

Mission Statement

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

Strategic Priorities

Empower Communities Celebrate Diversity Strengthen Our Organization

HAMILTON PUBLIC LIBRARY BOARD

Regular Board Meeting
Wednesday, November 21, 2007
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, October 17, 2007** **Attachment #3**
4. **Presentations**
5. **Consent Items**
 - 5.1 Chief Librarian's Report **Attachment #5.1**
Suggested Action: Receive
 - 5.2 2008 Meeting Dates – KH **Attachment #5.2**
Suggested Action: Recommendation
 - 5.3 Lost and Damaged Items – BH **Attachment #5.3**
Suggested Action: Recommendation
 - 5.4 Ontario Library Association Conference – KH **Attachment #5.4**
Suggested Action: Receive
6. **Business Arising**
 - 6.1 2008 Operating Budget – WG **Attachment #6.1**
Suggested Action: Recommendation
 - 6.2 Facilities – Lynden – KR **Attachment #6.2**
Suggested Action: Receive

6.3 Facilities – Waterdown – KR

Attachment #6.3

Suggested Action: Recommendation

6.4 Strategic Plan – KR

Attachment #6.4

Suggested Action: Receive

6.5 Board Bylaws – GG

Attachment #6.5

Suggested Action: Recommendation

6.6 Audit Committee – GG

Oral Report

7. Correspondence

8. Reports

9. New Business

9.1 Nominating Committee

Attachment #9.1

Suggested Action: Receive

9.2 Reserves – WG

Attachment #9.2

Suggested Action: Receive

9.3 RFID Report – KD

Attachment #9.3

Suggested Action: Recommendation

10. Private and Confidential

10.1 Personnel Matters – KR

11. Date of Next Meeting

Wednesday, December 19, 2007

Central Library, Board Room, 5th Floor

5:30 p.m. Dinner

6:00 p.m. Meeting

12. Adjournment

HAMILTON PUBLIC LIBRARY
LIBRARY BOARD

UPCOMING/OUTSTANDING ISSUES

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

**HAMILTON PUBLIC LIBRARY BOARD
Regular Meeting**

**Wednesday, October 17, 2007
Central Library, Board Room
5:30 p.m. Dinner
6:00 p.m. Meeting**

MINUTES

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

REGRETS: Santina Moccio

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

Mr. Geczy called the meeting to order at 6:00 p.m.

1. DISCUSSION PERIOD

1.1 Hamilton Gallery of Distinction Dinner

The Hamilton Gallery of Distinction Dinner will be held on Wednesday, November 14, 2007. Board Members interested in attending the dinner were requested to contact Ms Hartog.

1.2 Mr. Geczy regretfully reported that Ms Mavis had submitted her resignation from the Library Board.

1.3 Mr. Geczy and Mr. Roberts reported on their recent meeting with Councillor Duvall. The meeting was part of the mandated direction by the Library Board to meet with each Councillor.

2. ACCEPTANCE OF THE AGENDA

MOVED by Ms Gautrey, seconded by Councillor Pearson,

THAT THE AGENDA BE APPROVED AS PRESENTED.

MOTION CARRIED.

3. MINUTES OF THE HAMILTON PUBLIC LIBRARY BOARD MEETING OF WEDNESDAY, SEPTEMBER 19, 2007

MOVED by Ms Horbach, seconded by Ms Leach,

THAT THE HAMILTON PUBLIC LIBRARY BOARD MINUTES OF WEDNESDAY, SEPTEMBER 19, 2007 BE ADOPTED AS PRESENTED.

MOTION CARRIED.

4. PRESENTATIONS

No presentations.

5. CONSENT ITEMS

MOVED by Ms Leach, seconded by Councillor Pearson,

THAT CONSENT ITEMS 5.1, 5.2, 5.3 and 5.4 BE APPROVED.

MOTION CARRIED

- 5.1 That the Capital Budget Projects listed in this report be submitted to the City of Hamilton to be included in the 2008-2032 Capital Budget process.
- 5.2 That the attached report – Bestseller Express: Six Month Status Report be received for information.
- 5.3 That the Hamilton Public Library Board approve the attached Records Management Policy.
- 5.4 That the Hamilton Public Library Board approve the attached Revised by-laws at its meeting of November 21, 2007.

6. BUSINESS ARISING

- 6.1 2008 Operating Budget

MOVED by Councillor Jackson, seconded by Councillor Pearson,

THAT THE ATTACHED PROPOSED 2008 OPERATING BUDGET DATED OCTOBER 12, 2007 BE ACCEPTED FOR INFORMATION AND

THAT THE ATTACHED PROJECTED 2008-2010 OPERATING BUDGET DATED OCTOBER 12, 2007 BE ACCEPTED FOR INFORMATION.

MOTION CARRIED.

Board Members requested that a Reserves update be provided at the November meeting.

6.2 Withdrawal of Tabled Motion

Motion withdrawn.

7. **CORRESPONDENCE**

No correspondence.

8. **REPORTS**

8.1 Chief Librarian's Report

Received for information.

9. **NEW BUSINESS**

9.1 Dundas Closure for Construction

MOVED by Ms Leach, seconded by Mr. Gumieniak,

THAT THE BOARD AUTHORIZE THE CLOSURE OF DUNDAS LIBRARY FOR A SHORT PERIOD OF TIME IN ORDER TO COMPLETE THE RENOVATION.

MOTION CARRIED.

9.2 Lynden Consultant Report & Public Meeting

The report was received for information. The public meeting is scheduled to be held on October 18, 2007. Mr. Geczy, Ms Gautrey, Ms McKeating, Councillor Jackson and Councillor Pearson indicated their intention of attending the public meeting.

9.3 Board Strategic Planning Process

Mr. Roberts reviewed the proposed strategic planning process. Board members were requested to think about the necessity of changing the mission statement, strategic priorities and goals and report at the November meeting. It is being proposed that the strategic planning discussion be held at the December meeting.

10. **PRIVATE AND CONFIDENTIAL**

No private and confidential items.

11. DATE OF NEXT MEETING

Wednesday, November 21, 2007
Central Library, Board Room, 5th Floor
5:30 p.m. Dinner
6:00 p.m. Meeting

12. ADJOURNMENT

MOVED by Ms McKeating, seconded by Ms Gautrey,

**THAT THE HAMILTON PUBLIC LIBRARY BOARD MEETING OF
WEDNESDAY, OCTOBER 17, 2007 BE ADJOURNED.**

The meeting was adjourned at 8:05 p.m.

Minutes recorded by Karen Hartog.

Chief Librarian's Report November, 2007

DVD Collection

On October 22nd, the DVD collection, recently repackaged into lockable cases, became a "floating" collection where the item becomes "owned" by the location to which they are returned. The results have been very positive. Branches indicate that the variety of titles available on their shelves is always changing. They also reported that customers have noticed this right away and are very pleased. In addition, the quantity of delivery shipped to other location has been slightly reduced and fewer holds are being placed on DVDs. At the same time, 1300 DVDs were added to the Central Library, which has been without a video/DVD collection for a number of years, due to heavy loss rates. A secure area had been created on the second floor. Within a week, half of these DVDs had been borrowed.

Special Collections Department Hours

Special Collections has had shorter hours than the rest of the Central Library for many years. We have reallocated staff resources to ensure that Special Collections has the same open hours as the rest of the services in the building.

Special Collections Department Name

We are changing the name of our Special Collections services to Local History and Archives. The change in name is intended to provide people with a clear understanding of their role.

