

Mission Statement

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

Strategic Priorities

Empower Communities Celebrate Diversity Strengthen Our Organization

HAMILTON PUBLIC LIBRARY BOARD

**Regular Board Meeting
Wednesday, March 24, 2004
Central Library, Board Room**

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

AGENDA

1. Discussion Period

1.1 Chief Librarian Comments

2. Acceptance of the Agenda

**3. Minutes of the Hamilton Public Library Board Meeting
of Wednesday, February 18, 2004**

Attachment #3

4. Business Arising

4.1 2004 Operating Budget – KR
4.2 Community Consultations – DW
4.3 2004 Strategic Plan – KR

Oral Report
Oral Report

Attachment #4.3

Suggested Action: Recommendation

5. Correspondence

6. Reports

6.1 Annual Statistical Report – MS/BH
6.2 Collections Report – BH

Attachment #6.1

Suggested Action: Receive

Attachment #6.2

Suggested Action: Recommendation

- 6.3 Facilities Report – BG Attachment #6.3
Suggested Action: Receive
- 6.4 2003 Unaudited Financial Statements – BG Attachment #6.4
Suggested Action: Receive
- 6.5 Reserves and Trust Accounts – BG Attachment #6.5
Suggested Action: Receive

7. New Business

- 7.1 Health and Safety Policy – LF Attachment #7.1
Suggested Action: Recommendation
- 7.2 Computer Leasing Contract – KD Attachment #7.2
Suggested Action: Recommendation
- 7.3 2004 Chief Librarian Workplan – KR Attachment #7.3
Suggested Action: Recommendation
- 7.4 Central Moving Costs – MS Attachment to be distributed early next week
Suggested Action: Recommendation
- 7.5 Dowler Fund – MS Attachment #7.4
Suggested Action: Recommendation

8. Board Development

9. Private and Confidential

- 9.1 Chief Librarian Performance Appraisal

10. Date of Next Meeting

Wednesday, April 21, 2004
Central Library, Board Room
5:30 p.m. Dinner
6:00 p.m. Meeting

11. Adjournment

UPCOMING/OUTSTANDING ISSUES

Proposed Revisions

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

**HAMILTON PUBLIC LIBRARY BOARD
Regular Meeting**

**Wednesday, February 18, 2004
Regular Board Meeting
Board Room
5:30 p.m. Dinner
6:00 p.m. Meeting**

MINUTES

PRESENT: Doreen Horbach, Peter Rogers, Glen Whitwell, George Geczy, Anne Gravereaux, Maureen McKeating, Joyce Brown, Dawna Petsche-Wark, Mac Carson

REGRETS: Councilor Pearson, Councilor Jackson, Chris McLaughlin, Mavis Adams, Anita Culley

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

The meeting was called to order at 6:00 p.m.

1. DISCUSSION PERIOD

- 1.1 Mr. Roberts provided an overview of his recent experiences at the Northern Exposure Leadership conference.
- 1.2 Council has approved the Library Board's recommendation for an eleven member board (9 citizens, 2 council members). The existing library board will remain until after the March meeting.
- 1.3 Board members reported on their experiences during the OLA Conference. Ms Horbach, Mr. Rogers, Ms McKeating and Ms Adams attended the conference.

2. ACCEPTANCE OF THE AGENDA

MOVED by Mr. Whitwell, seconded by Ms Brown,

THAT THE AGENDA BE APPROVED AS PRESENTED.

MOTION CARRIED.

3. MINUTES OF THE HAMILTON PUBLIC LIBRARY BOARD MEETING OF WEDNESDAY, JANUARY 21, 2004

MOVED by Ms Gravereaux, seconded by Ms McKeating,

THAT THE HAMILTON PUBLIC LIBRARY BOARD MINUTES OF WEDNESDAY, JANUARY 21, 2004 BE ADOPTED AS PRESENTED.

MOTION CARRIED.

4. BUSINESS ARISING

4.1 2004 Operating Budget

Ms Horbach briefed the board members on the Library Board's budget presentation to Council.

4.2 Community Consultations

Ms Wood provided the organized details for the upcoming community consultation breakfast meetings. It was decided to host just the Monday session with invitations beings sent to key community leaders for lunch sessions.

5. CORRESPONDENCE

There was no correspondence.

6. REPORTS

There were no reports.

7. NEW BUSINESS

7.1 Page/Shelfreader Wages

MOVED by Mr. Rogers, seconded by Ms Brown,

THAT THE CASUAL PART TIME PAGES & SHELF READERS RATES BE INCREASED BY 3% EFFECTIVE APRIL 1, 2003, AND THAT AN ADDITIONAL STEP BE ADDED TO THE LOWER END TO PROVIDE FOR THE SAME NUMBER OF STEPS IN THIS RANGE AS IS IN OTHER NON-UNION RANGES. THIS RECOMMENDATION IS REFLECTED IN THE ATTACHED.

MOTION CARRIED.

7.2 2004 Strategic Plan

Received for information.

7.3 Summer Reading Club Research Project

MOVED by Ms Brown, seconded by Mr. Whitwell,

THAT A CO-OP STUDENT FROM THE FACULTY OF INFORMATION AND MEDIA STUDIES, FROM THE UNIVERSITY OF WESTERN ONTARIO BE HIRED FOR A PERIOD OF FOURTEEN (14) WEEKS (MAY THROUGH AUGUST) TO CONDUCT A STUDY ON SUMMER READING OUTCOMES.

THAT AN AMOUNT NOT TO EXCEED \$12,000 BE ALLOCATED FROM THE RESERVE FOR LIBRARY GENERAL DEVELOPMENT (Deptid 106007) TO FUND THE COST OF HIRING FOR THE STUDY AND RELATED OPERATIONAL EXPENSES SUCH AS SURVEYS.

MOTION CARRIED.

7.4 Sustainability for Public Internet Access Grant

Received for information.

7.5 DVD Collection

Received for information.

8. BOARD DEVELOPMENT

Nothing to report.

9. PRIVATE AND CONFIDENTIAL

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

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

MOTION CARRIED.

MOVED by Ms McKeating, seconded by Mr. Geczy,

THAT THE IN-CAMERA SESSION BE ADJOURNED.

MOTION CARRIED.

CEO Evaluation

MOVED by Mr. Rogers, seconded by Mr. Geczy

THAT THE HAMILTON PUBLIC LIBRARY BOARD APPOINT THE CHAIR, VICE-CHAIR AND MR. WHITWELL TO CONDUCT A PERFORMANCE APPRAISAL FOR THE CHIEF LIBRARIAN.

MOTION CARRIED.

10. DATE OF NEXT MEETING

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

THAT THE LIBRARY BOARD MEETING SCHEDULED FOR MARCH 17TH BE RESCHEDULED TO MARCH 24TH.

MOTION CARRIED.

Wednesday, March 24, 2004
Central Library, Board Room
5:30 p.m. Dinner
6:00 p.m. Meeting

11. ADJOURNMENT

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

**THAT THE HAMILTON PUBLIC LIBRARY BOARD MEETING OF
WEDNESDAY, FEBRUARY 18, 2004 BE ADJOURNED.**

MOTION CARRIED.

The meeting was adjourned at 7:50 p.m.

Minutes recorded by Karen Hartog.



Hamilton Public Library

*Growing minds.
Growing community.*

DATE: March 19, 2004
REPORT TO: Doreen Horbach, Chair of the Library Board
C.C.: Members of the Library Board
FROM: Ken Roberts, Chief Librarian
SUBJECT: 2004 Strategic Plan

RECOMMENDATION:

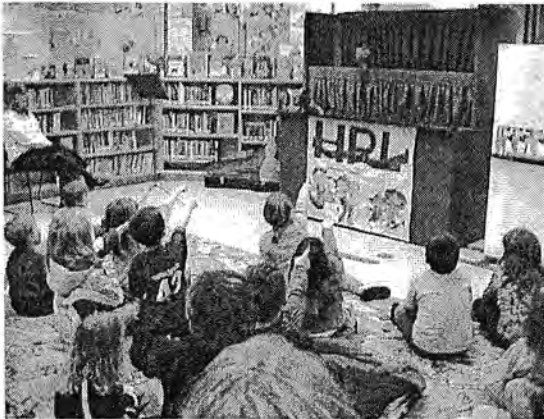
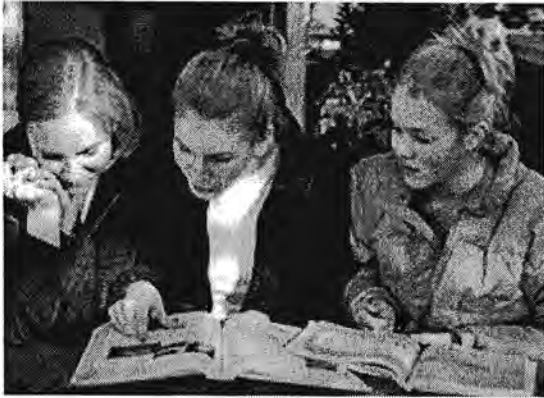
That the attached 2004 Strategic Plan be approved by the Board

BACKGROUND:

The 2004 Strategic Plan is the compilation of the Board's approved Strategic Priorities as well as the initiatives that the board has approved or seen through reports submitted to the Library Board. The origin of all initiatives are stated within the report itself.



