

Mission Statement

Freedom to Discover.

Strategic Priorities

Strengthening Communities

*Strengthening Individuals
Organization*

Strengthening Our

HAMILTON PUBLIC LIBRARY BOARD

**Inaugural and Regular Board Meeting
Wednesday, January 21, 2009
Central Library, Board Room**

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

AGENDA

1. Discussion Period
2. Acceptance of the Agenda
3. Minutes of the Hamilton Public Library Board Meeting of Wednesday, December 17, 2008 Attachment #3
4. Report of the Nominating Committee Meeting of Wednesday, January 17, 2009 and Elections
 - Presentation of Proposed Slate of Officers
 - Invitations of Nominations from the floor
 - Motion to close nominations
 - Election of Officers of the Board
5. 2009 Board Chairman Calls the Inaugural Meeting to Order
6. Presentations
 - 6.1 2009 Operating Budget Presentation to Council – JG
7. Consent Items
8. Business Arising
 - 8.1 Turner Park Furniture (to be distributed at meeting)

Suggested Action: Recommendation

9. **Correspondence**

Attachment #9

- Correspondence from Ken Roberts dated October 28, 2008 to Joe Rinaldo
- Correspondence from Joe Rinaldo dated December 11, 2008 to Ken Roberts

10. **Reports**

10.1 Chief Librarian's Report

Attachment #10.1

Suggested Action: Receive

11. **New Business**

11.1 Service Interruption Log – KH

Attachment #11.1

Suggested Action: Receive

11.2 North Hamilton Community Consultation Report – All

Attachment #11.2

Suggested Action: Receive

11.3 Masterplan Update – KR

Oral Report

11.4 Community Consultation/Information Sessions

Oral Report

12. **Private and Confidential**

13. **Date of Next Meeting**

Wednesday, February 18, 2009

Central Library, Board Room

5:30 p.m. Dinner

6:00 p.m. Meeting

14. **Adjournment**

HAMILTON PUBLIC LIBRARY
LIBRARY BOARD

UPCOMING/OUTSTANDING ISSUES

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

**HAMILTON PUBLIC LIBRARY BOARD
Regular Meeting**

**Wednesday, December 17, 2008
Central Library, Board Room
5:30 p.m. Dinner
6:00 p.m. Meeting**

MINUTES

PRESENT: Jennifer Gautrey, George Geczy, Suzan Fawcett, Councillor Jackson, Krzysztof Gumieniak, Mary Ann Leach, Councillor Pearson, Doreen Horbach, Maureen McKeating, Santina Moccio

REGRETS: George Nakamura

STAFF: Ken Roberts, Maureen Sawa, Beth Hovius, Lisa DuPelle, Kit Darling, Bill Guise, Karen Hartog

GUESTS: Michael Ciccone, Manager of Collections Development

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

1. DISCUSSION PERIOD

No discussion items.

2. ACCEPTANCE OF THE AGENDA

Add: 9.2 Facilities Update

MOVED by Councillor Pearson, seconded by Ms McKeating,

THAT THE AGENDA BE APPROVED AS AMENDED.

MOTION CARRIED.

3. MINUTES OF THE HAMILTON PUBLIC LIBRARY BOARD MEETING OF WEDNESDAY, NOVEMBER 19, 2008

MOVED by Ms Moccio, seconded by Ms McKeating,

THAT THE HAMILTON PUBLIC LIBRARY BOARD MINUTES OF WEDNESDAY, NOVEMBER 19, 2008 BE ADOPTED AS PRESENTED.

MOTION CARRIED.

4. PRESENTATIONS

4.1 Collections Presentation

Mr. Ciccone was welcomed to the meeting. Mr. Ciccone provided an overview of the various items being worked on in the Collections Department. A number of statistical comparisons were reviewed with the Library Board members.

5. CONSENT ITEMS

MOVED by Ms McKeating, seconded by Ms Fawcett,

THAT CONSENT ITEM 5.1, 5.2, 5.3 and 5.4 BE APPROVED AS PRESENTED.

MOTION CARRIED.

5.1 Received for information.

5.2 That a contract for the supply of desktop and notebook computers to the Hamilton Public Library be awarded to Audcomp Computer Systems for a term of thirty-six (36) months with an option to renew for an additional term of up to twenty-four (24) months.

5.3 That Library staff be authorized to enter into negotiations with Interna Furniture Design Ltd. and Storewood Industries for the acquisition of various furniture items for the new Turner Park Branch Library and subject to suitable pricing they be awarded contracts for the supply of various furniture items.

5.4 That Aenastak[®] Cantilever Library Shelving manufactured by Montel be established as the standard for metal library shelving for the Hamilton Public Library.