Hamilton-Wentworth CommunityNet

Hamilton-Wentworth CommunityNet was originally supposed to move from the first floor of the Central Library to the fifth floor, as part of the recent renovation. CommunityNet is changing the ways in which it delivers its services and has moved out of the Central Library.

BiblioCommons

BiblioCommons is a new enterprise that has a contract with Knowledge Ontario and with the Province of British Columbia to develop a new front-end for library catalogues. The BiblioCommons product will have a number of attractive features. It provides much easier management of a person's accounts and allows people to keep track of what they read and what they think about the material they have borrowed and read. It allows people to share their thoughts with other readers if they wish, and it allows people to receive notifications of "good books" from readers whose taste they learn to trust. It allows for many of the patron-placed reviews to appear on the catalogue and, perhaps most importantly, it allows reviews from all participating libraries to be merged and for these reviews to appear on all library catalogues where the material is held.

The BiblioCommons product is in pilot mode at present. The Oakville Public Library is the first Ontario library system to pilot BiblioCommons. Oakville has been piloting it with a small group (several hundred) of users to test functionality. It will be introduced to all Oakville users early next year and we plan to implement it in the first quarter of 2008. We will demonstrate it at either the December or January Board meeting.

Sharing, Privacy and Trust in Our Networked World (A new OCLC Report)

As you may remember, OCLC has, over the past few years, produced some groundbreaking research reports on public attitudes toward libraries. The latest OCLC report, *Sharing, Privacy and Trust in Our Networked World*, has just been released. We do have a number of copies. I will bring mine to the Board meeting.

Visitor from Denmark

Joan Muhldorff Branch Manager from Hvidovre, Denmark visited our Central Branch in order to meet with Youth Services staff. She requested a tour of the children's department and was interested in our dual language programs and collections for newcomer families.

Summer Reading

This summer kids and teens were busy reading books and 9,853 young people read 84,100 books! We surpassed our goal of 70,000 books and we adopted the village of Moyamba, in the Kono District in Sierra Leone as part of Free the Children's Adopt a Village initiative.

Barton Good News: Siemens Power Generation donated \$7,800.00 to be used for children's collections and to support children's programs at the Barton Branch Library. In October, over 140 parents, grandparents and children attended the first in a series of Family Literacy Nights. This partnership with Gibson School was a great success. Families attended a storytime session focusing on pre-reading skills; heard author Sharon Jennings; had their picture taken with Franklin and received a Franklin gift book.

CULC Diversity Conference/Statement

The Hamilton Public Library took part in the mid-October Canadian Urban Libraries Conference/Summit held in Toronto last October. I have been tasked to develop a draft CULC position statement on Diversity that can act as a "manifesto" highlighting the key conclusions of that summit.

One Hour Downtown Parking

One hour of free parking at the former "Eaton's parkade" for people using the library, the market, or downtown stores will no longer be available starting in January, 2008. The Farmer's Market will try a validation program for those people who buy goods at the market. We have asked to be kept informed about their validation process and will monitor the loss of free parking on our services.

Ancaster Visit

A group from the Kingston-Frontenac Public Library came to view the RFID system and sorter in place there. They are returning with a different group to show other staff the look-and-feel of the branch. The branch continues to impress visitors from other library systems.

Ask Ontario

Knowledge Ontario is preparing to launch askON, the first phase of provincial, collaborative, virtual reference services. It will launch in January 2008. Over 100 library volunteers from publicly funded libraries across the province have dedicated over 400 hours since June, working on operational task forces to make this service a reality. It has already been a tremendous grass roots and collaborative effort on the part of Ontario's libraries and it is just the beginning.

We will be one of the first 10 library systems to participate. Other public libraries will be Innisfill, Vaughan, London, Kingston, Stormont Dundas & Glengarry, North Bay, Sudbury, Welland, and

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Middlesex County. The academic and college libraries include Algonquin College, George Brown College, Lakehead University, Mohawk College, Ryerson University, Seneca College, St.Clair College and York University.

More information can be found at www.knowledgeontario.ca/ASK_ONTARIO/index.html

Library Board appointment

Interviews to fill the current Board vacancy will be held on Thursday, November 22nd.

Staff Professional Development Day

We have huge staff development needs and they will do nothing but grow as we introduce new services and products – including items such as RFID and the BiblioCommons software. At the present time, we schedule staff for training and arrange for replacement/call-in staff to work in their shifts, when there is a need to backfill. A number of library systems are moving to a staff training day when all locations are closed and a wide range of workshops and training sessions can be held. While staff training days do not, by any means, address all staff training needs, they do help to handle some of the scheduling difficulties. We will be bringing a proposal to the Library Board for a 2008 Staff Development Day when all locations can be closed.

Personal Notes

I am assisting the Canadian Library Association to collect material and determine a process for the creation of their Strategic Plan.

I am on the selection committee for an Executive Director of Knowledge Ontario



Hamilton Public Library

Date: November 21, 2007

To: Chair and Members of the Board

c.c. Ken Roberts, Chief Librarian

From: Karen Hartog, Administrative Assistant

Subject: 2008 Meeting Dates

RECOMMENDATION:

That the Hamilton Public Library schedule its 2008 Board meetings on the following dates.

- January 16th
- February 20th
- March 19th
- April 16th
- May 14th (CLA is scheduled for week of May 19th)
- June 18th (Chairmen's Dinner to be held following meeting)
- September 17th
- October 22nd
- November 19th
- December 17th

FINANCIAL/STAFFING/LEGAL IMPLICATIONS:

There are no financial implications.

BACKGROUND:

The above-noted Board meeting schedule has been compared to the Council meetings in order to avoid conflicts. Council meets on the 2nd and 4th Wednesdays of the month. Usually, there will be a conflict during the months where there are five Wednesdays. This conflict will occur during the month of October 2008 where Council is scheduled to meet on October 15th and October 29th. It is being recommended that the Library Board meet on October 22nd.

The CLA Conference is scheduled during the week of May 19th and so it is recommended that the Library Board conduct its meeting on May 14th since members of the senior administration team will be attending the CLA Conference.



DATE: November 13, 2007

REPORT TO: Chair and Members of the Board

c.c. Ken Roberts, Chief Librarian

FROM: Beth Hovius, Director of Public Service and Collection Development

SUBJECT: Charges for Lost/ Damaged Items

RECOMMENDATION: That the Hamilton Public Library charge for lost and damaged items as follows:

Lost / damaged lockable DVD and CD cases	- \$2.00 each
Missing bar codes, security labels	- \$2.00 each
Lost kit bags	- \$2.00 each
Cover art liner inserts	- \$2.00 each
Liner inserts (booklets)	- full replacement cost of item

Rationale: These fees are a deterrent to wilful damage. Staff report that some customers regularly remove labels, or open the cases with a knife thus causing the Library to incur additional costs in re-labelling and repackaging items. Initially fees will be charged only after a customer receives a warning, but eventually, after appropriate publicity, the fees would be applied on a more widespread basis. Most libraries have fees to cover damages. The Hamilton Public Library has had similar charges in the past, but these were discontinued at amalgamation, with the intent of re-introducing them as required.



Hamilton Public Library

Date: November 14, 2007
To: Chair and Members of the Board
c.c. Ken Roberts, Chief Librarian
From: Karen Hartog, Administrative Assistant
Subject: **OLA Conference – January 30 to February 2, 2008**

BACKGROUND:

The 2008 OLA Conference will be held from January 30 to February 2, 2008 at the Metro Toronto Convention Center.

The earlybird registration deadline is November 30, 2007.

Board Members are requested to contact Karen Hartog if interested in attending conference.



