

Mission Statement

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

Strategic Priorities

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

HAMILTON PUBLIC LIBRARY BOARD

**Regular Board Meeting
Wednesday, April 20, 2005
Central Library, Board Room**

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

AGENDA

1. Discussion Period

- 1.1 Tour of East End Branches
- 1.2 Library Board Master Plan Meeting Proposed for June 1, 2005

2. Acceptance of the Agenda

3. Minutes of the Hamilton Public Library Board Meeting of Wednesday, March 24, 2005

Attachment #3

4. Presentations

No presentations.

5. Consent Items

- 5.1 Ancaster Renovations – KR Attachment #5.1
Suggested Action: Recommendation
- 5.2 Mohawk/McMaster – KR Attachment #5.2
Suggested Action: Recommendation
- 5.3 Dowler Request – MS Attachment #5.3
Suggested Action: Recommendation
- 5.4 Reciprocal Borrowing with Brant County – KR Attachment #5.4

Suggested Action: Recommendation

6. Business Arising

- 6.1 Library Facilities – KR/BH Attachment #6.1
 - 6.1.1 Part III **Suggested Action: Receive**
 - 6.1.2 Part IV
 - 6.1.3 Additional Background Information
- 6.2 Draft 2005 Strategic Plan – KR Attachment #6.2
Suggested Action: Recommendation
- 6.3 2005 Operating Budget – WG Attachment #6.3
Suggested Action: Recommendation

7. Correspondence

8. Reports

- 8.1 Chief Librarian's Report – KR Attachment #8.1
Suggested Action: Receive

9. New Business

- 9.1 Collaboration Space – KD Attachment #9.1
Suggested Action: Recommendation

10. Private and Confidential

- 10.1 Labour Relations

11. Date of Next Meeting

Wednesday, May 18, 2005
Central Library, Board Room
5:30 p.m. Dinner
6:00 p.m. Meeting

12. Adjournment

HAMILTON PUBLIC LIBRARY
LIBRARY BOARD

UPCOMING/OUTSTANDING ISSUES

Issue	Date Action Initiated	Admin Member/Staff Who Initiated	Month item will appear on Agenda

**HAMILTON PUBLIC LIBRARY BOARD
Regular Meeting**

Wednesday, March 23, 2005

Board Room

5:30 p.m. Dinner

6:00 p.m. Meeting

MINUTES

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

REGRETS: Mac Carson, Councillor Pearson, Councillor Jackson

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

GUESTS: Paul Takala, Darcy Glidden and Daphne Wood

1. DISCUSSION PERIOD

- 1.1 Board members commented on the tour of the Flamborough locations.
- 1.2 Ms Foley will represent the Hamilton Public Library at the 8R's meeting being held at the upcoming Canadian Library Association conference in Calgary.
- 1.3 Mr. Roberts provided an update regarding the Ancaster and South Mountain capital projects.
- 1.4 Ms Benoit will be touring some new branches in Michigan. Pictures will be taken and a presentation will be provided at a future board meeting.
- 1.5 On March 16th, CBC's National television news program complimented the Hamilton Public Library's services.

- 1.6 A request has been received from Brant County to the Library Board regarding a reciprocal borrowing agreement. This item will be placed on the April 20th board agenda.
- 1.7 Mr. Roberts has been asked to return as a mentor for the NEL program held this fall.
- 1.8 Darcy Glidden, Manager of Saltfleet, has been named one of "Movers and Shakers of 2005" in *Library Journal*. Mr. Glidden is one of 50 people named and is the only Canadian recipient. Congratulations were extended to Mr. Glidden.

2. ACCEPTANCE OF THE AGENDA

MOVED by Ms Gautrey, seconded by Ms Horbach

THAT THE AGENDA BE APPROVED AS PRESENTED.

MOTION CARRIED.

3. MINUTES OF THE HAMILTON PUBLIC LIBRARY BOARD MEETING OF WEDNESDAY, FEBRUARY 16, 2005

MOVED by Ms Moccio, seconded by Ms Brown,

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

MOTION CARRIED.

4. PRESENTATIONS

4.1 Library Website Redesign

Mr. Glidden, Ms Wood and Mr. Takala were welcomed to the meeting. A PowerPoint presentation highlighting the portal was provided.

5. CONSENT ITEMS

MOVED by Ms McKeating, seconded by Ms Horbach,

THAT CONSENT ITEMS 5.1, 5.2, 5.3, 5.4, 5.5 and 5.6 BE APPROVED.

MOTION CARRIED.

- 5.1 Received for information
- 5.2 That the partnership agreement between the Hamilton Public Library and the Hamilton-Wentworth District School Board for the provision of collaborative programs and services for young people be approved as presented and that the Chair and the Vice-Chair be authorized to sign the agreement on behalf of the Hamilton Public Library Board.
- 5.3 That the attached Library Board No Smoking Policy be adopted effective the date of Board approval.
- 5.4 That the Draft Financial Statements for 2004 be accepted for information.
- 5.5 That funding in the amount of \$88,000 be provided from the Library Major Capital Projects Reserve (Deptid 10608) for the installation of video surveillance equipment at various Library branches.
- 5.6 That the draft position prepared by the Chief Librarian as a response to the Human Rights Commission Complaint filed by Jacqueline McCullough be approved.