6. BUSINESS ARISING

6.1 2009 Operating Budget

MOVED by Ms Leach, seconded by Ms Moccio,

THAT THE ATTACHED 2009 REQUESTED OPERATING BUDGET WITH A NET LEVY AMOUNT OF \$26,687,728 REFLECTING A 5.9% INCREASE BE ADOPTED AND APPROVED UNANIMOUSLY.

MOTION CARRIED.

6.2 2009 Capital Budget

Received for information.

7. CORRESPONDENCE

No correspondence.

8. REPORTS

No reports.

9. NEW BUSINESS

9.1 Turner Park and Saltfleet Hours

MOVED by Councillor Pearson, seconded by Ms Horbach,

**THAT SALT FLEET LIBRARY 'S HOURS BE READJUSTED
EFFECTIVE FEBRUARY 2, 2009 AS FOLLOWS:**

Monday, Tuesday and Wednesday	10 – 9
Thursday	10 – 6
Friday	Closed
Saturday	10 - 5

THAT TURNER PARK LIBRARY 'S HOURS BE AS FOLLOWS:

Monday, Tuesday and Wednesday	10 – 9
Thursday	10 – 6
Friday	Closed
Saturday	10 - 5

MOTION CARRIED.

10. PRIVATE AND CONFIDENTIAL

MOVED by Councillor Pearson, seconded by Ms Moccio,

THAT THE LIBRARY BOARD MOVE IN-CAMERA TO DISCUSS HR ISSUES.

MOTION CARRIED.

MOVED by Ms McKeating, seconded by Councillor Pearson,

THAT THE IN-CAMERA SESSION BE ADJOURNED.

MOTION CARRIED.

11. DATE OF NEXT MEETING

Wednesday, January 21, 2009

Central Library, Board Room, 5th Floor

5:00 p.m. Dinner

6:00 p.m. Meeting

12. ADJOURNMENT

MOVED by Ms Moccio, seconded by Councillor Pearson,

**THAT THE HAMILTON PUBLIC LIBRARY BOARD MEETING OF
WEDNESDAY, DECEMBER 17, 2008 BE ADJOURNED.**

MOTION CARRIED.

The meeting was adjourned at 8:15 p.m.

Minutes recorded by Karen Hartog.

55 York Boulevard
P.O. Box 2700
Hamilton, ON L8N 4E4
Phone: (905) 546-3200

October 28, 2008

Mr. Joe Rinaldo
Acting City Manager
Hamilton City Centre
77 James Street North
Hamilton, ON L8R 2K3

Dear Joe,

As you probably know, representatives from community partners would like for the Hamilton Public Library to take a stronger leadership role in the sustainable development of the next version of the community portal. The Library Board is convinced that we can take on this role as part of our mandate and with no budget impact. I am writing to you since the City of Hamilton was a key partner in the initial development of the portal and has had a vested interest.

On September 24, 2003, Council approved a staff recommendation that the City "...enter into an agreement with the Province of Ontario for the Connect Hamilton, Create Community Project in which the City will agree to assume full legal responsibility for the Project ...". This approved motion committed the City to sustain the project for 2 years after the provincial funding phase of the project was complete. January 31 2008 marked the end of that 2 year commitment but councillors may be unaware that the end of the legal commitment also acted as an end to its commitments.

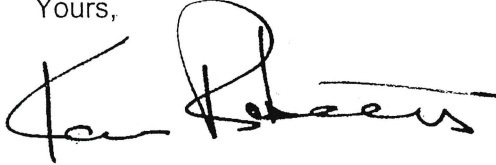
In February 2008 structural changes were made to the portal so that The City of Hamilton's channel is no longer integrated with the remainder of the content and services on the portal.

After the City made these changes (which did not include the library's services) the Hamilton Public Library Board adopted a strategy for necessary renewal of its web services. We invited community groups to view this as a opportunity to renew the portal as well. R .Allen Consulting was engaged to conduct focus groups and key informant interviews with community leaders associated with several community wide strategic initiatives. There was unanimous support for a renewal of the myhamilton portal under the leadership of the Hamilton Public Library.

Library staff are currently moving forward with the evaluation and selection of software and hardware and plan to complete the migration of library and community content and services to the new structure by March 31, 2009. This migration will free City staff to move City web services in the direction that is deemed necessary, without the constraint of the library or the myhamilton community portal. We have every intention to link to City services to the extent that the new City's web structure will allow.

I am writing to you so that the City of Hamilton is aware that Council's original motion, which assumed a City responsibility, is being shifted to the library.