Hamilton Public Library

Date: November 16th 2007

To: Chair and Members of the Board

c.c. Ken Roberts, Chief Librarian

From: William Guise, Director, Finance and Facilities

Subject: 2008 Operating Budget – 3rd Draft

RECOMMENDATION:

That the attached Proposed 2008 operating budget dated November 16th, 2007 be accepted for information and

That the attached Projected 2008 – 2010 Operating Budget dated November 16th, 2007 be accepted for information.

BACKGROUND:

Proposed 2008 Operating Budget

The 2008 operating budget is in the process of being prepared and the attached draft is the second draft version of the operating budget reflecting factors which have a significant affect on the budget.

This draft budget was built using the following:

- Implementation of both Pay Equity and Internal Equity including additional costs resulting from red circling of those positions that are currently being paid higher than the rate determined under Pay Equity and/or Internal Equity.
- Increase in the number of Full Time Equivalents (FTE) by 3.41 FTE from 325.52 FTE to 328.93 FTE and includes 3.0 FTE for the new Turner Park Branch Library. The remaining 8.43 FTE required for Turner Park will be part of the 2009 operating budget.
- Increase in salary and wages as a result of annual increases determined by the union contact
- Increase in Library Materials budget by \$200,000 similar to 2006 as part of a multi year strategy to bring our library materials collection up to an appropriate size and composition that meets the needs of our users.



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- Decrease in fine revenue by \$25,590 based on projections to the end of 2007.
- Increase in conference costs by \$25,000 to reflect the need to have staff exposed to and participate in conferences which reflect the changing needs of our users and change in process and technology.
- Increase in training costs by \$20,000 to reflect the increased costs of mandatory training and the need to provide upgrading to staff to enable them acquire the skills required in an ever changing environment.

The draft budget as presented does not yet include any increase in costs related to additional operating cost for RFID materials that will be required as a result of operating two library materials security systems at the same time. Since library material can move from one branch to another, double tagging of security tags on all new material is required. When existing material from a non RFID branch is shipped to a RFID branch the material requires an RFID tag in addition to the existing RF tag.

The first draft of the cost allocations from the City such as cost of facilities, vehicles, IP telephony, insurance etc. have been reflected in the budget. Further changes may be required as they are now working on the second draft.

Only the actual costs expected to be incurred in 2008 for Turner Park Branch has been included in the 2008 proposed operating budget. The full annualized cost of for staffing the new Turner Park Branch Library will be included in the 2009 operating budget.

The total net approved budget (Total Expenditures less Total Revenues) for 2007 was \$24,086,990 and has been restated to \$24,383,570 to reflect the \$296,100 budget base that the City was carrying in their budget for Library Pay Equity Costs and approved as part of the 2007 budget process and other minor budget base adjustments.

Based on the above factors that have been included in the draft budget, the total increase in the operating budget would be \$890,823 or 3.7% increase over 2007 Restated Budget. If the actual anticipated operating costs in 2008 for Turner Park Branch (\$45,610) were removed and the costs related to Pay Equity and Internal Equity (\$82,470) were removed the increase would have been \$762,743 or 3.1%

A schedule showing the 2008 Budget Drivers is included.

Projected 2008 – 2010 Operating Budget

The Projected 2008 – 2010 Operating Budget was based on the following assumptions using the 2008 Request Budget as the base.

- Employee costs will increase 3% each year
- Annualized operating costs for Turner Park would be included
- Library Materials will increase by \$200,000 each year



Attachment #6.1

- Other costs will increase by 2% each year
- Revenues will remain at the same level.

Based on these assumptions, the requested Municipal Contribution would increase by 6.1% in 2009 and 3.6% in 2010.

A schedule showing the 2009/2010 Budget Pressures is included.

Cost Category Report – 3rd Draft/Requested

Attachment #6.1

Year: 2008

Version: Draft

Dept: Library

Details at: Department

2008 Requested vs. 2007 Restated Budget

	2006 Actual	2007 Budget Council Approved	2007 Budget Restated	2007 Forecast	2008 Budget Draft	\$	%
NET LEVY	23,301,980.00	24,086,990.00	24,383,570.00	24,086,990.00	25,274,393.43	890,823.43	3.7%
EXPENSE	25,877,111.74	26,188,040.00	26,484,620.00	27,705,979.46	27,324,643.42	840,023.42	3.2%
Employee Related Cost	17,723,879.65	18,286,460.00	18,583,040.00	18,301,413.69	19,177,713.41	594,673.41	3.2%
Material and Supplies	3,310,701.88	3,472,390.00	3,472,390.00	4,212,241.60	3,613,860.02	141,470.02	4.1%
Vehicle Expense	54,349.79	1,170.00	1,170.00	1,621.37	1,300.00	130.00	11.1%
Building and Grounds	685,212.16	447,260.00	447,260.00	1,238,296.33	473,040.00	25,780.00	5.8%
Consulting	0.00	0.00	0.00	157.10	0.00	0.00	0.0%
Contractual	666,060.24	608,770.00	608,770.00	603,314.89	623,799.99	15,029.99	2.5%
Agencies and Support Payments	327.62	0.00	0.00	25.00	0.00	0.00	0.0%
Reserves/Recoveries	358,950.88	124,910.00	124,910.00	288,106.76	111,900.00	(13,010.00)	(10.4)%
Cost Allocations	2,983,837.93	3,164,700.00	3,164,700.00	3,004,433.36	3,243,970.02	79,270.02	2.5%
Financial	93,791.59	82,380.00	82,380.00	56,369.36	79,060.00	(3,320.00)	(4.0)%
REVENUE	(2,575,131.74)	(2,101,050.00)	(2,101,050.00)	(3,618,989.46)	(2,050,250.00)	50,800.00	2.4%
Fees and General	(758,720.69)	(693,250.00)	(693,250.00)	(675,147.18)	(642,450.00)	50,800.00	7.3%
Grants and Subsidies	(1,648,272.87)	(1,407,800.00)	(1,407,800.00)	(1,487,631.88)	(1,407,800.00)	0.00	0.0%
Reserves	(168,138.18)	0.00	0.00	(1,456,210.40)	0.00	0.00	0.0%

CITY OF HAMILTON

Attachment #6.1

2008 Budget Cost Drivers**HAMILTON PUBLIC LIBRARY BOARD****HAMILTON PUBLIC LIBRARY**

	2008 MAINTENANCE	COUNCIL APP'D IMPACTING 2008	2008 MANDATED	TOTAL 2008 BASE PRESSURES
	\$	\$	\$	\$
Employee costs	421,103		-	421,103
Pay Equity and Internal Equity costs	82,470			82,470
Turner Park Staffing (only 2008 estimated actuals)	45,610			45,610
Training	20,370			20,370
Conferences	25,120			25,120
Library Materials	200,000			200,000
Security costs	19,630			19,630
Facility Costs	57,210			57,210
Computer and Server Lease costs	27,730			27,730
Photocopier Revenue	-	19,930	-	19,930
Fine Revenue	-	25,590	-	25,590
Other Maintenance	37,100			37,100
TOTAL (= TOTAL BUDGET PRESSURES)	890,823	-	-	890,823
TOTAL COST DRIVERS	890,823	-	-	890,823

