

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
Wednesday, March 19, 2003**

**Sherwood Library
467 Upper Ottawa Street**

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

AGENDA

1. Discussion Period
2. Acceptance of the Agenda
3. Minutes of the Hamilton Public Library Board Meeting of Wednesday, February 19, 2003 Attachment #3
4. Business Arising
 - 4.1 OMERS Attachment #4.1
 - 4.2 Christmas Closure Attachment #4.2

Suggested Action: Recommendation
5. Correspondence
6. Reports
 - 6.1 Chief Librarian's Report Attachment #6.1

Suggested Action: Receive

7. New Business

7.1 Strategic Report 2003

Attachment #7.1

Suggested Action: Receive

7.2 Fundraising Policies

Attachment #7.2

Suggested Action: Recommendation

7.3 Collections Policies

Attachment #7.3

Suggested Action: Recommendation

7.4 Collections Report

Attachment #7.4

Suggested Action: Receive

7.5 DVDs

Attachment #7.5

Suggested Action: Recommendation

7.6 Reserves

Attachment #7.6

Suggested Action: Recommendation

7.7 Pages – Salary

Attachment #7.7

Suggested Action: Recommendation

8. Board Development

9. Private and Confidential

9.1 Labour Issues Report

Oral Report

9.2 Pay Equity

Oral Report

10. Date of Next Meeting

Wednesday, April 16, 2003

Mount Hope

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	April 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

**HAMILTON PUBLIC LIBRARY BOARD
Regular Meeting**

**Wednesday, February 19, 2003
Regular Board Meeting
Terryberry Library
5:30 p.m. Dinner
6:00 p.m. Meeting**

MINUTES

PRESENT: Doreen Horbach, Joyce Brown, Peter Rogers,
Councilor Jackson, George Geczy, Maureen McKeating, Mac
Carson, Mavis Adams, Anne Gravereaux, Chris McLaughlin.
Councilor Caplan, Anita Culley, Dawna Petsche-Wark

REGRETS: Glen Whitwell

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

GUESTS: Amy Hunter, Daphne Wood

1. DISCUSSION PERIOD

1.1 Hamilton Spectator Editorial – George Geczy

Mr. Geczy was thanked for writing the excellent article that appeared in the Hamilton Spectator's January 31st editorial.

1.2 Central Library Issues

Mr. Roberts informed the Board members regarding the recent incidents at the Central Library.

1.3 "The Pigman"

Ms Benoit passed around the brochure advertising the "The Pigman" at the Tivoli Theatre. Every Grade Seven class that has a visit with Hamilton Public Library will be entered into a draw. The winning class will receive a visit at their school from

the cast of the play. The Pigman is playing at the Tivoli Theatre February 28 to March 8, 20.

2. ACCEPTANCE OF THE AGENDA

Add 8.2 Grievance Update

MOVED by Councilor Caplan, seconded by Mr. Rogers,

THAT THE AGENDA BE APPROVED AS AMENDED.

MOTION CARRIED.

3. MINUTES OF THE HAMILTON PUBLIC LIBRARY BOARD MEETING OF WEDNESDAY, JANUARY 15, 2003

MOVED by Ms Adams, seconded by Ms Brown,

THAT THE HAMILTON PUBLIC LIBRARY BOARD MINUTES OF WEDNESDAY, JANUARY 15, 2003 BE ADOPTED AS PRESENTED.

MOTION CARRIED.

4. BUSINESS ARISING

4.1 Central Library Service Review Goals

MOVED by Councilor Caplan, seconded by Ms Gravereaux,

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 CENTRA 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.

MOTION CARRIED.

5. CORRESPONDENCE

Letter from Mr. Joseph Rinaldo, General Manager, to Mr. Ken Roberts, Chief Librarian, dated February 11, 2003

Received for information.

6. NEW BUSINESS

6.1 Communications Strategic Report

Ms Wood presented the Communications Plan to the Board. The report was received for information.

6.2 Chief Librarian's Report

Received for information.

6.3 ALA/CLA Conference

Ms Brown expressed interest in attending the full conference. Ms Adams, Ms Petsche-Wark and Ms Horbach requested exhibit passes.

6.4 Non-Union Salaried Employee Wage Increase

MOVED by Mr. Carson, seconded by Ms Brown,

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.

MOTION CARRIED.

6.5 Christmas Hours

THAT AT LEAST THE CENTRAL LIBRARY, TERRYBERRY, SALT FLEET AND DUNDAS REMAIN OPEN FOR THEIR NORMAL HOURS (EXCLUDING STATUTORY HOLIDAYS) BETWEEN CHRISTMAS, 2003 AND NEW YEAR'S DAY, 2004.

MOTION CARRIED.

7. **BOARD DEVELOPMENT**

No new items.

8. **PRIVATE AND CONFIDENTIAL**

MOVED by Ms Petsche-Wark, seconded by Ms Brown,

THAT THE HAMILTON PUBLIC LIBRARY BOARD MOVE IN-CAMERA TO DISCUSS DUNDAS PAY EQUITY AND GRIEVANCES.

MOTION CARRIED.

MOVED by Ms Brown, seconded by Ms Gravereaux,

THAT THE IN-CAMERA SESSION BE ADJOURNED.

MOTION CARRIED.

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

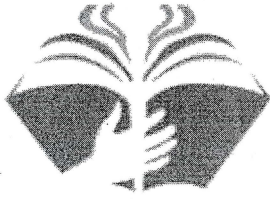
MOVED by Mr. McLaughlin,

**THAT THE HAMILTON PUBLIC LIBRARY BOARD MEETING OF
WEDNESDAY, FEBRUARY 19, 2003 BE ADJOURNED.**

MOTION CARRIED.

The meeting was adjourned at 7:45 p.m.

Minutes recorded by Karen Hartog.



Hamilton Public Library

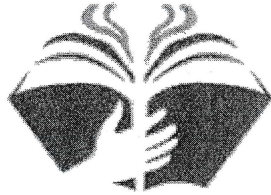
*Growing minds.
Growing community.*

DATE: March 14, 2003
REPORT TO: Chair and Members of the Board
FROM: Ken Roberts, Chief Librarian
SUBJECT: OMERS

BACKGROUND:

As you may remember, the City of Hamilton has agreed to allow the Hamilton Public Library Board to apply the employer portion of OMERS savings to specific projects and initiatives, as identified by library staff and the Hamilton Public Library Board. At this point, the unassigned employer portion of the savings is worth approximately \$800,000. This cannot be spent on the operating budget since it is "one time" money.

We will be recommending that the funds be spent in several areas, over the next few years. These areas will include Training (previously committed), consultant and legal costs related to amalgamation, the conversion of our automated library system from Dynix to Horizon, Dundas pay equity costs, and the provision of ergonomic work stations for staff (where appropriate). A rough calculation would seem to indicate that these projects might require the existing OMERS fund. There is every indication that some additional funds will be coming to the library system in 2004.



Hamilton Public Library

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DATE: March 10, 2003

REPORT TO: Chair and Members of the Board

C.C.: Ken Roberts, Chief Librarian

FROM: Beth Hovius, Coordinator, Collections and Adult Services
Maureen Sawa, Coordinator, Information and Adult Services

SUBJECT: **Holiday Hours**

RECOMMENDATION:

That the motion of February 19, 2003 regarding Holiday hours be rescinded.

That between Christmas 2003 and New Years 2004 all locations of the Hamilton Public Library system, except the bookmobiles, be open until 5:00 p.m., following their regular schedule of open hours.

That Administration prepares a report in January 2004 that will advise if this model of Holiday Hours can be adopted for future years.

BACKGROUND:

At the February 19th, 2003 meeting of the Board, the following motion was passed:
"That at least¹ 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."

Subsequently, a team of managers looked at how best to implement this recommendation. The group determined that since the budgetary reasons for closure were no longer applicable, it was necessary to determine new principles for guiding the decision-making process. The principles applied were:

1. Develop a **sustainable** methodology for scheduling holidays not only in 2003, but that could be applied for several years, barring unforeseen issues.
2. Ensure **equitable** access across the system. Provide service at more locations.

¹ Underlining for emphasis

3. Ensure system processes were not interrupted (e.g. ordering, delivery, holds, etc.) as **unified** service across the system is dependent upon all locations performing their ongoing functions.
4. Ensure that while the hours open reflect not only the public's needs for service but provide some **equitable** balance reflecting staff desire to be with their families at this time of the year.

Options considered:

- A. Full service at all locations
- B. 4 locations open
- C. Identify other locations which should be open
- D. All locations, adjusted hours.

Option D: All locations, adjusted hours is recommended.

This option provides for a method of providing holiday service that meets the Board's goals of sustainable, unified and accessible service and that can be applied for several years:

Sustainable: Staff resources are balanced with public demand, and focused on providing services when they are most likely to be used. It is easier to manage than any of the other options. The same number of staff is required for Options C or D but this option requires less time spent on training and orientation in advance of Christmas week.

Unified: The public message is easy to communicate for the entire system: "The Library is open to 5:00 p.m. today." Unified functions (e.g. holds) are not interrupted.

Accessible: All parts of city have access and those who cannot travel or who cannot afford bus fare are not negatively affected. The lower city, with a larger population that doesn't celebrate Christmas is not as negatively affected, as with options B or C. Branches are not discriminated by size. All locations have open hours as well as some reduction of hours.

The group had reservations that no evening hours are proposed but recognized that evening use was very limited. Rather than schedule staff to work evening shifts (1 p.m. to 9 p.m.) at a few locations, the group preferred to schedule staff to keep more locations open. This affects only 1 – 3 evenings per year, with the exception of 2004 (which may need to be addressed slightly differently).

An evaluation of the Holiday hours schedule can take place in January 2004.

Chief Librarian's Report, March, 2003

Operating Budget

The library's 2003 operating budget was passed by Council, as submitted. This includes the \$250,000 reduction from the original submission.

