Mission Statement

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

Strategic Priorities

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

HAMILTON PUBLIC LIBRARY BOARD

Regular Board Meeting
Wednesday, September 20, 2006
Hamilton Public Library, Board Room

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

AGENDA

1. **Discussion Period**

    1.1   Lynden Public Meeting – KR
    1.2   Show and Tell – Awards

2. **Acceptance of the Agenda**

3. **Minutes**

    3.1   Minutes of the Hamilton Public Library Board Meeting of   Attachment #3.1
          Wednesday, June 28, 2006
    3.2   Minutes of the Hamilton Public Library Board Executive
          Committee Meeting of Friday, August 25, 2006   Attachment #3.2

4. **Presentations**

    4.1   Ancaster Update – BH/KR

5. **Consent Items**

    5.1   Angus Mowat Award Application – KD   Attachment #5.1
                                                                 Suggested Action: FYI
    5.2   Special Gift Fund Request – HB   Attachment #5.2
                                                  Suggested Action: Recommendation

6. **Business Arising**

    6.1   RFID – KD   Attachment #6.1
                                         Suggested Action: Recommendation

7. **Correspondence**

8. **Reports**

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

9. **New Business**

    9.1   2007 Operating Budget – WG   Attachment #9.1
                                         Suggested Action: Receive
    9.2   Municipal Election – MMcK   Oral Report
    9.3   Locke Branch and Melrose United Church – KR   Attachment #9.3
                                         Suggested Action: Recommendation

10. **Private and Confidential**

11. **Date of Next Meeting**

    Wednesday, October 18, 2006
    Ancaster Library, Tentative
    5:30 p.m. Dinner
    6:00 p.m. Meeting

12. **Adjournment**

HAMILTON PUBLIC LIBRARY BOARD
Regular Meeting

Wednesday, June 28, 2006
Board Room
5:30 p.m. Dinner
6:00 p.m. Meeting

MINUTES

PRESENT: Maureen McKeating, George Geczy, Mavis Adams,
Santina Moccio, Councillor Jackson, Mac Carson,
Joyce Brown, Jennifer Gautrey

REGRETS: Doreen Horbach, Tamara Fernandes, Councillor Pearson

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

1.   DISCUSSION PERIOD

1.1   Mr. Geczy attended the recently held Canadian Library Association
Conference in Ottawa and was one of the presenters. His session
was entitled "Developing a Comprehensive Privacy Policy".

1.2   Mr. Roberts reported that Hamilton Public Library was one of five
recipients of the SIRSI Dynix "Building Better Communities" award.
Maureen McKeating and four staff were present for the
announcement and award presentation.

2.   ACCEPTANCE OF THE AGENDA

MOVED by Mr. Geczy, seconded by Ms Adams,

THAT ITEMS 9.3, 9.4 AND 9.7 BE MOVED TO CONSENT ITEMS.

MOTION CARRIED.

MOVED by Ms Moccio, seconded by Ms Gautrey,

**THAT ITEM 6.1 BE MOVED TO THE BEGINNING OF THE AGENDA
FOLLOWING THE APPROVAL OF THE MINUTES.**

MOTION CARRIED.

MOVED by Ms Brown, seconded by Ms Adams,

THAT THE AGENDA BE APPROVED AS AMENDED.

MOTION CARRIED.

3. **MINUTES**

    3.1 **MINUTES OF THE HAMILTON PUBLIC LIBRARY BOARD MEETING OF WEDNESDAY, APRIL 19, 2006**

        Item 2 should read "MOVED by Ms Horbach, seconded by Ms Adams"

        MOVED by Ms Moccio, seconded by Councillor Jackson,

        THAT THE HAMILTON PUBLIC LIBRARY BOARD MINUTES OF WEDNESDAY, APRIL 19, 2006 BE ADOPTED AS AMENDED.

        MOTION CARRIED.

4. **PRESENTATIONS**

    There were no presentations.

5. **CONSENT ITEMS**

    MOVED by Ms Fernandes, seconded by Ms Moccio,

    THAT CONSENT ITEM 5.1, 5.2, 5.3, 5.4, 5.5, 9.3, 9.4 and 9.7 BE APPROVED.

    MOTION CARRIED.

    5.1 That the reconciliation and certification for the Early Years Challenge Fund be received for information and

         That the Chair of the Board or designate sign the reconciliation and certification.

    5.2 Received for information.

    5.3 Received for information.

    5.4 Received for information.

    5.5 That the approved Health and Safety policy of the Library Board be reviewed and confirmed.

9.3   That $300,000 be allocated from the Reserve for Library Major Projects (Deptid 106008) to provide funding for the acquisition of new shelving, furniture and equipment for the renovated Ancaster branch.

9.4   That the following selection be added to the General Section in the Procurement Policy as item 9.

Selection and procurement of materials (including print, non-print and electronic) for the Library Collections are not subject to this policy or required to be entered in the Peoplesoft purchasing system and shall be done in accordance to the Board's Material Selection Policy except as follows

     a)   *Purchase authority levels will be governed by the Board's Procurement Policy*

     b)   *Competitive quotes or tenders are to be undertaken on a regular basis for those materials or services acquired under an "Automatic Release Plan" (ARP). Request for Quotes or Tenders are to be prepared under the authority of the Director, Public Service and Collection Development and approved and issued by the Director, Finance and Facilities.*

     c)   *An annual report, prepared by the Director, Public Service and Collection Development and the Director, Finance and Facilities is to be presented to the Board detailing the number and type of ARP's and the budget committed along with the date of the last and next anticipated competitive quote or tender for each* ARP.

And, That the Chief Librarian be authorized to enter the acknowledgement of Board approvals of expenditures into the Peoplesoft system.

9.7   That approval be given for the participation in a Hamilton Future Fund proposal that pilots city wide WiFi services; and

That approval be given for the Library to act as lead agency in the Hamilton Future Fund proposal at the option of the Chief Librarian.

6.   BUSINESS ARISING

6.1   North End Community Health Centre

Mr. Roberts provided the latest details on the project.
Board Members directed the Chief Librarian to continue discussions with the ward Councillor and to prepare a community communication. The terms of the agreement will be handled by the Executive Committee over the summer months.

MOVED by Ms Brown, seconded by Ms Gautrey,

THAT THE PROPOSED MOVE IN THE FALL OF 2007 OF THE LIBRARY BRANCH LOCATED 503 JAMES STREET NORTH FROM ITS CURRENT LOCATION TO A FACILITY THAT IS A PART OF THE NORTH END COMMUNITY HEALTH CENTRE COMPLEX UPON THE OPENING OF THAT COMPLEX BE APPROVED; AND

THAT THE ALLOCATION OF $200,000 FROM THE RESERVE FOR MAJOR LIBRARY CAPITAL PROJECTS (DEPTID 106008) TO PROVIDE FUNDING FOR THE CAPITAL COSTS ASSOCIATED WITH THE MOVE BE APPROVED.

MOTION CARRIED.

7. **CORRESPONDENCE**

    Letter to Library Board Chair from Caroline DiCocco, Minister, Ministry of Culture, dated April 18, 2006

    Received for information.

8. **REPORTS**

    8.1   Report from the Audit Committee Meeting of June 28, 2006

    Mr. Geczy briefed the Library Board on the discussions from the Audit Committee Meeting held earlier that day.

    MOVED by Mr. Geczy, seconded by Mr. Carson,

    THAT THE 2005 AUDITED FINANCIAL STATEMENTS FOR THE HAMILTON PUBLIC LIBRARY BOARD ATTACHED TO THIS REPORT BE APPROVED.

    MOTION CARRIED.

9. **NEW BUSINESS**

    9.1   Non-Union Salary

    MOVED by Mr. Carson, seconded by Councillor Jackson,

    THAT THE NON-UNION SALARY SCHEDULE FOR ALL LIBRARY NON-UNION STAFF BE INCREASED BY 2.25% EFFECTIVE APRIL 1, 2006 AND THAT INDIVIDUAL PAY RATES BE ADJUSTED ACCORDINGLY.