6. BUSINESS ARISING

- 6.1 Library Board Bylaws

MOVED by Ms Gautrey, seconded by Ms Brown,

THAT THE FOLLOWING `LOSS OF CONFIDENCE` CLAUSE BE INCLUDED IN THE BYLAWS:

THE BOARD SHALL HAVE THE RIGHT, BY SPECIAL RESOLUTION, TO MOVE A LOSS OF CONFIDENCE MOTION AGAINST ANY BOARD MEMBER WHO FAILS TO COMPLY WITH THE BY-LAWS OR WHOSE CONDUCT IS DETERMINED TO BE IMPROPER, UNBECOMING, OR LIKELY TO ENDANGER

THE INTEREST OR REPUTATION OF THE BOARD OR THE HAMILTON PUBLIC LIBRARY.

THE AFFECTED BOARD MEMBER SHALL BE NOTIFIED IN WRITING [BY THE BOARD CHAIR, OR BY THE VICE-CHAIR IN THE CASE THE AFFECTED BOARD MEMBER IS THE BOARD CHAIR], OF ANY SUCH ALLEGATIONS AND BE GIVEN THE OPPORTUNITY TO BE HEARD BY THE BOARD AT A REGULAR MEETING OF THE BOARD OR A SPECIAL MEETING CALLED FOR THAT PURPOSE.

VOTING ON A LOSS OF CONFIDENCE MOTION SHALL BE IN A CLOSED BALLOT FORMAT AND MUST BE SUPPORTED BY 2/3rds OF THE BOARD MEMBERS PRESENT TO BE PASSED.

[ONCE A LOSS OF CONFIDENCE MOTION IS PASSED, THE BOARD MAY REQUEST THE RESIGNATION OF THE AFFECTED BOARD MEMBER.]

MOTION DEFEATED.

MOVED by Ms Horbach, seconded by Ms McKeating,

THAT THE BYLAWS BE ADOPTED WITH THE FOLLOWING AMENDMENTS:

**ITEM 6.2: SHOULD READ “COMMITTING THE BOARD...”
ITEM 6.4: SHOULD READ “...SPEAK FOR THE BOARD IN AN OFFICIAL CAPACITY...”.**

MOTION CARRIED.

6.2 Library Facilities – Part II

Ms Hovius provided an overview of the report and highlighted that Part B are only scenarios. It was agreed that an informal board meeting will be held in late April/early May in order to discuss the reports in more detail. A date will be determined at the April 20th Board Meeting.

6.3 Draft 2005 Strategic Plan

The Multicultural Librarian will be invited to a future board meeting to highlight the multicultural services the library provides.

The draft strategic plan will be updated and placed on the April 20th agenda.

6.4 2004 Work Plan Report

Received for information.

7. **CORRESPONDENCE**

No correspondence.

8. **REPORTS**

8.1 Annual Circulation Report

Staff were commended for the increase in the overall circulation.

The report was received for information.

8.2 Chief Librarian's Report

Received for information.

9. **NEW BUSINESS**

9.1 2004 Public Service Highlights

Received for information.

9.2 Library Facilities in Stoney Creek Branch Location

MOVED by Ms Brown, seconded by Ms Horbach,

THAT THE HAMILTON PUBLIC LIBRARY BOARD EXPRESS, TO THE MAYOR AND TO COUNCIL, ITS CONCERN THAT PLANS FOR THE POTENTIAL LEASE OF PORTIONS OF THE FORMER STONEY CREEK CITY HALL DO NOT, AT PRESENT, ADEQUATELY ADDRESS THE NEEDS OF THE LIBRARY'S TECHNICAL SERVICES DEPARTMENT CURRENTLY LOCATED IN SOME OF THIS SPACE.

THE LIBRARY BOARD WOULD LIKE TO REMIND THE MAYOR AND COUNCIL THAT THE LIBRARY VACATED MOST OF THE CENTRAL LIBRARY'S 6TH FLOOR IN ORDER TO ACCOMMODATE THE CITY'S IT DEPARTMENT. THE TECHNICAL SERVICES DEPARTMENT WAS MOVED TO THE

FORMER STONEY CREEK CITY HALL. THIS PREVIOUS MOVE PROVIDED THE LIBRARY WITH CONSIDERABLY LESS SPACE. IT IS THE POSITION OF THE BOARD THAT, SHOULD THE LEASE FURTHER REDUCE SPACE AVAILABLE TO ITS TECHNICAL SERVICES DEPARTMENT, THEN THE ABILITY OF THE LIBRARY SYSTEM TO PROVIDE NEW MATERIAL TO OUR CUSTOMERS WILL BE AFFECTED.

MOTION CARRIED.

10. PRIVATE AND CONFIDENTIAL

MOVED by Ms Brown, seconded by Ms Moccio,

THAT THE LIBRARY BOARD MOVE IN-CAMERA TO DISCUSS COLLECTIVE BARGAINING.

MOTION CARRIED.

MOVED by Ms Horbach, seconded by Ms Moccio,

THAT THE IN-CAMERA SESSION BE ADJOURNED.

MOTION CARRIED.

11. DATE OF NEXT MEETING

Wednesday, April 20, 2005
Central Library, Board Room
5:30 p.m. Dinner
6:00 p.m. Meeting

12. ADJOURNMENT

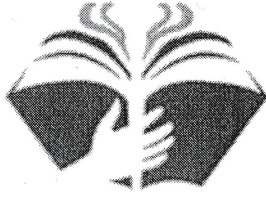
MOVED by Ms Brown, seconded by Ms Gautrey,

THAT THE HAMILTON PUBLIC LIBRARY BOARD MEETING OF WEDNESDAY, MARCH 23, 2005 BE ADJOURNED.

MOTION CARRIED.

The meeting was adjourned at 9:00 p.m.

Minutes recorded by Karen Hartog.



