

Mission Statement

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

Strategic Priorities

Strengthen Communities

Support Diverse Needs

Continue to develop and energize our organization

HAMILTON PUBLIC LIBRARY BOARD

Regular Board Meeting
Wednesday, March 23, 2005
Central Library, Board Room

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

AGENDA

1. **Discussion Period**
 - 1.1 Tour of Flamborough branches
2. **Acceptance of the Agenda**
3. **Minutes of the Hamilton Public Library Board Meeting of Wednesday, February 16, 2005** **Attachment #3**
4. **Presentations**
 - 4.1 Library Website Re-design – KD/PT
5. **Consent Items**
 - 5.1 2005 Budget Update – WG **Attachment #5.1**
Suggested Action: Receive
 - 5.2 Partnership Agreement with Hamilton-Wentworth District School Board - HB **Attachment #5.2**
Suggested Action: Recommendation
 - 5.3 No Smoking Policy – LF **Attachment #5.3**
Suggested Action: Recommendation
 - 5.4 Draft Financial Statements – WG **Attachment #5.4**
Suggested Action: Receive

- 5.5 Video Surveillance at Library Branches – WG Attachment #5.5
Suggested Action: Recommendation
- 5.6 Human Rights Commission – KR Attachment #5.6
Suggested Action: Recommendation

6. Business Arising

- 6.1 Library Board Bylaws Attachment #5.2
Suggested Action: Recommendation
- 6.2 Library Facilities – Part II (1 hour) – BH Attachment #6.2
-Part 2A **Suggested Action: Receive**
-Part 2B
-Proposed East Flamborough/Waterdown Library – Confidential
-Appendix B: Security Issues - Confidential
- 6.3 Draft 2005 Strategic Plan – KR Attachment #6.3
Suggested Action: Receive
- 6.4 2004 Work Plan Report – KR Attachment #6.4
Suggested Action: Receive

7. Correspondence

8. Reports

- 8.1 Annual Circulation Report – BH Attachment #8.1
Suggested Action: Receive
- 8.2 Chief Librarian’s Report – KR Attachment #8.2
Suggested Action: Receive

9. New Business

- 9.1 2004 Public Service Highlights – BH/MS Attachment #9.1
Suggested Action: Receive
- 9.2 Library Facilities in Stoney Creek Branch Location – KR Attachment #9.2
Suggested Action: Receive

10. Private and Confidential

- 10.1 Collective Bargaining – LF

11. Date of Next Meeting

Wednesday, April 20, 2005
Central Library, Board Room
 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, February 16, 2005

Board Room

5:30 p.m. Dinner

6:00 p.m. Meeting

MINUTES

PRESENT: Doreen Horbach, George Geczy, Jennifer Gautrey, Santina Moccio, Tamara Fernandes, Maureen McKeating, Joyce Brown, Councillor Pearson, Councillor Jackson

REGRETS: Mac Carson, Mavis Adams

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

GUESTS: Evan McDade and Melanie Dugard from Grant Thornton

1. DISCUSSION PERIOD

1.1 Mr. Roberts provided an update on the status of Mr. Rogers.

2. ACCEPTANCE OF THE AGENDA

Board Members requested that items 5.1 and 5.2 be removed from the "Consent" agenda.

MOVED by Ms Gautrey, seconded by Ms Brown

THAT THE AGENDA BE APPROVED AS AMENDED.

MOTION CARRIED.

3. MINUTES OF THE HAMILTON PUBLIC LIBRARY BOARD MEETING OF WEDNESDAY, JANUARY 19, 2005

MOVED by Councilor Pearson, seconded by Ms Moccio,

THAT THE HAMILTON PUBLIC LIBRARY BOARD MINUTES OF WEDNESDAY, JANUARY 19, 2005 BE ADOPTED AS PRESENTED.

MOTION CARRIED.

4. PRESENTATIONS

4.1 Presentation by Grant Thornton re Audit Plan

Mr. McDade and Ms Dugard were welcomed to the meeting.

Mr. McDade provided an overview to Board Members regarding the purpose of the audit plan. Ms Dugard walked through the plan highlighting the key elements including the area of cash controls which was raised by a board member during the approval of the audited financial statements.

The plan was received for information.

4.2 Slide Presentation on Field Trip

Mr. Roberts provided a slide presentation highlighting the recent field trip to the Aurora, Whitby and Markham public libraries. All three locations were designed by the architect hired to design the Turner Park Branch.

4.3 Discussion on Preliminary Draft Assessment of Current Library Facilities

Ms Hovius distributed copies of Part 1: Assessment of Current Library Facilities and the proposed evaluation criteria to Library Board Members. Ms Hovius presented the proposed timelines for the process. The assessment and criteria were distributed to Library Board Members in preparation for the March 23rd meeting.

Ms Hovius was commended on the report.

5. CONSENT ITEMS

Items 5.1 and 5.2 were removed from the consent agenda to the regular agenda.

6. BUSINESS ARISING

6.1 2005 Budget Update

There was nothing to report on the update of the Library's 2005 budget. Councilor Pearson indicated that it is possible the budget will be approved by February 23, 2005.

6.2 Strategic Priorities

Mr. Roberts reported that the priorities were approved as amended at the January 19, 2005 meeting but indicated the amended version should appear in the official minutes.

MOVED by Ms Brown, seconded by Ms Horbach,

THAT THE STRATEGIC PRIORITIES 2005-2007 AS PRESENTED BE APPROVED.

MOTION CARRIED.

7. CORRESPONDENCE

No correspondence.

8. REPORTS

There were no reports.

9. NEW BUSINESS

9.1 Chief Librarian's Report

Mr. Roberts provided the details discussed at the February 1st Flamborough meeting. Library representatives are being invited to the public consultation meetings. The twin pad group understands that the library would want to be included in the investigation of the site and the architect selection.

9.2 Notice of By-Laws

The By-Laws Committee made additional changes to the by-laws being discussed at the March 23rd Board Meeting.

- Section 11 ("Chief Executive Officer"), first #1 point:
After "Monitoring is simply to determine the degree to which Board policies", add "and Strategic Priorities", before "are being met".
- Section 11 in point #3:
After "any reasonable CEO interpretation of the Board policy" add "or Priority", before "being monitored".
- Section 12, last sentence:
After "Members will respect the confidentiality appropriate to issues of a sensitive nature" add ", and understand that it is the Chair's role to represent and speak on behalf of the Board."

MOVED by Ms Moccio, seconded by Councillor Pearson,

THAT THE HAMILTON PUBLIC LIBRARY BOARD AMEND THE BY-LAWS FOR THE MARCH 23, 2005 BOARD MEETING.

MOTION CARRIED.

10. PRIVATE AND CONFIDENTIAL

There were no private and confidential items to discuss.

11. DATE OF NEXT MEETING

Wednesday, March 23, 2005
Central Library, Board Room
5:30 p.m. Dinner
6:00 p.m. Meeting

12. ADJOURNMENT

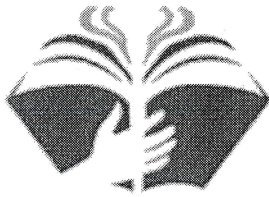
MOVED by Ms Brown, seconded by Councilor Pearson,

**THAT THE HAMILTON PUBLIC LIBRARY BOARD MEETING OF
WEDNESDAY, FEBRUAR 16, 2005 BE ADJOURNED.**

MOTION CARRIED.

The meeting was adjourned at 8:00 p.m.

Minutes recorded by Karen Hartog.



Hamilton Public Library

*Growing minds.
Growing community.*

DATE: March 15, 2005

REPORT TO: Chair and Members of the Board

FROM: Ken Roberts, Chief Librarian

SUBJECT: **2005 Operating Budget**

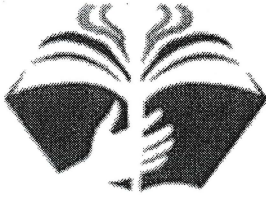
During the last week in February we received notification from the City's administration that City Council, acting as Committee of the Whole, would look at Board and Agency operating budgets on Monday, February 28th. Council had asked the City's administration for figures that showed the impact of reducing Board and Agency budgets, to a maximum of 3%. Council wanted to know, in light of the City's financial problems, if we could make any additional reductions in our budget.

The Hamilton Public Library Board's budget proposal proposed a 3.4% increase, including Capital adjustments. I spoke with George Geczy, as Board Chair, and with the senior administration team. I then spoke with City officials and stated that we could reduce the budget to a 3% increase (a \$78,270 reduction) without closing or reducing hours in any location. As administration, we are confident that we can re-cast our budget to accommodate the reduction.

On February 28th Committee of the Whole passed a motion that sets the library's budget at a 3% increase. This motion still has to be ratified by Council. Ratification by Council is not likely to occur until the entire City operating budget is considered by Council. When Council passes our budget, we will re-cast it and submit a suggested change to the Board for approval.

I attended the February 28th Committee of the Whole meeting. I was thrilled to hear the enormous support we have amongst all Council members. Council is dealing with severe financial problems. I think we were treated quite fairly and with great respect.

The Committee of the Whole also passed a motion that instructs Board and Agencies to limit their 2006 budget requests to a maximum of the 2005 approved budget plus inflation. The motion acts only as a guide.



Hamilton Public Library

*Growing minds.
Growing community.*

DATE: March 8, 2005

REPORT TO: Chair and Members of the Board

C.C.: Ken Roberts, Chief Librarian

FROM: Helen Benoit, Director, Children and Young Adult Services

SUBJECT: Partnership Agreement

RECOMMENDATION: That the partnership agreement between the Hamilton Public Library and the Hamilton-Wentworth District School Board for the provision of collaborative programs and services for young people be approved as presented and that the Chair and the Vice-Chair be authorized to sign the agreement on behalf of the Hamilton Public Library Board.

