

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

Empower Communities Celebrate Diversity Strengthen Our Organization

HAMILTON PUBLIC LIBRARY BOARD

**Regular Board Meeting
Wednesday, October 20, 2004
Central Library, Board Room**

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

AGENDA

1. Discussion Period

1.1 OLA Super Conference – KR

2. Acceptance of the Agenda

3. Minutes

- 3.1 Minutes of the Hamilton Public Library Board Meeting of Wednesday, September 15, 2004 Attachment #3.1
- 3.2 Minutes of the Special Meeting of the Hamilton Public Library Board Meeting of Thursday, September 30, 2004 Attachment #3.2

4. Presentations

5. Consent Items

- 5.1 Board Bylaws – KR Attachment #5.1
Suggested Action: Recommendation
- 5.2 Gallery of Distinction Awards Dinner – KH Attachment #5.2
Suggested Action: Recommendation

6. Business Arising

- 6.1 Horizon Update - KR Attachment #6.1
Suggested Action: Receive

7. Correspondence

Attachment #7

- Letter to Jacqueline McCullough from Doreen Horbach, Chairman, HPL Board
- Letter to Jack Blount, President, Dynix Corporation, from Doreen Horbach, Chairman, HPL Board

8. Reports

8.1 Communications – DW

Attachment #8.1

Suggested Action: Receive

8.2 Chief Librarian's Report – KR

Attachment #8.2

Suggested Action: Receive

9. New Business

9.1 Federation of Public Libraries – KR

Attachment #9.1

Suggested Action: Recommendation

9.2 Draft 2005 Operating Budget – WG

Attachment #9.2

Suggested Action: Recommendation

9.3 Book Sale – BH

Attachment #9.3

Suggested Action: Receive

9.4 Strategic Plan – KR

Attachment #9.4

Suggested Action: Discussion

10. Private and Confidential

11. Date of Next Meeting

Wednesday, November 17, 2004

Central Library, Board Room

5:30 p.m. Dinner

6:00 p.m. Meeting

12. Adjournment

UPCOMING/OUTSTANDING ISSUES
Proposed Revisions

| Issue | Date Action Initiated | Board Member/Staff Who Initiated | Month item will appear on Agenda |
|--|------------------------------|---|---|
| Budget Definitions | From Jan. 16/02 agenda | | New term |
| Electronic Services | | Kit Darling | |
| Communications | | Maureen Sawa | October 2004 |
| Human Resources | | Linda Foley | November 2004 |
| 2005 Strategic Priorities/Plan Session | Sept. 04 | Board | November 2004 |
| Privacy Policy | Sept. 04 | Ken Roberts | November 2004 |
| 2005 Strategic Plan | | Ken Roberts | November 2004/ December 2004 |
| Training | | Maureen Sawa/ Linda Foley | December 2004 |
| Youth Services | | Helen Benoit | January 2005 |
| Facilities Master Plan | Sept. 04 | Ken Roberts | May 2005 |

**HAMILTON PUBLIC LIBRARY BOARD
Regular Meeting**

Wednesday, September 15, 2004

Board Room

5:30 p.m. Dinner

6:00 p.m. Meeting

MINUTES

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

REGRETS: Councilor Jackson, Councilor Pearson

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

Guests: Kirsten Moffat

The meeting was called to order at 6:05 p.m.

1. DISCUSSION PERIOD

- 1.1 Ms Benoit distributed copies of the calendar of events for Life Long Learning Week.
- 1.2 Ms Sawa distributed the posters created as a result of the Hamilton Tiger Cats/Hamilton Public Library partnership. Ms Sawa provided the highlights of the August 27th Literacy night game.
- 1.3 Ms Hovius announced that the Soroptimist, sponsor of the HPL booksale, is hosting a fundraiser dinner for McMaster's Pediatric Center to be held on November 5th. Board members interested in attending should contact her for ticket details.

2. ACCEPTANCE OF THE AGENDA

Add: 5.3 Locke Street Meeting

MOVED by Ms Gautrey, seconded by Ms McKeating,

THAT THE AGENDA BE APPROVED AS AMENDED.

MOTION CARRIED.

3. MINUTES OF THE HAMILTON PUBLIC LIBRARY BOARD MEETING OF WEDNESDAY, JUNE 9, 2004 AND THE EXECUTIVE COMMITTEE MEETING OF WEDNESDAY, AUGUST 4, 2004

Ms Moccio should be included as "present" at the Executive Committee meeting of August 4th.

MOVED by Ms McKeating, seconded by Mr. Geczy,

THAT THE HAMILTON PUBLIC LIBRARY BOARD MINUTES OF WEDNESDAY, JUNE 9, 2004 AND WEDNESDAY, AUGUST 4, 2004 BE ADOPTED AS AMENDED.

MOTION CARRIED.

4. PRESENTATIONS

No presentations

5. BUSINESS ARISING

5.1 Board Policies

It was agreed that the policies will be reviewed during the course of the board's term. Any policies not part of the strategic reports will be consent items.

A consent agenda will be prepared for the October 2004 meeting.

5.2 Horizon Update

Ms Darling outlined the steps taken to date to resolve the issues with the Horizon system.

5.3 Locke Street Meeting

A public meeting will be held to outline the Board's decision regarding the Locke Street Branch.

6. CORRESPONDENCE

Letter from Jacqueline McCullough

MOVED by Mr. Carson, seconded by Ms Adams,

THAT THE HAMILTON PUBLIC LIBRARY BOARD CHAIR WRITE TO MS MCCULLOUGH TO REITERATE THE BOARD'S POLICY REGARDING THE APPEAL PROCESS FOR CHALLENGED MATERIAL.

MOTION CARRIED.

MOVED by Ms Brown, seconded by Ms Moccio,

THAT THE LIBRARY BOARD CHAIR ALSO INDICATE IN THE LETTER TO MS MCCULLOUGH THAT AFTER A LENGTHY DISCUSSION THE LIBRARY BOARD REAFFIRMS THE CHIEF LIBRARIAN'S DECISION REGARDING THE BANNING OF MS MCCULLOUGH AS PER HIS LETTER OF JUNE 2004.

MOTION CARRIED.

Michigan Mystery Letter to Editor

Ms McKeating inquired about the overdue notices being sent from Michigan. Ms Darling indicated that as of October 4th, the letters will be sent from the Mississauga office. The service being provided is a set cost and therefore there have been no additional costs to the Library.

7. REPORTS

7.1 Chief Librarian's Report

Mr. Roberts provided the details of the Westdale drop box fire.

The report was received for information.

7.2 Summer Reading Research Report

Ms Moffatt was welcomed to the meeting.

Ms Moffatt presented her findings to the Library Board. Copies of the full report were made available to Library Board members.

8. NEW BUSINESS

8.1 Non-Union Salary Increase

MOVED by Ms McKeating, seconded by Ms Moccio,

THAT THE NON-UNION SALARY SCHEDULES BE INCREASED BY 2.5% EFFECTIVE APRIL 1, 2004 AND THAT INDIVIDUAL SALARIES BE ADJUSTED ACCORDINGLY.

MOTION CARRIED.

8.2 Furniture and Fixtures

MOVED by Ms McKeating, seconded by Ms Gautrey,

THAT FUNDS BE ALLOCATED FROM THE OPERATING BUDGET NOT TO EXCEED \$138,700 TO MAKE MINOR RENOVATIONS TO THE CUSTOMER SERVICES AND COLLECTION ACCESS SERVICES WORKROOM, AND

THAT THE FURNITURE BE ACQUIRED USING THE APPROVED VENDOR FOR THE CITY OF HAMILTON FOR THE WORKSTATIONS.

MOTION CARRIED

8.3 2004 Operating Budget Update

Board members discussed due diligence with regard to fine collection. Mr. Guise reiterated the auditor's findings that it is difficult to ensure 100% accuracy regarding fines.

The report was received for information.

8.4 Privacy Policy for Library Users

Several questions were raised by the Library Board regarding the privacy policy.

MOVED by Ms Brown, seconded by Ms Fernandes,

That the Hamilton Public Library Board adopt the following *Privacy Policy for Library Users*:

The Hamilton Public Library Board adheres to all elements of the *Municipal Freedom of Information and Protection of Privacy Act*. The Hamilton Public Library Board also endorses the principles outlined in the *Canadian Standards Association Model Code for the Protection of Personal Information*. These principles are:

- Accountability
- Identifying Purpose
- Consent
- Limiting Collection
- Limiting Use, Disclosure and Retention
- Accuracy
- Safeguards
- Openness
- Access
- Challenging Compliance

The Hamilton Public Library Board respects the privacy of library users. The Library Board and library staff will take every reasonable precaution to ensure that the personal information it collects is treated with respect and is only used to provide better library service.

Personal addresses and phone numbers that are collected by the Hamilton Public Library will not be given or sold to other organizations and will only be used for Library-only mailings that are approved by the board.

Notwithstanding these statements of principle, library staff must honour court orders that require the release of personal information. As well, personal information about a child 16 years of age or younger will be released to a parent or guardian upon request.

MOVED by Mr. Carson, seconded by Ms Brown,

**THAT THE MOTION BE TABLED UNTIL THE OCTOBER 20TH,
2004 MEETING.**

MOTION CARRIED.

8.5 City Environmental Scan

Received for information.

8.6 2005 Strategic Priorities Plan

MOVED by Ms Brown, seconded by Ms McKeating,

THAT THE HAMILTON PUBLIC LIBRARY HOLD AN EVENING SESSION ON STRATEGIC PRIORITIES IN NOVEMBER WITH THE DATE BEING SET BY THE BOARD CHAIR.

MOTION CARRIED.