HAMILTON PUBLIC LIBRARY

Projected 2008 - 2010 OPERATING BUDGET BY COST CATEGORY

Attachment #6.1

	2007 Restated Budget	2008 Requested Budget	%	2009 Projected Budget	%	2010 Projected Budget	%
Employee Related Expenses	18,583,040	19,177,713	3.2%	19,753,040	3.0%	20,345,630	3.0%
Turner Park		45,610		778,310	1606.4%	801,660	3.0%
Materials and Supplies	3,472,390	3,613,860	4.1%	3,873,320	7.2%	4,132,970	6.7%
Vehicle Expenses	1,170	1,300	11.1%	1,330	2.3%	1,360	2.3%
Building and Grounds	447,260	473,040	5.8%	482,500	2.0%	492,150	2.0%
Consulting	-	-	0.0%	-	0.0%	-	0.0%
Contractual	608,770	623,800	2.5%	636,280	2.0%	649,010	2.0%
Reserves / Recoveries	124,910	111,900	-10.4%	114,140	2.0%	116,420	2.0%
Cost Allocations	3,164,700	3,243,970	2.5%	3,308,850	2.0%	3,375,030	2.0%
Financial	82,380	79,060	-4.0%	80,640	2.0%	82,250	2.0%
TOTAL EXPENDITURES	26,484,620	27,370,253	3.3%	29,028,410	6.1%	29,996,480	3.3%
Fees and General	693,250	642,450	-7.3%	642,450	0.0%	642,450	0.0%
Grants and Subsidies	1,407,800	1,407,800	0.0%	1,407,800	0.0%	1,407,800	0.0%
Reserves		-	0.0%	-	0.0%	-	0.0%
TOTAL REVENUES	2,101,050	2,050,250	-2.4%	2,050,250	0.0%	2,050,250	0.0%
Municipal Contribution	24,383,570	25,320,003	3.8%	26,978,160	6.5%	27,946,230	3.6%

2009/2010 Budget Pressures**Department:** HAMILTON PUBLIC LIBRARY**Division:** HAMILTON PUBLIC LIBRARY

Pressures (brief description of the pressure)	2009 Net \$	2009 FTEs	2010 Net \$	2010 FTEs
Turner Park Branch Library Opening	732,700	8.43		
Library Materials	200,000		200,000	
RFID Tags	50,000		50,000	
<u>Totals</u>	<u>982,700</u>	<u>8.43</u>	<u>250,000</u>	<u>0.00</u>



DATE: November 15, 2007

REPORT TO: Chair and Members of the Board

FROM: Ken Roberts, Chief Librarian

SUBJECT: Lynden Branch Update

I know that Board members will want to discuss the public meeting held in Lynden on Thursday, October 18th. I can also provide you with information about events that have taken place since that meeting.

1. Councillor Pasuta has taken a real interest in trying to help the Lynden community to find a location and to find funding for a Lynden Library Branch.
2. Councillor Pasuta arranged for Councillors Pearson, Jackson and I to visit the community and to tour all possible building sites.
3. Councillor Pasuta did speak with the owner of the former school property in order to get some idea of the feasibility of building on that space, just as an option. It appears that we can now discount that possibility. While the site is for sale, it is too expensive. It is too big. There are no other potential partners. There may be concerns from neighbours.
4. Members of the Lynden Community met on Monday, November 12th. Councillor Pasuta attended this meeting. It is probable that the Library Board will receive a letter by the November board meeting. The letter is expected to indicate that key members of the community feel that the former Credit Union building that is currently for sale is the best possible location for a new library.
5. Councillor Pasuta and I are trying to arrange a meeting with the City of Hamilton's General Manager of Finance to discuss possible options. If, for any reason, the Library Board were to acquire the former Credit Union property, even as a donation, there would have to be some reasonable plan for fund and construct a library branch within a reasonable time period so that the building did not sit empty.

I fully expect that there may be additional information, as well as a letter from members of the Lynden community, by the Board meeting.



DATE: November 15, 2007

REPORT TO: Chair and Members of the Board

FROM: Ken Roberts, Chief Librarian

SUBJECT: Waterdown Branch Update

Recommendation:

That the library's administration prepare a report on the implications and possibilities of building a new Waterdown Branch on the site of the former Flamborough Town Hall, and

That the library's administration investigate other possible sites in Waterdown, including locations where there may be a need for acquire property.

Background:

The Library Board had questions about Councillor McCarthy's recommendation that a new Waterdown Branch be constructed on the former Town Hall site.

The Board Chair, George Geczy, and I met with Councillor McCarthy on Wednesday, November 7th. While the former Town Hall site remains a strong possibility, It is apparent that there are still many issues that have to be resolved.

After the meeting with Councillor McCarthy I contacted the City's Finance Department to check on the state of our Development Charges account and to try to determine how these funds can properly be used.

It does not appear that there is any desire for the City to move any of its operations or service organizations into the current Waterdown Branch. This building is owned by the City. Once we vacate the building, it would have to be sold.



DATE: November 15, 2007

REPORT TO: Chair and Members of the Board

FROM: Ken Roberts, Chief Librarian

SUBJECT: **Strategic Plan Review and Renewal**

The Library Board is slated to begin the process of reviewing its Strategic Plan priorities at the December Board meeting.

At the last meeting, I asked the Board if it could review the existing Mission, the existing Values statement, and the existing three Strategic Priorities (Attached) and could let us know, at the November meeting, the extent to which it would like to review each of these three components of its strategic direction.

We know that the three Strategic Priorities have to be reviewed. They expire as of the end of 2007, although they will continue in place until such time as the Board approves new Strategic Priorities.

For most organizations, Mission and Value statements do not tend to change as frequently.

As I mentioned at the October meeting, a sampling of typical public library Mission Statements can be found at
http://midhudson.org/departments/member_information/missions.htm



MISSION

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.

VALUES

Intellectual 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.



STRATEGIC PRIORITY #1: STRENGTHEN COMMUNITIES

Library branches and the Central Library will be places for neighbours to get together, for ideas to be shared, for events to take place and for people to spend time together. "I'll meet you at the library" will be a phrase that people use with pride. Hamilton Public Library branches will be social forces within their communities and good partners to community organizations. The Hamilton Public Library will support community development and will assist people as they broaden their horizons.

STRATEGIC PRIORITY #2: SUPPORT DIVERSE NEEDS

The Hamilton Public Library system will serve people in ways that are relevant to their unique circumstances. The library will align services to recognize the fact that Hamilton residents come from a wide variety of experiences and backgrounds. The library will have conversations with those we serve and those we could serve in order to ensure that the Hamilton Public Library is a source for relevant information, community joy and hope.

STRATEGIC PRIORITY # 3: CONTINUE TO DEVELOP AND ENERGIZE OUR ORGANIZATION

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 and personal growth 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.



DATE: November 14, 2007

TO: Hamilton Public Library Board Members

C.C.: Administration Committee

FROM: Karen Hartog, Administrative Assistant

SUBJECT: **AMENDMENT TO HAMILTON PUBLIC LIBRARY BOARD
BY-LAWS**

RECOMMENDATION:

**THAT THE HAMILTON PUBLIC LIBRARY BOARD APPROVE THE
ATTACHED REVISED BY-LAWS.**

BACKGROUND:

At its meeting of October 9, 2007, the Bylaws Committee reviewed the Hamilton Public Library Board Bylaws and have subsequently made changes.

The amendments are reflected on the attached document.

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

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Board By-Law Transition Team¶
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The Hamilton Public Library Board is duly constituted as a corporation and governed by the provisions of the *Public Libraries Act, Statutes of Ontario, 1990, Chapter P. 44* and is established by the provisions of City of Hamilton By-Law 04-019.

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

Corporation

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

Officers

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

Chair

4. The Chair shall be elected at the first meeting of the Board in each year, shall hold office for one year and may be re-elected for a maximum of one additional consecutive year.
5. The primary role of the Chair of the Board is to ensure the proper functioning of the Board and the proper conduct of Board business, in accordance with all relevant legislation and with the rules of procedure adopted by the Board.
6. The Chair's responsibilities include:
 1. Presiding at regular and special meetings of the Board in the manner and extent prescribed by the Board.
 2. Committing the Board to no course of action unless specifically authorized by the Board to do so.
 3. Serving as an *ex officio* member of all Board committees.