STRATEGIC PLAN 2004



THE HAMILTON PUBLIC LIBRARY BOARD

A SUMMARY OF THE BOARD'S STRATEGIC PRIORITIES FOR 2004

MISSION

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

VALUES

Intellectual Freedom

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

Inclusiveness

We work with our diverse communities to encourage library use.

Innovation

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

Respect

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

Accountability

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

STRATEGIC PRIORITY: EMPOWER COMMUNITIES

Library branches and the Central Library are each community places for neighbours to meet and for ideas to be shared. Libraries incite pride and delight. While our libraries have much in common and provide consistent core services, a good community library reflects unique aspects of its surrounding neighbourhood. The Hamilton Public Library supports community development.

STRATEGIC PRIORITY: CELEBRATE DIVERSITY

The Hamilton Public Library will encourage people to use their public library's resources. The library system will serve people in ways that are relevant to their unique circumstances. Diversity, to some, means simply that Canadian residents come from a variety of languages, ethnic backgrounds and experiences. For the Hamilton Public Library, diversity also recognizes differing reading abilities and ways of understanding information as well as other unique needs of the people we serve.

STRATEGIC PRIORITY: STRENGTHEN OUR ORGANIZATION

The Hamilton Public Library will grow and improve through ongoing renewal. We believe that the library is a growing organism. We will ensure that the human and financial resources available to us continue to provide the best possible service to our community and its residents.

Our Future

A 2003 international report on the world's libraries begins with the sweeping comment that "rapid transformations, particularly in the technological sphere of the public world, are more profound and more frequent than at any other time in humanity's history . . . "Change" is made up of so many events, inventions, ideas, replacements, introductions, alterations and modifications that the complexity of the environment overwhelms vocabulary."¹ The report suggests that even the Oracle at Delphi would decline any attempt to predict our future. While much of the change we endure may be fueled by technology, technology itself is not the issue. The question is how we, as a service-driven organization, respond to changes that swirl around us.

Numerous studies suggest that the lives of many people no longer separate into tidy chunks labeled school and work and leisure. People work while commuting, attend school while sitting in their homes, and take leisure far differently than was the case even a few years ago. The increasing desire for "convenience" is pervasive. School, public, and academic libraries must, in the future, work together to create seamless services that match the ways people live. The current Hamilton Public Library is a good community partner. The future Hamilton Public Library will be even more integrated within community, provincial and national initiatives.

The Hamilton Public Library of the future must also ensure that the design of our organization is as important as the design of our facilities and our collections. We must improve our institution's ability to be flexible and nimble. We believe that stability and sustainability can only be ensured by remaining relevant, responsive and open to creativity.

We will need an anchor, and our anchor will remain the fundamental reasons that libraries came to exist. We will ensure that all Hamilton residents can access the information and resources they need in order to support and to enrich their lives. We will ensure that the many voices and opinions of our community and world can be heard. We will reach out to those in need.

There is an abundance of evidence showing that the term "library" represents, for most people, a safe haven that helps them to make sense of a complex world. We are aware that the public places this same trust in library services that are delivered electronically. Public trust and confidence comes for many reasons, one of which is the knowledge and expertise of our staff. We have to ensure that staff continue to have the tools needed to provide excellent service.

The Hamilton Public Library Board has identified three priorities - *Empower Communities*, *Celebrate Diversity*, and *Strengthen Our Organization*. The 2004 Strategic Plan lists specific goals that are illustrative of how staff will act to advance these priorities. At the same time, the 2004 Strategic Plan is merely a snapshot, showing staff goals as they exist in the Spring of a long year. The Hamilton Public Library Board empowers staff to adjust specific goals when better opportunities arise. There are places, within the Strategic Plan, where one or two lines of text reflect incredible amounts of work. For example, migrating to a new integrated automation system requires enormous work by our Electronic Services staff and also creates the need to re-train virtually all staff members.

The Hamilton Public Library Board believes in continuous improvement and a continuous strategic planning process. The Board's 2004 strategic plan will be updated through the monthly strategic reports that the board receives. A schedule for these reports can be found on page 8. You may, if you wish, connect to strategic reports that relate to specific aspects of the library's service through the library's website at www.hpl.ca.

The Hamilton Public Library has been enduring the difficult amalgamation of three former independent library systems. The success of the future Hamilton Public Library will depend both on the new organization we build and on our ability to amalgamate traditional public library services with the best of future possibilities.

Ken Roberts,
Chief Librarian

¹ 2003 OCLC Environmental Scan (www.oclc.org/membership/escan/default.html)

EMPOWER COMMUNITIES

Library branches and the Central Library are places for neighbours to meet and for ideas to be shared. Libraries incite pride and delight. While our libraries have much in common and provide consistent core services, a good community library reflects unique aspects of its surrounding neighbourhood. The Hamilton Public Library supports community development.

To accomplish this goal staff initiatives include:

- Develop branch library collection profiles that allow branches to reflect their surroundings (SOURCE: *Collections workplan 2004*)
- Propose, to the Library Board, a process for developing a Service/Capital Master Plan by the end of the year. (SOURCE: *Board direction, November 2003*). In advance of such a plan, staff will:
 - Advance the south mountain library facility and investigate its potential impact on the services provided by other library branches. (SOURCE: *Approved Capital project, design stage*)
 - Develop a plan to implement the final recommendations of the Central Library Review process (SOURCE: *Central Library Services Review Report to the Board, November, 2003*).
 - Review library services to the growing population of eastern Flamborough (SOURCE: *New*)
 - Initiate the potential renovation and expansion of the Ancaster library. (SOURCE: *Approved Capital project*)
 - Investigate the possibility of developing a stronger Young Adult orientation within the Saltfleet Branch. (SOURCE: *New*)
- Migrate the library's integrated automation system to the "Horizon" product, creating greater public capabilities (SOURCE: *Technology Report to Board, June, 2003*)
- Act as a strong partner in the Connect Hamilton – Create Community project, using library expertise to assist with the community/rural portal (SOURCE: *Technology Report to Board, June, 2003*).
- Develop and promote adult readers' advisory services through initiatives as *Hamilton Reads* (SOURCE: *New*)
- 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 (SOURCE: *New*)

CELEBRATE DIVERSITY

The Hamilton Public Library will encourage people to use their public library's resources. The library system will serve people in ways that are relevant to their unique circumstances. Diversity, to some, means simply that Canadian residents come from a variety of languages, ethnic backgrounds and experiences. For the Hamilton Public Library, diversity also recognizes differing reading abilities and ways of understanding information as well as other unique needs of the people we serve.