FINANCIAL/STAFFING/LEGAL IMPLICATIONS: Costs covered from existing budgets.

BACKGROUND: Our Strategic Plan for 2004 outlines a number of initiatives to *increase student awareness and use of the library system*.

The Hamilton Public Library and the Hamilton-Wentworth District School Board have co-authored the attached partnership document that specifies objectives, strategies and targets. Our intent is to advance the shared vision of young people in our community achieving their full potential. The established targets are predicated on using the 2004 – 2005 school-year as the baseline to measure our success in joint projects and initiatives.

We are in the process of planning a signing event that will include trustees and board members to highlight this important partnership. We look forward to negotiating a similar partnership agreement with the Hamilton-Wentworth Catholic District School Board

**PARTNERSHIP PROPOSAL
THE HAMILTON PUBLIC LIBRARY and THE HAMILTON-WENTWORTH DISTRICT
SCHOOL BOARD**

BACKGROUND

The Hamilton Public Library (HPL) and the Hamilton-Wentworth District School Board (HWDSB) share the vision of students achieving their full potential and further, share the values of respect, innovation and accountability.

The Hamilton-Wentworth District School Board will partner with high-level organizations that are capable of providing both financial and in-kind support to its programs that enhance the classroom experience for students and provide a heightened positive profile to the organization.

The Hamilton Public Library has as its mission to unite people and ideas in a welcoming environment. The library's staff, collections, and access to global electronic resources help to enrich the lives of individuals. The library champions literacy, access to information and the joy of reading. HPL has added the importance of a partnership with the HWDSB into its strategic plan.

HWDSB, through the leadership of the Innovation and Partnership Office, actively secures partnerships that augment resources in support of classroom services. Fostering innovative relationships with well-aligned Hamilton organizations offers significant opportunities to heighten the classroom experience for students and teachers, while heightening the positive image of HWDSB and its partners. HWDSB is in the top five ranking of Hamilton's largest employers, with over 6,000 employees and a student population of over 60,000 children and youth.

HPL strives to create a positive relationship with children and youth that will increase their awareness and support of the library. The library is committed to providing an effective, efficient, accessible and specialized program of public library service to young people, parents and caregivers of diverse interests and needs in order to promote library use and to create and nurture a lifelong interest in reading and learning. HPL can provide various programs on site and at schools that complement the goals of the Innovation and Partnership's office.

KEY FINDINGS

It has been determined that the two partners will work collaboratively, in a leadership capacity, to support and sustain a partnership program that will positively impact Hamilton students and their families.

A task force will be created to evaluate the effectiveness of our shared strategies and highlight opportunities for continued growth.

OBJECTIVES

1. To increase the number of class visits presented in the public library and in the schools by HPL staff to HWDSB students during the school year.
2. To heighten awareness of HPL and HWDSB and their joint commitment to the Hamilton community.
3. To provide a variety of educational enrichment experiences and opportunities to students.
4. To augment resources that support classroom services through HPL's collection development strategies.
5. To increase student participation in core HPL programs such as the Power of the Pen and the Summer Reading Program.

STRATEGIES

Several strategies have been identified which will meet the objectives set out by both HPL and HWDSB.

Get Carded Program

HWDSB will promote the benefits of having a library card and will facilitate the distribution of application forms to elementary and secondary students. HWDSB will also request that all participating schools return the completed application forms to the Information Technology Consultant responsible for School Libraries. HPL will arrange to have the cards returned to the school.

Class Visit Program

HWDSB will actively promote and encourage participation in the HPL Class Visit program on a semi-annual basis with letters to principals and teacher librarians from the Superintendent responsible for libraries. On a yearly basis, HWDSB will provide HPL with mailing labels of Grade 4 and 7 teacher names so that personally addressed invitations can be mailed out inviting classes to participate in the HPL Class Visit program.

Curriculum Material Purchasing

With input from HWDSB curriculum consultants, HPL will purchase curriculum-related resources for its branches as part of the pathfinder project and as outlined in the Position Paper, *Meeting User Needs II: Our Collection Responsibilities*.

Online Resource Purchasing and Training

HPL will provide assistance to HWDSB in negotiating the best possible prices for license rights to HPL online subscriptions as relevant to curricular needs. As well, HPL will provide both offline and online presentations for secondary schools regarding the use of these products.

School Readiness Program

HPL will provide an introduction to libraries and early literacy programming for families at participating schools and neighbourhood library branches.

Power of the Pen

HWDSB will actively promote and encourage student participation in the Power of the Pen Creative Writing Contest. Call for entry information will be distributed to all high school English teachers through the Secondary Curriculum Consultant.

Summer Reading

HWDSB will assist in the preparation of the summer reading flyer, and distribute it to all elementary students and all secondary schools. HWDSB will promote and encourage student participation in the Summer Reading Program.

Curriculum Pathfinder Creation

HWDSB will collaborate with HPL in the creation of curriculum pathfinders.

MELD Project

HPL will deliver family literacy programs at designated schools and libraries. HWDSB will encourage participation in the program as well as the use of dual language library materials by newcomer families. Dual language workbooks in 12 languages will be made available for downloading on the HPL website at the end of the project.

Partner Recognition

HPL and HWDSB will work toward a mutually agreeable partnership statement that will be posted on each partner's websites and will be announced at a partnership launch. Both partners will also establish links to each other's websites. Partnership specific feature articles will be posted on each partner's websites as appropriate.

EVALUATION

On a yearly basis the taskforce will evaluate the success of the above programs using the following criteria.

Get Carded Program

Both partners will ensure turn around times for the library card registration process will remain consistent and will strive to maintain the current number of students registering for new cards.

Class visits

Both partners will aim for a 3% increase in total class visits delivered by HPL staff for each of the next three years and a 5% increase in the number of schools participating in the Class Visit Program for each of the next three years.

Curriculum Material Purchasing

HWDSB and HPL will ensure that there is a minimum of one meeting a year to discuss curriculum purchasing for HPL collections.

Online Resource Purchasing and Training

The partners will continue to explore options for assisting each other with the purchasing of online resources. A schedule of database training sessions for secondary schools will be established, starting with two schools in the first year.

Curriculum Pathfinder Creation

A minimum of two new pathfinders will be created each year for the next three years. All pathfinders will be posted on the HPL and HWDSB websites and will be distributed by HWDSB to all Elementary Teacher Librarians who will share them with the appropriate teachers at their schools.

MELD

The partners will meet to review participation statistics as well as settlement patterns to ensure newcomer families are being served.

School Readiness Program

Participation data and research results will be reviewed as well as recommendations from the School Readiness committee.

Summer Reading Program

HWDSB will organize the distribution of Summer Reading Program flyers to all elementary students and secondary school libraries on an annual basis. The partners will provide information and link their respective summer literacy and remedial reading programs.

Power of the Pen

Partners will work toward a 5% increase in the number of HWDSB students submitting entries to the contest.

Partner Recognition

The links to respective partner web sites and the content of those sites will be reviewed and updated on an ongoing basis.

PARTNERSHIP TASK FORCE

Members:

TBA – Partnership and Innovation Office, HWDSB

TBA – Head Librarian, HWDSB

Marilyn Legault – Information Technology Consultant, HWDSB, **Co-Chair**

Ken Roberts – Chief Librarian, HPL

Helen Benoit – Director Children and Youth Adult Services, HPL, **Co-Chair**

Kit Darling – Director Information Technology and Bibliographic Service, HPL

Daphne Wood – Manager Communication and Community Development, HPL (as needed)

Lita Barrie – Youth Services Librarian, HPL

Helen Kelly – Youth Services Librarian, HPL

Jane Lindsay – Youth Services Librarian, HPL

Jennifer Powell-Fralick – Program Leader Child Care Program, HWDSB

Deb Chabot – Principal of Program and Assessment, HWDSB

RESPONSIBILITIES OF THE TASK FORCE

- Provide leadership and guidance on the elements and implementation of this partnership. In the schools, this includes, but is, not limited to: ensuring a

literacy and curriculum focus as well as communication to all staff regarding the partnership.

- Champion this partnership amongst the constituent groups represented.
- Attend scheduled meetings and actively participate in the planning and implementation processes.

TIME COMMITMENT

- Yearly meeting for the entire Task Force
- Quarterly meetings or as needed for sub Task Force members
- Ongoing communication via e-mail



Hamilton Public Library

DATE: March 17, 2005

REPORT TO: Chair and Members of the Board

C.C.: Ken Roberts, Chief Librarian

FROM: Linda Foley, Director, Human Resources

SUBJECT: *Recommendation to adopt No Smoking Policy*

RECOMMENDATION:

That the attached Library Board No Smoking Policy be adopted effective the date of Board approval.

FINANCIAL/STAFFING/LEGAL IMPLICATIONS:

The No Smoking in the workplace policy ensure that the Library is in compliance with City of Hamilton Bylaw 02-054 as well as the Ontario Smoking in the Workplace Act.

A review of the Central Library staff patio area will be undertaken during the 2005 year in conjunction with the employees who work at this location and the Joint Occupational Health & Safety committee to discuss the requirement to make this area smoke free under the Regulation and to make recommendations regarding implementation dates and strategies.

BACKGROUND:

The purpose of this policy is to set out the organization's policy on a smoke free work place, to support other administrative policies that are in practice that limit the areas wherein smoking is allowed.