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4. Only the Chair may represent and speak for the Board in an official capacity to outside parties in announcing Board-stated positions and in stating Chair decisions.
5. Acting as one of the authorized signing officers of all documents pertaining to Board business.
6. Representing the Board, alone or with other members of the Board, at any public or private meetings for the purpose of conducting, promoting or completing the business of the Board.
7. Notifying the Vice-Chair, if for any reason, the Chair is unable to perform these functions.

Vice-Chair

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

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Secretary

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

Treasurer

10. The Board shall appoint a Treasurer.

Chief Executive Officer

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

Systematic and rigorous monitoring of CEO job performance will be solely against the only expected job outputs: organizational accomplishments of Board policies on Ends and organizational operation within the boundaries established by the Board.

1. Monitoring is simply to determine the degree to which Board policies and strategic priorities are being met. Data that do not do this will not be considered to be monitoring data.
2. The Board will acquire monitoring data by one or more of three methods:

- (a) Internal report, in which the CEO discloses compliance information to the Board
 - (b) External report, in which a disinterested, external third party selected by the Board, assesses compliance with Board policies.
 - (c) Direct Board inspection, in which a designated member or members of the Board assess compliance with the appropriate policy criteria.
3. In every case, the standard for compliance shall be *any reasonable CEO interpretation* of the Board policy or priority being monitored.
 4. All policies that instruct the CEO will be monitored at a frequency and by a method chosen by the Board. The Board can monitor any policy at any time by any methods, but will ordinarily depend on a routine schedule.
 5. The Board may exercise discretion in evaluating CEO performance based on length of service or circumstances beyond the CEO's control.

Only decisions of the Board are binding on the CEO.

1. Decisions or instructions of individual Board members, officers or committees are not binding on the CEO except in rare circumstances when the Board has specifically authorized or delegated such exercise of authority.
2. In the case of Board members or committees requesting information or assistance without Board authorization, the CEO can refuse such requests.

The CEO is the Board's only link to operational achievement and conduct, so that authority and accountability of staff, as far as the Board is concerned, is considered to be authority and accountability of the chief executive.

1. The Board will never give instructions to persons who report directly or indirectly to the CEO.
2. The Board will refrain from evaluating, either formally or informally, any staff other than the CEO.

Board Members Code of Conduct

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12. Board Members must avoid any conflict of interest with respect to their fiduciary responsibility by adhering to the regulations of the Municipal Conflict of Interest Act.
- (a) There will be no self-dealing or any conduct of private business or personal services between any Board member and the organization except as procedurally controlled to assure openness, competitive opportunity and equal access to inside information.
 - (b) Board Members will not use their positions to obtain employment in the organization for themselves, family members or close associates. Should a member desire employment, he or she must first resign.
 - (c) Members will annually disclose their involvements with other organizations, with vendors, or any other associations that might produce a conflict.

Members will respect the confidentiality appropriate to issues of a sensitive nature and understand that it is the Chair's role to represent and speak on behalf of the Board.

Vacancies

13. In the event of a vacancy occurring on the Board, the Secretary, upon instructions from the Board in session, shall advise Council and request that a new member be appointed to fill the vacancy under the conditions contained in the *Public Libraries Act*.

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14. In the event of a vacancy occurring during the year in office of Chair or Vice-Chair, the Board at its first regular meeting thereafter shall elect a new Chair or Vice-Chair to serve for the remainder of the elected time in that office.

Resignation

15. Members of the Board who must resign before the end of their term of appointment on the Board shall inform both the Clerk of the City of Hamilton and the Secretary of the Board in writing, specifying the effective date of their resignation.

Elections

16. Election of Chair and Vice-Chair shall take place annually at the Board's inaugural meeting.
17. The Chief Executive Officer shall take the chair and shall call for nominations for Chair from the Nominating Committee and then from the floor. Nominations shall be made with no seconder required. Nominations shall be closed by a motion made and seconded. Voting shall be by a show of hands or by secret ballot if requested by any member of the Board. The nominee receiving a clear majority of the votes cast shall be declared elected by the Chief Executive Officer. Should no member receive a clear majority, balloting

shall proceed with the nominee's name receiving the smallest number of votes being dropped.

18. The Chief Executive Officer shall call for nominations for Vice-Chair from the Nominating Committee and then from the floor and the election shall be conducted in the manner outlined above.

19. The new Chair shall take the chair immediately after elections have been completed.

Meetings and Notice of Meetings

20. A regular meeting of the Board shall be held on the third Wednesday of the month (except July and August) at 6:00 p.m. in the Board Room at the Central Library, 55 York Boulevard, Hamilton or at such other day or time or such other place as may be agreed upon by the Board.

21. Written notice of all regular meetings together with the proposed agenda and the minutes of the immediately preceding regular meeting and of any special meetings shall be communicated to each member of the Board at least three days in advance of such meetings.

Special Meetings

22. The Chair may, or upon the written request of any two members of the Board shall, call a Special Meeting by giving, through the Secretary or designate, at least two days written notice to each member, specifying the purpose for which the meeting is called.

23. The purpose of a Special Meeting shall be specific. No business shall be transacted or considered at such a meeting other than that specified in the notice.

Inaugural Meeting

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

25. In the subsequent years of its term, the Board shall hold its annual inaugural meeting at the place and time of its regular January meeting and the regular meeting shall take place immediately following the inaugural meeting.

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Attendance

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

Quorum

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

Voting

30. All members of the Board (including the Chair) shall vote on all questions unless they have declared an interest in the matter. Any motion on which there is an equality of votes shall be deemed to be lost.
31. Motions shall be carried by a simple majority of those present except as otherwise provided for in this By-Law.
32. Notice of motion given at the previous meeting and two-thirds majority vote is required for:
- a motion to reconsider a lost motion.
 - a motion to amend the by-laws.

Procedure

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

Rules of Debate

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

Order of Business

35. The order of business at regular meetings of the Board shall be as follows, subject to the discretion of the Chair:

1. Discussion
2. Acceptance of the Agenda
3. Minutes
4. Declarations of Conflict of Interest
5. Presentations
6. Consent Items
7. Business Arising from the Minutes
8. Correspondence
9. Reports
10. New Business
11. Private and Confidential
12. Date of Next Meeting
13. Adjournment

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Delegations

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

Minutes

37. The Secretary or designate shall keep Minutes of every meeting of the Board.
38. The Minutes shall be confirmed by motion at the next following Board meeting.

Deleted: , and shall be signed by the Chair or person presiding at the meeting at which the Minutes are confirmed.

Committees

39. Ad Hoc Committees may be appointed by the Board to deal with special issues assigned by the Board. Such committees report to the Board and shall be dissolved immediately upon making their final report to the Board.
40. A committee may have any number of members. The Board shall name a chair for each ad hoc committee. Such committees report to the Board and shall be dissolved immediately upon making their final report to the Board.
41. A quorum for all committees shall be the majority of members. Committees meet when required at the call of the committee chair.