To accomplish this goal staff initiatives include:

Ask people what they need from their public library system

- 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. *(SOURCE: Central Library Services Review Report to the Board, November, 2003)*
- Evaluate data from "Opening Doors", a national survey intended to determine children's reading habits and their use of the public library, and incorporate findings in the Youth Services Report to the Board for 2004 *(SOURCE: Youth Services Report to Board, November, 2003)*
- Conduct a web services assessment study of the library's website and make necessary modifications *(SOURCE: Technology Report to Board, June, 2003)*
- Conduct a research study to measure the effectiveness of the library's summer reading program *(SOURCE: New)*

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

- 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 *(SOURCE: Youth Services Report to Board, November, 2003)*
- Increase use of the library and its resources by newcomer families through the Multicultural Early Learning Development (MELD) project and other initiatives. *(SOURCE: Youth Services Report to Board, November, 2003; Central Library Services Review, 2003)*
- Promote library services and collections for young families at local Early Years Centres, community satellite centres and daycare centres *(SOURCE: Youth Services Report to Board, November, 2003)*
- Work with City of Hamilton Public Health and Community Services Departments on programs that reach fathers and promote reading *(SOURCE: Youth Services Report to Board, November, 2003)*
- Consolidate and strengthen the multilingual collections appropriate to the most recent immigrant groups at the Central Library and selected branches. *(Source: Meeting User Needs: Our Collection Responsibilities, 2003 Central Library Services Review, 2003.)*
- Increase awareness and use of the Library's Employment and Career information resources through continued partnering with HRDC and new projects such as the *Options for Women* conference to provide relevant support to key target groups of this community *(SOURCE: New)*

- Re-introduce and evaluate library-related programs for adults at selected locations (*SOURCE: New*)
- Expand the Visiting Library Service throughout the entire city (*SOURCE: Hamilton Public Library Transition Team Report, 2001*)

Increase student awareness and use of the library system

- Pilot an after-school Homework program in at least one library location (*SOURCE: Youth Services Report to Board, November, 2003*)
- Increase curriculum related support services for students and teachers in elementary school grades (*SOURCE: Youth Services Report to Board, November, 2003*)
- Identify and promote library print and electronic collections that support High School curriculum core courses. (*SOURCE: Youth Services Report to Board, November, 2003*)
- Establish a Central Library Youth Advisory Group (*SOURCE: Youth Services Report to Board, November, 2003*).
- Include a higher emphasis on school-related material in Collection profiles (*SOURCE: Meeting User Meets II: Our Collection Responsibilities, March, 2003*)

STRENGTHEN OUR ORGANIZATION

The Hamilton Public Library will grow and improve through ongoing renewal. We believe that the library is a growing organism. We will ensure that the human and financial resources available to us continue to provide the best possible service to our community and its residents.

To accomplish this goal staff initiatives include:

Promote the library system as a single entity

- Celebrate our achievements as a unified library system by enacting our Communications Plan (SOURCE: *Communication Plan to Board, February, 2003*)
- Unify the look of our external signage (SOURCE: *2003 Interim Strategic Plan*)
- 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 (SOURCE: *New*)
- Manage the collection as one cohesive resource applying the principles of stewardship. (SOURCE: *Meeting User Needs II: Our Collection Responsibilities, 2003*)

Strengthen the organizational culture of the library system

- Ensure that the new Collective Agreement is uniformly understood and applied (SOURCE: *New*)
- Develop recruitment and orientation strategies for new employees (SOURCE: *New*)
- Work with our bargaining agent to begin the process of adopting a new pay equity/job evaluation plan (SOURCE: *Collective Agreement*).
- Create a new work team for youth services (SOURCE: *Youth Services Report to Board, November, 2003*).
- Re-define the role of library professionals, expanding their opportunities for community outreach and renewal (SOURCE: *Central Library Services Review Report to the Board, November, 2003*)

Strengthen the Management Culture of the library system

- Complete processes of clarifying how organizational decisions are made, emphasizing the need to encourage accountability for all managers in operational decisions. (SOURCE: *Continuation of 2003 Interim Strategic Plan*)
- Ensure that managers have appropriate documentation to ensure consistency in operational decision-making. (SOURCE: *New*)
- Introduce annual “work plans” for all management staff members (SOURCE: *2003 Interim Strategic Plan*)
- Develop process to update performance appraisals and to establish a foundation for succession planning through the ongoing development of management staff. (SOURCE: *New*)

- o Improve the library's Intranet as a place for management tools and resources as well as management discussion forums (*SOURCE: New*)
- o Encourage participation in professional activities and development (*SOURCE: New*)

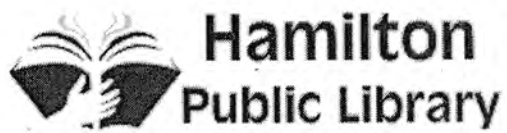
Maintain support services that are capable of delivering the library's services

- o Improve the general level of cleanliness of the Central Library (*SOURCE: Central Library Services Review Report to the Board, November, 2003*)
- o Negotiate a Facilities Service Level Agreement with the City of Hamilton, with measures for maintaining and improving our buildings. (*SOURCE: 2003 Strategic Plan*)
- o Negotiate a Human Resources Service Level Agreement with the City of Hamilton, clearly defining the services that we are to provide our staff and services that may be provided through the City of Hamilton (*SOURCE: 2003 Strategic Plan*)
- o Participate in a consortium of large Ontario public libraries designed to explore the potential savings of purchasing electronic resources together (*SOURCE: New*)
- o Plan for the timely replacement of all owned computer equipment as part of the 2005 operating budget (*SOURCE: Technology Report to Board, June, 2003*)

MONTHLY STRATEGIC REPORTS

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

- o **March, 2004 – Collections/Facilities**
- o **April, 2004 – Board Orientation**
- o **May, 2004 – Adult Services**
- o **June, 2004 – Electronic Services/Facilities**
- o **September, 2004 – Communications**
- o **October, 2004 – Human Resources/Training**
- o **November, 2004 – Youth Services**
- o **November and December, 2004 - Strategic Plan for 2005**



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Hamilton Public Library

*Growing minds.
Growing community.*

DATE: Thursday, March 18, 2004

REPORT TO: Doreen Horbach, Board Chair

C.C.: Board Members, Administration Team

FROM: Beth Hovius, Adult Services and Collections
Maureen Sawa, Adult Services and Information

SUBJECT: 2003 Annual Statistical Reports

RECOMMENDATION: That the 2003 annual statistical reports, *Circulation Statistics, Annual Site Activity Analysis, and the 2002 Information Statistics Report*, be received for information.

BACKGROUND:

Circulation: Circulation activity is down by about 1%, which is not surprising given the August closures which resulted from the power failure, and the worm which attacked the systems. The number of holds placed and filled continues to increase. In future years, this report will become part of the annual *Collections Report*, since it is a measure of collections activity. The *Collections Report* has also included some measures of use (searches) of the various databases to which we subscribe. While it is too early to draw conclusions about these measures, it is time to begin recording this information in order that trends may be tracked over time since the use of these databases affects circulation.

Annual Site Activity Analysis: The HPL website saw a 15% growth in user session last year, but PIC Hamilton declined by 9%.

Information Statistics: These statistics indicate a 14.3% decline in information questions. However, these should be treated with caution as this information is collected through sampling over a three-week period. Staff did report that they were unable to record all information questions, because of reduced staff levels at some locations. Also, in 2002 it was necessary to redefine what constitutes an information question, and this has also affected the total numbers.

HAMILTON PUBLIC LIBRARY

Circulation Statistics

	Quarterly:	Quarterly:	Quarterly:	Quarterly:	Year to Date:	Year to Date:
	Jan-Mar	Apr-Jun	Jul-Sept	Oct-Dec	Jan-Dec	Jan-Dec
SYSTEM TOTALS	2003	2003	2003	2003	2003	2002
CIRCULATION	1,162,734	1,053,014	1,116,816	1,031,870	4,364,434	4,412,891
TOTAL HOLDS PLACED	191,885	173,885	180,439	179,789	725,998	649,739
Subtotal: Holds placed via WEBPAC	73,074	68,012	69,970	72,404	283,460	224,030
% Holds placed via WEBPAC	38%	39%	39%	40%	39%	34%
TOTAL HOLDS FILLED	155,025	144,961	143,869	149,209	593,064	524,618
% Holds Filled	81%	83%	80%	83%	82%	81%
TOTAL PATRONS REGISTERED	8,065	5,944	6,677	6,297	26,983	29,761
CIRCULATION BY LOCATION	2003	2003	2003	2003	2003	2002
CENTRAL	237,038	200,038	195,733	198,100	830,909	921,631
ANCASTER	63,763	60,003	64,662	58,609	247,037	241,960
BARTON	18,419	17,199	18,255	15,424	69,297	80,107
BINBROOK	11,907	11,444	13,103	10,091	46,545	47,332
BOOKMOBILES	43,948	44,432	43,985	42,122	174,487	188,754
COLLECTION ACCESS MANAGEMENT	661	664	479	738	2,542	3,046
CARLISLE	11,637	10,849	11,754	10,873	45,113	45,949
CONCESSION	45,394	41,799	45,511	40,914	173,618	182,013
DIAL PAC	3,794	3,792	3,885	4,091	15,562	13,799
DUNDAS	71,764	67,732	73,821	67,126	280,443	261,246
FREELTON	5,620	5,070	5,429	5,323	21,456	21,969
GREENSVILLE	6,838	6,588	7,243	6,562	27,231	26,232
KENILWORTH	38,999	35,039	39,098	32,515	145,651	154,344
LOCKE	23,300	22,765	24,285	22,552	92,902	95,109
LYNDEN	7,828	7,883	10,410	9,408	35,529	33,761
MILLGROVE	5,287	4,453	6,237	4,676	20,653	19,500
MOUNT HOPE	7,508	7,308	8,783	7,596	31,195	25,864
PICTON	9,181	9,705	8,681	6,967	34,534	40,154
RED HILL	62,652	58,024	62,421	53,805	236,902	223,995
ROCKTON	4,060	3,820	6,954	6,532	21,366	14,724
SALTFLEET	69,367	60,184	64,672	57,826	252,049	243,724
SHEFFIELD	3,370	2,841	0	0	6,211	11,313
SHERWOOD	90,168	79,543	86,486	77,571	333,768	350,593
STONEY CREEK	21,259	21,370	23,948	20,488	87,065	39,672
TERRYBERRY	157,824	138,248	154,045	140,542	590,659	601,919
VALLEY PARK	26,218	23,834	21,630	22,802	94,484	83,270
VLS & TALKING BOOK ROOM	7,965	7,255	7,441	7,055	29,716	28,553
WATERDOWN	38,260	34,510	37,633	32,820	143,223	130,709
WESTDALE	68,697	66,614	70,232	68,742	274,285	266,877
WINONA	0	0	0	0	0	14,772
SYSTEM	1,162,734	1,053,014	1,116,816	1,031,870	4,364,434	4,412,891