Central Library – Security

I have better news to report this month. Our rash of problems with difficult patrons seems to have crested. We took a number of steps, including:

- Increasing (temporarily) the number of security personnel;
- Arranging for regular police “walk-throughs” of the Central Library;
- Providing a higher profile for the Central “Duty Librarian”;
- Providing the duty librarian with a cell phone (kept at security overnight) so that staff can remember and call one consistent number when they have an issue;
- Moving clusters of furniture from areas that created privacy for difficult groups;
- Encouraging stronger enforcement of behaviour standards;
- Assigning more management staff members to work weekend shifts so there is a higher weekend management presence.

We are not finished. We will provide our duty librarians with additional training. We are arranging for additional training for staff. We are also reviewing our safety policies and are costing methods for creating more secure workrooms. Security will become a larger component of the Central Library Review.

Secondment

Linda Dobson of the Human Resources Department applied for a one-year leave of absence to accept a secondment at the Burlington Public Library as their Manager of Human Resources. We approved the leave of absence and Linda went to her secondment the end of February.

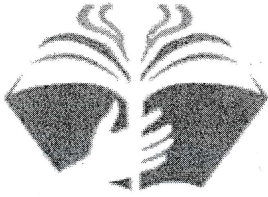
Staff Complement

Working within the existing staff complement, we have created several new positions, while eliminating others. This does not affect any existing staff members, since we used vacant positions to add staff in places where shortages exist. It does create a slight increase in the number of CUPE positions. It also settles a number of outstanding grievances, including all grievances related to the number of full and part-time positions in the new library system.

Opening doors

The Hamilton Public Library has been asked to participate in a national research study on library service to children under the direction of Drs. Adele Fasick and Lynne Howarth of the Faculty of Information Studies at the University of Toronto. The "My Opinion Counts" study will be carried out in five public libraries with predominantly English-language materials (Vancouver, Regina, Toronto, Halifax and Hamilton) and one public library with predominantly French-language materials (Montreal). The study will survey school-aged children -- both those who use the library and those who do not -- from grades four through seven, using a questionnaire and focus group discussions. HPL has been asked to survey a minimum of 150 children from each of the designated grade levels for a total survey size of 600 + students. The study requirements are specific. Within each grade, half of the children surveyed (75) must be library users and the other half library non-users. We must also ensure that boys complete half of each set of questionnaires and girls complete the other half.

The other participating libraries have been working on this project since October 2002. At Hamilton, our timelines are compressed. The questionnaires, focus groups and collection study need to be completed and the results tabulated by the end of May.



Hamilton Public Library

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DATE: March 13, 2003

REPORT TO: Chair and Members of the Board

FROM: Ken Roberts, Chief Librarian

SUBJECT: **Strategic Plan, 2002 - 2003**

We recently held a one-day administration retreat in order to review the existing Strategic Plan and to start the process of developing next year's strategic priorities. The attached report captures part of what we discussed on that day. The bulk of the day was actually spent looking ahead. I think that all of us are surprised at what we have accomplished and somewhat chilled by what still needs to be accomplished before we can be called a unified library system. Jo Bryant, City Librarian of the Toronto Public Library once told me that she thought TPL would be unified within five years. Today, she told me that her new estimate is ten years.

As you will see, our thoughts about next year's plan continue to stress the need to create a firm organizational foundation. We are not, by any definition, on firm footing.

The attached document is intended to state what has been done but, more importantly, it is intended to start Board/staff discussion about what needs to be done next. We are supposed to bring the Library Board a draft of the proposed 2003-2004 Strategic Plan at the April meeting. We thought it was appropriate to give the board advance notice of what we see and feel and then to check these thoughts against the hopes and desires of board members.

We know there needs to be a balance between the need to create a strong organization and the need to advance the quality of the services we provide.

Report on activities related to the 2002-2003 Strategic Plan Initial thoughts on the 2003-2004 Strategic Plan

We held a recent all-day review of our current strategic plan and future strategic priorities. The first question of the day was “Did we do what we said we would do?”

The answer is more ambiguous than any other year since I started working as an administrator. We certainly advanced the three primary goals – unification, sustainability, and accessibility. We also completed the vast majority of the specific initiatives, particularly the larger ones.

We did not complete some of the goals that depended on city initiatives, such as a full facilities audit related to access issues and participation in a citywide satisfaction survey. We didn’t complete these goals since neither of the initiatives was done by the city. The city did, however, adopt an aggressive and time-consuming “Business Planning” process and we participated fully. Some of our other objectives, such as those that relate to our Collections, are considered multi-year initiatives and, while we may have completed the specific objectives for 2002-2003, the same basic goal remains relevant for next year’s plan and for several more years to come.

There may be a tendency to assume that the first of the Board’s strategic themes, “unification”, is mostly complete. Wages are unified. Job descriptions are unified. We are in the midst of contract negotiations. The obvious components are almost done.

There are, however, enormous unification issues that still have to be addressed. The organizational culture of each former library system was, in varying degrees, hierarchical. The responsibility for finding solutions (as well as criticism for any solutions reached) was often pushed up through management ranks. Hierarchical organizational structures are fairly typical of most library systems. We are trying to create a different kind of organization, however, with more responsibilities residing with our middle managers and with staff themselves. We have had little time to create this new organizational culture. Instead, job descriptions have been changed but the knowledge and freedom required to empower these job descriptions has not yet been implemented.

It will be difficult to change the organizational culture at a time when so many other changes have occurred. The change will only come with training and trust, and it will come slowly. There will be few identifiable “bullets” that can be placed on a strategic plan as benchmarks to be checked as complete.

As well, many of our HR systems and procedures need to be upgraded and unified. Our 2002-2003 strategic plan called for common policies and procedures to be created, and they have been. But – just as the board adopted policies early and then undertook a process of review – we have to go back over the published policies and ensure that they are the best policies for the new system.

Another factor that will affect next year's plan is that staff are suffering from fatigue. There is understandable fatigue from the stress of wondering where people might work, what they might be doing, and what they might be paid. There is fatigue from the training that has taken place and from adjusting to new methods of work.

Often, as we "complete" one item, the result is that another item must quickly be done as well. It feels, at times, like one of those weekend chores around home where an apparently simple job such as adding a light switch means going to the store and buying parts and then re-wiring a circuit so there is not too much load and then installing a receptacle box that meets code, which requires the addition of some support structure behind an existing wall or the removal and replacement of tile or wallpaper. Each job we tackle affects another and creates additional work. Often, the added work is bigger than the original job. Staff have been patient, but there are many more operational issues that must be addressed.

Our next strategic plan will continue to emphasize the development of a firm organizational foundation, while continuing to advance services.

In general, we like the format of the 2002-2003 Hamilton Public Library Strategic Plan. It offered three simple and easily quotable "themes" that allowed us to succinctly explain the plan to anyone. It offered, as well, some general objectives under each theme. The Chief Librarian's Annual Plan linked to the Strategic Plan and provided some specific goals to be accomplished. We hoped to adopt similar annual work plans for all senior staff, and this was also a City of Hamilton objective. We did not complete this chore since the City of Hamilton dropped its former annual plan system in favour of the Business Planning process. We think we need to keep the Business Planning process but use work plans as well.

We like the inclusion of the monthly strategic reports and their implementation plans that accompany them. There is a need to highlight the fact that our Adult Services are being unified. We will add one and possibly two monthly reports that assist us to focus our services to adults.

We will recommend that the same three themes in our current Strategic Plan be retained for the 2003 – 2004 Strategic Plan. It may be possible to add several additional themes to our 2003-2004 strategic plan.

At our administration retreat, we came up with the following suggested themes for the 2003-2004 Strategic Plan

- Unify our services and organization
- Sustain our library system
- Identify and address Accessibility/Equity issues
- Celebrate our achievements
- Improve our collections
- Increase our participation in community development ("A librarian at every table")

2002-2003 Strategic Plan Report

Commitment to a unified library system

As mentioned in the introduction, this remains our most crucial strategic theme.

<p>Ensuring that the services we provide transcend all former municipal boundaries</p>	<p>We met the specific objectives for this goal and feel that the goal itself should be retained for the 2003-2004 Strategic Plan, with new objectives.</p> <ul style="list-style-type: none"> • Core children's programs are offered in all areas • School visits are offered in all areas • Collections budgets are amalgamated • Electronic resources are offered in all areas • Most policies are unified
<p>Ensuring that our collections are accessible throughout the new city.</p>	<p>We met the specific objectives for this goal and feel that the goal itself should be retained for the 2003-2004 Strategic Plan, with new objectives.</p> <ul style="list-style-type: none"> • Catalogue is unified • Courier system is unified • Database clean is approved but not complete • All collections are accessible in all locations
<p>Ensuring that each library branch meets a high standard for furnishings, cleanliness, signage and eating</p>	<p>We did not accomplish all that we had hoped in this area. The goal, and the funds required to accomplish it, proved difficult. We are making progress. Sub-standard furnishings in many branches have been replaced. We are steadily reviewing the furniture needs for our staff. We have increased the maintenance/cleaning staff for the Central Library. This should remain a goal, with more achievable objectives.</p>
<p>Creating a single set of job descriptions and responsibilities for all staff.</p>	<p>We met the objects. We will suggest a 2003-2004 goal that will delineate expectations for the competency-based aspects of the job descriptions as well as compare our expected competencies with those of other similar library systems.</p> <ul style="list-style-type: none"> • Complete
<p>Allocating staff in accordance with a common set of criteria</p>	<p>We met the goal. Adjustments will be operational.</p>
<p>Training staff so that they can meet established service levels</p>	<p>While we have met the objectives for 2002-2003, there are significant gaps. This was conceived as a multi-year strategy. We have gaps, for example, in skill training for core competencies, leadership development, management development, health and safety, etc. We will have a significant Horizon training plan for the next year.</p>

Providing staff with clear, unified policies and procedures	While the vast majority of policies and procedures are unified, they need to be reviewed over a longer period of time.
Providing staff with the ability to fill future library positions by upgrading their educational qualifications	The objective is complete. We do not preclude the need to provide mid-career educational opportunities for staff but this is not currently a part of our 2003-2004 strategic planning.
Paying all staff in accordance with a common scale by January 1, 2003	The objective is complete. There is a legal requirement to introduce a new Pay Equity Plan for the new library system and this may impact the scale.
Moving toward a common set of policies that govern labour issues.	We are in negotiations.

