
Glen Whitwell
George Geczy
Mavis Adams

2004 Nominating Cmte: Maureen McKeating
George Geczy
Mavis Adams
Doreen Horbach

SOLS Representative: Glen Whitwell

Nominations for the position of Chairperson

There were no nominations from the floor.

Ms Horbach was elected Chairperson of the Hamilton Public Library Board for the year 2003.

Nominations for the position of Vice-Chairperson

There were no nominations from the floor.

Ms Brown was elected Vice-Chairperson of the Hamilton Public Library Board for the year 2003.

Nominations for the position of SOLS Representative

There were no nominations from the floor.

Mr. Whitwell was elected SOLS Representative of the Hamilton Public Library Board for the year 2003.

Nominations for the Executive Committee

There were no nominations from the floor.

Mr. Whitwell, Ms Horbach, Mr. Geczy and Ms Adams will sit on the Executive Committee for the year 2003.

Nominations for the 2004 Nominating Committee

There were no nominations from the floor.

Ms McKeating, Ms Horbach, Mr. Geczy and Ms Adams will sit on the Executive Committee for the year 2003.

6. 2003 BOARD CHAIRMAN CALLS THE INAUGURAL MEETING TO ORDER

No reports.

7. BUSINESS ARISING

7.1 Virtual Tour

Mr. Guise provided a virtual tour for the Dundas, Locke, Picton, Westdale and Stoney Creek branches.

7.2 Operating Budget

Mr. Roberts provided an update regarding the 2003 operating Budget. At this stage, Council's Committee of the Whole has passed the library's draft presented budget.

7.3 Outside Board Fundraising

MOVED by Ms Brown, seconded by Mr. Whitwell,

THAT THIS ITEM BE TABLED UNTIL THE FEBRUARY 2003 MEETING.

MOTION CARRIED.

8. CORRESPONDENCE

There was no correspondence.

9. NEW BUSINESS

9.1 Central Library Mandate

Ms Sawa provided a presentation regarding the Central Library Review.

Several questions/comments were discussed by board members. It was suggested that Mr. Ron Marini, Director, Downtown Renewal, be invited to a future meeting for an information session.

MOVED by Ms McKeating, seconded by Mr. McLaughlin,

THAT THE HAMILTON PUBLIC LIBRARY BOARD STRIKE A COMMITTEE CONSISTING OF BOARD/STAFF MEMBERS TO PROVIDE A MORE IN-DEPTH STUDY REGARDING THE GOALS, THE MEASURING OF OUR PROGRESS AND OUR ASSUMPTIONS.

MOTION CARRIED.

The board members on this committee will be Ms McKeating, Mr. Rogers, Mr. McLaughlin, Ms Horbach and Ms Gravereaux.

9.3 Summer Reading Club Report

Ms Benoit was congratulated on the report. Board Members provided some suggestions on how the Library could measure the outcomes of the program. Ms Horbach will discuss further with Ms Benoit.

10. BOARD DEVELOPMENT

10.1 Leadership Forum/Community Development

This item was deferred until the February meeting.

11. PRIVATE AND CONFIDENTIAL

MOVED by Ms Gravereaux, seconded by Ms Brown,

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

MOTION CARRIED.

MOVED by Mr. Rogers, seconded by Mr. McLaughlin,

THAT THE IN-CAMERA SESSION BE ADJOURNED.

MOTION CARRIED.

12. DATE OF NEXT MEETING

Wednesday, February 19, 2003

Terryberry Library

5:30 p.m. Dinner

6:00 p.m. Meeting

11. ADJOURNMENT

MOVED by Mr. McLaughlin,

**THAT THE HAMILTON PUBLIC LIBRARY BOARD MEETING OF
WEDNESDAY, JANUARY 15, 2003 BE ADJOURNED.**

MOTION CARRIED.

The meeting was adjourned at 9:05 p.m.

Minutes recorded by Karen Hartog.