Hamilton Public Library

*Growing minds.
Growing community.*

DATE: April 14, 2005
REPORT TO: Chair and Members of the Board
FROM: Ken Roberts, Chief Librarian

SUBJECT: **Ancaster Renovations**

RECOMMENDATION:

That the Hamilton Public Library Board authorize staff to work with the City of Hamilton in order to renovate and expand the Ancaster Branch of the Hamilton Public Library.

FINANCIAL/STAFFING/LEGAL IMPLICATIONS:

The renovations are to be funded through existing City budgets, the sale of other city property and an existing budget for renovations to the Ancaster library branch.

The funding model is different than we had expected. We had expected a budget that relied heavily on library capital reserves.

We assume that there will be a cost for a security system since the renovated branch will have two entrances. The city budget does not include the cost of such a system. Staff will have to work on a separate proposal for the Board to fund through reserves. The proposal may include self-check technologies.

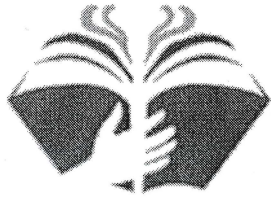
The existing budget may not allow for some of the upgrades to finishes or for features that we have seen in newer library facilities. Staff will work with the architect on a budget for such upgrades and may propose these improvements to the Board for funding through reserves.

We will have to vacate the building during renovations and, depending on the period of time required for construction, will look for an alternate site in order to provide some library services.

BACKGROUND:

This expansion had been proposed in library transition reports. It was delayed primarily by the need to find funding and to agree, with the city, on the space that the library would occupy.

Our Ancaster Branch is inside a City building and the City will hire the architect. The City has a list of pre-approved architects for this type of project. The City is hoping to complete architectural drawings by the ends of the summer and to start construction as early as November, with an opening in the spring, 2005.



Hamilton Public Library

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DATE: April 14, 2005

REPORT TO: Chair and Members of the Board

FROM: Ken Roberts, Chief Librarian

SUBJECT: **Central Library Mezzanine (MOMAC) space**

RECOMMENDATION:

That the Hamilton Public Library Board authorize staff to enter into discussions with the City of Hamilton's IT Department concerning joint use of the former MoMac centre space, converting it to a library staff, city staff, and public computer training centre.

FINANCIAL/STAFFING/LEGAL IMPLICATIONS:

Unknown at present but considered to be minimal

BACKGROUND:

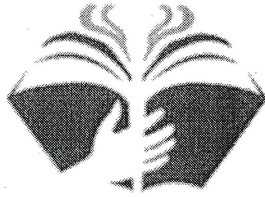
The Hamilton Public Library Board served notice to Mohawk College last September. Mohawk is expected to leave this coming September. There are two computer labs and two classrooms in the MoMac centre.

The City of Hamilton operates two staff training rooms in the basement of City Hall. We operate a public library staff training room/public training room on the main floor of the Central Library. The City training rooms have 12 machines in each room.

The City of Hamilton is interested in moving their two training rooms to the MoMac centre, with our training room, and adding classroom space. The City would have day time priority for the use of its two training rooms and we would have priority use of our training facility. After hours, the library would have access to all of the rooms for public training.

This is an attractive option for this space and is in keeping with the Central Library Service Review goals. We think that the move could be made with minimal renovations or changes to the space.

We are recommending this partnership in principle since we need to conduct talks in order to determine costs, etc. before a firm commitment could be made.



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DATE: April 14, 2005

REPORT TO: Chair and Members of the Board

FROM: Maureen Sawa, Director, Public Service and Community Development

SUBJECT: **Bookmobile Funding**

RECOMMENDATION:

That \$10,000.00 be allocated from the Permanent Endowment trust funds (Deptid 125025) to cover the costs of 2 summer students to assist with the bookmobile's summer reading program.

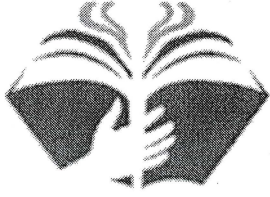
FINANCIAL/STAFFING/LEGAL IMPLICATIONS:

There are sufficient funds available for distribution from the Permanent Endowment trust fund.

BACKGROUND:

In 1995 the Library Board received a bequest of \$450,000 from Mr. And Mrs. Dowler of Hamilton, with the funds to support bookmobile and outreach services. The funds were placed in a reserve account and bookmobile staff are encouraged, annually, to suggest ways interest earned from the endowment could be used to enhance bookmobile services.

Endowment funds have been used annually to hire summer students since 2002 for the bookmobile summer reading program. Summer students are essential to the bookmobile's summer reading program as they help promote the program in the schools, listen to the children's reports on books they have read, distribute incentives to the children and record statistics.



Hamilton Public Library

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DATE: April 14, 2005
REPORT TO: Chair and Members of the Board
FROM: Ken Roberts, Chief Librarian
SUBJECT: **Brant County Reciprocal Borrowing**

RECOMMENDATION:

That the Hamilton Public Library Board enter into a reciprocal borrowing agreement with Brant County's library system under the same conditions as the reciprocal agreements with other neighboring library systems.

FINANCIAL/STAFFING/LEGAL IMPLICATIONS:

None

BACKGROUND:

Previous board motions have indicated a willingness to enter into reciprocal borrowing agreements with neighboring library systems, provided those library systems spent at least half of what the Hamilton Public Library spends, per capita, on library services.

The County Brant of Public Library Board has written the attached letter requesting such an arrangement.

The County of Brant Public Library Board meets the financial criteria established by the Hamilton Public Library Board.