Commitment to a sustainable library system

We have accomplished a lot in this area, although the specific goals and objectives have not, generally, been met. The city has not tackled the issue of sustainable facilities as aggressively as they had intended and had three different Directors responsible for this responsibility in 2004. It appears that a fourth will be responsible in 2003.

Creating, in cooperation with the City of Hamilton, a Facilities Asset Management System	Not complete. Still: <ul style="list-style-type: none"> o All facilities now have CAD drawings o All facility support systems are in the process of being placed on a computer database that will track maintenance needs and long-term issues such as roof replacement. o Many non-compliant furniture issues have been addressed and standards are emerging.
Creating a Technology Asset Management System	Budget limitations mean that all computer hardware and software are not yet sustainable. Still, we have a better handle on our inventory and needs.
Creating a Collection Asset Management System	As mentioned throughout the planning documents. This is a multi-year process. The strategic papers being given to the Board in March represent the first time in perhaps 20 years that a strategic approach to collection development is being presented to the board.

Commitment to an accessible library system

We knew, when writing the 2002-2003 Strategic Plan, that access issues were critical

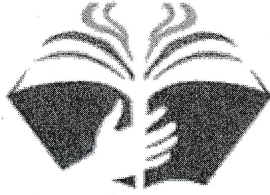
Asking people about the library services they receive and asking what they need from the library;	Manager of Communications was hired and we are re-structuring the department to provide more feedback service. The Communications Plan, which includes much of this objective, was presented to the Board in February. The library's business Plan was developed and approved and it heavily emphasizes the need for measures in this area. This is a multi-year commitment.
Identifying those groups within our community who are not currently using library services, listening to them, and designing services to fit their needs	
Extending services to the elderly and the disabled (outreach services) in all areas of the new city	Bookmobile services are unified. We are still working on the plan to extend VLS services. The plan could not be introduced until re-deployment was complete.
Promoting the library inside Hamilton schools	We have made an excellent start. We have established a more permanent liaison with the school boards and are heavily promoting the use of library services.
Unifying electronic and print resources in our catalogue to make it easier for people to find what they need	The objective forms a part of the transition to Horizon.
Providing people with an on-line reference service	First phase was launched in January. We will monitor and determine the next steps. An advisory committee has been formed and staffs in various departments are working to answer questions.
Providing people with mediated, quality electronic resources	We have an excellent collection but it needs more promotion. There are gaps in our coverage as well. We are starting to work with consortia other than COOL to increase what we can acquire with the funding that is available.
Providing people electronic access to a larger portion of our treasured local historical material	The work of migrating the "where-to-look" files to electronic formats has begun. We still need an image management system, but the funding is not in place.
Reviewing the role of the Central Library in order to determine how this critical facility might increase its appeal	Board has approved the mandate and the process.
Reviewing our branches to ensure they meet the Mission Statement desire for welcoming environments	We have not been able to accomplish the formalized process to attack this issue that we had intended. At the same time, considerable improvements have been made in locations. We have weeded collections, removed aging furniture and reorganized public spaces. We have done a lot of the work that absolutely had to be done instead of working on principles and priorities.

<p>Promoting programs that encourage parents to read to their young children and to use the library</p>	<p>The Courage Collection and the Early Literacy Collections were both added to the Kenilworth Branch. Daycare collections were added to the Kenilworth Branch. We produced "Reading Together @ Your Library", a reading guide for parents of young children. We partnered with Healthy Babies Healthy Children and local hospitals to distribute 6,000 information packages to new parents.</p>
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Capital Plan

Some of our Capital plans were delayed since the funding sources were not available. We also became involved in a larger Central Library administration move than had been intended, and this occupied time. We have moved from a process where the library hired project management expertise to one in which we use city expertise. City staff have been occupied with many staff accommodation issues.

<p>Replace Carpeting in the Central Library</p>	<p>This project was to be funded by the Superbuild grant that the city did not receive. We sought other sources of funding and received a matching (50/50) grant from the City's capital budget for a portion of the replacement. We are almost ready to make a recommendation.</p>
<p>Expand the Ancaster Library Branch</p>	<p>We have permission to proceed.</p>
<p>Relocate the Winona and Stoney Creek Library branches into the former Stoney Creek City Hall.</p>	<p>Complete</p>
<p>Relocate the Locke Branch</p>	<p>Designs are complete.</p>



Hamilton Public Library

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DATE: March 13, 2003
REPORT TO: Chair and Members of the Board
C.C.: Ken Roberts, Chief Librarian
From: Maureen Sawa, Coordinator, Adult Services
SUBJECT: Approval of Board Policies

RECOMMENDATION:

That the Board approves the following policies related to fundraising.

- Policy 12 – 1: Friends of the Hamilton Public Library
- Policy 5 – 1: Fundraising and Donations Policy
- Policy 5 – 5: Library Legacy Fund
- Policy 60 – 1: Book Sale Policy

FINANCIAL/STAFFING/LEGAL IMPLICATIONS:

There are no financial, staffing or legal implications.

BACKGROUND:

These policies are long-standing policies applied by the previous Hamilton Public Library. The Board is asked to endorse the above policies.

12-1 FRIENDS OF THE HAMILTON PUBLIC LIBRARY

Constitution of The Friends of the Hamilton Public Library; approved by both the Hamilton Public Library Board and the Friends of the Library at its Annual General Meeting.

Author: B. Hovius

Revision Date: April 2001

First Approved: January 13, 1997

Currently there are two Friends groups: Friends of the Hamilton Public Library and Friends (Constitution below) and Friends of the Dundas Public Library. Discussions will be taking place as to how these two groups will cooperate.

PURPOSE

There shall be established a benevolent, voluntary, and charitable Association called "The Friends of the Hamilton Public Library." The Friends shall be carried on without purpose of gain for its members. Any profits or other accretions to the Friends shall be used only to promote its aim.

Who Friends are

The aim of the Friends shall be to enhance and support the extension and improvement of the services and resources of the Hamilton Public Library and to assist in raising community awareness of the public library.

Methods of Action

The Friends shall seek to achieve its aim by raising funds, obtaining materials needed by the Library and by making available to the Library the personal or professional services of the Association's members or others.

The Friends may undertake all manner of lawful activities to raise funds or to obtain materials in support of the Hamilton Public Library.

Friends can also undertake recreational or educational activities offering the membership opportunities to broaden their knowledge of Canada or the world in or outside the context of library activities.

Membership

All individuals and organizations interested in the purpose of this organization shall be eligible for membership upon payment of dues.

Each member shall be entitled to one vote.

Any person who has performed distinguished community service may, on the recommendation of the Board of Directors, be elected by the organization an Honourary Member without dues.

Governance of Association

The Board of Directors shall consist of nine (9) elected members, four (4) of whom shall be elected to serve as officers of the Board. These officers shall be Chairperson, Vice-Chairperson, Secretary and Treasurer. The Chief Executive Officer of Hamilton Public Library, or designate, shall be an ex-officio member of the Board of Directors.

The Nominating Committee shall prepare a slate for the positions to be filled on the Board of Directors. The nominations shall be submitted in writing and posted in the library two weeks prior to the Annual General Meeting. Additional nominations may be made from the floor with the consent of the nominees.

The Directors shall be elected by ballot at the annual meeting. However, if there shall be but one candidate for any office, it shall be in order to move that the election be by voice vote.

Directors shall assume their official duties at the close of the annual meeting and shall serve for a term of two years. A person shall not be eligible to serve more than two consecutive terms in the same office.

The Board of Directors shall fill vacancies in elective positions for the unexpired term.

From time to time the Friends will be invited to make a presentation to the Hamilton Public Library Board outlining its programs and projects. The Friends will provide the Library Chief Executive Officer with minutes of its Annual meetings and its Board of Directors meetings for presentation to the Library Board.

Until a Board of Directors can be established, a Steering Committee of nine (9) persons shall be appointed by the Hamilton Public Library Board and will hold office and act in lieu of the Board of Directors until the Board of Directors has been elected at the first Annual General Meeting. Thereafter, the Friends shall be elected.

Trust Fund

The Friends may establish a Trust Fund.

Funds and materials held in trust may accrue from gifts *inter vivos*, from bequests, organized tours, visits or from any public activity that might be to the credit or to the eventual benefit of the Library.

The Friends of the Library Administrative Committee shall manage and invest the Trust Fund in accordance with the norms established by the Trustees Act of Ontario.

Financial Responsibilities

An auditor, appointed by the Board of Directors, shall audit the books at the end of the fiscal year.

No member of this organization shall be held personally liable financially in connection with any of its undertakings.

The organization's liabilities shall be limited to its common funds and assets.

Neither the Board of Directors nor the officers shall have any authority to borrow money or incur any indebtedness or liability other than current expenses, in the name of or on behalf of the organization.

No contract shall be entered into and no obligation shall be incurred beyond the amount on hand nor in the bank after deducting therefrom, or providing for, the total of all unpaid accounts and unpaid obligations and liabilities.

Signing authority on behalf of the Friends shall be composed of two (2) of the following three positions: the Chairperson of the Friends, the Treasurer of the Friends or the Vice-Chairperson of the Friends.

Use of Funds

The Friends' net revenues, trust funds or the proceeds or interest thereon may be disbursed by the Board of Directors to the Hamilton Public Library. This transfer is on condition that these materials or funds are acceptable to the Hamilton Public Library and, secondly, that they are considered by the library and the City of Hamilton to be in addition to and in no way in diminution of the regular budgeted funds provided by the City of Hamilton and the Province of Ontario or from other sources.

