

Mission Statement

Freedom to Discover.

Strategic Priorities

Strengthening Communities Strengthening Individuals Strengthening Our Organization

HAMILTON PUBLIC LIBRARY BOARD

Regular Board Meeting
Wednesday, May 20, 2009
Central Library, Board Room

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

AGENDA

1. Discussion Period
2. Acceptance of the Agenda
3. Minutes of the Hamilton Public Library Board Meeting of Wednesday, April 22, 2009 Attachment #3
4. Presentations
5. Consent Items
 - 5.1 Digitization Funding Attachment #5.1

Suggested Action: Recommendation
6. Business Arising
7. Correspondence
 - Letter from Kathrine Watson to Ken Roberts, Councillor Duvall and Mayor Eisenberger Attachment #7
8. Reports
 - 8.1 Chief Librarian's Report Attachment #8.1

Suggested Action: Receive

9. New Business

- | | | |
|-----|--------------------------------|---|
| 9.1 | Strategic Plan Progress Report | Attachment #9.1 |
| | | Suggested Action: Receive |
| 9.2 | Rural Branch Service Report | Attachment #9.2 |
| | | Suggested Action: Receive |
| 9.3 | Sherwood Renovations | Attachment #9.3 |
| | | Suggested Action: Recommendation |
| 9.4 | Sunday Hours | Attachment #9.4 |
| | | Suggested Action: Recommendation |
| 9.5 | Valley Park Closure | Attachment #9.5 |
| | | Suggested Action: Recommendation |

10. Private and Confidential

11. Date of Next Meeting

Wednesday, June 17, 2009

Central Library, Board Room, 5th Floor

5:00 p.m. Meeting

7:00 p.m. Cocktails, Dinner to Follow, Annual Chairmen's Dinner

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, April 22, 2009
Central Library, Board Room
5:30 p.m. Dinner
6:00 p.m. Meeting**

MINUTES

PRESENT: Jennifer Gautrey, George Geczy, Suzan Fawcett, Krzysztof Gumieniak, Maureen McKeating, Santina Moccio, Mary Ann Leach

REGRETS: Doreen Horbach, Councillor Jackson, Councillor Pearson, George Nakamura

STAFF: Beth Hovius, Lisa DuPelle, Paul Takala, Ken Roberts, Karen Hartog

GUESTS: Dawna Wark, Mary Sakaluk and Meg Uttangi-Matsos, Robert Plant

Ms Gautrey called the meeting to order at 6:05 p.m.

1. DISCUSSION PERIOD

- 1.1 New managers Dawna Wark, Mary Sakaluk and Meg Uttangi-Matsos were welcomed to the HPL staff complement by Board Members.
- 1.2 Board Members were asked to contact Karen Hartog if interested in attending the YWCA Women of the Year Awards dinner being held on May 5, 2009.
- 1.3 Board Members were informed that Kemp Construction has been awarded the contract for the Central Library renovation.

2. ACCEPTANCE OF THE AGENDA

Add: 10.1 Contract Negotiations

MOVED by Ms McKeating, seconded by Ms Leach,

THAT THE AGENDA BE APPROVED AS AMENDED.

MOTION CARRIED.

3. **MINUTES OF THE HAMILTON PUBLIC LIBRARY BOARD MEETING OF WEDNESDAY, MARCH 18, 2009**

MOVED by Ms Fawcett, seconded by Mr. Gumieniak,

THAT THE HAMILTON PUBLIC LIBRARY BOARD MINUTES OF WEDNESDAY, MARCH 18, 2009 BE ADOPTED AS PRESENTED.

MOTION CARRIED.

4. **PRESENTATIONS**

No presentations.

5. **CONSENT ITEMS**

No consent items.

6. **BUSINESS ARISING**

6.1 Internet Filtering

MOVED by Ms Moccio, seconded by Mr. Geczy,

Whereas the Hamilton Public Library Board is strongly committed to ensure that its locations are safe environments for all who use them, and

Whereas the Hamilton Public Library's Rules and Regulations and Internet Use Policy do an effective job of ensuring that staff are empowered to guard against inappropriate use of public access computers, and

Whereas the Hamilton Public Library Board accepts the principles set out in the Canadian Library Association's Statement on Intellectual Freedom,

That the Hamilton Public Library Board endorses its existing practices as the best way to ensure that public access computers are used for appropriate purposes, and

That the Hamilton Public Library Board actively work against any proposed legislation or by-law that might seek to impose the use of filtering on public library computers.

MOTION CARRIED.

6.2 2009 Approved Operating Budget

Received for information.

7. **CORRESPONDENCE**

No correspondence.

8. **REPORTS**

8.1 Chief Librarian's Report

Received for information.

9. **NEW BUSINESS**

9.1 Non-Union Compensation

MOVED by Mr. Geczy, seconded by Ms Fawcett,

Whereas the Hamilton Public Library Board 's Non-Union Pay Equity Agreement requires the Board to match cost of living increases given by the City of Hamilton, and

Whereas the City of Hamilton has passed motions related to 2009 – 2011 non-union compensation,

That the Hamilton Public Library Board approve motions that reflect those passed by City Council on Wednesday, April 1st, namely,

- **That the cost-of-living increase for Library Management and Professional Exempt employees match those of the City employees, and**
- **That the Library's administration be directed to monitor the City of Hamilton's process for comparing City of Hamilton non-union salary rates with those in other municipalities in order to ensure that library staff are included in this comparison process.**

MOTION CARRIED.