Attachment #5.4

Public Library

12 William Street
Paris, Ontario, N3L 1K7

Telephone: (519) 442-2433
Fax: (519) 442-7582

February 23, 2005

Doreen Horbach
Chair, Hamilton Public Library
P.O. Box 2700
55 York Blvd.
Hamilton, ON
L8N 4E4

Dear Ms. Horbach,

Over the past two years the County of Brant Public Library has been working to develop reciprocal borrowing agreements with neighbouring communities. The County of Brant Public Library presently has agreements with Norfolk County, Waterloo Region, City of Waterloo and Cambridge. The Library Board has adopted a policy that clearly states their support of an "open door" and no longer charges any non-resident fees

We believe that reciprocal borrowing agreements recognize the independence of library systems in Ontario and at the same time move libraries forward in the information industry to allow for seamless access. Our Board is firmly committed to building on the growing movement of libraries without borders. Our rural library experience has always had geography as a major factor in our delivery of services. Reciprocal agreements are a key tool in diminishing the difficulty that geography can cause for many of the rural residents in our province.

At this time, I am writing to inquire if the Hamilton Public Library would be interested in establishing a reciprocal agreement with the County of Brant Public Library, effective May 1, 2005.

We would be pleased if your Board would consider this proposal at your next meeting. Both myself and our CEO, Gay Kozak Selby are available to meet with you and your Board to discuss the possibility of a reciprocal borrowing agreement. Please do not hesitate to contact Gay by phone (519- 442-2433 ext. 11) or via e-mail (gay.kozakselby@county.brant.on.ca).

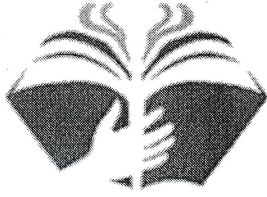
I look forward to hearing from you at your earliest convenience.

Sincerely,

A handwritten signature in black ink, appearing to read "Larry Stewart". The signature is fluid and cursive, with a long horizontal stroke extending to the right.

Larry Stewart, Chair
County of Brant Public Library Board

cc. Ken Roberts, CEO, Hamilton Public Library
Gay Kozak Selby, CEO, County of Brant Public Library



Hamilton Public Library

*Growing minds.
Growing community.*

DATE: April 14, 2005
REPORT TO: Chair and Members of the Board
FROM: Ken Roberts, Chief Librarian
SUBJECT: **2005 Strategic Plan**

RECOMMENDATION:

That the attached draft Strategic Plan be approved and that the Chief Librarian and the Board Chair be authorized to approve minor edits.

FINANCIAL/STAFFING/LEGAL IMPLICATIONS:

None

PROPOSED

2005 STRATEGIC DIRECTION

HAMILTON PUBLIC LIBRARY

THE HAMILTON PUBLIC LIBRARY BOARD

A SUMMARY OF THE BOARD'S STRATEGIC PRIORITIES FOR 2005 - 2007

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 #1: STRENGTHEN COMMUNITIES

Library branches and the Central Library will be places for neighbours to get together, for ideas to be shared, for events to take place and for people to spend time together. "I'll meet you at the library" will be a phrase that people use with pride. Hamilton Public Library branches will be social forces within their communities and good partners to community organizations. The Hamilton Public Library will support community development and will assist people as they broaden their horizons.

STRATEGIC PRIORITY #2: SUPPORT DIVERSE NEEDS

The Hamilton Public Library system will serve people in ways that are relevant to their unique circumstances. The library will align services to recognize the fact that Hamilton residents come from a wide variety of experiences and backgrounds. The library will have conversations with those we serve and those we could serve in order to ensure that the Hamilton Public Library is a source for relevant information, community joy and hope.

STRATEGIC PRIORITY # 3: CONTINUE TO DEVELOP AND ENERGIZE OUR ORGANIZATION

The Hamilton Public Library will work with current and future staff members to harness energies and opportunities, to identify emerging trends, and to ensure that the library's workforce continues to acquire the training and personal growth necessary to support the changing needs of those we serve. As an organization, the Hamilton Public Library commits itself to a work environment where staff are acknowledged and contributions are recognized.

INTRODUCTION

A strategic plans should provide clear direction. At the same time, strategic plans should not dictate activities which might seem reasonable when the plan was written but which becomes less relevant after the plan is approved.

The Hamilton Public Library Board has set three clear strategic priorities for 2005 – 2007. Staff of the Hamilton Public Library are encouraged to advance these strategic goals, within their resources, when opportunities arise. The Board will receive regular reports on the activities that staff have pursued.

The three strategic goals of the Hamilton Public Library Board could be distilled to a single, simple thought. The Hamilton Public Library Board wants the residents of this City to be proud of their library system. The Hamilton Public Library Board believes staff are proud of working for the Hamilton Public Library system and care about the quality of our services.

The Board understands that even simple goals require buildings that are clean and exciting. People require services that reflect their realities and staff who have the training and the tools to be successful.

There are some huge projects in this strategic plan. The Facilities Master Plan, which the Board hopes to approve in 2005, will have an impact on our services for the next decade. The Facilities Master Plan comes at the right time. The Hamilton Public Library system is about to build new branches and to renovate others. The Board and staff have to articulate their expectations for these buildings, ensuring that buildings align with strategic priorities.

The Hamilton Public Library is a strong partner in the myhamilton.ca portal initiative. The portal is due to be launched in the late summer, 2005. We hope and expect that this technology will improve library services during the course of our strategic plan.

