

Mission Statement

Freedom to Discover.

Strategic Priorities

Strengthening Communities

*Strengthening Individuals
Organization*

Strengthening Our

HAMILTON PUBLIC LIBRARY BOARD

**Regular Board Meeting
Wednesday, April 22, 2009
Central Library, Board Room**

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

AGENDA

Introduction of New Managers

1. Discussion Period
2. Acceptance of the Agenda
3. Minutes of the Hamilton Public Library Board Meeting of Wednesday, March 18, 2009 Attachment #3
4. Presentations
No presentations
5. Consent Items
No consent items.
6. Business Arising
 - 6.1 Internet Filtering – KR Attachment #6.1
 - 6.2 2009 Budget Status – WG Attachment #6.2

Suggested Action: Recommendation
Suggested Action: Receive
7. Correspondence
No correspondence

8. **Reports**

8.1 Chief Librarian's Report

Attachment #8.1
Suggested Action: Receive

9. **New Business**

9.1 Non-Union Compensation – KR

Attachment #9.1
Suggested Action: Recommendation

10. **Private and Confidential**

11. **Date of Next Meeting**

Wednesday, May 20, 2009

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, March 18, 2009
Central Library, Board Room
5:30 p.m. Dinner
6:00 p.m. Meeting**

MINUTES

PRESENT: Jennifer Gautrey, George Geczy, Suzan Fawcett, George Nakamura, Krzysztof Gumieniak, Councillor Pearson, Maureen McKeating, Santana Moccio

REGRETS: Mary Ann Leach, Doreen Horbach, Councillor Jackson

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

GUESTS: Robert Plant, Interim Manager of CCD

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

1. DISCUSSION PERIOD

- 1.1 Board Members interested in attending the CLA Conference were requested to contact Karen Hartog.
- 1.2 Mr. Plant provided an overview of the upcoming events being held in honour of the opening of Turner Park.
- 1.3 Ms Sawa reported on the success of the March Break programs and in particular the feature films. There have been capacity crowds at all film performances.
- 1.4 Ms Gautrey congratulated Ms Darling and Ms Moccio on their nominations for the YWCA Women of Distinction Awards. Awards dinner will be held on May 5, 2009.

2. ACCEPTANCE OF THE AGENDA

MOVED by Councillor Pearson, seconded by Mr. Nakamura,

THAT THE AGENDA BE APPROVED AS PRESENTED.

MOTION CARRIED.

3. **MINUTES OF THE HAMILTON PUBLIC LIBRARY BOARD MEETING OF WEDNESDAY, FEBRUARY 18, 2009**

MOVED by Councillor Pearson, seconded by Ms Fawcett,

THAT THE HAMILTON PUBLIC LIBRARY BOARD MINUTES OF WEDNESDAY, FEBRUARY 18, 2009 BE ADOPTED AS PRESENTED.

MOTION CARRIED.

4. **PRESENTATIONS**

No presentations.

5. **CONSENT ITEMS**

No consent items.

6. **BUSINESS ARISING**

6.1 Inner City Services Report

Ms Hovius reported that the report has been amended based on Library Board feedback from the February 18, 2009 meeting.

MOVED by Ms McKeating, seconded by Ms Fawcett,

THAT THE INNER-CITY SERVICES REPORT BE RECEIVED AND A COPY BE POSTED ON THE REPORT SECTION OF THE LIBRARY'S WEBSITE.

MOTION CARRIED.

6.2 Picton Branch Library

MOVED by Mr. Geczy, seconded by Ms McKeating,

THAT THE PICTON BRANCH LIBRARY CLOSE DOWN OPERATIONS, EFFECTIVE SATURDAY JUNE 27, 2009, AND THAT THE LEASE NOT BE RENEWED.

THAT THE BOOKMOBILE SERVICE PROVIDE TWO STOPS WEEKLY BEGINNING JUNE 2009 TO THIS NEIGHBOURHOOD, WITH A DAY-TIME AND AN EVENING STOP ON DIFFERENT DAYS WITH THE UNDERSTANDING THAT THE BOOKMOBILE DEPARTMENT'S ANNUAL ASSESSMENT OF NEIGHBOURHOOD STOPS WILL DETERMINE THE LONG-TERM VIABILITY.

