

Mission Statement

The Hamilton Public Library unites people and ideas in a 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 Commitments

Unified Library System Sustainable Library System Accessible Library System

HAMILTON PUBLIC LIBRARY BOARD

Regular Board Meeting
Wednesday, May 21, 2003
Central Library
Wentworth Room, Lobby

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

AGENDA

1. Discussion Period

- 1.1 Summer Reading Club Promotion – HB Attachment #1.1
- 1.2 Connect Hamilton – KD
- 1.3 Central Security Update - MS

2. Acceptance of the Agenda

3. Minutes of the Hamilton Public Library Board Meeting of Wednesday, April 16, 2003 Attachment #3

4. Business Arising

- 4.1 2003 Strategic Plan - KR Attachment #4.1
- 4.2 American Library Association/Canadian Library Association Conference – KR/BH **Suggested Action: Recommendation** Oral
- 4.3 Administration Move (Central Library) - KR Oral
- 4.4 Petty Cash – WG Attachment #4.4

Suggested Action: Receive

5. Correspondence

6. **Reports**

7. **New Business**

- 7.1 Bookmobile Request for Dowler Funding – MS Attachment #7.1
Suggested Action: Recommendation
- 7.2 GATS – KR Attachment #7.2
Suggested Action: Receive
- 7.3 Library and Archives of Canada – KR Attachment #7.3
Suggested Action: Receive

8. **Board Development**

9. **Private and Confidential**

- 9.1 Pay Equity Issues (LF)
9.2 Personnel Issue (D. Horbach)

10. **Date of Next Meeting**

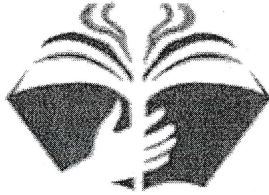
Wednesday, June 11, 2003
Central, Wentworth Room
5:30 p.m. Dinner
6:00 p.m. Meeting

11. **Adjournment**

UPCOMING/OUTSTANDING ISSUES

Proposed Revisions

Issue	Date Action Initiated	Board Member/Staff Who Initiated	Month item will appear on Agenda
Budget Definitions	From Jan. 16/02 agenda		New term
Friends of the Library Policy	March 2003	Board	Once response received from Friends Group
2004 Strategic Plan			October 2003
Youth Services		Helen Benoit	November 2003
2003 Strategic Plan Final Report			December 2003
Adult Services		Maureen Sawa	January 2004
Human Resources; Training		Linda Foley	February 2004
Collections		Beth Hovius	March 2004
Electronic Services		Kit Darling	April 2004
Facilities		Bill Guise	May 2004
Capital Assets/Capital Plan			June 2004
Communications/2004 Strategic Plan Update		Maureen Sawa	September 2004
2005 Strategic Plan			October 2004



Hamilton Public Library

*Growing minds.
Growing community.*

DATE: May 12, 2003

REPORT TO: Doreen Horbach, Chair of the Hamilton Public Library Board

C.C.: Board Members, Administration Team

FROM: Helen Benoit, Youth Services Co-ordinator

SUBJECT: Summer Reading Partnerships and Publicity

RECOMMENDATION: That this update on the Summer Reading Program be received for information.

BACKGROUND: In keeping with the direction and priorities outlined in the Board's Strategic Plan, Hamilton Public Library is partnering with the Hamilton – Wentworth District School Board, the Hamilton- Wentworth Catholic District School Board and the Health Babies Health Children Program in order to increase participation in our Summer Reading Clubs. Summer Reading is a popular core program. Last summer 7,744 young people read and reported on thousands of books.

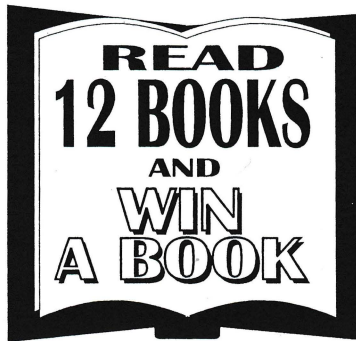
This year, we have worked with our partners to create two special flyers. The school age flyer is being printed by the School Boards and will be distributed with the final report card or the June newsletter for parents. The preschool flyer is being mailed to thousands of parents who have babies seven months of age or older.

We expect to have a very busy summer at all of our branches.

SUMMER READING

@your library™

Join one of our Summer Reading Clubs during July and August. We offer a free program for all ages. You can join a club at any of our library locations. Read wonderful books and win prizes.



▶ Summer Readers (Ages 6-12)

Reading on your own? This club's for you. To register, read 1 book and come tell us about it. Read 12 books during the summer and collect great prizes.

▶ Reading Buddies (Ages 7-12)

Need help reading? We'll team you up with a reading partner. Practise together in the library. Collect great prizes along the way. This club is offered at many of our library locations. Ask at your branch library for details.

▶ Storybook Kids (Ages 0-6)

Attention Parents! Younger children including babies can also join the fun. Share a book with your child and let us know what you've been reading. This club is offered at all libraries this summer.

▶ Teens (Ages 12-18)

There's a reading club just for teens. Fill in a ballot about the books you've read and collect great prizes. Write a review and have it published on the Teen Page www.hpl.ca/teen/

▶ Teen Volunteers Wanted

Make a difference by volunteering to be a Reading Buddy. Volunteers read together with children at the library once or twice a week throughout the summer. This is a great way to earn your 40 hours of community service high school requirement.



Watch for our super puppet shows, bingo games, special performances and other great programs. Come join us @ your library.™

Sponsors include: TD Bank Financial Group, Local Optimists, The Hamilton Spectator, Hamilton-Wentworth District School Board and Hamilton-Wentworth Catholic District School Board.