MOTION CARRIED.

9.2   Information Technology Security Policy

Board Members reviewed the policy. It was agreed that the Internet Use Policy (Public) will remain a board level policy.

MOVED by Mr. Geczy, seconded by Ms Adams,

THAT THE ATTACHED INFORMATION TECHNOLOGY POLICY BE APPROVED AS AMENDED FOR IMPLEMENTATION AND COMMUNICATION TO STAFF.

THAT 44-5 STAFF COMPUTER USE POLICY AND 44-6 STAFF EMAIL POLICY BE RE-DESIGNATED FROM BOARD LEVEL TO ADMINISTRATION LEVEL POLICIES.

MOTION CARRIED AS AMENDED.

9.5   Fines and Fees Schedule

MOVED by Ms Adams, seconded by Ms Brown,

THAT AN ADDITIONAL CATEGORY "EXPRESS DVD COLLECTIONS" BE ADDED TO THE FINES AND FEES SCHEDULE, AS ATTACHED.

MOTION CARRIED.

9.6   Agency Agreement for Employee Assistance Program

MOVED by Ms Brown, seconded by Ms Moccio,

THAT THE AGENCY AGREEMENT BETWEEN THE CITY OF HAMILTON AND THE HAMILTON PUBLIC LIBRARY BOARD FOR THE PROVISION OF SERVICES WITH RESPECT TO AN EMPLOYEE FAMILY ASSISTANCE PROGRAM BE APPROVED AND THE HAMILTON PUBLIC LIBRARY BOARD CHAIR AND CHIEF LIBRARIAN BE AUTHORIZED TO SIGN ON BEHALF OF THE BOARD.

MOTION CARRIED.

10. **PRIVATE AND CONFIDENTIAL**

   MOVED by Ms Brown, seconded by Ms Moccio,

   THAT THE HAMILTON PUBLIC LIBRARY MOVE IN-CAMERA TO DISCUSS THE TENTATIVE AGREEMENT.

   MOTION CARRIED.

   MOVED by Ms Moccio, seconded by Mr. Geczy,

   THAT THE IN-CAMERA SESSION BE ADJOURNED.

   MOTION CARRIED.

   MOVED by Mr. Carson, seconded by Ms Brown,

   THAT THE NEGOTIATED TENTATIVE AGREEMENT BETWEEN THE HAMILTON PUBLIC LIBRARY BOARD AND THE CANADIAN UNION OF PUBLIC EMPLOYEES LOCAL 932 (CUPE 932) FOR THE PERIOD OF APRIL 1, 2005 TO MARCH 31, 2009 BE APPROVED.

   MOTION CARRIED.

11. **DATE OF NEXT MEETING**

   Wednesday, September 20, 2006
   Central Library, Board Room
   5:30 p.m. Dinner
   6:00 p.m. Meeting

12. **ADJOURNMENT**

   MOVED by Ms Adams, seconded by Ms Moccio,

   THAT THE HAMILTON PUBLIC LIBRARY BOARD MEETING OF WEDNESDAY, JUNE 28, 2006 BE ADJOURNED.

   MOTION CARRIED.

   The meeting was adjourned at 7:30 p.m.

Minutes recorded by Karen Hartog.

HAMILTON PUBLIC LIBRARY BOARD
Executive Committee Meeting

Friday, August 25, 2006
Board Room
2:00 p.m. Meeting

MINUTES

PRESENT: Maureen McKeating, George Geczy, Santina Moccio,
Jennifer Gautrey

1. **5th Floor Renovations**

    MOVED by Mr. Geczy, seconded by Ms Moccio,

    **THAT THE FUNDING ALLOCATED FROM THE RESERVE FOR
    REDEPLOYMENT, TRAINING AND RESTRUCTURING (DEPTID
    106011) FOR THE RENOVATIONS TO THE 5TH FLOOR CENTRAL
    LIBRARY BE INCREASED FROM $424,000 TO $745,000.**

    MOTION CARRIED.

2. **NORTH END COMMUNITY HEALTH CENTRE**

    MOVED by Ms Gautrey, seconded by Ms Moccio,

    **THAT $300,000 FROM THE RESERVE FOR MAJOR LIBRARY
    CAPITAL PROJECTS (DEPTID 106008) BE APPROVED TO PROVIDE
    FUNDING FOR THE CAPITAL COSTS ASSOCIATED WITH THE
    PROPOSED MOVE OF THE PICTON BRANCH TO THE NEWLY
    PROPOSED NORTH END COMMUNITY HEALTH CENTRE FACILITY,
    AND**

    **THAT THIS MOTION REPLACES A MOTION ON THE SAME ISSUE
    PASSED BY THE LIBRARY BOARD ON JUNE 25, 2006.**

    MOTION CARRIED AS AMENDED.

3.   **Building Better Communities Award**

MOVED by Ms Moccio, seconded by Mr. Geczy,

THAT THE FUNDS RECEIVED FROM BUILDING BETTER COMMUNITIES AWARD BE CREDITED TO THE RESERVE FOR LIBRARY GENERAL DEVELOPMENT (DEPTID 106007) AND RECOMMENDATIONS FOR THE USE OF THE FUNDS BE BROUGHT BACK TO THE BOARD FOR APPROVAL.

MOTION CARRIED.

Ontario Public Library Service Awards Submission
Angus Mowat Award of Excellence

Fast, efficient and friendly:
Hamilton Public Library's full-service virtual branch

This project should be nominated for an award because…
At the turn of the 21st century, the Hamilton Public Library envisioned a *virtual branch* with unprecedented convenience, unlimited access to information and unique products to meet changing user needs. In 2006, through a continuous process of innovation and integration, the Hamilton Public Library has overcome the barriers of time and geography. Today, visitors to the *full-service e-library* are holding book club discussions, reading magazines, asking reference questions, watching programs, accessing government forms, receiving library cards and borrowing e-audiobooks – without leaving home. The virtual branch is an exemplary model of leveraging technology, staff expertise and customer-centred service.

Please submit the following information on your project with this submission form:

A. Executive Summary: Brief Project Description

For more than a century, the Hamilton Public Library has empowered citizens to make informed decisions and to determine the future of the community. Bricks and mortar locations – and later, mobile services (bookmobiles, visiting library services) extended the public library to a wider audience. On January 1, 2001, the Hamilton Public Library launched a *virtual branch* – an e-library that delivered direct service to the customer. Over the next five years, building on core values of service and innovation, the virtual branch achieved a series of technological milestones continually adding core library services until the original goals of the virtual branch were achieved and members of our community could receive the benefits of a *full service* branch that never closes. The friendly atmosphere and convenience of a traditional library is delivered virtually – even the 'key' to the system, the library card, is applied for and delivered remotely. This innovation, the first of its kind in Ontario, truly embraces the concept of customer-centred service and equalizes access to members of the public, regardless of their geographical proximity to a physical library branch or busy schedules.

The philosophy of online library service delivery is a unique feature of the Hamilton Public Library system. The virtual branch was conceived in the late 1990s. From the beginning, it was not 'just another website' – a warehouse of information or e-versions of print material. It has dedicated staff and management, a collection development strategy, programs, services, book clubs and customer support – all traditional resources to operate a successful and sustainable library branch. In February 2006, it was the *first library branch in Ontario to offer e-audiobooks* – an extensive collection of classics, popular titles and language learning material.

The Hamilton Public Library's virtual branch is an anchor of the myhamilton.ca community portal (see www.hpl.ca). The virtual branch enables unprecedented access to information, library events, collaboration with library staff and fellow community members, as well as convenient products in electronic formats. The information is not static – in fact, it is shaped and created by the library users as well as library staff. Customers of Hamilton Public Library's 24 physical locations, and two bookmobiles, have made the virtual branch one of the top three visited locations in the system.