Pre amalgamation, the Hamilton Public Library had in place Library Board motions prohibiting smoking in the workplace in compliance with legislation. Surveys were conducted and smoking cessation programs offered.

Post amalgamation, the practice has continued, however, with a review of other policies, and a review of the amalgamated City of Hamilton By-Law, this policy re-states the amalgamated Library Board's commitment to a smoke free environment.

49-6 No Smoking Policy

Policy Level: Library Board

Author: L. Foley

Revision Date: New

First Approved:

Policy Statement

Cigarette smoking is a leading cause of preventable death and disability in Canada. Medical evidence indicates that exposure to second-hand smoke can be hazardous to health. The Hamilton Public Library is committed to providing a safe and healthful environment for its staff and for the public, and will endeavour to control involuntary exposures to the harmful substances produced by tobacco smoking by prohibiting smoking both within the workplace/public place in accordance with the City Bylaw as well in accordance to this policy.

Scope

This policy applies to all employees, including but not limited to permanent, temporary, contract employees, students, volunteers, or interns.

Members of the general public, visitors to Library facilities and individuals conducting business with the Hamilton Public Library (clients, volunteers, guests, contractors, consultants, etc.) are expected to comply with the policy.

Guidelines

Smoking will not be permitted in any Library building, within a nine (9)-meter perimeter of any public entrance to any Library building, or adjacent to any ventilation air intake. The Rules of Conduct Policy 1-1 support this policy and are a means to increase the public awareness of the no smoking rules.

All buildings or areas where members of the public are invited to assemble, reception areas and meeting rooms, will be non-smoking. Organizers and attendees at public events using Library facilities, such as conferences, meetings, public lectures, social events and cultural events will be required to abide by the Library Smoking Policy and by the Meeting Room Policy 8-3. Organizers of such events are responsible for communicating this policy to attendees and for enforcing the policy.

Signs

In accordance with municipal, regulatory and legislative requirements and with this Policy, Facilities will place appropriate signs at the public entrances to all Library buildings and at appropriate locations outside and inside the buildings.

Enforcement

Management is responsible for responding to and investigating complaints of smoking in the workplace, educating employees about the Library's smoking in the workplace policy and for disciplining those employee found violating this policy.

Employees are responsible for abiding with the No Smoking policy.

Non-compliance by the public will be enforced, dependent upon the location, by Security, the Branch/Department Manager, the Duty Manager or Duty Librarian, or any such other staff designated in charge of the location.

Legislative Basis

Ontario Smoking in the Workplace Act, 1989

(http://www.gov.on.ca/LAB/english/hs/g_smoke.html)

City of Hamilton, By-Law 02-054, respecting smoking in the workplace

(<http://www.city.hamilton.on.ca/Clerk/by-laws/2002/02-054.pdf>)



Hamilton Public Library

Date: March 17, 2005
To: Chair and Members of the Board
From: William Guise, Director, Finance and Facilities
Hamilton Public Library
Subject: Draft Financial Statements for 2004

RECOMMENDATION:

That the Draft Financial Statements for 2004 be accepted for information.

BACKGROUND:

Attached are the Draft Financial Statements for 2004. The statements are composed of two sections

- Operating and Reserve Funds Statements
- Trust Fund Statements.

These draft statements will be presented to the Library Board's auditors at the start of their audit. Although the statements are basically complete, there are still some note disclosures to be completed.

Note 4 – Liability for Future Benefits – the draft notes have not been updated for 2004, since we are still waiting for the result of actuarial report being conducted by the City.

Note 7 – Employee Benefit obligations – this would be the same number shown in Note 4.

Note 9 – Commitments – this would show future payments for branch leases and equipment leases such as computers. The schedule is currently being compiled.

Note 10 – Related party transactions – this note deals with transactions between the City and the Library and discussions are required with the auditors on the level of detail required.

DRAFT

Consolidated Statement of Financial Position

December 31	2004	2003
Assets		
Financial assets		
Cash	\$ 21,184	\$ 39,773
Accounts receivable	59,387	1,028,411
Due from City of Hamilton (Note 2)	<u>7,079,277</u>	<u>5,810,560</u>
	7,159,848	6,878,744
Non-financial assets		
Prepaid expenses	<u>6,991</u>	<u>4,975</u>
	<u>\$ 7,166,839</u>	<u>\$ 6,883,719</u>
Liabilities		
Accounts payable and accrued liabilities	\$ 233,442	\$ 1,022,224
Accrued sick (Note 3)	251,827	262,471
Deferred revenue	22,367	63,354
Due to trust funds	<u>107,774</u>	<u>111,227</u>
	615,410	1,459,277
Liability for future benefits (Note 4)	<u>1,608,000</u>	<u>1,608,000</u>
	<u>2,223,410</u>	<u>3,067,277</u>
Library Position		
Reserves and reserve funds (Note 6)	6,803,255	5,686,914
Amounts to be recovered in future (Note 7)	<u>(1,859,827)</u>	<u>(1,870,471)</u>
	<u>4,943,429</u>	<u>3,816,443</u>
	<u>\$ 7,166,839</u>	<u>\$ 6,883,720</u>

Commitments (Note 9)

See accompanying notes to the financial statements

DRAFT

Consolidated Statement of Financial Activities

	Budgeted	Current Fund	Reserve Funds	2004 Total	2003 Total
Revenue					
Municipal contribution	\$ 22,057,740	\$ 22,057,740	\$ -	\$ 22,057,740	21,162,880
Province of Ontario grants	949,450	949,451	-	949,451	949,451
Other grant revenue	222,260	486,063	-	486,063	379,279
Fines	439,100	436,857	-	436,857	437,353
Photocopier revenue	48,500	44,757	-	44,757	49,175
Other – rentals, sales and recoveries	80,180	208,145	-	208,145	134,643
Interest	-	-	207,774	207,774	219,268
Donations and other	-	18,585	-	18,585	21,653
Total revenue	23,797,230	24,201,598	207,774	24,409,372	23,353,701
Expenditures					
Employee Costs	16,357,590	15,687,397	-	15,687,397	15,045,913
Library Materials	2,659,570	2,694,506	-	2,694,506	3,079,544
Facility Costs	2,657,680	2,869,840	-	2,869,840	2,535,081
Supplies and Services	1,606,980	1,575,442	-	1,575,442	1,626,786
Total expenditures	23,281,820	22,827,185	-	22,827,185	22,287,324
Net revenues	515,410	674,412	207,774	1,582,186	1,066,377
Financing transfers					
Long term debt charges (Note 5)	(454,410)	(389,973)	-	(389,073)	(581,082)
Transfer from Reserves – City of Hamilton	-	17,434	3	17,438	222,677
Transfer to Capital from Reserves	-	-	-	-	-
Transfer to Capital from Current	-	(105,710)	-	(105,710)	(51,637)
Transfers to Reserves – City of Hamilton	-	-	-	-	-
Net contributions from reserve fund	0	12,000	-	12,000	681,014
Net contributions to reserve fund	(61,000)	(920,564)	-	(920,564)	(1,119,237)
Net contributions to current fund	-	-	(12,000)	(12,000)	(681,014)
Net contributions from current fund	-	-	920,564	920,564	1,119,237
Net contributions to trust funds	-	-	-	-	-
Net contributions from trust funds	-	11,500	-	11,500	1,155
Increase (decrease) in amounts to be recovered in future	-	-	-	-	-
Net Financing and transfers	(515,410)	(1,374,412)	908,567	(465,845)	(408,887)
Changes in funds					
Fund balances, beginning of the year	-	0	1,116,341	1,116,342	657,490
Fund balances, end of the year	\$ -	\$ 0	\$ 6,803,256	\$ 6,803,256	\$ 5,686,914

See accompanying notes to the financial statements

DRAFT

Consolidated Statement of Changes in Financial Position

Year ended December 31	2004	2003
Increase (decrease) in cash		
Operation activities		
Changes in funds	\$ 1,116,342	\$ 657,490
Decrease (increase) in accounts receivable	869,024	(966,652)
Decrease (increase) in due from City of Hamilton	(1,268,716)	(209,122)
Decrease (increase) in prepaid expenses	(2,017)	1,192
Increase (decrease) in accounts payable and accrued liabilities	(788,782)	520,351
Increase (decrease) in accrued sick and vacation liability	(10,644)	(69,170)
Increase (decrease) in deferred revenue	(40,987)	(7,453)
Increase (decrease) in due to trust funds	<u>(3,453)</u>	<u>15,150</u>
	<u>(29,234)</u>	<u>(58,214)</u>
Financing activities		
Increase (decrease) in future benefits	0	27,000
Decrease (increase) in amounts to be recovered in future	<u>10,644</u>	<u>42,170</u>
	<u>10,644</u>	<u>69,170</u>
Net increase (decrease) in cash	(18,590)	10,956
Cash and cash equivalents		
Cash, beginning of year	<u>39,774</u>	<u>28,819</u>
Cash, end of year	<u>\$ 21,185</u>	<u>\$ 39,774</u>

See accompanying notes to the financial statements

DRAFT

Notes to the Consolidated Financial Statements
December 31, 2004

1. Summary of significant accounting policies

The consolidated financial statements of the Hamilton Public Library Board (the Board) are prepared by management in accordance with general accepted accounting principles for local governments, as recommended by the Public Sector Accounting Board of Canadian Institute of Chartered Accountants. Significant aspects of the accounting policies adopted by the Board are as follows:

Basis of Accounting

Revenues are reported on the accrual basis of accounting which recognizes revenues as they become available and measurable, with the exception of fines and other desk receipts which are reported on the cash basis of accounting. Expenditures are reported on the accrual basis of accounting which recognizes expenditures as they are incurred and measurable as a result of receipt of goods or services and the creation of a legal obligation to pay.