10. **PRIVATE AND CONFIDENTIAL**

MOVED by Ms McKeating, seconded by Mr. Gumieniak,

THAT THE LIBRARY BOARD MOVE IN-CAMERA TO DISCUSS CONTRACT NEGOTIATIONS.

MOTION CARRIED.

MOVED by Ms Leach, seconded by Ms McKeating,

THAT THE IN-CAMERA SESSION BE ADJOURNED.

MOTION CARRIED.

11. DATE OF NEXT MEETING

Wednesday, May 20, 2009

Central Library, Board Room, 5th Floor

5:30 p.m. Dinner

6:00 p.m. Meeting

12. ADJOURNMENT

MOVED by Ms McKeating, seconded by Ms Moccio,

**THAT THE HAMILTON PUBLIC LIBRARY BOARD MEETING OF
WEDNESDAY, APRIL 22, 2009 BE ADJOURNED.**

MOTION CARRIED.

The meeting was adjourned at 7:15 p.m.

Minutes recorded by Karen Hartog.



Hamilton Public Library

Date: May 12th 2009

To: Chair and Members of the Board

c.c. Ken Roberts, Chief Librarian

From: Paul Takala, Director of Digital Technology
Maureen Sawa, Director, Public Service and Community
Development

Subject: Image Digitization

RECOMMENDATION:

That \$10,000 be allocated from the Special Gifts Fund (CTRUS 25010) to fund a Digitization Technician until September 2009.

FINANCIAL/STAFFING/LEGAL IMPLICATIONS:

Financial: There are sufficient funds in this fund.

Staffing: Funds will be used to extend the Digitization Technician position until September 2009.

Legal : Copyright concerns will be addressed as necessary.

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

This project aligns with the strategic priority of "Strengthening our Community" by making images of Hamilton's past available to our community.

BACKGROUND:

Just over two years ago, the Board granted \$30,000 for this project which has now become an operational electronic product widely used by the people of Hamilton and researchers outside of Hamilton. The PreVIEW database has over 5300 fully catalogued images and another 5000 waiting for final processing. In order to continue the digitization work, the project requires some additional funding for staff.

DO NOT CLOSE HIGHRIDGE STOP!!!!

Dear Fred Eisenberger, Scott Duvall and Ken Roberts

The Highridge bookmobile stop is a great necessity in our community and is most popular with children/families that are low-income families with or without transportation to the library and/or have limited English language skills. The dedicated bookmobile staff have made important personal connections with the people who use the bookmobile. The mobile service really does bring positive change in people's lives. The people in our neighborhood love the sense of community and personal service that a bookmobile brings — and children love the experience of a "library on wheels" in their own neighborhood. The staff helps the children find and bring materials needed to complete homework assignments and school reports. Parents borrowed piles of books to read to young children and or for themselves. New Canadians, who were at first hesitant to step on board, discovered a wonderful free service for their families, got to know their neighbors a bit better, and improved their English skills. Adult readers enjoyed browsing for books to read. Having the bookmobile available in our area also makes life easier for the elderly. Helps them socialize with others and gets them out of the house for a bit. Taking the bus to the library is a challenge for some family young or old. This is one stop that needs to stay and I am asking your help to prevent it from closing.

Thank you for taking the time to read my letter.

Sincerely,

Kathrine Watson

kathrinewatson@hotmail.com

905-388-5283

CHIEF LIBRARIAN'S REPORT

MAY, 2009

TURNER PARK OPENING

The new Turner Park Branch quietly opened its doors on Wednesday, May 6th. Early indications are that customers view and use the building and its services as we had planned and intended. The official opening is slated for May 20th at 11 am. We are using the new RFID software in the branch and it is working well. As of May 12th, Turner Park's daily circulation was the third highest of all locations. There are some issues with the large number of teens using the computers for gaming. We need to ensure that this activity does not become too noisy and disruptive.

CENTRAL RENOVATIONS

The temporary entrance and the small mall outlet for DVDs and Holds opened on Monday, May 11th. As might be expected, people are surprised that they can no longer walk through the library onto York Blvd. In general, people have been very understanding, and the temporary entrance into the library looks better than we had hoped or expected. Our staff have gone above and beyond to prepare for the renovation, shown great patience and enthusiasm as they helped patrons navigate their way through the "new normal" here at Central.

STAFF GENERAL MEETING/TRAINING DAY

The library system will close Wednesday, June 10th until 2 pm in order to accommodate a general staff meeting/training day similar to that held last year in June.

ECONOMIC SUMMIT

Paul Takala and I attended the Hamilton Economic Summit in early May and gained a number of ideas/possibilities about ways the library system could become even more relevant to community leaders.

LIBRARIAN RESEARCHERS

We have been volunteering the service of librarians to help research issues of community importance for groups such as the Poverty Roundtable and the City's WiFi pilot project. We are trying to ensure that important community initiatives can make decisions based on strong research.

WATERDOWN AND LYNDEN BRANCHES

A project manager has been assigned to the planned Waterdown and Lynden projects. We are planning to have the Lynden project completed to the point where Capital funds can be requested for 2010 construction.

ATLANTIC PROVINCES LIBRARY ASSOCIATION

I am speaking twice at the June Atlantic Provinces Library Association conference in Halifax. I will be speaking on organizational structures/cultures and will be speaking at the closing plenary session about trends affecting the future of libraries. I did a similar session in Halifax about five years ago and will start with a report on whether or not I was remotely accurate at that time.

LEADERSHIP ARTICLES FOR *FELICITER*

Daphne Wood, now of the Vancouver Public Library and I have tentatively agreed to do a series of articles for *Feliciter* on leadership and management.

CANADIAN LIBRARY ASSOCIATION

My term as CLA President ends in Montreal at the end of May.