The Hamilton Public Library Board is aware of enormous changes that affect the ways that people use library services. Marketing and marketing research are keys to our success. Some of our simple goals, such as staying relevant and meaningful, can only be accomplished by knowing what works in other libraries and what will work in Hamilton, given the needs of those we serve.

STRATEGIC PRIORITY #1 STRENGTHEN COMMUNITIES

Library branches and the Central Library will be places for neighbours to get together, for ideas to be shared, for events to take place and for people to spend time together. "I'll meet you at the library" will be a phrase that people use with pride. Hamilton Public Library branches will be social forces within their communities and good partners to community organizations. The Hamilton Public Library will support community development and will assist people as they broaden their horizons.

THE LIBRARY AS MEETING PLACE

We need to ensure that our physical and virtual library spaces are recognized as the social heart of their communities.

Initiatives

The Library Board is working on a Ten Year Facilities Master Plan to guide the development of library facilities. The Board will ensure that its plan for the renewal and development of library services will enable library locations to be meeting places that engage their communities. The plan will balance such issues as sustainability with changing expectations.

The Board's vision for the Central Library, as set out in the 2004 "Information Central: Your Marketplace of Ideas" report will be implemented over the next few years.

The building programs for the South Mountain and Ancaster branches will highlight the Board's vision for quality library services.

THE LIBRARY AS COMMUNITY PARTNER

The Hamilton Public Library has a superb network of partnerships. The library system will work with local partners whenever such alliances help to advance strategic goals. Areas where we expect to make an impact through partnerships include Downtown renewal, early learning, the provision of employment and career information, the provision of technological services, and services to New Canadians.

The Hamilton Public Library supports the trend, found across North America, to partner with other library systems in order to accomplish common goals.

Initiatives

The Hamilton Public Library is a strong partner in the myhamilton.ca portal initiative. The potential of portal technology will require major commitments from the library for the duration of this strategic plan.

The library will act as a partner for relevant initiatives that contribute to a revitalization of the City of Hamilton.

The Hamilton Public Library will work with other libraries to explore consortia purchasing of electronic products as well as the potential of conducting research and marketing through partnerships.

The Hamilton Public Library will work with regional library systems and school boards to develop common tools for assisting students to find relevant material through both their school and public libraries.

STRATEGIC PRIORITY #2 SUPPORT DIVERSE NEEDS

The Hamilton Public Library system will serve people in ways that are relevant to their unique circumstances. The library will align services to recognize the fact that Hamilton residents come from a wide variety of experiences and backgrounds. The library will have conversations with those we serve and those we could serve in order to ensure that the Hamilton Public Library is a source for relevant information, community joy and hope.

THE LIBRARY WILL PROVIDE CUSTOMIZED SERVICES

The Hamilton Public Library has always had a strong reputation as an organization that supports diverse needs. Staff will continue to align library services to reflect our community. The Board is aware that its customers wish to have information provided in formats that they find friendly, in language they can read and with content that is accurate.

Initiatives

The library will improve the collections of materials supporting our newest citizens to ease their transition to life in Canada. The provision of TOEFL and literacy materials, multilingual materials in the language of the most recent immigrant groups will be emphasised..

Library staff will listen and respond to customers as unique individuals. Programs and service delivery will be flexible and adaptable. (e.g. It is possible that the web portal will provide collaboration spaces in more than 30 languages).

We will strengthen our print collections to ensure that materials are relevant to today's customers. The physical condition of the collections will be upgraded through the replacement of standard and classic works, the transfer of materials between locations, and the purchase of new materials to support current interests and curriculum needs. We will continue to remove materials that are no longer relevant to, nor used by, our customers.

THE LIBRARY WILL LISTEN TO ITS COMMUNITY

Knowing the needs of our customers is of prime importance to the Hamilton Public Library. The library system is interested in learning new methods of measuring the impact of service decisions and determining how services can be enhanced. We will use a range of methods to listen to our community and our staff, from focus groups and surveys to public meetings and the analysis of how people use this library system and other library systems.

Initiatives

Library staff will develop and use appropriate ways of consulting with our community about ways we can improve our services.

The Hamilton Public Library will conduct ongoing reviews and adjustments of services, collections, and programs to ensure that location provides an appropriate mix of service.

STRATEGIC PRIORITY # 3 CONTINUE TO DEVELOP AND ENERGIZE OUR ORGANIZATION

The Hamilton Public Library will work with current and future staff members to harness energies and opportunities, to identify emerging trends, and to ensure that the library's workforce continues to acquire the training necessary to support the changing needs of those we serve. As an organization, the Hamilton Public Library commits itself to a work environment where staff are acknowledged and contributions are recognized.

HARNESSING OPPORTUNITIES, AND TRENDS

The Hamilton Public Library is committed to using the energy of its staff to improve services.

Initiatives

As an organization, we will create opportunities for staff to share ideas and insights as well as to explore trends in our profession.

We will introduce the use of electronic collaborative tools for the discussion of issues amongst staff.

We will encourage staff to upgrade their skills and knowledge whenever possible.

The Board will consider a replacement for the current staff Education Plan that expires in December, 2005.

We will pilot the use of on-line training resources.

WORK ENVIRONMENT

The Library Board is committed to an organizational culture that encourages pride and the provision of quality services.

Initiatives

We will introduce a performance review process that includes an ability for managers and their staff to discuss issues and goals and also to acknowledge staff contributions.

We will work with other libraries on staff renewal issues and will ensure that we have effective recruitment and orientation plans for new staff members.

We will ensure that new staff have the opportunity to introduce new concepts and ideas to our organization and to our services.