Amendment of the Constitution

Amendments to the Constitution, duly moved and seconded by the Friends of the Library members in good standing, must be submitted to the Executive of the Friends of the Library at least 45 days prior to the Annual General Meeting.

Upon compliance with Section 8.1, the amendment to the Constitution must be ratified by a 2/3 majority of those voting members present at the Annual General Meeting.

Winding Up of the Friends

Should the Friends decide to dissolve itself, the net proceeds and net capital of the Trust Fund and any other monies or materials shall be handed over to the Hamilton Public Library within one year.

Approved by the Hamilton Public Library Board, February 2, 1994.

Approved by the Friends of the Hamilton Public Library, Annual General Meeting March 29, 1995; revised at the Second Annual General Meeting, March 20, 1996.

5-1 FUNDRAISING AND DONATIONS POLICY

Policy Level: Library Board
Author: B. Hovius
Revision Date: April 2001, April 2002; January 2003
First Approved: June 1993

PURPOSE

This policy applies to all donations, community-based fundraising activities including raffles and lotteries, applications for grants and foundations, and solicitations to service clubs, organizations or individuals. The purpose of this policy is to:

- Ensure that the purpose for which the funds are to be used is consistent with Hamilton Public Library objectives.
- Establish the rights and responsibilities for fundraising for all interested parties.
- Coordinate fundraising efforts and maximize fundraising results.
- Develop an organizational culture and support for fundraising efforts at Hamilton Public Library.
- Clarify responsibilities and channels of communication.
- Ensure that the same donors are not approached by different Library groups.

Hamilton Public Library raises funds in order to:

- Raise the profile of the Library in the community.
- Generate revenue to support services and programs operated by the Library.
- "Tell our story" to the community.

Authority

The Library Board is responsible for the overall direction of fundraising for Hamilton Public Library; for establishing and directing fundraising campaigns; and for the allocation/disposition of funds contributed to existing trust and endowment funds.

The Board retains the right to approve or reject a fundraising initiative. Board fundraising initiatives take priority.

Fundraising to support the activities of a specific branch or department is not permitted unless it is a Board-approved initiative, such as a capital campaign. However, staff may solicit small in-kind donations (up to \$50) from businesses in their local community for program prizes.

Staff may fundraise only for authorized system-wide services and programs to enhance existing services and programs. All fundraising efforts, including the solicitation of donations for gifts and prizes, must be authorized prior to approaching a donor. Such

requests for authorization shall be forwarded to the ~~Service Coordinator~~ Manager, Communications and Community Development.

Fundraising for a program consistent with current practice will be approved. However, if the proposed program is an expansion of service, or represents a different direction for fundraising, the Administration team will be consulted. If the proposed fundraising initiative will result in a significantly different direction, or a departure from corporate strategy, it will be referred to the Board.

Specific Donation Policies

Valuable Papers and Collections

The Library accepts papers of historic/documentary value related to the history of the city of Hamilton as determined by the Special Collections Department Collection Policy.

This policy also applies to the donation of collections of significant value. Before accepting such materials, library staff should refer the donor to the Service Coordinator, Adult Services.

All donations constitute a complete transfer without restrictions from the previous owner to the Library. The Library reserves the right to dispose of works as necessary.

Art

The Library accepts artwork of historic/documentary value related to the history of the city of Hamilton as determined by the Special Collections Department Collection Policy.

The Library does not act as a repository of the works of local artists, portraits of local persons, etc. The Library does not actively collect, seek or accept unsolicited donations or purchase art for decorative, artistic or commemorative purposes unless it is a Commission of Art for a new building specifically commissioned by the Library Board.

The Library Board reserves the right to refuse to accept any artworks considered by it to be inappropriate and/or unsuitable to or for a library environment and/or the public served by the Library.

All donations constitute a complete transfer without restrictions from the previous owner to the Library. The Library reserves the right to dispose of works as necessary.

Honour with Books

The *Honour with Books* program is a cash donation program that encourages memorial and honour tribute donations to enhance the materials budget. Donations may be designated for a broad subject area, branch, or department, but not a specific title. Information about the item in which the bookplate is placed is not available.

The Readers Circle (Temporarily Discontinued, April 2002)

The Readers Circle (established 1999) encourages donations related to the circulation of bestsellers and popular materials to enhance the materials budget.

The donor is able to "purchase" a title at the library's discounted rate and receive a tax receipt for the donation. The donor then has the opportunity to borrow the item in advance of other customers.

Library Legacy Fund

This fund, managed by the Hamilton Community Fund, ensures that the capital and interest is preserved forever for the sole use of the Hamilton Public Library. The Foundation manages these funds and provides the Library Board with the annual income. The Library Board must approve all expenditures from these funds within the guidelines specified by donors.

Special Gifts Funds/Capital Endowment Fund

These managed funds are designated for special building improvements, furnishings to support new or enhanced services, new technology, collections and service enhancements. Only 80% of the income from these accounts is spent on an annual basis, leaving capital funds intact. These funds, which are under the control of the Library Board, are managed by different financial agencies. The Board approves the expenditures of these funds. Donations to these funds are made directly to the Hamilton Public Library and should specify *Special Gift Funds/Capital Endowment Fund*.

Directed Donations

These are gifts that have been donated to a specified service. The donation is spent in its entirety. Generally, solicitation for these donations is limited to pre-approved system-wide initiatives (e.g. the Summer Reading programs).

In Kind Donations

Administration must approve all unsolicited in-kind donations. Staff should refer potential donors to the appropriate Service Coordinator.

Donor Recognition

The Library will ensure that a progressive system of donor recognition is maintained, including recognition in library publications, on donor boards, and electronic recognition.

The donor has the right to remain anonymous and to decline public or private recognition at any time.

Bequests are recognized when they are received, not at the time they are described in the will of a prospective donor.

The Library does not place plaques or signs on or near furniture as a method of donor recognition. The reason for this policy is that furniture and furnishings have a limited life-span and worn furnishings may reflect negatively on the donor with whom they are associated.

The **naming of a room** or facility in recognition of a donor is a decision that requires special consideration by the Library Board of the value and benefits of such recognition, the size of the donation vis-à-vis previous donations, and the suitability of the room for naming purposes. Each request is considered individually; however, past custom has been to limit this practice, and instead place a bronze plaque in the Central Library lobby.

In-kind donations are recognized in conjunction with the program and service for which the in-kind donation was made. They are not recognized on the Donor Boards; nor are they attributed a cash value for recognition purposes.

Charitable Receipts

Receipts are issued for cash donations and appraised donations of art and valuable papers. Receipts cannot be issued for more than the fair market value as determined by an independent appraiser. Deadlines may be applied to ensure that donations are received in time to be receipted in the current tax year. Receipts cannot be backdated.

Use of Library Facilities

Library facilities may be used for fundraising events of the Library and Friends of the Library only. Other community groups may not use library facilities for fundraising.

5-5 LIBRARY LEGACY FUND

Policy Level: Library Board
 Author: B. Hovius
 Revision Date: April 2001
 First Approved: November 1998

POLICY

See 5-1 Fundraising and Donations Policy – Specific Donation Policies – Library Legacy Fund.

Terms of Reference

The *Library Legacy Fund* is administered and managed by the Hamilton Community Foundation on behalf of the Hamilton Public Library. This donor-driven organization, which has over \$78 million in assets, has managed endowed philanthropic gifts to community agencies for over 40 years. Agencies benefit from reduced overhead costs and the investment of larger sums of money.

The Library Board allocates the annual income for the enhancement of Library services in accordance with the wishes of each donor. Only the investment income generated by the *Library Legacy Fund* will be used for the enhancement of Library services. The principal investment will continue to grow and generate further investment income every year.

Donors of \$5,000 or more may name a fund but the income will be used at the discretion of the Library Board. Donors of \$25,000 or more may name the fund and choose to direct the donation to a specific field of interest in consultation with the Library Board.

Library or Foundation staff will work together with the donor or the donor's lawyer, accountant, life insurance agent or financial planner to establish which type of donation best meets the donor's goals.

Both the Hamilton Public Library and the Hamilton Community Foundation recognize all donations to the *Library Legacy Fund*. Donors of named funds are recognized in the Hamilton Community Foundation's Annual Report each year in perpetuity.

Call the Communications and Community Development Department for more information.

Types of Donations

Outright Gifts – Cash Contributions, Gifts of Property

- A non-cash gift may include securities, real estate and tangible property such as artwork, books or equipment. Tax receipts for such donations will be at fair market value.
- Irrevocable gifts of artwork or real estate can allow donors to enjoy their assets in their lifetime and gain a tax benefit today.
- Publicly traded securities donated to charities receive attractive tax relief.

Deferred Gifts – Bequests, Life Insurance

A deferred gift is arranged now but is not available for use by the Library until some future time, usually after the death of the donor.

- A portion of a donor's assets may be designated by bequest to benefit charitable organizations. Gifts by Will are becoming increasingly popular.
- Gifts of life insurance are another attractive way to support the library. There are different ways to make a gift and receive favourable tax benefits. Contact either the Hamilton Public Library or the Hamilton Community Foundation for more information.

Sample Language for a Bequest

"I give the sum of \$ _____ Dollars (or alternatively "the residue of my estate") to the Hamilton Community Foundation, the said amount to be added to the capital of the Library Legacy Fund.

I declare that the receipt of the person processing to the Treasurer or another authorized person of the Hamilton Community Foundation shall be a sufficient discharge to my Trustee, who need not see to the application thereof."

60-1 BOOK SALE POLICY

Policy Level: Library Board

Author: D. Wood

Revision Date: January 2002, March 2002, March 2003

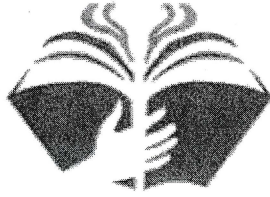
First Approved: April 9, 1996

POLICY

All suitable materials withdrawn from the collection are disposed of at the regularly scheduled book sales. Discarded library materials may not be given to, or purchased by, anyone (including staff) prior to the book sale.