8.7 Facilities Master Plan

MOVED by Ms McKeating, seconded by Ms Adams,

THAT THE HAMILTON PUBLIC LIBRARY BOARD RECEIVE A DRAFT FACILITIES MASTER PLAN BY MAY, 2005 AND

THAT THE DRAFT FACILITIES MASTER PLAN BE PRIMARILY WRITTEN BY THE STAFF OF THE HAMILTON PUBLIC LIBRARY, AND

THAT A BUDGET FOR SUCH A PLAN BE SUBMITTED TO THE BOARD WITHIN THE 2005 OPERATING BUDGET.

MOTION CARRIED.

8.8 Property at 759 Stonechurch Road East

MOVED by Mr. Carson, seconded by Ms McKeating,

THAT THE HAMILTON PUBLIC LIBRARY BOARD DECLARE THE PROPERTY AT 759 STONE CHURCH ROAD EAST REDUNDANT TO ITS NEEDS, ALLOW THE CITY OF HAMILTON TO SELL THE PROPERTY AND TO USE THE PROCEEDS TO REIMBURSE THE CITY'S RESERVE FOR PARKLANDS TO COMPENSATE FOR LIBRARY USE AT TURNER PARK.

MOTION CARRIED.

8.9 MoMac Centre

MOVED by Ms Brown, seconded by Mr. Geczy,

THAT THE HAMILTON PUBLIC LIBRARY BOARD EXERCISE ITS OPTION UNDER THE MOMAC/CITY AGREEMENT AND EXPRESS AN INTEREST IN USING THE CURRENT MOMAC SPACE LOCATED WITHIN THE CENTRAL LIBRARY.

MOTION CARRIED.

8.10 Art De-installation

It was suggested that if the artist does not want the art piece that the Arts Advisory Commission be contacted.

MOVED by Ms Brown, seconded by Ms Gautrey,

THAT THE ART PIECE IN THE CENTRAL LIBRARY ENTITLED "SAID THE SOURCE" BE DE-INSTALLED.

MOTION CARRIED.

9. **PRIVATE AND CONFIDENTIAL**

MOVED by Ms Brown, seconded by Ms Adams,

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

MOTION CARRIED.

MOVED by Ms Brown, seconded by Ms Gautrey,

THAT THE IN-CAMERA SESSION BE ADJOURNED.

MOTION CARRIED.

10. **DATE OF NEXT MEETING**

Wednesday, October 20, 2004
Central Library, Board Room
5:30 p.m. Dinner
6:00 p.m. Meeting

11. **ADJOURNMENT**

MOVED by Mr. Carson,

THAT THE HAMILTON PUBLIC LIBRARY BOARD MEETING OF WEDNESDAY, SEPTEMBER 15, 2004 BE ADJOURNED.

The meeting was adjourned at 9:15 p.m.

**HAMILTON PUBLIC LIBRARY BOARD
Special Meeting of the Board**

**Wednesday, September 30, 2004
Board Room
5:30 p.m. Meeting**

MINUTES

PRESENT: Doreen Horbach, George Geczy, Maureen McKeating,
Joyce Brown, Mavis Adams, Councilor Jackson, Santina Moccio,
Mac Carson

REGRETS: Councilor Pearson, Jennifer Gautrey, Tamara Fernandes

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

The meeting was called to order at 6:40 p.m.

1. Horizon Database Server Purchase

Ms Darling provided an updated concerning the current situation with the Horizon system issues and stated that the replacement of the server is the next step in trying to resolve the current situation. The server was slated to be replaced in early 2005.

Board members indicated that Dynix needs to be made aware of their extreme frustration in the time taken to resolve the problem. The Board directed the Chairman to write a letter to Dynix to express their concerns.

MOVED by Ms Brown, seconded by Ms Moccio,

**THAT A PURCHASE ORDER BE ISSUED TO DYNIX FOR THE
ACQUISITION AND INSTALLATION OF A NEW HORIZON DATABASE
SERVER MANUFACTURED BY HEWLETT-PACKARD, MODEL
RP3440 IN THE AMOUNT OF \$171,754 PLUS APPLICABLE TAXES AS
PER QUOTE SUPPLIED BY DYNIX DATED SEPTEMBER 23, 2004,
AND**

THAT THE CITY OF HAMILTON BE REQUESTED TO FINANCE THE ACQUISITION OF THE HORIZON DATABASE SERVER OVER THREE YEARS THROUGH CITY OF HAMILTON LEASING RESERVES

MOVED by Mr. Carson, seconded by Ms McKeating,

THAT THE MOTION BE AMENDED TO INCLUDE:

THAT SHOULD THE INSTALLATION OF THE SERVER FAIL TO RESOLVE THE CURRENT PROBLEM, DYNIX BE ASKED TO PAY HALF THE COST OF A THIRD PARTY REVIEW AND COMMIT TO AN ON-SITE TECHNICIAN.

AMENDMENT CARRIED.

MOTION CARRIED AS AMENDED.

2. Adjournment

The meeting was adjourned at 6:20 p.m.

Minutes recorded by Karen Hartog.



DATE: October 13, 2004
REPORT TO: Chair and Members of the Board
C.C.:
FROM: Ken Roberts, Chief Librarian
SUBJECT: Hamilton Public Library Board Bylaws

RECOMMENDATION:

THAT A SUB-COMMITTEE OF THE HAMILTON PUBLIC LIBRARY BOARD BE STRUCK TO REVIEW THE HAMILTON PUBLIC LIBRARY BOARD BY-LAWS AND REPORT BACK TO THE LIBRARY BOARD ON RECOMMENDATIONS FOR CHANGE.

BACKGROUND:

The by-laws have not been reviewed by the Library Board since amalgamation.

As Recommended by the Board By-Law Transition Team

**HAMILTON PUBLIC LIBRARY BOARD
BY-LAW FOR THE REGULATION OF THE BUSINESS OF THE BOARD**

The Hamilton Public Library Board is duly constituted as a corporation and governed by the provisions of the *Public Libraries Act, Statutes of Ontario, 1990, Chapter P. 44* and is established by the provisions of City of Hamilton By-Law 2001-??.

The Hamilton Public Library Board, hereinafter called "the Board", enacts the following by-laws for regulation of the business of the Board.

Corporation

1. In accordance with the *Corporations Act*, the Board shall have a corporate seal, which shall be under the control and responsibility of the Chief Executive Officer. This seal shall be affixed under the direction of the Board to all deeds, contracts, or documents requiring the seal, which seal shall be attested to by the signatures of the Chair and the Secretary, or by such other member and/or other officer as the Board shall direct.
2. The Head Office of the Board shall be at 55 York Boulevard, Hamilton, Ontario L8N 4E4.

Officers

3. The Board shall have the following officers:
 - Chair
 - Vice-Chair
 - Secretary
 - Treasurer
 - Chief Executive Officer

Chair

4. The Chair shall be elected at the first meeting of the Board in each year, shall hold office for one year and may be re-elected for a maximum of two additional consecutive years.
5. The primary role of the Chair of the Board is to ensure the proper functioning of the Board and the proper conduct of Board business, in accordance with all relevant legislation and with the rules of procedure adopted by the Board.
6. The Chair's responsibilities include:
 1. Presiding at regular and special meetings of the Board in the manner and extent prescribed by the Board.

2. Committing to the Board to no course of action unless specifically authorized by the Board to do so.
3. Serving as an *ex officio* member of all Board committees.
4. Acting as one of the authorized signing officers of all documents pertaining to Board business.
5. Representing the Board, along or with other members of the Board, at any public or private meetings for the purpose of conducting, promoting or completing the business of the Board.
6. Notifying the Vice-Chair, if for any reason, the Chair is unable to perform these functions.

Vice-Chair

7. The Vice-Chair shall be elected at the first meeting of the Board in each year, shall hold office for one year and may be re-elected for a maximum of two additional consecutive years.
8. The Vice-Chair, in the absence or illness of the Chair, shall act in the place and stead of the Chair and while so acting has all the powers of the Chair.

Secretary

9. The Secretary of the Board shall be the Chief Executive Officer.

Treasurer

10. The Board shall appoint a Treasurer.

Chief Executive Officer

11. The Board shall appoint the Chief Executive Officer, who shall be its Chief Librarian, and who shall hold office until the Board rescinds the appointment or a new appointment is made. The Chief Executive Officer shall be responsible, under the supervision of the Board, for the general conduct and management of the Hamilton Public Library.

Vacancies

12. In the event of a vacancy occurring on the Board, the Secretary, upon instructions from the Board in session, shall advise Council and request that a new member be appointed to fill the vacancy under the conditions contained in the *Public Libraries Act*.
13. In the event of a vacancy occurring during the year in office of Chair or Vice-Chair, the Board at its first regular meeting thereafter shall elect a new Chair or Vice-Chair to serve for the remainder of the elected time in that office.

Resignation

14. Members of the Board who must resign before the end of their term of appointment on the Board shall inform both the Clerk of the City of Hamilton

and the Secretary of the Board in writing, specifying the effective date of their resignation.

Elections

15. Election of Chair and Vice-Chair shall take place annually at the Board's inaugural meeting.
16. The Chief Executive Officer shall take the chair and shall call for nominations for Chair from the Nominating Committee and then from the floor. Nominations shall be made with no seconder required. Nominations shall be closed by a motion made and seconded. Voting shall be by a show of hands or by secret ballot if requested by any member of the Board. The nominee receiving a clear majority of the votes cast shall be declared elected by the Chief Executive Officer. Should no member receive a clear majority, balloting shall proceed with the nominee's name receiving the smallest number of votes being dropped.
17. The Chief Executive Officer shall call for nominations for Vice-Chair from the Nominating Committee and then from the floor and the election shall be conducted in the manner outlined above.
18. The new Chair shall take the chair immediately after elections have been completed.