We will ensure that all staff have an opportunity to suggest ways we can improve services, particularly methods that correspond to best practices in other library systems.

We will conduct an internal assessment of internal communication vehicles to determine the best delivery method for each type of employee, establishing guidelines for how internal communication needs can best be met.

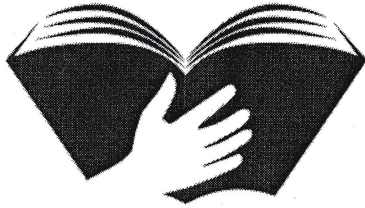
We will strive to be as an industry leader for acknowledging staff health and wellness issues.

We will investigate RFID technology and, if it proves feasible, develop an implementation plan to use RFID as a means of improving circulation and security functions.

CURRENT CAPITAL PRIORITIES

- *A Ten Year Facilities Master Plan*
- *Implement, over the period of 2005 – 2007 of the recommendations of the Central Library Review.*
- *Hire an architect for the design of the south mountain branch, complete the design processes, and prepare tender documents for potential construction”*
- *Initiate a renovation and expansion of the Ancaster library facility.*
- *Review the possibility of partnering with the Flamborough Twin Pad committee for a potential library branch at Joe Sams Park. The review will include a report on the potential impact on other Flamborough branches as well public consultation.*
- *Recommend, to the library board, a new materials security system/plan.*

REPORT SCHEDULE



Hamilton Public Library

Date: April 14, 2005
To: Chair and Members of the Board
From: William Guise, Director, Finance and Facilities
Hamilton Public Library
Subject: Operating Budget - 2005

RECOMMENDATION:

That the operating budget for the Hamilton Public Library as submitted to Hamilton City Council and approved as amended by Council on April 11th 2004 having a net levy of \$22,637,370 before Capital Financing which is an increase of 4.2% increase over the 2004 Operating budget be adopted

FINANCIAL/STAFFING/LEGAL IMPLICATIONS:

The Ontario Public Libraries Act states:

24. (1) A public library board, county library board or county library co-operative board shall submit to the appointing council, annually on or before the date and in the form specified by the council, estimates of all sums required during the year for the purposes of the board. R.S.O. 1990, c. P.44, s. 24 (1).

Approval of estimates

(2) The amount of the board's estimates that is approved or amended and approved by the council shall be adopted by the board and shall be paid to the board out of the money appropriated for it. R.S.O. 1990, c. P.44, s. 24 (2).

BACKGROUND:

The Board at its regular meeting in October 2004 approved the submission of a 2005 Operating Budget submission to the City of Hamilton with an increase of 3.4% over the 2004 budget plus any increase in facility charges over 2004.

A revised 2005 draft operating budget was submitted to the Board at its regular meeting in November 2004. The revised draft of the 2005 operating budget showed an increase of \$977,430 or a 4.5% increase over 2005. Included was an increase in facility costs allocated from the City of Hamilton in the amount of \$297,880. The increase cost of electricity and natural gas makes up the majority of the increase in facility costs. Excluding the increase in facility costs, the increase in operating budget for 2005 as per the November 2004 draft would have represented an increase of 3.1%.

The November 2004 report indicated further adjustments to the budget were still likely to be made as both the Library and City reviewed the various components that go into the budget. Any changes were to be reported on at the December Board meeting.

Attached is a copy of the 2005 Operating Budget that will be included in the City of Hamilton Budget Book for 2005 and presented to City Council. Also attached is an Analysis of Significant Cost Category Increases.

The 2005 Operating Budget that was submitted to the City and included in the Budget Book showed an increase of \$991,590 or 4.6% over 2004 Operating Budget. The changes from the Operating Budget submission of November 2004 were as follows:

- Increase of \$20,640 in retiree costs to recognize increase cost related to employees who have retired in 2004 and an estimate of those eligible for retirement in 2005.
- Decrease of \$6,480 in allocated costs from the City in relation to vehicle costs.

In March, a request was made by the City Council to reduce the Library's operating budget by \$78,270. This request was reported to the Board by the Chief Librarian at the March 20th 2005 meeting of the Board.

The revised 2005 Operating Budget for the Library as approved by the City is attached.

Capital Financing for the Library for 2005 decreased by \$247,970 over 2004 and if Capital Financing was included in the presentation, the increase over 2004 would be reduced to \$665,350 or an increase of 3.0% over 2004.

Capital Budget for 2005

Included in the approved Capital Budget for 2005 for the City, is the start of the South Mountain Library project. Council approved a capital budget of \$1,000,000 for 2005.

