

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, November 19, 2003
Central, Board Room**

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

AGENDA

1. **Discussion Period**
 - 1.1 Canadian Parents for French – Cheque Presentation by Rosalind Minaji
 - 1.2 Hamilton Branch of the Monarchist League of Canada Presentation
2. **Acceptance of the Agenda**
3. **Minutes of the Hamilton Public Library Board Meeting of Wednesday, October 15, 2003** **Attachment #3**
4. **Business Arising**
 - 4.1 2004 Operating Budget - KR Oral
 - 4.2 Strategic Plan - KR Attachment #4.2
 - 4.3 Dundas Pay Equity - LF **Suggested Action: Recommendation**
Attachment #4.3
5. **Correspondence**

6. Reports

6.1 Youth Services Report – HB Attachment #6.1
Suggested Action: Receive

7. New Business

7.1 Violence in the Workplace Policy - LF Attachment #7.1
Suggested Action: Recommendation

7.2 Capital Budget - WG Attachment #7.2
Suggested Action: Recommendation

7.3 Central Library Services Review - MS Oral/Presentation

7.4 Change in LTD Carrier – LF Attachment #7.4
Suggested Action: Rec

7.5 Sheffield Branch - KR Attachment #7.5
Suggested Action: Direction

7.6 OLA Conference - KH Attachment #7.6
Suggested Action: Receive

7.7 Mentoring/Twinning Proposal with Greenstone Library – PR Attachment Coming

7.8 Chief Librarian's Report Attachment #7.8
Action: Receive

8. Board Development

8.1 Governance Committee Attachment #8.1
Suggested Action: Discussion

9. Private and Confidential

9.1 Labour Relations Oral Report

10. Date of Next Meeting

Wednesday, December 17, 2003

Central, Wentworth Room

5:30 p.m. Meeting

7:00 p.m. Cocktails

8:00 p.m. Chairman's Dinner, Chamber of Commerce

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
Friends of the Library Policy	March 2003	Board	Once response received from Friends Group
Governance Committee	May 2003	Peter Rogers	Deferred to September 2003, Deferred to October 2003, Deferred to November 2003
2003 Strategic Plan Final Report			December 2003
Adult Services		Maureen Sawa	January 2004
Human Resources; Training		Linda Foley	February 2004
Collections		Beth Hovius	March 2004
Electronic Services		Kit Darling	April 2004
Facilities		Bill Guise	May 2004
Capital Assets/Capital Plan			June 2004
Communications/2004 Strategic Plan Update		Maureen Sawa	September 2004
2005 Strategic Plan			October 2004

**HAMILTON PUBLIC LIBRARY BOARD
Regular Meeting**

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

MINUTES

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

REGRETS: Joyce Brown, Anita Culley, Councilor Jackson, Councilor Caplan,
Dawna Petsche-Wark

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

The meeting was called to order at 6:00 p.m.

1. DISCUSSION PERIOD

1.1 Ontario Public Libraries Week

The official launch for Ontario Public Libraries week will be held on
Tuesday, October 21st.

1.2 Entertainment Books

Ms Sawa reported that entertainment books are once again being
sold at the Library for \$32.00.

2. ACCEPTANCE OF THE AGENDA

Add: 7.4 Community Leaders Meeting - MA

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

THAT THE AGENDA BE APPROVED AS AMENDED.

MOTION CARRIED.

3. MINUTES OF THE HAMILTON PUBLIC LIBRARY BOARD MEETING OF WEDNESDAY, SEPTEMBER 17, 2003

Under Regrets: Councilor Caplan's name recorded twice. Second one should read Councilor Jackson.

Under 6.1: Mr. Robert's should read Mr. Roberts'.

MOVED by Ms McKeating, seconded by Mr. Geczy,

THAT THE HAMILTON PUBLIC LIBRARY BOARD MINUTES OF WEDNESDAY, SEPTEMBER 17, 2003 BE ADOPTED AS AMENDED.

MOTION CARRIED.

4. BUSINESS ARISING

4.1 2004 Operating Budget

MOVED by Mr. Rogers, seconded by Mr. Geczy,

THAT THE HAMILTON PUBLIC LIBRARY BOARD AUTHORIZE THE CEO TO PRESENT A BUDGET WITH A 5.9% INCREASE TO THE CITY SUBJECT TO CHARGE BACKS NOT YET RECEIVED FROM THE CITY.

THAT THE ADMINISTRATION STAFF BE AUTHORIZED TO PRESENT AT THE NOVEMBER MEETING POTENTIAL SAVINGS THROUGH THE CENTRAL LIBRARY SERVICES REVIEW.

MOTION CARRIED.

4.2 2004 Draft Strategic Plan

Board Members suggested various changes to the draft plan. Administration will prepare a second draft. The action plan is scheduled to be placed on the Board agenda for its December meeting.

4.3 Options for Locke

Mr. Roberts indicated that a fifth option is to lease the former CIBC building until such time that appropriate funds have been raised. It was agreed that information needs to be communicated to the public outlining the issues for the delay. A fact sheet will be developed.

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

THAT A STAFF/BOARD COMMITTEE BE STRUCK TO DEVELOP A PLAN OUTLINING PRIORITIES FOR BRANCH PROJECTS/RENOVATIONS.

MOTION CARRIED.

The Committee will consist of the following members: Mr. McLaughlin, Ms Brown, Mr. Whitwell, Ms Gravereaux, Mr. Guise, Ms Hovius and Mr. Roberts. Mr. Roberts will call the first meeting.

5. CORRESPONDENCE

Letter to Honourable Sheila Copps dated September 19, 2003

Received for information.

Letter to Merv Matier, HWDSB, dated September 25, 2003

Received for information.

Letter to Marcel Castura, HWCDSB, dated September 25, 2003

Received for information.

Letter to Kevin Christenson, City Clerk, dated September 26, 2003

Received for information.

6. **REPORTS**

No reports.

7. **NEW BUSINESS**

7.1 Hamilton Gallery of Distinction

MOVED by Mr. Whitwell, seconded by Ms Gravereaux,

THAT THE HAMILTON PUBLIC LIBRARY BOARD PURCHASE A TABLE AT A COST OF \$650.00 FOR THE HAMILTON GALLERY OF DISTINCTION DINNER.

MOTION CARRIED.

The following board members indicated their interest in attending the dinner: Mr. Geczy, Mr. Whitwell, Mr. Rogers, Ms McKeating, Ms Horbach, and Ms Gravereaux.

7.2 Non-Union Wage Compensation

MOVED by Mr. Rogers, seconded by Mr. Whitwell,

THAT THE NON UNION SALARIED WAGE RANGES BE UPDATED TO REFLECT THE CITY OF HAMILTON INCREASE OF 3% EFFECTIVE APRIL 1, 2003 AND THAT THIS INCREASE ALSO REPLACE THE FORMER PROPOSED MID-MANAGEMENT INCENTIVE PROGRAM IN ORDER THAT THE LIBRARY COMPENSATION PROGRAM REFLECTS AND REMAINS IN SYNC WITH THE CITY COMPENSATION SCHEMES.

MOTION CARRIED.

7.3 Job Evaluation – Union Positions

MOVED by Ms McKeating, seconded by Mr. Geczy,

THAT THE RATING FOR THE ELECTRONIC SERVICES TECHNICIAN – USER SUPPORT AND WEB SERVICES POSITION BE UPGRADED FROM CLASSIFICATION 18 TO

**CLASSIFICATION 21 AS REVIEWED BY THE JOINT JOB
EVALUATION COMMITTEE IN SEPTEMBER 2003, BE
APPROVED.**

MOTION CARRIED.

7.4 Community Leaders Meeting

A meeting with community leaders has not yet been established.

8. BOARD DEVELOPMENT

8.1 Ken Haycock Session

The session scheduled for October 20th has been cancelled. An alternate date has not yet been set.

9. PRIVATE AND CONFIDENTIAL

MOVED by Mr. Rogers, seconded by Ms Adams,

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

MOTION CARRIED.

MOVED by Mr. Rogers seconded by Mr. Whitwell,

THAT THE IN-CAMERA SESSION BE ADJOURNED.

MOTION CARRIED.

10. DATE OF NEXT MEETING

Wednesday, November 19, 2003

Central Library, Board Room

5:30 p.m. Dinner

6:00 p.m. Meeting

11. ADJOURNMENT

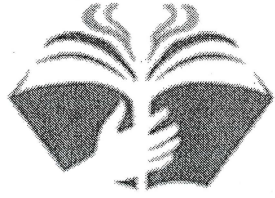
MOVED by Mr. McLaughlin, seconded by Ms McKeating,

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

MOTION CARRIED.

The meeting was adjourned at 8:45 p.m.

Minutes recorded by Karen Hartog.



Hamilton Public Library

*Growing minds.
Growing community.*

DATE: November 12, 2004
REPORT TO: Doreen Horbach, Board Chair
C.C.: Library Board Members
FROM: Ken Roberts, Chief Librarian
SUBJECT: 2004 Draft Strategic Plan – Strategic Priorities

RECOMMENDATION:

That the attached Strategic Priorities for 2004 be accepted by the library board.

BACKGROUND:

The draft Strategic Priorities were presented to the Hamilton Public Library Board at the October meeting. Suggested changes have been made. Once the board's strategic priorities are set, staff will prepare the 2004 service goals designed to advance these priorities.

THE HAMILTON PUBLIC LIBRARY BOARD

A SUMMARY OF THE BOARD'S STRATEGIC PRIORITIES FOR 2004

MISSION

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

VALUES

Intellectual Freedom

We provide individuals with access to all expressions of knowledge, creativity, and intellectual activity.

Inclusiveness

We work with our diverse communities to encourage library use.

Innovation

We anticipate and respond to the changing needs of our communities.

Respect

We listen and respond to diverse opinions, foster understanding and protect the dignity of individuals.

Accountability

We ensure that library services are vital and relevant to our community and to people's lives.

STRATEGIC PRIORITY: EMPOWER COMMUNITIES

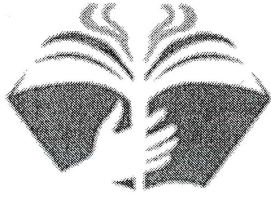
Library branches and the Central Library are each community places for neighbours to meet and for ideas to be shared. Libraries incite community pride and delight. While our libraries have much in common and provide consistent core services, a good community library reflects unique aspects of its surrounding neighbourhood. The Hamilton Public Library supports community development.

STRATEGIC PRIORITY: CELEBRATE DIVERSITY

The Hamilton Public Library will encourage people to use their public library's resources. The library system will serve people in ways that are relevant to their unique circumstances. Diversity, to some, means simply that Canadian residents come from a variety of languages, ethnic backgrounds and experiences. For the Hamilton Public Library, diversity also recognizes differing reading abilities and ways of understanding information as well as other unique needs of the people we serve.

STRATEGIC PRIORITY: STRENGTHEN OUR ORGANIZATION

The Hamilton Public Library will grow and improve through ongoing renewal. We believe that the library is a growing organism. We will ensure that the human and financial resources available to us continue to provide the best possible service to our community and its residents.



Hamilton Public Library

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DATE: October 27, 2003
REPORT TO: Chair and Members of the Board
C.C.: Ken Roberts, Chief Librarian
FROM: Linda Foley, Manager Human Resources
SUBJECT: Former Dundas Library Pay Equity Complaint

RECOMMENDATION:

That the Memorandum of Settlement reached between the Hamilton Public Library and CUPE 932 representing employees of the former Dundas Library system, be approved and the total payment of \$107,878.36 be paid as provided for in Attachment A of the Settlement.

FINANCIAL/STAFFING/LEGAL IMPLICATIONS:

The settlement of this pay equity complaint from the former Dundas Public Library (PAY EQUITY COMMISSION FILE # 0214403) puts to close the pre-amalgamation pay equity issue.

BACKGROUND:

A complaint was received by CUPE 932 regarding the former Dundas Public Library's failure to maintain its pay equity plan. The City of Hamilton initially worked with the Union to obtain, review, and achieve agreement on the facts and made a submission to the Pay Equity Commission. The Union made further assertions, and at this time, the Hamilton Public Library became a more active participant in the process. A meeting of the Union, Library, and Pay Equity Officer assigned to the complaint was held in September, and a settlement made based upon the original findings and without acknowledgment of liability.

MEMORANDUM OF SETTLEMENT

Between

**Canadian Union of Public Employees (CUPE Local 932)
The bargaining agent**

AND

**Hamilton Public Library
(formerly Dundas Public Library)
the employer**

RE: PAY EQUITY COMMISSION FILE # 0214403

Regarding the matter before the Pay Equity Commission in the above file number, both parties agree to the following, without any admission of liability on the part of the Library that any adjustments are owing, as full and final settlement of all outstanding pay equity issues for the previous Dundas Public Library.

The employer has agreed to make final settlement in the amount of \$107,878.36 which will be paid out to employees of the Dundas Public Library as per attachment "A" which is attached hereto and forms an integral part of this agreement.

The bargaining agent has agreed to accept the settlement as resolution of all outstanding pay equity claims for employees of the former Dundas Public Library for the period prior to amalgamation into the Hamilton Public Library.

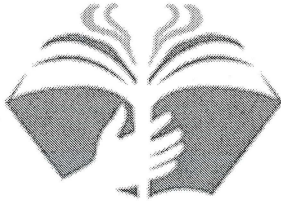
Signed:

For the Employer

For the Bargaining Agent

Dated:

Dated:



Hamilton Public Library

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DATE: November 14, 2003

REPORT TO: Doreen Horbach, Hamilton Public Library Board Chair

C.C.: Library Board Members, Administration Team

FROM: Helen Benoit, Service Coordinator, Youth

SUBJECT: **Youth Services Report**

RECOMMENDATION:

That the attached **Youth Services Report: a Strategic Report to the Hamilton Public Library Board** be received for information.

BACKGROUND:

Youth Services is in the last year of a 3-year plan to phase in core services. The attached report summarizes what was accomplished in 2002 – 2003 and what is planned for the next few years.



Hamilton Public Library

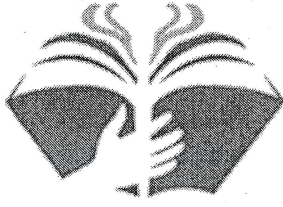
Youth Services Report

A Strategic Report to the Hamilton Public
Library Board

We must constantly remember what excellent library services can do for children. We give children hope, dreams, words to think with, inspiration, information, positive role models, the life of their community, moments of delight, answers to questions, and questions to answer. What other public agency can offer so much?