Meetings and Notice of Meetings

19. A regular meeting of the Board shall be held on the third Wednesday of the month (except July and August) at 6:00 p.m. in the Board Room at the Central Library, 55 York Boulevard, Hamilton or at such other day or time or such other place as may be agreed upon by the Board.
20. Written notice of all regular meetings together with the proposed agenda and the minutes of the immediately preceding regular meeting and of any special meetings shall be communicated to each member of the Board at least three days in advance of such meetings.

Special Meetings

21. The Chair may, or upon the written request of any two members of the Board shall, call a Special Meeting by giving, through the Secretary, at least two days written notice to each member, specifying the purpose for which the meeting is called.
22. The purpose of a Special Meeting shall be specific. No business shall be transacted or considered at such a meeting other than that specified in the notice.

Inaugural Meeting

23. In the first year of its term, the Board shall hold its annual inaugural meeting at a place and time to be determined by the Chief Executive Officer, provided that such meeting shall be held within 30 days of the appointment of a majority of its members.
24. In the second and third years of its term, the Board shall hold its annual inaugural meeting at the place and time of its regular January meeting and the regular meeting shall take place immediately following the inaugural meeting.

Attendance

25. Board members are expected to attend all meetings of the Board. Any member who must be absent from a meeting must advise the Secretary in advance. In any event, absence from three consecutive meetings of the Board will result in the member's disqualification from the Board unless the member is 'excused for cause' by a motion of the Board
26. The Secretary shall record the names of members in attendance in each meeting of the Board and of its committees.

Quorum

27. A quorum, which shall be a majority of the Board, must be present for the transaction of business at a meeting. If a quorum is not present within fifteen minutes after the hour for which any Board meeting has been called, the Secretary shall record the names of such members present and the Board shall stand adjourned.
28. Nothing in the foregoing shall prohibit the members in attendance for a regular meeting, when no quorum is present, from constituting themselves as a committee dealing with such agenda items as they see fit. However, no decisions taken at such meeting may be executed until ratified by motion at a regular meeting of the Board or, when time is of the essence, written approval of such decisions may be obtained from a majority of the members of the Board.

Voting

29. All members of the Board (including the Chair) shall vote on all questions unless they have declared an interest in the matter. Any motion on which there is an equality of votes shall be deemed to be lost.
30. Motions shall be carried by a simple majority of those present except as otherwise provided for in this By-Law.

31. Notice of motion given at the previous meeting and two-thirds majority vote is required for:

- a motion to reconsider a lost motion.
- a motion to amend the by-laws.

Procedure

32. All motions other than routine business or those arising out of reports from standing or special committees may be ruled out of order unless the mover gives notice at least seven (7) days before the meeting at which said motion is presented. Notice of motion, in writing, shall be delivered both to the Secretary and to all members of the Board seven (7) days before the Board meeting.

Rules of Debate

33. The rules and practice set out in *Robert's Rules of Order* shall govern wherever applicable in all cases not specifically provided for in these by-laws.

Order of Business

34. The order of business at regular meetings of the Board shall be:

1. Approval of the Agenda
2. Declarations of Interest
3. Delegations
4. Minutes
5. Business Arising from the Minutes
6. Communications
7. Committee Reports
8. Administrative Reports
9. Other Business
10. Adjournment

Delegations

35. Members of the public may make verbal presentations to the Board as a delegation with the permission of the Chair or upon written notification to the Secretary, received seven (7) days in advance of the meeting.

Minutes

36. The Secretary shall keep Minutes of every meeting of the Board.

37. The Minutes shall be confirmed at the next following meeting, and shall be signed by the Chair or person presiding at the meeting at which the Minutes are confirmed.

Committees

38. Ad Hoc Committees may be appointed by the Board to deal with special issues assigned by the Board. Such committees report to the Board and shall be dissolved immediately upon making their final report to the Board.
39. A committee may have any number of members. The Board shall name a chair for each ad hoc committee. Such committees report to the Board and shall be dissolved immediately upon making their final report to the Board.
40. A quorum for all committees shall be the majority of members. Committees meet when required at the call of the committee chair.
41. The Chair of the Board shall be a member of all Committees of the Board *ex-officio*.
42. The Secretary of the Board (or designate) shall attend all committee meetings and shall be the Secretary of all committees.
43. **A Nominating Committee** composed of four members, one of whom shall be the Chair of the Board, shall be appointed by the Board annually at its November meeting to present the slate of officers for the ensuing year at the next Inaugural Meeting. In a municipal election year, the outgoing Chair of the Board shall appoint the Nominating Committee from among the members of the new Board immediately following the appointment of the new Board by City Council. In each year, the Nominating Committee shall meet before and report to the next Inaugural Meeting following its appointment.
44. **An Executive Committee** may be appointed by the Board as required. This Committee shall consist of four (4) members, one of whom shall be the Chair of the Board. The Executive Committee shall exercise all of the powers of the Board during the months of July and August or any other specific time period, subject to any restrictions that may be imposed upon if from time to time by the Board. The Chair of the Board shall appoint alternate members as required in the event that any member(s) of the Executive Committee is unable to attend a meeting of the Committee. The Committee shall meet at the call of the Chair and a quorum shall consist of three (3) members.
45. Board meetings are open to the public.

In Camera Sessions

46. An *in camera* session of the Board shall be held when it is expedient to consider all or part of an agenda *in camera* because "intimate financial or personal matters" may be disclosed in debate and the desirability of protecting against the consequences of such disclosure outweighs the desirability of holding the meeting in public.

47. The decision must be confirmed by the Board or Board Committee in the form of a motion "THAT item(s) #___ be considered during an *in camera* session". Such a motion shall be non-debatable and, if it is carried, the Chair shall designate a time for the session to be held. An *in camera* session shall be ended by a motion that the regular session be resumed.
48. Any actions determined during an in camera session must be authorized by Board motion passed during regular open session and recorded in public minutes. However, the Board's Secretary may designate the minutes of *in camera* sessions as confidential if Section 28(2) of the *Public Libraries Act* applies.

Payment of Board Expenses

49. Citizen appointees shall be paid no salary, fees or honorarium for their services. However, any member of the Board may be reimbursed for their actual, out of pocket expenses and travel costs, incurred as a result of their acting either within or outside the municipality in their capacity as members of the Board. Such payments must be allowed for in the budget that is approved by the Board and Council and the expenses must have been incurred with the prior approval of the Board.

Amendment of the By-Laws

50. Amendments to these by-laws may only be made at a regular meeting provided that Notice of Motion in writing shall have been given at the previous meeting. Such amendments shall require a two-thirds majority vote of the Board.

Effective Date

These By-Laws shall come into effect on May 16, 2001 and all former By-Laws and Rules of Procedure of predecessor Boards are hereby repealed.



DATE: October 13, 2004
REPORT TO: Chair and Members of the Board
C.C.: Ken Roberts, Chief Librarian
FROM: Karen Hartog, Administrative Assistant
SUBJECT: Hamilton Gallery of Distinction

RECOMMENDATION:

THAT THE HAMILTON PUBLIC LIBRARY BOARD AUTHORIZE THE PURCHASE OF TEN TICKETS (TABLE) FOR THE HAMILTON GALLERY OF DISTINCTION DINNER BEING HELD WEDNESDAY, NOVEMBER 17, 2004 AT A COST OF \$700.00 PLUS G.S.T.

BACKGROUND:

The Hamilton Public Library is a founding member of the Hamilton Gallery of Distinction and continues to participate in the organization and selection process every year.

The inductees for 2004 are: Ron Foxcroft, Peter George, Ray Johnson, Ron Joyce, Jill Rumble and Arthur Weisz.

Board Members interested in attending the awards dinner should contact Karen Hartog.

Special Thanks to our Sponsors

Gala Event Sponsor:



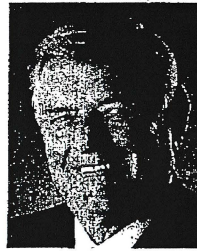
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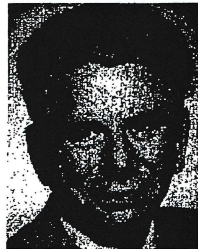
Ron Joyce

Ron Joyce is an entrepreneur who has made a significant contribution to the business community and to the disadvantaged youth of our country. As the owner of the Tim Horton's chain of donut shops, he was instrumental in establishing the Tim Horton's Children's Foundation.



Jill Rumble

Former CEO of the Hamilton YWCA, Jill Rumble worked with many groups supporting women, teens, children and refugees. An active Rotarian and the first woman to be president of the Hamilton Rotary Club, she made a positive difference in the lives of many people.

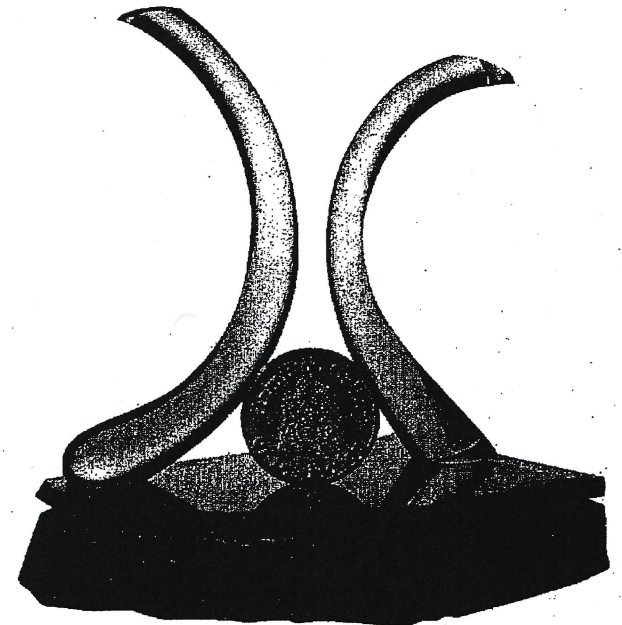


Arthur Weisz

Founder and chairman of The Effort Trust Company, Arthur Weisz arrived in Canada in 1951 with no money and unable to speak English. Today, an award-winner, philanthropist, and volunteer, this Holocaust survivor is an inspiration to many people in Canada and beyond.