Yours,

A handwritten signature in black ink, appearing to read "Ken Roberts". The signature is written in a cursive style with a large, prominent initial "K".

Ken Roberts
Chief Librarian

cc. Maria McChesney, Director of Information Technology



Hamilton

Attachment #9
City Manager's Office

77 James Street North, Suite 400
Phone: 905.540-6150
Email: Joseph.Rinaldo@hamilton.ca

December 11, 2008

Mr. Ken Roberts
Chief Librarian
Hamilton Public Library
55 York Blvd
Hamilton, Ont, L8R 3K1

Dear Mr. Roberts:

Thank you for your letter dated October 28, 2008.

The City of Hamilton respects the Hamilton Public Library's need to proceed moving forward with the evaluation and selection of software and hardware required to complete the migration of the Library and community content and services to your new structure.

The City of Hamilton is committed to communicating and working with the Hamilton Public Library to ensure that links to the City services and links to the library and community content are maintained.

Regards,

A handwritten signature in cursive script that reads "Joseph L. Rinaldo".

Joseph L. Rinaldo
Acting City Manager

cc: Maria McChesney, Director of Information Services

Chief Librarian's Report January, 2009

Daphne Wood

Daphne Wood has accepted a senior position at the Vancouver Public Library, responsible for strategic planning and directions. She begins her new position in early March. Her last day of work at the Hamilton Public Library will be Monday, February 23rd. As I stated in the announcement to staff, we will miss Daphne's energy, knowledge and enthusiasm. She is like a family member, and we all wish her the very best.

Brendan Ryan

Brendan Ryan joins our staff as a Human Resources Coordinator. We shuffled other positions to make room for this new HR position, highlighting the multiple HR issues that we face.

Central Library/Farmer's Market Unveiling

The architectural plans for both the Central Library and the Farmer's Market were unveiled at a public presentation held at the Central Library on Saturday, January 10th. More than 200 people attended the unveiling. It was a pleasure to see and hear almost everyone in attendance greet the plans with prolonged applause. There is excitement about the fact that these two downtown treasures are being renovated and updated. Each of the speakers highlighted the long service that both the Farmer's Market and the Central Library have provided Hamilton residents, either in past or current locations.

Community Portal

The City of Hamilton has ceded us responsibility for the community portal, myhamilton.ca. We are advancing our plans for the launch of the next version of this portal. Page mockups have been created and navigation issues are being addressed. We still expect the portal to be completed in the first half of 2009.

Use of Library System

The American Library Association is reporting significant increases in library use right across the country, particularly in those areas most affected by economic difficulties. While the extent of the global economic problems has not, so far, hit Canada as dramatically as it has the US, Canadian libraries are also reporting significant increases in activities. We are seeing increases in circulation and in almost all other measurable areas of service. The first full week of service in January, 2009 was 8% higher than the first week of January, 2008. Perhaps the most dramatic comes from the rapid rise in attendance at programs such as film programs at the Central Library. I am surprised and thought that programs such as this were losing relevance, with the ability of people to borrow DVDs. One gentleman thanked staff for our holiday family programs as it gave him events to which he could afford to take his kids.

In the past, libraries have always seen increases in activity during tough economic times, and there is every appearance that this continues to be the case.

One City Many Stories

The OCMS variation on the One Book One City theme continues to be extremely successful. It helps that Lawrence Hill is a local resident who has been available for programs. He is receiving extremely good coverage.

CLA and professional activities

I visited Halifax as part of my CLA responsibilities, speaking at Dalhousie University's School of Information Management. I will be speaking at McGill in late January. The Executive Director of CLA and I are speaking about future HR needs of libraries at the OLA Super Conference. Daphne and I are conducting a day-long leadership workshop in Victoria in early February. I have again been invited to be a mentor at the Northern Exposure to Leadership to be held in Yoho National Park in late February.

Book and Periodicals Council

I have been asked by Book and Periodicals Council to head their task force on electronic publishing and its impact on the Canadian industry. This is an issue of enormous importance as it can affect international trade agreements, federal legislation, and business practices. I think that a large part of the reason I have been asked is that libraries are seen as a moderately neutral party when it comes to re-working the financial relationships between publishers, distributors, and booksellers. I have been told that there is some recognition that I use a Sony Reader and understand that electronic publishing has a place in the future of the industry.



Hamilton
Public Library

DATE: January 15, 2009
REPORT TO: Chair and Members of the Board
C.C.: Ken Roberts, Chief Librarian
FROM: Karen Hartog, Administrative Assistant
SUBJECT: Service Disruption Log

RECOMMENDATION:

That the attached document be received for information.