Virginia A. Walter

November 2003



Hamilton Public Library

*Growing minds.
Growing community.*

DATE: November 14, 2003

REPORT TO: Doreen Horbach, Hamilton Public Library Board Chair

C.C.: Library Board Members, Administration Team

FROM: Helen Benoit, Service Coordinator, Youth

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Acknowledgements

My thanks to Carol Wilkinson, Manager of the Central Children’s Department, for her assistance in numerous community projects.

My appreciation to, Jane Graves, Helen Kelly, Kathryn Petersen and Ilona Hitchcock, our youth librarians, for their hard work and commitment to providing the best possible library service to young people.

My gratitude to all the hard working Hamilton Public Library staff who provide programs and information to children, families and teens on a daily basis.

Helen Benoit, Youth Services Coordinator

November 2003

Background

Our commitment is to provide an effective, efficient, accessible and specialized program of public library service to children, parents and caregivers of diverse interests and needs in order to promote library use and to create and nurture a lifelong interest in reading and learning.

Children's Services Vision Statement – Hamilton Public Library

Opening Doors: Children's Services Transition Team Final Report outlined a three year plan for the development and delivery of youth Services in the new amalgamated system. For the past three years, this key report has served as a guide and a work plan detailing the steps and timing for introducing core services to a unified library system. How core services are delivered may vary within the designated service tiers (neighbourhood, community, district and Central). Core Services have been defined as reader's advisory, preschool programs, class visits, Power of the Pen and summer reading programs. The following service principles were developed and applied:

Child Centred

- We will nurture a lifelong interest in reading, learning and library use through the provision of books and other materials and services that entertain, inform and inspire'
- We will support and promote the equality of children as library customers by providing necessary staff assistance and resources to enable children, their parents and caregivers to access the library's collections and services
- We will offer access to collections to meet the information and recreation needs of children/parents through various means including in-person services, telephone services, programs and appropriate technology
- We will offer collections and services that are easy for children to access and housed in a welcoming environment.
- We are committed to maintaining a Children's Services training program for new and experienced staff.

Community Focused

- We will offer services and initiatives that are appropriate, flexible and responsive to community needs.
- We will promote children's literacy and build on community support for children's. services through outreach, by networking with community groups and organizations and engaging in co-operative ventures.

Collections

- We will develop collections that are selective, accurate and timely, reflecting community needs.
- We will meet the information and recreation needs of children, parents and caregivers by providing attractive print and non-print collections in formats that are easily accessible to various reading levels.

Technology

- Child friendly technology will be available
- Staff working with children will be trained in the use or appropriate electronic information resources.

We are currently working through the final year of the implementation plan. Last year's work plan, **Youth Services in the New Hamilton Public Library System** built on this solid foundation by highlighting recent research, best practices and relevant trends. In the coming year, we will continue to review programs in identified strategic areas. Library services for teens and the library's role in early literacy and early learning remain key areas. The current research on boys and reading suggests that the library can play an important role in providing collections that meet the specific reading needs and interests of boys. The crisis in Canada's school libraries has made real and effective co-operation between school libraries and public libraries a necessity. Roles are being re-examined and public library services for elementary and secondary school students are being reviewed and discussed.

Trends

A Social Vision for the City of Hamilton (September 2002) identifies the theme of children and families as a flagship initiative for the City of Hamilton.

There are serious and growing problems... with respect to the well-being of children... the community's children may be losing ground. The scores of City of Hamilton Grade 3 students on the provincial tests were average relative to overall scores for the province. But by Grade 6, the educational scores of these students have fallen below the provincial average. At last count (1995), Hamilton had a poverty rate of 21.9 percent compared to 17.7 percent for Ontario. This is serious for children, in particular because of the strong link between poverty and school failure.

A Social Vision for the New City of Hamilton

Caledon Institute of Social Policy

The ***Strategic Plan for Ontario Public Libraries*** (2000) reviewed demographics and their impact on library use. Immigration levels and below average population growth (with the greatest growth predicted for the teen group) are highlighted as significant trends for libraries.

Library Services to Newcomer Families

According to the 2001 census figures:

- 24 percent of Hamiltonians were born outside Canada.
- Hamilton has the third-highest proportion of foreign-born citizens in the country, after Toronto and Vancouver.
- Visible minorities make up almost 10 percent of Hamilton's population.
- 5 percent of Hamilton's foreign-born population (34,545 people) arrived between 1991 and 2001.

(Chinta Puxley, "One in four Hamiltonians hails from other nations," *Hamilton Spectator* (Jan 22, 2003))

Many of the youth services 2003-2004 multiyear activities celebrate diversity and involve partnerships. The library is working closely with Settlement and Integration Services Organization (SISO), the Centre de Sante, the Community Action Program for Children (CAPC) and Settlement Workers in the Schools Hamilton (SWISH) to provide access to a variety of special programs, services and collections. These projects are designed to reach out to newcomer families and promote library use.

Library Services to Teens

The Benton study and various demographic reports emphasize the importance of providing services that meet the needs of this age group. The 1996 **Listening To Teens at the Hamilton Public Library** study found that:

- 87% of Hamilton teens surveyed had visited the library in the past year.
- Obtaining information for school assignments was the primary reason for visiting the library
- 78% of teens surveyed had read one or more books in the last month.
- Teens want and need help with locating information.

The Teen Librarian position was created to assist with the introduction of core programs for teens such as class visits and the development of relevant local partnerships with schools and community agencies. The class visit program was reworked to introduce youth to the library's electronic resources and to increase library membership. In 2003-2004, the focus will be on providing opportunities for youth involvement through a youth advisory group, linking with the multicultural community and offering programs for at risk youth. This direction is in keeping with the revised ***New Directions for Library Service to Young Adults***, the American Library Association's primary framework document for young adult services.

The purpose... is to provide direction on how to establish quality library services to young adults in school and public libraries built upon the foundation of youth development, development needs, and the developmental assets of adolescents. The focus is not only on what services libraries provide young adults but also – just as importantly – on the outcomes of those services that include increased student learning and achievement. Developmental assets refer to the positive factors that contribute to healthy youth development, while outcomes refer to the change in behavior brought about by a young adult using a library.

(Patrick Jones, JOYS, Spring 2002)

Early Literacy and Early Learning

Imagine a place through which every newborn baby is given a package as a birthright, which gives them access, for life, to an endless supply of books, music and films as well as the World Wide Web. Tens of millions of books, videos and CDs at your fingertips readily available for life.

<http://www.culture.gov.uk/heritage/pl-framework.html>

A number of the 2003-2004 activities support our commitment to an accessible library system and are in response to a provincial initiative. The Early Years Project is based on the **Early Years Report**, by Fraser Mustard, Margaret McCain, and others (completed in 1999). This study provides evidence that children's lives are critically influenced by the stimulation, care, nutrition and parenting that they receive during their first six years, particularly the first three years of life. Using this research as a foundation, the Ontario government has developed an agenda to improve the lives of children and parents. There are a number of key initiatives. **The Early Years Challenge Fund** was set up to encourage communities to develop partnerships and produce projects that will ensure that children between the ages of 0 and 6 get the best possible start in life. Through this fund, the Ontario government will match contributions from the community. The library has partnered with a number of community groups and agencies and received funding for a multiyear proposal, the Multicultural Early Learning Development (MELD) project. The provincial government has opened Early Years Centres across the province to provide resources, programs and information for families with young children. Hamilton has 5 Centres and many community satellite sites. In September, 2003, the Westdale library became an Early Years community site. There is also an Early Literacy Initiative funded by the Ministry of Community, Family and Children's Services. The library has received \$9,000 from the Ministry to pilot an Early Literacy Resource Collection at the Kenilworth Branch.

It has been challenging for the library to link and work co-operatively with agencies and individuals responsible for the various early years initiatives. While there have been many success stories at our local level, there has been limited communication and co-operation between the ministries responsible for library services, education and child care. The role of the public library in providing programs, services and collections for children and their families has been misunderstood or ignored. The result has been duplication of existing services and resources and confusion. For example, book collections have been purchased and distributed across the community with no provision for ongoing maintenance and support. Various groups and agencies have been instructed to develop procedures to circulate these materials to our community.

After School Programs

Homework help programs for young people are becoming part of mainstream library service. In 1992, the Carnegie Council on Adolescent Development released a report documenting that the most dangerous time of day for young people are the three hours after they leave school. This is the time period when they are most susceptible to negative peer pressure and to engaging in illegal activities. The Carnegie group recommended that communities create support networks that include after-school programs. Libraries in the United States have led the way. Models vary and the most successful are tailored to specific community needs. Toronto Public Library has developed the Reading and Homework Help Program (RHHP) to address a demonstrated need to help at-risk children. Houston Public Library's ASPIRE program uses the Internet, homework and reading to create an environment where learning is fun and non-threatening.

A defined fully supported after school program funded by community partnerships is a service area which needs to be explored. Other libraries have responded to the need for such programs with a variety of approaches that reflect their space, staffing and community support resources. ...The committee recommends that children's staff focus on after school programming as the area for future research and development.

Opening Doors: Children's Services Transition Team

Hamilton Public Library

The Crisis in Canadian School Libraries

School library programs are being drastically reduced across the country as school boards confront funding shortfalls... cuts are occurring when researchers abroad have determined that well-stocked, professionally-staffed school libraries which remain open during the day are linked to student achievement, reading, information literacy skills and success at the post-secondary level. In the United States, Europe and South America, policy makers are increasing school library funding.

The Canadian Coalition for School Libraries

Ken Haycock's recently published report, ***The Crisis in Canada's School Libraries, the Case for Reform and Re-investment*** (June 2003) summarizes the relevant research and provides an overview of what is happening across Canada. Adequately staffed and resourced school libraries are the exception in Ontario. School libraries and teacher librarian positions are considered "auxiliary services" and have been targeted for reductions. "Prior to 1996, all the city schools had full-time librarians. Now schools are lucky to have a part-time librarian and library-book funding was reduced." (Judith Bishop, ***"Issues for Urban Boards of Education"***) This gap in services to teachers and students is a growing challenge for public libraries. For Hamilton Public Library, school support is a strategic priority and has led to the development of several multiyear partnership initiatives that focus on collections, programs and services.

There is a disconnect between the roles that public libraries seem willing to accept and the roles that the public seems anxious for them to provide... Public libraries must offer relevant services to students engaged in formal education. The wording of our traditional "support role" statement must be reviewed... The Hamilton Public Library accepts a concept of school support that, for this institution, addresses these issues through the following position statements.

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.

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.

The Hamilton Public Library will make every attempt to partner with educational organizes (such as the School Boards) in an attempt to assist them as they meet student needs.

The Hamilton Public Library will participate in licensing and purchasing consortia of electronic products whenever it is appropriate.

Meeting User Needs, Part II: Our Collection Responsibilities (A position paper for the Hamilton Public Library System)

Boys and Reading

The subject of boys and reading is receiving a great deal of attention. Boys are falling behind girls in basic literacy skills. Current research indicates that boys and girls are fundamentally different in how they learn to read and what they choose to read. Boys have specific reading preferences that need be considered in book selection. While girls will read a variety of books, boys tend to read for information and if given an option will choose stories with male protagonists. Boys are attracted to works of non-fiction, fantasy and humour. Libraries have a role to play in providing a wide range of materials that will engage the male reader and offering programs to assist young readers who need help. The registration numbers in this year's summer reading club are telling. The girls outnumbered the boys in the general program but there were more boys than girls enrolled in our Reading Buddies program.

...starting as early as first grade, boys recognize fewer words than girls do. Girls do better in reading throughout their school years, read more for pleasure and consistently score higher than boys on reading aptitude tests, ...more than half of fourth-grade girls read for fun on a daily basis, while just over a third of boys the same age do so.

--Andrea Grazzini Walstorm, "Of Books and Boys" http://www.connectforkids.org/benton_topics

Male role models are also important in encouraging boys to read for pleasure. We are working with the Public Health and Community Services Department of Hamilton to plan and present a special series of programs in June 2004 that will encourage fathers to read to their children.

2002/2003 Achievements

Youth Services is an amalgamation success story. With the exception of the activities associated with the first Challenges Grant application submitted by Affiliated Services for Children and Youth (ASCY), all 2002/2003 activities outlined in the Youth Services Work Plan were successfully completed and anticipated outcomes were achieved. Story times, class visits and summer reading programs were offered across the system ahead of the timelines outlined in **Opening Doors**.

- Core children's programs are offered at all of our library branches. Total programme attendance in 2002 reached 43,643.
- Summer Reading Club numbers increased by 24% over pre-amalgamation participation and in 2003 they increased again by an additional 20% for a total of 9,321 participants.
- Preschool programs are more accessible in terms of location, number and type of program offered. Family story times were introduced and more baby time programs were added. In the Fall of 2001, we offered a total of 53 preschool programs. This fall we are offering 66 weekly story times for babies, toddlers, preschoolers and families across the system. Highlights include the share the stories family literacy grant that we accessed in 2002 to fund programs that were attended by 4003 parents and children.
- School visits are offered at all locations and school participation has improved. In the 2002-2003 school year, the total number of class visits increased by 30% for a total of 776 visits and the number of grade 7 class visits increased by 212% to 158 visits. The percentage of schools participating in our class visit program grew from 44% to 65%. A total of 148 schools participated in the class visit program.
- We created a teacher's page on our website (<http://www.hpl.ca/info/tips-teachers.shtml>) as well as a variety of flexible resources for teachers and students to use at home, at school or at the Hamilton Public Library (tutorials, PowerPoint tours, homework help, etc.).
- We developed a PowerPoint presentation for parents on safe surfing, **Internet Safety is a Family Affair**. A concise version of this PowerPoint is available on our Kids' Page (<http://www.hpl.ca/kids/safety.php>)
- Collections designed for children and teens can be found at all locations. Youth collection budgets were amalgamated and automatic release plans developed based on consistent criteria.
- Staff are trained to provide services and programs at established service levels.
- Clear and unified youth services policies and procedures were developed and are accessible in the new **Youth Services Training Manual** and on HPLnet.
- The Read To Your Baby program was launched and to date 950 families have redeemed their invitation for a free book and library card for their newborn. Programs that encourage parents to read to their young children and to use the library were developed in co-operation with Healthy Babies Healthy Children, local hospitals and various funding partners such as the Starbucks Foundation, Share the Stories and the Edith H. Turner Foundation. Hamilton Public Library's Read To Your Baby program was featured at the 2002 CLA pre-conference and was highlighted at the International Forum on Children's Literature, in 2003.
- Working with Communications and Community Development staff, **Reading Together @ Your Library**, a reading guide for parents of young children was written, printed and distributed to new parents. 6,000 families a year receive a copy of this library publication and 4,000 are receiving regular mail outs promoting library use from the Healthy Babies Healthy Children program. For the period June to October 2001 compare to June to October 2002:
 - Applications for library cards for children 0-2 years of age increased by 84%
 - The circulation of parenting books and videos increased 34.8%
 - The circulation of easy paperbacks (this includes board books) increased 16.48%

- Electronic resources for children were reallocated across the system with support from Electronic Services through the Kidsconnect project.
- Special Collections were created and funded by a variety of partners. The Early Literacy Collection was funded by the Ministry of Community, Family and Children's Services in partnership with Affiliated Services for Children and Youth. The Courage Collection was made possible through an ongoing partnership with the Child Abuse Council.
- The circulation of materials for young people increased by 4% in 2002.