LIBRARY AND ARCHIVES CANADA

The National Librarian/Archivist, Ian Wilson, retired in April. His replacement has been announced and it is Dr. Daniel J. Caron, a career bureaucrat who had been working in the Library and Archives Canada. A number of libraries and library associations have expressed their disappointment that the new National Librarian/Archivist is neither a professional librarian nor archivist.

NEW COLLECTION: PLAYAWAYS

Playaway is a pre-recorded digital audio device containing one audio book that cannot be changed or recorded over. It weighs approximately 2 oz., is very durable and simple to use. It requires the customer to provide an AAA battery and ear buds. It is compatible with most FM transmitters or MP3 jacks for listening in the car. We see this as the perfect bridge to downloadable audio. These will be available this summer.

NEW COLLECTION: BLU-RAY DISC

In Feb 2008, Blu-Ray won the battle between itself and HD DVD over high-definition formats. Since then, prices for the discs and the players have been dropping. Retail outlets are now beginning to feature the Blu-Ray products up-front. We are starting a small collection in anticipation of demand, to be available, fall 2009.

2009 CIRCULATION TO APRIL 2009

Through April 30th, HPL customers have borrowed 12.1% more material in 2009 than they did in 2008, and 20.6% more than in 2007. Almost every branch has seen a double-digit percentage increase over last year.

TURNER PARK – OPENING DAY COLLECTION

On April 6th, staff from Collections and Technical Services were on hand at Turner Park to receive the first installment of library materials for the new branch. Approximately 23,000 items were delivered on 26 pallets. Since that day, we have never looked back. Library materials have been steadily arriving over the last two months. While Turner Park staff have been RFIDing and shelving the collections, Technical Services staff have been busy loading the catalogue records and resolving a myriad of problems that

accompany an opening day collection. To date, close to 50,000 books, paperbacks, audiobooks, CDs and DVDs have been added to the collection. Our success is due to the efforts of many library staff who through their expertise, collaboration and dedication have ensured the successful launch of our newest branch.

Progress Report
Hamilton Public Library 2007 - 2011 Strategic Plan

May, 2009

Introduction

In February, 2008 the Hamilton Public Library Board adopted its current Mission Statement, Values and Strategic Priorities. These are:

Mission Statement

Freedom to Discover

Values

Intellectual Freedom

Providing Access to all expressions of knowledge and creativity

Inclusiveness

Connecting with diverse communities

Innovation

Anticipating and responding to changing needs

Respect

Embracing a diversity of opinions and protecting the dignity of individuals

Accountability

Ensuring that library services are vital and relevant

Strategic Priorities

Strengthening the Community

The Hamilton Public Library will be a source of civic pride. We will offer welcoming public spaces where ideas are freely explored, events take place and people of diverse backgrounds feel equally at home. The library will make a positive social and economic impact. The library will preserve Hamilton's historic past and help community members to shape our future.

Strengthening Individuals

The Hamilton Public Library will serve people in ways that are relevant to their unique circumstances. The library will make it easy for the user to find what they are looking for and to delight in the discovery of things that are new. We will unite people, information and ideas using technology and personal service." The library will search for exciting ways for community members to become engaged in the development of library services.

Strengthening our Organization

The Hamilton Public Library will be a global leader, helping to ensure that public libraries remain relevant institutions. With a strong culture of leadership, the Hamilton Public Library will be both dynamic and resourceful. The library will embrace change to ensure that we are both relevant and effective. Staff will be encouraged to think, to contribute and to grow as knowledge workers.

The Hamilton Public Library Board's three Strategic Priorities will be in place for the duration of this Board's term and for the first few months of the next Board's term. It is expected that the 2011 - 2015 Library Board will, after absorbing its new responsibilities, set its own strategic priorities.

Strategic priorities are intended to alert the library's administration and staff of the key areas where the Library Board wants staff to focus the discretionary energies of the organization. Core service will continue to be provided, with few changes that are apparent to the public. At the same time, continuous improvement and efficiency in all areas of library operations are assumed and expected. The Library Board recognizes that its strategic priorities represent a vision and a dream that can be approached but never realized.

While the Library Board does provide administration and staff, annually, with specific objectives to help the organization reach its vision, administration is empowered to drop specific objectives and to add new ones if better opportunities to advance Board strategic priorities should emerge. Administration is also empowered to react to changing conditions, such as the economic crisis of the past six months.

This report is intended to provide the Library Board with a progress report on the specific objectives established by the Board in 2008. This report is also intended to help set objectives for the next year. The next report on the Strategic Plan will be given to the Board in the spring of 2010.

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2008 - 2009 Objectives set by the Library Board related to Strengthening the Community

Implementation of the Library Board's Facilities Master Plan (2007) will be the focus for 2007 - 2011

1. *Facilities replacement include*
 - a. *The Central Library (1st floor) - 2008 - 2010*
 - b. *Turner Park, opening March 2009*
 - c. *Lynden Library, building project, date TBD (2009 Capital budget?)*
 - d. *Waterdown Library building project, date TBD*
2. *Alternate service delivery will expand to those communities where there is demand for specialized services (e.g. computer services in Beasley community; bookmobile services targeted to specific demographics, and services for seniors.) Some marginal facilities may be replaced by services targeted to the specific needs of the community.*
3. *Some facilities will be refreshed and the public space reconfigured. These mini-renovations will focus on ensuring that these branches are designed to provide library services in the future. This upgrading will be connected to the implementation of self-check and the return of materials to a non-public area.*
 - a. *Dundas - spring, 2008*
 - b. *Westdale - fall, 2008*
 - c. *Sherwood - 2009*
 - d. *Red Hill - 2009/2010*
 - e. *Barton - 2010*
 - f. *Terryberry - TBD*
 - g. *Concession - TBD*

2008 – 2009 Achievements related to Strengthening the Community

Renovation to the Central Library (1st floor)

This project is now fully funded and construction has begun. The project is being completed in tandem with the Farmer's Market renovation and changes to the York Blvd streetscape. The Central Library will be installing RFID technology as well as an automated materials handling system. These are additions to the original project scope.