Hamilton Gallery of Distinction 2004

AN INVITATION



Hamilton Gallery of Distinction

2004 Awards Dinner

Wednesday, November 10, 2004

Hamilton Convention Centre

5:30 p.m. Cocktail Reception

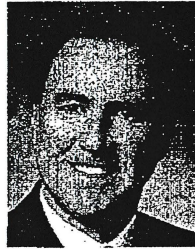
6:30 p.m. Dinner

Formal or Business Attire

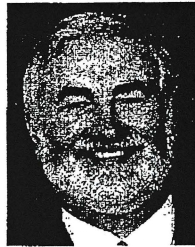
Please join us at the 21st annual awards dinner to honour Hamilton Gallery of Distinction inductees for 2004.

The Hamilton Gallery of Distinction Awards Dinner is an evening of recognition at the highest level of honour. The Gallery strives to honour and celebrate six prominent citizens both present and past, who through their lifetime achievements have brought outstanding credit to the City of Hamilton.

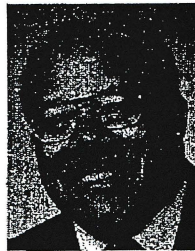
Presenting the 2004 Hamilton Gallery of Distinction Inductees



Ron Foxcroft
Inventor and entrepreneur Ron Foxcroft is a fixture of the Hamilton business community. Along with being president of Fluke Transport and Warehousing and inventor of the Fox 40 Pealess Whistle, he is involved in many sport, community, and charitable activities.



Peter George
As President and Vice-Chancellor of McMaster University, Peter George has made major local and provincial contributions to education. He is also active in community and volunteer organizations.



Ray Johnson
Ray Johnson has dedicated himself to serving those in need, be it youth, adults, or seniors. He has been a member of the Lion's Club for 43 years, a coach of University and Little League athletic teams, and member of the boards for numerous community and charitable organizations.

(additional recipients on reverse)

2004 Hamilton Gallery of Distinction Awards

All ticket sales must be made by fax (905-522-1154) or in person at The Hamilton Chamber of Commerce (555 Bay Street North - bottom of MacNab St. N., on the Bay). Chamber members may register on-line at www.hamiltonchamber.on.ca

Name _____ Company/Organization _____ Address _____
 City _____ Postal Code _____ Phone _____ Fax _____ E-mail _____
 Payment: (Please make all cheques payable to Hamilton Chamber of Commerce.) Tickets: \$75.00 each plus GST.
 Chamber Club Account Number _____ Cheque Enclosed:
 Credit Card: Visa M/C Authorized Signature _____ Table of 10: \$700.00 plus GST.
 Number of tickets _____ Dietary Restrictions: _____ Expiry Date: _____

Seating is pre-assigned
 Floor plan available at reception
 Ticket Information: Inductee Information: Jean DeLuca, President, Gallery
 905-522-1151, ext. 237 of Distinction 905-385-4397 • www.hpl.ca/gallery





Hamilton Public Library

DATE: October 12, 2004
REPORT TO: Doreen Horbach, Chair
C.C. Library Board Members
FROM: Ken Roberts, Chief Librarian

SUBJECT: Horizon Update

The Board Chair's letter to Dynix is enclosed in the Board package.

Dynix has provided and installed additional memory in the current server.

The new server has been ordered. The cost for the server is actually less than was cited in the approved Board motion since we were able to receive credit for existing software licenses. The new server is expected to be delivered to the Hamilton Public Library by the end of October. It will be staged here and data will be migrated. We expect to move to the new server the second week in November.

Ms Jacqueline McCullough,
1411 #181 Jackson Street West
Hamilton, Ontario,
L8P 1L8

September 16, 2004

Dear Ms McCullough,

Thank you for your letter. It formed part of the Library Board's correspondence at last night's meeting and was discussed at some length.

There are two separate issues in your letter. Firstly, you want the book *The Religious Art of Andy Warhol* removed from the library's collections and, secondly, you want to be allowed back into library locations. I will respond to these issues one at a time.

It is my understanding that you have been told about the proper process for asking the Library Board to reconsider an item currently in our collection. I have attached a copy of the Library Board's collection development policy. When appealing to the Library Board, please indicate why you feel that keeping the book violates the current policy. If you feel that keeping the book does not violate the current policy but that the policy itself should be changed, please indicate the type of change you would like to see. The Library Board sets policy and wants to see that its policies are enforced. A request for reconsideration by the Board must be a request that either the existing policy be properly enforced or that the policy be changed. The Library Board meets on the third Wednesday of each month. A formal request to the board must be received by the second Wednesday of the month. You may send a letter to me, as Board Chair, at the address on this letterhead.

The Library Board also reviewed your request to be allowed back into library locations. The Library Board reaffirms the position taken by the Chief Librarian in his letter to you last June. You are welcome to use the Hamilton Public Library once you make a commitment to refrain from telling others how they must behave.

Yours,

Doreen Horbach,
Board Chair

c.c. Board members
Chief Librarian

Jack Blount,
President,
Dynix Corporation,
400 West Dynix Drive,
PROVO,
Utah,
84604

October 5, 2004

Dear Mr. Blount,

I wrote to you, as the Chair of the Hamilton Public Library Board early last August to express the Board's dismay at the problems we have faced since migrating to the Horizon system. As you know, our system has been horrendously slow, causing a great deal of difficulty.

The Hamilton Public Library Board held a special meeting last Thursday evening in order to deal with this crisis. The Library Board passed a recommendation that we purchase a new server.

The Library Board also directed me to write to you for a second time in order to express our extreme dissatisfaction and disappointment. We have now experienced unacceptably slow response times for almost four months. As I mentioned to you last August, we are a newly amalgamated library system, providing library service to the six former municipalities that now make up the City of Hamilton. Our relationship with members of the new library system had been very good but has been hurt by our problems with the Horizon system.


The Library Board passed an option that calls for the expedited purchase of a new server, a move that we hope will resolve our problems. Board members also passed a motion that requests Dynix to fund half of a third party review of the entire process should the installation of the new server fail to resolve our problems.

Board members asked, quite naturally, about the next steps, should the installation of a new server fail to solve our response time issues. We were told that Dynix was committing to keep a technician on site until the issue is resolved. Board members made it clear that they expect, at a minimum, this type of response to our problems.

Yours sincerely,

Doreen Horbach
Chair
Hamilton Public Library Board

- c. Eric Keith, Vice President, Operations, Dynix
- Steve Donoghue, Director of Sales, Dynix Canada
- Kit Darling, Director, Hamilton Public Library
- Ken Roberts, Chief Librarian, Hamilton Public Library



Communications and Community Development Department
Report to the Hamilton Public Library Board
October 2004

Hamilton Public Library
Communications Plan
2004 - 2005



Background

Scope

The Communications and Community Development (CCD) Department functions under the umbrella of Public Service and Community Development. The Manager of Communications and Community Development reports to the Director of Public Service and Community Development to develop strategies and initiatives to manage the communications for the entire Hamilton Public Library system. Working closely with Administration and Management, the Manager implements and co-ordinates a communication plan for all services.

This communications plan outlines goals and objectives for the latter half of 2004 through to end of 2005, as well as highlights and achievements of the past year.

Public feedback and Board priorities will continue to influence the direction of CCD activities.

The Plan in Context

The Hamilton Public Library is approaching its fourth year as an amalgamated library system.

Evolution continues to be the hallmark of the organization, with significant technological changes introduced in the past eighteen months.

- Our *electronic computer reservation system* allows customers to self-book computers up to three days in advance at any of our 24 locations.
- Our *automated telephone service* provides quick access to a system-wide menu of information on demand.
- CCD supported the system migration to the new *Horizon* catalogue in 2004. This project introduced a succession of learning curves for staff, on-site customers and virtual library visitors. Our website continues to bring the library into the homes, schools and offices of our community seven days a week. On-line reservations of library material continue to increase.
- In preparation for the launch of the *myHamilton.ca portal* in 2005, the organization is conducting usability testing with customers and non-users. The portal will incorporate federated searching, on-line card registration and e-bookclubs with the library's virtual branch.

These innovations are the tangible end products for customers. Behind the scenes, operational procedures, signage, staff communications, media relations and public promotion are instrumental to the introduction of new technology to employees and the general public.

The Communications and Community Development Department is, in many ways, a facilitator of change and a hub of information for the internal and external clients we serve. A variety of communications tactics are routinely used to support service delivery throughout the library system.

The department generates quarterly program guides, public service announcements, print and radio advertising, web content, bookmarks, branded promotional items, posters, brochures and flyers to educate our customers and stimulate demand for our services. We organize public presentations and coordinate special events to increase library visits. We collect feedback from loyal library customers, and solicit feedback from non-users. We allocate affordable meeting space, and generate revenue for the system through strong partnerships (e.g. annual book sale with the Soroptimist International of Hamilton-Burlington).