Donated books that are not added to the collections are also disposed of at the book sale.

Proceeds from the annual book sale go to support the activities of the Hamilton Public Library system.



Hamilton Public Library

*Growing minds.
Growing community.*

DATE: March 13, 2003
REPORT TO: Chair and Members of the Board
C.C.: Ken Roberts, Chief Librarian
From: Beth Hovius, Coordinator, Collections and Adult Services
SUBJECT: Approval of Board Policies

RECOMMENDATION:

That the Board approves the following policies related to the collections.

- **Policy 1 – 7: Intellectual Freedom Policy**
- **Policy 3 – 1: Access to Materials Policy**
- **Policy 3 – 2: Materials Selection Policy**

FINANCIAL/STAFFING/LEGAL IMPLICATIONS:

There are no financial, staffing or legal implications.

BACKGROUND:

These policies are long-standing policies applied by the previous Hamilton Public Library. The Board is asked to endorse both the Canadian Library Association's *Statement of Intellectual Freedom* and the Ontario Library Association's *Statement on the Intellectual Rights of the Individual*, as a Board Policy 7- 1.

1-7 INTELLECTUAL FREEDOM POLICY

Policy Level: Library Board
Date: May 16, 2001

POLICY

The Hamilton Public Library Board endorses the *Statement on Intellectual Freedom* as set out by the Canadian Library Association.

Statement on Intellectual Freedom

All persons in Canada have the fundamental right, as embodied in the nation's Bill of Rights and the Canadian Charter of Rights and Freedoms, to have access to all expressions of knowledge, creativity and intellectual activity, and to express their thoughts publicly. This right to intellectual freedom, under the law, is essential to the health and development of Canadian society.

Libraries have a basic responsibility for the development and maintenance of intellectual freedom.

It is the responsibility of libraries to guarantee and facilitate access to all expressions of knowledge and intellectual activity, including those which some elements of society may consider to be unconventional, unpopular or unacceptable. To this end, libraries shall acquire and make available the widest variety of materials.

It is the responsibility of libraries to guarantee the right of free expression by making available all the library's public facilities and services to all individuals and groups who need them.

Libraries should resist all efforts to limit the exercise of these responsibilities while recognizing the right of criticism by individuals and groups.

Both employees and employers in libraries have a duty, in addition to their institutional responsibilities, to uphold these principles.

Approved by the Canadian Library Association June 27, 1974; amended November 17, 1983 and November 18, 1985.

NOTE: Copies of this statement shall be hung at all Hamilton Public Library branches.

The Ontario Library Association has also affirmed its support of the principle of intellectual freedom.

Statement on the Intellectual Rights of the Individual

In affirming its commitment to the fundamental rights of intellectual freedom, the freedom to read and the freedom of the press, as embodied in the Canadian Charter of Rights and Freedoms, the Ontario Library Association declares its acceptance of the following propositions:

- 1) That the provision of library service to the public is based upon the right of the citizen, under the protection of the law, to judge individually on questions of politics, religion and morality.
- 2) That intellectual freedom requires freedom to examine other ideas and other interpretations of life than those currently approved by the local community or by society in general, and including those ideas and interpretations which may be unconventional or unpopular.
- 3) That freedom of expression includes freedom for a creator to depict what is ugly, shocking and unedifying in life.
- 4) That free traffic in ideas and opinions is essential to the health and growth of a free society and that the freedom to read, listen and view is fundamental to such free traffic.
- 5) That it is the responsibility of libraries to maintain the right of intellectual freedom and to implement it consistently in their selection of books, films, recordings, other materials, and in the provision of access to electronic sources of information, including access to the internet.
- 6) That it is therefore part of the library's service to its public to resist any attempt by an individual or group within the community it serves to abrogate or curtail access to information, the freedom to read, view and listen by demanding the removal, or restrictions to library information sources in any format.
- 7) That it is equally part of the library's responsibility to its public to ensure that its selection of materials is not unduly influenced by the personal opinions of the selectors, but determined by the application of generally accepted standards of accuracy, style and presentation.

Approved by the Ontario Library Association, November 7, 1998.

3-1 ACCESS TO MATERIALS POLICY

Policy Level: Library Board
Author: D. Kilpatrick
Revision Date: November 2001
First Approved: January 4, 1995

POLICY

Library customers of all ages shall have open access to all the Library's collections except Special Collections Department materials, talking books, "R" videos as rated by the Theatres Section of the Ontario Government, and other materials that are restricted by acquisition agreements.

Access to Special Collections is limited to students in grade seven (7) or over. For students under grade seven (7), access is at the discretion of the Department Manager.

The monitoring of a child's use of the library, up to 13 years of age, is the responsibility of the parents/guardians, except in the case of "R" rated videos where the Library will monitor to 18 years of age.¹

Parental Restrictions on Children's Access

Parents/guardians who wish to restrict their child's access to library collections should **not** sign the child's membership application form. In this way, a borrower's card will not be issued to the child; material that the child wishes to borrow will have to be borrowed by the parent on the parent's card.

¹ Staff and the public can search the Ontario Film Review Board's web site <http://www.ofrb.gov.on.ca> to determine the rating of any movie classified by the OFRB since 1985.

3-2 MATERIALS SELECTION POLICY

Policy Level: Library Board
Author: D. Kilpatrick
Revision Date: November 2001
First Approved: January 4, 1995

PURPOSE

- To provide a statement of philosophy and identify key objectives respecting the selection of material which will reflect the Mission Statement and Goals of the Hamilton Public Library System.
- To define responsibility for selection and identify the delegation of selection responsibility.
- To establish procedures to deal with recommendations for purchase and objections lodged against particular materials by community residents.

POLICY

The ultimate responsibility for the selection of all materials lies with the City Librarian acting according to the general policies established by the Library Board. In practice, this authority is delegated to professional staff.

The Hamilton Public Library endorses the Statement on Intellectual Freedom adopted by the Canadian Library Association in 1985 and the Statement on the Intellectual Rights of the Individual adopted by the Ontario Library Association in 1998. These statements are reproduced in 1-7 Intellectual Freedom Policy.

The Library Board, in establishing a *Materials Selection Policy*, was cognizant of the *Constitution Act, 1982, Part 1, Canadian Charter of Rights and Freedoms, Section 2b*, which guarantees "everyone the following fundamental freedoms... b) freedom of thought, belief, opinion and expression, including freedom of the press and other media of communication."

Criteria for Materials Selection

Materials are selected:

- to satisfy the need for recreational reading, listening and viewing materials for customers of differing tastes, interests, purposes and reading skills;
- to enrich human understanding by dealing informatively with social, personal, racial, multicultural, religious and scientific issues;
- to educate by providing basic factual information in as broad a base as possible.

Specific criteria:

- 1) suitability of physical form for library use;
- 2) relation to existing collections and other material on the subject;

- 3) accessibility of material in other libraries;
- 4) interests and composition of the community and region;
- 5) popular demand and current trends;
- 6) attention of critics, reviewers, and public;
- 7) quality of writing and/or visual art;
- 8) reputation, skill, competence and purpose of the originator of the work;
- 9) special value as a contribution to social questions and problems of continuing or topical interest;
- 10) timeliness or permanence of the work;
- 11) availability of funds and space;
- 12) comprehensiveness and depth of treatment;
- 13) clarity, accuracy and logic of presentation;
- 14) balance of viewpoints in the collection (challenging though extreme or minority points of view are often represented, though quantity may be limited).

An item need not meet all of the above criteria in order to be acceptable. Materials that do not meet these criteria may be purchased to satisfy demand.

While people have the right to reject for themselves material of which they do not approve, they do not have the right to restrict the freedom of others.

If there is considerable topical interest in the subject and a manifest public desire to read and judge the book first-hand, a title may be included which is not considered accurate, according to expert opinion.

The Library does not buy textbooks specifically related to courses of study in the community. However, textbooks may be purchased if the subject information is not available in any other form.

The Library acquires materials not only for its present customers but also for those who have not traditionally been Library customers.

Controversial Issues

The Hamilton Public Library is a resource where many points of view and modes of expression can be examined without hindrance. No ideas and opinions have universal acceptance or condemnation in a pluralistic society. The use of language, either descriptive or expressive, can in itself stimulate controversy.

The Hamilton Public Library, therefore, recognizes the right of individuals to express opposition to authors' ideas or to their creative exercise of language in materials selected for the library. However, the Hamilton Public Library will not engage to satisfy customers by removing items purchased in compliance with the principles of this policy. Selection of material cannot be influenced by any anticipated approval or disapproval of its intellectual content by sectors of the community.

The Hamilton Public Library complies with any law enacted at the federal, provincial or municipal level, and therefore does not collect or maintain material which has been

adjudged obscene or pornographic, or has been banned by the courts. The relevant sections of the *Criminal Code of Canada* are: sedition, hate propaganda and obscenity.

The presence of an item in the collection does not indicate an endorsement of its contents by the Hamilton Public Library, but rather is an affirmation of the principle of intellectual freedom as embodied in the Canadian Library Association *Statement on Intellectual Freedom*.

The following will not cause an item to be automatically included or excluded from the collection:

- race, religion, nationality or political views of an author;
- frankness or coarseness of language;
- controversial content;
- endorsement or disapproval of an individual or group;
- language of the text.

The Library will neither undertake to mark items to show approval or disapproval nor expurgate any materials.

Physical access to materials will not be restricted except for the express purpose of protecting an item from damage or theft. As per *3-1 Access to Materials Policy*, Library customers have open access to all the Library's collections with certain limited exceptions.

Handling Challenged Material

In the event of an objection or complaint by a Library customer, the steps for resolution are outlined in *4-2 Request for Reconsideration of Materials*.