Turner Park

The 2008 objectives lists March, 2009 as the anticipated opening date for the Turner Park Branch. The project did experience some delays and will now open in early May. Automated materials handling has been added to the scope of the project. The Turner Park will primarily be staffed by the re-assignment and internal movement of existing staff members. The overall staff complement for the Hamilton Public Library will not increase as a result of this new branch opening.

Lynden Library building project

Property has been purchased and City Council has approved funding for the design stages of a new Lynden Branch. Opening a new branch in Lynden will close both the current Lynden Branch and the Rockton Branch. It is anticipated that the hours of operation will increase when Rockton staff shift to Lynden.

Waterdown Library building project

The site of the former Flamborough Town Hall has been identified as the best site for a new Waterdown Library Branch. The Library and the City of Hamilton are undertaking a joint review in order to determine if this site can accommodate the addition of a library building.

Replacement of the Bookmobiles

The two bookmobiles were replaced with vehicles that are more accessible and are capable of housing computers.

Alternative Service Delivery

The Library Board approved an Inner-City Service Plan at its March, 2009 meeting. The Picton Branch was identified for closure in June, 2009 at this same meeting.

Refreshing the look of library branches

The Dundas Branch was refreshed in 2008, as were both Concession and Westdale. Saltfleet was added to the list when we merged services onto the first floor. The lease extension for Sherwood, signed in the fall, has created a Capital allowance for that facility and planning for a more extensive renovation is underway.

Working with Community Initiatives

In response to the current economic crisis, we have offered our research services to many of the community organizations tasked with tracking trends and investigating potential initiatives. To date, we are working with the City's Wellness group, the Poverty roundtable, and other initiatives.

Community Portal

We commissioned a report to help determine the future of the community portal and the library's role in any future version of the portal. The report stated, quite conclusively, that a portal was desired by community partners and that the library was the logical agency to act as the lead.

Proposed Objectives for 2009 – 2010 related to Strengthening the Community

Facilities renewal remains a primary focus for the Hamilton Public Library Board. By spring, 2010 the Board hopes and expects that:

- 1. The Sherwood Branch will be newly renovated;*
- 2. The new Waterdown Branch will have an acceptable, approved location, community consultation will have taken place and an architect will be working on designs;*
- 3. The Lynden Branch will have approved Capital funding and construction will soon start;*
- 4. A scope document will have been completed for Terryberry renovations and a Capital project will be submitted;*
- 5. "Refreshing" will have taken place at both Red Hill and Barton*
- 6. The Board will have an approved Rural Service Delivery Plan*
- 7. The community portal will be launched (third quarter, 2009)*
- 8. The bookmobiles will be enabled with real-time computer access for the Integrated Library System.*

Strengthening Individuals

The Hamilton Public Library will serve people in ways that are relevant to their unique circumstances. The library will make it easy for the user to find what they are looking for and to delight in the discovery of things that are new. We will unite people, information and ideas using technology and personal service." The library will search for exciting ways for community members to become engaged in the development of library services.

2008 - 2009 Objectives set by the Library Board related to Strengthening Individuals

- 1. Customers will be given more opportunities to engage with the library as services are re-energized with a renewed focus on reader advisory services and programming for all ages as the focus of staff moves from the handling of materials to service provision.*
- 2. Bibliocommons will provide library customers the opportunity to network, share information about their use of library materials*

2008 – 2009 Achievements related to Strengthening Individuals

Readers Advisory

Close to 100 book clubs continue to flourish across the system. Our relatively "new" non-fiction book club (Books and Bites) completed another successful year. Book club kits, book discussion groups, author visits and the 'One City, Many Stories' program enhanced our readers advisory role. We have improved our ability to 'merchandise' our collections through new display techniques and ongoing staff training. The renewal of the portal offers new opportunities to connect readers with the plethora of readers advisory tools available on the web.

Adult Programming/Changing focus

We have expanded our adult programming offerings throughout the system. We have broadened opportunities for our diverse communities through programs such as English Conversation circles, French conversation circles, Chinese seniors program and ESL book clubs. We plan with community partners such as SISO, Small Business Enterprise Centre, Canada Revenue Agency, St. Joseph's Women's Centre and other to offer a variety of instructive and helpful sessions on topics such as "10 steps to starting your small business", volunteer tax clinics and special interest orientation tours of the library.

Building on the success of long standing programs such as the NFB film showings and noon hour concerts, we have introduced popular movie programs for adults and their families, which are much anticipated, and well attended. We leverage staff expertise to offer a variety of book clubs, programs on local history and genealogy and other areas of interest.

We continue to expand our roster of Public Computer Training classes and the full classes attest to the vital role public libraries play in supporting computer literacy and equitable access.

Bibliocommons

The Bibliocommons project has been delayed, due to economic issues. These now appear to be corrected and we are looking forward to introducing Bibliocommons later in 2009.

Job Discovery Centres

Job Discovery Centres are now operating in five library branches, using grant funding.

Language Workers

In partnership, SISO workers who speak languages common amongst new Canadians are available for consultation in ---- branch locations.