Collaboration continues to be central to our strategy. In 2004, existing partnerships have been strengthened and programs have expanded to meet growing community needs. HPL has attracted new private sector partners to support flagship programs and new ventures. We have also formed alliances with cultural organizations to pool resources and create win-win opportunities for each organization. Ultimately, the public reaps the rewards – a greater variety of programs and resources offered at more locations.

This communications plan will address areas of strategic importance for the Board, staff and our partners to ensure that HPL services are relevant, recognized and in-demand. By necessity, the resources of the communications department must be flexible to address emerging priorities of the Board and senior staff, to pursue new opportunities as they arise, and to manage change effectively.

Key Achievements 2004

Key to the success to our communications plan is the maintenance and expansion of our audience base. Through ongoing community development and collaboration, we extend the awareness of the library and increase the impact of our message. Highlights of the past year illustrate the diversity and scope of our efforts:

- **Launch of One Book, One City:** in partnership with the City of Hamilton, Random House of Canada, Bryan Prince Bookseller, Friends of the Hamilton Public Library and *The Hamilton Spectator*, Hamilton was among the first Canadian cities to undertake a program of this magnitude. The goal of the One Book, One City program is to engage the community in a shared experience and to promote the value of reading. Mary Lawson, author of *Crow Lake*, visited Hamilton in May to promote the program. Chief Librarian Ken Roberts was featured on CBC Toronto's Metro Morning. Local media CH, Cable 14 and *The Spectator* covered our popular public events. As the library evaluates the success of year one, the finale of the 2004 program is planned for early November.
- **Partnership with Hamilton Tiger-Cats:** the library has received tremendous support from the Ticats organization. Donations include 20,000 free game tickets for Summer Reading participants, free literacy team posters (co-branded with HPL), team volunteers for Story Time and at the library circulation desk, a full page ad in the team year book, a Literacy Night game on August 27 featuring an HPL commercial on the video board, a library book drive, an additional donation of new children's books, twelve season tickets, Summer Reading flyers for the public and Catholic school boards (50,000) and tremendous HPL media exposure in *The Hamilton Spectator* and CH media. This partnership brings considerable value to the organization – building on the success of year one will be top priority for the library in 2005.
- **Ontario Public Library Week (2003 and 2004):** the Hamilton Public Library took a provincial leadership role as the launch site for the 2003 celebration with the Deputy Minister of Culture. In 2004, the department produced a bilingual poster and bookmark to be shared with all library systems in Ontario. Our graphic artist provided the design support for the promotional materials. Co-branded advertising with neighbouring library systems in Burlington, Oakville and Brantford are being explored.
- **Central Library Services Review:** The Central Library Services Review process continues to generate new ideas and opportunities to develop the Central Library's role as **'Information Central: Your Marketplace of Ideas.'** The CCD department supported a broad range of activities in Phase 1 and 2 of the project and will continue to be instrumental in Phase 3 and 4. Key information gathered by focus groups will be used to guide future activities. A particular focus at the close of 2004 will be developing a comprehensive internal signage system, and implementing a retail approach to merchandising library materials.
- **Summer Reading Support:** Our graphic artist provided original artwork for the provincial TD Summer Reading program for the second consecutive year. CCD staff produced more than 100,000 promotional items and coordinated distribution of flyers, posters, forms and certificates to staff at 24 locations throughout the spring and summer of 2003 and 2004. The Summer Reading program required an additional publicity approval process according to agreements with *The Hamilton Spectator* and the Hamilton Tiger-Cats in 2004. The department liaised with both organizations to ensure all print and electronic material complied with use of trademarks.

- **Notable program partnerships:** the library has recently joined forces with a number of new partners. Together with the **Royal Botanical Gardens** and the Burlington Public Library, we deliver an adult book series 'Books in Bloom'. We are launching a Film Series with the **National Film Board** to deliver monthly noon hour programs at the Central Library. Our relationship with publishing representatives has expanded to deliver new and noteworthy book discussions for library staff and the general public. In collaboration with **Hamilton Emergency Services**, we are delivering a new series of Fire Safety Magic Shows – additional opportunities for firefighters to model reading are being explored. **Public Health** is working with staff to present programs at many library locations. Our ongoing relationship with **Soroptimist International of Hamilton-Burlington** continues to thrive. A spring book sale took place this year, in advance of the traditional fall sale. As a result, book sale revenue doubled in 2004.

Ongoing Challenges

As the profile of the library increases, we are approached by numerous community organizations to enter into partnership agreements. These range from basic requests for free public meeting space in exchange for program delivery (e.g. gritLit Festival), to significant financial and co-branding opportunities (e.g. Rotary Club). While the library is expanding its reach in the community, it is essential we meet and exceed the expectations of our *current* as well as *future* partners.

The promotional support of existing programs and services offered at 24 locations is a significant task for the department, whose resources are already strained by ongoing support for such core programs as the Summer Reading Club. A focus on Adult Services and formalized Readers' Advisory services requires space, publicity and staff support for programming. Collaboration with managers and front-line staff will ensure expanding programs receive the resources required and ongoing review of processes and procedures will allow for increased efficiencies.

The past 18 months have been marked by significant change for employees and customers. The department is flexible and will shift gears as necessary to manage the unpredictable – fires, power outages, computer viruses, interruptions in service and the like. While we can react to new situations, we cannot eliminate the negative impact to our existing department goals and initiatives.

Key Assumptions 2004-2005

- **Budget:** This plan assumes no additional funds above the approved 2004 budget.
- **Staff resources:** The CCD Department includes three full-time staff members and one manager. This plan assumes no additional staff complements and no reduction in the current number of staff. However, additional staff support for library outreach activities is required and it is important that all locations continue to lend support to community outreach for all ages. This can be achieved through increased collaborative efforts with librarians and library support staff across the system.

Board Strategic Priorities & Communication Objectives

Three communications objectives, in support of the Board's priorities, are pivotal to this plan:

| Board Priority | Communications Objective |
|-----------------------------|--|
| Empower Communities | <i>Support</i> and lead change initiatives to enhance library services |
| Celebrate Diversity | <i>Collaborate</i> inside & outside the organization to connect more people with their library |
| Strengthen Our Organization | <i>Create</i> a unified identity and increased profile for the library system |

This document describes each in detail, and suggests outcome measures to ensure the plan is meeting its objectives.

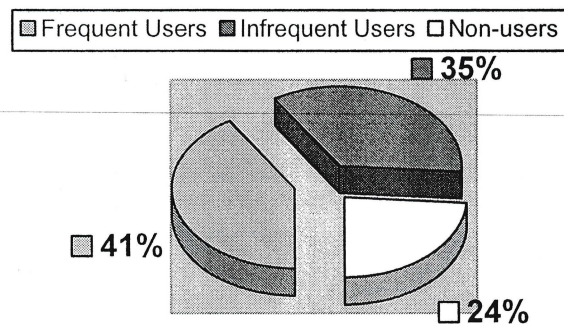
Audiences

HPL is committed to meet the needs of our existing customers. We will also pursue new markets of opportunity.

Two primary target audiences for the Hamilton Public Library include:

- **Current library users in Hamilton** – according to a recent Omnibus poll (May 20 to June 12, 2004)¹, 19% of the people surveyed claimed they or a family member accessed library services *once a week or more*; 22.3% accessed library services *at least once a month*. Occasional library users comprised 23.2% of those surveyed – visiting or accessing on-line services between *two and six times per year*; 11.8% accessed library services between *once a year and every few years*.
- **Current non-library users in Hamilton** – this segment includes individuals who do not have library cards, those who rely on commercial providers of information, those who were former customers, and those unaware of the programs and services available. Findings from the Omnibus poll indicate 23.8% of respondents claimed they or a family member *never* accessed library services.

Library Use in Hamilton



While it would be highly desirable to achieve a 100% subscription rate of library card holders in the community, it is not a realistic goal. Our own market research and that of other public libraries indicates that certain segments of society prefer alternative service providers for information and leisure activities (e.g. retail book stores, Google). Current non-library users may never be our customers, but they do play an important role as potential library supporters. The value of our public library and the benefits the organization bestows to our community are powerful arguments to earn the support of our most loyal customers and 'bystanders' alike.

¹ Omnibus Research Study for Hamilton Public Library. Hendershot Research Consultants. June, 2004. Representative sample size = 400.

Subsets of our target audiences include:

- **Low-income individuals and families** – the Omnibus Research Study suggests library use increases with income. Non-library use is most strongly associated with low-income. HPL continues to play a unique role in meeting the needs of this segment. Expanding adult programs, book clubs, family literacy initiatives and offering affordable computer training sessions are current areas of focus.
- **New Canadians/immigrants** – the library system offers a number of products and services particularly suited to these groups, everything from multi-language children's books to community service access. The library continues to enjoy positive relationships with literacy, settlement and child-focused organizations to deliver effective programs. The communications department is also working with subject matter experts to package and promote existing multi-language material across the system.
- **Elderly** – this segment can benefit from customized services such as the Bookmobile and large-print collections. The library also plays an important role as a technology teacher (i.e. Basic Internet skills are taught at low-cost in a familiar setting.) Programs of this nature will be re-introduced in 2005. The Visiting Library Service has been successful in attracting dedicated volunteers and qualified customers. Outreach continues, with a focus on recruitment at seniors' homes and via non-profit organizations.
- **Commuters** – this growing market segment of workers who live in Hamilton yet work elsewhere has increased significantly and needs to be addressed. Library services that are relevant and helpful can be packaged in ways that will appeal to and attract new users and retain existing ones.
- **Media and community partners** – the continued support of the media is key to reaching all potential markets and to retaining the support of existing customers. The media influences public opinion, and thus public support for municipally funded organizations. We are fortunate to enjoy strong partnerships with *The Hamilton Spectator* on such high-profile projects as One Book, One City, Power of the Pen, Gallery of Distinction and Summer Reading. We have incorporated a Top Ten Book List in the weekly GO section of the newspaper, and purchase advertising space at competitive rates for our quarterly program guides. Our community partners work with us to increase our profile and support shared initiatives – notably, the Hamilton Tiger-Cats' co-branded advertisements on CH, mass produced program guides, posters and team merchandise to raise literacy awareness.