The fundamental role of the public library has remained constant despite the evolution of e-service delivery – it has always been a facilitator of community dialogue and a safe haven for freedom of expression. It has always championed literacy, access to information and the joy of reading. Hamilton Public Library's philosophy of e-service delivery successfully integrates the best of 21st century

technology with the inherent expertise and acumen of librarians. The result: a warm welcome to a full service community library that never closes.

B. Project Proposal / Description

- **Project's goals and objectives**

At the turn of the century, the Hamilton Public Library articulated a vision for e-library service. All trends indicated the growing importance of web-based information, real time transactions and a preference for self-service. The library anticipated that web and catalogue technologies would converge, that a growing proportion of Hamilton residents would become commuters in the Golden Horseshoe, and that technology would extend traditional 'open business hours.' With this knowledge, library resources were dedicated to the creation of a virtual library branch. The concept would extend far beyond a website, and seamlessly connect people, information and technology through the safe infrastructure of a trusted institution – the public library system.

Library leaders applied the same rigorous service philosophy to the virtual library branch that was used in the bricks and mortar locations. Environmental scans were conducted to profile the online community, and collections and services were developed to meet these unique user needs.

The objectives of the virtual library branch – to deliver the best the library system has to offer, with convenience, speed and reliability – has been realized. The successful integration of resources (staff, collections, programs and partnerships) and e-library service extends the reach of the public library. Ultimately, it saves the time, money and effort of the end user – an important consideration for all public organizations.

- **Project's relevance to other libraries**

All Ontario public library systems – and public service institutions – are faced with growing demands for service and competing internal demands for resources. The virtual library branch provides a model for integrated service that meets the needs of customers whenever, and wherever, they are in the community. E-library service also provides a consistency of information that is a time-saver for customers and staff. For example, the library's collection of Find-It Guides is a selection of quick links and pre-packaged consolidated searches of expert-selected material. Find-It Guides are always available – they are never 'checked out', the customer never has to wait in line, and staff members never have to repeat popular information searches for these subject areas. Best of all, the information is automatically updated as material is removed or added to the library catalogue, guaranteeing a successful search every time. Taking existing material (e.g. traditional paper-based Pathfinders) and integrating existing technology (e.g. the library catalogue) is one way

library systems can extend their reach and allocate their resources most effectively.

The virtual library branch is a shared achievement of many departments, individuals and contributors. Building on the success of the system's internal collaboration efforts from 2000 to 2003, the virtual library embarked on a significant external initiative to bring its technology plan to fruition. In the years 2003 through 2005, the Hamilton Public Library's virtual branch underwent a series of transformations, culminating in the launch of the *myhamilton.ca* community portal project – a $3.9 million dollar initiative with more than 60 community partners, one hundred content providers and two levels of government funding (municipal and provincial). *No community portal in North America features the resources of a public library system so prominently.*

The delivery of a successful community portal, with many diverse stakeholders, serves as a model of collaboration for other municipalities. Hamilton is challenged with low rates of literacy, high rates of poverty, and a struggling sector of the working poor. The solution to these, and other social responsibilities, is not necessarily tied to additional funding. Through enlightened social interest, intelligent debate, effective partnering and innovative projects, societies can find their own unique solutions for community health. The public library, as it does in Hamilton, can play a key role in positive change.

Libraries have often been viewed as community meeting places, protecting freedom of expression and ideas. The virtual library branch, as part of the myhamilton community portal, takes the existing strengths of libraries and elevates them to new sphere of activity. The community portal brings people, ideas and information together, wherever and whenever they access the portal. It effectively supports diversity in thought and action – a fundamental aim of all public library systems in the province.

- **Relevance to government priorities**
  - **Success for students**
    The virtual library branch offers a popular collection of Find It Guides (detailed above); a powerful consolidated search engine that delivers quick access to articles, books, a/v material, and encyclopaedic information with one click; e-reference service is available 24/7 and provides a familiar online environment for youth; popular e-audiobooks offer students the advantage of listening to unabridged versions of classic literature, educational material and language learning. Best of all, these online services are available free with a library card. The library application card process is simple to follow, and *does not require the customer to ever enter a physical library branch*. (This

presents a significant savings of time and an elimination of travel costs.) New card recipients can begin to use their virtual library card usually within 48 hours of completing the application process. These virtual branch services support academic achievement of students in the community.

- **Better health**
  The virtual library branch is the gateway to public health information offered by the City of Hamilton. Library staff have a leadership role in building content for the Health & Environment section of the myhamilton.ca portal – leveraging library collections with staff knowledge management. The consolidated search function of the virtual branch gathers books, journal articles, web links and local resources (meetings, associations and organizations) – and delivers results with one click. The virtual branch is also involved in a unique pilot project with Service Ontario. During the summer and fall of 2006, the virtual library branch will be promoting the Service Ontario portal www.serviceontario.ca – creating community awareness of the wealth of government services and resources. Together, the Hamilton Public Library and its partners are providing around the clock access to health, wellness, prevention and treatment information.

- **Strong people, strong economy**
  As a city with an estimated 20% of the population living at or below the poverty line, freely accessible services (delivered in person and online) are part of the library's commitment to the community. The Hamilton Public Library provides support before, during and after e-library transactions. We not only provide the technical training required to navigate the virtual branch (through our free library computer classes); we also provide free access to public Internet stations. Our staff are ready to help – online or by phone, offering the same support customers expect in a physical branch.

  The virtual branch is the gateway to a vast directory of business resources (newspapers, professional journals and databases). Access to information is a prerequisite for a healthy economy, and the library actively supports local business ventures through the Chamber of Commerce and municipal economic development initiatives.

  Conducting a search for a career is easy, fast and free by accessing information in the virtual library's job discovery centre. In partnership with the federal government, the Hamilton Public Library offers five Career and Employment Resource Centres – one-stop shopping for information about skilled trades, professions, career aptitudes as well as job trends. Extensive online information is available to help search

for work, prepare a resume, take part in a successful interview, and relocate to a new community.

The economic health of a community is strongly correlated to the literacy level of the population. The virtual library branch offers a unique collection of material for new Canadians who may have very high literacy levels, but are learning English or French as a second language. Dual language kits were created for families to practice their English speaking and reading skills (a successful partnership with the Government of Ontario created the MELD project and delivered the information online).

- **Stronger, safer communities**
  As stated in Walt Crawford and Michael Gorman's book *Future Libraries: Dreams, Madness and Reality*: "There will only be successful libraries in the future – because, if libraries are not successful, they will cease to exist." Hamilton Public Library is thriving in its expanded role as offering a 'virtual third space' for society to flourish. In fact, it was awarded with the prestigious Building Better Communities Award at the 2006 American Library Association conference in New Orleans.

  Of the 60 organizations that contributed to the myhamilton.ca portal, there was universal recognition of the library as the unifying force. The Hamilton Public Library enjoyed a close and trusted relationship with local community information services and the City's Economic Development Department. All community social service databases, as well as the award-winning Business Development database, all reside on the same platform as myhamilton.ca. The virtual branch is the open door to a wealth of community information.

  The virtual branch successfully integrates software, hardware, education, information and empowerment to citizens. The service philosophy, from its inception in 2000, epitomizes the capacity for a public library to go beyond its traditional role as an information warehouse and become an agent of change. It helps empowers individuals and strengthens community, effectively breaking down traditional barriers between the public, private and non-profit sectors.

- **Stronger Democracy**
  "Effective citizen action is possible when citizens develop the skills to gain access to information of all kinds and to put such information to effective use...Beyond the individual, libraries also provide the real and virtual spaces for members of the community to exchange ideas – ideas fundamental to democratic participation and civil society," suggests Nancy Kranich in *Libraries & Democracy: The Cornerstones*

of Liberty. The virtual library is a public enabler – it facilities the free expression of ideas and the capacity for community change.

As the full potential of the virtual library branch is realized, awareness of online government service increases. Library staff take an active role in this promotion, through partnership initiatives at the provincial (e.g. Service Ontario) and federal (e.g. recent Census promotion) level.