THAT THE LIBRARY NEGOTIATE AGREEMENTS WITH COMMUNITY AGENCIES TO PROVIDE SOME COMPUTERS TO SUPPORT HOMEWORK CLUBS AND LOCAL CHILDREN AND ADULTS BEGINNING WITH AT LEAST ONE AGENCY CLOSE TO PICTON LIBRARY AND THE EVA ROTHWELL CENTRE HUB WHOSE CHILDREN ATTEND BENNETTO.

MOTION CARRIED.

7. CORRESPONDENCE

No correspondence.

8. REPORTS

8.1 Chief Librarian's Report

Received for information.

MOVED by Mr. Geczy, seconded by Ms Fawcett,

THAT THE LIBRARY BOARD CHAIRPERSON BE REQUESTED TO RESPOND TO CITY COUNCIL'S MEMO REGARDING INTERNET FILTERING SOFTWARE ON COMPUTERS BY REAFFIRMING THE LIBRARY BOARD'S COMMITMENT TO THE CANADIAN LIBRARY ASSOCIATION'S STATEMENT ON INTELLECTUAL FREEDOM.

MOTION CARRIED.

9. NEW BUSINESS

9.1 Automated Materials Handling Implementation

MOVED by Mr. Gumieniak, seconded by Ms McKeating

THAT A PURCHASE ORDER IN THE MAXIMUM AMOUNT OF \$995,000 (EXCLUDING TAXES) BE ISSUED TO MK SORTING FOR THE SUPPLY, INSTALLATION AND MAINTENANCE OF RFID AUTOMATED MATERIALS HANDLING SYSTEMS AT CENTRAL, TERRYBERRY AND TURNER PARK LIBRARIES.

MOTION CARRIED.

9.2 2008 External Audit Plan and Draft Financial Statements

MOVED by Councillor Pearson, seconded by Mr. Gumieniak,

THAT THE REPORT TO THE AUDIT COMMITTEE – INITIAL COMMUNICATION ON AUDIT PLANNING, PREPARED BY GRANT THORNTON LLP CHARTERED ACCOUNTANTS FOR THE 2008 AUDIT AND THE 2008 DRAFT FINANCIAL STATEMENTS PREPARED BY STAFF BE RECEIVED FOR INFORMATION.

MOTION CARRIED.

- 9.3 Microsoft Software Licensing Agreement

MOVED by Ms Fawcett, seconded by Mr. Gumieniak,

THAT THE HAMILTON PUBLIC LIBRARY ENROLL WITH METAFORE CORPORATION AS OUR LARGE ACCOUNT RESELLER (LAR) FOR THE PURCHASE OF MICROSOFT SOFTWARE AND MICROSOFT SOFTWARE ASSURANCE FOR THE PERIOD OF FEBRUARY 1, 2009 TO JANUARY 31, 2011.

MOTION CARRIED.

10. PRIVATE AND CONFIDENTIAL

MOVED by Councillor Pearson, seconded by Ms McKeating,

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

MOTION CARRIED.

MOVED by Ms McKeating, seconded by Councillor Pearson,

THAT THE IN-CAMERA SESSION BE ADJOURNED.

MOTION CARRIED.

11. DATE OF NEXT MEETING

Wednesday, April 22, 2009
Central Library, Board Room, 5th Floor
5:30 p.m. Dinner
6:00 p.m. Meeting

12. ADJOURNMENT

MOVED by Mr. Gumieniak, seconded by Ms McKeating,

THAT THE HAMILTON PUBLIC LIBRARY BOARD MEETING OF WEDNESDAY, MARCH 18, 2009 BE ADJOURNED.

MOTION CARRIED.

The meeting was adjourned at 7:15 p.m.



Hamilton Public Library

Date: April 8, 2009
To: Chair and Members of the Board
From: Ken Roberts, Chief Librarian
Subject: Internet Filtering

Recommendation:

Whereas the Hamilton Public Library Board is strongly committed to ensure that its locations are safe environments for all who use them, and

Whereas the Hamilton Public Library's Rules and Regulations and Internet Use Policy do an effective job of ensuring that staff are empowered to guard against inappropriate use of public access computers, and

Whereas the Hamilton Public Library Board accepts the principles set out in the Canadian Library Association's Statement on Intellectual Freedom,

That the Hamilton Public Library Board endorses its existing practices as the best way to ensure that public access computers are used for appropriate purposes, and

That the Hamilton Public Library Board actively work against any proposed legislation or by-law that might seek to impose the use of filtering on public library computers.