*Growing minds.
Growing community.*

Hamilton Public Library

Memo

To: Doreen Horbach, Hamilton Public Library Board Chair

From: Ken Roberts, Chief Librarian

C.C.: Hamilton Public Library Board Members

Date: February 14, 2003

RE: Central Library Review Goals

Recommendations:

That the goals of the investigative stage of the Central Library Review be:

To identify what both users and non-users want from their Central Library;

To determine the most appropriate role for the Central Library in a fully integrated Hamilton Public Library system;

To identify, through conversations with the City of Hamilton and other partners, how the Central Library can best contribute to downtown revitalization;

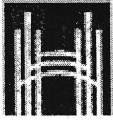
To determine, through an environmental scan, the best practices of other relevant library systems;

That the findings of the investigative stage of the Central Library Review be reported to the library board and then be used as the basis for Hamilton Public Library staff to proceed with a comprehensive revitalization strategy for the Central Library.

Background

The Hamilton Public Library Board, at its January meeting, referred the "Goals" statements of the proposed Central Library Review to a committee of Board and staff members. The committee (Doreen Horbach, Peter Rogers, Anne Gravereaux, Maureen McKeating, Chris McLaughlin, Ken Roberts and Maureen Sawa) met on February 5, 2003.

The committee reviewed the goals of the Central Library Review and decided that the goals, as written, were actually outcome statements. The committee re-wrote the goals to be broader in nature and to reflect the fact that a strategy can only be developed after consultation with the public, staff, and relevant partner organizations. The process now allows the results of the investigative process to be shared with the board and for the conclusions to be approved by the board before a strategy for changing and developing responses is developed.



City Hall, 71 Main Street West
Hamilton, Ontario,
Canada L8P 4Y5
www.hamilton.ca

Hamilton

February 11, 2003

Ken Roberts
Secretary
Hamilton Public Library Board
City of Hamilton
55 York Blvd
Hamilton ON L8R 3K1

Dear Ken,

This is in reply to your January 13, 2003 letter to Bob Robertson regarding expansion of the Ancaster Library Branch.

There is an existing Capital Project (Acct. 3100041302) that was approved in 1999 by the former Town of Ancaster for the expansion of the Ancaster library. The amount of the approved project is \$238,000 and was fully funded from reserves. There have been no expenditures on this project to date.

Since Council for the new City of Hamilton have not had the opportunity to consider the Ancaster Library expansion, I believe it would be appropriate to advise Council through a report seeking approval for the expansion. The report should justify the need for the expansion, as well as address any financial considerations for any costs over and above the \$238,000 of funds available and any operating budget impacts.

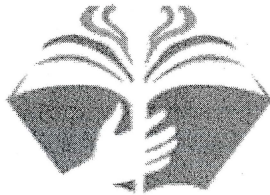
Please contact me if you have any questions or concerns.

Yours truly,

A handwritten signature in cursive script, appearing to read "Joseph L. Rinaldo".

Joseph L. Rinaldo
General Manager,
Finance & Corporate Services

cc: Bob Robertson, City Manager
Catriona Jarvie



Hamilton Public Library

*Growing minds.
Growing community.*

DATE: February 14, 2003
REPORT TO: Chair and Members of the Board
C.C.: Ken Roberts, Chief Librarian
FROM: Karen Hartog
SUBJECT: Communications Strategic Report

The report will be made available electronically Tuesday afternoon. Daphne Wood has been attending her courses the last three weeks and has not had the opportunity to complete the formatting on the final report.

By not posting the report electronically until Tuesday, this will allow her to return to her office to complete the final revisions.

Report of the Chief Librarian February, 2003

This is not intended to be a report on all issues that pertain to the operation of the library system. It is intended only to highlight issues that might be coming to the library board in the next couple of months (a heads-up) or issues that should be brought to the attention of the board and that board members, may, if they wish, question.

Administration Offices move

The library board gave administration permission to negotiate an agreement with the city that would allow the city to use more of the sixth floor space in return for the city taking responsibility to pay for renovations if administration staff re-locate onto the second floor of the Central Library. (Electronic Services and Children's staff would also be affected.) Since that time, we have widened the circle of areas that may be involved and have looked at the Fifth Floor space currently occupied by Communications and Community Development. It may be more cost effective and more operationally efficient to move Admin to the 5th floor. We would be located within the library itself. The city is drawing up tentative plans. The move would involve Admin staff, Electronic Services staff, Children's staff, and Communications & Community Development staff.