2003 INFORMATION STATISTICS REPORT

<u>CENTRAL</u>	2003	2002	2001	2000	% change 2003/2002	% change 2003/2001	% change 2003/2000
BOOKMOBILES	17,416	14,337	14,914	12,903	21.5	16.8	35.0
CE CHILDRENS	18,698	17,989	17,468	17,402	3.9	7.0	7.4
RCDP	7,300	8,393	9,712	9,712	-13.0	-24.8	-24.8
BUS/SCI/TECH/GOV DOCS	49,265	47,984	44,915	58,415	2.7	9.7	-15.7
SOCIAL SCIENCES	27,279	32,876	44,367	48,991	-17.0	-38.5	-44.3
SPEC COLL	11,987	17,193	29,070	29,199	-30.3	-58.8	-58.9
FIC/LANG/LIT	30,820	34,659	39,489	41,719	-11.1	-22.0	-26.1
LEARNING CENTRE	1,265	1,505	1,611	1,543	-15.9	-21.5	-18.0
ART/MUSIC/SPORTS	18,445	25,664	23,612	25,769	-28.1	-21.9	-28.4
QUIC	53,362	49,502	56,420	66,310	7.8	-5.4	-19.5
CENTRAL TOTAL	235,837	250,102	281,578	311,963	-5.7	-16.2	-24.4

<u>BRANCHES</u>	2003	2002	2001	2000	% change 2003/2002	% change 2003/2001	% change 2003/2000
ANCASTER	15,629	13,904	24,340		12.4	-35.8	
BARTON	4,266	5,879	9,608	9,279	-27.4	-55.6	-54.0
BINBROOK	3,979	3,618	5,008		10.0	-20.5	
CARLISLE	5,412	3,405	4,153		58.9	30.3	
CONCESSION	11,296	12,495	12,097	15,275	-9.6	-6.6	-26.0
DUNDAS	17,956	17,976	13,280		-0.1	35.2	
FREELTON	489	885	1,104		-44.7	-55.7	
GREENSVILLE	1,265	922	2,076		37.2	-39.1	
KENILWORTH	11,195	17,373	18,342	21,629	-35.6	-39.0	-48.2
LOCKE	7,469	5,710	6,126	6,917	30.8	21.9	8.0
LYNDEN	1,214	1,303	2,927		-6.8	-58.5	
MILLGROVE	303	383	687		-20.9	-55.9	
MOUNT HOPE	2,057	1,794	2,916		14.7	-29.5	
PICTON	2,478	4,797	4,889	3,753	-48.3	-49.3	-34.0
RED HILL	40,363	33,022	45,416	42,461	22.2	-11.1	-4.9
ROCKTON/SHEFFIELD	692	1,006	1,122		-31.2	-38.3	
SALTFLEET	34,580	32,135	47,820		7.6	-27.7	
SHERWOOD	26,386	30,450	35,395	36,173	-13.3	-25.5	-27.1
STONEY CREEK	3,170	1,309	2,045		142.2	55.0	
TERRYBERRY	50,310	52,370	53,841	55,011	-3.9	-6.6	-8.5
VALLEY PARK	6,474	3,459	1,611		87.2	301.9	
WATERDOWN	5,210	5,541	5,867		-6.0	-11.2	
WINONA	Closed	1,402	2,011				
BRANCHES TOTAL	262,915	331,770	316,694		-20.8	-17.0	
SYSTEM TOTAL	498,752	581,872	598,272		-14.3	-16.6	

Note: Barton & Red Hill were each closed during one of the 2000 survey weeks.

Hamilton Public Library: Annual Site Activity [2003]

	HPL Website		PIC Hamilton	
	Total	Average Monthly	Total	Average Monthly
User Sessions				
2003	1,149,588	95,799	91,613	7,634
2002	999,546	83,296	100,662	8,389
2001	559,566	46,631	114,124	9,510
% change 2003/2002	15.0		-9.0	
% change 2003/2001	105.4		-19.7	
Page Views				
2003	4,115,113	342,926	236,276	19,690
2002	4,468,786	372,399	359,615	29,968
2001	2,604,800	217,067	363,876	30,323
% change 2003/2002	-7.9		-34.3	
% change 2003/2001	58.0		-35.1	
Page Views per User Session				
2003		3.58		2.58
2002		4.47		3.57
2001		4.66		3.19



Hamilton Public Library

*Growing minds.
Growing community.*

DATE: Wednesday, March 17, 2004

REPORT TO: Doreen Horbach, Chair of the Library Board

C.C.: Board Members, Administration Team

FROM: Beth Hovius

SUBJECT: **Collection Report and Related Issues**

RECOMMENDATION:

That the *2004 Collections Report* be received for information.

That the \$175,000 of the Reserves for Library Collections be spent on upgrading the adult collections, particularly classic titles and curriculum-related (particularly high school) subjects.

That \$150,000 be allocated to upgrade the multilingual collections.

BACKGROUND:

Attached is the first *2004 Collections Report*, which is one of the strategic reports to the Board.

The adult print collections require replacement of many classic titles and curriculum-related materials. These are the collections that have been most negatively impacted by the reallocation of the budget. This relates to the directions established by both the Central Library Review and by *Meeting User Needs II: Our Collection Responsibilities*. \$100,000 of the reserve funds has already been spent upgrading the children's materials since amalgamation.

As the report indicates, the multilingual collections are inadequate. These funds would enable us to upgrade several languages. These materials could be purchased shelf-ready from the vendor, to improve their accessibility. Languages in non-Roman alphabets will then be more accessible. These funds will be used to purchase both adult and children's materials with a 75/25 split.

Hamilton Public Library

Collections Report

A Strategic Report to the Hamilton
Public Library Board

Beth Hovius, Coordinator of Adult Services and Collections

Jane Skeates, Collections Manager

March 16, 2004

Table of Contents

Table of Contents	1
Introduction	2
Meeting User Needs II: Our Collection Responsibilities.....	2
Trends	2
Facing Down the Crunch	2
Coping with Cuts	3
Changing Collection Development Policies	4
The Turn to Centralization.....	4
Customer Convenience	5
Remote Readers Advisory Services	5
Our Collection Assets Defined	5
Use of the Collections of the Hamilton Public Library.....	7
Use of the Collections by Major Categories.....	7
Evaluation of Specific Collections	10
Central Library Print Non-Fiction Collection	10
The Multilingual Collection	12
Government Documents.....	12
2003/4 Achievements	13
2004/5 Strategic Plan Initiatives	15
Appendixes	18
Appendix A: Reading In Canada: What Canadians and Ontarians are Reading Today	18
Appendix B: The Collection Grid	19
Appendix C: 2003 Annual Database Searches	21
Appendix D: Annual Circulation Statistics	22

Introduction

Meeting User Needs II: Our Collection Responsibilities

Meeting User Needs II: Our Collection Responsibilities was presented to the Board and staff in the spring of 2003. The philosophy outlined in this position paper will guide collection development at the Hamilton Public Library for the next few years and will significantly reshape the collections.

This is the first strategic report on the collections. It will identify the trends affecting public library collection development and their local impact; capture some statistical information on the size and use of the collections; provide an in-depth analysis of specific collections; and identify the objectives for the next strategic planning cycle.