Background

The City Council for Cambridge, Ontario has passed the attached motion, calling for provincial legislation that would require all Ontario public libraries to install internet filters on public use computers.

Public Libraries should be places that are safe and are perceived as being safe. One aspect of such safety should be measures to protect customers from exposure to images such as those commonly found in adult XXX magazines.

Public libraries have tackled the issue of adult content on the Internet and its potential display on public access computers and in public areas in many different ways.

For example, the argument and decisions at one end of the spectrum can be summarized as:

- The Internet is like a huge encyclopaedia filled with content that others write and provide. No library would dream of scissoring material out of an encyclopaedia and no library should consider filtering the Internet. Refusing to let people view whatever they wish on the Internet is a form of censorship.

Libraries that subscribe to this belief generally provide public access computers with privacy screens so that others do not have to be exposed to adult material.

The argument and decisions at the other end of the spectrum can be summarized as:

- Filtering can prevent the display of some images and the library wants to be seen to do everything possible, even if this means filtering out material that the library had not intended to remove from public view.

Libraries that subscribe to this approach generally state a desire to shield staff and the public from any need to monitor what is being viewed. Such libraries also hope to avoid the need for staff to approach anyone who might be trying to access potentially offensive material.

Many if not most libraries take a stance someplace in the middle. They may filter public access computers in youth services or, like Hamilton, they may choose not to filter but, instead, to restrict the viewing of adult erotic images by other means.

Here is the Hamilton Public Library's current philosophy and approach.

We do not subscribe to the position that the Internet is like a vast encyclopaedia for the following reasons.

- In the print environment, public libraries use collection development policies to help focus their purchases. Most policies limit or even prohibit the collection of certain types of material (e.g. forms of hate literature and popular adult magazines). Even if library collection budgets were virtually unlimited it is hard to imagine a library that would choose to purchase explicit adult magazines and similar publications.
- As well, no public library would tolerate a person sitting in a chair and flipping through the pages of an adult publication brought into the library.
- The vast majority of libraries have already made a decision that the viewing of print images of a certain nature is not acceptable in their space and it is a logical extension that the viewing of adult computer images should not be allowed.

The Hamilton Public Library does not subscribe to the concept that filters shield staff from the need to monitor use for the following reasons.

- Computer images can be brought into libraries in many ways. They can be downloaded from the Internet on library computers using the library's Internet connections. They can be brought into the library on laptop computers or mobile devices using third party telecom or WiFi connections. They can be brought into libraries on storage devices such as memory sticks or laptop/mobile device hard drives.
- If the library does not wish such images to be displayed, staff must be empowered to prevent the display, no matter how they might have been brought into the building or the format (print or electronic) used. Policies, procedures and penalties aimed at eliminating the display of adult images need to be consistent and need to apply to images in print, on library public access computers, on personal laptops or mobile electronic devices or even worn on t-shirts.
- The only process that provides such consistency is a combination of policy which makes it clear what is allowed and not allowed – no matter the format, procedures that empower staff to enforce policy, and consequences for those who attempt to display such images.

The Hamilton Public Library's practice is currently aligned. Policy authority comes from the Board approved Internet Use Policy, which states that the display of "overt sexual images" is not allowed on library computers. This same policy applies to wireless access. We use, as well, rule #8 in our approved Rules and Regulations. This rule states that people may not "disturb or intrude upon the rights of others to use the library."

Staff are trained to interpret this rule as including the display of overt sexual images such as adult, sexual images. Staff are empowered to stop behaviours that do not align with our policy, and customers who refuse to comply lose their library privileges.

We feel that library customers and staff are best protected when library staff and members of the public are vigilant and staff are empowered to enforce policy. Vigilance allows for those who abuse policy to be identified and to be removed from libraries and to lose their rights of access or, if appropriate, to be arrested. Vigilance allows staff to monitor all activity and respond to complaints.

There is no policy, filter or process which can completely eliminate the possibility of an adult, sexual image being displayed. It is our feeling that the current policy and training works far better than other approaches. Markham Public Library uses a similar approach and staff there recently noticed inappropriate behaviour that led to the arrest of a library user. Several years ago, London Public Library staff also helped to convict a person who was engaged in illegal activity on a library computer. In both instances, filtering would not have stopped the offensive activity. Vigilance ensured that inappropriate behaviour was stopped.