c.c. Ken Roberts, Chief Librarian

CITY OF HAMILTON

2005 OPERATING BUDGET

By Cost Category

Attachment #6.3

DEPARTMENT: Library

	2004 Approved Budget	2004 Restated Budget	2004 Projected Actual	2005 Base Budget	2005 Program Enhancement	2005 Program Reduction	2005 Requested Budget	2005 Request / 2004 Restated	
								\$	%
Employee Related Costs	16,177,930	16,328,990	15,580,601	16,980,260	-	(48,210)	16,932,050	603,060	3.7%
Materials and Supplies	3,194,780	3,228,060	3,345,344	3,227,800	-	(6,440)	3,221,360	(6,700)	-0.2%
Vehicle Expenses	1,200	1,200	937	1,200	-	-	1,200	-	0.0%
Buildings and Grounds	491,360	489,210	579,073	492,210	-	(3,060)	489,150	(60)	0.0%
Consulting	-	-	18,554	-	-	-	-	-	0.0%
Contractual	814,960	767,350	623,362	767,470	-	26,500	793,970	26,620	3.5%
Reserves / Recoveries	31,250	22,410	881,690	26,610	-	(10,000)	16,610	(5,800)	-25.9%
Cost Allocations	2,546,890	2,717,030	2,703,398	3,030,290	-	(25,100)	3,005,190	288,160	10.6%
Financial	13,490	13,490	14,790	33,490	-	(1,370)	32,120	18,630	138.1%
Capital Financing	-	-	105,710	-	-	-	-	-	0.0%
TOTAL EXPENDITURES	23,271,860	23,567,740	23,853,459	24,559,330	-	(67,680)	24,491,650	923,910	3.9%
Fees and General	(567,780)	(567,780)	(708,344)	(567,780)	-	(10,590)	(578,370)	(10,590)	1.9%
Grants and Subsidies	(1,171,710)	(1,275,910)	(1,435,514)	(1,275,910)	-	-	(1,275,910)	-	0.0%
Reserves / Capital Recoveries	-	-	(40,934)	-	-	-	-	-	0.0%
TOTAL REVENUES	(1,739,490)	(1,843,690)	(2,184,792)	(1,843,690)	-	(10,590)	(1,854,280)	(10,590)	0.6%
NET LEVY	21,532,370	21,724,050	21,668,667	22,715,640	-	(78,270)	22,637,370	913,320	4.2%

Chief Librarian's Report April, 2005

South Mountain Branch

The South Mountain Branch was approved as part of the City's Capital budget process. This approval provides funding for the design, construction, and the operating costs of the branch. The 2005 Capital budget includes only a portion of the costs since construction payments won't be due until the next few years. It is probable that the operating costs will be reviewed once we are closer to an opening date. The approval also includes some funding for collections.

Shore Tilby Irwin was the pre-selected architectural firm that designed the Police Services Board facility on the site. A contract is being prepared. The YMCA is pleased with the selection of Shore Tilby Irwin. This is the same firm that designed the new Flamborough YMCA facility. The YMCA had not been part of the pre-approval process since the city's Culture and Recreation Department had been our original partner, not the YMCA.

The design on the building is expected to be completed by the end of this year with construction due to start early next spring. We have a general building program and will be holding conversations with the architect about the quality of space issues. This is the same architect who designed both Markham's Angus Glen Branch and Whitby's new Central Library.

East Flamborough

The East Flamborough twin pad arena project received Capital financing. We will increase our involvement with the planning committee to see if there is a place for the library in the planned facility. As you will see elsewhere in the Board agenda, we are hoping for a Facilities planning meeting with the Board in early June so decisions such as the extent of our involvement in the East Flamborough project can be decided.

RFID

RFID is mentioned in the "Trends" section of this month's Facility Master Plan reports. We are seeing more and more library systems move to RFID (radio frequency identification) as part of their self-check systems. The Ancaster renovation is going to require two entrances and exits. This is the ideal situation for RFID and self-check technologies. As mentioned in a separate report to the board this month, the City of Hamilton is selecting the architect for Ancaster from their pre-screened list of architects selected for projects of this nature. They are hoping to have the renovations designed by the early fall. If we want to include RFID and self-check technologies, we will need to resolve policy issues (privacy issues) quite soon. We would also need to have the Board address the long-term RFID implications for the entire library system. For example, we will need a long-term plan to change the security systems at all library locations.

Michigan Trip

Helen Benoit and Karen Anderson went to Michigan to visit a number of new libraries there. One suburban areas of Detroit seems to be a current bed of exciting new branch construction. Karen and Helen will soon have their pictures ready. Most of the trends they

saw are ones that we have seen in Ontario and in other jurisdictions. One notable exception was the fact that the branches had drive-through pick-up and return of library material.

Non-Smoking at York Blvd Entrance

We have permission to enforce library policies on patio areas outside the York Blvd entrance to Central. We are now enforcing no smoking in this area. This has had an immediate positive effect. Fewer people loiter in this area and it is much cleaner in appearance.

Vacant Positions

We have been carrying several vacant positions and had new positions in the 2005 operating budget. Admin staff are meeting on April 18th to review our new operating budget and our needs in order to determine which positions are priorities.

Arbitration Finding

As you will remember, CUPE and the Library Board disagreed about the interpretation of job posting language in the new contract. The parties agreed to bifurcate the arbitration and to address the wording of the language within the contract first. The arbitrator has submitted her findings and she has found in favour of the employer's interpretation of the negotiated language. Seniority remains a factor in our job posting process.

Myhamilton training

The Hamilton Public Library is assuming a responsibility for public training related to the portal and to the use of collaborative spaces. We assume that we may have a long-term role but that other agencies and organizations will also take responsibilities. We are hiring several temporary staff members, within our operating budget, so that there is assistance for people when the portal launches in the late summer.

Books in Bloom

Hamilton Public Library staff members, along with staff at the Burlington Public Library, are conducting monthly sessions on books with gardening themes at the RBG.



Memo

To: George Geczy, Chair, Hamilton Public Library Board
From: Kit Darling, Director, Information Technology and Bibliographic Services
CC: Library Board Members
Ken Roberts, Chief Librarian
Date: April 14, 2005
Re: Library Board Web Site

Recommendation: That the Hamilton Public Library Board participate in the myhamilton.ca pilot of community collaboration space as a replacement for the current Board web site.

Background:

The Hamilton Public Library web site, hpl.ca, is migrating to the myhamilton portal which is scheduled to launch in September. At that time, we will also need to migrate the Board web site.