Public Access Computers

With the opening of Turner Park the number of public access computers will increase by 36. The Electronic Services Department will be expanding further the number of public computers later in 2009. In 2009 staff implemented a test of Useful computer stations, this alternative to public computing continues to be investigated.

Wireless

To date the Library now provides wireless access at 13 branches. Over the 2 years we will continue to add access points. This service is very popular.

Proposed 2009 - 2010 Objectives related to Strengthening Individuals

1. *Bibliocommons will be used by library customers, allowing them to share reviews and keep track of their own reading habits.*

2. The library system will do what it can to protect its Job Discovery Centre locations.
3. The myhamilton community portal is being designed to address three key needs of Hamilton residents: practical information about our community; useful connections and opportunities to collaborate.
4. The collections will continue to adapt – Blu-Ray (DVDS) and Playaways (small audio books) will be introduced.
5. Working with Community partners, elements of the approved Urban Service Plan will be implemented.
6. Expand wireless access and implement a solution that enables wireless customers to utilize our public printing services.

Strengthening our Organization

The Hamilton Public Library will be a global leader, helping to ensure that public libraries remain relevant institutions. With a strong culture of leadership, the Hamilton Public Library will be both dynamic and resourceful. The library will embrace change to ensure that we are both relevant and effective. Staff will be encouraged to think, to contribute and to grow as knowledge workers.

2008 - 2009 Objectives set by the Library Board related to Strengthening Our Organization

1. A management training program will train approximately 2 new managers annually, and provide opportunities for the ongoing upgrading of management skills as the library moves forward with its succession strategy.
2. Health and Safety Audit
3. The Library will implement RFID technology (self-check, sorters at large locations, returns moved to a work room) over a two year period.
4. More collections will be shared, resulting in better use of the collection, collections located where the customer uses them, and less time handling materials.
5. Readers Advisory Services – will be emphasized through staff training initiatives, marketing, and programs focusing on the collections.

2008 – 2009 Achievements related to Strengthening Our Organization

Management Training Program/Succession Planning

The Library system did hire two new managers in 2008 and also two new managers, as well as two temporary managers, in 2009. The appropriate orientation and training program has been put in place and new managers are taking part. Several managers have been given, as they requested, opportunities for additional training and for exposure to best practices at other libraries. It is our goal for all Managers to attend the “leadership” training at the City of Hamilton. One of our managers, Paul Takala, was promoted to a senior management position.

Health and Safety Audit

A Health and Safety Audit, conducted by an independent outside agency, was completed in 2008. The Human Resources Department was re-structured and a professional staff member with Health and Safety expertise was hired. Several areas of the audit have already been addressed including certification of all members of the Joint Health and Safety Committee.

RFID

RFID funding, expanding beyond the previously approved pilot project was approved by the Board. The library system will continue to implement RFID technology in 2009 and 2010. Sorters were approved by the Board for three additional locations –Terryberry, Central and Turner Park, as well as self-check and improved security gates for the other locations.

Server Virtualization/Computer Renewal

In 2009 the library underwent a major update to our server infrastructure using server virtualization. This technology enabled the library to reduce the number of servers, saving on both administration and energy costs. A new computer RFP was also completed in 2009. Under the new contract the library is reducing the cost of computers. The RFP included several environmental standards, the result is our new computers run a lot cooler, use less energy and comply with environmental best practices.

Staff Intranet - HPLNET

A new and highly interactive staff Intranet site was launched in early 2008. Goals of the site are to: Empower staff with accurate and up to date information so they can effectively perform their job functions; Support staff engagement and participation by providing an interactive mechanism for staff to communicate and Support the ongoing training and development of staff.

Proposed 2009 – 2010 Objectives related to Strengthening Our Organization

1. *The operations of the library system will continue to be reviewed in order to ensure that we can balance our operating budget on a sustainable basis.*
2. *The management structure of the organization will be reviewed by the Chief Librarian and, if there are financial implications, recommendations will be brought to the Library Board.*
3. *A new performance appraisal system will introduced first for use with all librarian staff members and then rolled out to other staff positions.*
4. *The recommendations of the 2008 Health and Safety Audit will continue to be implemented.*
5. *A new attendance management system will be implemented.*
6. *Succession Management/Management training and development will continue to be a focus of the organization.*
7. *The installation of RFID will continue. It is being unrolled at three mountain branches, summer 2009, four east-end branches, fall 2009 and the remaining branches in 2010. Efforts are being made to move this project forward quickly to reduce the costs and complications of running two systems concurrently.*
8. *The implementation of the Accessibility for Ontarians with Disabilities Act, has significant multi-year implications for the Hamilton Public Library. The training of staff in customer service is the first Act-driven initiative.*

Summary of all 2009-2010 Draft Objectives

Facilities renewal remains a primary focus for the Hamilton Public Library Board. By spring, 2010 the Board hopes and expects that:

1. The Sherwood Branch will be newly renovated;
 2. The new Waterdown Branch will have an acceptable, approved location, community consultation will have taken place and an architect will be working on designs;
 3. The Lynden Branch will have approved Capital funding and construction will soon start;
 4. A scope document will have been completed for Terryberry renovations and a Capital project will be submitted;
 5. "Refreshing" will have taken place at both Red Hill and Barton
 6. The Board will have an approved Rural Service Delivery Plan
 7. The community portal will be launched (third quarter, 2009)
 8. The bookmobiles will be enabled with real-time computer access for the Integrated Library System.
- Bibliocommons will be used by library customers, allowing them to share reviews and keep track of their own reading habits.
 - The library system will do what it can to protect its Job Discovery Centre locations.
 - The myhamilton community portal is being designed to address three key needs of Hamilton residents: practical information about our community; useful connections and opportunities to collaborate.
 - The collections will continue to adapt – Blu Ray (DVDS) and Playaways (small audio books) will be introduced.
 - Working with Community partners, elements of the approved Urban Service Plan will be implemented.
 - The community portal will be launched (third quarter, 2009)
 - The operations of the library system will continue to be reviewed in order to ensure that we can balance our operating budget on a sustainable basis.
 - The management structure of the organization will be reviewed by the Chief Librarian and, if there are financial implications, recommendations will be brought to the Library Board.
 - A new performance appraisal system will introduced first for use with all librarian staff members and then rolled out to other staff positions.
 - The recommendations of the 2008 Health and Safety Audit will continue to be implemented.
 - A new attendance management system will be implemented.
 - Succession Management/Management training and development will continue to be a focus of the organization.

- *The installation of RFID will continue. It is being unrolled at three mountain branches, summer 2009, four east-end branches, fall 2009 and the remaining branches in 2010. Efforts are being made to move this project forward quickly to reduce the costs and complications of running two systems concurrently.*
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 6. The Board will have an approved Rural Service Delivery Plan
 7. The community portal will be launched (third quarter, 2009)
 8. The bookmobiles will be enabled with real-time computer access for the Integrated Library System.
- Bibliocommons will be used by library customers, allowing them to share reviews and keep track of their own reading habits.
 - The library system will do what it can to protect its Job Discovery Centre locations.
 - The myhamilton community portal is being designed to address three key needs of Hamilton residents: practical information about our community; useful connections and opportunities to collaborate.
 - The collections will continue to adapt – Blu-Ray (DVDS) and Playaways (small audio books) will be introduced.
 - Working with Community partners, elements of the approved Urban Service Plan will be implemented.
 - The community portal will be launched (third quarter, 2009)
 - The operations of the library system will continue to be reviewed in order to ensure that we can balance our operating budget on a sustainable basis.
 - The management structure of the organization will be reviewed by the Chief Librarian and, if there are financial implications, recommendations will be brought to the Library Board.
 - A new performance appraisal system will introduced first for use with all librarian staff members and then rolled out to other staff positions.
 - The recommendations of the 2008 Health and Safety Audit will continue to be implemented.
 - A new attendance management system will be implemented.
 - Succession Management/Management training and development will continue to be a focus of the organization.

2/9/2009

DRAFT Rural Library Services

For Discussion

Beth Hovius, Director of Public Service
and Collection Development

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Introduction

Two reports have been produced to look at Library Services in conjunction with the *Facilities Master Plan* which focuses on the conditions of the library buildings. The *Inner City Library Services Report* described alternative library services appropriate to the inner city which should be developed to meet the needs of those residents. This *Rural Library Services Report*, recaps decisions and starting points raised by the Facilities Master Plan and its consultation process to ensure that resources are being efficiently used to provide the levels of service expected by community residents. It describes the services provided within the rural areas of the City of Hamilton and proposes alternate services appropriate to these areas.

Scope of the Report

This report applies to those areas served by the following branches, which provide service to largely rural areas and hamlets:

- Lynden
- Rockton
- Freelton
- Carlisle
- Millgrove
- Greensville
- Mount Hope

All of these are located wards 14 and 15 of the city. These branches serve about 15,000¹ or 3% of the total city population. These six libraries account for 4.6% of the total square footage the system.

The Mount Hope branch is the only other branch which operates for less than 20 hours, with one staff person. It has been included here because the current building is inadequate. A new community recreation centre is planned for 2017, or after, and the Library could partner with the City for a new facility. The short term (up to 10 years) future of Mount Hope is problematic and an alternate location or bookmobile service may be necessary. It is expected that Turner Park will draw business from Mount Hope, but as Mount Hope grows a Library here is needed.

The following branches, which also serve rural areas, are excluded because they are in areas that are transitioning from rural to urban centres:

- Binbrook – This is one of the fastest growing branches as the surveys around Binbrook fill up. As library use increases the next step will be to increase service hours to meet the demand.

¹ The 2001 census population of wards 14 and 15 was 40,000 and it is estimated that Waterdown's population is about 25,000, thus leaving 15,000 in the remainder of the area.

- Stoney Creek - This branch is positioned to handle the anticipated growth in the lower east city. Services are in place, but the area immediately surrounding the library is not yet developed. The branch, which was opened in January 2003, can handle future growth.
- Waterdown – plans continue for a new facility.

Review of the Facilities Master Plan

The results of the *Facilities Master Plan*, which included a consultation process and examined the physical condition of the buildings is summarized here. Also included are key service measurements.

Lynden

2009 operating budget²: \$82,946

Plans are underway to build a new 4,000 – 5,000 sq. ft. branch in Lynden. Design fees have been approved for 2009, and a new branch could be built as early as 2010 which will include such features as expanded public space, increased number of public computers, programming, space and a collection of approximately 20,000 items (up from 14,000). Services would be provided 5 days per week to a total of 35 hours weekly. Programs for all ages would be offered. It is expected that this new library, drawing from western Flamborough, (Sheffield, Rockton, Troy and Copetown and east towards Mount Hope) would circulate approximately 65,000 – 70,000 items annually. While the building is inadequate, it could open 35 hours weekly (up from 27 hours) to compensate for a reduction in service hours (or closure) at Rockton.