If the goal is to ensure a safe environment and filtering can stop even some inappropriate sites from being viewed, why is the use of filters not a recommended part of any approach to eliminating inappropriate use?

There are two primary answers.

1) Filters cannot and do not block all or even the majority of pornographic, illegal or adult-material driven sites. They cannot accomplish this goal and the illusion of safety can decrease a reliance on monitored use.

2) Libraries should never be places that are safe from unpopular ideas and thoughts. Technological filters both intentionally and unintentionally block access to legitimate content. They do not limit themselves to trying to block adult images or content. Filtering companies do not allow libraries to set the criteria for the types of sites that may be blocked nor do they promise that their filters will not block other forms of content. They do not share information, even in confidence, about their methodology or the nature of all of the content that they attempt to restrict.

In summary, there is no such thing as a solution that will guarantee that all content viewed in a library or even on library computers will never contain explicitly sexual images. The best guarantee, and one that can be applied to print and electronic images as well as library computers and personal laptops, is policy that prohibits the display of such images with staff authority to enforce such policy.



Hamilton Public Library

Date: March 16th 2009
To: Chair and Members of the Board
c.c. Ken Roberts, Chief Librarian
From: William Guise, Director, Finance and Facilities
Subject: 2009 Approved Operating Budget

RECOMMENDATION:

That this report be accepted for information.

BACKGROUND:

The City of Hamilton approved the City budget at Council on April 1st 2009. Included in the City's budget was the operating budget submission by the Hamilton Public Library Board.

The Library's budget request was submitted to Committee of the Whole on January 23, 2009 with a Municipal Contribution of \$26,687,728 which represented an increase of \$1,489,975 or 5.9% over the 2008 Municipal Contribution. As part of the City's review of all budget submissions from City departments and Local Boards and Agencies our request was reduced by the City in the amount of \$151,067 to \$26,536,661 or an increase of \$1,336,909 or 5.3% over 2008 Municipal Contribution.

The reduction is made up of a reduction in Cost Allocations from the City in the amount of \$9,920 and \$141,147 in the provision for cost of living increases for both union and non-union staff.

Chief Librarian's Report

April, 2009

Ontario Investment in Public Libraries

As we have reported in the past, the provincial government gave \$15,000,000 to Ontario's public libraries at the end of their 2008 budget year. This gift was to be a one-time investment in public libraries. Few conditions were attached to the grant. The use of the funds was to be determined by SOLS and OLS-N, in full consultation with the library community. Much of the funding is being invested in provincial initiatives, such as those organized through Knowledge Ontario.

The Hamilton Public Library is to receive \$112,000 in one-time "credits" which must be spent by December 31, 2010. These credits can only be spent on certain allowable programs (such as accessibility issues). The specific programs that will be funded relate to Literacy and Learning for set target groups, AODA compliance, collections and automation. No on-going operating costs can be included. We are starting to work through the criteria.

Summer Reading Program

We remain committed to both the Summer Reading Program and Reading Buddies, which have become an integral part of our programming. Given that we rely heavily on outside grants and have yet to have that funding confirmed for 2009, we are looking to streamline the Summer Reading Program to ensure its viability for years to come. In May, there will be a number of staff information to share the exciting plans being developed for this summer.

Library Board Strategic Plan

We intend to provide the Library Board with an update on the various initiatives aimed at advancing the Board's strategic priorities.

CBC Radio news

I was interviewed for CBC radio news. The stories, which ran on Tuesday, April 14th, relate to the fact that libraries across the country have become more busy since the start of the economic downturn.

Picton

Our landlord for the Picton Branch has been given notice that we do not intend to renew our current lease.

Turner Park Opening

The opening of the Turner Park Branch has been delayed until early May. We delayed the opening for several reasons. Firstly, we have no guarantee that all of the necessary furnishings will arrive on time. Secondly, Turner Park will be our first branch opening with RFID software supplied by our new vendor. We want to make sure that the software functions properly and that staff feel secure in their training. We felt it was better to delay the opening if there was any thought of software issues and concerns since the branch is expected to be extremely busy, once opened. A Turner Park Community Complex

Media conference is scheduled for Wednesday, May 20th at 11 a.m. Our public grand opening celebration will take place the following Saturday, May 23rd, from 10 a.m. – 5 p.m.