Trends

Each year *Library Journal*¹ conducts a survey focusing on what American public libraries are buying. Emerging trends are identified and tracked on the national scale. While there are differences between the Canadian and American libraries, many of these trends are relevant to the Hamilton Public Library. The results of the 2003 and 2004 surveys are summarized here. In addition, Appendix A summarizes the results of the *Reading in Canada* survey which describes what people are reading today.

Facing Down the Crunch

Library Journal reports that:

- *Strategy. It's the word that comes to mind ... for surely libraries will need new ways of dealing with the tight year ahead. For the first time since the survey began in 1998 adult book budgets have decreased by 3%.*

Hamilton Public Library's material budget has remained constant at \$2,649,570 although it has stretched to cover different formats such as electronic information.

	Budget	Expenditure
2003	\$2,659,570	\$3,079,544
2002	\$2,659,570	\$2,512,284
2001	\$2,659,570	\$2,232,704

In 2001 and 2002 the Hamilton Public Library adult materials budgets were under spent by \$574,000 because of the amalgamation. By 2003 a number of the amalgamation issues had been resolved and materials that could not be ordered previously were purchased. However, the need to replace classics and purchase curriculum support materials remains. The plan is to spend \$175,000 (currently in the

¹ Hoffert, Barbara. *Serving More with Less*. Library Journal. February 15, 2003. and Hoffert, Barbara. *Facing Down the Crunch*. Library Journal. February 15, 2004.

reserve) for adult materials related to replacing classic, core titles and curriculum support, which have been identified as part of the collection maintenance.

The Hamilton Public Library did not experience the cut in the materials budget but it has felt the results of decreased purchasing power over the years. Electronic materials account for approximately 10% of the materials budget and processing accounts for another 10%. This has significantly reduced the number of items that can be purchased annually.

The Library gained budget flexibility and has been more able to respond to demand with the introduction of centralized selection in 2002.

Library Journal also reports that:

- *Circulation is still up overall, by 2% demonstrating that libraries have what the public wants. Still the figure is about half last year's flourishing 3.7% increase, halting an upward trend that has been in place since 2000.*

Amalgamation has masked circulation activity because circulation spiked in 2001, the first year of amalgamation. When other libraries were experiencing a decline in circulation Hamilton Public Library experienced an increase in use because of amalgamation.

Chart 1: Circulation since 2001
2003 – 4,363,434
2002 – 4,412,891
2001 – 4,557,118

In 2003 the drop was only 1% and this could have been due to closures related to the August power failure. However, whether we will follow the trend, identified by *Library Journal*, and see future increases in circulation remains to be seen.

Coping with Cuts

Library Journal reports that:

- *Reductions in print reference continue as libraries and customers turn to the Internet and print products have migrated to electronic formats. Libraries are not abandoning nonfiction altogether; instead they are shifting formats and buying electronic databases.*
- *Selected non-fiction areas are declining as customer use of the Internet drives down the need for print. Most commonly cited areas targeted for reduction include; travel, job hunting, college/university information, science, literature, poetry, literary criticism and business. Medicine/health is on the watch list even though circulation hasn't necessarily dropped . . . Instead of cutting specific areas, libraries are more likely to replace fewer worn copies and buy fewer "lovely to have" items.*

These trends directly parallel the Hamilton experience. 10% (\$252,000) of the materials budget has been redirected to license fees for electronic products. Hamilton Public Library is purchasing fewer reference materials and selected non-fiction topics. The percentage of the budget spent on standing orders² has declined by 60% (\$526,000 to \$192,000) and periodicals³ by 26% (\$267,000 to \$199,000) since 2002.

² This includes annual circulating publications. However, this is the closest measure of how many items were purchased for reference use.

Hamilton Public Library plans to direct some funds specifically to the replacement of worn copies of "classic" titles in selected subject areas. While the Hamilton Public Library is following the trends, the adult print non-fiction collection has been particularly hard hit by the budgetary changes to the point that no replacements have been made nor have sections of this collection been upgraded. A request will be made to use Collection Reserve funds to assist with this initiative.

Because more information is available on the electronic databases, the Library has begun to track their use. **Appendix C: 2003 Annual Database Searches** indicates that over 180,000 searches were made of the 24 current subscriptions. In addition, use of the Hamilton Public Library's website increased by 15% in 2003, over 2002, with 1,149,588 user sessions viewing 3.58 pages per session.

Changing Collection Development Policies

Library Journal reports that:

- *Libraries are redirecting their collection development policies to relate more to circulation. Libraries are purchasing more popular materials and selecting to meet demand.*
- *Expenditures on materials in other formats (videos/ DVDs /audio books are all rising, as are expenditures on Spanish-language, genre fiction, music CDs, and large-print titles.*
- *Even as librarians aim to eliminate duplication, they are trying to streamline their operations . . . particularly standing orders.*
- *Duplicate information in print, online, and/or microfilm formats are being assessed . . . More libraries will be sharing resources and thus saving funds. Via . . . consortia.*

Meeting User Needs II: Our Collection Responsibilities stresses the need to have collections that were used, and purchased in response to demand. We are directing more funds to meet identified demands.

Public demand is concentrating on fewer titles. Only 5% (75,000) of the items in the collection were requested through the holds system.

The electronic "Recommends for Purchase" function on the website is gaining in popularity as customers identify specific titles or subjects which they would like to have purchased. This service processed 4,919 recommendations in 2003 up from 1000 in 2001, the first year of availability. In a sample of 1327 items, 40% were already owned or on order. The remaining were for non-fiction titles (24% of total) and videos, CDs and fiction (12% each).

The Turn to Centralization

Library Journal reports that:

- *Centralized selection is here to stay with over 60% of libraries with centralized selection.*
- *Those who favour it report that it is fast, efficient, and fair. Selectors can respond quickly to demand, get the right amount of materials to all the branches. Selection standards are consistent, making for strong, more cohesive collections. . . . Centralized selection can save money on shipping and discounts through economies of scale.*

Hamilton Public Library introduced centralized selection in 2002. One advantage to centralization is that when an item has been read out at one location, it can be relocated to another, thus extending its shelf life.

³ This includes both reference and popular circulating magazines.

Customer Convenience

Library Journal reports that:

- *Customers reserving materials from home is considered to be a major factor in rising circulation rates. It is still too early to tell if this is changing borrowing patterns.*

Last year,

- 715,000 holds were placed and 81.7% were filled.
- 14% of the circulation (584,629 holds) was directly related to the holds function.
- Customers placed approximately ½ of the holds from a computer outside of the library.

Hamilton Public Library is seeing a change in borrowing patterns. Customers increasingly prefer to use their local library and are more inclined to wait to have an item delivered to their local branch, rather than picking it up elsewhere. The number of shelf checks, where staff calls another branch to ensure a title is on the shelf before the customer goes to pick it up, has declined by an estimated 80%⁴ since the holds function was introduced.

Remote Readers Advisory Services

Library Journal reports that:

- *Remote Readers Advisory service is emerging as an important new tool. 52% of survey respondents provide some form of readers' advisory services on their web site. These typically include some of: NoveList, best seller lists, staff picks, staff reviews, online book discussion forum, e-mail readers advisory, etc. Libraries state that these services are in the developmental stages and that success cannot yet be measured. The costs, including the learning curve and upkeep, must be considered. However, there is agreement that E-content is one area of the collection that is not being cut.*

Hamilton Public Library has basic readers advisory services (lists of new titles, NoveList, and best seller lists) available on the web site. We, too, are in the developmental stages. In time, these services will increase.

Our Collection Assets Defined

Chart 3 summarizes the size (number of items not titles) of the collection, and circulation for each branch of the system. The turnover rate is an average of the holdings divided by the circulation.

	Holdings	2,003 Circulation	Turnover Rates
Central Library	458,598	830,909	1.8
Bookmobiles ⁵	40,668	174,487	4.3
TB room/VLS		29,716	
	499,266	1,005,396	2.0

⁴ From analysis of work room records and 1994 performance measures.

⁵ Bookmobiles also make use of the Central Library's collections.