Horizon Migration

Horizon is the newest version of our "Dynix" (Epixtech) library automated library system. Our current system, which is a text-based system, is being phased out and all customers are being slowly converted to "Horizon", a graphic-based system. The Horizon system, once implemented, is somewhat cheaper to maintain.

When the three library boards were amalgamated we knew that we would have to convert, soon, to the Horizon product. We chose, at that time, to unify the library boards using the current Dynix product and then to migrate. We did this to minimize staff training and to allow a "day-one" transition to a unified catalogue. At the same time, we sized all new system computers for the Horizon product.

You can visit a Horizon website at <http://www.epixtech.com/products/horizon/index.asp>. There is also a downloadable product brochure that shows typical screens. Dynix/Epixtech/Horizon staff will be coming to Hamilton on March 21st to demonstrate the Horizon product. This is a major migration that will take a lot of staff resources and will require an extensive training program for all staff. There is no current budget for this project (see the section on OMERS funds).

OMERS Funds

As you may remember, individual library staff members and the library board are enjoying a "holiday" from paying into our pension fund (OMERS). The City of Hamilton approved a board request to have the 2001 employer "savings" placed in a reserve for library use. This reserve has funded the Education Policy, improved our funding for Training and has funded the library's need for higher than normal legal costs (as a result of amalgamation). Bill Guise and I met with the city's Director, Budget & Fiscal Policy Services, Rob Rossini. Rob made it clear that the Library Board can request that the employer portion of the 2002 savings (and each subsequent year's savings) be placed in library reserves. There will be an expectation that the Library Board should identify the strategic and amalgamation related projects upon which it intends to use the funds (e.g. migration to Horizon, etc). We will have a proposed board motion ready for the March board meeting. The motion to transfer OMERS funds to library reserves will be supported by city staff.

Central Library – patron issues

We are having difficulties with a number of young adult users of the Central Library. They are abusive and loud and are making both staff and patrons of the building more than uncomfortable. We are planning to use a no-tolerance approach coupled with an increased awareness of downtown services that might be available for them to use. We are also planning to install several video cameras at the exit turnstiles.

Ottawa/CUPE “pornography on the Internet”

I have attached an article from the *Globe and Mail* that was published on Monday, February 10th. The Hamilton Public Library is being cited by the Ottawa Public Library’s CUPE local as a library system that has policies to protect and support staff and library users from explicit Internet sites. The article is mostly correct. There are several inaccuracies. For example, the Hamilton Public Library is far from the only library system to use such policies, and we do not log or monitor patron Internet use. The *Hamilton Spectator* also ran an article (On Tuesday, February 11th). The Spectator article includes a quote from Wendy Newman, President of the Canadian Library Association and Chief Librarian of the Brantford Public Library. Wendy called early on Tuesday morning, after seeing the article. She was a bit stunned at the quote, since she had not spoken with a Spectator reporter. The Spectator used a file quote that related to the Ottawa situation. Wendy wanted to make it clear that she did not and would not attack the Hamilton position.

Budget/City Structure

We have no additional budget news, which is good.

The City’s CAO has re-structured the city departments. The announcement of the new structure does not include any information about how the library is to relate, administration to administration, with the city. Mr. Robertson and I have agreed to meet once he returns from South Africa. I am confident that a good reporting structure will be put in place.

Ancaster Renovations

Board correspondence includes a letter that gives permission to use the entire upper floor of the former Ancaster Town Hall as library space. The letter also sets out the balance in funds that have already been set aside for branch renovations (\$238,000). This will not be enough money for the renovation. Once we have an estimate from the architect we will look at other sources of funds (e.g. development charges). We have approached city staff in order to start the process of selecting an architect to do an evaluation.

Sheffield Branch

The public school board is appointing, in March, a senior staff member to handle the disposition of the schools slated for closure. We will be speaking with them about the fact that the library in Sheffield is on school property and does share a well with the school. I have spoken with Dave Braden, the counselor for the East Flamborough, about this issue.