Recommendations for Purchase and Gifts

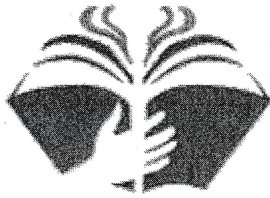
Purchases: Suggestions from the public for the purchase of books and other materials not in the Library's collection are referred to appropriate staff and are considered according to the Library's selection policies.

Gifts: The same principles of selection that are applied to purchases are applied to gifts. No condition may be imposed relating to any book or other item after its acceptance. Donations that are not added to the collection are discarded or sold at the annual booksale.

Maintenance of the Collection

The Library maintains a policy of ongoing discarding of materials as per *3-3 Materials De-selection Policy*.

If the material is regularly subject to loss or damage, the Library may protect it by various precautionary measures such as transferring it to the Reference Collection. In some cases, no replacement will be bought.



Hamilton Public Library

*Growing minds.
Growing community.*

DATE: March 10, 2003

REPORT TO: Doreen Horbach, Chair of the Hamilton Public Library Board

C.C.: Board Members, Administration Team

FROM: Beth Hovius, Coordinator, Collections and Adult Services

SUBJECT: Collections Report

Recommendation: That the position paper entitled *Meeting User Needs II: Our Collection Responsibilities* be accepted for information.

Background

The Hamilton Public Library is justifiably proud of its collections. However, to ensure that this tradition continues will require significant effort and change across the system. In the past ten years considerable pressure has been placed on the collections as they have been adjusted to respond to changing needs and formats. At the same time the purchasing power of the collections budget has decreased. Although other amalgamation issues continue to be important, it is time to initiate a process that examines all aspects of collections management.

Meeting User Needs, Part II: Our Collections Responsibilities is a companion position paper to *Meeting User needs: a Model for the Delivery of Information/Reference Work*. It is the starting point to generate discussion and establish key positions and strategic directions to guide the collection management process. It has been produced to focus Board and staff attention on this important resource – the collections. This position paper will be finalized after discussions are completed.

In conjunction with this, a very ambitious multi-year strategic goal for the Strategic Plan will be developed. Although the expected results of this goal have not yet been fully achieved by any library, libraries are making significant gains as information from the automated library systems become easier to access. It is our expectation even if we fall short, that by setting such an ambitious goal, that the collections will improve more than without such an aim. The proposed goal is:

1. To develop a comprehensive Collection Asset Management Plan addressing all aspects of collection management. The plan will seek to demonstrate the value of the annual expenditure of funds on collections (from how decisions are made, to how

to make best use, and re-use of all purchases, to ensuring that funds are spent for the best return on value, and to describe the impact of funding changes on the community). It could include such information as:

- 1.1. Philosophy: establish principles and priorities guiding collection development; determine appropriate policies; define the relationships affecting collection development (e.g. tiered system, system issues, and relationships with other libraries)
- 1.2. Scope of the Collections: Define the scope and depth, including exclusions, by subject and by formats for all collections.
- 1.3. Budget: Allocate and monitor the annual budget ensuring a balance between ongoing allocations and current priorities. Allocate collection reserve funds for maximum impact in meeting system priorities
- 1.4. Evaluation tools and measurements
- 1.5. Acquisition of Materials: selection, sources, criteria, gifts, procedures and changes in formats and subjects.
- 1.6. Stewardship and Currency: focusing on the use of materials, maintenance of collections, standards, rotations, storage, discard and disposal of materials
- 1.7. Asking the Public: promotion of the collections; feedback mechanisms

The first draft of a *Collections Work Plan*, based on the position paper, which documents the substantial work required to achieve this goal is also being developed for the staff discussion. It is expected that some objectives from the *Work Plan* may also be included in the *Strategic Plan, 2003 – 5*.

Meeting User Needs

Part II: Our Collection Responsibilities

A Position Paper for the Hamilton Public Library System

March 13, 2003

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Authors

Ken Roberts, Chief Librarian,

with the assistance of:

Helen Benoit, Service Coordinator, Youth Services

Kit Darling Service Coordinator, Electronic Services

Astrid Grinvalds, Central Library Manager

Beth Hovius, Coordinator, Collections and Adult Services

Yvonne Patch, Central Library Manager

Maureen Sawa, Coordinator, Information and Adult Services

Jane Skeates, Collections Manager

Introduction

In the early Fall of 2001 the Hamilton Public Library Board endorsed a position paper entitled "Meeting User Needs." This paper outlined several trends in library and information services. It also established philosophic positions that the Hamilton Public Library is committed to pursue. The first "Meeting User Needs" paper concentrated on the changing educational and training needs of staff who work in public libraries. The paper had an immediate impact. It helped to increase our training budget and to create a new Education Policy for the Hamilton Public Library system.

This second "Meeting User Needs" paper deals with our collections. It outlines some of the more controversial issues that currently affect public library collection development and it presents position statements in response to these issues.

Public libraries are in the midst of enormous change, but this is not new. Many Canadian public libraries did not originally offer fiction material. Children's material was added decades after the formation of the original Hamilton Public Library system. Many of us can remember the enormous uproar that the introduction of mass-market paperbacks caused for public libraries. Mass-market paperbacks, with their limited shelf life, were felt to be antithetical to the preservation of the human record and, thus, a waste of taxpayer money. Many of us can also remember concerns that the introduction of copying machines would destroy bound books and allow people to create personal collections, thereby making public libraries irrelevant.

Past predictions that new formats and technologies would undermine the need for a public library system have proven groundless. Public libraries did respond and did offer paperbacks, children's books and copy machines. Such changes met with public approval. It is important for public libraries to respond, yet again, to changing public demands. This is a goal that can only be accomplished by ensuring that library staff and the public we serve agree on how our collection resources are best focused.

As an institution, the Hamilton Public Library has no formally approved philosophical approach to its collections. We do have aging collection guidelines and a limited collection development policy (due to be reviewed by the Board) as well as a "tiered" definition for the role of the branches. We also have Board recognition that the Hamilton Public Library owns a single collection that is housed in 25 physical locations. These policies and guidelines provide some direction as we start to develop an organizational response to collection dilemmas.

The Hamilton Public Library Board is charged with the responsibility to set direction and vision. The Board helps to define what the community expects from the collection of the library system. The Board, Administration, and all staff work under certain restrictions. Our budget for materials is fairly typical of most urban public libraries. We will never have enough funding and space to purchase everything in all formats. The Board is charged with the responsibility of setting collection priorities.

Our Central Library opened more than twenty years ago. At that time, the new building provided the library system with a relatively large amount of empty space. Our informal collection practices reflected a belief that space was not considered a major issue. Over the years, our space has filled and the collections have aged. It is time to question why we keep certain material and whether our space and budgets are best used to fulfill Board priorities. As a library system, we should be addressing collection issues on a regular

basis. Great Britain's Audit Commission recently produced a report on that country's public libraries and the auditors recommended that collection issues be regularly reviewed.¹

Many public libraries are now adopting "collection management" techniques. Collection management assumes that no single institution can acquire everything its users demand, and no single institution can "preserve" all of its holdings. Libraries cannot pretend to meet all library needs of all users equally well. Each library system must have areas of strength as well as areas that are met by reliance on other collections. The current Hamilton Public Library Board has highlighted several areas that it feels could be improved, including the collection needs of youth, seniors, new Canadians and established multicultural communities, and those with special needs.

Toronto Public Library recently estimated that flattened budgets and a weak Canadian dollar have created a 25% drop in library materials' purchasing power since the early nineties.² It is likely that a study of Hamilton Public Library would produce similar results. Hamilton Public Library has increased funding to its collections budget but it is unlikely that we can spend our way to meeting all the collection demands of Hamilton residents.

This document outlines and discusses some of the basic issues that must be addressed within our collection policies. The wording of position statements within this document is open for discussion when a formal collection policy is drafted. Ideally, all position statements (where applicable) should be relevant for both print and electronic collections.

Some basic position statements are:

1. The Hamilton Public Library endorses, supports and upholds the Canadian Library Association's Statement on Intellectual Freedom.³
2. The Hamilton Public Library's collections are an integrated whole, housed in many locations, relocated as required, and accessible to the public from any library service point.
3. The Hamilton Public Library's collections are developed and maintained for use by the public.
4. The Hamilton Public Library accepts that collection management processes (which include the acquisition, rotation, care and removal of materials) based on objective measures, are necessary to address the increasing gap between customer expectations and resource availability.
5. The Hamilton Public Library accepts that providing the right information is a crucial goal.
6. The Hamilton Public Library accepts that its collections will include a mixture of resources that are "owned" by the library systems as well as material that it can access through cooperative collection endeavors including reciprocal borrowing, interlibrary loan and electronic consortia.

¹ <http://www.audit-commission.gov.uk/reports/AC-REPORT.asp?CatID=ENGLISH^LG^SUBJECT^LG-CULT-LEIS^REPORTS-AND-DATA^AC-REPORT&ProdID=9D0A0DD1-3BF9-4c52-9112-67D520E7C0AB&prodType=AC-REPORT> OR Go to www.audit-commission.gov.uk/reports/ and use the search function to find the report entitled *Building Better Library Services*.

² Internal TPL reports

³ <http://www.cla.ca/about/intfreed.htm>

7. The Hamilton Public Library accepts a community responsibility for addressing "digital divide" and "equity of access" issues through its collections and services.

Asking the Public/Our Changing Demographics

A key-planning document for most public libraries continues to be *Buildings, Books and Bytes, Libraries and Communities in a Digital Age*.⁴ This 1996 study, which is commonly called the Benton report or study, clearly articulates how the general public perceives public libraries.

Peter Drucker states that organizations must pay close attention to their "non-customers" in order to ensure that trends don't make them irrelevant. According to Drucker, department stores of the 1980s surveyed customers but paid little attention to the changing needs of non-customers and, as a result, missed an important shift in the way people shopped.⁵ If we wish to remain relevant, it is important that we do not miss the changing ways in which people meet their traditional library needs.