Kids Who Read Succeed

The Hamilton-Wentworth District School Board and the Hamilton-Wentworth Catholic District School Board are pleased to be working with the Hamilton Public Library on its Summer Reading Initiative. In order to sustain the reading skills that your child has developed during the school year, it is very important for him/her to continue to read during the summer months. This includes reading independently, sharing the reading of a story with a parent, brother, sister or friend, and being read to aloud.

Please take time this summer, yourself, to enjoy a book...visit your nearest library branch and promote life long literacy skills with your child.

Tips for Summer Reading

"The public library is the most influential institution in a child's summer learning. Children who read as few as six books for pleasure during the summer maintain or gain reading skills." (American Library Association, 1994)

Reading Together

- * Have a regular reading time everyday.
- * Make reading aloud a regular part of family routine.
- * Read with lots of enthusiasm.
- * Take turns reading to one another.
- * Provide a special place for your child's books.
- * Have your child see you read. Your child will learn that reading is important.
- * Talk about the books you have read.
- * Look for books in your family's home language.
- * Visit the library often and take your child to the programs.
- * Give your child the best gift of all, his or her own library card.
- * Take along a bag of books when you leave home. Read books on the bus, in a car, at the laundromat and at the doctor's office.

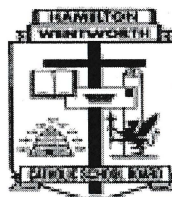
Join a Summer Reading Club at a Library near you!

Central	905-546-3200
Ancaster	905-648-6911
Barton	905-546-3450
Binbrook	905-692-3323
Carlisle	905-689-8769
Concession	905-546-3415
Dundas	905-627-3507
Freelton	905-659-7639
Greensville	905-627-4951
Kenilworth	905-546-3960
Locke	905-546-3492
Lynden	519-647-2571
Millgrove	905-689-6582
Mount Hope	905-679-6445
Picton	905-546-3494
Red Hill	905-546-2069
Rockton	519-647-2272
Saltfleet	905-662-8611
Sheffield	519-623-2681
Sherwood	905-546-3249
Stoney Creek	905-643-2912
Terryberry	905-546-3921
Valley Park	905-573-3141
Waterdown	905-689-6269
Westdale	905-546-3456
Bookmobile	905-546-3477

Contact your local library
for more information.
www.hpl.ca



Hamilton Public Library



SUMMER READING @your library™

Dear Parents:

It's never too early to introduce a baby to books. Reading together is the most important gift that you can give your young child. Children's learning starts at home and you are your child's first and best teacher. We encourage you to promote reading readiness and to introduce your baby, toddler or preschooler to the magic and wonder of books.



We invite you and your child to join our Storybook Club this summer. You can join by reading a book with your child and visiting your local library. If you read 12 books together, your child will receive a free book.

*WE ALSO OFFER A READING PROGRAM
FOR OLDER CHILDREN AND TEENS*



Summer Readers is designed to keep good readers motivated and reading. Children read and report on 12 books over the summer months (for ages 6-12).



Reading Buddies is a literacy program for children who do not read well. Children meet with volunteer tutors twice a week to practise reading and improve their skills (for ages 7-12).



Teen Reading encourages young adults to read for pleasure. They are also encouraged to serve as volunteer tutors for younger children (for ages 12-18).

BEST WISHES AND HAPPY READING!

Sponsors includes:

TD Bank Financial Group, Local Optimists, and The Hamilton Spectator



Hamilton Public Library

**HAMILTON PUBLIC LIBRARY BOARD
Regular Meeting**

**Wednesday, April 16, 2003
Regular Board Meeting
Mount Hope Library
5:30 p.m. Dinner
6:00 p.m. Meeting**

MINUTES

PRESENT: Doreen Horbach, Peter Rogers, Glen Whitwell, George Geczy,
Maureen McKeating, Mac Carson, Mavis Adams,
Dawna Petsche-Wark

REGRETS: Joyce Brown, Anne Gravereaux, Anita Culley, Councilor Jackson,
Councilor Caplan, Chris McLaughlin

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

GUESTS: Karen Anderson

1. DISCUSSION PERIOD

1.1 Cunningham Collection

At the last Board meeting, Library Board members requested an update regarding the Cunningham collection. Ms Darling reported that Electronic Services are currently compiling a list which should be complete in the Fall 2003.

1.2 The Friends of the Hamilton Public Library

Mr. Roberts and Mr. Whitwell updated board members regarding the recent meeting held with the Friends. Mr. Whitwell also will be attending the next scheduled meeting.

1.3 Grant Announcement (MELD)

Ms Benoit provided the good news regarding that recent approval of the grant for the MELD program.

- 1.4 Ms Horbach announced that a member of the public contacted her regarding staff identification. Mr. Roberts responded indicating that the Library is already investigating this issue.

2. ACCEPTANCE OF THE AGENDA

MOVED by Mr. Carson, seconded by Mr. Rogers,

THAT THE AGENDA BE APPROVED AS PRESENTED.

MOTION CARRIED.

3. MINUTES OF THE HAMILTON PUBLIC LIBRARY BOARD MEETING OF WEDNESDAY, MARCH 19, 2003

MOVED by Ms Adams, seconded by Ms Petsche-Wark,

THAT THE HAMILTON PUBLIC LIBRARY BOARD MINUTES OF WEDNESDAY, MARCH 19, 2003 BE ADOPTED AS PRESENTED.

MOTION CARRIED.

4. BUSINESS ARISING

4.1 2003 Strategic Plan

Mr. Roberts provided the rationale for the change in cycle for the strategic plan (i.e. September as opposed to early in the year).