Community/District Branches

Ancaster	58,884	247,037	4.2
Concession	47,689	173,618	3.6
Dundas	86,203	280,443	3.3
Kenilworth	46,702	145,651	3.1
Red Hill	61,550	236,902	3.8
Westdale	56,499	274,285	4.9
Saltfleet	70,643	252,049	3.6
Sherwood	74,754	333,768	4.5
Terryberry	121,339	590,659	4.9
	624,263	2,534,412	4.1

Neighbourhood Branches

Barton	25,027	69,297	2.8
Binbrook	18,858	46,545	2.5
Carlisle	18,434	45,113	2.4
Freelton	13,930	21,458	1.5
Greensville	15,166	27,231	1.8
Locke	23,853	92,902	3.9
Lynden	13,577	35,529	2.6
Millgrove	13,867	20,653	1.5
Mt. Hope	15,457	31,195	2.0
Picton	19,340	34,534	1.8
Rockton/Sheffield	13,611	27,577	2.0
Stoney Creek	32,989	87,065	2.6
Valley Park	23,668	94,484	4.0
Waterdown	31,253	143,223	4.6
	279,030	776,806	2.8

Other Circulation

47,820

System totals**1,402,559****4,364,434****3.1**

Chart 4 shows the relative proportion of the collection at Central and the branches. For example, 23.5% of the system's fiction collection is located at the Central Library and 76.5% is located at the branch libraries.

The grayed text indicates the proportion of the collection relative to the location. For example, the fiction collection is 11.4% of the total system collection. However, it represents 8.4% of Central's collection and 12.9% of the branch collections.

It should be noted that the information for the multilingual collection has been affected by a project that is currently underway. These collections have been returned temporarily to Central for weeding, and reallocation.

Chart 4: 2004 Holdings by Format

Format	System	Central		Branches	
Fiction	160873 11.4%	37818 8.2%	23.5%	123055 12.9%	76.5%
Paperbacks	107672 7.6%	13760 3.0%	12.8%	93912 26.5%	87.2%
Nonfiction (excluding reference)	358335 27.5%	171310 47.5%	47.8%	187025 19.8%	52.2%
Reference (print nf)	105894 8.1%	95550 26.5%	90.2%	10344 1.1%	9.8%
Non print	89438 6.3%	26879 5.9%	30.1%	62559 6.6%	69.9%
Miscellaneous Collections	47771 3.4%	24238	50.7%	23533 2.5%	49.3%
Multilingual Collections	24977 1.8%	20925 4.6%	83.8%	4052 0.4%	16.2%
Periodicals	78881 5.6%	15820 3.4%	20.1%	63061 6.6%	79.9%
Teen	37356 2.6%	5237 1.1%	14.0%	32119 3.4%	86.0%
Children(all formats)	398872 28.3%	45006 9.8%	11.3%	353866 37.2%	88.7%
Totals	1410069 100.0%	458598 100.0%	32.5%	951471 100.0%	67.5%

Use of the Collections of the Hamilton Public Library

Use of the Collections by Major Categories

Chart 5 indicates by very broad categories, how our collections are being used. It combines all collections, including both adult and children's materials. It supports the conclusions made by the *Library Journal* study.

- Fiction accounts for almost half of the use of the public library. This includes fiction for all ages including large print, picture books, regular print and paperbacks.
- Non-print (videos, cassettes, recorded books, CDs, and both adult and children's materials etc) exceeds the use of print non-fiction.
- Specialized collections for target audiences (e.g. talking books, multilingual, sheet music, toys, vertical file, etc.) account for less than 3% of the circulation.

Chart 5: Circulation by Major Collection Category

Collection	% of Circulation
Fiction	49.3%
Non-print	22.5%

Print non-fiction	20.5%
Periodicals/circulating magazines	5%
Specialized collections	2.7%
Total circulation	100%

When compared to the Reading in Canada study (Appendix A) the non-fiction collection may not be as well used as that report would indicate, or that those who reported that they read primarily non-fiction find their materials elsewhere.

Chart 6: Detailed breakdown by Use

Collection	Circulation	% of total Circulation
Adult fiction (hardcover, paperbacks, LP, etc)	1,085,962	25.8%
Adult non-fiction (print)	707,531	17%
Adult non-print (videos, CDs, etc)	684,143	15.6%
Picture books (E collection)	606,594	14.6%
Children's fiction	289,232	6.9%
Children's non-print	288,912	6.9%
Children's non-fiction	145,131	3.5%
Periodicals/circulating magazines	180,621	4.3%
Teen (all-print, non-print)	97,593	2.3%
Multilingual (adult and children)	44,737	1.1%
Other collections: children (e.g. magazines, toys, parent shelf)	26,677	.6%
Other collections: adult (e.g. RCDP, VF, pictures, sheet music etc)	22,645	.6%
Literacy materials	10,076	.2%
French (adult and children)	9,180	.2%
Total circulation (by ISTAT)	4,169,704	99.8%

While **Chart 5** provides an overview, it masks some differences. In **Chart 6**, the same information was broken down into smaller categories to illustrate the relative use of various parts of the collection.

- The e adult materials contribute to 66% of the total circulation.
- The use of children's materials as a proportion of the total use continues to increase. In 2003 it accounted for 33% of the total circulation, up from 29% in 1994 and 27% in 1990.
- When the non-print use is broken down into adult and children, it shows that more adult non-fiction is used than non-print, but this is reversed for children.
- Multilingual/French/Literacy materials (adult and children) account for 2.8% of the total circulation.
- The specialized collections contribute very little to the overall circulation (.4%) A neighbourhood ranch need not provide a specialized collection unless it strongly relates to a community need (E.g. literacy collection in a low literacy neighbourhood).

Chart 7 summarizes all of the material types (ISTATS) that contribute at least 1% of the total annual circulation. The multi-year comparison demonstrates how use of the collections change over time.

Chart 7: Material contributing 1% or more to the circulation

2003	%	1994 (former HPL)	%	1990 (former HPL)	%
Adult non fiction	15.89%	Adult non fiction	18.7%	Adult nonfiction	20.95%
Adult fiction	12.27%	Adult fiction paperbacks	13.2%	Adult fiction paperbacks	15.79%
Adult fiction paperbacks	11.71%	Adult fiction	10.85%	Adult fiction	12.93%
E paperback fiction	6.25%	E paperbacks	7.4%	E paperbacks	7.52%
E fiction	6.02%	Videos	6.84%	J pbk	5.9%
J pkbk	5.85%	J pkbk	6.0%	E fiction	4.83%
Videos	5.56%	E fiction	5.27%	Teen paperbacks	2.8%
Children's videos	4.52%	Adult magazines (7 days)	3.35%	Adult large print	2.6%
Adult CDs	4.49%	Juvenile non fiction	3.02%	Adult cassettes (7 days)	2.52%
Periodicals	4.33%	Teen paperbacks	2.55%	Juvenile non fiction	2.46%
Children's non-fiction	3.41%	E nonfiction	2.26%	Adult cassettes	2.08%
Non fiction videos	2.26%	Adult large print	2.2%	Adult pbk nonfiction	1.9%
Large print fiction	2.19%	Adult cassettes (7 days)	2.06%	E nonfic	1.89
Easy nonfiction	1.83%	Adult CDs (7 days)	1.91%	Adult 7 day periodicals	1.64%
Recorded Books	1.45%	Adult cassettes	1.34%	Comics	1.3%
Teen fiction	1.32%	Paperback, adult NF	1.15%		
Comic	1.08%	Comics	1.15%		
Circulation (n=4,364,434)		Circulation (n=3,523,260)		Circulation (n=3,016,355)	

Each item in the collection is assigned to a specific ISTAT code (by format, audience, target market, etc.) in order that detailed information about holdings and circulation may be gathered. Over 200 ISTAT codes are used. These small units are then aggregated to provide the information such as that presented in **Chart 6** and **Chart 7**.

- Use of the adult print non-fiction collection shows a long-term decline relative to the rest of the collection. It could be that customers are substituting other formats for books. For example, when the video non-fiction is added to the print non-fiction, the use remains at 1994 levels.
- Adult fiction has increased in part because of the introduction of more hardcover titles through the McNaughton rental plans and in part because selection is more demand-driven. Fiction (hardcover and paperback) accounts for 24% of the use of the library.
- Non-print is increasing in popularity. Videos account for 12.34% of the total circulation. Not only have CDs replaced cassettes, but also the circulation of recorded music has doubled.
- The rise and wane of different formats over time is shown by the decline of cassettes with the introduction of CDs.

Chart 8: Use of Collection by Locations

	Holdings	Circulation	Turnover Rates
Central	458,598	830,909	1.8
District/community branches (9)	567,764	2,260,127	4.0
Neighbourhood branches (14)	279,030	776,806	2.8
System	1,346,060	4,090,149	3.0

- The turnover rate demonstrates how many times each item in the collection would be used if each item was used equally. Within the community branches the turnover rate varies from 3.1 to 4.9.
- Within the neighbourhood category turnover rates vary from 1.5 to 3.9.
- Central Library's turnover rate rises to 2.3 if the reference materials are removed.