Rockton

2009 operating budget: \$68,917

This branch is scheduled to close when Lynden opens, as the facility is inadequate. The intent is to transfer staff so that Lynden can be open more –35 hours weekly. At the public consultation, some concern was expressed about seniors and children's being able to access Rockton is scheduled to close when a new facility is built in Lynden. A bookmobile stop can be offered (at same location in the village, at the Beverly Community Centre, or both).

Millgrove

2009 operating budget: \$69,068

Millgrove's circulation has dropped 10.8% bringing it to a new low of 16,425 – the lowest of any branch in the system. The Millgrove Library building has been identified as inadequate, and is slated for closure when Waterdown is built. Programs are offered in nearby Carlisle/ Waterdown as they do

² These operating costs include only those costs charged directly to the branch operating budget. Items charged to a system budget, are not included. For example: collections, delivery, manager salary and benefits, computer costs, support services, etc. The more significant budget efficiencies would be found in the latter cost centres, if alternate services were provided at some rural locations.

not attract a sufficient registration in Millgrove. However, given the availability of bookmobile service (at no additional cost to the system), the satisfaction of bookmobile customers, and the willingness of Millgrove residents to try bookmobile service (as identified in the consultation) Millgrove is an excellent candidate for bookmobile service effective at any time.

Freelton

2009 operating budget: \$66,952

Freelton Library's building is in excellent condition, although it receives little use. Few additional services are supported here, and programming has been consolidated in nearby Carlisle.

Greenville

2009 operating budget: \$139,999 (includes children's position for these branches)

Greenville, located in a strip mall above Dundas, offers selected programs on a regular basis, particularly as it can handle the overflow from Dundas.

Carlisle

2009 operating budget: \$116,277

The Board has identified Carlisle as a building which cannot continue to provide services in the current location because of the condition of the building. The future of Carlisle will be examined after the new Waterdown facility is open. Selected programs are offered here as a hub for Millgrove and Freelton.

Mount Hope

2009 operating budget: \$60,781

The current building is inadequate. A new community recreation centre is planned for 2017, or after, and the Library could partner with the city for a new facility. The short term (up to 10 years) future of Mount Hope is problematic and an alternate location or bookmobile service, may be necessary. It is expected that Turner Park will draw business from Mount Hope, at least in the short term. However, as Mount Hope continues to grow a Library here is needed.

Services

Service Hours

When service hours were adjusted after amalgamation it was determined that the number of hours a branch would be open would be determined by the average circulation of hour. A standard of 30 items per hour was established for the one-person branches.

A 2006 survey of branch libraries of all of the large public libraries across Canada indicates that of the 450 branch libraries in these library systems, 19% have an average circulation of less than 40 items per hour, and of these 14% have a circulation of less than 30 items per hour. The public's perception of a further reduction of service hours would be that we are trying to "kill off" the branch. On the other hand it does not make sense to keep a facility open when no one is using it.

Based on a service standard of 30 circulations per hour:

- Rockton: this branch could be as low as 13 hours weekly.
- Millgrove: this branch could be as low as 10 hours weekly.
- Freelton: this branch could be as low as 12 hours weekly.

Greening of Library Services

The Facilities Plan did not take into consideration the environmental costs of keeping locations open only a few hours per week since they have to be fully heated, cooled and systems such as water and septic systems maintained around the clock. Five branches are only open 17 hours per week, and the other two are open less than 30 hours weekly. The environmental impact of maintaining facilities which are open only 10% of the time is something the Board should take into account.

The Collections

The use of the collections follows the trends elsewhere – a high percentage of use (25%) is holds-based. The issue of stale collections which have been read-out but not worn-out and were an unfortunate feature of the small branches has been addressed by shared collections. As items are borrowed and returned, they will refresh automatically. All small branches have received an infusion of materials recently to replenish their shelves, with a corresponding increase in circulation.

Decreased use: 2008 circulation (decrease over 2007) and long term trend since 2001

- | | |
|--------------------------------|--|
| • Carlisle 2008 circulation: | 38,061 (down 2.8%); since 2001 down 21% |
| • Freelton 2008 circulation: | 18,463 (down 8.43%); since 2001 down 17% |
| • Millgrove 2008 circulation: | 16,425 (down 10.8%); since 2001 down 33% |
| • Mount Hope 2008 circulation: | 30,467 (down 7.15%); since 2001 up 1.7% |
| • Rockton 2008 circulation: | 20,806 (down 11.7%); since 2001 down 32% |

Increased use: 2008 circulation (increase over 2007) and long term trend since 2001

- | | |
|---------------------------------|-------------------------------------|
| • Greensville 2008 circulation: | 27,760 (up 4.2%); since 2001 up 2% |
| • Lynden 2008 circulation: | 41,269 (up 6.9%); since 2001 up 14% |

All of these branches report heavy use of print resources, and they lead the list with the highest percentage of holds placed on print materials, and the lowest percentage of holds on non-print. This is the opposite pattern of use to the inner city branches which has the lowest percentage of holds

placed on print and the highest on non-print. Only Freelton shows slightly higher percentage of holds for non-print than print by 1%.

Public Computing

High speed networking at the branches libraries remain an important draw of rural branches as high speed network connections are not available for home use in most of the area. Despite this, all of the branches in this report - Freelton, Greensville, Lynden, Carlisle, Rockton and Millgrove -- have excess public computer capacity. In fact, with a minimum of two public computers assigned to each branch, there are more public computers in this part of the city per capita than elsewhere in the system. Dundas and Ancaster libraries have draw a large number of customers from the rural areas.

Wireless access which is gradually being installed beginning with Lynden (new building), Ancaster, etc. will provide after-hours access to the Library catalogue and Internet. Therefore, kiosks in community centres are not required to provide access to the Internet and the Library's catalogue.