MOVED by Mr. Whitwell, seconded by Mr. Geczy,

THAT THE LIBRARY BOARD APPROVE AN ANNUAL STRATEGIC PLANNING CYCLE THAT WILL ALIGN ITS STRATEGIC PLAN WITH MANAGEMENT'S STRATEGIC PRACTICES.

MOTION CARRIED.

4.2 Book Drop Inventory

Received for information.

5. **CORRESPONDENCE**

No correspondence.

6. **REPORTS**

6.1 Statistical Report

Received for information.

7. **NEW BUSINESS**

7.1 Read to Your Baby

MOVED by Mr. Rogers, seconded by Ms Petsche-Wark,

THAT AN AMOUNT NOT TO EXCEED \$16,000 BE ALLOCATED FROM THE RESERVE FOR LIBRARY GENERAL DEVELOPMENT (DEPTID 106007) RESERVE FUND TO BE USED TO PURCHASE CANVAS BOOK BAGS TO SUPPORT THE HAMILTON PUBLIC LIBRARY'S READ TO YOUR BABY PROJECT.

MOTION CARRIED.

8. **BOARD DEVELOPMENT**

8.1 Ken Haycock – Audio Conference

Library Board members participated in the Ken Haycock Audio Conference. It was agreed that the Library Board would participate in the two additional teleconferences scheduled for May and October. Dates to be determined.

9. **PRIVATE AND CONFIDENTIAL**

MOVED by Mr. Rogers, seconded by Mr. Whitwell,

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

MOTION CARRIED.

MOVED by Mr. Rogers, seconded by Mr. Whitwell,

THAT THE IN-CAMERA SESSION BE ADJOURNED.

MOTION CARRIED.

10. TOUR OF MOUNT HOPE

11. DATE OF NEXT MEETING

Wednesday, May 21, 2003

Central Library, Wentworth Room

5:30 p.m. Dinner

6:00 p.m. Meeting

12. ADJOURNMENT

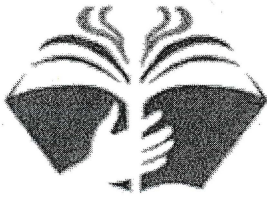
MOVED by Mr. Rogers

**THAT THE HAMILTON PUBLIC LIBRARY BOARD MEETING OF
WEDNESDAY, APRIL 16, 2003 BE ADJOURNED.**

MOTION CARRIED.

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

Minutes recorded by Karen Hartog.



Hamilton Public Library

*Growing minds.
Growing community.*

DATE: May 14, 2003

REPORT TO: Doreen Horbach, Chair of the Hamilton Public Library Board

C.C.: Board Members, Administration Team

SUBJECT: 2003 Strategic Plan

Recommendation

That the attached Draft Strategic Plan for the remainder of 2003 be adopted by the Hamilton Public Library Board, with the expectation that a 2004 Strategic Plan will be developed and passed by the Library Board in the Fall, 2003.

Background

The recommendation arises from Board direction given at the April, 2003 Board meeting.

HAMILTON PUBLIC LIBRARY BOARD

DRAFT STRATEGIC PLAN

MAY – DECEMBER 2003

When I was a little boy my mother would take me to the Kenilworth Public Library. I remember going upstairs to the children's section. There was a very, very kind librarian who used to take me by the hand, go and pick out a book and then read to me. I'll never forget her kindness. It made going to the library such a joy.

Today, I still love going to libraries. Her memory is in each one I visit. The librarians are always kind and generous in their desire to be of service. I love finding new information, new books, new ideas. It's like going to a candy store designed just for me.

So thank you Kenilworth Library and Hamilton Public Library and especially thank you to that librarian who opened the door to the joy of reading and the delight in discovery. ~ **Martin Rutte**, Co-Author, *Chicken Soup for the Soul at Work*

**WE BELIEVE IN
INTELLETUAL FREEDOM**

We provide individuals with access to all expressions of knowledge, creativity, and intellectual activity.

INCLUSIVENESS

We work with our diverse communities to encourage library use.

INNOVATION

We anticipate and respond to the changing needs of our communities.

RESPECT

We listen and respond to diverse opinions, foster understanding and protect the dignity of individuals.

ACCOUNTABILITY

We ensure that library services are vital and relevant to our community and to people's lives.

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.

THE HAMILTON PUBLIC LIBRARY BOARD

Doreen Horbach, Chair	Joyce Brown, Vice Chair	Ken Roberts, Secretary to the Board
Mavis Adams	Marvin Caplan	Mac Carson
Anita Culley	George Geczy	Anne Gravereaux
Tom Jackson	Maureen McKeating	Chris McLaughlin
Peter Rogers	Dawna Petsche-Wark	Glen Whitwell

MESSAGE FROM THE LIBRARY BOARD CHAIR

The Hamilton Public Library was established two and a half years ago by provincial legislation. We were born mature, with 25 locations spread over a huge geographic area. We serve 500,000 people. While most of the people we serve live in an urban setting, a significant portion of our clientele live in rural communities.

The residents of the new City of Hamilton have a unified and stable library system. They can search a common catalogue and have items shipped to neighborhood branches. They can use superb electronic products either inside our libraries or from homes and offices. Children's services are a strength of the new library system, as are community partnerships and attempts to be inclusive.

While the public has witnessed a fairly smooth transition, the new library system faces many difficulties. The City of Hamilton supports its library system quite well, but the City itself continues to struggle with economic restrictions. The Library Board has had to reduce the open hours in more than half of its branches and has had to reduce the size of its workforce. Today, more than 75% of our staff work in different positions or perform different duties than they did last year at this time.

Although the library has reduced its hours of operation, it has added class visits and outreach services and children's programming. It is reaching out to new Canadians and to others that truly need good library service. We believe that the community's library services are strong and getting stronger.

We acknowledge that this city and this library system face enormous challenges and will have to respond by the use of imagination, creativity and understanding. We will have to listen and to act.