Connect Hamilton

The Hamilton Public Library is a major partner in the Connect Hamilton project. The main component of this project, if funding is obtained, will be a true community portal. If the Connect Hamilton grant is obtained and the project proceeds, it will affect the pichamilton site. It will, in fact, greatly expand the pichamilton site and make it more dynamic. The Connect Hamilton project will be highlighted in the Technology implementation report.

From globeandmail.com, Monday, February 10, 2003

Librarians caught in the Net

Should a library be a 'porn palace' or porn-free? RAY CONLOGUE reports on the union grievances and philosophical disputes the issue has sparked

TORONTO -- Last week, representatives of Ottawa's librarians called the city's libraries a "porn palace." The problem is young men signing on to hard-core Internet pornography sites in full view of library staff and other users.

The beleaguered librarians, feeling they have been left to deal with the problem by see-nothing, do-nothing managers, have filed grievances through the Canadian Union of Public Employees. And they're not alone. While grievances have not yet been filed in other jurisdictions, there is unhappiness aplenty.

"We had a librarian chased by kids when she tried to shut down their [porn] site," says Christina Duckworth-Pilkington, who works at Toronto's Downsview Library.

Librarians made a presentation to the board of the Toronto library system three years ago asking for an Internet policy, including sanctions against people who break the rules. A policy was duly announced but, CUPE representative Sue Leger says, "it didn't incorporate any of the librarians' suggestions." According to Duckworth-Pilkington, the Toronto board was concerned with "making sure their liability was covered, that they couldn't be charged," rather than protecting their employees.

The Toronto board did reply to the concerns, tardily, with an amendment to the policy in September, 2002. "The amendment authorizes staff to take action if anyone is viewing unsuitable material," says Michelle Topa, a senior planning officer. In addition, the Internet policy is now posted publicly so librarians can point it out to offending customers.

Much of this is lawyer-driven manoeuvring. But behind it lies a major philosophical dispute about what libraries are for. Management, whose views are reflected in the stance of the Canadian Library Association, see this as an intellectual-freedom issue. They are afraid that censoring even the worst pornography will start a slippery slope, and eventually all sorts of Internet content will be banned, including a good deal that is legitimate and essential.

"What if somebody needs to research breast cancer, or a kid has some private issues about transsexuality and desperately wants to learn more about it?" says Wendy Newman, president of the CLA. She believes that Canada's Charter of Rights and Freedoms obliges libraries to provide all manner of information, including what some people consider pornographic.

Lorne Carter, the CUPE officer representing Ottawa's librarians, says that librarians "are being made sick by what they see" in the name of intellectual freedom. He argues that "in a democracy there must be a balancing of interests." Freedom of information must be balanced against the human rights of the librarians.

CUPE is relying on Ontario's Human Rights Code to argue that "no employee shall be subject to harassment in the workplace," where harassment can include what Carter calls "a poisoned work environment. That means being exposed to materials of a degrading nature, where you the individual are being focused on in some way: your gender, your race, your religion." The deciding factor is the complainant's own beliefs.

For library management, this opens the nightmarish possibility of a religious librarian preventing the transsexual kid from learning about people like herself because the librarian is offended. For Newman, "this is not a new issue," but merely a continuation of the ancient struggle about what kinds of books should be excluded from libraries. It took decades for *Lady Chatterley's Lover*, not to mention homosexual novels, to reach the shelves. She fears that censoring the Internet could cause this progress to be lost.

All parties recognize that in one sense, the Internet is utterly unlike books. No library can buy every book in the world, and so they pick and choose. Hard-core pornography is not on any library shelf in Canada. "Even if somebody says they'll donate skin magazines to the library, we wouldn't accept it," says Ken Roberts, Hamilton's chief librarian.

But everything is on the Internet, including pornography and racism, and it all comes into the library.