C. Project Management

Project planning, design and implementation

The virtual branch opened for service on January 1, 2001 – reflecting the amalgamation of staff, resources and collections of the former Hamilton, Dundas and Wentworth library systems. The philosophy and vision of a full-service, readily accessible e-library evolved over a five-year period.

The planning, design and implementation of virtual library service delivery was a complex and challenging undertaking. The virtual branch staff:

- performed upgrades to the library catalogue

- simplified the user interface

- developed and staffed a customer support infrastructure

- integrated email, phone and fax communication vehicles

- launched e-reference services

- migrated to a new content management system

- devised a metadata system for all community portal content

- launched a 'renovated' virtual branch on the new community portal

- provided new services (consolidated searching, e-library cards, e-book clubs for adults and teens, and e-audiobooks)

- evaluated (and continue to evaluate) the user experience through a series of focus groups, card sorting exercises to assist with usability testing and design, consulting reports, staff feedback sessions, individual customer comments and an MBA thesis: Many Happy Returns – supporting online services at the Hamilton Public Library

- developed a *Content Template* (**see Appendix**) as a critical planning tool for the Virtual Branch. Our central role in project management of the myhamilton portal provided staff with transferable skills. The content template is available for use in many areas of library operations – collections and program development are examples.

Leading Change

The power of collaboration is a key learning for other public library systems in the province. *When presented with the opportunity to take a lead role in the creation of a community portal,* the Hamilton Public Library leveraged the strengths of the existing virtual library branch and migrated the site to a shared technology platform. The virtual library staff – and a team of library staff in various positions – ensured the successful content migration, technological integration, customer support and marketing that are the essential components of a library service delivery – physical and virtual. The collaborative model provided 60 community partners with access to the library's physical and human resources. Together, all parties achieved what none could have achieved independently.

Best practices, province-wide

The Province of Ontario evaluated the myhamilton.ca collaboration model and compared it to the nine other community portals partially funded by SuperBuild funds. *The myhamilton.ca was identified as the only sustainable project model.*

Hamilton Public Library staff filled a number of key roles in the myhamilton.ca project and virtual library evolution:

- the Chief Librarian provided community leadership as the portal project co-director;

- the Director of IT and Bibliographic Services initiated the venture and led the community collaboration space project as well as the technical implementation;

- the expertise of the cataloguing librarians was used to set up the structure and the standards for all of the partners. For the search engine to be viable, it was essential to capture the metadata (resource discovery);

- the Manager of Electronic Services (formerly Virtual Branch Manager) led the procurement process and became community portal project manager;

- the Virtual Branch Manager led the events calendar implementation process, and ensured a cross-representation of activities appeared on the portal from day one of the launch;

- the Arts, Sports and Recreation, Education and Careers and the Health and Environment sections of the portal are all led by subject matter expert librarians – they expand the reach of library influence and impact beyond the Library Services section of the portal;

- a Branch manager and library staff member led the development and implementation of a Rural Community resource section;

- the Communications and Community Development Manager led the marketing launch of the portal;

- a Branch manager led the migration of the extensive Hamilton Public Library website to a new distributed content management system. Extensive training was required of library staff members to become content authors – and to become familiar with the consolidated search tool, event calendar and collaboration spaces;

- library staff were key in policy development in the areas of privacy, public users and community collaboration spaces;

- the library's telephone and email information department (QUICK) currently provides tier 1 support for portal questions. When a member of the public has a question about the search engine, a program listed in the event calendar or a password problem, library staff are here to help;

- two library staff members are currently facilitating a community-wide 'Wireless City' initiative – bringing myhamilton.ca into the home and office of every Hamilton resident;

- the library provided development opportunities for three teams of local students in the areas of brand development and broadcasting. Both the library and young professionals derived tremendous benefit from the experience.

Time frame in which the project was completed
Over the course of five years, the virtual library has evolved. As the web environment matured, and the public became increasingly techno-savvy, so did the opportunity to expand library products, services and interactivity. Significant milestones since 2001 include a dedicated staffing model (creating a position of Virtual Branch Manager – on par with a traditional Branch Manager), offering a remote catalogue interface that matched the in-house experience and launching e-reference services.

The migration of the virtual branch to the myhamilton.ca community portal took place over a two-year period, launching September 13, 2005. The new infrastructure now enables the virtual branch to offer e-newsletters, consolidated searching, online card registration, interactive book clubs for teens and adults and ultimately webcasts (streaming video) of library programs.

In February 2006, the virtual library was the first in Ontario to offer e-audiobooks. The Hamilton Public Library system was honoured with an international Digital Pioneer Award for leadership in electronic product delivery.

A new online computer booking service (to be launched in the fall of 2006) will be formatted for standard screens and PDA devices – another example of converging technologies in an online environment.

The costs involved in the project
As the creation of a virtual library branch was not a project (rather, a new model of service delivery), the costs involved are not distinct from annual operating funds for materials, electronic collections and library staffing. Strategic priorities determine funding and e-library goals are part of overall commitment to public library service.

D. **Outcomes / Impact**
   - **Method used to evaluate the project and its results**
   - **Project's impact on library and community (provide measures)**

The virtual library has reached an entire market of people who do not (or can not) visit the 24 bricks and mortar locations. The community covers a broad geographic area of 1,112 square kilometres (429 square miles) and encompasses urban, rural and suburban neighbourhoods. Proximity to a library location is no longer a limiting factor. The time and distance barrier has been effectively removed for Hamilton residents.

- In 2005, 63,000 items were placed on hold per month, on average. Since the portal launched in September 2005, the number of items on hold increased to more than 90,000 – a 43% increase. This dramatic increase can be attributed to the increased traffic flow to the library site, and is even more impressive given the healthy state of circulation prior to the myhamilton.ca launch. The library's 1.3 million items are widely available to a broader audience.

- The convenience of online card registration makes the borrowing experience fast and easy. Number of online library card holders – 625 from October 2005 to July 2006. The projected number was 2 per month. These card holders are individuals who have never visited a physical branch to borrow materials.

- The virtual library branch also offers tremendous benefits to all library card holders, and the community at large. By creating 'one place to look' – one catalogue and one consolidated search for all library databases – the smallest library branch (778 square feet) with the most limited in-house collection suddenly has access to the same resources as the Central Library (160,000 square feet). Staff expertise from across the entire system is a pillar of the distributed content ownership model. Information can be created by a more than 30 web authors. Certain areas of the site are even open to public dialogue – anywhere Internet service is available.

- The myhamilton.ca project was cited by the Province of Ontario as demonstrating best practices for marketing of community portals. The launch event incorporated a creative low-cost sponsorship of two local pro and college football games – with a combined attendance of 45,000. A powerful mix of ticket contests, on-site giveaways, branded merchandise, media exposure and game-day activities created a large scale sense of excitement (**see *Appendix* for a sample of myhamilton.ca promotional material**). The takeaway message was clear: the library and its partners have created one place to look for Hamiltonians. User statistics from day one of the launch were impressive:

    - Visits in the first 24 hours: 47,985
    - Portal accounts created in first 24 hrs: 266
    - Visits since September 13, 2005: more than 2.5 million

- The staff who provide the library's telephone information services are integrated into the support model for the virtual branch. Not only do they provide customer support, they also provide content (i.e. local event listings). From January 2006 to July 2006, the library received 24,800 telephone calls and handled 1643 emails. An Automatic Call

Distribution System, launched in 2005, ensures customers receive support the support they need quickly and efficiently. Wait times can be monitored and staff can effectively manage the service queue. Library staff also collaborate with the municipal government's contact center to support portal users via our telephone and email channels.

Appendix
Include newspaper clippings, photos, letters, brochures and reviews where available. Supply video and audio tapes only if they are an integral part of your project.