We need more information about public expectations. We need to ensure that the money we spend on collections is spent wisely and invested in meeting community needs. We can make certain assumptions based on existing studies and surveys, as well as user input, but we must ensure that the feedback we receive is constant and is relevant. The Hamilton Public Library is participating in the City of Hamilton Business Planning process, and this process also sets obligations to monitor public reaction to service.⁶

The Benton report states that people from ethnic minorities are more reluctant to use public libraries and often do not feel comfortable or when using library services.

We have little information on the demographics of the New City of Hamilton. The collection of this data will be a priority as we establish collection statements. This information must be used to build collections that meet the needs of potential users. Feedback systems must be put in place to monitor the success, or failure, of these attempts.

The Hamilton Public Library accepts that changing demographics and the desire for public input lead to the following position statements:

8. The Hamilton Public Library believes that collection decisions must be shaped by needs of the public we serve as well as the needs of those in the community who do not currently use library services.
9. The Hamilton Public Library will develop and regularly apply feedback systems that provide the library with objective information on the needs of our users.
10. The Hamilton Public Library will develop and regularly apply feedback systems that provide the library with objective information on how and where Hamilton residents who do not use the Library are meeting their information needs.

⁴ www.benton.org/Library/Kellogg/buildings.html

⁵ Drucker, Peter. *Managing in the Next Society*. Truman Talley Books, St. Martin's Press, New York. 2002, p.55, 71.

⁶ A copy of the Hamilton Public Library's Business Plan can be found on the library's Intranet site. (hplnet/Key Reports)

Electronic/Print Resources

The writers of the Benton study state that the very term "library" elicits good feelings and positive sentiments, but they warn that these feelings verge on nostalgia. The writers particularly caution that young people tend to be satisfied with electronic information resources even when inaccurate and often do not believe that public libraries will be relevant in their future lives. Benton researchers tried to probe this result in a subsequent study ("The Future's In The Balance" can be purchased through the Benton website) and amplified their warning.

In 2000, Market Probe, an Ontario polling company, was commissioned by the steering committee for Ontario's public library strategic planning process, to do a similar survey. The results were equally conclusive.⁷ Young people tend to trust information found in electronic formats and frequently prefer to use it.

The 2001 British Audit Commission study of England public libraries sends an even stronger warning.⁸

The Benton and the Market Probe studies inevitably launch discussions about the relevance of their findings. Those who argue they are not relevant suggest that these same young people will come back to public libraries once they have children and once they move toward recreational reading. This may be partially true, but it is probable that many young adults will continue to seek the answers to a wide-ranging variety of factual questions through the use of electronic information resources. They have more options than their predecessors.

U.S. scholar Robert Putnam states that participation in many social activities is "Intracohort", that one particular generation or group will, throughout their years, tend to behave in the same fashion toward some activities.⁹ The ways in which people use public libraries fits the profile of an intracohort activity. In greater numbers than their elders, today's young people will turn to the Internet when they want to travel, make major purchases, check stock quotes, or seek research assistance for their children's school work. It is probably safe to assume that each decade will bring us new users that even more firmly accept electronic resources.

Public Libraries face "digital divide" and "equity of access" issues. Increasingly, information that is vital to the lives of our citizens, from access to government information and services to school support and access to information for daily living, is only available through free Internet or commercial electronic resources. The library has a responsibility to provide access to these resources and to assist the public as they try to navigate through the growing amount of electronic material that is available to them. It is time for Hamilton Public Library to embrace electronic formats as an even more integral part of their collection and to promote their use.

The Hamilton Public Library will address this issue through the following position statements.

⁷ <http://www.strategicplan2000.com/SurveyReport.pdf>.

⁸ <http://www.audit-commission.gov.uk/reports/AC-REPORT.asp?CatID=ENGLISH^LG^SUBJECT^LG-CULT-LEIS^REPORTS-AND-DATA^AC-REPORT&ProdID=9D0A0DD1-3BF9-4c52-9112-67D520E7C0AB&prodType=AC-REPORT> OR Go to www.audit-commission.gov.uk/reports/ and use the search function to find the report entitled *Building Better Library Services*.

⁹ Putnam, Robert, *Bowling Alone: The Collapse and Revival of American Community*, Simon & Schuster, New York, 2000. pp. 33 - 34

11. The Hamilton Public Library accepts that there is a growing demand for additional electronic services.
12. The Hamilton Public Library accepts that there is a growing demand that the electronic services it provides must be accessible both within libraries and through remote access.
13. The Hamilton Public Library believes that the format in which collections are provided is important to the public and we must respond to changing format demands.

Students and Public Libraries

The Hamilton Public Library, like many public libraries, has a policy which states that we are not a primary, front-line information provider for students engaged in formal education. We expect schools to provide formal educational resources for their students. The Hamilton Public Library tries to assist by providing material for unique projects and papers. In reality, this division of responsibilities does not work. Significant portions of our resources help to support students in formal education but there is no consistency in these services since there is little policy justification.

The American Library Association has a survey instrument that allows local public libraries to ask constituents what services, taken from a list, they expect their local public library to provide. Inevitably, the public cites support for formal education as one of the top roles for any public library system.

There is a disconnect between the roles that public libraries seem willing to accept and the roles that the public seem anxious for them to provide.

The decline of many school libraries, coupled with a public belief that "the Internet" can fill this gap, creates an issue for public libraries. If we allow students to turn to "the Internet" as their primary resource tool, we run the risk of helping to create a growing group of young people who will continue, as adults, to accept inaccurate but easily obtained "information" as acceptable and will marginalize library services.

Public libraries must offer relevant services to students engaged in formal education. The wording of our traditional "support role" statement must be reviewed. Some U.S. states and Canadian provinces are addressing a part of this problem by forming multi-type library consortia that purchase licenses for electronic resources. Resources that students learn to use when they are in school continue to be the resources they can use once they graduate. Public libraries participate in such consortia both to stretch licensing funds and to help create young users who grow up with successful public library experiences. The Hamilton Public Library accepts a concept of school support that, for this institution, addresses these issues through the following position statements.

14. The Hamilton Public Library will review its policies regarding support for formal education and will revise these policies in an attempt to meet the expectations of students, short of providing "textbooks" to students.
15. The Hamilton Public Library will examine curricula-related needs, appropriate to different educational levels, including adult learners and define the extent to which the collection will support these needs.

16. The Hamilton Public Library will make every attempt to partner with educational organizations (such as the School Boards) in an attempt to assist them as they meet student needs.
17. The Hamilton Public Library will participate in licensing and purchasing consortia of electronic products whenever it is appropriate.

Acquisition of Material

The current collection development policy for the Hamilton Public Library cites the Central Library as a resource library, but we have little common understanding of what the term "resource" means. Does the term carry an expectation that the Library's collections are equally deep in all areas of human knowledge?

The reality is to marginalize library services and that the Hamilton Public Library is no different from any library system. It cannot maintain extensive collections in all areas of knowledge but must find some balance between collection depth and collection use. The parameters that define our balancing act are not explicitly stated.

S.R. Ranganathan published his famous "five laws of library science" in 1931. They are

- 1) Books are for use.
- 2) Every reader his/her book.
- 3) Every book its reader.
- 4) Save the time of the reader.
- 5) The library is a growing organism.

There is guidance in Ranganathan's five laws.

The Hamilton Public Library accepts a concept of acquisition that, for this institution, addresses this issue through the following position statements:

18. The Hamilton Public Library acquires material that will be used by the public.
19. The Hamilton Public Library will proactively seek materials to add to its collections in anticipation of public needs.
20. The depth of the library's collections is primarily determined by the demand for material, although material on all broad areas of human knowledge will be acquired.
21. The Hamilton Public Library recognizes that the collections may vary for different disciplines (science, social sciences and humanities) and that the format of materials collected and the retention strategies will differ.
22. The Hamilton Public Library is a place that promotes, through its collections, the use of accurate and reliable information that will assist people with their daily lives.

23. The Hamilton Public Library provides material in formats that people use, that are cost effective to provide, and that allow material on time-sensitive topics to be highlighted easily and to be kept up-to-date.
24. The library's collections will contain access to a variety of viewpoints on controversial topics.
25. The Hamilton Public Library accepts that a reliable criterion for predicting future use of an item is immediate past use.
26. The Hamilton Public Library accepts that it should play an active role in making people aware of its collections so that people may choose to use or not to use these collections based on knowledge that material is available.

Stewardship and Currency

In a recent book on values for librarianship¹⁰, Michael Gorman talks about 'Stewardship'. He writes that "we should do everything that we can to preserve significant recorded knowledge and information in such a manner that it is available not just to the next generation, or even to the next few generations, but for the indefinite future. The key word in the foregoing sentence is significant."¹¹

Hamilton Public Library will have to define its role in the preservation of significant printed works in a fashion that saves such material for "the indefinite future." Gorman suggests that librarians frequently shy away from any discussion of "significance" for fear of making judgments that bring accusations of censorship. He comments, as well, on our collective professional fear that we may remove something that a future researcher might want.

Gorman's concept of stewardship contains no reference to a potential conflict with another traditional role of public libraries. In comparison with academic libraries, public libraries face a higher expectation that the information they provide will be timely, accurate and relevant. Academic libraries often assume that users can draw a distinction between preserved and current information. For example, an academic library may wish to retain older gardening books so that future researchers can see the level of pesticides that were once recommended while a public library may wish to ensure that patrons do not use pesticide concentrations that are dangerous or illegal. Our users must receive service that directs them toward information relevant to their daily lives.

When determining which items are to be retained in long-term storage, several factors need to be considered including the cost of storing and handling the materials, the possibilities of storing the information in an alternative format, and the availability of the information in other sources or libraries. In addition, care must be taken to ensure that dated facts cannot be confused with accurate and current information.

Selection and de-selection are two components of the same process. The criteria used to choose material are the same that are used to discard it. As much emphasis, or more, must be placed on de-selection as on selection to maintain appropriate and relevant collections.