Evaluation of Specific Collections

In 2003, three specific collections were singled out for in-depth evaluation of their performance. The collections examined include:

- Central Library print non-fiction collection
- The multilingual collections
- Government documents

Central Library Print Non-Fiction Collection

First a system perspective:

Chart 9: Print Non-fiction Holdings

	Circulating Holdings ⁷	Circulation	Reference Holdings
Central Non Fiction (print)	171,310 (48.9%)	249,489 (36.7%) (5.8% of total system circ.)	95,550 (90.2%)
Branches Non-fiction (print)	179,154 (51.1%)	430,403 (63.3%) (9.8% of total system circ.)	189,498 (9.8%)
System totals (print NF)	350,464 (100%)	679,892 (100%) (15.4% of total system circ.)	105,894 (100%)

⁷ This data is from two ISTATS (non-fiction and reference) and does not include NF materials located in other specialized collections such as the RCDP.

- The total (circulation and reference) print non-fiction is 456,358 items.
- Although the print non-fiction is almost equally divided between Central and the branches, the branch collections circulate more.
- 63% of the system's non-fiction circulation comes from the branches, which have just over 50% of the non-fiction collections. In turn, as stated earlier print non-fiction accounts for 15.4% of the total circulation.
- 23% of the print non-fiction collection is reference material and of this 90% is located at the Central Library. When compared to other libraries serving over 250,000, Hamilton Public Library's reference collection is quite large. Excluding Toronto, the reference collections ranged in size from 11,530 items (Brampton) to 90,771 (Ottawa). This will be monitored to determine what a suitable-sized reference collection should be for a city of this size.

The print non-fiction collection of the Central Library is the largest collection in the system. The use of this collection has significantly changed over the past 10 years. The Central Library Service Review states: *"since the Hamilton Public Library has adopted a decentralized approach to information by putting electronic resources at all locations and the unified catalogue, the current Central Library services have been affected. The public has voted with their feet and many prefer the convenience of their local branch library. Central is redefined. It is no longer the 'hub and spoke' of the system, it is central to the downtown core."*

Some facts about the Central Library's non-fiction collections:

- As of January 10, 2004, the collection size was 266,860 items, of which 171,310 were circulating items and 95,550 were reference materials.
- This collection accounted for fewer than 200,000 circulations, or less than 25% of the Central Library's total circulation.
- Only 1/3⁸ of this collection was used in the past year.
- The reference collection is very large. Essentially this means that more than one in every five non-fiction books in the system cannot be borrowed.
- Fewer than 8,000 items were specifically requested, either through holds or shelf checks, to be sent to another branch.
- Central accounts for 19% of the system's use. A decline is expected because of the increased size of the system from amalgamation. However, if only the former Hamilton Public Library branches are examined, use dropped from 33% to 28% of the system total in the past ten years.
- This collection requires significant resources to maintain. For example Central Floors, 2 – 5, use 3½ times more shelving/shelf reading time than Terryberry uses with three times the circulation.
- The turnover rate of the circulating non-fiction collection is 2.3.

⁸ To obtain this information requires the running of a special report on the DYNIX system. Information for other collections and locations is not available.

- The Central print non-fiction collection accounts for 58% of the materials (holdings) at Central. Fiction accounts for 13.4%, Juvenile for 9.8%, Non-print for 6.5%, multilingual for 3.9% and the miscellaneous collections 8.1%.

This information is disturbing. Staff consider the Central non-fiction collection to be a system resource. Actual use indicates that it is not serving this purpose. While an aggressive weeding of inaccurate and dated materials is taking place in 2004, the collection still has too many items that have not been used.

The high ratio of reference to circulation also needs to be further examined. Given the changing patterns of use it is hard to justify the fact that 21% of the system's print non-fiction collection consists of reference materials located at the Central Library.

This information provides strong support for the new directions and service changes proposed by the Central Library Review.

The Multilingual Collection

Immigration is changing the Hamilton community. Each year approximately 2,000 - 3000 new immigrants arrive. Since 1991, 40% have been of Asian origin. Initially, most settle in the downtown area or the former Stoney Creek/Hamilton corridor. Statistics Canada data indicates that most immigrants are ages 25-44 and are well educated. A post-secondary education is common. In comparison to the rest of Canada, Hamilton's immigration mix is skewed towards refugees (1 of 3 vs. 1 of 8) nationally. Compared to 20 years ago, Hamilton's immigrant population is poorer, a trend not seen in many other major centers. The immigrant community represents many languages and cultures with different needs even within each language.

The multilingual collections (23 languages/18,000 items) and related services require significant reshaping. In 1994 circulation was 52,480. This dropped to 36,900 by 2003 for many reasons, including the different reading habits of immigrants and the state of the collection itself. An interim plan of action was developed in 2003 that focuses on the needs of the most recent immigrant groups. (See: 2004 Activities). The tired and worn Euro-centric collection is being weeded and will be selectively upgraded, as funds permit, only if there is a strong indication of future use. Some languages are being monitored for removal from the collection. Until quite recently the multilingual collections were divided into small batches and rotated to the branches. These rotations were time-consuming and delivered little value for the effort. This meant that no library branch had particularly strong resources in any language nor was there any single location where a customer could see a good selection of materials in their language of choice.

As part of the Central Library review, a new multicultural librarian position will be created. This position will work directly with the multicultural community and will assist in redefining this collection.

Government Documents

The government document collection has been a long-standing Central institution. Governments have changed how they disseminate information and so the Library has reviewed how it can best provide access to this information. Until recently, Hamilton Public Library provided access to these publications through a labour-intensive in-house cataloguing system (CODOC). In 2002 the library started to catalogue government documents by Dewey. This has made the materials accessible through the catalogue and available to any customer at any branch. Access will continue to improve over time.

In addition, new *Selection and Retention Guidelines* were developed. Federal publications are now received through a selection process rather than the full depository arrangement⁹. This will complement the provincial government publications collection. The change to select status for Federal government publications will have virtually no impact upon the public since the Library will continue to receive materials which are actually used. Meanwhile the cost of processing, storing and maintaining this collection will significantly decrease since we will no longer receive and store materials that are seldom used.

2003/4 Achievements

Meeting User Needs Our Collection Responsibilities

Meeting User Needs II: Our Collection Responsibilities was introduced as a position paper in early 2003. A workshop for all librarians in the system was held May 2003 to develop the concepts outlined in this position paper. Based upon these principles the purpose and scope of several collections were redefined. This is part of an ongoing process. The changes to the collection will be profound once the new principles and guidelines have been fully applied.

Improving Branch Collections for Adults

At the beginning of 2003 branches were still feeling the impact of amalgamation on the collections.

Technical Services, which was impacted not only by amalgamation, but also by the move to Stoney Creek and long term staff vacancies, was faced with a backlog of materials. In the past year, most of this backlog has been catalogued and processed, and the turnaround time for new materials has been greatly decreased. The improved flow of adult materials through Technical Services improved the branch collections. This chart summarizes the number of items added to the collection and indicates the improvement over 2002:

Format	2003	2002
Books	152,205	143,274
Non-Print	25,574	16,695
Total	177,779	159,969

Significant numbers of materials from the neighbourhood branches, which were no longer circulating, were transferred either to another branch directly or to Technical Services where they were used to fill collection gaps as they were identified.

Fine-tuning of the collections will continue. For example, in 2003 the paperback ARP plans were adjusted to meet local need and the branch magazine collections at the former Wentworth and Dundas libraries upgraded.

⁹ McMaster University has full depository status. Most public libraries have discontinued full depository status. Three years ago there were 11 depository libraries, now there are two (Toronto and Vancouver).

The Print Non-Fiction Collections

The highest priority has been an evaluation and reshaping of the print non-fiction collection, through the application of the principles of *Meeting User Needs II: Our Collection Responsibilities* and within the *Hamilton Public Library Deselection Policy*.

Guidelines for the Retention and Removal of Adult Materials for system-wide application were prepared. These guidelines provide staff with specific direction for applying the *Deselection Policy*. They emphasize currency, accuracy and appropriateness for a public library and describe the removal of materials based on content and condition, but not by use. The criteria for removing materials when they no longer circulate for a specified time period¹⁰ needs further study.