In the United States, Congress addressed the issue in December with a blunt instrument called the Children's Internet Protection Act. It obliges libraries receiving federal funds to install filters on all computers. The problem, as

everyone admits, is that filters "overblock and underblock." They overblock by taking out, say, all references to "sex" or "affair." The near-comic outcome, as one librarian pointed out, is that an entire magazine database might be blocked because it includes a journal called Business Affairs. Underblocking, on the other hand, is what happens when a pornography peddler slips through simply by removing the word "sex" from her Web site.

In Canada, land of compromise, some library systems (such as Toronto and Ottawa) use filters on computers designated for children's use, but leave adult computers unfiltered.

A further challenge is that some Internet content is actually illegal under Canadian law: pedophile pornography and incitements to racial hatred, for example. On this, everyone agrees that the library must intervene. "Material clearly against the law, not only do you stop it, but you call the police," Newman says.

However, hard-core conventional pornography is legal. It is perfectly legitimate to show a man and a woman copulating, and even animated sites showing popular cartoon characters being raped are arguably legal.

In many libraries, this kind of thing is dealt with using privacy screens. In Hamilton, Roberts says, a user is not normally asked to stop just because a librarian has noticed. That usually requires a complaint from another library user.

CUPE holds up the Hamilton library system as a model of courageous and responsible management. Hamilton is still the only system in Ontario that suspends the library privileges of anyone using a computer to "display overt sexual images," even legal ones.

This means that in Hamilton, librarians must decide for themselves which legal sexual images are acceptable and which are not. This is the "slippery slope" that makes the Canadian Library Association so nervous, but Roberts says it is not difficult in practice.

"We restrict explicit sexual images in the same way we don't collect sexual books, on the grounds it's not a good use of limited resources. Also, we forbid behaviour that disturbs others, including setting a machine so the pornography

persists after you leave. And we monitor all that by installing software which lets us trace exactly what each user has done."

On the difficult question of where to draw the line on sexual images, Roberts says the policy is clear. Not only actual copulation, but even standard Playboy-type nudity is forbidden. On the other hand, when an off-duty policeman complained that some boys looking at pictures of women in bikinis offended him, the library dismissed the complaint.

Implicit in this is that librarians do sometimes have to look at offensive material. That, Newman says, is a librarian's professional duty and she has little patience with librarians who find such work shocking or upsetting. "It's a core value of librarianship that you protect diversity," she says.

Many librarians are sympathetic to the argument. "We also believe in intellectual freedom," Duckworth-Pilkington says. "We just want management to ensure our physical safety."

At the end of the day, the problem is really about evasive and unresponsive management. The Ottawa situation has already put other library systems on notice. "Just this week we introduced computer booking software" that will shut off screens automatically, says Ron Dyck, director of information technology in Toronto's libraries. This will save librarians from the awkward task of shutting off screens themselves, a major Ottawa complaint.

If librarians and management can regain mutual trust, they will find common ground to protect intellectual freedom, says Jane Pyper, director of planning and policy for Toronto. "It's a balancing act. Much as you'd like black and white rules, we have to judge individual cases. We consider freedom on the one hand and respecting other people's rights to an enjoyable environment. We have to use the policies together."

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Hamilton Public Library

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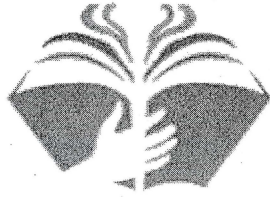
Memo

To: Doreen Horbach, Hamilton Public Library Board Chair
From: Ken Roberts, Chief Librarian
C.C. Hamilton Public Library Board Members
Date: February 14, 2003
RE: ALA/CLA

As mentioned in November and December Board meetings, the American Library Association/Canadian Library Association conference will be held in Toronto on June 21 – 24, with a number of excellent pre-conferences. The website for the conference, including the program, can be reached at <http://www.ala.org/events/annual2003/>. Daily exhibit registration is available at \$35.

Board members wanted the opportunity to review the program and to determine which board members might like to attend. Karen has checked hotel availability. It is not good. Everything within about 12 – 15 blocks of the convention centre is booked. The conference organizers have block booked many rooms and some may come available.

Right now, the board's annual budget is \$5,000 for conference attendance. The board may wish to increase this amount for 2003, depending on what board members wish to do after reading the program.