As the first Library Board of this new system, our highest and most immediate strategic priority has been to encourage rapid, thoughtful and positive unification. We are attempting to build a solid organizational foundation.

Our strategic plan is divided into three major commitments. Each commitment is, we hope, easy to understand and clearly important. We have listed, under each commitment, the types of accomplishments that we hope our staff can achieve. The Hamilton Public Library Board recognizes that a strategic plan should provide direction. Staff are not required to meet specific activity-driven targets if the library board's strategic commitments can better be advanced through different activities. Our strategic plan is a living document. There is an expectation that regular reports on progress may change the nature of the plan.

Our three strategic priorities are to:

- o Enhance public satisfaction and use of the library system
- o Unify our organization
- o Sustain our services

The Hamilton Public Library Board is a fourteen-member citizen's body, appointed by City Council in accordance with provincial legislation. The current Library Board includes citizens who live in each of the areas served by our predecessor library systems. The Library Board is responsible for strategic directions and policies, the allocation of funds to meet board priorities, and oversight of the library's management processes.

Doreen Horbach,
Chair, The Hamilton Public Library Board

INTRODUCTION

The Hamilton Public Library Board is adopting a Strategic Planning process that is integrated with the operations of the library system. It will connect to management workplans, to the City of Hamilton's Business Planning process, to monthly reports received by the Board on areas of strategic importance, and to every aspect of the library's operations.

Strategic emphasis will continue to be placed upon unifying our services, developing our staff, and adapting to change. We will align the library's decision-making processes, and discover more about what our community expects and needs from its library system.

In order to integrate the Strategic Plan with the library's management practices, the Hamilton Public Library Board has adopted this document as an interim plan, extending the life of the 2002-2003 Hamilton Public Library Strategic Plan with some modifications. The 2002-2003 Hamilton Public Library Strategic Plan may be found at <http://www.hpl.ca/Info/Reports/mission.shtml>.

This interim strategic plan continues to emphasize the Hamilton Public Library as an organization. We are a new legal entity that is attempting to merge the best components of our predecessors. It is the Board's belief that effective library services are best provided by an organization that is strong and unified.

The Hamilton Library is an essential component to a community. It is a learning space and a gathering place. For my family, we can find the finest selection of children's books & videos available. I can pick a classic video or recent release for a quiet Saturday night. Any magazine for my varying tastes or many passing interests are there to browse and examine. The permanent collection is a continuing source of exploration & delight for any inquisitive mind. The library to me is a resource to treasure and explore. ~ **Ross, HPL Central Library patron**

STRATEGIC INITIATIVES

ENHANCE PUBLIC SATISFACTION AND USE OF THE LIBRARY SYSTEM

The Hamilton Public Library Board is committed to deliver services that are easy for people to discover and to use. One of our strategic priorities is to know more about how people use their library and to ensure that we provide the services they need.

This priority will remain in our annual strategic plan for several years to come. The activities that advance this priority will change.

The Hamilton Public Library Board will continue to enhance library service through the creation of partnerships with local organizations.

Increase effective student use of the library system

- o Increase participation in the school class visit program
- o Investigate the feasibility of adding a “pilot” after-school homework help program at one library location
- o Work co-operatively with local school boards to initiate a curriculum support program that maximizes use of the library’s print and electronic collections. This multi-year initiative will begin with the Grade 4 curriculum

Complete the Central Library Services Review

- o Present a model to the Library Board to meet the approved objectives of the review

Complete a plan that outlines how we are to ask non-users what they need from their public library system

- o Participate in the Canada-wide “Opening Doors” survey intended to determine the reading habits of children as well as their use of public libraries
- o Work with the City of Hamilton on an instrument to measure citizen thoughts and opinions about library service

Design services for priority groups that may not be utilizing the strengths of the library system

- o Introduce, as one of the monthly strategic reports that the board receives, a report on “Adult Services”
- o Work co-operatively with the local school boards, CAPC, SISO, CSC and CATCH on the Multicultural Early Learning Development (MELD) initiative if

grant funding is approved. This family literacy project for newcomer families promotes reading readiness, early literacy and library use

- o Pilot, with a city department, the provisions of “special library” services to the city
- o Prepare a plan that would make “Early Literacy” a core children’s program to be included in the board’s Fall budget deliberations

We were especially impressed with some of the technology HPL had to offer i.e. EBSCO and Electric Library. The possibility of searching for this data from home with the use of a library card is very convenient and attractive ~ **Mike and Kristie, HPL Electronic resource patrons**

UNIFY OUR ORGANIZATION

The Hamilton Public Library has unified almost all of its public services while recognizing local diversity. The public sees and enjoys consistent, high-quality library services. The organization itself, however, is still in the process of unification. The current Strategic Plan outlines some of the steps we will take in 2003 in order to create a more efficient and effective organizational structure.

Ensure that the library is increasingly seen as a single entity

- o Celebrate our achievements as a unified library system by enacting our Communications Plan
- o Unify the look of our external signage

Ensure that the new library system is on track to comply with all obligatory legislation affecting the library.