Capital Assets

The historical cost and accumulated amortization for capital assets are not recorded. Purchases of capital assets are charged either directly to operations in the year in which expenditures occur, or to a reserve established for the purchase of capital assets.

Fund Accounting

Funds with the consolidated financial statements consist of the operating and reserve funds. Transfers between the funds are recorded as adjustments to the appropriate fund balance.

Reserves for Future Expenditures

Certain amounts, as approved by the Board, are set aside in reserves for future operating and capital expenditures. Transfer to and from reserves are reflected as an adjustment to the respective fund.

Use of Estimates

The preparation of financial statements in accordance with generally accepted accounting principles requires management to make estimates and assumptions that affect the reported amount of assets and liabilities and disclosure of contingent assets at the date of the financial statements and the report amount of revenues and expenditures during the reporting period. Actual results could differ from these estimates.

Budget Figures

Budgets are only established for the Current Fund.

2. Due from City of Hamilton

The balance due from the City of Hamilton is non-interest bearing and has no set terms of repayment.

3. Liability for Vested Sick Leave Benefits

Effective May 1, 1982 the Income Protection Plan was adopted and sick leave credits earned under the Sick Leave Benefit Plan were frozen. Under the Sick Leave Benefit Plan unused sick leave could accumulate and employees were entitled to cash payment upon termination of services after ten continuous years.

Entitlement to cash payment continues to apply to those employees accumulated days, to the extent that they have vested and could be taken in cash by an employee on termination, amounted to \$251,827 (2003 - \$262,471) at the end of the year. Cash payments made in lieu of sick leave are included in the expenditures of the year in which services are terminated. The current year's expenditure of \$17,434 (2003 - \$27,867) for sick leave liability is reflected in the Consolidated Statement of Financial Activities.

DRAFT

Notes to the Consolidated Financial Statements

4. Liability for Future Benefits

Post employment benefits

In accordance with PSAAB guidelines the Board is required to report obligation for retirement benefits earned over the employment period of its employees.

Employees who have retired either under the OMERS early retirement provisions or otherwise are eligible to receive drug, extended health services and dental benefits for the lifetime of the retiree. Effective January 1, 2002 new retirees will only receive benefits until age sixty-five.

The Board recognizes the post employment benefit costs as they are earned during the year. The Board's obligation under the post employment provisions of employment agreements will be funded out of current revenue.

5. Long Term Debt

The City charges the Library principal and interest for long term debt, as well as sinking fund charges, related to Library facilities and other capital. These charges are funded by the City through its annual contributions. The debt is not disclosed on the statement of financial position as the City of Hamilton is legally responsible for repayment of the debt.

(a) The net long term debt to which these charges are related is as follows:

<u>Debenture Number</u>	<u>Purpose</u>	<u>Interest Rates</u>	<u>Maturity Date</u>	<u>2004</u>	<u>2003</u>
91-050	Redhill Library	9.75% to 10%	2006	\$ 7,865	\$ 44,680
91-050	Terryberry Public Library	9.75% to 10%	2006	11,490	65,441
91-050	Sherwood Branch Library	9.75% to 10%	2006	10,233	58,242
94-006	Library	6.915%	2004	-	133,361
94-006	Library	6.915%	2004	-	31,877
01-244	Westdale Branch	3.125% to 6%	2011	170,980	180,994
01-244	Barton Branch	3.125% to 6%	2011	390,686	413,572
01-162	Central Library	4.65% to 6.75%	2016	<u>25,920</u>	<u>27,322</u>
				<u>617,182</u>	<u>\$ 955,489</u>

(b) Principal charges in each of the next five years are as follows

2005	69,636
2006	71,378
2007	39,475
2008	41,560
2009	43,891

(c) The Board was charged \$ 389,073 (2003 \$581,082) for long term debt during the year as follows:

	<u>2004</u>	<u>2003</u>
Principal	\$ 235,804	\$ 234,540
Interest	153,269	299,782
Sinking Funds	=	46,760
	<u>\$ 389,073</u>	<u>\$ 581,082</u>

DRAFT

Notes to the Consolidated Financial Statements

6. Reserves and Reserve Funds

	<u>2004</u>	<u>2003</u>
Mobile Equipment	\$ 525,499	\$ 477,560
Library Collections	1,571,074	1,471,773
Library General Development	681,903	646,896
Library Major Capital Projects	2,843,683	2,010,636
Summer Reading	182,010	134,629
Redeployment, Training & Restructuring	979,853	945,420
Youth Programming	19,235	-
	<u>\$ 6,803,255</u>	<u>\$ 5,686,914</u>

7. Amounts to be recovered in Future

	<u>2004</u>	<u>2001</u>
Accrued sick and vacation liability	251,827	262,471
Employee benefit obligations	1,608,000	1,608,000
	<u>\$ 1,859,827</u>	<u>\$ 1,870,471</u>

8. Pension Agreements

The Hamilton Public Library makes contributions to the Ontario Municipal Employees Retirement System (OMERS), which is a multi-employer plan, on behalf of 250 members of its staff. The plan is a defined benefit plan which specifies the amount of the retirement benefit to be received by the employees based on the length of service and rates of pay.

Effective August 1, 1998, OMERS provided a temporary contribution holiday, with no employer or employee contributions required until January 1, 2003. Commencing January 1, 2003 contributions were made at rates ranging from 2.1% to 2.93% depending on the proposed retirement ages and level of earnings. Effective January 1, 2004 full contribution rates resumed ranging from 5% to 9.8% depending on the proposed retirement age and the level of earnings. During the year, \$703,377 was contributed to OMERS (2003 - \$220,734) for current service.

9. COMMITMENTS

Minimum future lease payments for various premises and equipment are as follows:

2005
2006
2007
2008
2009
Thereafter

\$ _____ -

DRAFT

Notes to the Consolidated Financial Statements

10. RELATED PARTY TRANSACTIONS

11. Trust Funds

Trust funds administered by the Board amounting to \$2,252,241 (2003 - \$1,169,308) have not been included in the Consolidated Statement of Financial Position nor have these operations been included in the Consolidated Statement of Financial Activities.

The Hamilton Public Library Board
Trust Funds

Attachment #5.4

Balance Sheet
December 31**2004****2003**

ASSETS

Cash	\$ 283,154	\$ 277,049
Deposits with the Hamilton Foundation	1,170,249	1,147,701
Due from current fund	107,774	111,227
Accrued interest receivable	<u>691,065</u>	<u>633,331</u>
	<u>\$ 2,252,242</u>	<u>\$ 2,169,308</u>

FUND BALANCES

Trust Funds - fund balances	<u>\$ 2,252,242</u>	<u>\$ 2,169,308</u>
-----------------------------	---------------------	---------------------

DRAFT

See accompanying notes to the financial statements

(3/17/2005)

The Hamilton Public Library Board

Trust Funds

Attachment #5.4

Statement of Continuity
December 31

2004

2003

	2004	2003
Revenue		
Grants	\$ 3,920	\$ 5,050
Interest	120,518	155,512
Donations and other	-	12,175
	<u>124,438</u>	<u>172,736</u>
Expenditures		
Other	<u>30,005</u>	<u>25,457</u>
Financing and transfers		
Net transfers to Library current fund	(11,500)	(1,155)
Net transfers from Library reserve funds	-	-
	<u>(11,500)</u>	<u>(1,155)</u>
Change in fund balances	82,933	146,125
Fund balances, beginning of year	<u>2,169,308</u>	<u>2,023,184</u>
Fund balances, end of year	<u>\$ 2,252,242</u>	<u>\$ 2,169,308</u>

DRAFT

See accompanying notes to the financial statements

(3/17/2005)

DRAFT

Notes to the Financial Statements
December 31, 2004

1. Accounting policies

Basis of accounting

Income and capital receipts are reported on the cash basis.

Expenditures are reported on the cash basis of accounting with the exception of administrative expenses which are reported on the accrual basis of accounting, which recognizes expenditures as they are incurred and measurable as a result of the receipt of goods or services and the creation of a legal obligation to pay.

2. Fund Balances

Trust funds consist of:	<u>2004</u>	<u>2003</u>
M. Walden Thompson	\$ 29,865	\$ 29,196
Special Gifts Fund	1,498,447	1,447,331
Permanent Endowment	555,265	528,471
K. McClaren Memorial	25,985	25,726
F. Walden	53,316	53,068
Dundas Library Fundraising	57,051	54,594
Waterdown Library	32,313	30,921
	<u>\$ 2,252,242</u>	<u>\$ 2,169,308</u>

The above funds can be used at the discretion of the Board with the exception of the Permanent Endowment fund from which only the interest earned can be used.



Hamilton Public Library

Date: March 14, 2005

To: Chair and Members of the Board
c.c. Ken Roberts, Chief Librarian

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

Subject: **Video Surveillance at Library Branches**

RECOMMENDATION:

That funding in the amount of \$88,000 be provided from the Library Major Capital Projects Reserve (Deptid 106008) for the installation of video surveillance equipment at various Library branches

FINANCIAL/STAFFING/LEGAL IMPLICATIONS:

The use of Library Major Capital Projects Reserve for this project is an appropriate source of funding for this project and has sufficient funds.

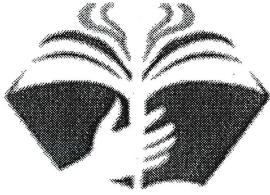
BACKGROUND:

Video security surveillance systems are a resource used by the Hamilton Public Library to promote the safety of clients, staff, and community members. Where deployed for that purpose, these systems can help to protect library property against theft or vandalism and can assist in the identification of intruders and of persons breaking the law.