New Managers and Rotations

Mary Sakaluk has joined the library as Manager of the Virtual Library Branch, filling that position during Dijia Qin's maternity leave. Mary's permanent position is as a manager in the IT department for the City of Hamilton. She has been seconded to the library for one full year.

Meg Uttangi Matsos has joined the library as a branch manager and will be posted, initially, at the Kenilworth and Barton branches. Meg comes to us from the Mississauga Public Library, where she was a senior librarian.

Dawna Wark has joined the library as a branch manager and her initial posting will be at the Dundas Branch. Dawna has been manager of the Hillfield Strathallan library. She was also a Board Chair of the former Hamilton Public Library system.

Karen Peter, who has been the manager for the Dundas Branch, moves to cluster C where she can help to guide the development and construction of new libraries in both Waterdown and Lynden.

Leslie Muirhead, who has been manager of Kenilworth and Barton, moves to Red Hill.

Spring Book Sale

Our spring book sale was a resounding success. This joint fundraiser with Soroptimist International of Hamilton-Burlington was held March 30-April 4 grossing \$24,111.50.

Volunteer Recognition

For Volunteer Appreciation Week, we are honouring our Visiting Library Service (VLS) volunteers to recognize the difference they are making in our community.

Leaders in Literacy Awards 2009

Joanne LeBlanc has won The CIBC World Markets Children's Foundation Individual Early Literacy Education Award 2009 for her work in early literacy. This Award will be presented to her at the Adult Basic Education Association's Leaders in Literacy Breakfast scheduled for June 11. Board Members interested in attending the breakfast should contact Karen Hartog.

Central Library Renovation

The Library/Market renovation is scheduled to start on Monday, April 27th, at which point the Central Library's initial 4-week phasing program begins. The first 2 weeks will see a new entry point established on the mezzanine level. After that the York Boulevard entrance will be closed for the duration of the construction period. Most services currently located on the 1st floor will be relocated to the 2nd floor and a store-front location will open outside the Library's Jackson Square Mall entrance to provide customers with quick access to pick up holds, DVDs and Bestseller Express.

Centre Français Hamilton

Centre Français Hamilton Inc has presented us with a donation of \$1,000. This \$1,000 annual contribution will be renewed on April 1st of each year to support the activity of the Club de lecture francophone, the Hamilton Public Library's French book club.

Transforming Newcomers' Lives at the Hamilton Public Library

HPL was featured in the March 2009 issue of the national periodical, *INSCAN: International Settlement Canada*. This issue focused on how public libraries are reaching out to newcomer communities. *INSCAN* is a bilingual magazine published quarterly by the Research Resource Division for Refugees (Carleton University, Ottawa) and facilitates the work of the Canadian settlement community by covering a wide range of topics related to the settlement, adaptation, and integration of immigrants and refugees in Canada. With contributors from across the country, it is distributed widely to settlement service providers, policy makers, and researchers. A copy of the article, "Transforming Newcomers' Lives at the Hamilton Public Library" written by Jane Lindsay, Manager of Youth Services and Helen Kelly, Diversity librarian, is attached to my report.

Transforming Newcomers' Lives at the Hamilton Public Library

Public Library
of Hamilton

"Taking my kids to the theatre cost me \$40. I am really happy and lucky today to have my kids enjoy watching movie here." Library parent at the free library holiday movie program

A Look at Hamilton

Hamilton is home to almost 505,000 people. Its population is the fourth largest of all Ontario cities, preceded by Toronto, Ottawa, and Mississauga.

Immigration has steadily increased from 16,420 newcomers arriving between 1991 and 1995 to 20,785 newcomers arriving between 2001 and 2006. For the 2001-2006 immigration period, the top six countries of origin for Hamilton's immigrant population were China, India, Pakistan, United States, Philippines, and Colombia.

Hamilton has diverse pockets of newcomer population and the Riverdale neighbourhood in the city's east end is home to many low income newcomers. According to the Social Planning and Research Council of Hamilton, 84 percent of the Riverdale population live in rental accommodation. Many of these apartments are in poor

condition and Riverdale has the second highest percentage of low income individuals in the city. In the 2006-2007 school year, 16 different home languages were spoken in the kindergarten class at Lake Avenue School in the Riverdale neighbourhood with Urdu and Punjabi speakers together comprising 37 percent of the class. First-language English speakers make up only 19 percent of the students.