The Hamilton Public Library accepts a concept of collection stewardship that, for this institution, addresses these issues through the following position statements.

¹⁰ Gorman, Michael, *Our Enduring Values, Librarianship in the 21st Century*. American Library Association, Chicago and London, 2000.

¹¹ *Ibid*, page 61.

27. The Hamilton Public Library will collect and preserve comprehensive print and non-print material about Hamilton as well as material produced by Hamilton residents on the assumption that such material is, and will be, of significance to those in our community both now and into the future.
28. The Hamilton Public Library will ensure that where there is a demand for timeless materials (e.g. classics) that these items will be replaced with newer editions as they age.
29. The Hamilton Public Library accepts that de-selection is required to renew the collections, to reduce handling and storage costs, and to facilitate costs.
30. Material that is retained for long-term storage must have a projected future audience that is sufficient to justify the cost of retention.
31. Material that is retained for long-term storage will be stored only after all alternatives for providing this information is explored, and it is determined that keeping the item in its present format is justified.

Conclusion

The Hamilton Public Library must continue to provide good collections and service. We must meet our mandate with less purchasing power for a wider range of available materials in a greater variety of formats.

We can only be successful if our resources, staff and the funds we spend on collections, work toward a common, institutional understanding of the roles, priorities, and customer needs our collections are intended to fill.

The Hamilton Public Library will develop a comprehensive Collection Development Policy. This process has begun. This position paper sets out some of the intrinsic beliefs that our institution, as a starting point, accepts in principle. As our Collection Development Policy is developed, each of the position statements in this document may be challenged and potentially changed. In time, our Collection Development Policy will grow to include a definition of the scope and intensity of the collections. It will address issues of access and will provide a system of collection management based on objective measures.

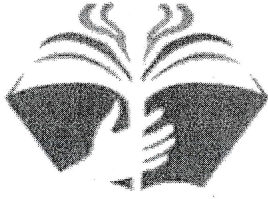
Position Statements

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6. The Hamilton Public Library accepts that its collections will include a mixture of resources that are "owned" by the library systems as well as material that it can access through cooperative collection endeavors including reciprocal borrowing, interlibrary loan and electronic consortia.
7. The Hamilton Public Library accepts a community responsibility for addressing "digital divide" and "equity of access" issues through its collections and services.
8. The Hamilton Public Library believes that collection decisions must be shaped by opinions of the public we serve as well as the opinions of those in the community who do not currently use library services.
9. The Hamilton Public Library will develop and regularly apply feedback systems that provide the library with objective information on the needs of our users.
10. The Hamilton Public Library will develop and regularly apply feedback systems that provide the library with objective information on how and where Hamilton residents who do not use the Library are meeting their information needs.
11. The Hamilton Public Library accepts that there is a growing demand for additional electronic services.
12. The Hamilton Public Library accepts that there is a growing demand that the electronic services it provides must be accessible both within libraries and through remote access.
13. The Hamilton Public Library believes that the format in which collections are provided is important to the public and we must respond to changing format demands.

¹² <http://www.cl.ca/about/intfreed.htm>

14. The Hamilton Public Library will review its policies regarding support for formal education and will revise these policies in an attempt to meet the expectations of students, short of providing "textbooks" to students.
15. The Hamilton Public Library will examine curricula-related needs, appropriate to different educational levels, including adult learners and define the extent to which the collection will support these needs.
16. The Hamilton Public Library will make every attempt to partner with educational organizations (such as the School Boards) in an attempt to assist them as they meet student needs.
17. The Hamilton Public Library will participate in licensing and purchasing consortia of electronic products whenever it is appropriate.
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27. The Hamilton Public Library will collect and preserve comprehensive print and non-print material about Hamilton as well as material produced by Hamilton residents on the assumption that such material is, and will be, of significance to those in our community both now and into the future.
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29. The Hamilton Public Library accepts that de-selection is required to renew the collection, to reduce handling and storage costs, and to facilitate use.

30. Material that is retained for long-term storage must have a projected future audience that is sufficient to justify the cost of retention.
31. Material that is retained for long-term storage will be stored only after all alternatives for providing this information is explored, and it is determined that keeping the item in its present format is justified.



Hamilton Public Library

*Growing minds.
Growing community.*

DATE: March 10, 2003

REPORT TO: Chair and Members of the Board

C.C.: Ken Roberts, Chief Librarian

FROM: Beth Hovius, Service Coordinator

SUBJECT: Purchase of DVDs from Collections Reserves

RECOMMENDATION: That \$200,000 be allocated from the Collections Reserves for the purchase and processing of DVDs.

FINANCIAL/STAFFING/LEGAL IMPLICATIONS:

There are sufficient funds in the Collections Reserve to fund this without negatively impacting on other areas. Further recommendations for funding collection priorities will be brought to future meetings. This funding will quick-start the purchase of a DVD collection.

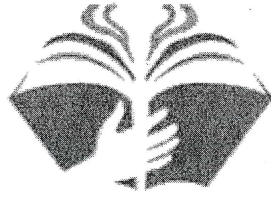
BACKGROUND:

The Hamilton Public Library delayed the introduction of DVDs because of amalgamation issues and as a result there is very high demand for these. It is anticipated that the start up collection will be available in the fall 2003.

The funds will be used to purchase a start up collection of approximately 6,000 adult and children's DVDs. The adult collection will include a selection of non-fiction in such areas as "how to", exercise, travel and documentaries as well as older feature films, classics, award winners and a selection of the best foreign releases. Popular feature films will be purchased in video format during the transition from videos to DVDs.

Beginning in 2004 DVDs will be funded from the video budget although further reserve funds may be necessary to grow the collection.

The collection will be accessible through the catalogue and holds system until the collection has grown and security and circulation issues resolved. This pragmatic approach, which has worked extremely well with high demand CDs, will enable us to meet the demand of the majority of our customers.



Hamilton Public Library

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Growing community.*

DATE: March 13, 2003

REPORT TO: Chair and Members of the Board

C.C.: Ken Roberts, Chief Librarian

FROM: William Guise, Business Administrator

SUBJECT: Reserves

RECOMMENDATION:

That the funds budgeted in the approved 2002 Operating Budget under account 52870-750020 Contingency in the amount of \$292,650.00 be transferred to the Reserve for Library General Development.

BACKGROUND:

The funds that were budgeted under account 52870-750020 Contingency were setup to cover events that may occur but for which no known amount of the liability was available. The amount of the liability is still unknown but it is likely to be required to be paid out in future years and therefore needs to be put aside.

Other transfers to and from reserves in 2002 are as follows:

Reserve for Mobile Equipment (Deptid 106005)

An amount was budgeted in the 2002 operating budget for transfer to this reserve for future replacement of library vehicles (bookmobiles and vans). The amount budgeted in 2002 was \$30,000.00 and was transferred to this reserve

Reserve for Library Collections (Deptid 106006)

Additional funding of \$14,580 was approved from the Reserve for Library Collections to complete the Millennium Project by the Board at its regular meeting in April 2002. The actual cost of the project was \$13,473.00 which has been transferred from the reserve to the operating budget for 2002.

As per past practice

- Donations received under the Honour with Books program were transferred from the operating budget to this reserve. The amount received in 2002 was \$16,329.45
- Funds received from patrons for the cost of replacing lost books or other library material has been transferred from the operating budget to reserve. The amount received in 2002 was \$24,534.98
- The unexpended portion of the Library Materials operating budget has been transferred from the operating budget to this reserve. The unexpended portion normally results from outstanding orders of library material. The amount of the funds transferred were \$332,534.98

Reserve for Library General Development (Deptid 106007)

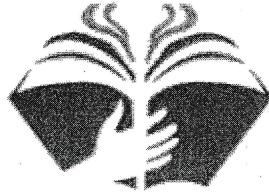
The amount of \$271,271.50 was transferred from this reserve to operating budget to cover expenditures in 2002 related to the renovation of new branch library in the former Stoney Creek City Hall. The total amount budgeted is \$496,700 and was approved by the Board at its regular meeting in March 2002 and to be funded \$406,800 from this reserve and the balance of \$89,900 from the Special Gifts Fund. Additional expenditures have and will be expended in 2003 and funds will be transferred as required.

As per past practice

- Funds received from fees charged to library users for printing material from computers has been transferred from the operating budget to this reserve. The amount collected in 2002 was \$19,967.75.
- An amount was budgeted in the 2002 operating budget for transfer to this reserve for future grounds improvement at library branches. The amount budgeted in 2002 was \$9,000.00 and was transferred to this reserve.

Reserve for Summer Reading (Deptid 106009)

As per past practice, the unexpended funds that were received by way of donation or grant for the purpose of funding the operation of a summer reading program were transferred to this reserve. The amount transferred was \$37,133.83 and will be used to fund future summer reading programs.



Hamilton Public Library

*Growing minds.
Growing community.*

DATE: March 14, 2003
REPORT TO: Chair and Members of the Board
C.C.: Ken Roberts, Chief Librarian
SUBJECT: Approval of Harmonization of Casual Wage Rates

RECOMMENDATION:

That the Board approves the following wage rates for all casual non-union employees and that these rates will be implemented effective January 1, 2003 to remain consistent with wage harmonization commitments.

Casual/Shelfreaders	7.8647	8.179	8.507	8.847
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It is also recommended that the Board approve the harmonization of recognized holidays observed by the Library for all casual part time.

FINANCIAL/STAFFING/LEGAL IMPLICATIONS:

The Library Board previously committed to the harmonization of wage rates effective January 1, 2003, and the costs associated with the harmonization have been captured in the current budget figures and no additional funding is required.

BACKGROUND:

The former Dundas and Hamilton Wentworth library systems paid casual part time on the basis on minimum wage (\$6.85/hour). As well, Hamilton Wentworth Pages under 18 years were paid the allowable minimum wage for that age group of \$6.40 per hour.

Additionally, the former systems paid holiday pay (per the Employment Standards calculations) for either those holidays recognized by the Employment Standards or those recognized by former policies.