2003 - 2004 Initiatives

The 2003 -2004 work plan is rooted in the Hamilton Public Library Board's strategic commitment to a unified, sustainable and accessible library system. Many of the initiatives are multiyear activities that are in process. The 2004 themes; strengthen communities, celebrate diversity and develop and energize our services and organization have also been incorporated.

Enhance Public Use and Satisfaction with the Library System / Strengthen Communities

Increase student awareness and use of the library system

Clarify expectations, review structure and maximize participation levels in the school class visit program. June 2004

- The class visit program is a core service and is structured to reach children at key age and grade levels. Classes visit their branch library or we bring the library to them. We have increased the number of classes participating in this program in 2002 – 2003 and are working to improve participation levels in 2004 – 2005 and to set system benchmarks. Participation incentives through partnerships with Disney on Ice and the Tivoli Theatre were introduced as an experiment in 2003 and have made a positive impact.

Investigate the feasibility of introducing a pilot homework help program in co-operation with community partners. December 2003

- Several library locations are experimenting with after school programs in October – December, 2003. We are partnering with Settlement and Integration Services Organization and Frontier College to recruit volunteers and participants. The success of the different program models will be evaluated and depending on community response additional programs may be developed for 2004. Central Library is offering programs for newcomer youth.

Increase curriculum-related support services for students and teachers in elementary grades. December 2004

- We have worked co-operatively with local school boards to initiate a curriculum support program that maximizes use of the library's print and electronic collections. In 2003-2004, the focus is on grade 4 curriculum areas. The pathfinder on the subject of Provinces and Territories is complete, Science Projects is in process and work on the Middle Ages pathfinder will begin in 2004. We have created a PowerPoint and an overlay presentation based on the first pathfinder that can be used in conjunction with our grade 4 class visit program.

Identify and promote library collections (print and electronic resources) that support high school curriculum core courses December 2004

- In partnership with the local school boards, other Ontario public and school libraries, identify key subject areas in core high school courses and develop pathfinder templates. With support from Electronic Services and Adult Services and in conjunction with provincial initiatives such as Ontario Digital Libraries, maximize accessibility to identified information resources.

Timeline: This is a multiyear activity with various phases and projects (2003 – 2005)

Offer programs that meet the needs of families in the east end of Hamilton

Enter into a formal partnership with the Community Action Program for Children

- Access an annual budget of \$16,000 from CAPC funding sources to offer programs in the east end of the city that target early literacy needs, reach new immigrant families and promote literacy.

Timeline: December 2004

Enhance Public Use and Satisfaction with the Library System / Celebrate Diversity

Library services and collections are increasingly relevant to the community

Participate in Opening Doors, a national survey intended to determine children's reading habits and their use of the public library.

- The survey data will provide a unique opportunity to access information about our users and non-users. We gathered the data in 2003. We completed the collection surveys, administered the student questionnaires and held student focus groups. In 2004, we will have an opportunity to analyze the data that has been collected. The information on Hamilton youth will be used to plan our services and build our collections in the years to come.

Timeline: Multiyear (2003 – 2005)

Offer services for priority groups that may not be utilizing the strengths of the library system

Increase use of the library and its resources by newcomer families through the Multicultural Early Learning Development (MELD) project.

- In 2003, the library as lead agency submitted a successful grant application to the Early Years Challenge Fund for a three year project. Our partners include the Hamilton- Wentworth District School Board, the Hamilton-Wentworth Catholic District School Board, the Community Action Program for Children, Community Access to Child Health, Settlement and Integration Services Organization, National Book Service, the Centre de Santé Communautaire Hamilton/Niagara, the Hamilton Community Foundation, and the Share the Stories Foundation. This family literacy project for newcomer families promotes school readiness, early literacy and library use. The project is designed to reach new immigrant families and provide parents with tools to help prepare their children for school. In 2003, the grant was written and the first phase of the program was launched. Programs were tested and the workbook was developed and translated into the first set of languages. In 2004 – 2005, we will order collections, translate the workbook into additional languages, and make the translations available on our website. We will offer related programs and library tours at specified schools and branch locations.

Timeline: Multiyear (2003 – 2005)

Increase awareness and use of the library system by parents, caregivers and young families

Incorporate Read To Your Baby as a core children's program.

December 2003

- Read To Your Baby is a project that introduces the library and its programs and collections for families. Each year 6000+ new parents receive a free canvas book bag, a copy of **Reading Together @ the Library**, the **Let's Grow** kit of child development information and a library invitation

that can be redeemed for a free library card and a free book for their baby. Read To Your Baby was initially funded through a series of grants and donations. A partnership with Healthy Babies Healthy Children negotiated in 2003 has made this project sustainable. Ongoing funding has been secured for the cost of the book bags distributed by area hospitals and the gift book presented to new parents (when they register for a library card at their local branch).

Promote library services and collections for young families at local Early Years Centres, community satellite sites and daycare centres. June 2004

- In 2003, we worked with the Early Literacy Consultants to ensure that the thousands of Ministry funded books in community collections have special labels promoting the Hamilton Public Library and encouraging public library use. We developed a special library insert that is included in the Early Literacy Kits produced by the province and given to new parents. New parents are invited to visit their local library, register for a library card and enter a monthly draw for a teddy bear puppet (supplied by Explora – Toy). We negotiated an arrangement whereby the programming room at Westdale library becomes a community satellite site every Thursday. In 2004, we will produce special posters for display at area daycares and Early Years Centres. This promotion will build on the success of our *Reading Together @ the Library* publication and will highlight library services and materials for families.

Timeline: 2003 - 2004

Offer programs and collections that will engage male readers

Work with the Public Health and the Community Services Department of the City of Hamilton to reach fathers and promote reading.

- Research and produce a series of annotated booklists especially for fathers (one on parenting information for fathers, one on great books for dads to share with their children and one on stories that feature fathers as central characters). Order these materials so that they are accessible across the system. Public Health will print the lists and mail them out to thousands of families on the Let's Grow mailing list. Plan two training program featuring author/illustrator and advocate Kevin O'Malley on the topic of Boys and Reading. The first is a co-operative training workshop with area public libraries scheduled for December at the Kitchener Public Library. Public Health is covering the cost of an additional training session in June that will be open to the community at large. Individuals who work with families will be invited to this special session at the Central library. Offer a series of evening programs for fathers to model positive interaction around books and language.

Timeline: June 2004

Increase awareness and use of the library system by youth

Reach out to young people through programs that focus on asset building.

- Work with a variety of groups, organizations and agencies (such as the Kiwanis Boys and Girls Club, Notre Dame House, Living Rock Ministries, Columbia School, SISO and the Teen Suicide Prevention group) to promote library collections and services to at risk youth. Provide an opportunity for youth input regarding collections, programs and facilities (including the Central Library) through the formation of a Teen Advisory Group (TAG). Offer a staff workshop in co-operation with community partners that will focus on the developmental needs of youth and the library's role.

Timeline: 2004 - 2005

Enhance Public Use and Satisfaction with the Library System / Develop and Energize our Services

Maintain high participation levels in the summer reading club and associated programs

Develop partnerships with community groups and agencies to promote summer reading and offer co-operative programs and special services.

- In 2003, participation in summer reading increased by 20% for a total of 9,321 participants. We worked with local school boards to develop a flyer that was distributed with final report cards (by the Public School Board) and incorporated into the school newsletter for parents (by the Separate School Board). We worked with the Healthy Babies Healthy Children program to mail out information to new parents and to provide special parenting programs at area libraries during the summer months. We promoted the storybook club in family resource centres and Early Years Centres. We worked with the SWISH program to reach newcomer families. We partnered with the Centre de Sante to offer a bilingual summer reading program at a number of branch locations as well as summer story programs in French. Central and Red Hill partnered with Frontier College and SISO to offer ESL summer reading programs for newcomer youth.

Timeline: Complete for 2003

Maintain growth in circulation of materials for children and young adults

Provide equitable access to quality collections in a variety of formats to meet system standards, reinforce strategic priorities and respond to community needs.

- Develop/introduce the following collections:

• Circulating toys	reintroduced in 2003
• DVDs for children	in process
• French Automatic Release Plan	in process
• Braille collections at Terryberry and Central	completed in 2003
• Awards Automatic Release Plan	in process
• Graphic novels	introduced in 2003
• Teen non-fiction paperbacks	order placed in 2003
• E-books	in process

Timeline: January 2004

Reorganization of Youth Services Librarians

Create a new work team for youth services

- Respond to the reduction in the number of youth services librarians while continuing to meet system needs. Review job duties and responsibilities in order to advance strategic priorities.

Timeline: January 2004

Budget Issues

Most of the necessary funding for 2004 activities is incorporated in the current operating budget. Some core programs such as summer reading still rely on funding from outside sources (grants and donations) but a reserve account is in place to safeguard the program in case of a change in grant funding. The MELD initiative has received support from the Special Gifts Fund for one year. Ten thousand dollars was approved as part of the submission to the Challenge Fund.

Community networks, partnerships and professional involvement

Carol Wilkinson, Manager Central Children's Department

- SWISH Summer Program Planning - Chair
- Consortium of Ontario Libraries (COOL) e-books Selection Committee
- Family Literacy Network Early Bird - Community Working Group
- Multicultural Early Learning Development Partners Group

Youth Services Librarians

- Healthy Babies Healthy Children Steering Committee
- Provincial TD Summer Reading Club Committee
- Teen Suicide Prevention Community Group
- Week of the Child
- High School Students As Researchers
- Multicultural Early Learning Development

Helen Benoit, Service Co-ordinator, Youth Services

- Multicultural Early Learning Development Partners Group - Chair
- Hamilton Early Literacy Committee
- Community Advisory Committee for the Early Years – provincially appointed
- Community Advisory Committee for Hamilton West Early Years Centre
- The Library Co-operative (Resources for Students)
- High school Students as Researchers
- Community Action Program for Children Service Providers
- Conference Presenter - CLA (2002); Convenor and presenter CLA/ALA (2003); The National Library Conference – The Fun of Reading (2003)

Collections

Family Language Kits

The Family Language Kits (FLAG) project is a family literacy initiative that provides dual language materials (English + home language) to help families with young children to learn English. Our partners are: the Community Action Program for Children (CAPC), the Parents Helping Parents program and Social and Public Health, City of Hamilton. Funding has been provided through a variety of grants and donations. Each kit contains puppets, cassettes, picture dictionaries and books in English and a child's home language. Family Language Kits are available in: Albanian, Arabic, Bengali, Cambodian, Chinese, Croatian, French, Hungarian, Portuguese, Punjabi, Serbian, Somali, Spanish, Turkish, Urdu and Vietnamese.

Courage Collection

The Child Abuse Council has partnered with the Hamilton Public Library to create a fully accessible, specialized collection of resource materials for children, families, community members and professionals. The collection which is housed at Kenilworth Branch includes information and reference books, children's and youth storybooks, videos, manuals, audiotapes, self-help tools and other educational material dealing with matters such as childhood traumas, recovery and healing issues and adult survivor topics.

Early Literacy Collection

This special resource collection of books, videos and puppets was funded by the Ministry of Community Family and Children's Services and is housed at Kenilworth.

Programs

Power of the Pen

The Power of the Pen is a creative writing contest for 12 – 18 year olds that is funded by The Hamilton Spectator. Our sponsors include: Bryan Prince Bookseller, Canada Post Heritage Club, the Hamilton Association for the Advancement of Literature, Science and Art, Little Caesars and Starbucks Coffee Company

Summer Reading Club

Our major sponsors include the TD Canada Trust, area Optimist Clubs and The Hamilton Spectator. We receive grant funding to assist with student summer workers through Young Canada Works, Summer Job Service, Summer Career Placements and CAPC SEED funding. Ongoing support (both cash and in-kind) is also supplied by the Soroptomists, the Kiwanis Club of Stoney Creek, Canada Post Heritage Club, Hamilton-Wentworth Educational Workers, Friends of the Library, various publishers, Mohawk College, McDonalds, Starbucks and Little Caesars.

Class Visit Program

We work with both school boards and local private schools to offer this core program. We have partnered with the Tivoli Theatre and Disney On Ice to provide incentive prizes to increase school participation.

SWISH

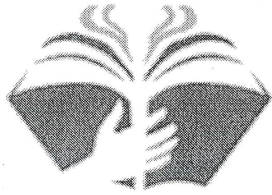
Working in partnership with SISO (Settlement and Integration Services Organization), SWISH workers (Settlement Workers In Schools – Hamilton) are placed at 3 library locations during the summer months. They provide assistance to families whose first language is not English. This year workers were located at the Central Children's Department, Red Hill and Westdale.

Read To Your Baby

The Read To Your Baby project is designed to reach 6,000 families a year by working with the Healthy Babies Healthy Children Early Identification initiative and area hospitals. Each new parent is invited to visit their local library to register for a free card and to pick up a gift book, **Read To Your Bunny** by Rosemary Wells. Free parenting workshops are offered at area Starbucks locations with public health nurses and in association with other community groups and programs such as Early Words. Costs associated with this program have been covered by accessing a variety of grants and donations. This year, Public Health agreed to provide funding for the book bags.