42. The Chair of the Board shall be a member of all Committees of the Board *ex-officio*.
43. The Secretary of the Board (or designate) shall attend all committee meetings and shall be the Secretary of all committees.
44. **A Nominating Committee** composed of four members, one of whom shall be the Chair of the Board, shall be appointed by the Board annually at its November meeting to present the slate of officers for the ensuing year at the next Inaugural Meeting. In a municipal election year, the outgoing Chair of the Board shall appoint the Nominating Committee from among the members of the new Board immediately following the appointment of the new Board by City Council. In each year, the Nominating Committee shall meet before and report to the next Inaugural Meeting following its appointment.
45. **An Executive Committee** may be appointed by the Board as required. This Committee shall consist of four (4) members, one of whom shall be the Chair of the Board. The Executive Committee shall exercise all of the powers of the Board during the months of July and August or any other specific time period, subject to any restrictions that may be imposed upon it from time to time by the Board. The Chair of the Board shall appoint alternate members as required in the event that any member(s) of the Executive Committee is unable to attend a meeting of the Committee. The Committee shall meet at the call of the Chair and a quorum shall consist of three (3) members.

46. An Audit Committee composed of four members, one of whom shall be the Chair of the Board, shall be appointed by the Board annually at the first meeting of each year of the Board's term. The Audit Committee is to oversee the financial reporting process, to monitor the choice of accounting policies and procedures and to monitor internal control procedures to ensure the effective development and maintenance of adequate financial controls and reporting. The Committee will meet at least twice in each year – in the fall with the external auditors to discuss the scope of the annual audit and in the spring with the external auditors to discuss the results of the annual audit. Additional meetings may be held at the Call of the Chair of the Audit Committee, request by a Committee member or by the external auditors.

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46. Board meetings are open to the public except for in-camera sessions.

In Camera Sessions

47. An *in camera* session of the Board shall be held when it is expedient to consider all or part of an agenda *in camera* because "intimate financial or personal matters" may be disclosed in debate and the desirability of

protecting against the consequences of such disclosure outweighs the desirability of holding the meeting in public.

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

Payment of Board Expenses

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

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Amendment of the By-Laws

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

Effective Date

- These By-Laws shall come into effect on November 21, 2007 and all former By-Laws and Rules of Procedure of predecessor Boards are hereby repealed.

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AUDIT COMMITTEE

Terms of Reference

PURPOSE

The Committee is to oversee the financial reporting process, to monitor the choice of accounting policies and procedures and to monitor internal control procedures to ensure the effective development and maintenance of adequate financial controls and reporting. The Committee is to be independent of the auditing function and ensure appropriate actions are taken with audit findings. The Committee has no direct responsibility for the operations and functions of audit areas. It does however make recommendations to the Board regarding both factors.

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Appointment of External Auditors

Under the authority of the Municipal Act, the City of Hamilton shall appoint the external auditor for the Hamilton Public Library.

Membership

The Audit Committee will be composed of four members of the Hamilton Public Library Board one of whom shall be the Chair of the Hamilton Public Library Board. A quorum shall be two members.

Preference will be given to Library Board members who are financially literate with relevant background in financial matters (i.e. prior experience as a business person, recognized accounting designation, work in the accounting profession, or in the financial accounting department of a current or past organization). Committee members will have no current business relationship or financial interests with the Library or its management.

Members will be appointed at the first meeting in each year of the Board's term and will serve until the end of the year.

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The members of the Audit Committee will appoint one of the members as Chair who will chair the meeting of the Audit Committee and perform such other duties as required to ensure the proper functioning of the Committee.

Meetings

The Committee will meet at least twice in each year – in the fall with the external auditors to discuss the scope of the annual audit and in the spring with the external auditors to discuss the results of the annual audit.

Additional meetings may be held at the Call of the Chair of the Audit Committee, request by a Committee member or by the external auditors.

Notice of each meeting confirming the venue, time and date of the meeting together with an agenda of items to be discussed shall be forwarded to each member of the Committee prior to the date of the meeting in a timely manner.

The external auditors, Chief Librarian and the Director, Finance and Facilities will be invited to attend meetings and at least once a year, the Committee will meet with the external auditors without Library staff present.

The Audit Committee may invite such other persons to its meetings as it deems necessary.

Duties

The duties of the Committee will be:

To meet with the external auditors before the audit commences and to discuss and approve the nature and scope of the audit

To discuss with external auditors issues such as compliance with accounting standards and proposals by external auditors

To monitor the integrity of the financial statements of the Library and to review, and challenge where necessary, the actions and judgements of management in relation to financial statements before submission to the Board, focusing particularly on:

- Significant accounting policies and practices and any changes in them;
- Major judgemental areas
- The extent to which the financial statements are affected by any unusual transactions in the year and how they are disclosed;
- The clarity of disclosures
- Significant adjustments resulting from the audit

To meet with the external auditors post-audit at the reporting stage to discuss the audit, including problems and reservations arising from the audit, and any matters the auditor may wish to discuss;

To review the management representation letter, the external auditors' management letter and the management's response.

To monitor and review the internal audit programme (if any) and its effectiveness;

To monitor and review the Library's systems for internal financial control, financial reporting and risk management;

To consider any major audit recommendations and to consider the major findings of internal investigations and management's response;

Reporting

The Chair of the Committee shall report to the Board on all meetings of the Committee.

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The Committee shall make whatever recommendations to the Board it deems appropriate on any area within its responsibility where action or improvement is needed.

The Committee members shall conduct an annual review of their work and these terms of reference and make recommendations to the Board.



DATE: November 14, 2007

REPORT TO: Chair and Members of the Board

C.C.: Ken Roberts, Chief Librarian

FROM: Karen Hartog, Administrative Assistant

SUBJECT: Nominating Committee

A Nominating Committee needs to be established in order to meet and review the completed forms submitted by library board members. The Nominating Committee recommends a slate of officers for 2008 at the inaugural meeting scheduled in January.

The library board bylaws state "**A Nominating Committee** composed of four members, one of whom shall be the Chair of the Board, shall be appointed by the Board annually at its November meeting to present the slate of officers for the ensuing year at the next Inaugural Meeting. In a municipal election year, the outgoing Chair of the Board shall appoint the Nominating Committee from among the members of the new Board immediately following the appointment of the new Board by City Council. In each year, the Nominating Committee shall meet before and report to the next Inaugural Meeting following its appointment"

Please complete the attached form and submit it to me no later than the December 19th meeting in order that the completed forms can be given to the Chair in preparation for the Nominating Committee meeting. Please submit a form with your name on it even if you do not intend on volunteering for any positions.

November 2007

To assist the Nominating Committee in its appointment process, please indicate whether you are interested in any one or more of the following positions on the Board for 2006. Please return completed forms at the next Board Meeting (December 19, 2007).

NAME OF BOARD MEMBER: _____

POSITION	PLEASE CHECK IF INTERESTED IN THIS POSITION
Chairperson	
Vice-Chairperson	
Executive Committee Member	
Southern Ontario Library Service Board Representative	
Audit Committee	



Hamilton Public Library

Date: November 16th 2007

To: Chair and Members of the Board

c.c. Ken Roberts, Chief Librarian

From: William Guise, Director, Finance and Facilities

Subject: **Estimated Reserve Funds Available**

RECOMMENDATION:

That the attached Estimated Reserve Funds Available schedule be accepted for information.

BACKGROUND:

At the October 17th Board meeting a request was made to provide a schedule showing the status of reserves held by the Library.

The attached schedule shows the balance of the reserves as of January 1, 2007 and receipts, commitments and current anticipated requirements against the reserves.

The purposes of the various reserves are set out below.

Mobile Equipment

This reserve was setup to fund replacement of the library's bookmobiles and other vehicles.

Library Collections

This reserve was setup to smooth out the uneven purchase and delivery of library material that can take several months from the time of committing funds and actually delivery. In many cases library material may be ordered from pre-publication lists and delays and cancellations of publications can occur. The reserve is funded mainly by any balance in the annual library materials and processing budget at year-end or drawn down by any deficit in the annual library materials budget.