In the coming year, we will continue to use a variety of means to deliver our messages to the community: a mix of purchasing (advertisements), in-kind donations (partnerships), free public service announcements, media relations, and targeted promotions to keep the library top of mind in the community.

Communications Tactics

To reach the target audiences outlined in this plan, the CCD Department will commit staff and financial resources in support of the following objectives:

Tactics to support and lead change initiatives to enhance library services

Central Library Services Review

- conduct public focus groups
- interpret and disseminate findings
- inform and educate the public of upcoming service enhancements
- ensure communication mechanisms are in place for ongoing staff feedback and consultation
- develop and execute new internal signage system
- implement retail model of merchandising
- promote new identity (Information Central: Your Marketplace of Ideas)
- raise profile of the library, its services and staff in the community

myHamilton.ca portal

- in partnership with Electronic Services, conduct usability testing with customers and non-users
- develop 'personas' based on market research to guide future direction of the virtual branch
- leverage existing body of research ('Many Happy Returns')² to attract and retain new on-line visitors
- serve as a resource for the portal project marketing team
- inform and educate staff, the public and media with a focus on new functionality and ease of use
- promote virtual visits to Hamilton Public Library

Horizon catalogue

- in partnership with the Training Librarian, coordinate public information sessions to use the catalogue more effectively
- support front-line customer service initiatives
- develop support material to assist customers to use the new technology
- ensure staff have the tools they need to communicate the benefits of the catalogue with customers
- respond to customer complaints and elevate issues to library administration, as appropriate

Tactics to collaborate inside & outside the organization to connect more people with their library

Adult Programming

- seek new opportunities to partner with content providers in the community
- develop more in-house programming, delivered by library staff
- support and expand existing programs, as appropriate (e.g. National Film Board series)

² *Many Happy Returns* virtual library consulting report. Produced for Hamilton Public Library by Daphne Wood, under the auspices of the Royal Roads University MBA program (2004).

- extend our promotional reach to include neighbourhood offices, businesses and associations
- continue the success of One Book, One City in 2005
- conduct customer surveys to determine areas of interest for future noon hour programs at Central

Community Outreach & Development

- provide the resources required for library staff to represent the library and showcase its products and services
- act as the first point of contact for external groups wishing to partner with the library
- nurture partnerships with dedicated focus, recognition and appreciation
- pursue community outreach activities to increase the library's profile
- serve as a resource to represent the library on community committees and taskforces
- generate library content for external publications
- raise the profile of our chief librarian and subject matter experts through speaking engagements, media interviews and community partnerships

Employee Communications

- conduct an internal assessment of communication vehicles to determine the best delivery method for each employee group (e.g. casual staff, part-time staff, full-time staff, managers and administration)
- use results to establish internal 'best practices' for communication, and establish guidelines for how internal information can best be disseminated

Tactics to create a unified identity and increased profile for the library system

Library identity

- complete unification of external system signage to present one common graphic identity to staff and the public
- develop an internal signage system for the Central Library to replace transitional signage
- in partnership with a cross-functional team of library staff, develop a common 'look and feel' for the library's presence on the myHamilton.ca portal
- explore opportunities to learn from private sector expertise in merchandising and product presentation

Profiling our people

- celebrate library achievements with the public and the profession at conferences, through professional associations and in the media
- collaborate with system managers and library administration to incorporate more staff recognition opportunities
- increase the profile of the library profession (internally and externally) through speaking engagements and community outreach opportunities

Measurement and Evaluation

The ongoing effectiveness of HPL communication efforts will be measured as follows:

- Media monitoring (print and electronic)
- Website activity
- Informal feedback (internal and external)
- Market research (focus groups, surveys)
- Board and senior administration direction
- Library statistics

Conclusion

The Hamilton Public Library has an important role to play in building community. People have great faith in libraries as fair and trusted institutions. This communications plan is intended to build on our reputation as the heart of Hamilton neighbourhoods. It is a proactive vehicle for community development and will support system-wide efforts to attract and retain customers. As the library continues to bridge ideas and information for each citizen, the Communications and Community Development Department will effectively work behind the scenes to deliver a positive experience for customers, staff and library stakeholders.

Acknowledgments

With appreciation to the members of the Communications and Community Development Department for their continued support and commitment to the library system: Dan Malstrom, Filomena Petta and Ralph Schmidt.

Maureen Sawa, the Administration Team and fellow managers have provided valuable input, insight and guidance in preparation of this strategic plan. Thank you for your candor and expertise.

Daphne Wood
Manager, Communications and Community Development
October 2004

Chief Librarian's Report October, 2004

Upcoming Events of Interest

Power of the Pen Awards Ceremony (October 22nd)

The Power of the Pen awards ceremony, one of the best library events of the year, will take place on Friday, October 22nd at 7 pm in the Central Library Hamilton and Wentworth rooms.

Special Collections 30th Birthday (October 25th)

The Special Collections Department is holding a 30th birthday celebration on Monday, October 25th from 6:30 to 8:30 pm, with Bob Battina hosting. It will be held in the Special Collections Department on the 3rd floor of the Central Library. We do request that you let us know if you plan to attend so that the refreshments can be planned.

One Book One City Closing Event (November 4th)

The closing event for One Book One City will be held on November 4th at the Spectator auditorium from 7 – 9 pm.

Gallery of Distinction Dinner (November 10th)

The Gallery of Distinction dinner is slated for Wednesday evening, November 10th. The library is a co-sponsor and traditionally buys a table. Any Board members who would like to attend should contact Karen Hartog.

Locke Public Meeting (November 15th)

A public meeting in order to discuss the Board's motions with the community is slated for Monday, November 15th at 7 pm in the Locke Branch itself. Councillor McHattie will co-sponsor the event and will attend and participate.

Strategic Planning Session (December 1st)

A Board strategic planning evening is scheduled for Wednesday, December 1st in the Board Room, with dinner at 5:30 pm and the planning session starting at 6 pm. Rebecca Jones, of Dysart Jones will facilitate.

Chairman's Dinner (December 15th)

The annual Chairman's Dinner is scheduled for Wednesday, December 15th at the Hamilton District Chamber of Commerce following the board meeting. The board meeting is scheduled to begin at 5:30 p.m. Cocktails will be served at 7:00 p.m. with dinner being served at 8:00 p.m.

Central Library Review – 5th Floor

Maureen Sawa is preparing specifications for the services to be included on 5th floor. The specifications will be brought to the Library Board in November so that we can hire an architect and start the process of re-opening the fifth floor. Basically, the plans will incorporate the concepts of the Central Library Services Review. There will be some

modifications. We are hopeful that the fifth floor can be renovated by next Spring, allowing the Board Room to move to the fifth floor as well as allowing both Community Information Services and the Community Net to move to the fifth floor.

Human Resources Report

The Human Resources report will be given at the November Board meeting. It will include a new Hiring Policy that is compliant with new legislation.

Security Cameras

Security cameras for Central have been selected and will be installed later this Fall.

Diversity Librarian

We have now hired a Diversity Librarian, Michelle Penta. Michelle is a fairly new librarian who comes with background showing a lot of experience and interest in this area. During the interview she stated, with great enthusiasm, that this is her dream job.

Privacy Policy

We have not placed the Privacy Policy, tabled at the September Board meeting, on the agenda for the October meeting. George has asked some questions that we are still researching. I hope to have a new draft policy on the agenda for November.



Hamilton Public Library

DATE: October 12, 2004
REPORT TO: Doreen Horbach, Chair
C.C. Library Board Members
FROM: Ken Roberts, Chief Librarian

SUBJECT: Federation of Public Libraries

Recommendation:

That the Hamilton Public Library Board become a founding member of the Federation of Public Libraries at a cost of \$7,500 a year for a period of two years, and

That the Hamilton Public Library Board review its membership after two years, and

That the Hamilton Public Library Board name the Board Chair and the Chief Librarian as voting delegates for the founding meeting slated for the 2005 Ontario Library Association SuperConference

Background:

There is no coordinating body that helps to make operational decisions that might affect all Ontario Public Libraries, despite the fact that such a body was recommended in the 1990 Ontario public libraries strategic plan, *One Place To Look*, and in the 2001 strategic plan *Building Value Together*. *One Place to Look* presumed that the province would fund such a body and, when it didn't, the idea was never implemented. Other provinces and states are finding value by working together and committing some funds to issues of mutual importance.

The proposed Federation of Public Libraries has four main priorities. One of the most crucial is the consortial purchasing of electronic products. There is a proposed Ontario Digital Library that seeks to bring the buying power of school, university, college and public libraries together in order to license certain electronic products for the entire province. The public library community has no organization that can act as its voice in such discussions. The Ontario Library Association cannot act as this voice since it represents individual library workers and not institutions. SOLS cannot provide this voice since it has little mandate to provide services for the larger library systems, such as Toronto. As well, the SOLS Board is composed completely of trustees while the consortial purchasing of electronic products is an operational issue and the accountability must be linked to operational staff members.

The second of proposed federation is also operational – research. The intent is to share research goals and to make sure that the research libraries conduct can be shared and can be written in a matter that makes this research useable to the entire community. As our services morph and change, we need good research to tell us about the impacts of our decisions.