Please find Included with this package a **CD** containing:

- Items 1, 2 and 3: Building Better Communities Award
  - media release (pdf)
  - photo of Chief Librarian Ken Roberts receiving the Building Better Communities Award at the annual American Library Association conference in New Orleans
  - photo and caption of Building Better Communities Award
- Item 4: Hamilton-Tiger Cats football program, with myhamilton.ca as title sponsor (part of the myhamilton.ca community portal launch)
- Item 5: A public service announcement produced by Global station CH Hamilton. The joint contest promotion was featured on the virtual branch and on the local television station.
- Item 6: Digital Pioneer Award photo and caption
- Items 7 through 14: samples of myhamilton.ca promotional items (billboards, bookmarks, postcards, public service announcements, a newspaper editorial and print ad)

Please find attached a **DVD** containing:

- CHTV news: e-audiobook launch (2 minutes)

Please see page 15 for a sample **Content Plan**.

A **screen capture** of the virtual branch is attached for reference at the end of this document.

Sample Content Plan

- Our central role in project management of the myhamilton portal provided library staff with transferable skills. The content template is available for use in many areas of library operations – collections and program development are examples.

	✓ Completed / Date
Hpl.ca advisory Committee Approval:	
Department / Manager Approval:	
Author(s) of Report:	
Last updated by:	
Description/Definition of Section .	
In-Scope and Out-of-Scope Statements *(expand by clarifying what is in-scope and out-of-scope. Outline any editorial policies that will govern the channel.)*	
Key Organization(s)/Department(s) Ownership for the Area Identify staff and management contacts for each organization Ownership –	
Summary of Key Content (Prioritize H-M-L)	
Checklists of Consultations with Appropriate Agencies/Departments (Indicate both completed and pending consultations. Indicate date and contact.)	
Overlap/coordination needed with other areas/organizations	

Checklist of Other Appropriate Sites Reviewed (Indicate URLs, name of sites and relevant information that should be considered by the myhamilton team)	
Proposed Sub-channels in this section (Recommended Maximum of 12) (List as they are to appear on hpl.ca. Suggest alternative names if possible, and a brief definition of the scope of each section)	
Other Notes/Comments	
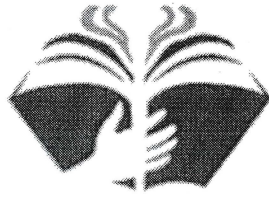
Hamilton Public Library

Growing minds.
Growing community.

DATE: July 20, 2006

REPORT TO: Chair and Members of the Board

C.C.:   Ken Roberts, Chief Librarian

FROM: Helen Benoit, Director Children and Young Adult Services

SUBJECT: Request for Special Gifts Fund

RECOMMENDATION:

That an amount not to exceed $15,000 be allocated from the Special Gifts Fund to be used to hire a professional assistance to work with Youth Services staff and Electronic Services to create a new look and feel for the Kidspage section of myhamilton.ca.

FINANCIAL/STAFFING/LEGAL IMPLICATIONS:

There are sufficient funds in the Special Gifts Fund Reserves to support this request.

BACKGROUND:

At its June review meeting, the Website Advisory Committee supported the need to give the kidspage a kid friendly look and feel. We require $15,000 for a 3 stage process.
1. Initial programming and design (develop a template that can be used for other sections)
2. Content population and testing (building usability testing that has future applications)
3. Modification and additional programming if required.

Impact: Our new page will meet the developmental needs of our customers within the current portal environment.

Hamilton
Public Library

DATE: September 12, 2006

REPORT TO: Chair and Members of the Board

C.C.: Ken Roberts, Chief Librarian

FROM: Kit Darling, Director of Information Technology and Bibliographic Services
Beth Hovius, Director of Adult Services and Collections

SUBJECT: Radio Frequency ID (RFID) Pilot Project

RECOMMENDATION:

That $ 723,000 (plus applicable taxes) be allocated from reserve funds for the pilot implementation of the Radio Frequency Identification System includes all necessary equipment, software, labels and staffing for the conversion of existing collections at the three (3) pilot locations, at Technical Services and in Electronic Services and for the tagging of new materials for 2007;

That the Chief Librarian be authorized to negotiate and enter into a suitable agreement with Libramation Inc.

FINANCIAL/STAFFING/LEGAL IMPLICATIONS:
Financial
Funding requirements are:

* $252,000 (plus applicable taxes) for tagging existing items in the pilot branches and for tagging new acquisitions for the system for the first year to be funded from LIB 106006 Reserve for Library Collections. There are adequate monies in that reserve account to fund this request. In Year 2 and forward, the Technical Services Operating Budget will be adjusted to cover the cost of the tags. Until a critical mass of the entire collection and of library branches have been converted to RFID, it will be necessary to insert both an RFID tag and an existing security system tag into new materials. Once that is no longer necessary, there will be some offsetting savings to the operating budget.
* $471,000 (plus applicable taxes) for hardware, software, delivery and installation, and staff salaries for converting the pilot collections to be funded from LIB 106008 reserve for Library Major Capital Projects. There are adequate monies on that reserve account to fund this request.

* Annual Operating Budget Impact - $24,000

Staffing
- Teams of casual staff will be hired for the conversion of existing collections in the pilot locations.
- Tagging of new acquisitions will be integrated into the existing workflow in Technical Services. No additional staff will be required.
- Staff in pilot branches will be freed to provide more value added services such as information, programming and readers' advisory.
- We anticipate a reduction in the amount of lost time or reduced productivity due to repetitive stress injuries. (See the San Francisco Public Library and Edmonton Public Library reports cited at the end of this document for additional research information.)

Legal
No personally identifying information will be stored on the tag. The implementation and operation of the pilot will be in compliance with Hamilton Public Library policy **1-2 Privacy Policy for Library Users** , the **ALA Resolution on Radio Frequency Identification (RFID) Technology and Privacy Principles** and **ALA RFID in Libraries : Privacy and Confidentiality Guidelines**, and the **Information and Privacy Commissioner of Ontario Guidelines for Using RFID Tags in Ontario Public Libraries**.

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

Strategic priority #3, Continue to Develop and Energize our Organization states "*The Hamilton Public Library will work with current and future staff members to harness energies and opportunities, to identify emerging trends, and to ensure that the library's workforce continues to acquire the training necessary to support the changing needs of those we serve. As an organization, the Hamilton Public Library commits itself to a work environment where staff are acknowledged and contributions are recognized.*"

Under Work Environment, the following initiative is listed: "*We will investigate RFID technology and, if it proves feasible, develop an implementation plan to use RFID as a means of improving circulation and security functions.*"

BACKGROUND:

Request for Information –2005
A Request for Information (RFI) was issued by the City of Hamilton Purchasing Department on behalf of the Hamilton Public Library in July 2005. The responses received enable staff to develop detailed requirements for a Request for Proposal.

Holds Summit –2005
The September 2005 Holds Summit attended by all management staff unanimously recommended that RFID technology be utilised. Their analysis was that it has the strongest potential to address the impact on staff of increasing volume and physical workloads.

Pilot Project Proposal - 2006
The Hamilton Public Library Board passed the following motion at the January 18, 2006 meeting.

THAT STAFF BE DIRECTED TO PREPARE AND ISSUE AN RFP FOR THE IMPLEMENTATION OF RADIO FREQUENCY IDENTIFICATION (RFID) AS A PILOT PROJECT / PROOF OF CONCEPT IN A SELECTED NUMBER OF BRANCHES, AND

THAT STAFF ALSO BE DIRECTED TO PREPARE THE RFP AND EVALUATE RESPONSES TO ENSURE THAT THEY MEET THE GUIDELINES CREATED BY THE AMERICAN LIBRARY ASSOCIATION, "RESOLUTION ON RFID TECHNOLOGY AND PRIVACY PRINCIPLES", AND "GUIDELINES FOR IMPLEMENT RFID TECHNOLOGIES IN LIBRARIES".

The proposed pilot is structured in a manner that will enable staff to measure the impact of different levels of investment in the technology and to recommend to the Board a future strategy the will maximize the Library's return on investment.