Library General Development

This reserve was setup to fund projects that furthered the general development of the provision of library services.



Attachment #9.2

Library Major Capital Projects

This reserve was setup to fund major capital projects for the library. Any surpluses from the library's operating budget are used to fund this reserve and any deficits in operating are to be funded from this reserve.

Summer Reading

This reserve was setup to ensure that sufficient funds would be available to continue the Summer Reading program in the event that current grants for Summer Reading are no longer available and is funded by grant revenue received from outside groups.

Redeployment, Training & Restructuring

This reserve was setup to fund cost of redeployment, training & restructuring and has been funded from monies saved through the OMERS contribution holiday.

Youth Programming

This reserve was setup to hold unspent grant funds received from outside groups for the purpose of youth programming.

Accessibility, Renewal and Health & Safety

Established as part of the 2007 Budget process to provide for renovations to existing facilities to address accessibility, renewal and health & safety issues

Hamilton Public Library
Estimated Reserve Funds Available

Attachment #9.2

	Total	106005 Mobile Equipment	1006006 Library Collections	106007 Library General Developme nt	106008 Library Major Capital Projects	106009 Summer Reading	106011 Redeploymen t Training Restructuring	106012 Youth Programm ing	Accessibility Renewal H&S
General	8,215,196.43	637,558.02	1,499,062.31	543,498.69	4,226,164.90	270,975.97	1,016,287.99	21,648.55	-
Printer Revenue	125,883.47			125,883.47					
Repairs to Grounds	146,659.10			146,659.10					
Opening Balances Jan 1, 2007	<u>8,487,739.00</u>	<u>637,558.02</u>	<u>1,499,062.31</u>	<u>816,041.26</u>	<u>4,226,164.90</u>	<u>270,975.97</u>	<u>1,016,287.99</u>	<u>21,648.55</u>	<u>=</u>
Receipts 2007 From Operating									
Grounds Repair	9,000.00			9,000.00					
Mobile Equipment	30,000.00	30,000.00							
Access, etc	100,000.00								100,000.00
Printer revenue (Oct)	20,106.14			20,106.14					
Sale of Herkimer	287,071.00				287,071.00				
	<u>446,177.14</u>	<u>30,000.00</u>	<u>=</u>	<u>29,106.14</u>	<u>287,071.00</u>	<u>=</u>	<u>=</u>	<u>=</u>	<u>100,000.00</u>
Estimated Interest Income for 2007	<u>339,510.00</u>	<u>25,502.00</u>	<u>59,962.00</u>	<u>32,642.00</u>	<u>169,047.00</u>	<u>10,839.00</u>	<u>40,652.00</u>	<u>866.00</u>	<u>=</u>
Est. Balance at Dec 31/07 before Expenditures & Commitments	<u>9,273,426.14</u>	<u>693,060.02</u>	<u>1,559,024.31</u>	<u>877,789.40</u>	<u>4,682,282.90</u>	<u>281,814.97</u>	<u>1,056,939.99</u>	<u>22,514.55</u>	<u>100,000.00</u>
Commitments & Expenditures									
Bookmobile 2008	300,000.00	300,000.00							
Vans (2)	80,000.00	80,000.00							
RFID pilot	723,000.00		252,000.00		471,000.00				
Picton Relocation	300,000.00				300,000.00				
5 th Floor	722,046.50								
Dundas Renovations	85,000.00								85,000.00
Lynden Feasibility Study	15,000.00								15,000.00
	<u>2,225,046.50</u>	<u>380,000.00</u>	<u>252,000.00</u>	<u>=</u>	<u>771,000.00</u>	<u>=</u>	<u>722,046.50</u>	<u>=</u>	<u>100,000.00</u>
Funds available for 2008	<u>7,048,379.64</u>	<u>313,060.02</u>	<u>1,307,024.31</u>	<u>877,789.40</u>	<u>3,911,282.90</u>	<u>281,814.97</u>	<u>334,893.49</u>	<u>22,514.55</u>	<u>=</u>
Anticipated Requirements									
Expansion of RFID System Wide	3,400,000.00		620,000.00		2,780,000.00				
Central Library Renovation Underfunding	1,500,000.00				1,500,000.00				
Second Bookmobile	300,000.00	300,000.00							
Library Material – new Waterdown Branch	250,000.00		250,000.00						
Library Material – Turner Park Branch	200,000.00		200,000.00						
Current Anticipated Requirements	<u>5,650,000.00</u>	<u>300,000.00</u>	<u>1,070,000.00</u>	<u>=</u>	<u>4,280,000.00</u>	<u>=</u>	<u>=</u>	<u>=</u>	<u>=</u>
Balance	<u>1,398,379.64</u>	<u>13,060.02</u>	<u>237,024.31</u>	<u>877,789.40</u>	<u>(369,717.10)</u>	<u>281,814.97</u>	<u>334,893.49</u>	<u>22,514.55</u>	<u>=</u>



**Hamilton
Public Library**

DATE: October 23, 2007
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 Public Service and Collections
SUBJECT: RFID Implementation

RECOMMENDATION:

1. That RFID be implemented across the Hamilton Public Library system
2. That a total of \$3,400,000 be allocated to fund implementation (\$620,000 to be funded from Reserve for Library Collections and \$2,780,000 to be funded from Reserve for Library Capital Projects.
3. That the performance of the current vendor be reviewed in December and recommendations be brought to the Board

FINANCIAL/LEGAL IMPLICATIONS:

Financial

Funding requirements are:

- \$ 620,000 (plus applicable taxes) for tagging existing items and new acquisitions for the system to be funded from LIB 106006 Reserve for Library Collections. There are adequate monies in that reserve account to fund this request.
- \$2,780,000 (plus applicable taxes) for hardware, software, delivery and installation to be funded from LIB 106008 reserve for Library Major Capital Projects. This estimate also includes a 10% contingency fund. There are adequate monies in that reserve account to fund this request.
- The potential Operating Budget impact when fully implemented is estimated at \$ 150,000 for annual maintenance and licensing costs. We expect to find offsetting savings.
- These costs include a rough estimate for Central Library and Waterdown. Until the planning for those projects is more detailed, a better estimate cannot be developed.

Legal

No personally identifying information is stored on the tag. The project is 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 the **ALA RFID in Libraries** :

BACKGROUND:

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."*

Milestones:

- **July 2005** - Request for Information issued
- **September 2005** - Holds Summit unanimously recommended RFID to address impact of increasing volume and physical workloads on staff.
- **January 2006** – Board approved release of RFP for Pilot Project
- **September 2006** – the Board approved the following:
 - "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."*
- **October 2006** – Ancaster staff and project staff started tagging Ancaster materials.
- **February 2007** – Dundas and Westdale staff and project staff begin tagging
- **March 2007** – Technical Services starts tagging new materials for all locations
- **April 2007** – staff work stations installed, staff training begins. Electronic service staff begins testing and learning application
- **May 2007** - Public self-check begins
- **May 31** – 50% of circulation at Ancaster done through self check
- **June 2007** – Sorter installed in Ancaster end of May. Testing and fine-tuning of component parts continues
- **June 31** – 66% of circulation at Ancaster done through self check
- **August 2007** Security Gates operational at Ancaster and Westdale
- **August 31** – 75% of circulation at Ancaster done through self check
- **October 2007** – Westdale self check units are moved from Circulation desk to stand alone units
- **December 2007** – Dundas renovations and installation of security gates installed

Pilot Results

Public Acceptance

The public has generally taken to self-check easily, even with enthusiasm. They have experienced some frustration as we worked (and continue to work) through bugs in the software and implementation issues. Ancaster staff report that their customers will line up to use a self-check station, even when there are staff at the desk available to assist them. Dundas parents and children really like the self-check in the basement children's department. It is more convenient. As well, children are enthusiastic about checking their own books out themselves. Westdale was the one location where we received ongoing comments. Customers were concerned that they would lose "their" library staff. While part of this might have been the result of the recent conversion of the local grocery store to self-check, it is likely that it is related to the design of the branch. Initially, two of the three self-check stations in the branch were placed on the check-out counter, where staff previously worked, so that it appeared that self-check was replacing staff.