Recently there have been break-ins at several branches, some of which have been broken into more than once. Increased monitoring by staff or by security patrols would not be effective or workable. Installation of video surveillance systems along with appropriate signage notifying the public of the existence of the systems would provide a deterrent and assist in identification in the case of a break-in. The system would also enhance the security for staff and customers.

The intention is to install video surveillance systems at ten (10) new locations and upgrade the video surveillance systems at two locations from analog to digital. According to a letter of understanding included in the Collective Agreement between CUPE 932 and the Hamilton Public Library Board, the Library agreed to install surveillance and emergency response systems at eight locations. The recent break-ins have all occurred within the group of eight locations named in the letter of understanding. The ninth location proposed has had a history of break-ins.

Installation and the monitoring of the video surveillance systems would follow the guidelines as set out in the Video Surveillance Policy as approved by the Board at its regular meeting on December 15, 2004.



Hamilton Public Library

*Growing minds.
Growing community.*

DATE: March 17, 2005
REPORT TO: Chair and Members of the Board
FROM: Ken Roberts, Chief Librarian
SUBJECT: Human Rights Commission

Recommendation:

That the draft position prepared by the Chief Librarian as a response to the Human Rights Commission Complaint filed by Jacqueline McCullough be approved.

Background:

Board members may remember that Ms McCullough appealed the fact that I had banned her from entering library facilities until she could promise to refrain from approaching library patrons and staff members and telling them how to behave. She was particularly offended by exclamatory language that she felt dishonoured her religious convictions.

Ms McCullough has filed a Human Rights complaint, maintaining that the City of Hamilton and its Library Board as well Doreen Horbach and I personally are violating her right to practice her religious beliefs. I spoke with the intake officer, since the possibility of mediation had been mentioned in the commission's correspondence (there is a large package of forms and information included with the complaint and I have attached only the relevant statement of complaint).

The intake officer did indicate that the response should, if possible, include a statement and should represent the position of all of the parties named in the complaint. She understood the reasons why I was suggesting the named parties be amended and suggested these form a part of our joint response.



Commission ontarienne
des droits de la personne

Mediation Agreement

BETWEEN

Ms. Jacqueline McCullough

-and-

**The Corporation of the City of Hamilton - Hamilton Public Library and
Mr. Ken Roberts; Ms. Doreen Horbach**

Whereas, the Complainant, **Ms. Jacqueline McCullough** filed a complaint with the Ontario Human Rights Commission, Complaint No. **SYRS-659HCF**; and whereas the Commission has offered to provide mediation services to attempt to resolve the matter, the parties agree as follows:

1. The Mediation process offered by the Ontario Human Rights Commission is entirely voluntary and neither party is compelled to participate in the process;
2. The parties agree that all information disclosed during the course of the mediation is disclosed in confidence, without prejudice to either party, and cannot be used in any subsequent stage of the complaint process or any other proceeding;
3. It is understood that the Commission's mediator is not compellable to give evidence in any future proceeding regarding any information disclosed during the mediation process;
4. The parties recognize their right to representation during the course of the Mediation process and may choose to bring to the Mediation meeting a representative to assist them;
5. The parties agree that at least one individual from each Party will have the legal authority to enter into a binding agreement on behalf of each Party to the complaint.

DRAFT

March , 2005

File No: SYRS-659HCF

Gloria Kerna
Intake Officer,
The Ontario Human Rights Commission
180 Dundas Street West, 7th Floor
Toronto,
Ontario
M7A 2R9

Dear Ms Kerna,

I am writing in response to the complaint filed by Jacqueline McCullough. I write on behalf of the Hamilton Public Library Board, myself and Doreen Horbach, the Library Board Chair at the time of the incident.

I will start by indicating that the complaint names "The Corporation of the City of Hamilton – The Hamilton Public Library et al." as the organization that has allegedly violated Ms McCullough's rights. This corporation ceased to exist, in accordance with provincial legislation, on January 2, 2001. The new entity is the City of Hamilton. The Hamilton Public Library Board, also a creation of provincial legislation, is completely independent of the City of Hamilton. The City of Hamilton has no responsibility for the governance of the Hamilton Public Library system. The Hamilton Public Library Board and I are willing to accept an amendment to the complaint that names the "Hamilton Public Library Board et al" as the organization that has allegedly violated Ms McCullough's rights. The amendment may also name me as a specific individual.

I should also mention that the complaint names Doreen Horbach as an individual. When Ms. McCullough appealed her removal from the library to the Library Board Doreen Horbach wrote a letter that conveyed the collective response of the Board. The letter was written after the appeal was heard by the entire Board. It is our position that Doreen Horbach responded in her capacity as Board Chair and not as an individual. We agree to an amendment that names the Board as a whole in the complaint.

Here is our statement.

Ms McCullough admits to the fact that she repeatedly approached library staff and library patrons in several branches and on several occasions and told them how they should behave. Ms McCullough admits to the fact that she also insisted upon being told if these patrons and staff members who violated her standard for proper behaviour were "Christian."

When I spoke with Ms McCullough in June, 2004 she was adamant that I tell her if I was a Christian. There were two witnesses to this exchange. I told Ms McCullough that my religious beliefs were personal. She insisted that I could not be a true Christian if I was ashamed of my faith. She insisted that a Christian would understand the fact that she had to stop people from taking the Lord's name in vain and from using language that was offensive to her. I let her know that she did not have the right to approach staff members and patrons of the library in order to tell them how to behave. I told her of the complaint we had received from the parents of several teenage girls. The girls had run home crying after an encounter with her. This was not the only complaint from members of the public or from staff. It was the most dramatic. Ms McCullough again insisted on her right to correct any use of offensive language.

Ms McCullough asked if she was going to be banned from entering library facilities. I told her that the response depended on her and asked if she could refrain from approaching people and telling them how to behave. She said that she could not stop from telling people how to behave. I informed her that she would have to stay out of Hamilton Public Library branches until such time as she could promise to refrain from correcting the behaviour of our staff and patrons. I gave her a letter to this effect and let her know that she could appeal to the Library Board.

Ms McCullough appealed the decision to the Library Board. The Board considered her appeal in September, 2004 and denied the appeal, repeating the decision that she could use the library when she could stop telling people how to behave.

The Ontario Human Rights Commission offers a definition of religious rights. The Hamilton Public Library has not violated any of the rights listed in this definition. Ms McCullough is alleging that the Hamilton Public Library is violating her right to practice her creed. The Ontario Human Rights Commission states that "*religion (creed)*". . . "*includes the practices, beliefs and observances that are part of a faith or religion. It does not include personal moral, ethical or political views.*"

It is our position that Ms McCullough's insistence on policing the language of staff and patrons clearly stems from a personal moral view.

The Ontario Human Rights Commission definition of religious rights also states that "*Where a rule conflicts with religious requirements, there is a duty to ensure that individuals are able to observe their religion, unless this would cause undue hardship because of cost, or health and safety reasons. Unlawful discrimination because of religion can include:*

- *Refusing to make an exception to dress codes to recognize religious dress requirements;*
- *Refusing to allow individuals to observe periods of prayer at particular times during the day;*
- *Refusing to permit individuals to take time off to observe a religious holiday."*

We do not feel that we are preventing Ms McCullough from observing her religion, merely from instructing others that they must abide by her standards.

We feel, in fact, that if anyone has violated the religious rights of others then it has been Ms McCullough. Her insistence on a right to know if the staff and the patrons with whom she talks are Christians combined with her insistence that only a true Christian (as defined by her) could understand her convictions is offensive and invasive to staff and patrons. She also insists on a

personal right to be able to instruct others as to how they must conduct themselves in terms of proper religious conduct.

The Ontario Human Rights Code provides the commission with the ability to decide not to deal with a complaint where it appears to the commission that "*the subject-matter of the complaint is trivial, frivolous, vexatious or made in bad faith.*" (Section 34.b)

We believe that such is the case in this instance. The Hamilton Public Library Board has not banned MsMcCullough because of her creed. The Hamilton Public Library Board has banned Ms McCullolugh until such time as she can agree to refrain from violating the conduct rules of the Hamilton Public Library. We believe that our staff and patrons have a right to go about their business without being instructed in proper conduct.

The question of potential mediation has been rasied. I am personally willing to participate in a mediation session and the Library Board is willing to have me participate on its behalf.

Yours,

Ken Roberts
Chief Librarian

c.c. G. Geczy, Board Chair

As Recommended by the Board By-Law Transition Team

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

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 two additional consecutive years.
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 to 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.
4. Only the Chair may represent and speak for the Board 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 two additional consecutive years.
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.

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

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*.
- 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, 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 second and third 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.

Attendance

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:

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

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 shall keep Minutes of every meeting of the Board.

38. The Minutes shall be confirmed at the next following meeting, 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. Board meetings are open to the public.

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

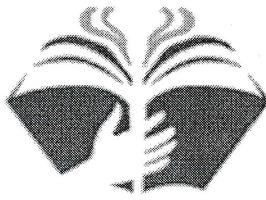
50. Citizen appointees shall be paid no salary, fees or honorarium for their services. However, any member of the Board may be reimbursed for their actual, out of pocket expenses and travel costs, incurred as a result of their acting either within or outside the municipality in their capacity as members 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.

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 March 23, 2005 and all former By-Laws and Rules of Procedure of predecessor Boards are hereby repealed.