- o Negotiate a first Collective agreement with the bargaining agent of our unionized staff
- o Work with our bargaining agent to begin the process of adopting a new pay equity plan
- o Conduct an inventory of legislative issues to ensure that we are in compliance with all such legislation

Strengthen the organizational culture of the library system

- o Complete processes to clarify how organizational decisions are made, emphasizing the need to involve all managers in operational decisions
- o Introduce change/project management processes as a normal part of the operational expectations for all library committees and teams
- o Strengthen the communications channels with all staff, to include electronic means as well as management communication processes
- o Introduce annual “workplans” for all management staff members by the end of 2003, with connections to the Strategic Planning process

I have been coming to the Large Print section for quite a long time. Not only do my eyes have a disorder but also my recall, which is very frustrating. With the unconditional support I have been given by ALL in this department the frustration is eased a whole lot. I have had wonderful support from most employees in the library and I do hope you greatly appreciate them because I sure do. They are wonderful. ~
Genevieve, patron of the HPL Resource Centre for Disabled Persons

SUSTAIN OUR SERVICES

We want to ensure that our facilities meet the Mission Statement goal of providing people with welcoming environments, that our collections continue to meet the needs of Hamilton residents, and that our technologically-driven services can meet the steady growth in demand and expectations. The new library system is still gathering information about the state of its facilities, collections, and technology. It is apparent, already, that the library system cannot sustain services at the current level unless it plans for the future replacement of its infrastructure. We can become more sustainable, but the quest for sustainability is likely to remain a strategic priority for several years.

Maintain support services that are capable of delivering the library's services

- o Negotiate a facilities Service Level Agreement with the City of Hamilton, with measures for maintaining and improving our built assets
- o Negotiate a Human Resources Service Level Agreement with the City of Hamilton, clearly defining the services that we are to provide our staff and services that may be provided through the City of Hamilton

Include technology renewal in the 2004 operating budget

- o Complete an inventory of our technology-related assets and needs
- o Include, within the 2004 draft-operating budget, the costs of maintaining our technological capabilities

Align our collections with the position statement in *Meeting User Needs II, Our Collection Responsibilities*

- o Finalize the position statements in *Meeting User Needs II, Our Collection Responsibilities*
- o Initiate processes to develop local collection profiles
- o Review major collections budget expenditures and selection processes
- o Develop a multi-year workplan to implement the position statements in *Meeting User Needs II, Our Collection Responsibilities*

Establish standards for cleanliness, furnishings, and internal signage for all facilities

- o Conduct a gap analysis of all facilities in terms of cleanliness, furnishings, and signage
- o Correct, within budget limitations, situations where facilities fall well short of common standard for public facilities
- o Create standards that are appropriate to building size and use
- o Develop a multi-year plan to ensure that all facilities meet such standards

Support the migration to the “Horizon” version of our automated library system as a major project.

- o Migration to Horizon is a major system initiative and will require support and assistance from all areas of the library. It will be completed by June, 2004

Develop and implement the management portion of a new performance management system

- o Develop competencies for management positions to be used in key human resource initiatives such as performance management, training and growth, and recruitment
- o Develop 2003 annual workplans for all management staff members
- o Align workplans with a performance measurement process

Integrate the City’s business planning processes with the Hamilton Public Library’s strategic planning processes

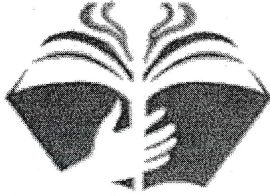
- o Review the current Business Plan, including the performance metrics
- o Create processes, benchmarks and methodologies for the collection of Business Plan information, concentrating on the effectiveness of library services

MONTHLY STRATEGIC REPORTS

Monthly strategic reports are designed to provide the Library Board with information on the health and future priorities of various aspects of the library's service. The monthly strategic reports also outline the general workplans that will guide activities over the next 18 months to two years. The monthly strategic reports will allow the board to develop each year's overall strategic plan having already discussed the activities and directions being taken by various service components.

- o October, 2003 - **2004 Strategic Plan**
- o November, 2003 – **Youth Services**
- o December, 2003 – **2003 Strategic Plan Final Report**
- o January, 2004 – **Adult Services**
- o February, 2004 – **Human Resources; Training**
- o March, 2004 – **Collections**
- o April, 2004 – **Electronic Services**
- o May, 2004 – **Facilities**
- o June, 2004 – **Capital Assets/Capital Plan**
- o September, 2004 – **Communications/2004 Strategic Plan Update**
- o October, 2004 – **2005 Strategic Plan**

This is a sincere note of appreciation to the Hamilton Public Library and the staff of the Westdale Branch. Our daughters participated in the Summer Reading Club this year which is sponsored by the Hamilton Public Library in collaboration with the Toronto Dominion Bank. I extend our enthusiastic and sincere support for this program...each of our daughters successfully completed the program and developed a love of reading in the process. In this information age, it is imperative that we teach our children to read for pleasure and to pursue knowledge for its own sake. ~ a Westdale parent in praise of the HPL Summer Reading Club



Hamilton Public Library

*Growing minds.
Growing community.*

DATE:

REPORT TO: Chair and Members of the Board

C.C.: Ken Roberts, Chief Librarian

FROM: William Guise, Business Administrator

SUBJECT: Controls over Petty Cash and Procurement Cards

RECOMMENDATION:

That this report be received for information.

BACKGROUND:

As a result of various newspaper articles related to the perceived misuse of petty cash and procurement cards at other organizations, a request was made for information regarding the use of petty cash and procurement cards in the Library.

Petty Cash

Petty cash floats are maintained to be used for miscellaneous expenses including refunds of lost book charges upon the return of lost books. All payments out of petty cash must be supported by a petty cash voucher giving the description of the transaction, the account to be charged, the signature of the individual receiving the cash and the signature of the person paying out the cash. Any cash register slip or invoice related to the expenditure must be attached to the voucher as support for the transaction. Using the petty cash fund to provide personal advances or loans to staff are not allowed.

Each of the library branches have a petty cash fund. The amount of the cash in the fund varies by branch depending on its size and individual needs. Periodically the branches forward a request for reimbursement of the petty cash

fund along with the vouchers and support to the Business Office. It is reviewed by staff in the Business Office to determine if the expenses claimed are appropriate and correct. After Business Office staff review the claims, they are approved by the Business Administrator and sent over to the City of Hamilton for reimbursement where they are also reviewed to ensure that the claims are correct and meet guidelines.