The portal offers community collaboration space which is a type of sub-portal designed for community groups and agencies to collaborate through document sharing, discussion groups, polling and surveying and posting events. Collaboration space can be wholly public (documents, discussions, etc. are open to all portal users) and listed in the "Community Index"; wholly "closed" and open only to registered "members" of that community; or "blended" – partially public with closed portions. In order to determine the extent of support and the type of support required by groups and agencies who sign up for collaboration space, we are planning a pilot of up to 10 groups or agencies over the late spring and summer.

Pilot Participants will be provided free access for 1 year in exchange for providing feedback and assisting with developing a business case for use of the spaces. After that time, a minimal annual fee will apply to fund staff support and replacement costs. (Estimate \$100) Pilot groups will be required to provide a local administrator (Karen Hartog) and agree to adhere to the "**Acceptable Use Policy – Content Provider**" (attached). The initial pilots will focus on the spaces for internal organizational communication (communication among board/committee/group members) not external communication. Groups will be required to adhere to this restriction as well. Pilots will be placed on the hidden directory in the portal.

This directory will not be directly linked from the portal and will not be indexed by the general portal Search Engine.

Pilot Groups will be selected to test the full range of functionality of the collaboration space. The pilots will be a mix of community organizations, City/Library committees/groups, age groups and computer literacy. Groups wishing to use collaboration space for delivery of service will be excluded from Phase 1 and potentially Phase 2 of the pilot.

The McMaster Research Team has offered to facilitate focus groups at the Decision Support Center on the collaboration spaces in the summer. The intention is to hold one session for local administrators and a session for general users of the system.

myhamilton Acceptable Use Policy – Content Provider

Policy Level: Community Portal Authority (CPA)

Author: CPA

Revision Date: Jan 27th, 2005

Date of Formal Approval: April 1, 2005

Definition of Content Provider: The term 'provider' includes anyone who contributes content to the portal.

A. Statement of Commitment

Our intent with this acceptable use policy is to create a space for the community to share, communicate and celebrate the diversity of the Hamilton community while protecting personal information and rights. This will be a safe, trusted public place for the free exchange of ideas and will be the go to' location for information in the Hamilton community.

This policy covers the general content of the unprotected area of myhamilton.ca with regards to consent, content, use, unacceptable use and retention.

B. Guiding Principles

As guiding principles, "myhamilton.ca" supports the community's commitment to: diversity, inclusiveness, collaboration, communication, privacy and ethical standards, excellence.

These include:

- **recognition** of all members of the community respecting their the needs and capacities irrespective of ability, gender, income, language, education level, race and ethnicity, age, sexual orientation and geographical location
- **promotion** of inclusiveness and participation within our community
- **communication** and meaningful consultation with community residents representing different socio-economic, age, and cultural backgrounds

- **protection** of individual privacy and rights within the bounds of acceptable ethical standards and legal restraints including copyright and libel
- **commitment to excellence** through reliable, accurate, informed communication and prompt and courteous responsive delivery of services

C. Policy Components

Responsibility: As provider, you are responsible for regularly reviewing these terms and conditions and additional terms posted on particular websites. Your continued use of the myhamilton.ca constitutes your agreement to all such terms, conditions, and notices.

Consent: Upon the posting of material, there is an assumed consent to that material being made available to the public. The individual or individuals that are providing content are assumed accountable for that content. If the original content provider is no longer holding a position responsible for content, then the new content provider's name must be sent to the portal authority with one calendar month.

Content: There is no representation to the quality, content or accuracy of the information on myhamilton.ca beyond meeting the basic guiding principles outlined in the previous section. Materials have been provided by a variety of contributors and sources and are subject to change without notice.

Use: The material posted will be for the benefit of the community as a whole. The public spaces is not meant for promotion of commercial ventures or profit organizations, unless those profit organizations are part of a community event or are identified partners of myhamilton.ca. For opportunities for commercial ventures, see the Hamilton Business Directory which lists businesses serving the Hamilton area. Personal information about the content provider will not be disclosed to any third party unless he/she have been informed of the disclosure and have consented.

Retention: Review of content regularly by the content provider is required. In case where the content is date sensitive, the content provider must use the tools provided for the automatic removal of the content once past the event date. Spaces not reviewed or maintained can be removed by authorization of the Portal Authority

Unacceptable use: The content provider agrees that he/she will not post any material that is knowingly false and/or defamatory, invades a person's privacy or otherwise violates any law. The content will avoid personal insults and attacks and will not use abusive,

vulgar, hateful, harassing, obscene, threatening, racist, sexist, homophobic and other excluding language. Any activity that is contrary to the statement of commitment or guiding principles is considered unacceptable use and may result in action taken to exclude the content provider from further contributions to the site.

D. Reporting Concerns

If you have any concerns regarding the portal, please contact:

["mailform.myhamilton.ca"](mailto:mailform.myhamilton.ca) and you will receive a response in *two working days*. To report a concern, you must have a myhamilton.ca account or provide full contact information.

When content is being considered for review as a result of a posted concern, the portal authority reserves the right to temporarily remove the content until the review is complete. Reporting a concern does not specifically mean that the content will be removed. Individuals reporting concerns will be kept up-to-date as to the status of the process by the portal authority through their myhamilton.ca account and/or contact information. Any decision made by the Portal Authority will be considered final.

E. Other applicable policies

Other policies in effect with the use of this web site are:

Human Rights, Privacy Act, etc. (to be added)

F. Review of Acceptable Use Policy

This policy will be reviewed annually by the myhamilton.ca Portal Authority Committee and reposted. (e.g. Posted on: March 1, 2005)