FINANCIAL/STAFFING/LEGAL IMPLICATIONS:

There are no financial, staffing or legal implications.

BACKGROUND:

Attached is the fourth quarter and end of year service disruption log for your review.

Issue	Location	Cause of Disruption	Impact – Service Days	Impact – Service Hours	Start Time of Disruption	End Time of Disruption	Service Impact
Inclement Weather	System (Not Location Specific)	Weather Disruption		6	12/19/2008 12:00	12/19/2008 18:00	All locations were closed at 12:00 noon due to weather conditions
Westdale Renovation	Westdale	Prescheduled closure (e.g. renovation)	2		11/13/2008 9:00	11/15/2008 9:00	
Problem with Public Access Catalogue	System (Not Location Specific)	Network/Server Failure		7	12/10/200 10:30	12/10/2008 17:20	<p>We have experienced some problems with our Public Access Catalogue this week. The likely cause of the problem is temporary disruptions between our Horizon Integrated Library System server and our Horizon Information Portal (HIP) server. The impact of this problem has been disruption in catalogue access for the public during the following times:</p> <ul style="list-style-type: none"> -December 10 – From 1:20 to 1:45 pm the catalogue was down. (The problem resulted in our key word indexing getting corrupted, requiring it to be rebuilt. Between 10:30 am and 5:30 pm the keyword searching was down, other search indexes worked.) -December 9 – the catalogue was down between 1:20 and 1:45 pm. An unscheduled reboot was required. -December 8 – the catalogue was down between 10:55 and 11:05 am. An unscheduled

Issue	Location	Cause of Disruption	Impact – Service Days	Impact – Service Hours	Start Time of Disruption	End Time of Disruption	Service Impact
HIP Server Problem	System (Not Location Specific)	Select Type of Disruption		0.25	10/8/2008 10:00	10/8/2008 10:15	There was a problem with the HIP (Horizon Information Portal) Server that required it to be rebooted. HIP was down for approximately 15 minutes. Note: The HIP Server is being replaced on October 20 th .
Horizon Server Problem	System (Not Location Specific)	Network/Server Failure		1.5	10/3/2008 8:30	10/3/2008 9:30	There was a problem with the Horizon Server. It did not restart properly. Horizon was up by opening at 9am, Horizon Information Portal (HIP) was down until 9:15 am. Other services were restored by 9:30 am: Telecirc, Online Databases, and Overdrive.
Break In and Theft of Computers	Terryberry	Security incident no closure	0	0	9/30/2008 22:00	10/1/2008 0:30	
False Fire Alarms at Saltfleet	Saltfleet	Security incident no closure	0	0.1	9/25/2008 13:40	9/25/2008 13:50	The building was evacuated for 25 minutes on 23 September and 10 minutes on 25 September because of a false fire alarm at Cardinal Newman.

Issue	Location	Cause of Disruption	Impact – Service Days	Impact – Service Hours	Start Time of Disruption	End Time of Disruption	Service Impact
Horizon and HIP Down for Scheduled Updates	Virtual Branch	Network/Server Failure		2.5	9/21/2008 9:00	9/21/2008 11:30	<p>In advance of the migration to a new server and upcoming changes required to support floating collections, ES staff closed off access to Horizon and HIP on Sunday morning to ensure the server could be safely updated.</p> <p>Since all locations were closed this only affected the Virtual Branch. A Hot Topic was placed on the library home page and special message was added to ensure customers going directly to HIP would be notified of the scheduled outage.</p>



DATE: January 15, 2009
REPORT TO: Chair and Members of the Board
C.C.: Ken Roberts, Chief Librarian
FROM: Administration Committee
SUBJECT: North Hamilton Consultation Summary Report

RECOMMENDATION:

That the attached document be received for information.

FINANCIAL/STAFFING/LEGAL IMPLICATIONS:

There are no financial, staffing or legal implications.

BACKGROUND:

As part of the public consultations for the Picton neighbourhood, library staff were directed to prepare a summary by theme of the comments expressed at these sessions. Attached is a copy of these results.

North Hamilton Public Consultation Results (DRAFT)

Public Consultation

On November 3, 11 and 13th, 2008 a public consultation regarding the future of the Picton Library was held. Of the fifty people participated, most resided in the community or represented a community social agency. If someone chose to attend more than once, their comments were recorded each time. The results of these open-ended interviews have been analyzed for common themes and summarized here. "Some" refers to comments which were made more than once, but less than 5 times.

The Value of the Picton Library

Fourteen respondents indicated that Picton was valued as a community resource, and fifteen responded that it was particularly important for others in the community. Of the fifteen, nine indicated that it should stay open because of the children. Some respondents indicated that they had specifically come to the consultation to speak for those in the community who would not speak on their own behalf. The very presence of Picton in the community adds value to the community. Others spoke of the convenience of having a branch close to where they live.