Multicultural Early Learning Development

This partnership project includes both school boards, the Centre de Sante, CAPC, SISO, Community Access to Child Health (CATCH) and National Book Service. This family literacy project is rooted in the kindergarten curriculum and designed to reach new immigrant families. The intent is to provide parents with tools to support their children's early learning and prepare them for school. Funding was accessed from a variety of sources including the Early Years Challenge Fund, the Hamilton Community Foundation, the Share the Stories Fund, National Book Service and the CAPC Seed Fund.



Hamilton Public Library

*Growing minds.
Growing community.*

DATE: October 27, 2003

REPORT TO: Chair and Members of the Board

C.C.: Ken Roberts, Chief Librarian

FROM: Linda Foley, Manager Human Resources

SUBJECT: Board Policy – Workplace Violence Prevention

RECOMMENDATION:

That the proposed Workplace Violence Prevention policy be approved and that full implementation of the policy to commence upon the development of employee & managerial training plan.

FINANCIAL/STAFFING/LEGAL IMPLICATIONS:

The policy implementation will require monies for workshop development and staffing replacement costs, where required. A cost estimate is not known at this time. There are no legal implications.

BACKGROUND:

Workplaces across Canada have updated policies that include the handling of incidences of violence in the workplace. The Occupational Health & Safety Act of Ontario requires an employer to take "every reasonable precaution" to ensure the safety of its employees. By way of introducing a policy such as this, the Hamilton Public Library will outline its position on workplace violence and provide direction to the management team and employees as to how such incidents will be handled.

The policy was developed in conjunction with representatives of the Health & Safety Committee and CUPE 932 President and its management team.

Workplace Violence Prevention Policy

Policy Level: Board
Author: Linda Foley
Revision Date: New
First Approved:

Policy Statement & Purpose

At Hamilton Public Library, we believe in treating our employees, volunteers, our visitors, and customers, and all other persons carrying on activities in the Library with respect, fairness and sensitivity as a means of fostering a healthy and safe work environment. Violence in the workplace can have devastating effects on the quality of life of all persons and on the efficiency of the Library and therefore Hamilton Public Library is committed to providing a workplace that is free from violence, threats of violence, and other inappropriate behaviours.

The Library is committed to the expenditure of time, attention, and resources to prevent, control and minimize the risk of workplace violence and is also committed to support employees and all persons associated with the Library, who may be exposed to workplace violence.

This policy defines Violence in the Workplace, and identifies the rights and responsibilities of employees and management. It clarifies the steps to be taken in dealing with incidents of violence as defined by the policy, and encourages all employees to utilize the confidential reporting processes in order that violence, threats of violence or other inappropriate behaviours can be addressed.

The intent of this policy is to ensure the provision of a healthy, safe and violence free workplace and to ensure that all workplace parties are familiar with the definitions of workplace violence and their roles in its prevention and in corrective action. The Library commits to comply with the following relevant legislation governing workplace violence in Ontario:

- ❖ The Ontario Occupational Health and Safety Act;
- ❖ The Criminal Code of Canada;
- ❖ The Ontario Human Rights Code;
- ❖ The Workplace Safety Insurance Act, 1997; and
- ❖ The Municipal Freedom of Information and Protection of Privacy Act

Scope:

This policy applies to all employees of the Hamilton Public Library, including but not limited to temporary and contract employees, consultants, volunteers, students, and Library Board members.

Members of the general public, visitors to Library facilities, or individuals conducting business with the Hamilton Public Library, are also expected to behave in an appropriate manner towards each other and our employees. For dealing with patrons please refer to Problem Behaviour Policy 7-8 Volume 1.

The Library will take any necessary steps to ensure a workplace free from violence.

Definition of Workplace Violence

Violence in the workplace shall be defined as any act of aggression, or implied act of aggression, that causes physical or emotional harm, including physical assault and threatening behaviour. A violent incident is any incident, in which an employee is threatened, harassed (such as being followed, sworn at or shouted at), assaulted by infliction, injury, or damage to property or threatened damage to property.

It is important to note that workplace violence can occur outside of work settings. It can occur during work-related functions at off-site locations such as conferences, social events, or visits to customer/clients' homes. It can also happen in an employee's home, yet be work related; for example, threatening or obscene telephone calls from co-workers or managers.

Workplace violence can be committed by anyone; employees, supervisors, managers, volunteers, customers, students, contract workers, visitors, families or friends of employees, or unauthorized intruders.

Roles and Responsibilities of Workplace Parties

All employees share the responsibility to support a violence free workplace. All employees must not threaten violence or engage in any violent behaviour in the workplace, or at any work related functions, or in any other circumstances. The particular responsibilities of the employer, management and employees are specified as follows.

Employer Responsibility

1. Providing a workplace free from all forms of violence, threats of violence, intimidation and other disruptive behaviour.
2. Providing violence awareness education to all employees, including training in conflict resolution and violence prevention for managers and supervisors where appropriate.
3. Creating an environment that encourages prospective complainants and witnesses to report all incidents of violence and to ensure that the policy and procedures described are adhered to.
4. To review the policy and related prevention programs annually.

Management Responsibility

1. Management staff is expected to provide a workplace free of violence. They must ensure that violence is not tolerated, ignored or condoned.
2. Management staff is responsible for not only their own actions, but also for dealing with the actions of staff under their supervision.
3. Management shall immediately report acts of violence and any serious threats, which a reasonable person would consider potentially dangerous, made against them or witnessed by them. Notification can be made to their immediate manager/supervisor or directly to the Manager of Human Resources. Security must also be contacted. Call the Police if there has been an incident involving assault, battery, the presence of weapons, or any other incidents of criminal behaviour.
4. Any individual may take immediate action when the safety or security of anyone is threatened and time is critical. Such action may include notification of Security or the local Police (911). If violence occurs or if management staff becomes aware of violence in the workplace, or the threat of violence, action must be taken in accordance with this policy. Action may include contacting the Police, or to send the perpetrator home (if employee) or otherwise separate the parties, pending an investigation.
5. Management staff must approach an employee if violence or the threat of violence is suspected because some employees may be embarrassed or reluctant to complain. In some circumstances, it may be necessary for management staff to initiate investigations or complaints if the employee who is the victim of violence is reluctant or too frightened to do so. Assist Human Resources in investigation of complaint and/or incident.
6. In consultation with the Human Resources Department and the Joint Health and Safety Committee, conduct a Risk Analysis of work areas thought to be at risk of violence. Ensure appropriate measures or procedures identified in the Risk Analysis are implemented to minimize incidents of violence and to ensure the safety of employees.
7. In consult with Human Resources, discipline those employees found to have violated this policy up to and including dismissal.
8. In consultation with the Human Resources Department, provide employees who have been subjected to workplace violence with appropriate supports, e.g., Employee and Family Assistance Program.
9. In consultation with the Human Resources Department, provide co-workers of an employee who has been subjected to workplace violence, with appropriate supports as required.
10. Attend educational and training sessions on violence prevention and conflict resolution provided by the Hamilton Public Library.

Employee Responsibility

1. Employees share the responsibility to ensure that their work environment is free from violence.
2. Employees shall immediately report acts of violence and any serious threats, which a reasonable person would consider potentially dangerous, made against them or witnessed by them. Notification can be made to their immediate

- manager/supervisor or directly to the Manager of Human Resources. Security must also be contacted. In situations involving assault, call local Police (911).
3. Individuals must report concerns about unusual or threatening behaviour, even though such behaviour is not perceived as a direct threat or an immediately dangerous situation.
 4. Reports of Violence must be written and should be made as soon as possible after the incident.
 5. This report will remain confidential, with the exception of the necessary steps to ensure the safety of others and prevention of re-occurrence. For example, a police report can be made at the discretion of the person receiving the complaint.
 6. Must co-operate fully in any investigation of a complaint
 7. Any individual may take immediate action when the safety or security of anyone is threatened and time is critical. Such action may include notification of Security or the local Police (911).
 8. Attend educational and training sessions on violence prevention and conflict resolution provided by the Hamilton Public Library.

Compliance

All incidents must be filed in writing using the Emergency Incident Form. All forms are to be sent to the Chief Librarian, Business Administrator (responsible for Security & Facilities), and Human Resources Manager. Any employee who is found to have violated this Violence in the Workplace Policy will be disciplined according to the severity of the actions, up to and including dismissal.

Reprisal

Any form of retaliation against a complainant or a witness will be considered a serious violation of this policy and will not be tolerated. Such retaliatory actions will be subject to disciplinary action.

Trivial, Frivolous Or Vexatious Complaints

The Hamilton Public Library prohibits complaints that are trivial, frivolous, and vexatious or made in bad faith. Any employee found to have lodged, or otherwise supported such a complaint will be subject to appropriate disciplinary action.

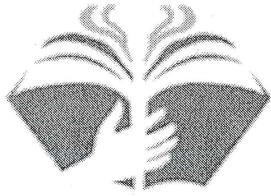
Confidentiality

The Hamilton Public Library will make every effort to ensure confidentiality of employees involved in a violence in the workplace complaint or incident. Confidentiality extends to all records relating to complaints, including but not limited to meetings, interviews and investigation results. Breaches of confidentiality will be subject to appropriate disciplinary action. Complainants, respondents and witnesses will be advised to maintain confidentiality concerning complaints, or incidents. Any record of discipline which occurs as a result of a complaint or incident will be included in the disciplined employee's file. However, all records are subject to disclosure as may be required by legislation or a court of law.

Definitions Associated With Workplace Violence:

- ❖ **Assault** is any willful attempt or threat to inflict injury on another, coupled with an apparent ability to do so; any intentional display of force that causes the victim to fear immediate bodily harm.
- ❖ **Battery** occurs when a person actually and intentionally touches or strikes another person against the will of the other, or; intentionally causes bodily harm to another person.
- ❖ **Complainant:** Any party who makes a complaint. Complainants have the right to confidential advice from the Human Resources Department.
- ❖ **Employee:** All employees of the Hamilton Public Library, union and non-union, including but not limited to temporary and contract employees, consultants, volunteers, and students.
- ❖ **Frivolous:** Characterized by a lack of seriousness or sense; of little or no weight, worth or importance, not worthy of serious notice.

- ❖ **Harassment or Abusive behaviour:** is a threat, obscenity, or other negative communication or action. See Policy 50-1 Harassment.
- ❖ **Management Staff:** Any individual responsible for directing the work of others, including but not limited to Board of Directors, Chief Librarian, Administration, Managers, Supervisors and team leaders. These individuals are considered a part of the "directing mind" of the organization and the Hamilton Public Library could be held liable by a court or tribunal if these employees violate this policy, or do nothing to stop violence in the workplace.
- ❖ **Perpetrator:** An individual who threatens or commits an act of violence.
- ❖ **Physical attack:** an aggression resulting in a physical assault/abuse with or without the use of a weapon. Physical violence is defined as aggravated assault, assault, sexual harassment, gestures, kicking, pushing, biting and/or spitting. Violence also includes acts and threats of aggression resulting in physical or psychological damage, pain, or injury to a worker.
- ❖ **Poisoned work environment** is a hostile and abusive work environment resulting from harassment by comment or conduct that ridicules or demeans an individual or specific group of employees; for example, racial slurs or derogatory comments about sexual orientation.
- ❖ **Respondent:** Any party who is the subject of a complaint (i.e. a complaint is made against them). The Human Resources Department is available to respondents for confidential advice.
- ❖ **Sexual assault** is the use of threat or violence to force one individual to touch, kiss, fondle, or have sexual intercourse with another.
- ❖ **Threat** (verbal or written) is a communicated intent to inflict physical or other harm on any person or to property by some unlawful act. A direct threat is a clear and explicit communication distinctly indicating that the potential offender intends to do harm, for example, "I am going to make you pay for what you did to me." A conditional threat involves a condition, for example "If you don't leave me alone, you will regret it". Veiled threats usually involve body language or behaviors that leave little doubt in the mind of the victim that the perpetrator intends to harm.
- ❖ **Trivial:** Of very little importance or value; insignificant.
- ❖ **Vexatious** Causing irritation or annoyance by causing trouble; intended to harass.



Hamilton Public Library

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DATE: November 12, 2004
REPORT TO: Doreen Horbach, Board Chair
C.C.: Library Board Members
FROM: Ken Roberts, Chief Librarian
SUBJECT: Capital Master Plan

Recommendation:

That the attached Capital projects be approved and that those requiring City Capital funding be sent to the City of Hamilton for rating.

Background:

We are obligated to submit our list of potential Capital Projects that require City of Hamilton Capital funding. We will do so on the City forms. Our projects will then be evaluated and compared with other city Capital projects.

We do not have a Capital Master Plan for the new library system and it may be time for one to be developed.

We do have elements. I have attached several documents, including an updated facilities report, a listing of what we suggest as all of the current Capital projects (as well as a suggested priority for each), and a listing of all our sources for Capital funding.

A true Capital Master Plan should be done with the help of an outside consultant and should include a review of the location and size of existing library branches, the optimal location of future branches, a suggested strategy for ensuring that buildings can be updated or replaced, etc.

We can add the need for a Capital Master Plan onto the 2004 Strategic Plan but will need a source of approved funding.

Hamilton Public Library

Capital Planning Information

November, 2003

Capital Planning Information Summary

The various projects that we know to exist in the Fall, 2003 are listed. A Capital project, for City purposes, is any project that has a one-time construction or purchase cost of over \$50,000. The City will ask that the library "rank" projects in accordance with what we feel to be need and public impact. We also have to allocate the available staff time needed to plan a project. In some instances, a project with a lower impact or need may be completed more quickly since it can be managed by a branch manager (e.g. Terryberry entry area), because of an immediate concern (e.g. the storage of the Sheffield portable may not be healthy for the building itself), or because partners in a project need to act within a different timeframe (e.g. Bennetto).

I have tried to suggest priorities for the various projects. The Library Board may feel that there is a different priority. In the case of the Locke Branch, for example, the public need or impact may be low but the situation clearly calls for some more immediate action.

The chart below presents the various projects in the order that they appear in this report, along with a suggested priority ranking. Projects that are submitted to the City are costed by City facilities staff so that a common methodology is used for all projects.

The current standard for public library space, according to library literature, is .6 square feet per capita throughout a municipality. This includes all space, such as administration, Technical Services, and use of the Central Library. It does not include programming rooms. We meet that standard for the municipality as a whole but do not have adequate library facilities in various areas of the City, notably in the south mountain and in Waterdown.