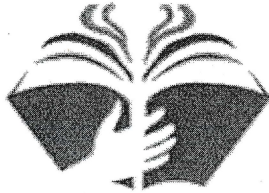
The Business Office also maintains a petty cash fund on behalf of the Central Library and follow the same procedure as the branches.

Procurement Cards

Seven Library staff have City of Hamilton procurement cards to be used for library business.

Monthly, a statement is prepared by the company issuing the procurement card for each card holder and submitted to the Business Administrator. The statements are then distributed by the Business Administrator to the card holders. Each card holder then is required to submit the appropriate receipts and support for the transactions on their statement to the Business Administrator. The statements are then reviewed to ensure that the expenses are correct and appropriate. They are then reconciled and the charges distributed to the appropriate accounts.

The procurement cards are not heavily used and the main use of the cards is for the purchase of library material where the use of purchase orders and payment by cheque is not available or appropriate or for booking of conferences or training courses. The booking of conferences and training courses is normally done by the Administrative Assistant to the Chief Librarian after the individual(s) have received permission to attend the conference or training course.



Hamilton Public Library

*Growing minds.
Growing community.*

DATE: May 15, 2003

REPORT TO: Chair and Members of the Board

FROM: Maureen Sawa, Adult Services Co-ordinator, Information

SUBJECT: **Bookmobile Funding**

RECOMMENDATION:

That \$8,560.00 be allocated from the Permanent Endowment trust funds (Deptid 125020) to cover the costs of a summer student and summer pages to assist with the bookmobile's summer reading programme

That \$9,800.00 be allocated from the Permanent Endowment trust funds (Deptid 125020) to cover the cost of installation of hydro outlets at bookmobile stops of Highridge, Stinson and Riverdale and associated hydro costs for 2003.

That \$2,500.00 be allocated from the Permanent Endowment trust funds (Deptid 125020) to cover the costs of a promotional brochure and associated delivery costs, to promote bookmobile service at neighborhood stop locations.

FINANCIAL/STAFFING/LEGAL IMPLICATIONS:

The three recommendations carry a combined cost of \$20,860.00 and there is sufficient funds available for distribution from the Permanent Endowment trust fund. The installation of the hydro outlets will result in an increase in annual operating costs of approximately \$700.00 to cover hydro costs.

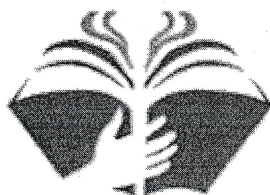
BACKGROUND:

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

Endowment funds were used to hire two summer students in 2002 and more than 600 children participated in the bookmobile's summer reading program at the twelve neighborhood stops. Summer students are essential to the program as they help promote the program in the schools, listen to the children's reports on books they have read, distribute incentives to the children and record statistics.

In 2002, staff suggested that funds from the endowment be used to install hydro outlets at three bookmobile stop locations and it was agreed that further study was required before making the recommendation. It is clear that customer service and staff working conditions would be greatly improved by the installation of hydro outlets at those remaining bookmobile stops that are still relying on generators for power.

Bookmobiles have used promotional brochures in the past and found them an effective ways to promote bookmobile service to a neighborhood.



Hamilton Public Library

*Growing minds.
Growing community.*

DATE: May 14, 2003

REPORT TO: Doreen Horbach, Chair of the Hamilton Public Library Board

C.C.: Board Members, Administration Team

SUBJECT: **GATS and the Vancouver Public Library**

The attached motion from the Vancouver Public Library Board is a strong and powerful reaction to fears that the next round of GATS negotiations may affect the services of public libraries.

The most basic fear is that the provision of electronic services, particularly remote access to electronic products, may be interpreted, under GATS, as unfair competition with the private sector – such as AOL.

It is certainly true that, when this fear is mentioned to provincial and federal officials, they view the core services of public libraries as the lending of print material and question if the provision of electronic resources is “core.” Public librarians always respond with the comment that we are not format-driven institutions. Our Mission Statements mention nothing about formats, only the purpose of our organizations.

Some suggest that the fear over the next round of GATS negotiations is at most premature and quite possibly misplaced. In fact, the Government of Ontario issued a legal opinion that suggested public libraries have nothing to fear. The Canadian Library Association has published a legal opinion that suggests we have much to fear.

VANCOUVER PUBLIC LIBRARY
WORLD TRADE ORGANIZATION
RESOLUTION

THAT WHEREAS

The Federal Government is in the process of negotiating a new round of the World Trade Organization (WTO) commonly referred to as the Millennium Round;

The Millennium Round will include a number of areas concerning libraries and municipalities, including the General Agreement on Trade in Services (GATS), the Trade-Related aspects of Intellectual Property Rights (TRIPS), and an Agreement on Government Procurement (AGP) which includes many of the features of the Multilateral Agreement on Investment (MAI) which was withdrawn in December 1998.

The following areas are of concern to Canadian libraries:

- a) Proposed changes to GATS will open up all aspects of the economy to foreign competition including libraries.
- b) Significant privatization of libraries could be a result of the proposals for expansion of the GATS Agreement.
- c) The right of foreign, for-profit library service and suppliers to set-up in Canada and compete against publicly-funded libraries may be guaranteed by the by the agreement. Canada would then have to offer them "national treatment", ie. Foreign corporations would have to be treated as well or better than any national supplier. Since the Agreement will cover subsidies, these corporations might be able to argue they should receive equal funding from the government.
- d) Sub-Central Governments: The GATS proposes that each member (e.g., Canada) shall ensure that the sub-central governments, including Boards and Crown Corporations, observe the obligations and commitments under the agreement (Part I, Article I, 3(a)): "Each member shall take reasonable measures as may be available to it to ensure their observance by regional and local governments and authorities and non-governmental bodies within its territory." It is possible that measures within municipal jurisdiction, such as zoning, urban planning, and construction regulation may be constructed as barriers to trade.
- e) The "Market Access" (Part II, Specific Commitments, Article XVI) have two clauses that ban "(e) measures which restrict or require specific types of legal entity or joint venture through which a service supplier may supply a service; and (f) limitations on the participation of foreign capital in terms of the maximum percentage limit on foreign shareholding or the total value of individual or aggregate foreign investment."
- f) The TRIPS agreement could negatively impact libraries through changing national copyright regimes and national fair use legislation.