Hamilton Public Library

*Growing minds.
Growing community.*

DATE: March 15, 2005

REPORT TO: Chair and Members of the Board

FROM: Ken Roberts, Chief Librarian

SUBJECT: 2004 Workplan Results

I have enclosed the results of my 2004 workplan, set by the Board. Directives that are listed as "in progress" tend to be those that, since we work with other partners, could not be started or completed within the set timeframe or those that were delayed as a result of our issues with the Horizon implementation (e.g. it would have been unfair to insist on more branch adult programming while staff struggled with Dynix issues).

The workplan does not accurately reflect issues that soaked up enormous amounts of time in 2004. The Horizon implementation is an obvious issue but there were others. The introduction of a completely new collective agreement and the recruitment of new staff members at a pace we have not witnessed in many years were two such issues. Library staff assumed greater responsibilities for the myhamilton.ca project than we had anticipated and, for me, OLA and ODL responsibilities required time and attention.

We accomplished a great deal in areas that are not listed in the workplan. Workstations for Technical Services, Collection Management and Central Customer Service staff were replaced. The One Book One City project, The Ti-cat's partnership, the weeding of collections in order to ensure accuracy and relevancy, and other initiatives are not in the plan but were all important improvements.

Some senior staff are fond of pointing out that most important strategic initiatives simply cannot be accomplished in one year and that it is difficult to say that many are ever "complete." It is easy to complete a summer research project or ensure that the library's needs are built into the new Development Charges by-law since these projects are finite. It is harder to "complete" some other objectives.

When I review the plan, there is only one directive that was not even begun. The Board and I were directed to enter into a dialogue with the Friends of the Hamilton Public Library in order to see if we can revitalize that organization. We did not start this goal and need to do so.

Hamilton Public Library 2004 Workplan

Ken Roberts,
Chief Librarian

1.0 Empower Communities

Success Measure	Objectives	Lead	Actions to be taken/When
1.1 Strengthen our central and our branch libraries.	Develop branch library collection profiles that allow branches to reflect their surroundings	BH	At least two branches will produce collection profiles. The profiles will act as templates for other branch locations to produce such profiles in 2005. Q4 COMPLETE
		KR	Report, to the library board, on the impact of the proposed south mountain branch on existing library locations. Q4 NOT COMPLETE
		KR	Work with city officials and with the YMCA on any plans for the design of a south mountain library branch. RECOMMENDED CAPITAL PROJECT FOR CITY
		MS	Report to the Library Board on a timeframe, process and cost for implementing the final recommendations of the Central Library Review. Q3 IN PROGRESS
	Improve the look and feel and efficiency of our library locations.	KR	Report, to the library board, on facilities issues that affect library services in the Waterdown area of the city. Q3 IN PROGRESS
		BG	Provide the Library Board with estimated costs and sources of funding for the potential renovation and expansion of the Ancaster library. Q3 IN PROGRESS
		MS	Report, to the Library Board, on the possibility of creating a "theme" branch in Saltfleet, emphasizing teen services. Q3 IN PROGRESS
		MS/BH	Conduct a facilities audit of the branch libraries to identify and prioritize branch renovations required as the result of changed processes, ergonomic requirements and merchandising initiatives. Q4 COMPLETE
Refocus and restructure the Central Library non-fiction collections.	MS	Re-organize the Central Library non-fiction and adult fiction collections in accordance with the Central Library Services Review and the draft 2005 Operating Budget. Q2 COMPLETE	

<p>1.2 Strengthen our integrated computer system's ability to link users to the material they want to find</p>	<p>Migrate the library's integrated automation system to the "Horizon" product, creating greater public capabilities.</p> <p>Review the "Recommends for Purchase" program to ensure a balance between customer demands and ongoing collection needs</p> <p>Act as a strong partner in the Connect Hamilton – Create Community project, using library expertise to assist with the community/rural portal</p>	<p>KD</p> <p>BH</p> <p>KD/KR</p>	<p>Complete the migration to Horizon, including all staff training, record conversion, etc. Q2 COMPLETE (LINGERING ISSUES)</p> <p>Report to Admin. Q4 WORKING ON SECOND DRAFT</p> <p>Approve the secondment of an HPL manager to the CHCC project, provided that funding is received. The Chief Librarian and the Service Coordinator will act as committee members on the CHCC project. Q2 – 2005 COMPLETE</p>
<p>1.3 Strengthen the ability of our adult services to meet community needs.</p>	<p>Provide the Library Board with the first annual Report on Adult Services and implement the initiatives approved in that report by the Library Board.</p>	<p>BH/MS</p>	<p>Q2 COMPLETE</p>

2.0 Celebrate Diversity

Success Measure	Objectives	Lead	Actions to be taken/When
<p>2.1 Ask people what they need from their public library system</p>	<p>Consult with stakeholders and the general public about the possibilities and opportunities that the re-vitalization of the Central Library presents, including identifying the appropriateness and relevance of the collections to the customers.</p> <p>Evaluate data from "Opening Doors", a national survey intended to determine children's reading habits and their use of the public libraries. Conduct a web services assessment study of the library's website and make necessary modifications</p> <p>Conduct a research study to measure the effectiveness of the library's summer reading program</p> <p>Consolidate and strengthen the multilingual collections, with a particular emphasis on new immigrant groups.</p>	<p>MS</p> <p>MS</p> <p>BH</p> <p>HB</p> <p>HB</p> <p>HB</p> <p>BH</p>	<p>Hold stakeholder consultations. Q1 COMPLETE</p> <p>Publicize plans for the Central Library. Q1 COMPLETE FOR PHASE I</p> <p>Create a collections workplan for the next three years. Q2 COMPLETE</p> <p>Incorporate findings in the Children's strategic report to the Library Board. Q3 ONGOING</p> <p>Hire a summer student from UWO's library school program to work with us and with UWO faculty on the design and implementation of a research project. Q2 COMPLETE</p> <p>Conduct the research project and report the findings to the Library Board. 2005 COMPLETE</p> <p>Report to admin. Q3 COMPLETE</p>

<p>2.2 Design services for groups that may not be utilizing the library system</p>	<p>Enter into a formal partnership with Community Action Program for Children for the delivery of Summer Reading Program components, family literacy programs, and other programs of mutual interest in the east end of the city</p> <p>Increase use of the library and its resources by newcomer families through the Multicultural Early Learning Development (MELD) project and other initiatives.</p> <p>Promote library services and collections for young families at local Early Years Centres, community satellite centres and daycare centres</p> <p>Work with City of Hamilton Public Health and Community Services Departments on programs that reach fathers and promote reading</p> <p>Consolidate and strengthen the multilingual collections appropriate to the most recent immigrant groups at the Central Library and selected branches.</p> <p>Increase awareness and use of the Library's Employment and Career information resources through continued partnering with HRDC and new projects such as the <i>Options for Women</i> conference to provide relevant support to key target groups of this community</p> <p>Re-introduce and evaluate library-related programs for adults at selected locations</p> <p>Expand the Visiting Library Service throughout the entire city</p>	<p>HB</p> <p>HB</p> <p>HB</p> <p>HB</p> <p>BH/MS</p> <p>MS</p> <p>MS/BH</p>	<p>Introduce special storytime programming for newcomer families and summer reading outreach programs. Q3 COMPLETE</p> <p>The measurements will be those required by the province in support of the program. 2005 COMPLETE</p> <p>Design and distribute posters as part of the Reading Together @ The Library campaign. Offer joint programs and promote library membership through the distribution of the Early Years Literacy Kits to new parents. Q1 COMPLETE</p> <p>June 3rd Community Forum at the Spectator, with Spectator as partner, as well as June program at Terryberry and programs at Sherwood and Westdale. COMPLETE</p> <p>Implement the directives of the Collections Report once the Library Board accepts it. Q2 COMPLETE</p> <p>Specific activities will be in the Adult Services Report to the Board. Q4 COMPLETE</p> <p>IN PROGRESS</p> <p>COMPLETE</p>
---	--	---	---

2.3 Increase student awareness and use of the library system	Pilot an after-school Homework program in at least one library location	HB	This activity is complete. Branches will pursue various after-work programs, as appropriate to their locations. Q1 COMPLETE
	Increase curriculum related support services for students and teachers in elementary school grades	HB	Work co-operatively with school boards to maximize use of the library's print and electronic collections. Focus on the subject areas of Science Projects and the Middle Ages. Q3 COMPLETE
	Identify and promote library print and electronic collections that support High School curriculum core courses.	HB	Work with the new Golden Horseshoe "Library Cooperative" Q3 COMPLETE
	Establish a Central Library Youth Advisory Group	HB	Q3 COMPLETE
	Include a higher emphasis on school-related material in Collection profiles		To be completed as outlined in the 2004 Collections Report to the Board. Q2 COMPLETE

3.0 Strengthen our organization

Success Measure	Objectives	Lead	Actions to be taken
3.1 Promote the library system as a single entity	Celebrate our achievements as a unified library system by enacting our Communications Plan.	MS	Q4 IN PROGRESS
	Unify the look of our external signage. Q4	MS	External signage at all locations except Central will reflect the new identity of the library system. Q4 COMPLETE (Except for VCalley Park and Ancaster where there are site issues. Almost resolved)
	Encourage dialogue between the Library Board, staff, and the various "Friends" groups in order to clarify the role of the Friends of the Hamilton Public Library	KR	NOT COMPLETE
	Manage the collection as one cohesive resource applying the principles of stewardship.	BH	COMPLETE