Projects	Suggested Priority					Primary Funding
	Highest Sources	High	Medium	Low		
South Mountain (Turner Park)	X					Development Charges/City Capital
Central Library	X					City Capital (Carpeting)/Other
Ancaster		X				Development Charges/Reserves
Dundas		X				Development Charges/Reserves
Bookmobile Replacement		X				Mobile Equipment Reserve/ Sale of existing bookmobiles
Furniture Replacement/Staff		X				Reserves
Rockton			X			Reserves
Waterdown			X			Development Charges/City Capital
Terryberry			X			Reserves
Sherwood			X			City Capital/Operating Budget Debenture
Picton/Bennetto			X			City Capital
Locke				X		Reserves/Other?

South Mountain (Turner Park Project)

Background

The former Hamilton Public Library Board once intended to build a stand-alone library branch on the eastern portion of the south mountain and another stand-alone library branch on the western portion of the south mountain. The former Hamilton Public Library Board acquired property on Stone Church Road and intended this site as the location of the eastern mountain library branch. The current board still owns this property.

In 1996 the plans were changed. The Hamilton Public Library Board was encouraged to participate in a multi-partner complex to be built in Turner Park (located on the south side of Rymal Road between Upper Wentworth and Upper Wellington). The partners were to be the Hamilton-Wentworth Regional Police and the City of Hamilton's Culture and Recreation Department. Just after amalgamation the recreation complex was dropped in favor of a city partnership with the YMCA.

Project Description

The intended library branch is a large one at just under 25,000 square feet. It would become the "District" library for the mountain area and the largest branch library of the Hamilton system.

The Branch would have, as its catchment area, almost the entire south mountain beyond the Linc. This would give the branch a catchment area of just over 50,000 people

Current Status

The City of Hamilton has approved \$400,000 in design fees (to be paid from Development Charges). The total cost of the facility is expected to be approximately \$7,000,000. No design fees have been spent since there is a desire to clarify the partners and to design the next phase (library and YMCA) in conjunction with the YMCA. The sale of the existing property on Stone Church would pay for part of the construction costs as well.

Approval of design funding does not guarantee construction, slated for 2005 or 2006. We have to show reasonable operating costs. It is unlikely that we can show reasonable operating costs unless we can do at least two things – 1) open the location with self-check technology in place, and 2) review the staffing needs of other mountain locations that may be affected once Turner Park opens.

Source of Funding

The majority of the costs are expected to be covered by Development Charges (see funding sources), with significant funding coming from the City's Capital budget and from the sale of the Stone Church Road property.

Suggested Priority

Highest.

Central Library

Background

The Central Library opened in 1981. Few Capital dollars have been spent on the facility since that time. The roof was replaced several years ago. The HVAC system has been replaced. The lobby area was renovated in 1995. Funds have been approved (half from the city and half from the library's capital reserve fund) to replace the carpeting on the first and second floors as well as part of the third floor.

The Hamilton-Wentworth CommunityNet and Inform Hamilton are tenants but pay no rent. They do pay for cleaning, security and utilities.

McMaster University has vacated the MoMac Centre on the mezzanine level. The Library Board does have the right of first refusal should Mohawk College vacate the space and may also provide Mohawk with a year's notice to vacate the space.

The Central Library is showing its age, rapidly. The ambiance and physical condition of the building detract many people from using it.

Service needs of the public who use the building have changed significantly over the past 23 years. The building is not designed to accommodate the demand for electronic services nor is it set up to respond to the changes in the downtown core. Many of our urban/suburban clientele now use their local branch libraries instead of travelling downtown. They also use remote access services.

Project(s) Description

The various Capital projects that need to be started will be discussed in the Central Library Services Review. The review anticipates significant changes to the facility.

Current Status

There are no Capital projects underway, with the exception of the request for funding to continue re-carpeting the facility.

Source of Funding

City Capital Funds/Public Fundraising

Suggested Priority

Highest

Ancaster Expansion

Background

The former Wentworth Libraries had funding to renovate the existing portion of the current Ancaster Branch, located in part of the former Ancaster Town Hall. The former Wentworth Libraries also intended to build a library branch in the Meadowlands area as part of a planned recreation complex.

The recreation complex has been dropped by the City as a Capital project. The library has been dropped as well. The City has given the library system permission to expand the Ancaster Branch into the entire main floor of the former Town Hall.

The other primary occupant of the building is a city Municipal Service Centre. The MSC occupies most of the lower level, which is on slab.

Project Description

The existing Ancaster Branch occupies 12,750 square feet. The expansion would bring the branch to approximately 18,000 square feet, serving a catchment area of approximately 28,000 people with high projected growth.

Current Status

We have board approval to hire an architect to review the current building and to determine what issues we might face as we expand to the entire main floor. We know, for example, that floor weighting may be an issue. We will have to coordinate the review with the City. We will, for example, ask if it might be cheaper for the library to occupy the area that is on slab.

Source of Funding

The planned renovations to the existing branch have over \$200,000 in approved funding. There is also \$500,000 in the former Town of Ancaster Development Charges account set aside for library use. We do not have a cost for the potential expansion.

Suggested Priority

High.

Dundas Branch

Background

The Dundas Branch was built in 1970. It is a two-floor building. The main entrance faces the street. Once a patron enters the building, there is a small landing area that is mid-way between the first and second floors. Stairs must be managed to reach either the Children's area (lower floor) or the Adult area (upper floor). There is a side entrance for those who cannot manage stairs. The side entrance leads to the upper floor. There is an elevator.

In January 2001 there were two circulation points, one upstairs and one downstairs. There is now a single circulation point, and it is upstairs. The circulation desk is not located close to either entrance.

The building is large enough for the community it serves. The public seem to like the two separate entrances. We have security issues with the lay-out of the building.

Project Description

We believe that the security issues might be able to be handled by means of new technologies. The use of such technologies would still leave the need for some minor structural changes to the building. We believe that the branch may be able to benefit from RFID (Radio Frequency Identification) technologies that use radio frequencies to create a secure self-check system. RFID is beginning to be implemented in a number of libraries.

Current Status

We are investigating RFID, including possible privacy concerns. There is no Capital submission for the project.

Source of Funding

There is \$125,000 in a Development Charges reserve collected by the former Town of Dundas and dedicated to the Dundas Public Library facility. This may be able to pay for more than half of the possible security system.

Suggested Priority

High

Bookmobile Replacement

Background

We operate two bookmobiles. Each is nearing the end of its life expectancy.

There are inefficiencies in the delivery of the service since neither of the bookmobiles is large enough to house collections that reflect the two types of delivery points – senior citizen locations and community locations. Each bookmobile must be re-loaded each time it changes the nature of its next stop.

To an extent, the bookmobiles also act as each other's "back-up."

Project Description

Determine if the service can run more efficiently with a single, larger and better equipped bookmobile and plan for the replacement of the existing bookmobiles with either a single larger bookmobile or two bookmobiles.

Current Status

We pay into a fleet reserve fund each year. There are \$428,000 in the reserve fund set aside for the purchase of a new bookmobile and for the replacement of our vans. A new large bookmobile would cost approximately \$250,000. Each of the existing bookmobiles have value if sold.

We suggest that a work plan initiative for 2004 be the preparation for a plan to replace the two existing bookmobiles and that the possibility of acquiring a single large bookmobile be seriously considered.

Source of Funding

Existing mobile equipment reserve and the sale of the existing bookmobiles.

Suggested Priority

High/Medium

Furniture Replacement/Staff

Background

Most of the workstations for library staff are more than 20 years old. They are adequate places of work for staff using computers on a regular basis but they are less than ideal. The older desks also tend to occupy too much space, with little of it useable once a computer is in place. Older workstations do not have good sound protection.

Collections and Technical Services staff were moved to the former Stoney Creek Town Hall and into more condensed quarters. They took their older workstations with them

Customer Service (Circulation) staff who work in the basement of the Central Library use the same workstations that were in place in 1981, despite several technological changes. We need to begin replacing staff furnishings and equipment.

The definition of "workstations" should include service points such as circulation desks that were designed without an understanding of modern computer ergonomics.

Project Description

The replacement of older staff work stations so that workstations reflect a more computerized work environment

Current Status

We do not have a replacement plan but do replace some equipment, when necessary, from the small operational furnishings and equipment budget. Admin and Central Library Electronic Services work stations were replaced as a result of the renovations.

Source of Funding

Library capital reserves.

Suggested Priority

High/Medium/Multi-year.

Rockton Branch

Background

The current Rockton Branch is located in a small stone building that is shared with the Women's Institute and is adjacent to the fire station.

The building was the former Beverley township offices. It was not designed for library use and is not large enough to accommodate existing library use in the area. At the very least, we would have to try to occupy the entire main floor of the building in order to meet service needs. There would be a cost to renovations. The current space cannot provide for the desired level of school support or electronic services in addition to the small existing collection.

The former Sheffield library branch was located in a portable that has been evaluated and is determined to be in good condition. It has been removed from the Sheffield property, at the request of the school board, and is being stored.

We have tentative approval to move that portable to the Rockton Community Centre property. Seeking approval was not a decision that such a move was the right thing to do; it was a move to determine if it would be all right to locate the branch on City property if such a move was appropriate.

We asked staff at the Rockton location to try to get a feel of what Rockton residents and library users might want. There is a feeling, from Women's Institute staff, that they would like for us to stay in the building. There may not be an understanding that, if we do stay, we need more space. There is a legitimate concern from some Rockton residents that the current library and location allows their children to have easy access.

At the same time, a larger branch that serves the Highway #8 corridor would be visible to traffic. A recent survey seems to indicate that relocating to the Beverley Community Centre would attract new customers. The current building is awkward and small and allows us to provide only limited services.

Project Description

If there is to be an immediate solution, it appears to be the potential placement of the Sheffield portable on the Rockton Community Centre property. It is better space. Continued storage of the portable may eliminate this option.

Current Status

The city is prepared to let us move the portable onto the Rockton Community Centre property. Informal community thoughts were solicited and, as expected, produced some negative reaction. If we are serious about the possibility of moving a portable onto the Rockton Community Centre site, we should do a full community consultation and try to outline the possibilities and the shortcomings of each possibility.

Source of Funding

Library Capital reserves. (re-location the portable would be a small cost)

Suggested Priority

Medium

Waterdown Branch/Highway #6 Corridor of Flamborough

Background

The current Waterdown Branch is a two-floor older building that is of historical interest to the community. It is extremely small for the community that it serves. The Burlington Public Library reports that many Waterdown residents use the Burlington Public Library and also report that these numbers continue to increase, because of the inadequacies of the Waterdown Branch. This community continues to grow, and the lack of a good library – or even plans for a good library – is a concern.

Project Description

We need to initiate a Capital project for a new Waterdown library branch, including community consultation. A new branch would need increased staffing levels and it is unlikely that we would be able to staff such a branch without affecting other eastern Flamborough branches. The Highway #6 corridor has the highest projected growth figures for the City of Hamilton. We need to consider the library needs of the entire area.

Current Status

There is no such project.

Source of Funding

There is very little money in the former Town of Flamborough Development Charges funds set aside for a public library use (see attached chart). If a facility were to be built anytime soon it would have to be funded by City Capital funds. Development charges will be collected in the future. It may be possible for the library to borrow from another Development Charges fund.

Suggested Priority

Medium

Terryberry Branch

Background

The entrance area of the Terryberry Branch was reconstructed as part of the 1991 renovation. It does not function well. There is a lot of poorly used space on the main floor. The relationship between floors is poor.

Project Description

The project would require a redesign of the entry area and the circulation desk and might include the introduction of self-check technology or RFID.

Current Status

The project was estimated to cost approximately \$50,000 several years ago (excluding self-check). Projects costing more than \$50,000 are eligible for Capital funding. Several years ago the library was prepared to fund the project through the use of library reserve funds. The Branch Manager has been off on LTD for more than two years and the project was tabled. This could be a fairly minor Capital project, costing less than \$75,000.

Source of Funding

Library reserve funds.

Suggested Priority

Medium

Sherwood Branch

Background

The lease for the current Sherwood Branch expires in 2010. The current lease is extremely costly and does not contain an option for the library or the city to purchase the property once the lease expires. There are some nice features in the current building but the cost is high. Two-story library buildings are much more expensive to operate than one-story library buildings and the public finds them more difficult to use.

Project Description

The expiration of the current lease provides the library system with an opportunity. Instead of renewing the lease or attempting to purchase the current building, the library board should consider using the lease dollars to fund the construction of a more modern and more user-oriented library facility.

Current Status

The City's Capital Plan includes the need for a new Sherwood library by 2010. There has been no attempt to identify a potential site.

Source of Funding

Current operating budget funds could be used to debenture.

Suggested Priority

Medium

Picton/Bennetto Branch

Background

The Picton Branch opened in 1977. It is housed in a small leased facility on James Street North. The branch was originally intended as a temporary location and was to close when the new Central Library relocated to York Blvd. in 1981. The Branch has remained open since 1977, although its activity has decreased significantly. The facility is expensive to operate. We pay a leasing cost. We pay additional funds for security protection. The branch is not busy. The catchment area is extremely small (less than 6,500 people) and the branch is 1 kilometers from the Central Library.

The City of Hamilton recently purchased the Bennetto School, located less than two blocks from the current location of the library branch. City plans for the Bennetto school site are uncertain, partly because of anticipated capital costs.

If the Hamilton Public Library system is to continue to have a branch in the Picton area, it makes sense to be a part of the Bennetto project. There would be other tenants in the building and security would not be such an important issue. We could, in fact, provide the same hours of operation at a reduced cost.

There are two important decisions. Firstly, moving to the Bennetto school site would mean that the library board was making a permanent commitment to maintain a branch library in this area. Secondly, there are no Capital funds presently available.

Project Description

The project would entail the construction of a library component within a new Bennetto Community Centre. The facility would be approximately 3,000 square feet in size and would cost approximately \$500,000 to construct.

Current Status

The City of Hamilton is aware of our interest in a potential branch to be located, with other City services, in a building on the former Bennetto school site.

Source of Funding

City Capital funds.

Suggested Priority

Medium

Locke move to Herkimer and Locke

Background

The building was donated to the City of Hamilton to be used as a public library branch. The donation was announced at Council in the spring of 2000 but title to the building was not completed for approximately two years. No funds for renovation accompanied the donation and it was assumed that the existing Locke Branch, which is also a city owned building, could be sold and that the revenue from that sale could be used as the major source of funding to renovate the bank building. It was assumed that the library board would pay for any renovations from its special gifts fund and that the bulk of this expenditure would be repaid to the fund once the current Locke Street Branch was sold.