Complexity

When this project was initiated, the complexity of the installation was not fully appreciated. Several applications from different vendors must communicate with each other. For example, the Libramation system sends a request to Horizon through middleware (SIP) that translates the request; information about borrowers and about items is pulled from different tables in the Horizon system and sent back through the middleware to the Libramation application. The sorter introduces yet another application and another set of transaction information to be passed back and forth. As a result, it has taken some time to identify where the cause of a problem might lie and even more time to work with the appropriate people to get the issue resolved.

Problem solving

We received several complaints from customers that they had to print a receipt to finish a transaction. Library staff amended the program with the vendor's assistance so that customers have the option of not printing a receipt. This has been hugely popular with borrowers.

Another example of the problem-solving required pertained to the non-print collection. One of the advantages of the Libramation system was that it could handle multiple disc sets, without the need for staff to manually check the contents of all DVD and CD cases. Reaching the best possible solution has required a great deal of trial and error and significant investment of time to find the optimum balance between security, staff time and ease of use. We have resolved this so that approximately 90 – 95% of the non-print collection can be circulated without manual checking the contents of the case.. New security cases were purchased once we learned the optimal number of disks that could be tagged as a set, and now DVDs are available at all locations on the open shelves.

Partial Implementation

The installation has also given more practical information about the partial implementation of RFID and its impact on the Library system. While the collections at the three pilot branches have been completely tagged, and all new materials are tagged at Technical Services, there is still a significant amount of work involved tagging items shipped from other branches to fulfil requests. We have not been able to free staff to assist customers to the extent we hoped because of the ongoing time required for tagging. Once a critical mass of our locations and collections have been implemented, we are confident that this goal will be achieved.

Changes / renovations

The experience at Westdale reinforces the need for changes to the layout and workflow for the circulation function, particularly in busier branches. It is no longer feasible to continue to do all circulation transactions in combination with other work at a circulation desk in a public area.

The trial also enabled the testing of different physical arrangements for self-check and staff-circulation areas. Acceptance of self-check at Ancaster was the most successful because it was designed for self-check and there was no obvious circulation desk to be replaced. The Westdale implementation tested the suitability of introducing the technology into a branch without doing renovations and changing workflows. Staff were jammed in that space with book trucks and it became a very stressful situation which was also apparent to customers since too much was happening in a small space. It quickly demonstrated that the conversion of an existing circulation desk to this technology is not appropriate. We made some changes to the layout and have additional plans in place for 2008.

Staff Impact

It is evident that RFID is enabling staff to better cope with higher volumes of circulation, even while still dealing with the additional workload of tagging items from other branches. All three pilot locations are circulating over 30,000 items per FTE, as compared to 22,000 – 27,000 for other community sized branches. Ancaster did not have an increase in staff complement after renovation and their circulation has increased 25%. We did budget for additional casual staff to do the initial tagging of the collections and to assist with the workload of tagging returns and items from other locations. Our plans for the next phase will have branch staff tagging returns over a longer implementation period. This, and the fact that a larger proportion of our collections will be tagged should reduce the need for additional casual staff. The staffing model for Turner Park is based on the assumption that we will open that branch with RFID including a sorter in place.

Branch staff report an increase in information questions since the public can see that staff are available to assist. This is very encouraging, since freeing staff to provide more information and readers' advisory assistance was one of the key goals of this project.

It is important to note that the success of this project is due in large part to the flexibility, good humour and above all, the talent and knowledge of our staff. The purpose of a pilot project is to identify and resolve problems. Their positive mindset and commitment to the project is truly appreciated.

Policy / Procedure Changes

RFID has provided us with the opportunity to review and change a number of policies and practices. These include:

- Introduction of the sale of family/additional cards to enable family or friends to pick up holds for one another. This has enabled us to eliminate "cardless" checkouts manually keying in patron barcode numbers by staff.
- A day of grace for fines – material left in the drop-box on the due date after library closing would otherwise incur a fine since RFID check-in does not have the ability to check in the drop box on the previous day's date.
- Elimination of double-casing DVDs and CDs and placing the DVDs on open shelves in the public area. Previously, the discs were kept behind the desk and the customer would browse the shelf and bring the empty case to staff to insert the disc and check the item out. When items were returned, staff would have to handle the item again. Most items were taken out of their case and shelved and then put back in the case and circulated all in the same day.
- The information needed to wrap items being held for customers is printed directly at point of check-in, eliminating manual processing, and providing a more professional appearance.

- Because holds and fine information is not presented at the self-check stations, customers need to be educated to check their account information from home or in the library. This is a learning curve for those customers who relied on staff to volunteer that information at check-out.

Cost / Expenditures

Because our materials move from location to location, we must apply both a RF security tag and a RFID tag to new items. Once we have implemented RFID at all of our locations that have the Check-point security system we will be able to discontinue the use of RF tags.

Vendor Issues

We have experienced some issues with the vendor, in particular with the sorter and with the speed of response on functional issues that have arisen. These have been or are being addressed, and a complete re-write of the application is due to be delivered shortly. We are working with the vendor to address these problems and anticipate a satisfactory resolution. If we cannot reach a satisfactory resolution we will have to consider other options.

Proposed Next Steps

We are confident that the pilot has proved the success of RFID. It has also allowed us to identify issues that need to be addressed as we move forward.

2007

1. **Dundas** – add 2 self-check stations upstairs; the creation of a separate work area and the removal of the large circulation desk from prime public space will be complete by year-end.
2. **Terryberry, Sherwood and Concession** – to relieve some of the pressure of tagging delivery at Ancaster, have staff at these locations begin tagging material as it is returned. This will also reduce the impact on Turner Park when it opens in 2009. Install self-check stations and staff circulation stations and security gates at these locations late spring or early fall.
3. **Holds from Central** – Central will start tagging items being sent to RFID locations for holds

2008

1. **Turner Park** – Begin installation of RFID when we take possession of the building.
2. **Red Hill, Saltfleet, Valley Park, Stoney Creek and Picton** – Start tagging returns; prepare Picton for RFID in new location (tentatively spring 2009).

2009

1. **Red Hill, Saltfleet, Valley Park, Stoney Creek and Picton** – Open Picton in new location with Staff RFID and self-check. Install staff and public RFID stations and security gates at other branches late 2009.
2. **Kenilworth, Barton, Locke and Central** - begin tagging returns

2010

1. **Kenilworth, Barton, Locke** – install RFID equipment for staff and public

Dates TBD (Cost estimates have been included in the total)

Central – installation of equipment to coincide with first floor renovations.

Waterdown – to be addressed as part of the proposed relocation

Rural branches – to be addressed

Reporting Requirements

We are proposing a multi-year project and plan annual progress and budget reports to the Board. Costs of this technology are changing with wider-spread adoption and the annual maintenance costs are based on estimates for a pilot project, not for a system wide implementation, so we anticipate that final figure will also change. Plans for Central and Waterdown are currently in the very tentative stage, so equipment requirements may change as we have more experience with the technology.