Hamilton Public Library

*Growing minds.
Growing community.*

DATE: January 7, 2003
REPORT TO: Chair and Members of the Board
C.C.: Ken Roberts, Chief Librarian
FROM: Linda Foley, Manager Human Resources
SUBJECT: Non-Union Salaried Employee Wage Increase

RECOMMENDATION:

That the non-union salary grid for all full-time staff be increased by 2.5% effective April 1, 2002 and that individual salaries be adjusted accordingly.

FINANCIAL/STAFFING/LEGAL IMPLICATIONS:

The cost of the increase based upon the current full-time staffing levels and positions on the applicable salary ranges is \$69,530. The impact on benefits plans is \$6,497. These funds form part of the approved budget that was submitted to the city and approved by Committee of the Whole in January, 2003.

BACKGROUND:

The City of Hamilton approved an identical increase for its non-union staff members. The Hamilton Public Library's full-time non-union staff are rated in accordance with the city's job evaluation process and are paid at the city rates. The expectation is that the salary grid for library full-time non-union staff will remain "in sync" with that of city full-time non-union staff. This increase maintains wage parity with the City of Hamilton, as is the current practice. In December, 2002, City Council approved a 2.5% increase in full-time non-union wages retroactive to April 1, 2002.



Hamilton Public Library

*Growing minds.
Growing community.*

Memo

To: Doreen Horbach, Hamilton Public Library Board Chair
From: Ken Roberts, Chief Librarian
C.C. Hamilton Public Library Board Members
Date: February 14, 2003

RE: Christmas Hours

Recommendation:

That at least the Central Library, Terryberry, Saltfleet and Dundas remain open for their normal hours (excluding statutory holidays) between Christmas, 2003 and New Year's Day, 2004.

That, should sufficient staff be available, additional locations may be opened between Christmas and New Year's.

Background

The former Hamilton Public Library Board began to close most branches between Christmas and New Year's several years ago. The Library Board decided to close these locations for three reasons:

- The City was closing all services between Christmas and New Year's as a budget saving initiative and wanted the library to follow suit;
- The Library Board needed to save money;
- We had had problems for years with the fact that many staff wanted to take vacation or leaves of absence during the holiday season. Staff were disappointed when they could not take their vacation.

The former Hamilton Public Library system adopted a different method from that used by the City. We did not force staff to take time. We allowed staff to choose either vacation or leave without pay. The system was staff friendly but exceptionally difficult to manage. It has become even more difficult to manage in the past two years. The method also made it difficult to ensure that we would have sufficient staff to open any location. Basically, we adjusted our service to staff requests and hoped that we could provide service.

We have experienced a sharp rise in problems. None of the problems are the fault of anyone. They all arise from the fact that the method we use (choosing vacation or leave of absence) was originally informal and permissive and did not have the myriad of policies that a more structured annual practice attracts. There is an increase in the number of staff who think they should receive a higher rate of pay, who want to work but also want to "name" the location where they will work, or who change their minds once the schedules are set and who feel that, since our process is permissive, that they have the right to change. We cannot overlay the necessary structure on what has been a permissive and loose arrangement.

The practice does not save as much money as the city or the library board once expected and Sunday closures are not presently a part of the board's annual budget. We still have to find \$250,000 in annual savings and closing locations between Christmas and New Year's would help us to find some of that money. Bill estimates that the closure only saves around \$20,000, mostly through the fact that staff taking vacation do not have to be replaced.

If all locations stay open, even fewer staff than was once the case could be allowed to take Christmas vacation. Our staffing levels are tighter and more staff would have to be replaced by on-call replacements. Our on-call list is shorter. CUPE would prefer for us to keep that list short in order to retain work for staff that may be working in temporary placements but may, in the near future, want more call-in hours. A short list means that fewer staff can take vacation at one time, unless closure is a part of the schedule.

Our intention would be to allow additional approvals up to the level of staffing needed to maintain services at the listed locations and to maintain any needed support services. Staff in the listed locations and the closed locations would share the work at the open locations.

We would come back to the board if it appears that we could open other locations, although any additional staff might also be able to work on worked related to the Horizon migration.