Basic – Converting existing collections to RFID; installing RFID at staff workstations only; replacing existing security gates; minimal branch renovations. (Westdale)

Mid-Range – Converting existing collections to RFID; installing staff workstations; patron self check stations; security gates; minimal branch renovations. (Dundas)

Full implementation – Converting existing collections; implementation as part of planned renovations; to include customer service desk re-design; Staff workstations; patron self-check; security gates; automated book return and materials handling. (Ancaster)

The pilot process limits our exposure and enables us to test the real benefits of the system and allows us to recommend full or partial implementation, no further implementation or, in a worst case scenario, gives us a pull-back point.

Project Objectives

- To implement best practices to address staff work-flow and staff deployment issues when facing increases in volume of circulation/requests/and movement of materials between locations.
- Meet the staffing requirements of new or expanded locations and services with the existing staff complement.
- To use staff expertise and education appropriately.
- To address ergonomic issues faced by staff in handling materials during the check-in and out procedures, unpacking and addressing delivery and meeting the increased demand due to the increase in moving materials to meet customer requests (holds).
- To continue to provide the services our customers want and use.
- To increase customer service / satisfaction by enabling staff to focus on value added customer service: customer assistance, reader's advisory and information service and programmes.
- To conform to emerging customer behaviors and expectations by implementing self-service options.
- To protect patron privacy by enabling self-check out and ensuring that no personally identifying information is written to or stored on the tag.
- To reduce loss rates in high demand formats such as CDs and DVDs
- To implement inventory control and reduce staff time spent attempting to locate individual items that may have been accidentally or intentionally mis-shelved.
- To increase customer confidence in the system by reducing potential for human error, items missed at check-in, etc.
- To increase job satisfaction for staff who are forced to focus on materials and computer screens and not on interacting with their customers.
- To make better use of limited space or "prime" space.

Request for Proposals - 2006

A Request for Proposal (RFP) was issued by the City of Hamilton Purchasing Department on behalf of the Hamilton Public Library in May 2006. Proposals were received from 6 vendors. Following purchasing procedures, the technical proposal was submitted in separate envelopes from the price proposal. The proposals were required to meet specified minimum scores in 4 categories in order to be qualified. Only the price proposals from those vendors who met the minimum score were to be opened.

The proposals were evaluated by the RFID Implementation Team as a group. Team Members are:

    Karen Anderson, Manager, Cluster 'B'
    Deb Csoka, Electronic Services, Horizon Maintenance and Support
    Kit Darling, Director Information Technology and Bibliographic Services
    Astrid Grinvalds, Manager, Westdale Branch
    William Guise, Director Finance and Facilities
    Beth Hovius, Director Adult Services and Collections
    Karen Peter, Manager, Dundas Branch
    Rebecca Raven, Manager, Ancaster Branch
    Debbie Rudderham, Manager, Ancaster Branch
    Maureen Sawa, Director Adult Services and Information
    Eric Taylor, Electronic Services, Programmer / Analyst

The proposal submission requirements were exacting and detailed. Proponents were required submit detailed information to enable the staff team to evaluate the solutions in a fair process. Submissions were evaluated on company knowledge and staff expertise, stability and experience with comparable library systems, the degree to which their solution met 102 technical specifications, support including required documentation, staff training and implementation plans and the results of reference checks. (A copy of the Proposal Assessment Matrix is appended.)

The Technical Specifications were developed by staff based on literature searches, the information provided in the responses to the Request for Information (2005) and technical specifications developed by other large libraries.

Six proposals were received and were discussed, analysed and evaluated by the staff team over several lengthy meetings during the summer. Results were rigorously reviewed and discussed at the end of the process to ensure that consistency in evaluation criteria and scoring. Bsed on this process, staff are recommending Libramation, Inc as the preferred vendor.

Dundas / Westdale

As anticipated, some renovations will be required at Dundas to address the current and future challenges of the physical layout of that location. The costs for those changes are not known at this point. We will be bringing this back to the Board for approval. There is $61,000 in the Dundas trust which can be used.

The Westdale circulation desk requires some minimal adjustments. There is $12,000 left from the Westdale renovation fund-raising. A Board motion at the March 18, 1998 meeting directed that the funds not be held for the benefit of Westdale Library.

Projected Cost for Full Implementation

While it is difficult to estimate what elements would be implemented in all locations without seeing the results of the pilot implementation, we can make some assumptions:

- The increase in RFID implementations, in the library sector as well as retail, industry, transportation, government etc. will result in lower prices for many components.

- Not all branches will have security gates

- Not all branches will have self-check units

- By the time that the neighbourhood branches are converted to RFID, their collection will have completely turned over and almost 100% of the collection will have been tagged.

- Staff will maintain appropriate weeding of collections.

Our best estimate places the full system conversion costs at $3 million. We fully anticipate that price reductions and volume discounts will bring us in well under that.

Experience of Other Libraries

Visits to libraries which have implemented RFID, as well as library literature indicate a positive impact from implementing RFID. Self-check rates range from 60% to 100%, depending on the implementation. In the Malvern branch of the Toronto Public Library, a branch with a predominantly new immigrant customer base from a number of cultural / linguistic groups, they have experienced an 85% uptake on self-check.

Measurement / Evaluation

Benchmarks are being developed by staff to allow us to evaluate the success of RFID in addressing / alleviating the concerns identified. Based on experience of other libraries, we anticipate patron uptake of self check in the 65% to 95% of all check-outs.

Related Policies, Guidelines and Standards
1-2 Privacy Policy for Library Users

ALA Resolution on Radio Frequency Identification (RFID) Technology and Privacy Principles

ALA RFID in Libraries : Privacy and Confidentiality Guidelines

Information and Privacy Commissioner of Ontario Guidelines for Using RFID Tags in Ontario Public Libraries

Related Documents / reports (Copies of these have been placed in the Board Collaboration space for reference and background. Anyone wishing paper copies of these reports please contact Karen Hartog, khartog@hpl.ca or 905-546-3214)

Edmonton Public Library. *Business Case; Radio frequency Identification (RFID) Implementation.* March 2006
San Francisco Public Library. *Radio Frequency Identification and the San Francisco Public Library.* October 2005

	Maximum Points	Min. Score Requirement	Score
Company Knowledge and Expertise • Demonstrated experience in implementing RFID systems in comparable Library systems • Ability to respond quickly and effectively to system problems • Knowledge and experience of company principals • Knowledge and experience of proposed project team • Stable history of system enhancements and upgrades • A clear understanding of project and commitment to the public library market			
Category Total	15	10	
General Technical Requirements • Tags meet the majority of the specified requirements • Tagging process is efficient and can be incorporated into existing workflow and staffing levels • Compatibility with ILS and Library technical environment • Compliance with standards • Functionality of staff workstations • Flexibility and reliability of Patron self-check stations • Library materials security • Conversion and tag programming • Number, content and ease of generating reports • Evident commitment to product enhancement and upgrade and new product development • Ability to handle wide variety of materials formats • Flexibility of interface and ability to customize • Availability of optional requirements including inventory management, Automated sorting, Self-check in, and book drop readers			
Category Total	60	55	
Support • Appropriate documentation available • Amount and level of staff training to be provided • Implementation plan is clear			
Category Total	15	10	
References Proponents are to provide three (3) references of similar work for other public library systems which are comparable in size to the Hamilton Public Library. The Hamilton Public Library reserves the right to check these references.			
Category Total	10	5	

Step two; the Technical Proposals will be evaluated against the Proposal Assessment Matrix below. Each section has a minimum score at this step that must be met in order to evaluate the Proposal in its entirety. Any Proposal scoring less than 80 out of 100 will be eliminated from further consideration.

Once the Technical Proposals have been evaluated, the preferred Proponent will be the lowest priced proposal achieving the minimum score of 80 points. The recommendation will then be taken to the Library's Board for approval.

Chief Librarian's Report
September, 2006

Knowledge Ontario
As you know, the Province of Ontario provided the Knowledge Ontario project (formerly the Ontario Digital Library) with initial funding of $8,000,000. I am the public library representative on the Management Committee for Knowledge Ontario.