<p>3.2 Strengthen the organizational culture of the library system</p>	<p>Ensure that the new Collective Agreement is uniformly understood and Develop recruitment and orientation strategies for new</p> <p>Work with our bargaining agent to begin the process of adopting a new pay equity/job evaluation plan.</p> <p>Create a new work team for youth services.</p> <p>Re-define the role of library professionals, expanding their opportunities for community outreach and renewal</p>	<p>LF</p> <p>LF</p> <p>LF</p> <p>HB</p> <p>ADMIN</p>	<p>Present the new contract to staff groups, working with CUPE 932 . Q2 COMPLETE</p> <p>Implement a training program for managers using the new contract. Q2 IN PROGRESS</p> <p>This is an obligation created both by law and by the new contract. Q2 IN PROGRESS</p> <p>COMPLETE</p> <p>IN PROGRESS</p>
<p>3.3 Strengthen the Management Culture of the library system</p>	<p>Complete processes of clarifying how organizational decisions are made, emphasizing the need to encourage accountability for all managers in operational decisions.</p> <p>Ensure that managers have appropriate documentation to ensure consistency in operational decision-making</p> <p>Introduce annual “work plans” for all management staff members</p> <p>Develop process to update performance appraisals and to establish a foundation for succession planning through the ongoing development of management staff.</p> <p>Improve the library’s Intranet as a place for management tools and resources as well as management discussion forums.</p> <p>Encourage participation in professional activities and development.</p>	<p>KR</p> <p>KR</p> <p>KR</p> <p>KR/LF</p> <p>ADMIN</p> <p>ADMIN</p>	<p>Q3 IN PROGRESS</p> <p>We have started this project. It will include an area of the Intranet for managers to consult with and to share written information. Q4 IN PROGRESS</p> <p>Workplans for all Admin Staff members were introduced in 2003. This objective will expand on that base. Q2 DONE BUT NEEDS TO BE SIMPLIFIED</p> <p>Performance appraisal processes will be introduced for management staff in 2004 and for union staff in 2005. IN PROGRESS</p> <p>IN PROGRESS</p> <p>IN PROGRESS</p>

3.4 Maintain support services that are capable of delivering the library's services	Improve the general level of cleanliness of the Central Library	BG/MS	Evaluate the effect of the adjustments to cleaning time made early in 2004. Q2 COMPLETE
	Negotiate a Facilities Service Level Agreement with the City of Hamilton, with measures for maintaining and improving our buildings.	BG	Subject to city processes. Q4 NOT COMPLETE
	Negotiate a Human Resources Service Level Agreement with the City of Hamilton, clearly defining the services that we are to provide our staff and services that may be provided through the City of Hamilton	LF	Subject to city processes. Q4 NOT COMPLETE
	Participate in a consortium of large Ontario public libraries designed to explore the potential savings of purchasing electronic resources together	KR	Project is under way. Q3 IN PROGRESS
	Plan for the timely replacement of all owned computer equipment as part of the 2005 operating budget	KD	Q3 IN PROGRESS

4. Capital Projects

Success Measure	Objectives	When	Actions to be taken
4.1 Ensure that the library system continues to collect appropriate Development Charge funding	Ensure that the library's needs are built into the new Development Charges standard	BG	Work with the city top ensure that future library needs are built into the new DC agreement. Q2 COMPLETE
4.2 Start the expansion of the Ancaster branch	To take the project to the point where a contract bid can be released.	BG/KR	Q3 DELAYED BY FUNDING

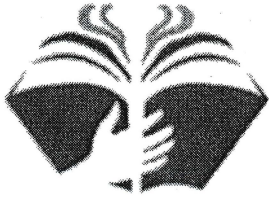
4.3 Advance the planning for the South Mountain (Turner Park) library project.	Work with our partners to ensure that the design for the South Mountain location is acceptable. Develop an operational budget for the branch that will give it an improved chance of opening as soon as possible.	KR KR	Q4 IN PROGRESS Q4 COMPLETE
4.4 Propose, to the Library Board, a process for developing a Capital and Service Master Plan by the end of the year.		KR	Q3 COMPLETE

5. Management/Board Initiatives

Success Measure	Objectives	Lead	Actions to be taken
5.1 Decide if the Locke renovations should proceed, and if not, how the property should be managed.		Board	Q2 COMPLETE(?)

This Annual Plan constitutes the primary components of the strategic work that the owner of the Annual Plan is expected to perform within the next year. In addition, the owner of the Annual Plan is expected to provide good management. The owner of the plan is also expected to suggest revisions to the plan when there are opportunities to advance strategic goals or when specific performance measures cannot be met. The owner of the plan as well as the immediate supervisor will meet at least every three months for the express purpose of reviewing the plan.

Plan Owner: _____ Date: _____	Supervisor: _____ Date: _____
-------------------------------	-------------------------------



Hamilton Public Library

*Growing minds.
Growing community.*

DATE: Thursday, March 10, 2005

REPORT TO: George Geczy, Chair

C.C.: Board Members, Administration

FROM: Beth Hovius and Maureen Sawa, Directors of Public Service

SUBJECT: 2004 Annual Circulation Report

RECOMMENDATION: Receive for Information.

Background: Attached is the annual circulation report for 2004. Circulation is up approximately 10% (441,545 items), which is particularly encouraging given the lower circulation during the Horizon implementation.

We have checked with the Horizon list serve to determine if it Horizon counts statistics differently than the previous system. Other libraries have indicated that they experienced a drop in circulation, not an increase when they transferred to Horizon.

Some factors account for some, but not all of this increase:

- Procedures were changed to permit two renewals of an item (instead of one)
- The report now includes circulation (renewals) done by customers using the OPAC.
- The numbers for the phone renewals is much higher, indicating that the method of recording these statistics is different.
- The introduction of DVDs would account for some of the increase. From June to December, 65,000 DVDs had circulated.

The OPAC and phone renewals account for 4% of the increase. This leaves 6% which attributed to an increase in business. This is verified by information provided by frontline staff.

We are sure that you will join us in congratulating staff on this achievement, in what was a particularly difficult year.

LOCATION	2004 Total	2003 Total	% Change
CENTRAL	857,850	830,909	3.2%
ANCASTER	267,934	247,037	8.5%
BARTON	73,781	69,297	6.5%
BINBROOK	51,260	46,545	10.1%
BOOKMOBILES	207,268	174,487	18.8%
CARLISLE	48,436	45,113	7.4%
CONCESSION	180,505	173,618	4.0%
DUNDAS	313,937	280,443	11.9%
FREELTON	22,965	21,458	7.0%
GREENSVILLE	31,494	27,231	15.7%
KENILWORTH	150,520	145,651	3.3%
LOCKE	102,910	92,902	10.8%
LYNDEN	43,064	35,529	21.2%
MILLGROVE	23,603	20,653	14.3%
MOUNT HOPE	35,048	31,195	12.4%
PICTON	28,517	34,534	-17.4%
RED HILL	248,073	236,902	4.7%
ROCKTON	28,867	21,366	35.1%
SALTFLEET	252,877	252,049	0.3%
SHEFFIELD		6,211	
SHERWOOD	355,272	333,768	6.4%
STONEY CREEK	97,486	87,065	12.0%
TECHNICAL SERVICES	2,489	2,542	-2.1%
TERRYBERRY	614,126	590,659	4.0%
VALLEY PARK	106,718	94,484	12.9%
VLS & TBR	31,403	29,716	5.7%
WATERDOWN	154,246	143,223	7.7%
WESTDALE	302,932	274,285	10.4%
PHONE RENEWAL(SYSTEM)	68,604	15,562	340.8%
OPAC RENEWAL(SYSTEM)	103,794	0	
System Total	4,805,979	4,364,434	10.1%

Chief Librarian's Report March, 2005

Central Library

I am sitting here at 2 pm on Tuesday afternoon, March 15th after having toured through every corner of the Central Library. The building is extremely crowded. The mix is people in perfect – businessmen, students, families, regular clientele, senior, and new Canadians. Two people are talking on cell phones and several others are drinking coffee or water while they work. The building looks clean. The windows are bright. The gauntlet of smokers has been cleared from the York Blvd entrance. The changes that we've made look good and feel right. I plan to write to you about some of the security concerns we faced in the past couple of weeks but don't want to lose sight of the fact that we are making changes with the goals of the Central Library Review in mind. The changes are starting to work.

Security at Central

Two gang related incidents occurred on Saturday, March 5th. Patrons who were not part of the gang culture were not involved. A knife was allegedly drawn in the first incident. Police were called and one officer drew his weapon while a search took place. Two people were arrested and removed. Later, a fight occurred just outside the York Blvd entrance. Police were called and two of the alleged gang members involved in the earlier incident were arrested.

Early the next week, I contacted the City Manager. The City Manager let the mayor know about the incidents. The City Manager suggested that we re-form a downtown group that helped with library incidents several years ago. Library administration staff reviewed security precautions, banned those that were involved in the incidents and started to enforce the planned no-smoking and no loitering policy outside the York Blvd entrance. We have tried to keep staff informed. Our CUPE executive members were helpful in suggesting ways to better ensure that staff did know what was happening. We increased our security coverage on weekends.

The good news is that we were prepared. The first time that similar incidents occurred, two years ago around the same time of year, we didn't quite know how to react. This time, we had a duty manager in place. We had a good relationship with police services. We had a much more focused response and ability to follow-up. The Central Library is not a place where such activity will be tolerated.

Canadian Library Association Conference

The Canadian Library Association conference is to be held in Calgary from June 15 – June 18th. Several senior staff members (Maureen, Helen and I) are all speakers at the conference and will attend. The Early Bird registration rate expires on April 15th. If any board member wishes to attend, the conference package can be viewed at <http://www.cla.ca/conference/2005/index.htm>.