Outreach and Programming

There is very little demand for programming and programming is now consolidated at those locations where it is successful. There are no local social agencies to work with. Class visits take place in the local schools and the children of one school could be customers at different branch libraries. Freelton has no schools in its service area. There is a staff position that provides outreach and core children's programs within the rural community.

Alternate Library Services

Bookmobile Service

Bookmobile service is a viable and sustainable service option and a common method of delivery in rural library systems. A weekly (two-hour) bookmobile stop typically serves a neighbourhood of up to approximately 5,000 people, and circulates 20,000 - 25,000 items. As customers are increasingly using holds to preselect the materials they borrow, delivery-based services are a better service option. When bookmobile service is introduced, it is monitored and must meet certain levels of use. If it does not, or if new nearby facilities are built, the location of bookmobile stops are changed.

After June 2009, the bookmobile service will be able to offer services to Flamborough on either Monday or Friday, at no additional cost. Either two full neighbourhood stops could be provided each day, or a series of shorter stops visiting more hamlets could be arranged.

Customers of bookmobile service highlight the friendliness, personalized service and convenience as the key reasons, for their continued loyalty to this service. In addition, the rotating popular collection located on the bookmobiles provides more browsing variety than the small branch-based collections.

In the future, wireless capabilities will expand to the vehicles. Both new bookmobiles have been designed to incorporate computers when wireless access becomes more prevalent.

Availability

Proposed stops: Millgrove, Rockton

Other potential locations include:

- Antrim Glen (on 8th Concession) is a survey near Freelton which is largely occupied by seniors. It has its own clubhouse which would provide a focal point for the community.
- Sheffield (school)
- Freelton – in survey, east of Hwy 6
- Westover Village
- Copetown (new seniors residences)
- Waterdown (seniors residences – near current location) – after Waterdown relocates

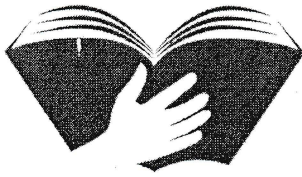
Books by Mail

This service uses the mail to get Library materials to customers. Books-by-mail are a service developed for outlying Canadian areas where regular library service does not reach, and which could apply to parts of Hamilton. It is subsidized by the Federal government, and is therefore relatively inexpensive for participating libraries. For example, the mailing fee is \$1.00 per item (return) plus staff costs to support it. It could be offered, to a limited geographic area, particularly if use does not support Bookmobile service in some hamlets, and if other services such as Visiting Library Services, are not an option.

Board and Staff Considerations

The Board may wish to determine if -

- The standard of use as measured by a circulation of 30 items per hour will be retained, and if so applied to the rural branches using 2008 circulation as the new base.
- The Board wishes to establish guidelines regarding environmental impact (e.g. a branch must be open x% of the time to justify the cost of operating a building).
- The timelines for Rockton and Millgrove closures (identified through the Facilities Plan) are still appropriate given current use, and available bookmobile capacity.
- Review the number of branches with respect to use, cost and population. Determine if there are other branches that should become bookmobile stops based on use and operating costs.
- There are other areas where staff can provide further information or clarification.



Hamilton Public Library

Date: May 13, 2009
To: Chair and Members of the Board
c.c. Ken Roberts, Chief Librarian
From: Beth Hovius, Director of Public Service and Collection Development
Subject: **Sherwood Library - Closure**

RECOMMENDATION: That the Sherwood Library be closed for renovations and upgrades, as required.

BACKGROUND:

We are working with the City to upgrade and refresh Sherwood Library and at the same time we will be introducing self-check technology. The circulation desk will be removed, a workroom will be built on the main floor, and the carpet/ flooring replaced. The collections will be relocated to minimize materials handling. It is anticipated that a closure of 2 – 3 weeks is required. At this point we do not have a firm date but anticipate that it could be as early as mid-June. The schedule will depend upon availability of the trades.



Hamilton Public Library

Date: May 13, 2009
To: Chair and Members of the Board
c.c. Ken Roberts, Chief Librarian
From: Beth Hovius, Director of Public Service and Collection Development
Subject: **Sunday Hours**

RECOMMENDATION:

That Sunday library service be provided only at the Central, Dundas, Red Hill and Turner Park branches from the first Sunday after Labour Day until the last Sunday in April of each year between the hours of 1:00 pm to 5:00 pm.

BACKGROUND:

Sunday service has been formerly been provided at Central, Terryberry and Saltfleet branches and a change is required in order to provide better and more equitable services to the residents of Hamilton. Central Library is able to provide service to downtown and central Hamilton. Dundas establishes Sunday library service for west Hamilton, Red Hill for east Hamilton and Turner Park for Hamilton Mountain. Red Hill is replacing Saltfleet since Red Hill traffic is much larger. Turner Park is replacing Terryberry because it has a larger parking lot to handle the demand on Sundays.



Hamilton Public Library

Date: May 13, 2009
To: Chair and Members of the Board
c.c. Ken Roberts, Chief Librarian
From: Beth Hovius, Director of Public Service and Collection Development
Subject: **Valley Park Library - Closure**

RECOMMENDATION: That the Valley Park Library be closed for building maintenance and repair as required.

BACKGROUND:

The City has informed us that the Valley Park Library will need to close in September 2009. Two construction projects have been combined to reduce down time of the Branch and Recreation Centre. The roof and the HVAC replacements will take place during the planned shutdown period of Sept. 1 until Sept. 28, 2009. During construction the site will be turned over to the General Contractor and thus no employees will be able to work on site. The City will aim to reduce the time of construction and has planned this time to take into account rain days.