Project Description

The donated bank building has several limitations. The main floor is considerably above street level and there is little room outside the building to create the necessary wheelchair access. The vault cannot be removed at a reasonable cost, although the doors can be removed. The building does not currently have washrooms on the main floor and does not have any washrooms that meet the necessary code requirements. Meeting the code requirements requires both an addition at the back of the building as well as washrooms in the basement. The ceiling of the main floor has been covered and dropped on the inside of the building on several occasions and it is not completely known what problems might exist once the ceiling coverings are removed. There is a mezzanine area at the rear of the building that is part of the structure and must be accounted for in the renovations. While the building is not designated as a cultural heritage site, it is a building of heritage interest and is listed with LACAC.

Current Status

Design work was completed in the spring of 2003 and the tender documents were released. We received only three responses and all three were almost double the funds that are available. We estimate an income of \$150,000 – 200,000 if the current Locke Branch is sold. The library board had initially shown an interest to provide up to \$100,000 from the special gifts. Without any funds for furnishings, the original estimates leave us more than \$300,000 over original budget expectations. The budget expectations had been done by the former City of Hamilton Community Services Department designer and were updated by the architectural firm.

We met with the architect and reviewed the drawings, looking for ways to reduce the cost. There are virtually none, if the building is to be a useable library.

A Board committee has been formed but has not yet met.

Source of Funding

Board had approved some use of library reserves and had intended for the renovations to be primary paid through the sale of the existing branch building.

Suggested Priority

Low

Library Facilities

Updated November 13th 2003

(Note: Distances have been measured as most direct route, using a map.)

Barton Branch Library

<i>Location:</i>	571 Barton Street East
<i>Distance from nearest libraries (km)</i>	Picton - 3.5; Kenilworth - 3.5
<i>Distance to Central:</i>	3.5
<i>Area:</i>	6,272 square feet
<i>Number of Floors</i>	1 floor plus partial basement
<i>Owned/Leased:</i>	Owned
<i>History:</i>	Building built in 1963.
<i>Condition of Building:</i>	Excellent. Extensive renovations completed in the spring of 1999.

Concession Branch Library

<i>Location:</i>	565 Concession Street
<i>Distance from nearest libraries (km)</i>	Terryberry – 4km; Sherwood – 3km
<i>Distance to Central:</i>	3.5
<i>Area:</i>	8,380 square feet
<i>Number of Floors</i>	2 floors. Library collection on 1st Floor, 2nd Floor has program area and staff areas.
<i>Owned/Leased:</i>	Owned
<i>History:</i>	Building constructed in 1991 and opened in early 1992.
<i>Condition of Building</i>	Excellent. Only routine maintenance required.

Kenilworth Branch Library

<i>Location:</i>	103 Kenilworth Avenue North
<i>Distance from nearest libraries (km)</i>	Barton - 3.5; Red Hill – 4
<i>Distance to Central:</i>	6km
<i>Area:</i>	8,000 square feet
<i>Number of Floors</i>	3 floors. Library collection on 1st and 2nd Floors, program and staff areas located in basement.
<i>Owned/Leased:</i>	Owned
<i>History:</i>	Entire building was renovated in 1987.
<i>Condition of Building:</i>	Satisfactory. Proposed renovations in 2010.

Locke Branch Library

<i>Location:</i>	285 Locke Street South
<i>Distance from nearest libraries (km)</i>	Westdale -3; Terryberry - 3.5
<i>Distance to Central:</i>	2.5
<i>Area:</i>	1,451 square feet.
<i>Number of Floors</i>	1 floor. Building has small low height basement with partial dirt floor. Furnace located in basement.
<i>Owned/Leased:</i>	Owned
<i>History:</i>	Entire building was renovated in 1996.
<i>Condition of Building:</i>	Satisfactory. Roof will need to be replaced shortly.

Picton Branch Library

<i>Location:</i>	502 James Street North
<i>Distance from nearest libraries (km)</i>	Barton - 3.5
<i>Distance to Central:</i>	1.5
<i>Area:</i>	3,172 square feet
<i>Number of Floors</i>	1 floor plus partial basement. Library collection on main level and staff areas located on main level and basement.
<i>Owned/Leased:</i>	Leased.
<i>History:</i>	Leased area was re-carpeted and repainted in when lease was renewed in September 1992.
<i>Condition of Building:</i>	Good. Only routine maintenance required.

Red Hill Branch Library

<i>Location:</i>	695 Queenston Road
<i>Distance from nearest libraries (km)</i>	Kenilworth- 4; Saltfleet - 2.25; Stoney Creek - 2.5
<i>Distance to Central:</i>	12
<i>Area:</i>	11,760 square feet
<i>Number of Floors</i>	1 floor. Library collection, program rooms and staff areas.
<i>Owned/Leased:</i>	Leased. Current lease covers ten-year period from November 1, 1989 to October 31, 2004 with an option to renew.
<i>Last Major Renovation</i>	Branch was increased from 4,700 square feet to 11,760 square feet in 1989. The entire branch was completely renovated in 2000.
<i>Condition of Building</i>	Excellent. Only routine maintenance required.

Sherwood Branch Library

<i>Location:</i>	467 Upper Ottawa Street
<i>Distance from nearest libraries (km)</i>	Concession - 3; Kenilworth - 6.5; Terryberry - 5.5; Valley Park - 7
<i>Distance to Central:</i>	7
<i>Area:</i>	20,400 square feet
<i>Number of Floors</i>	3 floors. Library collection located on 1 st and 2 nd floors. Program rooms are located in the basement. Staff areas are located on all floors.
<i>Owned/Leased:</i>	Leased. Current lease covers the period January 1, 1991 to December 31, 2010.
<i>History:</i>	Building was built by landlord for Library and Library carried out leasehold improvements in 1990.
<i>Condition of Building:</i>	Excellent. Only routine maintenance is required.

Terryberry Branch Library

<i>Location:</i>	100 Mohawk Road West
<i>Distance from nearest libraries (km)</i>	Concession - 4; Sherwood - 5.5; Locke - 3.5
<i>Distance to Central:</i>	4
<i>Area:</i>	30,000 square feet
<i>Number of Floors</i>	3 Floors. Library collection located on 1 st and 2 nd floors. Program rooms and staff areas are located in the basement.
<i>Owned/Leased:</i>	Owned.
<i>History:</i>	The 2 nd floor was added to the building in 1990-91 and the entire building was renovated at that time.
<i>Condition of Building:</i>	Excellent. Main circulation desk needs resurfacing and entrance on the first floor needs redesign.

Westdale Branch Library

<i>Location:</i>	955 King Street West
<i>Distance from nearest libraries (km)</i>	Locke - 3; Dundas - 5.5
<i>Distance to Central:</i>	3
<i>Area:</i>	8,425 square feet on the main floor and 1,850 square feet in the basement.
<i>Number of Floors</i>	2 floors. Library collection and staff areas on main floor with storage space in the basement.
<i>Owned/Leased:</i>	Owned
<i>History:</i>	Opened in 1957. Closed for renovations in September 1997 and reopened March 1998. Main floor area was increased from 5,530 square feet to 8,425 square feet.
<i>Condition of Building:</i>	Excellent.

Central Library

<i>Location:</i>	55 York Boulevard
<i>Distance from nearest libraries (km):</i>	Barton – 3.5; Concession – 3.5; Locke – 2.5; Picton – 1.5; Terryberry – 4; Westdale – 3
<i>Area:</i>	146131 square feet (Does not include area occupied by City IT)
<i>Number of Floors</i>	7 floors including a partial basement. Library collection located on floors 1,2,3,4 and 5. Bookmobile collection located in basement. Staff areas located on each floor plus basement and 6 th floor. Sixth floor houses QUICK Information, Electronic Services and City's IT division.
<i>Owned/Leased:</i>	Leased from City of Hamilton.
<i>History:</i>	Opened in May 1980.
<i>Condition of Building:</i>	Good. Roof was replaced in 1996. Replacement of the fire alarm was completed in 1998. Changes to the layout of the collection and information desks were made on the 1 st , 4 th and 5 th floors in 1997 and additional changes to layout of the 2 nd and 3 rd floors were completed in 1998. Minor renovations were carried out on the 6 th floor in 1997 in order to consolidate Library Automated Systems staff and to combine the Administration and Business Office staff in one area. The area previously occupied by Audio Visual on the 1 st floor was renovated for the use of the Hamilton Wentworth Community Network.

Dundas Public Library

<i>Location:</i>	18 Ogilvie St. Dundas, Ontario L9H 2S2
<i>Distance from nearest libraries (km)</i>	Ancaster - 7; Westdale - 5.5, Greensville 3.1
<i>Distance to Central:</i>	7
<i>Area:</i>	13,712
<i>Number of Floors</i>	2
<i>Owned/Leased:</i>	owned
<i>History:</i>	Built in 1970.
<i>Condition of Building:</i>	Good. Removal and encapsulation of asbestos was completed in December 2001.

Ancaster Library

<i>Location:</i>	Ancaster Municipal Building 300 Wilson Street East
<i>Distance from nearest libraries (km)</i>	Terryberry - 8.5; Locke - 9; Westdale - 8; Dundas (by major road) - 7 Mount Hope – 12.8; Lynden – 18.7
<i>Distance to Central:</i>	10
<i>Area:</i>	7,500
<i>Number of Floors</i>	2; children's department in basement
<i>Owned/Leased:</i>	Owned
<i>History:</i>	Founding branch in 1966; last expanded 1986. There is a need to expand in order to service clients. Tentative plans call for expanding into the entire first floor of the building.
<i>Condition of Building:</i>	Good.

Binbrook Library (Glanbrook)

<i>Location:</i>	Binbrook P.O. Box #89
<i>Distance from nearest libraries (km)</i>	Valley Park – 11.2; Mount Hope – 11.7
<i>Distance to Central:</i>	22.4
<i>Area:</i>	3,192
<i>Number of Floors</i>	1
<i>Owned/Leased:</i>	Owned
<i>History:</i>	Founding branch in 1966; current facility opened in 1982.
<i>Condition of Building:</i>	Excellent

Mount Hope Library (Glanbrook)

<i>Location:</i>	3027 Homestead Drive Mount Hope
<i>Distance from nearest libraries (km)</i>	Binbrook – 11.7; Ancaster – 12.8
<i>Distance to Central:</i>	14.4
<i>Area:</i>	1,200
<i>Number of Floors</i>	2
<i>Owned/Leased:</i>	Owned
<i>History:</i>	Founding branch in 1966; renovated in 1990.
<i>Condition of Building:</i>	Poor.

Saltfleet Library (Stoney Creek)

<i>Location:</i>	131 Gray Road Stoney Creek
<i>Distance from nearest libraries (km)</i>	Stoney Creek - 2; Red Hill - 2.25; Winona – 8.4
<i>Distance to Central:</i>	11.6
<i>Area:</i>	15,481
<i>Number of Floors</i>	2
<i>Owned/Leased:</i>	Shared facility in Cardinal Newman high school.
<i>History:</i>	Branch established in 1966; opened in new facility 2000
<i>Condition of Building:</i>	Excellent

Stoney Creek Library (Stoney Creek)

<i>Location:</i>	777 Hwy 8 Stoney Creek
<i>Distance from nearest libraries (km)</i>	Saltfleet 5
<i>Distance to Central:</i>	16.8
<i>Area:</i>	6,404
<i>Number of Floors</i>	2
<i>Owned/Leased:</i>	Located in former Stoney Creek City Hall.
<i>History:</i>	Branch opened in 2003 replacing the old Stoney Creek and Winona Branches
<i>Condition of Building:</i>	Excellent

Valley Park Library (Stoney Creek)

<i>Location:</i>	970 Paramount Drive Hamilton
<i>Distance from nearest libraries (km)</i>	Stoney Creek – 9.9 Saltfleet - 8; Red Hill - 7.5; Sherwood – 7; Binbrook – 11.2
<i>Distance to Central:</i>	13.6
<i>Area:</i>	3,100
<i>Number of Floors</i>	1
<i>Owned/Leased:</i>	Owned; in community recreation centre.
<i>History:</i>	Branch established in 1978; opened in centre in 1982.
<i>Condition of Building:</i>	Excellent

Collection Access Management (Stoney Creek)

<i>Location:</i>	777 Hwy 8 Stoney Creek
<i>Distance from nearest libraries (km)</i>	Saltfleet 5
<i>Distance to Central:</i>	16.8
<i>Area:</i>	940
<i>Number of Floors</i>	2
<i>Owned/Leased:</i>	Located in the former Stoney Creek City Hall.
<i>History:</i>	Moved department from Central Library in fall of 2001
<i>Condition of Building:</i>	Excellent

Carlisle (Flamborough)

<i>Location:</i>	Carlisle 1496 Centre Road
<i>Distance from nearest libraries (km)</i>	Freelton – 7.2; Waterdown – 10.6
<i>Distance to Central:</i>	21.9
<i>Area:</i>	2491
<i>Number of Floors</i>	1
<i>Owned/Leased:</i>	Owned
<i>History:</i>	Established in 1971; at current site since 1989.
<i>Condition of Building:</i>	Portable building located at arena - Satisfactory

Freelton (Flamborough)

<i>Location:</i>	Freelton P.O. Box 15 1
<i>Distance from nearest libraries (km)</i>	Carlisle – 7.2; Millgrove – 10.
<i>Distance to Central:</i>	23
<i>Area:</i>	2,113
<i>Number of Floors</i>	1
<i>Owned/Leased:</i>	Owned
<i>History:</i>	Branch established 1978 replacing a deposit station. Moved to current location in 1995.
<i>Condition of Building:</i>	Excellent

Greenville (Flamborough)

<i>Location:</i>	Greenville Unit 5, 59 Kirby Avenue
<i>Distance from nearest libraries (km)</i>	Dundas 3.1; Millgrove – 11.4; Rockton – 11.8
<i>Distance to Central:</i>	10.7
<i>Area:</i>	2,504
<i>Number of Floors</i>	1
<i>Owned/Leased:</i>	Leased in plaza
<i>History:</i>	Branch established 1969 replacing a deposit station. Current location since 1989.
<i>Condition of Building:</i>	Good.

Lynden (Flamborough)

<i>Location:</i>	Lynden P.O. Box #9
<i>Distance from nearest libraries (km)</i>	Ancaster – 18.7; Sheffield – 13.1
<i>Distance to Central:</i>	23.6
<i>Area:</i>	900 sq feet
<i>Number of Floors</i>	1
<i>Owned/Leased:</i>	Leased
<i>History:</i>	Founding branch in 1966; current location in 1972, expanded from 700 to 900 sq ft in 2001.
<i>Condition of Building:</i>	Attached to a private residence. Acceptable.