If any board member wishes to attend, please contact George so that it can be approved by the Board. The Board's conference budget is \$5,000 of which approximately \$2,700 was spent at the OLA conference. An approximate cost of \$2,000 per person is required for a person to attend.

One Book One City/Adult Summer Reading Program

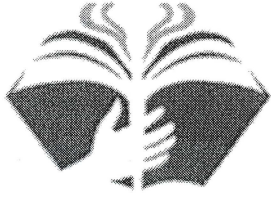
Inspired by similar endeavours in Vancouver, the Region of Waterloo, and perhaps most famously in Seattle, Hamilton Public Library undertook a community-wide reading initiative in 2004. The One Book, One City program featured Mary Lawson's national bestseller "Crow Lake" with author readings, book club events, book signings, public book discussions, library promotions and media activities from April through to November.

The program met its objectives: to promote reading among adults in Hamilton; to encourage citizens to share their experiences through discussion and activities; to build new community partnerships with the library; to promote Canadian books; and to build a sense of community through the shared experience of reading. The novel circulated nearly 1700 times within the library system during the eight-month program, with close to 400 additional copies purchased at area book sellers. The campaign received support from Random House of Canada, The Hamilton Spectator, City of Hamilton, Friends of the Hamilton Public Library and Bryan Prince, Bookseller. Seven public events including a launch party, two author readings, a book club tea, a book signing attended by the mayor, a summer cafe event and a grand finale were well attended.

As a substantial number of library staff hours were dedicated to planning, delivering, monitoring, publicizing and evaluating the initiative, the planning committee recommends a bi-annual One Book, One City timetable. The success of the 2004 program suggests the library should sustain momentum of promotional reading activities and move forward with an Adult Summer Reading Program in 2005.

Ancaster Renovations

A motion will be going to City Council that identifies sources of funding to help pay the cost of the Ancaster renovations. The possibility of a renovation happening this year is becoming more of a certainty.



Hamilton Public Library

*Growing minds.
Growing community.*

DATE: March 17, 2005

REPORT TO: Chair and Members of the Board

C.C.: Ken Roberts, Chief Librarian

FROM: Maureen Sawa and Beth Hovius, Public Service Directors

SUBJECT: 2004 Public Service Highlights

2004 was an amazingly busy and productive year for public service staff at all locations.

We are pleased to present this summary of highlights, as submitted by managers, for your information. We are very proud of our staff and their tireless efforts to provide our community with dynamic and proactive library services.

2004 Hamilton Public Library Public Services Highlights

... as submitted by managers and staff

Branch Libraries

- Interior and exterior painting at Millgrove and Binbrook.
- Interior painting at Rockton, Freelton, Ancaster, Mount Hope, Greensville.
- City water installed at Binbrook.
- Furniture upgrades at several branches including Kenilworth, Millgrove, Carlisle, Ancaster, Locke and Valley Park.
- Blinds installed at Millgrove, Waterdown and Valley Park.
- Play Corners installed at Westdale, Sherwood, Terryberry, Dundas and Ancaster making the preschool areas a destination point for local parents.
- A children's table and chairs set was purchased for Binbrook
- New planters, benches and planters installed in front of Dundas Library, as a result of over \$9,000 of community donations.
- Landscapers cleaned up the garden area and shrubs around Binbrook
- Standing-room only adult programs at Westdale.
- Air conditioning installed at Rockton.
- Ancaster doubled the number of story time sessions offered in the past year.
- Dr. Dale, a retired McMaster professor, has led adult book discussion evenings at Westdale, Dundas, Terryberry and Sherwood.
- Larger (new) circulation desk and work area created at Waterdown.
- Babytime story times reintroduced at Locke.
- New workroom at Valley Park gives staff more space for behind the scenes work.
- Sherwood was rearranged to create a teen area, attractive study space, and children's area with parental seating.
- Terryberry children's area was rearranged and refreshed to create a more family friendly space
- Saltfleet removed excess furnishings (transferred elsewhere) to create a teen area, more study space, and children's area with parental seating.
- Transfer of a shelving unit to Valley Park allowed Staff to reorganize the children's collections and create a more user-friendly area.
- DVD collections introduced to small branches

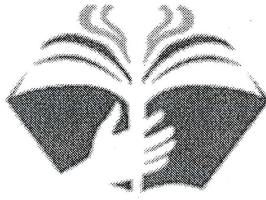
- Binbrook's fiction collection was rearranged and the children's hardcover and paperback collections were integrated
- Binbrook created a popular local history shelf
- Enthusiastic children's Staff introduced puppet shows to the Valley Park community
- The carpets at the rural branches were cleaned for the first time in several years.
- New exterior signs installed at almost all locations.
- The street signs directing the public to the nearest library were installed in the former Wentworth area of the city.
- Locke Library's public space and its entire collection reconfigured to meet the highest demands within space limitations.
- Extensive weeding, thematic displays and integration of reference items have made Terryberry's nonfiction collection more accessible and useful
- Terryberry hosted the annual Author Tea
- A new office was built at Greensville for the Cluster Manager.
- Barton added an additional evening storytime.
- Stoney Creek offered a rhyme time program in partnership with the Ontario Early Years Centre
- Stoney Creek offered a series for parents in partnership with Social and Public Health Services
- Terryberry's first afterschool homework program was well received
- Sherwood opened a Career Centre, which has been very well received and busy.
- Cleaning services were contracted for several neighbourhood branches improving the maintenance at these locations.
- Significant weeding of the print non-fiction collections
- One Book, One City was very popular, and the book choice continues to be well read.
- Westdale offered a community-wide evening Fall Festival of the Arts, with demos and displays of several community artisans.
- Upgraded staff room facilities at Dundas Library
- New roof and eaves troughs at Locke Library
- Participation in Lifelong Learning week by branches including Dundas (Historical walk).
- Implementation of Collective Agreement (p.t. likes paid vacation)
- Bonus money for children's programming

Attachment #9.1

- IP Telephony installed at Binbrook, Mount Hope
- Mount Hope offered a resume clinic for Teens
- Terryberry supported the growth of bookclubs to over 40 clubs systemwide
- Record breaking Summer Reading Club participation throughout the system
- Introduction of SWISH workers and an ESL program at Terryberry were very successful

- Visiting Library Volunteer service workroom reorganized
- Visiting Library Volunteer service expanded to increase client base and volunteer opportunities
- Bookmobile Outreach Programming expanded and introduced bi-weekly visits to Ray Lewis (previously known as Chappel:Thornbrae) Elementary School
- Bookmobile & Visiting Library developed new service delivery opportunities
- Barcode project completed
- Library launches successful One Book, One City campaign with community partners and media support (CHTV, The Hamilton Spectator, K-Lite FM, CBC Radio Toronto, Cable 14) – Hamilton the third city in Canada to undertake this initiative
- Books in Bloom program at RBG, in partnership with Burlington Public Library
- Hamilton Spectator Saturday ‘GO’ Section introduced Hamilton Public Library ‘Top Ten’ Weekly column
- Held two Book Sales and doubled revenue (\$67,778)
- Hamilton Tiger-Cats partnership includes more than 20,000 free ticket incentives for Summer Reading Program participants & their families...
- Food for Fines – collected food on behalf of Hamilton Food Share with one canned item = \$1 reduction in outstanding fines (very well received by the public)
- Redesigned and upgraded external signage across system – approaching consistency
- 30th Anniversary of Special Collections and Councillor Bob Bratina’s Dundas Station Train Exhibit
- Special Collections Librarian position introduced
- Launched Special Collections Digitization Project
- Enhanced e-reference service support (tracking, monitoring and quality control)
- Development of ‘Find It Guides’ to create ‘packaged bundles’ of information on popular subjects and enhanced online internet links
- HSSR – High School Students as Researchers project
- Security improvements introduced for workrooms, elevators & public space

- Introduced a DVD collection
- Staff ID badges
- Staff Security Committee
- Duty Librarians' role developed
- Staff Training initiatives
- Rules of Conduct revised and improved
- Central Summer Reading Clubs success
- Web Awareness media campaign
- Circulation Staff Workroom refurbished
- CISCO Committee recast
- Record number of HOLDS in one day – 1,300!
- HOLDS wrappers changed from printed forms to economical scrap
- New furnishings – periodicals units and paperback stand
- LINC contract written and completed September 2004
- Successful LINC Tutor appreciation night
- Volunteer recognition for VLS
- Successful ESL After School Homework Help Club in winter, spring and fall
- Neighbourhood study of Central downtown partners – good leads for collaboration
- City of Hamilton Downtown Redevelopment Committee – Central Library focus in areas of parking, security and lighting
- Hamilton Police Services – increased collaboration



Hamilton Public Library

*Growing minds.
Growing community.*

DATE: March 15, 2005

REPORT TO: Chair and Members of the Board

FROM: Ken Roberts, Chief Librarian

SUBJECT: **Potential Lease of former Stoney Creek City Hall**

Staff at the City of Hamilton are preparing a proposal for Council that potentially leases part of the former Stoney Creek City Hall to the RCMP. The lease would not affect our branch nor would it affect the first floor space that we currently use. Part of the space that the RCMP requires includes the entire basement area. Our Technical Services staff uses a portion of the basement in order to receive and ship library material and in order to store books and other material that have been received.

The City has consulted us about our space needs. At this point, we are not confident that our needs can be met by the proposals that have been made. We hope to have more information by the board meeting. I remain hopeful that a good alternative to the use of basement space can be reached, but this is a crucial issue to us. Our libraries require new material. New books and other material must be expeditiously received, processed and shipped to branch locations. The Technical Services function is working well, after their post-amalgamation move from Central to Stoney Creek.