The first languages learned by children across the city vary widely. Census data list 44 languages other than English that are spoken as mother tongues by children, ages 0 to 4, in Hamilton. Sixteen percent of this age group speak a language other than English as their mother tongue with the top five languages being Arabic, Spanish, Punjabi, Chinese, and Urdu.

According to the 2006 and 2001 census data, immigrants represent just over 25 percent of the city's population. Forty percent of immigrants fall under the skilled worker category; 15 percent are unemployed (compared with 5.4 percent for Toronto); and 52 percent of recent immigrants are experiencing poverty (compared with 20 percent for the total Hamilton population).

* Manager, Children's Services, Hamilton Public Library (HPL), <jlindsay@hpl.ca>.

** Adult Services Librarian - Diverse Communities, HPL, <hkelly@hpl.ca>.

"The difference is that in Canada there is more freedom to hang around alone and go places; in Bangladesh it is not safe to hang around alone." A newcomer

The Library as the Third Place

The 24 branches of the Hamilton Public Library (HPL) are a "third place" for newcomers. This term, coined by Ray Oldenburg, refers to a dependable place of refuge where families escape the demands of the first and second places, namely, home and work.

The HPL's online newspaper subscription, PressDisplay, provides full-colour, full-page access to 500 newspapers from 70 countries in 37 languages.

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Once a month, seniors from the Chinese community gather in a meeting room at the Central Library for friendship, information sessions, and entertainment. The program is facilitated by the Chinese Settlement Worker who networks with her clients and fills the room to capacity. English Conversation Circles for adults are held at four library locations across the city each week. This drop-in program, conducted in partnership with the Settlement and Integration Services Organization (SISO), encourages newcomers to practice their English in a friendly environment and to learn about Canadian customs and holidays. The French Conversation Circle, sponsored by SISO's Host program, invites a cultural exchange with French learners and French speakers from around the world.

"We all come to the library to work on communication. As we communicate we practice English. It is a friendly place to practice ... and we don't feel embarrassed and people don't treat you like you're so different from them." Another newcomer

The library is also a third place for newcomer families. At nine library locations, the Children's Departments include Play Corners. These family-friendly spaces encourage exploration and learning together through developmentally appropriate and literacy-based materials that are fun. Large toys such as the extremely popular Thomas the Tank Engine train table support parallel play in young children and provide an opportunity to practice social skill development.

*Attachment #8.1
"My daughter is very happy to know that she can play with other children in Play Centre and she can come to the story time at the library. Best Regards." Jian*

For school-aged children, the Afterschool Homework Clubs are the perfect place to get help that may not be available at home, especially, when parents are not proficient English speakers or are working long hours and not readily available. Our French Afterschool Homework Club provides support for a large group of newcomer youth from Africa. For children without computers at home, the library offers one hour of free computer access per day. Newcomer teens and adults can also take advantage of the library's Computer Basics sessions. These sessions are promoted by our Settlement Workers and are attended very well.

Just a Click Away

Library collections for newcomers include print collections of books, newspapers, and periodicals in various languages and online collections easily accessed by computer and a library card. The HPL's online newspaper subscription, PressDisplay, provides full-colour, full-page access to 500 newspapers from 70 countries in 37 languages. Library customers can read the day's newspapers from their home country in their first language.

For newcomers who want to improve their English comprehension, the library's Overdrive subscription includes hundreds of downloadable audio books that can be listened to on computers or MP3 players. For students doing research, the user interface for the HPL's NetLibrary eBook collection can be changed to nine different languages.



Many newcomers need citizenship information and the library's online "Find It" guide for citizenship and immigration provides up-to-date information on government officials, links to citizenship Web sites, and a link to an online Canadian citizenship practice test.

There is a wealth of resources for families on the HPL Web site: <<http://www.hpl.ca/>>. Library card applications and basic library information is available in 12 languages on the site. Parents can download family literacy workbooks in 12 languages along with English and work through them with their kindergarten-aged children. The Tumblebooks online subscription has picture books and easy readers in full colour, full text, and audio narration. Newcomer children can hear Robert Munsch reading aloud *50 Below Zero* while watching the text light up on the screen. The Canadian content in this subscription is a great introduction to a new country and Tumblebooks is a fun reading experience for newcomers and Canadian-born people alike.