Millgrove (Flamborough)

<i>Location:</i>	Millgrove Box 220
<i>Distance from nearest libraries (km)</i>	Freelton – 10.1; Greensville – 11.4
<i>Distance to Central:</i>	12.3
<i>Area:</i>	1,672
<i>Number of Floors</i>	1
<i>Owned/Leased:</i>	Owned; adjacent to park
<i>History:</i>	Founding branch in 1966; opened in current location in 1970.
<i>Condition of Building:</i>	Excellent

Sheffield (Flamborough)

<i>Location:</i>	Sheffield 1256 Sheffield Road Sheffield Post Office
<i>Distance from nearest libraries (km)</i>	Lynden – 13.1; Rockton – 7.8
<i>Distance to Central:</i>	33.1
<i>Area:</i>	1,296
<i>Number of Floors</i>	1
<i>Owned/Leased:</i>	Owned portable building located on school board property
<i>History:</i>	Branch established in 1968 replacing a deposit station; moved to current location in 1986.
<i>Condition of Building:</i>	Good

Waterdown (Flamborough)

<i>Location:</i>	Waterdown P.O. Box 550 25 Mill Street North
<i>Distance from nearest libraries (km)</i>	Carlisle – 10.6
<i>Distance to Central:</i>	10.7
<i>Area:</i>	3,410
<i>Number of Floors</i>	2
<i>Owned/Leased:</i>	Historic building owned by municipality
<i>History:</i>	Founding branch in 1966; opened in current location in 1979.
<i>Condition of Building:</i>	Inadequate for library purposes, otherwise acceptable.

Municipality of Service Standard Calculation Sheet:

Description	1994	1995	1996	1997	1998	1999	2000	2001	2002	2003	Bld'g Value (\$/s.f./ha)	98 Value (\$/s.f./ha)	2003 Value (\$/s.f./ha)	Acres
City of Hamilton														
Central (6 th floor includes Library IT only)	162,929	162,929	162,929	162,929	162,929	162,929	162,929	162,929	162,929	146,131	296.26	249.38	296.26	1.71
Barton	6,272	6,272	6,272	6,272	6,272	6,272	6,272	6,272	6,272	6,272	296.26	249.38	296.26	0.30
Concession	8,380	8,380	8,380	8,380	8,380	8,380	8,380	8,380	8,380	8,380	296.26	249.38	296.26	0.20
Kenilworth	8,000	8,000	8,000	8,000	8,000	8,000	8,000	8,000	8,000	8,000	296.26	249.38	296.26	0.36
Locke	1,451	1,451	1,451	1,451	1,451	1,451	1,451	1,451	1,451	1,451	296.26	249.38	296.26	0.05
Picton (502 James St N)	3,172	3,172	3,172	3,172	3,172	3,172	3,172	3,172	3,172	3,172	296.26	249.38	296.26	0.33
Red Hill (695 Queenston Rd)	11,760	11,760	11,760	11,760	11,760	11,760	11,760	11,760	11,760	11,760	296.26	249.38	296.26	1.04
Sherwood (467 Upper Ottawa)	20,400	20,400	20,400	20,400	20,400	20,400	20,400	20,400	20,400	20,400	296.26	249.38	296.26	0.44
Terryberry	30,000	30,000	30,000	30,000	30,000	30,000	30,000	30,000	30,000	30,000	296.26	249.38	296.26	0.90
Westdale	7,750	7,750	7,750	7,750	9,950	9,950	9,950	9,950	9,950	9,950	296.26	249.38	296.26	0.34
City of Stoney Creek														
Stoney Creek Library	5,000	5,000	5,000	5,000	5,000	5,000	5,000	5,000	5,000	Moved	95.04	80.00	95.04	Not City Owned
Stoney Creek Town Hall Library										6,404	175.00		175.00	0.067
Stoney Creek Town Hall –CAM									940	940	175.00		175.00	0.08
Saltfleet Library (127 Grays Rd)	3,093	3,093	3,093	3,093	3,093	3,093	15,481	15,481	15,481	15,481	128.30	108.00	128.30	1.26
Winona Library	2,580	2,580	2,580	2,580	2,580	2,580	2,580	2,580	2,580	Moved	-		-	Not City Owned
Valley Park Library (970 Paramount Dr)	3,100	3,100	3,100	3,100	3,100	3,100	3,100	3,100	3,100	3,100	171.07	144.00	171.07	2.13
Town of Ancaster														
Library (300 Wilson St. E)	7,500	7,500	7,500	7,500	7,500	7,500	7,500	7,500	12,750	12,750	590.07	496.69	590.07	2.89
Town of Dundas														
Dundas Public Library (Ogilvie St.)	13,712	13,712	13,712	13,712	13,712	13,712	13,712	13,712	13,712	13,712	128.30	108.00	128.30	0.30
Township of Glanbrook														
Mount Hope (Building)	2,230	2,230	2,230	2,230	2,230	2,230	2,230	2,230	2,230	2,230	112.86	95.00	112.86	10.07
Binbrook (Building)	3,192	3,192	3,192	3,192	3,192	3,192	3,192	3,192	3,192	3,192	112.86	95.00	112.86	0.86
Mount Hope (Land – ha) (3027 Homestead)	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	528,580	445,160	528,850	10.07
Binbrook (Land – ha)	0.86	0.86	0.86	0.86	0.86	0.86	0.86	0.86	0.86	0.86	647,092	544,690	647,092	0.86
Town of Flamborough														
Sheffield (Building)	1,296	1,296	1,296	1,296	1,296	1,296	1,296	1,296	1,296	1,296	154.44	130.00	154.44	0.39
Waterdown (Building)	3,410	3,410	3,410	3,410	3,410	3,410	3,410	3,410	3,410	3,410	154.44	130.00	154.44	0.24
Greenville (Building)	2,540	2,504	2,504	2,504	2,504	2,504	2,504	2,504	2,504	2,504	154.44	130.00	154.44	0.31
Freelton (Building)	560	2,113	2,113	2,113	2,113	2,113	2,113	2,113	2,113	2,113	154.44	130.00	154.44	0.22
Carlisle (Building)	2,491	2,491	2,491	2,491	2,491	2,491	2,491	2,491	2,491	2,491	154.44	130.00	154.44	0.81
Rockton (Building)	778	778	778	778	778	778	778	778	778	778	154.44	130.00	154.44	0.11
Millgrove (Building)	1,672	1,672	1,672	1,672	1,672	1,672	1,672	1,672	1,672	1,672	154.44	130.00	154.44	0.25
Lynden (Building)	700	700	700	700	700	700	700	900	900	900	154.44	130.00	154.44	0.46
Sheffield (Land – ha) (1256 Sheffield Rd)	0.10	0.10	0.10	0.10	0.10	0.15	0.15	0.15	0.15	0.15	41,580.00	35,000.00	41,580.00	0.39
Waterdown (Land – ha) (25 Mill St N)	0.10	0.10	0.10	0.10	0.10	0.10	0.10	0.10	0.10	0.10	111,196.80	93,600.00	111,196.80	0.24
Greenville (Land – ha) (59 Kirby Ave. U#5)	0.10	0.10	0.10	0.10	0.10	0.12	0.12	0.12	0.12	0.12	41,580.00	35,000.00	41,580.00	0.31
Freelton (Land – ha) (1801 Brock Rd)	0.20	0.20	0.20	0.20	0.20	0.09	0.09	0.09	0.09	0.09	79,833.60	67,200.00	79,833.60	0.22
Carlisle (Land – ha) (1496 Centre Rd)	0.10	0.10	0.10	0.10	0.10	0.33	0.33	0.33	0.33	0.33	61,776.00	52,000.00	61,776.00	0.81
Rockton (Land – ha) (11 Carruthers Lane)	0.10	0.10	0.10	0.10	0.10	0.05	0.05	0.05	0.05	0.05	41,580.00	35,000.00	41,580.00	0.11
Millgrove (Land – ha) (857 Millgrove Side Rd)	0.10	0.10	0.10	0.10	0.10	0.10	0.10	0.10	0.10	0.10	41,580.00	35,000.00	41,580.00	0.25
Lynden (Land – ha) (79 Lynden Rd)	0.60	0.60	0.60	0.60	0.60	0.18	0.18	0.18	0.18	0.18	249,480.00	210,000.00	249,480.00	0.46
Region of Hamilton-Wentworth														
Seats	455	454	457	457	457	457	457	457	457	457	701	575	701	
Shelves	11,559	11,896	11,337	10,654	10,654	10,654	10,654	10,654	10,654	10,654	55	45.48	55.44	
Total	325,949	327,838	327,281	326,599	328,799	328,798	341,186	341,386	347,576	329,602				

Hamilton Public Library
Funds Set Aside for Special Purposes

Capital Development Charges

(approximate values)

Region	1,000,000
Hamilton	2,500,000
Dundas	125,000
Ancaster	500,000
Flamborough	450,000
Glanbrook	75,000
Stoney Creek	100,000
	<u>4,750,000</u>

Library Reserves

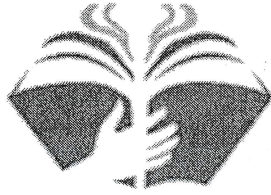
(balances at Jan 1/03)

Mobile Equipment	428,070
Library Collections	1,753,241
Library General Development	712,821
Library Major Capital Projects	1,191,737
Summer Reading	102,888
Redeployment, Training, Restructuring	840,665
	<u>5,029,422</u>

Trust Funds

(balances at Jan 1/03)

M Waldon Thompson	28,362
Special Gifts	1,355,333
Permanent Endowment	490,380
K McClaren Memorial	24,044
F Walden	51,915
Dundas Library Fundraising	43,493
Waterdown Library	29,652
	<u>2,023,179</u>



Hamilton Public Library

*Growing minds.
Growing community.*

DATE: November 14, 2003
REPORT TO: Chair and Members of the Board
C.C.: Ken Roberts, Chief Librarian
FROM: Linda Foley, Manager Human Resources
SUBJECT: Long Term Disability Insurance Carrier change

RECOMMENDATION:

That the Hamilton Public Library accept the recommendation presented to the Library by Brady Financial Group, the benefits consultant of record, to change Long Term Disability Insurance carrier(s) to AIG Life Canada effective January 1, 2004. The long term disability coverage of the former Dundas system will remain with Maritime Life until the first collective agreement of the newly amalgamated library is completed.

FINANCIAL/STAFFING/LEGAL IMPLICATIONS:

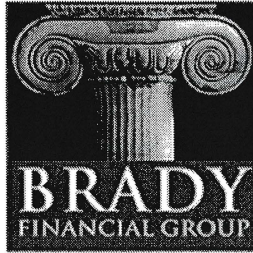
The Library is looking for the savings in rates of approximately 34% to help with the 2004 Budget constraints, and will provide CUPE formal notification of the change in carrier as required by the collective agreement upon acceptance of the recommendation. The rates as outlined in the proposal may change slightly as policy details and revised employee data are firmed up with the carrier. Upon acceptance, the incumbent carriers will receive the required 30 day notification of cancellation of insurance, and Human Resources will commence other administrative activities to identify the active workforce at the time of the policy change.

The current coverage provided by the Library is a custom package that only two organizations chose to quote on and is a concern that will need to be addressed to ensure our ability to provide any long term disability insurance.

BACKGROUND:

The Hamilton Public Library has an ongoing relationship with Brady Financial, who provides employee benefits consulting service to us for our Long Term disability program. As identified in the background of the attached proposal, in 2002, the Library incurred more claims with UNUM than premiums paid by 23%. This experience led to the 14% rate increase experienced this past April and also subsequently led to a review of the program, including the acceptance of the recommendation to go to market to determine if an alternative existed.

The Library has been working with the benefits consultant to continue to keep the proposal and bid amount alive, in hopes that the negotiations would be completed, and the group implemented in its entirety – which is germane to the quote. However, we have now been successful in maintaining the quote, and excluding the Dundas group at this time.



Support You Can Count On

June 3, 2003

Linda Foley, Manager of Human Resources
Hamilton Public Library
55 York Blvd., Box 2700, STN LCD 1
Hamilton, ON L8R 3K1

Re: AIG Proposal

Dear Linda

As a follow up to our meeting of Thursday May 29th, we would like to confirm some items with respect to the competitive proposal put forth by AIG.

Background/History

As you know we have operated as your Employee Benefit Consultant representing your Long Term Disability plan since 1997. Our guarantee to our customers is to provide the best value, product and service at the lowest long term cost.

Prior to 1999 your Long Term Disability benefits were provided through London Life (which was acquired by Great West Life in 1998). Due to the uncompetitive position of Great West Life at the time we conducted a full marketing on your behalf in order to search out the best product at the lowest rate. The business was then awarded to UNUM Canada in June 1999 as they offered the best contract combined with substantial cost savings and a two year rate guarantee.

Since that time the Hamilton Public Library has had a run on Long Term Disability claims whereby since inception of the plan with UNUM, paid premiums have been \$610,273 while incurred claims were \$751,078 for a loss ratio of 123.1%.

Last year UNUM moved the rate substantially due to the high incidence of claims combined with UNUM's own claims experience. Last year we were unable to obtain a quotation from any insurer due to the adverse claims experience.

Current 2003

After analyzing the renewal actions UNUM was suggesting this past renewal, it was our recommendation that we go to market once again.

Although we represent every Insurer in Canada, there are only two Insurers which have a contract similar to your current Long Term Disability plan with UNUM in terms of contractual provisions.

215-3385 Harvester Road
Burlington, ON L7N 4N2
Phone: 905-633-9666; Fax 905-633-9266

Page Two
Linda Foley
June 3, 2003

Proposal by AIG

AIG has provided the most competitive quote with a rate of \$3.70/\$100 (compared to UNUM's current rate of \$5.72/\$100) as well as a 2 year rate guarantee. This represents an annualized cost savings of \$122,040 or 35.3% less than the current rate. The primary determinant of the rate at renewal will be the Library's claims' experience which we will assist in rate negotiations at that time.

We have conducted a plan comparison between UNUM and AIG and AIG has met all of the key contract provisions currently offered by UNUM.