The third priority is marketing, and there is awareness that public libraries can benefit from more coordinated marketing. The TD Summer Reading program, for example, is spearheaded by the Toronto Public Library, despite the fact that it is a provincial program, simply because there is no organization with which the TD Bank or other potential sponsors can hold discussions.

The fourth priority is advocacy, and this is the priority that will involve trustees. At present, there is no organization – OLA included – that can call upon paid staff to help conduct its business.

The proposed Federation is an experiment. The proposal makes it clear that the need for paid staff to help libraries build capacity together is a priority. There is a decent chance that the proposed Federation may fail but there is a certainty that libraries cannot advance properly without a mechanism for working together. Our risk is confined to a two year commitment of funds from the founding members.

I have attached the spring, 2004 report to the library community, about the Federation. The membership fee in that report has been changed. It is listed s \$10,000 a year in the report. The original Business Plan for the Federation is on the www.accessola.com website.

As of October 12th, the following Boards have voted to join the Federation of Public Libraries for 2005:

| | | |
|--|---|---|
| AJAX BONFIELD BRIGHTON BROCK TOWNSHIP BURLINGTON | GRAND VALLEY HEARST KENORA LINCOLN LONDON | OSHAWA OWEN SOUND & NORTH GREY UNION PELHAM PENTETANGUISHENE |
| CLARINGTON COBOURG CORNWALL FORT ERIE FORT FRANCIS | NEW TECUMSETH NIAGARA-ON-THE-LAKE OAKVILLE ORILLIA | PICKERING RAMARA TOWNSHIP RUSSELL TOWNSHIP ST. MARY'S THOROLD WATERLOO |

As of October 12th, the following Board have voted not to join the Federation of Public Libraries for 2005:

NIAGARA FALLS
HURON COUNTY

THE FEDERATION OF ONTARIO PUBLIC LIBRARIES

A SPRING, 2004 REPORT TO THE PUBLIC LIBRARY COMMUNITY

Prepared by the Strategic Directions Council.

INTRODUCTION

Library boards and the public they serve want excellent public library services to thrive in all areas of our province. There is a growing realization that libraries must speak with a united voice if greater equity is to be achieved and if service levels are to improve. Next fall, library boards will be asked to decide if they wish to become members of the newly created **Federation of Ontario Public Libraries**. This report, as well as the *Business Plan*¹, is intended to provide Boards with the information they will need when they make their decisions.

PURPOSE OF PAPER

This paper is intended to provide library boards and organizations that serve Ontario's public library community with:

- A historical context for the collaborative processes that has led to the proposal of a Federation of Ontario Public Libraries;
- Responses to questions that have arisen since the publication of the Business Plan for a Federation of Ontario Public Libraries (January, 2004);
- A timeline for decision-making processes and the initial implementation stages.
- Information required for library boards and organizations to make their decisions.

BACKGROUND

The **Federation of Ontario Public Libraries** is the final step toward creating a collective voice for Ontario's public libraries that has required a consultative process lasting more than fifteen years.

One Place to Look (1990) was the library community's first global strategic plan. The process for *One Place to Look* developing included enormous consultation. It recommended the creation of a *provincial coordinating office* as well as an advisory council that could create collective capacity to advance library services within the province. The *Strategic Directions Council* was created as a part of the implementation strategy but the primary catalyst, a funded coordinating office, was never established.

¹ Available at www.accessola.com

*Building Value Together*², the second strategic initiative for Ontario's public library community, also recognized the need for a coordinating body. The plan pointed out that no single organization had the capacity to create such a body.

The *Strategic Directions Council* reviewed all of the strategic documentation and agreed that our library community needs a coordinating body. The Strategic Directions Council created a task force and solicited funds from the library community and the Ministry of Culture's Library Strategic Development Fund to assist with a "Business Plan". The SDC worked with consultants to create a Business Plan for a proposed **Federation of Ontario Public Libraries**. The Business Plan was presented at the *2004 Ontario Library Association Superconference*.

ASSUMPTIONS

The following Assumptions have evolved from years of research and numerous discussions with the public library community and with consumers. The assumptions represent the driving force behind the proposal for a Federation of Ontario Public Libraries. It is assumed that:

- There is consensus that Ontario's public library community needs a coordinating agency that strengthens our collective response to challenges faced by Ontario's public libraries;
- An organization managed by a combination of trustees and library administrators will allow such an organization to address the full range of challenges that we face;
- Ontario's public libraries will be stronger when we work cooperatively to encourage equality of access for all Ontario residents;
- There is presently no strong collective voice for Ontario's public libraries;
- Ontario's public library community is fragmented. There are too many associations and agencies that have no mechanism for enabling coordinated services and programs;
- The existence of a Federation of Ontario Public Libraries will likely reduce the number of organizations that serve our community;
- The Ontario Library Services will continue to exist;
- The relationship of the federation to the Ontario Library Services and to other library service organizations will be determined by these organizations and the federation, working together.
- The Business Plan, as adopted by the Strategic Directions Council, is a work in progress and will be amended by the library systems that join the new federation;

² Available at www.strategicplan2000.com

- As soon as the Federation of Ontario Public Libraries is operational, the Strategic Directions Council will give way to its successor;
- 2005 will be a year of transition, as well as implementation, for the new federation;
- The Federation of Ontario Public Libraries is a necessary response to the challenges we face.

GUIDING PRINCIPLES

The following Guiding Principles will direct the development and implementation of the new federation.

- The Federation will be membership owned and membership driven;
- Membership will be voluntary;
- Membership will be open to all Ontario public library boards;
- Each member board will have two voices, the Board Chair and the CEO (or their delegates);
- The Board of Directors of the Federation itself will be composed of trustees and administrators elected from member libraries through a caucus structure;
- Affiliated organizations will have a role to play in the federation but the determination of that role will be a responsibility for the Federation's first Board of Directors;
- Language and distance must not be a barrier to participation in federation initiatives or to participation in the management of the Federation;
- The Federation must reflect the diversity of libraries in the Province of Ontario;
- Member library boards may join the caucus of their choice;
- The federation will be committed to improve standards of service for public libraries;
- The federation will build capacity to ensure universal and equitable access to library service.

INITIAL STRATEGIC PRIORITIES

Consistent with *Building Value Together*, the Strategic Directions Council recommends that the first Board of the new Federation adopt the following strategic priorities.

Advocacy

The Federation of Ontario Public Libraries will provide a clear voice for the public library community. It will advocate for higher levels of federal, provincial and local funding and support and for a strong voice in government initiatives of importance to public library clientele.

The Federation will raise awareness of the role that libraries play in community development.

The Federation of Ontario Public Libraries will negotiate with potential partners, such as Industry Canada and the provincial government, to ensure that initiatives that affect libraries assist us to accomplish our goals. The Federation will actively seek alternative funding through corporate sponsorships, partnerships and alliances that benefit the entire library community.

Research

The Federation of Ontario Public Libraries will highlight existing research of relevance to Ontario's public libraries and will commission additional research in areas of universal importance.

Marketing

The Federation of Ontario Public Libraries will market the vitality of Ontario's public libraries.

Consortia purchasing

The Federation of Ontario Public Libraries will act as the public library community voice in the emerging trend that sees libraries from all sectors acting together in an attempt to ensure that electronic products and services are available within all communities.

KEY ELEMENTS OF THE BUSINESS PLAN

Model

The Business Plan addresses the reality that some library boards serve hundreds of people while others serve millions. Many models were investigated. The Business Plan selected the model from the Association of Ontario Municipalities. The structure of the Federation of Ontario Public Libraries generally mirrors that of AMO.

Structure

The structure of the Federation will change over time. There will always have to be a careful balance between the need to keep large libraries as partners who are willing to let their dollars help leverage better licenses and better agreements for smaller library systems with a need to ensure that all libraries have a voice in the federation's priorities. The business plan will work so long as the central premise, that there is power by working together and a need for greater equality, is held sacred by federation board members.

Funding

The schedule of fees (Appendix A) needs to be multi-tiered in order to consider the ability of library boards to join and participate. Population served is a familiar and objective measure for determining this ability.

TIMELINES

The Strategic Directions Council intends to launch the new Federation of Ontario Public Libraries at the 2005 Ontario Library Association Superconference. In order to meet this deadline, the following timeline must be met.

| Goal | Timeframe | Responsibility |
|---|------------------|---|
| Attend meetings with potential members, affected associations and organizations in order to present the Business Plan, to answer questions, and to identify questions of clarification. | Spring, 2004 | All members of the Strategic Directions Council |
| Send membership package to library boards | Summer, 2004 | Strategic Directions Council |
| Library Boards approve membership in the Federation | November 1, 2004 | Library Boards |
| Library boards join (may pay in 2004 or 2005) | November 1, 2004 | Library Boards |
| Library Boards pay for 2005 membership (last date) | January 15, 2005 | Library Boards |
| Finalize the process for member libraries to elect the federation's first Board of Directors | December, 2004 | Strategic Directions Council |
| Finalize interim office space. | January, 2005 | Strategic Directions Council |
| Appoint/Second an Interim CEO. (contract not to exceed one year) | November, 2004 | Strategic Directions Council |
| Hold inaugural meeting and election for the first Board of Directors | January, 2005 | Strategic Directions Council |

SUMMARY

The time is now!

There is almost universal belief that a Federation of Ontario Public Libraries is a necessity. It is the firm opinion of the SDC, based on years of research, that the needed Federation will not exist unless the library community creates it and largely funds it themselves.