These proposed changes are of concern to local governments because they could seriously affect their jurisdiction and authorities, and as well, could result in significant administrative burdens and costs for all Canadian municipalities.

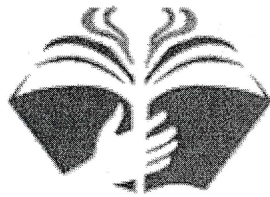
The GATS is currently a "bottom-up" (each sector affected is identified) agreement but the plan is to change it so that all services will be on the table in a "top-down" (all sectors are included unless specifically exempted) approach which will include all services including libraries, museums,

archives, cultural programs, education and health services unless specifically exempted and could restrict the ability of Council to make independent policy in these areas;

The citizens of Canada have had little access to information and informed debate on GATS, and its implications at the Federal, Provincial and local levels. The Government of Canada has refused to release the requests currently made of it.

THEREFORE BE IT RESOLVED

- 1) THAT the Vancouver Public Library urge the Government of Canada to consult widely and in depth with the people of Canada before taking any further action on the GATS; and
- 2) THAT the Government of Canada be advised that the Vancouver Public Library is opposed to the current GATS proposals and requests that further negotiations cease and desist immediately;
- 3) THAT the Vancouver Public Library urge the Prime Minister and the Minister of International Trade to have Canada file a permanent and explicit exemption in the GATS limiting its application to areas of Federal jurisdiction;
- 4) THAT VPL urge the CLA to maintain a watching brief on the UPS challenge and urge it to work with other cultural organizations to file an amicus intervention;
- 5) THAT VPL staff investigate methods for the VPL Board to educate the public concerning the potential impact of GATS on library service;
- 6) THAT VPL support the CLA soliciting a legal opinion on TRIPS and contribute \$500.00 to its cost;
- 7) THAT a copy of this motion be:
 - (i) circulated to MPs representing our area, requesting that they endorse the Vancouver Public Library's action and reply as to whether or not they endorse the Boards action; and
 - (ii) forwarded to City Council; and
 - (iii) forwarded to the British Columbia Library Association Executive; and
 - (iv) forwarded to the Canadian Library Association Executive; and
 - (v) made available to the public.



Hamilton Public Library

*Growing minds.
Growing community.*

DATE: May 14, 2003
REPORT TO: Doreen Horbach, Chair of the Hamilton Public Library Board
C.C.: Board Members, Administration Team
SUBJECT: **Bill C-36**

I have enclosed the attached news release for information purposes.

The "merger" of the archives and the National Library of Canada is a fairly controversial move, with many in the profession feeling that there is an inherent conflict between the two mandates.

In the early stages, the mandate of the new institution seemed oriented more toward "preservation" than to any active role that might deal with the management of government information as well as national issues such as copyright.

There has also been a concern that the merger might create an institution that was geared more to exhibits and "flash" than to working with government and with libraries to help create a more vital national network of libraries.

Wendy Newman of Brantford, Paul Whitney, the new Vancouver Public Library Chief Librarian, and I have acted as a public library "focus group" on these and other issues. I have not yet had a chance to read the proposed legislation but even the title for the new organization reflects a change in focus.

News Release Communiqué

P-05/03-061

CC021934

TABLING OF THE BILL CREATING THE LIBRARY AND ARCHIVES OF CANADA

OTTAWA, May 8, 2003 – Minister of Canadian Heritage Sheila Copps today tabled a Bill in the House of Commons to create the Library and Archives of Canada. The Bill is designed to give this new institution, which combines the National Library of Canada and the National Archives of Canada, a broader mandate than that of the two existing institutions.

The Government of Canada made a commitment in the Speech from the Throne on September 30, 2002 to give Canadians greater access to their history and culture. The creation of this modern and dynamic knowledge institution of international status will serve Canadians' interest by making their documentary heritage more widely accessible.

The proposed legislative framework will allow the Library and Archives of Canada to play an important role in making Canadians more aware of their history and culture.

"The newly created agency will make greater use of 21st century technologies to reach Canadians," said Minister Copps. "It will also be in a better position to improve access for all Canadians to our country's documentary heritage."

Consultations on the creation of this new institution have already been held with representatives of the publishing sector, libraries and archives communities, and further consultations will be held with key interested parties to ensure a smooth transition.

Committed to finding solutions to storage and preservation shortfalls that have plagued the National Archives and National Library, the Government of Canada allocated \$15 million in the 2003 budget to fulfill short-term storage needs and to undertake studies to find the best solution to fulfill long-term preservation requirements.

-30-

Information:



Sonya-Kim St-Julien
Press Secretary
Office of the Minister of Canadian Heritage
(819) 997-7788

(This news release is available on the Internet at <http://www.canadianheritage.gc.ca> under Media Room.)

The Library and Archives of Canada

Backgrounder

In the Speech from the Throne of September 30, 2002, the Government of Canada made a commitment to give Canadians improved access to their history and culture by creating a modern and dynamic knowledge institution of international status.