Knowledge Ontario will be making a major announcement this month, one that tells the library community how many of the KO goals can be met. There are major implications for small public libraries in the province. The announcement does mean that I will have to spend time this fall working with agencies to design the ways they can help small libraries. I will be surrendering my Knowledge Ontario responsibilities early in the New Year.

Bookmobile
We have been building reserve funds to replace existing bookmobiles as they age. One of the bookmobiles is significantly past its expected lifespan. Staff have spent the summer investigating options (such as re-building the existing vehicle). We will be coming to the October or the November Board meeting with a recommendation.

McMaster Partnerships
As I mentioned in the spring, McMaster University has a new University Librarian, Jeffrey Trzeciak. Jeffrey is firmly committed to partnerships and we are starting to work together on a number of initiatives that benefit the users of both library services.

Library and Market
Staff continue to meet regularly with the Downtown Development Committee and with the project team that are looking at significant changes to the Farmer's Market. We are very hopeful that our plans to continue improving the Central Library will gain from these connections.

Collections Development Manager
Sybil Harrison, a librarian with terrific experience in collections management, starts her position as our Collections Development Manager on September 18th. Her experience includes positions at both the Richmond Public Library in British Columbia and at the Seattle Public Library. For the past three years, she has worked in the UAE.

Picton Branch
The North End Community Health Centre's building plans are experiencing a delay. It is our understanding that they have not yet received approval of their Capital budget from the province. The NECHC had originally been hoping to start construction this Fall.

Bequest
We have received funds from the estate of Laura Baldwin, a local author who generously remembered the Hamilton Public Library in her will. We will be proposing a specific use for the funds as well as a means of remembering the gift.

Saltfleet Sign
The exterior Saltfleet Branch sign has now been changed to read "Hamilton Public Library". This sign was the last former Wentworth Libraries sign to be changed. It is now a lit sign and can be seen more easily, particularly at night.

Facilities Master Plan
We are continuing to work on the Draft Facilities Master Plan and hope to have a draft for the Board in December or, at the latest, next January. We are still pursuing several issues that the board had asked us to investigate, such as property in Waterdown and the Sherwood lease.

Staff Presentations and articles
Many of you may have seen Paul Takala's excellent article on the portal in the Summer, 2006 issue of *Access, the magazine of the Ontario Library Association.*

Staff are involved in a number of coming conferences and workshops. These include:

- Maureen Sawa will be a keynote speaker at the Nova Scotia Library Association's annual conference in September. The topic is *Twelve Habits of Highly Effective Librarians.*

- I will be a speaker at the director's portion of the CODI conference in Utah in early October. The topic is the Hamilton Public Library's use of electronic services and the organizational structure that supports our services.

- Kit Darling, Paul Takala, Daphne Wood, and I are all conducting an Education Institute teleconference workshop on our portal in early November. Libraries from across Canada and the United States are invited to participate.

- I will be speaking at the WebCanada conference in November on HPL's electronic services.

- I will be speaking at the University of Toronto on partnerships in mid-November, using the portal as our example, in mid-November.

- Staff will be involved in a number of OLA sessions early in the new year.

Pay Equity/Job Evaluation processes
It has been an exceptionally busy summer for Human Resources and for all staff involved in the pay equity/job evaluation processes. The legal requirement to implement these processes has been piggy-backed, in terms of time, into a period when we are also introducing changes to the collective agreement.

Unionized staff completed the lengthy job evaluation questionnaires. All managers reviewed these forms, and a management committee further reviewed them for consistency. They were handed back to staff in October. We are now engaged in the joint job evaluation process that is required under the Pay Equity legislation.

The processes required to ensure that there is equity and consistencies in job evaluation within the workplace are rigorous and hard. I am proud of the fact that we are all trying to ensure that it done fairly. This translates into a lot of work for everyone.

Arts of August
The Hamilton Public Library has been involved in the Living Rock's Arts of August program for the past three years. The Living Rock works with Street-Involved Youth. The Living Rock designed the Arts of August program to promote tolerance and an appreciation of our multicultural community through arts and creative expression. Arts of August has expanded to invite youth from across the city to participate. The library hosted the Grand Finale event at the Central Library. This year's Grand Finale Showcase was a tremendous success, Over 50 pieces were exhibited and over 150 people attended including Mayor Di Ianni and Councillor Bob Bratina. The event was featured on two separate occasions in the Hamilton Spectator.

Literacy Through Hip Hop
Literacy Through Hip-Hop (LTHH) is an innovative literacy program geared toward youth aged 10-12. The program was launched by two young people in the Toronto's Regent Park neighbourhood in 2005. LTHH uses positive hip-hop to teach basic reading and writing skills to students identified by their schools as having literacy challenges. This fall, LTHH is expanding in Toronto and launching in Montreal, Vancouver and Hamilton. Literacy Through Hip-Hop will be piloted at the Central Library starting the end of October.

Lights! Cameras! Action!
The Children's Department at the Central Library was the site of a film shoot on Monday September 11th. Film crew and cast from the television show "Regenesis" filmed a portion of their show in the Play Corner. Some of the filming took place before we were open. They also filmed between 9 a.m. to 11 a.m. it was 'business as usual' while the cameras were rolling. Many interested spectators were on hand and numerous autographs were signed.

Hamilton Tiger-Cats Literacy Night
The Hamilton Public Library hosted 15 families (one parent and one child) at an end zone corporate tent on the Literacy Night event (Saturday, August 26) courtesy of the Tiger-Cats. Families from two partner agencies, the Community Access To Child Health (CATCH) and the Centre de sante (CSC), as well as children from the Kenilworth Library's Reading Buddies program attended. The families had a wonderful time. As part of Literacy Night, all fans who donated a new or gently used children's book, received a half-priced ticket to the game.

Lifelong Learning Week at the Hamilton Public Library (September 18th – 24th 2006)
This year the Hamilton Public Library is celebrating Lifelong Learning Week with nearly 30 exciting programs and events. Branches across the system are offering a variety of activities and learning opportunities for people of all ages; a teen film festival, puppet shows and storytimes, knitting and beading classes, computer training, and much, much more. Hamilton Civic Museum Family Passes are also being launched this week. Offered in partnership with the Hamilton Civic Museums, families will be able to borrow a pass for four people valid at Hamilton's many exciting historical sites and museums.

Hamilton Celebrates in October

October marks Canadian Library Month and Ontario Public Library Week (the 16th to the 22nd). Hamilton Public Library is featuring a special roster of events, including a new evening author series sponsored by Bryan Prince. With his support, the Hamilton Public Library welcomes *Heat* author Jon Wells during National Fire Prevention Week on October 12. The book details Canada's worst toxic fire at Plastimet in 1997. Mary Lawson, Hamilton's first One Book, One City author, returns to the Central Library with her much-anticipated novel *The Other Side of the Bridge* on October 25. The Central Library is hosting its second Canadian Citizenship Ceremony in 2006 on October 17. The event is a moving tribute to our country, and a natural fit for the public library as an inclusive place for our diverse community members.

One Book, One City: Tackling Poverty Through the Arts

The Hamilton Community Foundation has provided support for a city-wide program to engage readers, artists and all community members to raise awareness of poverty in Hamilton. The innovative project, co-directed by Arts Hamilton and the Hamilton Public Library, builds on the strengths of the One Book, One City model and includes a poverty theme as part of the book selection criteria. In October, the community will select one book for discussion from a short-list of titles. Each title will be championed by a notable Hamiltonian, and popular votes will determine the people's choice. The poverty theme of the book will be translated through the arts, with a compelling roster of themed events planned for 2007. Music, theatre, dance, visual arts and poetry will be used to extend and interpret the book. At present, the short-list of titles is finalized and the library is preparing to announce its selections to the community.

Affordable Housing Assistance at the Central Library

The Housing Help Centre provides free information, assistance, advocacy and support to people who need help finding and maintaining housing – especially those who are homeless, in danger of becoming homeless, or with low incomes. An outreach worker from the Housing Help Centre will be available at the Central Library (Edward Mills Room) each Thursday from 10 a.m. to 11 a.m. for free consultations. As the library provides a safe, warm, comfortable environment to all customers, this service will be a welcome option for those seeking support with their housing concerns.