Making a Difference

Libraries have the power to transform lives and the HPL has three special one-on-one programs offering the personal support that newcomers need for successful settlement. Our LINC (Language Instruction for Newcomers to Canada) program offers one-on-one tutoring and is the only program of its kind in Ontario. Over 60 percent of the students in the program are Mandarin Chinese with the next largest language groups being Korean and Arabic speakers. The typical student is highly educated in his/her own country but needs to improve his/her English skills and often to have the personal support and interest only a tutor can provide. This highly successful program is in constant demand with a waiting period ranging from one to three months.

"In the past three years, my English have had big improvements in listening, speaking, and writing. Before I joined the ESL course, I can only use some simple sentences to talk. Now, because my English has improved, I have a new job. I have returned to my old field that I worked for 20 years. I am not afraid of conversing in English anymore. I can talk to people in my company and supermarket in English." Peng

"I am fine here in my new place ... But I should say what I were trained in your program makes me comfortable here as well. I have no stress to use my speaking English

techniques to deal with my daily life and especially my work circumstance so freely. I have my special thanks to both of you giving me such a good preparation before I left." Shiyong

"I've been in this program for two years. It's a very [good] time in my memory. I am very appreciative of you and my tutor's sacrifice on helping me to improve my English. Also, you all have set a model for me, encourage me to help people who needed. During the process of helping and helped, we all getting to like to the community we lived in. From this point, you can see how wonderful the program you are running on!" Tao

Employment is a key success factor for new Canadians and the library provides the space and staff to assist job seekers. The Job Discovery Centres are available at five library locations and are funded by Employment Ontario. Newcomers can book an appointment with a career information specialist and have individual help with resume writing, online job searching, interview skills, and access to computers with resume writing software. For example, at the Job Discovery Centre, an internationally trained physician recently received an in-depth interview preparation session and mock interview practice for Canadian residency.

The Library-SISO Settlement Partnership (LSSP) is a partnership between the Library, SISO, and Citizenship and Immigration Canada, which provides year-round settlement services to newcomers at selected branches of the HPL. Newcomers enter the library and find a friendly person who speaks their language. The LSSP worker connects individuals and families to the resources in the community and explains the library's programs, services, and collections. The LSSP staff also go into the community with library staff to deliver information sessions about library resources to newcomer parents and students.

"I want to say 'Thank you' again. Each time you tried to help me a lot. I got good news. I was offered the volunteer job as a teaching assistant from St. Joseph Immigrant Centre yesterday. That was happened just after meeting you." Kyougmi

"Arcelia helped us a lot when we arrived to Canada. I feel like she adopted us. She is always available when we need her." Raphael

Libraries have the power to transform lives and the HPL has three special one-on-one programs offering the personal support that newcomers need for successful settlement.

"Every time, we meet difficulty, the first person we think of is Cai Rui, she is like the daughter of us." Zhu

The Best Place to Raise a Child

The City Council's vision statement for the City of Hamilton includes the aspiration "to be the best place in Canada to raise a child" and the HPL is an active partner in making that vision a reality. The library offers many wonderful programs and services for newcomer families that are rooted in family literacy. Since libraries are an important entry point for newcomers, our focus has been on purchasing and promoting dual language materials and making newcomer families feel welcome.

The HPL has created approximately 150 dual language kits in 17 languages that contain a variety of print and non-print materials that are fun to share and promote reading, language development, and library use. We have put all the materials into brightly coloured backpacks that are easily accessible. Families are able to read together in their home language or in English. These Family Language Kits make it possible for families to learn English together.

"We started taking out the language kits for my son. After he saw them, his grandfather was also interested in them. Now, [they] use the kits together to practice English but also read in our own language" Newcomer parent

"Multicultural Early Learning Development" (MELD) is a family literacy project that began in 2003. MELD focuses on newcomer families and is designed to promote school readiness, early literacy as well as connecting newcomer families to their local library. Dual language workbooks in 12 languages, family programs, and dual language collections support this project.

The HPL also offers "Enjoy Summer Learning" for young newcomers, ages seven and up. This program is offered at four of our libraries in partnership with SISO. Young newcomers are given the opportunity to practice their English, participate in a reading program, and have fun at the library.

"Newcomer Stories" is an exciting component of our ESL program. Storytellers from our community are recorded telling traditional tales in their home language. The children in the ESL program draw the pictures to accompany these tales which are now available on our Web site.