The proposed legislation is to create an innovative knowledge institution, which combines the National Library of Canada and the National Archives of Canada, with a broader mandate to provide Canadians with easy and integrated access to their documentary heritage and knowledge about Canadian society.

The Library and Archives of Canada will serve as a national source of enduring knowledge accessible to all, contributing to the cultural, social and economic advancement of Canada as a free and democratic society. It will also serve as the continuing memory of the Government of Canada and its institutions.

The mandate of the new Library and Archives of Canada builds upon and modernizes the previous mandates of the National Library of Canada and of the National Archives of Canada. For example, the proposed legislation enables the new institution to better respond to the challenges posed by the rapid expansion of the Internet in recent years and the increase of documentary heritage in digital form.

Existing relationships with other archives and libraries will continue and be strengthened under the new agency. With the new legislation, the institution will have the explicit mandate to facilitate cooperation among the communities involved in the acquisition, preservation and diffusion of knowledge in Canada.

One of the aims of the new institution will be to ensure with its library and archives partners across Canada that there are strategies in place to guarantee the identification and preservation of Canada's documentary heritage in all media and that reflects the full complexity and diversity of the Canadian experience.

The New Institution

With the combined resources and expertise (nearly 1,100 employees) of the National Library and the National Archives, the new institution will be better positioned to manage the millions of items in its collections and meet the evolving and ever increasing information needs of Canadians.

The new institution will have the same legal status as was accorded to both the National Library of Canada and the National Archives of Canada, and will remain a departmental agency within

the Canadian Heritage portfolio. The position of Librarian and Archivist of Canada will be established to head the new agency.

The Government of Canada provided \$7.5 million over three years to facilitate the establishment of the new institution. It also allocated \$15 million in the 2003 budget to fulfil urgent short-term storage needs and to undertake studies to find the best solution to fulfil long-term preservation requirements for its collections.

Collecting and Preserving Canada's Documentary Heritage

Documentary Heritage

The legislation introduces the new concept of *documentary heritage*, which encompasses both publications and records that are related to Canada.

The Library and Archives of Canada will collect and preserve for the benefit and use of all Canadians and those with an interest in Canada, important records created by the Government of Canada and by the private sector, as well as all published items of interest to Canada, regardless of media.

The Library and Archives of Canada will continue to collect and preserve Canada's documentary heritage using the methods previously pursued by the National Archives of Canada and the National Library of Canada, including by agreement, donation, purchase, legal deposit and the transfer of Government of Canada records.

The wording of the legislation has been updated to be forward-looking and technology neutral. This will ensure that the traditional published and unpublished forms of Canadian documentary heritage, regardless of the media used to create them, will be preserved and made available to Canadians now and in the future.

Modernizing Legal Deposit

The legal deposit of traditional and electronic publications is an essential activity of all national libraries and will continue to be central to the mandate of the new institution. The definition of the publications subject to legal deposit was modernized to include online publications.

Sampling from the Internet

The rapid increase of documentary heritage in digital form on the Internet has highlighted the need to preserve all forms of Canada's cultural expression at this important point in its history. The mandate of the new Library and Archives of Canada is addressing this challenge by including the power to take a periodic sampling of Canadian Web sites. This will give a snapshot of a "day in the life" of Canada on the Internet at a set point in time, providing invaluable information to future historians and others about past Canadian concerns, issues, and culture.

The goal of this activity is to support the building of more complete national collections of Internet-based content to complement other acquisition activities pursued by the Library and Archives of Canada. The sampling will occur on a periodic basis and apply **only** to Internet

material that is accessible to the public without restriction and is attributable to a Canadian origin or is of interest to Canada.

Denmark, Norway and New Zealand have similar legislation in place. In other countries including Britain and France, provisions concerning "sampling" are currently before their respective legislatures.

Amending the *Copyright Act*

One element of the legislation is an amendment to *Section 7* of the *Copyright Act* for unpublished works by authors who died after 1929 but before 1949. Specifically, the proposed amendment maintains copyright protection until December 2003 for unpublished works by authors who died before January 1, 1930. In the case where an author died after December 31, 1929 and prior to January 1, 1949, their unpublished works would have copyright protection until December 31, 2017. In both cases, unpublished works that would be published before their protection expires would be protected for an additional 20 years from date of publication.

There will be no change in the conditions of access to these unpublished works for purposes of research and private study.

The legislation also amends the *Copyright Act* to allow the periodic sampling of the Internet in order to preserve the digital documentary heritage of Canada.

Facilitating Information Management in Government

The new institution will continue to facilitate the management of information in government institutions by providing them with integrated expertise and services. The new institution will continue the National Archives' responsibility to be the permanent repository of Government of Canada records. The legislation provides the Head of the institution with a new power to intervene to request the transfer of government records when they are determined to be at risk due to improper storage, for example.

The legislation continues the existing National Library roles and responsibilities in coordinating and providing leadership to federal libraries, and as the permanent repository of published material of the Government of Canada.

Enhancing Public Access to Canada's Documentary Heritage

One of the major objectives of the creation of the new institution is to ensure more awareness, better understanding and easier access to Canada's documentary heritage.

The Library and Archives of Canada will provide Canadians with easy and integrated access to knowledge about Canada by continuing existing initiatives and services, and by launching new ones aimed at interpreting, making known and presenting its collections.

Through Web services such as the Canadian Genealogy Centre and the future Virtual Reference Canada, public programs such as the Portrait Gallery of Canada, initiatives to preserve Canada's Aboriginal and multicultural documentary heritage, services such as the interlibrary loan of publications and microfilms, programs to promote literacy, and support for Canadians with print disabilities, the Library and Archives of Canada will demonstrate innovation and excellence as a national resource central to the promotion of knowledge and Canada's history, identity, culture and values.