APPENDIX 1 STRATEGIC DIRECTIONS COUNCIL

The Board of Directors (membership) was established at the time SDC was incorporated in 1998 and includes a total membership of 21. As excerpted from the SDC Bylaw, members are as follows:

Strategic Directions Council

Membership

The membership consists of the following library organizations. Representatives are appointed for a term of two years.

| | |
|---|----------|
| Ontario Library Service-North | CEO |
| Southern Ontario Library Service | CEO |
| Toronto Public Library | CEO |
| Ontario Library Association | Director |
| Ontario Library Trustees' Association | 2 reps |
| Ontario Public Library Association | 1 rep |
| OLS-North Executive Libraries Advisory Committee | 2 reps |
| Francophone Libraries | 1 rep |
| First Nations Libraries | 2 reps |
| Administrators of Medium-Size Public Libraries of Ontario (AMPLO) | 2 reps |
| County and Regional Municipality Libraries (CARML) | 2 reps |
| Chief Executives of Large Public Libraries of Ontario (CELPLO) | 2 reps |
| Administrators of Small Public Libraries of Ontario (ASPLO) | 1 rep |
| Small Libraries in Northern Ontario | 1 rep |
| CUPE Ontario Library Workers' Committee | 1 rep |

| Strategic Directions Council Membership 2004 * | |
|---|------------------------------------|
| Gay Selby, (Vice Chair) | ASPLO |
| Shann Leighton | ASPLO alternate |
| Margaret Rule | ARU-PLO |
| Cathy Bishop | ARU-PLO |
| Rudi Denham | ARU-PLO alternate |
| Linda Kent | ARU-PLO alternate |
| Gordon Thompson | AMPLO |
| Jane Kirkpatrick | AMPLO |
| Janet Booth | AMPLO alternate |
| Stephen Nelson | AMPLO alternate |
| Darrel Skidmore | CELPLO |
| Steve Salmons, Chair | CELPLO |
| Jo Bryant | TPL |
| Linda Mackenzie, Treasurer | TPL alternate |
| Nancy Leindecker | SLNO |
| Claire Dionne | Francophone Libraries |
| Gisele Belisle | Francophone Libraries alternate |
| Daphne Johnston | FN South |
| Karen Commanda | FN North |
| Steven Burdick | CUPE - LW |
| Amy Colson | CUPE - LW alternate |
| Leanne Clendening | OLS North |
| Laurey Gillies | SOLS |
| Jan Heinonen | OLS NORTH LAC |
| Patricia Coles | OLS NORTH LAC |
| Larry Moore | OLA |
| Ken Roberts | OLA alternate |
| Ian Hunter | OLBA alternate |
| Bob Allen, Secretary | OLBA |
| Peter Rogers | OLBA |
| Sue Culp | OLBA |
| Cathy Matyas | OPLA |
| Katherine Palmer | OPLA |
| Suzanne Rowe-Knight (attends meetings non-voting) | Ministry of Culture |

* Membership enhanced due to Federation planning process.

Appendix 2 Membership Fee Structure

| <i>Membership Category Population Served</i> | Potential Fee Structure | | | <i>First Year Revenues</i> |
|--|--------------------------------|-------------------------------------|-------------------|--------------------------------|
| | <i>Number of Boards</i> | <i>Target Number of Members</i> | <i>Annual Fee</i> | |
| Under 5,000 | 155 | 50 | \$50 | \$2,500 |
| 5,001 - 15,000 | 73 | 30 | \$100 | \$3,000 |
| 15,001 - 30,000 | 30 | 15 | \$750 | \$11,250 |
| 30,001 - 50,000 | 15 | 9 | \$2,500 | \$22,500 |
| 50,001 - 100,000 | 15 | 9 | \$4,000 | \$36,000 |
| 100,001 - 250,000 | 14 | 11 | \$6,000 | \$66,000 |
| 250,001+ | 5 | 4 | \$10,000 | \$40,000 |
| TPL | 1 | 1 | <u>\$15,000</u> | <u>\$15,000</u> |
| Totals | 308 | 129 | | \$196,250 |



Hamilton Public Library

DATE: October 12, 2004
REPORT TO: Doreen Horbach, Chair
C.C. Library Board Members
FROM: Ken Roberts, Chief Librarian
SUBJECT: 2005 Draft Operating Budget

Recommendation:

That the Hamilton Public Library Board submit a draft 2005 operating budget to the City of Hamilton that shows a 3.4% increase over the 2004 Hamilton Public Library Operating budget.

Background

2005 Budget Process and Guidelines

The process of setting a 2005 operating budget for the Hamilton Public Library will, in all likelihood, be lengthy. The library's administration, along with all City departments, was asked by the City of Hamilton's administration to submit a draft operating budget for 2005 by October 15, 2004 for the purpose of reviewing the potential total budget for the City for 2005. The budget that we submitted is the budget that you see now. City of Hamilton staff recognize that while the library's administration makes every attempt to meet their deadline, city staff deadlines do not always align with Library Board meetings or Library Board decisions. In the past, library staff have always been authorized to submit our best estimates to the City, so that City staff can begin the process of preparing budget outlooks. The Library Board has every right to modify these submissions.

The City guidelines ask that budgets for 2005 attempt to stay within a 3% increase over the 2004 budget figures. The guidelines also ask that budgets submitted are not to include inflationary increases, except for items such as leases or contractually required salary increases. The guidelines are fairly similar to those we have seen in the past few years. We do not have information from the city on some aspects of this budget. For example, early retirement benefits are currently included in the budget in the amount of \$90,600. This represents about .4 of a percentage point. Without this cost, our submitted budget would show a 3.0% increase. We believe there may be a base transfer to cover this cost.

There will be further adjustments to the proposed budget. We have not yet received information from various City departments on any increase in cost of services provided by the City (i.e. facilities, fleet, etc). Some of our costs will change. In all likelihood, the Board will have chances at both the October and November meetings in order to adjust the budget before all draft budgets are

printed and sent to Council in December. There will be other chances to adjust the budget before the Board presents to Council or to a standing committee in the New Year.

The submitted budget

The draft budget we submitted is, in many ways, the healthiest first draft budget the library has submitted since amalgamation. For the first time, the library system does not have to list significant staff cuts in order to meet the targets in city guidelines. The work that the Library Board has done to harmonize services and staff costs is paying off. The multi-year budgeting process that we used 2001 – 2004 in order to maintain services while keeping a lid of operating costs also worked. Unlike previous years, *this budget includes no anticipated draws on reserves.*

Since amalgamation, the Hamilton Public Library has recorded some of the lowest increases in operating costs of any city service. We were able to keep a lid on costs despite the fact that the Library has been identified as an amalgamated service that would cost considerably more money after amalgamation.

The proposed budget eliminates a few vacant positions and creates others. For example, a part time cleaner position is eliminated for the Central Library but a full-time cleaning position is created. The library has endured significant staff reductions since amalgamation. This budget adds 2.55 FTE staff members to the library's staff complement.

What this budget includes and does not include

It includes:

- The annualized cost of the new server for Horizon, as approved at the September 30th special Board meeting;
- Anticipated staff cost increases/adjustments for 2005;
- Membership in the proposed Federation of Public Libraries;
The Board will be voting on the Federation in October.
- The annualized cost of maintaining contractually required retirement benefits
There may be a base transfer for these costs and this is a significant new cost; Under set conditions, the library system is required, as is the City, to pay certain retirement benefits until the age of 65 for union and management employees who retire with at least 10 years of service. As more staff retire, there is a growing cost. The 2005 budgeted cost is \$90,600.
- A 1.14 FTE increase in public service staffing for the Central Library;
We reduced Central Library staff levels as part of the 2004 budget. For security reasons, we are now scheduling two staff members on each floor. The 2005 operating budget shows the effect of implementing this scheduling change.
- A .5 FTE increase in staffing for the Kenilworth Branch;
Kenilworth is a three-floor library branch with a fairly low staffing level. We have recognized that there is a need for additional staffing and include it in this budget.

- **A 1.0 FTE technician for Electronic Services;**
Electronic Services is handling more services and expectations with the same staffing level it has had since amalgamation. We are finding that, too often, public service needs are slowed because of the current workload on Electronic Service staff.
- **A "Sunday Manager" for the Central Library;**

It does not include:

- **Any increase in the Materials Budget;**
The Materials budget has been constant for the past three years. It did receive a small increase in 2001. The City guidelines state that budgets should not increase to accommodate inflationary increases such as the increases cost of library materials.
- **Any increase in Sunday Service;**
There has been a Board desire to add Sunday service on the West end (e.g. Dundas). It is not a part of this budget.
- **Any changes in any other services or hours of operation.**



Hamilton Public Library

DATE: October 12, 2004

REPORT TO: Doreen Horbach, Chair

C.C. Library Board Members

FROM: Daphne Wood, Manager of CCD

SUBJECT: **Book Sale**

Our ongoing relationship with the Soroptimist International of Hamilton-Burlington continues to thrive. The Hamilton Public Library held a joint book sale in the spring of 2004, and recently concluded the traditional fall book sale. Both events proved to be immensely popular. Proceeds (before expenses) are \$67,778.75.

With the addition of a first-ever spring book sale in 2004, the library was able to clear-out existing inventories of stored library materials deemed unsuitable for the system collection. The Soroptimists have agreed to partner with us in the spring of 2005 and expand the Hamilton Public Library book sale to a bi-annual basis. Both organizations, and the Hamilton community, will benefit from the proceeds, as funds are re-invested in library operations and local Soroptimist service initiatives for women and children.



Hamilton Public Library

DATE: October 12, 2004

REPORT TO: Doreen Horbach, Chair

C.C. Library Board Members

FROM: Ken Roberts, Chief Librarian

SUBJECT: **Strategic Plan**

A Board strategic planning evening is scheduled for Wednesday, December 1st in the Board Room, with dinner at 5:30 pm and the planning session starting at 6 pm. Rebecca Jones, of Dysart Jones will facilitate.