"Welcome to Canada - Recent Arrivals Program" has been a highly successful program offered at the library. With the assistance of our LSSP, we have been able to connect with new arrivals to the city and introduce them to the library. These families spend their initial 10 days at a hotel with little to do. Families are invited for a tour of the library, get a library card, and participate in a reading program and puppet show. The LSSP workers arrange for translators since many of the families have recently arrived from Burma and have no English.

One City, Many Stories

Hamilton is a city of many stories and the public library wants to actively engage the newcomer community in reading for pleasure. The "One City, Many Stories" project encourages Hamiltonians to read three stories about diversity, Olympic courage, and friendship.

The Preschool Selection, *Handa's Surprise*, is available to borrow in nine languages along with English from the library. Story Times featuring the book and an accompanying activity have been held at libraries and in the community in Arabic, Chinese, French, Punjabi, and Spanish along with English. The Family Selection, *Rapid Ray*, tells the true story of Ray Lewis, a Hamiltonian who overcame racism and other obstacles to become a Canadian Olympian. The online teacher's guide to this book makes it a perfect choice for ESL teachers to share with students. The Book Club Selection *The Book of Negroes*, celebrates diversity and examines a fascinating time in Canadian history.

"LINC not only improved my English but also changed my life." Newcomer to Hamilton and LINC Student

"Sometimes I felt lonely and lost my hope, my tutor encouraged me and did everything for me just like my family members who are all in China." Newcomer to Hamilton and LINC Student

Transforming Lives

The Hamilton Public Library welcomes newcomers with multilingual print and electronic collections, one-on-one tutoring, job search assistance, and staff who speak a variety of languages. The library is a "third place" for families to relax, socialize, and practice their English language skills. It celebrates diversity with innovative programs and provides a welcoming environment for all Hamiltonians. The transformational potential of libraries to change newcomers' lives is realized at our library every day. ■

Since libraries are an important entry point for newcomers, our focus has been on purchasing and promoting dual language materials and making newcomer families feel welcome.

The library is a "third place" for families to relax, socialize, and practice their English language skills.



Hamilton Public Library

Date: April 14, 2009
To: Chair and Members of the Board
From: Ken Roberts, Chief Librarian
Subject: Non-union Compensation

Recommendation

Whereas the Hamilton Public Library Board's Non-Union Pay Equity Agreement requires the Board to match cost of living increases given by the City of Hamilton, and

Whereas the City of Hamilton has passed motions related to 2009 – 2011 non-union compensation,

That the Hamilton Public Library Board approve motions that reflect those passed by City Council on Wednesday, April 1st, namely,

- **That the cost-of-living increase for library Management and Professional Exempt employees be 0% in 2009, 1.5% in 2010, and 1.5% in 2011, and**
- **That the Library Board express its commitment to no reductions among the non-union and professional exempt employees complement in 2009, and**
- **That the non-union Management and Professional Exempt group of library employees' salaries be moved to the 50th percentile (in comparison with salaries paid at other municipalities for their non-union staff) over a 4 year period starting in 2010, and**
- **That the 50th percentile comparison be maintained on an ongoing basis, consistent with City Council's Non-Union Compensation Policy,**
- **That the library's administration be directed to monitor the City of Hamilton's process for comparing City of Hamilton non-union salary rates with those in other municipalities in order to ensure that library staff are included in this comparison process.**

Background

The Hamilton Public Library Board has a province-approved non-union pay equity pay that requires the Library Board to use City of Hamilton salaries as their comparator. The library's non-union employees includes the Chief Librarian, all other senior managers, all branch and department managers, several professional staff positions in Human Resources whose positions are non-union because of the nature of their work, the Administrative Assistant for the Chief Librarian and the Board, all casual staff, shelf-readers, and Pages.

The City of Hamilton has already removed \$140,000 from the 2009 Hamilton Public Library's operating budget, reflecting the decision of Council.

Pay Equity legislation and our signed agreement require the Library Board to provide staff with any increases that the City of Hamilton might give to its staff. The legislation and the agreement do allow for the Library Board to provide increases that are greater than those given to City of Hamilton staff. This is not an action we recommend. Even if it were, all funding has been removed from our budget, and we are already in a tight budget situation for 2009.

By passing these motions, the Library Board would be approving the 2010 and 2011 non-union cost of living increases. Since the City Council motions that approved these increases could be modified before they come into effect, we will monitor what happens at the City and only apply 2010 and 2011 increases when and if they are activated for City non-union staff.