Hamilton
Public Library

Date: September 14th 2006

To: Chair and Members of the Board

From: William Guise, Director, Finance and Facilities
Hamilton Public Library

Subject: **2007 Preliminary Draft Operating Budget**

RECOMMENDATION:

That the 2007 Preliminary Draft Operating Budget be accepted for information.

FINANCIAL/STAFFING/LEGAL IMPLICATIONS:

BACKGROUND:

Attached is a schedule showing the preliminary draft of the proposed 2007 operating budget for the Library.

The schedule shows the approved budget for both 2006 and 2006 and the actual expenditure and revenues as at August 31st for each year and December 31st of 2005 along with an estimate as of December 31, 2006.

The preliminary draft budget which is a "maintenance" budget offering the same level of service in 2007 as 2006 without an increase in programs would results in a 3.6% potential increase in the requested funding from the City over 2006.

The senior management team of the Library will be having a full day meeting on Thursday, September 21st to review the preliminary draft and refine the details of the draft operating budget which will be presented at the October Board meeting.

HAMILTON PUBLIC LIBRARY
2007 PRELIMINARY DRAFT OPERATING BUDGET
BY COST CATEGORY

	2005 Approved Budget	2005 8/31 Actuals	2005 12/31 Actuals	2006 Approved Budget	2006 8/31 Actuals	2006 12/31 Estimate	2007 Maitenance Budget	2007 Proposed Budget	2007 Proposed / 2006 Approved $	%
Employee Related Expenses	17,066,380	10,476,541	16,326,046	17,842,030	11,476,989	17,131,170	18,555,790	18,555,790	713,760	4.0%
Materials and Supplies	3,141,760	2,345,909	3,540,427	3,256,270	2,135,999	3,152,490	3,456,270	3,456,270	200,000	6.1%
Vehicle Expenses	1,170	560	6,899	1,170	53,600	55,180	1,170	1,170	-	0.0%
Building and Grounds	477,060	244,712	451,503	447,260	341,741	596,980	447,260	447,260	-	0.0%
Consulting			300	-		-	-	-	-	N/A
Contractual	774,390	384,292	611,039	573,230	483,687	786,450	573,230	573,230	-	0.0%
Reserves / Recoveries	16,610	(18,299)	114,560	24,910	14,382	30,760	24,910	24,910	-	0.0%
Cost Allocations	2,790,790	1,748,404	2,931,500	3,102,770	1,839,666	3,140,260	3,102,770	3,102,770	-	0.0%
Financial	32,120	30,969	56,284	63,120	27,549	42,500	63,120	63,120	-	0.0%
Capital Financing	206,440	199,083	324,889	206,500	137,669	206,500	206,500	206,500	-	0.0%
TOTAL EXPENDITURES	**24,506,720**	**15,412,171**	**24,363,448**	**25,517,260**	**16,511,282**	**25,142,290**	**26,431,020**	**26,431,020**	**913,760**	**3.6%**
Municipal Contribution	22,652,440	14,725,125	22,652,440	23,508,480	15,782,292	23,508,480	24,402,360	24,402,360	893,880	3.8%
Fees and General	578,370	458,026	752,566	673,370	436,519	733,760	693,250	693,250	19,880	3.0%
Grants and Subsidies	1,275,910	219,020	1,492,411	1,335,410	292,471	1,366,800	1,335,410	1,335,410	-	0.0%
Reserves		10,000	432,799			-	-	-	-	N/A
TOTAL REVENUES	**24,506,720**	**15,412,171**	**25,330,215**	**25,517,260**	**16,511,282**	**25,609,040**	**26,431,020**	**26,431,020**	**913,760**	**3.6%**
Surplus (Deficit)	**-**	**-**	**966,767**	**-**	**-**	**466,750**	**-**	**-**	**-**	**N/A**

9/15/2006
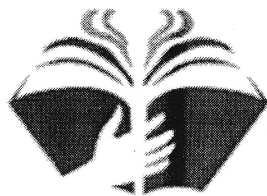
Hamilton Public Library

Growing minds.
Growing community.

DATE: September 14, 2006

REPORT TO: Chair and Members of the Board

FROM: Ken Roberts, Chief Librarian

SUBJECT: **Locke Branch and the Melrose United Church**

I met with Councillor McHattie and with representatives of the Melrose United Church (Locke Street and Homewood Avenue) in August.

The informal Melrose United Church committee with whom I met is interested to know if the Hamilton Public Library would like to move the existing Locke Street library from its present location to the Melrose United Church auditorium space. This space is located behind the church sanctuary.

This meeting was exploratory. With neither party capable of making any commitment. Many issues for both parties would have to be resolved.

We met at the church and I toured the space and took a number of pictures.

The suggested space occupies about 3,000 square feet. It has a high ceiling and hardwood floors. It is wheelchair accessible. Washrooms are located outside the space in a shared corridor. The washrooms do not meet city or provincial standards for accessibility. There is a good ramp. Once you enter the building, however, you must still go through a short corridor before entering the proposed library area. The auditorium is attractive and pleasant.

The entrance would be set back from Locke Street, accessible down a path. The library would be invisible from the street, and we would have to rely on signage to alert people that it exists.

Financially, we would not be buying the space. We would be leasing it and paying for improvements. At the conclusion of the lease period, we would have no owned asset in the neighborhood and no known options if the church did not want to renew our lease.

Space in the Melrose United Church would be considerably more expensive for us to operate. We would be trading a building with low costs and with a fund for renewal (to be built through the sale of the CIBC) and exchanging it for a building with significantly higher operating costs (lease costs plus renovations plus repairs and utilities).

Much like the situation with the donated CIBC building, it is easy to be attracted to space that has character and tradition associated with it.

The Melrose United Church is exploring several options and needs a fairly swift response to their proposal. There are two potential responses.

- The Board can determine that the proposal, while interesting, is not feasible and inform the Melrose United Church.

- The board can determine that the proposal has sufficient merit to warrant spending money on a consultant who would evaluate the anticipated costs of renovating the space.

We have discussed the Melrose United Church proposal at an Administration Team meeting. It is our unanimous belief that moving the Locke Branch to the Melrose United Church does not make sense either in terms of service delivery (the branch would have no street presence) or costs.

Hamilton
Public Library

DATE:	September 15, 2006
REPORT TO:	Chair and Members of the Board
C.C.:	Ken Roberts, Chief Librarian
FROM:	Linda Foley, Director, Human Resources
SUBJECT:	Recommendation – Pay Equity/Job Evaluation Resource – CUPE 932 Plan

RECOMMENDATION:

That The Avalon Group be retained to assist the Library in its pay equity and job evaluation negotiations with CUPE 932 and that a purchase order be issued not to exceed $20,000.

FINANCIAL/STAFFING/LEGAL IMPLICATIONS:

Normal Library policy requires obtaining at least three competitive quotes however, in this circumstance, it is recommended that The Avalon Group be considered as a sole source for this service due their prior work with the firm in developing the non union pay equity plan for the Library.

BACKGROUND:

The Hamilton Public Library has commenced job evaluations using a job evaluation plan developed by CUPE National, and in use by municipalities, including the City of Hamilton and it s CUPE 5167 local. The Library will be required to negotiate the weights, points and salary bands for the positions falling within CUPE 932, and to negotiate an implementation plan for pay equity purposes and potentially internal equity purposes.

The Library has an ongoing relationship with The Avalon Group for the non-union group and maintains this ongoing relationship so as to be in a position to maintain pay equity as a result of changes to positions that occur naturally over time.   Judy Kroon of The Avalon group, leads the job evaluation practice for the partnership and has been with the firm since 1990; has experience working with the City of Hamilton as well as other public and private sector organizations; the National CUPE Representative who specializes in job evaluation, and will be working with our local to negotiate these item on behalf the CUPE 932.