How do the respondents personally use the Picton Library?

Eleven respondents, who indicated that they personally use Picton, use it to pick up holds. Three used it for reading and browsing, four attended the book club, and three attended other programs. This speaks to the convenience and typical use of a small branch, with a limited collection.

How do the respondents personally use the Central Library?

Fourteen respondents indicated that they currently use the Central Library, where they were more inclined to browse and search for materials which meet their broader interests. In addition, some respondents indicated that they regularly visit the market, but not the Central Library.

Safety of Children

Seven respondents were concerned about child safety. Generally, respondents indicated that they liked the way that Picton Library is a place where children can go on their own. If Picton were to close, some respondents indicated concerns that unattended children would have difficulty getting to Central. The Library's *Unattended Children Policy*, which states that that children must be attended by someone responsible for their safety when in the library -- the respondents were not aware of this policy.

Some expressed concern about the existing Picton location, particularly in the evening and the barred windows were cited as an example of how the building felt unsafe. The Central Library was not seen as an alternative for unattended children for safety reasons.

Some indicated that they liked how older children made use of the computers, particularly for homework. Some indicated that they did not use Picton because they did not want their own children exposed to the gaming software, which, they indicated, is all that the computers were used for.

Alternate Service Delivery

Bookmobile service had been suggested as a possible alternate service for this community. Twelve were open to bookmobile service. Five respondents were unaware of this service and how it worked. Some stated that it would meet their needs. The expressed concerns were fewer hours, lack of browsing, lack of place of the children to hang out, and simply an unsuitable alternative for the community. Visiting Library Service (a service to shut-ins) was unknown.

There was interest in exploring partnerships with local service agencies such as Bennetto School Family Literacy Centre, the Welcome Inn, the Bennetto Recreation centre, the North Hamilton Community Health Centre. Representatives of the Health Centre indicated that they would be interested in further discussion about a service- oriented partnership.

Proposed Service Improvements

- **Hours**

The hours of operation elicited the most suggestions. Eleven respondents indicated that they were frustrated by the hours of operation and wanted more consistency. (*Hours of operation have changed three times in the past 8 years – the first reduced the hours to the systems standard for small branches, with a mixture of afternoon and evening hours; the second time, in response to community input, the hours were changed to focus on the after-school access for children; the third time the hours were changed, upon customer request, to provide some quiet afternoon hours and to harmonize the hours in anticipation of the move to the North Hamilton Community Health Centre.*) Six respondents indicated they wanted different hours and five wanted more hours. The most common request was for morning and Saturday service.

- **The Collections**

Five respondents indicated that the collection was inadequate, as it had been reduced in size. Suggestions included more classics, crafts and materials in other languages.

- **Visibility of the branch**

Five respondents indicated that the branch was invisible in the community and that better signage, more advertising and promotion was required.

Poverty in Hamilton

Some residents indicated that the some community residents would be adversely affected if the library were to close because of the costs associated with getting to Central. One family identified the specific impact – that their children may not have timely access to materials for school projects. This barrier needs to be addressed by any alternate service plan. There was recognition that the community was changing, and that poverty, while still present, is decreasing. Some respondents indicated that the North End is now over-served with respect to community agencies, and recognized that the Beasley community was underserved in comparison.

Misinformation about the Picton Library

The consultation enabled the library to address some misinformation about the Picton branch. Some respondents had not received up-to-date information about the decision to withdraw from the North Hamilton Health Centre partnership and were give a copy of the letter to Andrea Horwath. Some respondents were under the mistaken impression that if an item came from another location of the HPL system, that it did not count in Picton's circulation statistics. It was clarified that all items borrowed from Picton counted as Picton's circulation. There was some confusion over the boundaries of the area served by Picton Library, vs. the boundaries served by the North Hamilton Community Health Centre. It was noted that Picton served a smaller area -- the area north of the tracks and west of Wellington St., while the part of the city south of the tracks and east of Wellington was served by the Central and the Barton Libraries. It was also clarified that new immigrants preferred to use the Central Library with its wide range of services including collections, space and literacy programs rather than the small branch libraries.

Conclusion

The consultation indicated that support for Picton centred around its role as a community resource, particularly as a place for unattended children to go. Improved hours, collections and visibility of the library were suggested. The convenience of a local library to pick up holds and return materials was also cited as a reason to maintain this facility. Less than 1% of community residents participated in the consultation. The respondents were altruistic and particularly concerned that Picton be there for others in the community.