AIG is a U.S. based company (like UNUM) which has established Canadian operations. They are one of the largest and most financially secure Insurers in the industry supported by the *best* financial rating (Triple A by Standard and Poor's) with \$495 billion in assets.

AIG is a very service oriented organization supported by their service team and technology. Some of the service commitments they offer are as follows:

1. A meeting with Hamilton Public Library in order to discuss capabilities and service philosophy
2. A meeting with Hamilton Public Library Human Resource staff and employees (if required) in order to ensure a smooth transition from UNUM.
3. Their e-compass on line system will facilitate self administration
4. Their Disability Claims Manager is ready to meet quarterly with Human Resource Management in order to provide an update of the experience and trends.

Conclusion

Based on the Library's past rate and claims history, AIG has provided a very competitive proposal combined with a two year rate guarantee. We have conducted our due diligence with AIG and have been recommending them as a viable alternative to UNUM. AIG has met our commitment of providing Hamilton Public Library with the best value, product and service at the lowest cost. We have included more detailed information on AIG for your perusal.

Please feel free to contact us should you have any questions.

Yours truly

Kevin Brady, CLU, CHFC, CFP
President, Brady Financial Group

215-3385 Harvester Road
Burlington, ON L7N 4N2
Phone: 905-633-9666; Fax 905-633-9266

The Settlers of Sheffield Museum of Rural Life

1139 Settlers Rd., P. O. Box 7, Sheffield, Ontario, Canada, L0R 1Z0

Phone: (519)-620-3162 – Fax: (519)-740-0437 – Email: shefmuseum@gto.net

14 November, 2003

Chair Doreen Horbach
Hamilton Public Library Board

Dear Doreen,

I am writing you to explore the possibility of having library services returned to the village of Sheffield. I realize that our community would still have its library were it not for the closure of the Sheffield School and the lack of assistance demonstrated by the school board, but this same misfortune has the potential to provide a solution. A church congregation has recently purchased the school property and has expressed a desire to see the original stone schoolhouse put to a community use.

Many in Sheffield believe that a library would be the ideal way to make use of this building because it would preserve part of our architectural heritage in a meaningful and useful way, and it would bring back our sorely missed local branch of the Hamilton Public Library. Sheffield has had local library service in various locations in the village since 1951. Now having to travel to Rockton has put the HPL's excellent collection and programmes beyond the reach of many under-privileged families in our community who lack the necessary means of transportation. Sheffield's usage of the library may have seemed small in comparison to other branches, but it played a vital role in the lives of those who were using it.

The stone schoolhouse was most recently used as a gymnasium for the students at Sheffield P.S., and before the portable library building was set up on the property it was also the school's library. The stone school has been well maintained and is equipped with electricity and a furnace. We realize that the building would most likely need to have a plumbing system in order for it to be used as a library. We believe that the Sheffield community would be able to install plumbing in this building through local fundraising, corporate donations, and volunteer construction work.

If the Sheffield community were able to provide you with the use of this building, equipped with heat, hydro, and plumbing, would the HPL be able to set up a local library branch in it (assuming that the HPL would have to pay the bills for heating, hydro, telephone, etc.)?

Thank you for your time.

Sincerely,

Marty Pullin,
Director
The Sheffield Museum
Sheffield, Ontario



Hamilton Public Library

*Growing minds.
Growing community.*

Memo

Date: November 13, 2003
To: Doreen Horbach, Chairperson of the Library Board
c.c. Library Board Members
From: Karen Hartog, Administrative Assistant
Subject: OLA Conference

The 2004 OLA Conference will be held from January 29 to 31, 2004 at the Metro Toronto Convention Center.

The earlybird registration deadline is November 30, 2003.

If you are intending on reapplying to the Library Board and are interested in attending the conference, please complete the attached registration form and submit it to me no later than November 24th.

registration form

the Ontario Library Association's Super Conference 2004

DELEGATE INFORMATION

PLEASE PRINT CLEARLY

SURNAME _____ FORENAME _____

MAILING ADDRESS _____

CITY / TOWN _____ POSTAL CODE _____

BUSINESS TELEPHONE _____ FAX _____

E-MAIL _____

DELEGATE BADGE INFORMATION

FIRST NAME as you would like it on your badge _____

DEPARTMENT/SCHOOL/LIBRARY (e.g., Jones Library, Apple Public School, XYZ Branch) _____

EMPLOYER (e.g., Trent University, Toronto District School Board, Essex County Library, etc.) _____

STATUS FOR FEE PURPOSES

If you do not fit into one of the categories below, use NON-MEMBER rates.

- Members of OLA and its partners are eligible for favoured fee status:
- OLA OHLA SLA (Toronto) OALT / ABO
 - Atlantic PLA British Columbia LA LA of Alberta Manitoba LA
 - Quebec LA Nova Scotia LA Northwest Territories LA
 - Nunavut LA Saskatchewan LA Friends of Canadian Libraries

GUEST: (How to register a guest: see p. 6 for details.)

- An administrator or elected official not working in a library
- Municipality Academic institution School or school board

Name of host (if any): _____

MEDIA:

- Press Magazine Newspaper Trade

Name of publication: _____

FEES

CHOOSE THE APPROPRIATE FEE FROM THE FEE LIST OPPOSITE \$ _____

- Full conference

If not attending the full conference, indicate day(s) you are attending:

- Thursday Friday Saturday

TICKETED EVENTS

Although some events are free, you must have a ticket to attend. Please check the appropriate box or indicate the number of tickets desired.

Wednesday, January 28, 2004:

- Session: VRL Train-the-Trainer \$30 / Member \$25 \$ _____
- Session: User Education \$30 / Member \$25 \$ _____
- Tour: Toronto Reference Library AM PM \$ _____ 0.00
- Tour: Lillian H. Smith Library AM PM \$ _____ 0.00

Thursday, January 29, 2004:

- General breakfast \$17.50 (no cost for the program) \$ _____
- First-timers breakfast \$17.50 \$ _____
- New members' breakfast \$17.50 \$ _____
- Public Library Awards dinner \$30 per ticket \$ _____

Friday, January 30, 2004:

- General breakfast \$17.50 (no cost for the program) \$ _____
- Readers' Advisory ratalak breakfast \$17.50 \$ _____
- OHLA breakfast: Members only/sponsored by Ebsco \$ _____ 0.00

Saturday, January 31, 2004:

- Kaleidoscope: the OLA breakfast version \$17.50 \$ _____
- OLBA Annual Meeting \$17.50 (no cost for the meeting) \$ _____
- Closing Gala Luncheon (included in registration) \$ _____
- Extra luncheon tickets @ \$40 each \$ _____

SUB-TOTAL Registration+Events \$ _____

ADD 7% GST _____

OLA Registration No. #10779 B159 RT. Correct GST must be included

TOTAL ENCLOSED or CHARGED \$ _____

METHOD OF PAYMENT

- MasterCard VISA Expiry date: _____

Signature _____

- Cheque made payable to: Ontario Library Association

- P.O. # _____ (Institutions only)

SESSION SELECTION

To support room size planning, please indicate the session number for those workshops you anticipate attending. Selection does not guarantee admission nor are you obliged to attend any session you pick. Fill out this section until December 31 at which time room sizes will be fixed. We thank you for your help.

Thursday, January 29, 2004:

1__ 2__ 300 4__

Friday, January 30, 2004:

5__ 600 7__ 8__

Saturday, January 31, 2004:

9__ 10__

MENTORING PROGRAM

Advisor: Anne Murphy, see p. 7 for details.

I would like a mentor from

- Public library School
- University College
- Health library Special

- I am interested in being a mentor. Please contact me.

POSTER SESSION

Advisor: Doris Rankin, see p. 6 for details. <rankin@storm.ca>

To apply to provide a poster session, please go to the OLA web site, attach a sheet to this registration or in an e-mail provide the following:

- Title of the project
- Institution's name, location
- Names of those involved
- A one or two-word descriptor, e.g., children's program, communications campaign, curriculum unit, reference application, research unit.
- Description of the project
- Special requirements if any.

If accepted, registration credit will be issue as described.

the learning space at the Ontario Library Association

Chief Librarian's Report November, 2003

We lost a colleague and a friend in October. Kevin Bryce, a long time library employee, died of an aneurism on October 29th. Kevin had a bouncy walk and a constant smile. He was, for many years, a member of CUPE's labour-Management team and often chaired Labour-Management meetings. Kevin was active in local theatre. He was part of the fabric of the Central Library. His sudden death was a tragedy and his absence is part of our daily reality. He is missed and will continue to be missed.

2003 has been a difficult year filled with unexpected external challenges.

We had problems with "gangs" in the Central Library and security concerns at Central. The planned renovations of the Central Library's fifth and sixth floors, paid for and managed by the City, seemed to produce numerous problems, including cut power, noise, and problematic demolition procedures. We endured an unprecedented city-wide power shortage that created the need for daily meetings at City Hall to allocate power. We were attacked by a worm virus that hit the city and the library networks with disastrous effectiveness. We experienced enormous and continuing problems with the IP telephony phone system that the City is installing both to create better service and to save money. To top things off, we were actually evicted by a school board and forced to close a library location. Our difficulties have come at a time when funding is hard to find, when the first collective bargaining negotiations have lasted for more than fifteen months, when there is universal knowledge that funding will continue to be difficult and that our needs are so evident. The OMERS incentive is creating a flurry of last-minute retirements.

In the midst of all our difficulties, staff have continued to provide good service and the public continues to support its library system. A number of councillors conducted ward surveys, asking people what services they felt provided them with value. It appears that the fire department and the library system received the most positive responses.

The positive community response is understandable. Our virtual library services continue to thrive and find public acceptance, youth services are creating stronger partnerships and solid links with the school systems, and there is a sense that adult services are poised to assume a position of higher importance. Outreach services are expanding. The summer reading program experienced a record year. Class visits are increasing. Book clubs flourish in branch locations, and ever increasing numbers of patrons place holds on books housed in other locations.

We know that future, positive changes will help keep public acceptance high but will also add to the feeling, by some, that the constant changes are almost a barrage. We hope that we can strengthen our branches and their links to the community. We have high hopes that the central library review process will enliven a facility that needs focus and direction. The introduction of the Horizon version of Dynix's automated library system will create some user-friendly possibilities. We also hope that future budgets can find

more funds for our collections and that the work on collection priorities begins to pay dividends.

The literature on mergers and amalgamations suggests that the third year of a merged organization is the hardest, in part because it is the time when it becomes evident that changes are inevitable. The literature also suggests that public organizations in general have endured more change in the past five years than in the past fifty years.

In comparison with other library systems, we continue to pay well, perform well, and to enjoy enormous public support.

The following management moves become effective this January.

Karen Anderson moves to the Terryberry Branch

Rita Bozz moves to "Cluster A" which includes Stoney Creek, Valley Park, Binbrook and Mt. Hope.

Darcy Glidden moves to Saltfleet

Amy Hunter moves to Sherwood

Leslie Muirhead moves to Kenilworth

The Library Board passed a motion at its October meeting that reduces the number of management positions by one person. This movement of managers leaves a vacancy at Central. Leslie Muirhead had been responsible for Bookmobiles, Visiting Library Services, and DISH. These management responsibilities will be shared by the remaining Central Library managers.

Non-residence borrowers

We are examining the feasibility of proposing a motion that will open Hamilton Public Library membership to those who live, work and study in the City of Hamilton. There is an increasing demand for library cards from Bell Canada workers downtown, from Canadian government workers downtown, and from City of Hamilton workers in the Stoney Creek facility. We think the library should be seen as an asset to downtown businesses.



Hamilton Public Library

*Growing minds.
Growing community.*

Memo

Date: November 14, 2003
To: Doreen Horbach, Chairperson of the Board
c.c. Hamilton Public Library Board Members
From: Peter Rogers
Subject: Board Governance

As I volunteered to do earlier in the year, I am now presenting to you for Board discussion the following "Board Governance Policy"

Now that much of amalgamation has taken place and we await our first contract, I believe that it is time for the board to review its own operations and consequently I submit some areas for discussion.

At the moment we have very few rules/ bylaws and virtually no committees. I do not wish to further complicate the way the board operates but feel there are some areas where we have ultimate responsibility but really have no policy or guidelines.

1. The Evaluation of the CEO.

I believe there should be a formal committee of the Board, and a process with timelines established. We may have some precedence here but nothing in writing. We are using some city guidelines but must establish our own.

2. The Setting of the Agenda.

For each meeting, for the year and for the three-year term there should be board members involved in developing the agenda along with the Chief Librarian. This would help new Board members understand the flow of work both at the board

level and in the administration. It might also allow the Board to move toward more policy level discussions and planning modes

- Does the agenda reflect the strategic plan?
- When does the "facilities report" come to the board?
- How often do policies of the Board get reviewed?
- Do we build the budget based on needs clearly identified in the various service reports.

In a three-year cycle where does the board carry out its "Strategic Planning" process for example? -Where does the discussion of long term capital projects fit.

3. The Strategic Planning Process.

Once every three-year term the Board needs to conduct a "significant strategic planning initiative including seeking significant community input (see Toronto PL model.) I don't believe that a board can do more than one plan in a three-year cycle and that it should probably begin in the early meetings of the second year, once the a new Board has received a number of orientation sessions, service reports, and presented a budget. This plan would carry through until the end of the first year of the next Board, but would generate yearly work plans that could or could not be presented to the Board. Some alterations might be necessary annually but the main thrust of the plan including goals and objectives would remain intact.

4. The Evaluation of Board performance.

We should be establishing performance measures and reviewing attendance as part of "our" performance and perhaps at the end of the three year term producing a "legacy document" stating our accomplishments and indicating direction for the new Board.

5. Board Orientation and Professional Development.

It is the responsibility of the Board to properly develop its members not only at the beginning of a three-year term but throughout its mandate (ongoing developmental). It is wrong to assume that the administration should do it for us and it is also wrong to assume that the Board doesn't need any. Library boards in the province will be most effective when they strive to be the best Boards they can be and seek development opportunities.

In addition, the Board needs to develop guidelines for Board members to attend appropriate conferences where provincial or national perspectives are heard or where fresh ideas and emerging trends are discussed. At the moment, there are a number of provincial initiatives and library systems the size of Hamilton should be present not only to "hear" but also to "speak."

6. Rules Committee

Should meet at least once every three years to review rules and bylaws and the "governance policy" to insure that good governance practices are being followed.

These functions should not be carried out by an executive committee but by a variety of Board members chosen because of interest and to give experience to all members.