Directly related, is the development of the specific instructions by Dewey decade for the retention and removal of the print non-fiction material for the system. These guidelines define the collections appropriate for a Central Library, District Library (Terryberry) and the other branches within a large public library system. They are very similar to the guidelines used by other large library systems, which serve populations the same size as Hamilton or larger. As these are applied, the Central Library collections that are more appropriate to the role of a special or academic library will be reduced. At the branch level the impact will be less noticeable since these instructions more closely match current practice.

The Board should be particularly aware of two outcomes from the application of these guidelines.

- Central Library Print Non-Fiction Collection: Removal of materials that do not meet the guidelines is scheduled for completion in early spring 2004. The removal of materials from this collection had fallen behind, thus necessitating a larger than normal amount of items removed in 2004. The anticipated result is that the collections will look fresher and that new materials will be more easily identified. This is a first step to ensuring that the collections are more user-friendly, and less intimidating to the public. There is concern that a relatively large portion of this collection is not used, and that a lot of it is non-circulating. This needs to be further monitored. Additional criteria may be required for the removal/transfer of this material.
- Neighbourhood Branches: The collections are shrinking since they are no longer required to store materials for the Wentworth system. As items that no longer circulate are transferred to other branches, they are not being replaced in kind. The end result will be neighbourhood branches with very small browsing collections of popular adult materials and a core collection of children's materials. The small collection size and low turnover rates (1.5) experienced by Millgrove and Freilton, are problematic since good material sits on the shelf without use. This raises the question of how small a collection can be to meet local browsing needs and yet have enough use to justify having the collection at that branch. A 2004 Strategic Plan objective is to begin planning for future library services in the Waterdown/East Flamborough corridor. This is a part of that puzzle.

Holding Guidelines for the Central Library's Closed Stacks – These guidelines are the first attempt to rationalize the use of this space and censure that this materials stored here directly relate to the *Retention Guidelines*. Since the purpose of the closed stacks at Central has never been defined, this storage space is filled with materials that are seldom used. The kind of materials stored includes unbound magazines, multi-year runs of almanacs, and items for which there is no catalogue access and which do not justify the cost of cataloguing. In 2003 as a test of the usefulness of the materials

¹⁰ The *Deselection Policy* states that "any item that has been on the shelf and unused for two or more years and does not meet the criteria of . . . local authors, local history, famous authors, and items unique to the collection in that there is little or no information available elsewhere" are removed.

retained in the stacks, we shipped a transport truckload of early Canadian periodicals to the National Library. The National Library evaluated these and determined that they were of little use and did not retain these items.

Selection Guidelines for the Central Library Print Non-Fiction Collection were written as a companion document to describe the both the type and depth of books to be added to the Central collection. These are used by the Collections Librarians to guide their selection. Central is no longer purchasing very specialized materials but is instead focusing on upgrading the collection in commonly asked and curriculum-related subjects. Emphasis is placed on use, and on upgrading classic titles, as well as targeting specific areas (e.g. astronomy) and ensuring that the key subject titles are available.

The Multilingual Collections

An interim plan of action has been developed. Current selection will focus on the purchase of materials to meet the needs of the newest immigrants. Materials to assist immigrants in their transition to life in Canada (TOEFFL, ESL, citizenship information) are a high priority. Newspapers in appropriate languages¹¹ are being introduced at some target branches.

The collection will be extensively weeded and specific languages will be relocated to branches based on the community's needs. Both Central and Red Hill will have significant language collections. The collections are being relocated to ensure decent browsing collections at selected branches instead of the former method of providing very small rotating collections in most branches. The selection, cataloguing and processing will be out-sourced and materials will arrive shelf-ready. When the new position of multicultural librarian is in place additional strategies can be developed.

The Board is asked to approve the use of collection reserves for a upgrade of the collections to meet the needs of immigrants. Some items would be purchased for an immediate upgrade, but plans will be set up to ensure a monthly/bi-monthly stream of new materials in each language for approximately two years. This will enable the Hamilton Public Library to meet the needs of new immigrants on a short-term basis and manage to the change to the operating budget over a longer time period since it is in flux with so many changes at this time.

New Collections Added

In the past 12 months two new collections have been introduced. Graphic novels for teens and adults were introduced in 2003, and DVDs, funded by library reserves, arrived this month.

DVD update: 2820 new titles were purchased (for a total of 7200 DVDs of which 1/3 were for children). Within the four days of their availability on the catalogue 75% of the titles had been placed on hold. Many of these were multiple holds.

An agreement was signed with the National Film Board to receive two complimentary copies of all video releases. The Central and Dundas collections of NFB videos were merged and catalogue records upgraded.

2004/5 Strategic Plan Initiatives

EMPOWER COMMUNITIES

¹¹ Hpl.ca provides links to a wide variety of newspapers in many languages and from many countries.

Consult with stakeholders and the general public about the possibilities and opportunities that the revitalization of the Central Library presents, including identifying the appropriateness and relevance of the collections to the customers. (SOURCE: Central Library Services Review Report to the Board, November, 2003)

The refocusing and restructuring of the non-fiction collections, and the Central Library in particular, to reflect need and use will continue.

- A master plan to guide the Periodicals collection (all formats, including MF, electronic, print) is required.
- The Central Library collections will be relocated to improve customer convenience and accessibility, as follows:
 - 2nd floor will have fiction, 500s, 600s, CDs and popular materials and will form the nucleus of a popular materials floor. A Quick Pick area will replace the 'Branch on 4' and collections such as the Rapid Reads will be improved.
 - The 3rd floor will be relatively unchanged but will include the Career Centre and the Homework Help area.
 - 4th floor will receive the 700's collection and thus become the Arts and Literature floor.
 - The 5th floor will be used on a short-term basis to store low use items (e.g. bound periodicals, government publications) in a closed area. This will provide more useable and accessible public space on the other floors and will provide space and time to assess these collections and merge them with the other closed stack collections.
- The multilingual collection will be weeded and restructured.
- Some of the materials in the larger non-print collections will be transferred to other branches (e.g books on CDs)

Develop branch library collection profiles that allow branches to reflect their surroundings (SOURCE: Collections work plan 2004)

Branch profiles will assist in identifying the unique characteristics of each location. In time they will be able to tailor branch collections to best suit the communities. Branch managers inform the selectors of local needs by means of the branch profile.

Migrate the library's integrated automation system to the "Horizon" product, creating greater public capabilities (SOURCE: Technology Report to Board, June, 2003)

The Collections Manager, as an integral part of the Horizon Migration Team, is involved in many aspects of this system upgrade.

The various report functions of Horizon must be set up.

The intent is to use the Horizon capabilities to provide more information about the budget and to relate this more to circulation patterns in 2005 and after.

Develop and promote adult readers' advisory services through initiatives as Hamilton Reads (SOURCE: New)

CELEBRATE DIVERSITY

Ask people what they need from their public library system

The Recommends for Purchase is proving to be an effective means to find out what people want in the collections. It will be monitored to ensure a balance between demand and other methods of purchasing. Other methods will be explored and developed.

The ongoing consultation process for the Central Library Review will continue to provide information about the collections too.

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

Consolidate and strengthen the multilingual collections appropriate to the most recent immigrant groups at the Central Library and selected branches. Purchase additional materials to upgrade these collections using Reserve funds. (Source: *Meeting User Needs: Our Collection Responsibilities, 2003 Central Library Services Review, 2003.*)

Increase student awareness and use of the library system

Include a higher emphasis on school-related material in the Collection profiles in order to purchase to meet demand. (SOURCE: *Meeting User Meets II: Our Collection Responsibilities, March, 2003*)

STRENGTHEN OUR ORGANIZATION*Promote the library system as a single entity*

Manage the collection as one cohesive resource applying the principles of stewardship. (SOURCE: *Meeting User Needs II: Our Collection Responsibilities, 2003*)

Collection development, by its nature, is firmly rooted in the practice of continuous improvement. The ongoing work of reshaping the collections will continue. This collections report has only begun to evaluate the collections and throughout the year other collections will also be examined in more depth.

Upgrade the adult print collections through the replacement of classic titles and curriculum needs using Collections Reserves, if approved.

Realign the collections budgets so that the budget lines for adult and youth services are separated to better reflect order responsibilities and processes.

Transfer approximately one half of the Central Library's periodical collection to circulation status in order that it can be used system-wide. Continue to monitor the standing orders and periodicals renewals to determine if these budget lines can be reassigned to other priorities.

In 2004 a core collection for the Turner Park branch will be started as items are removed from circulation.

Appendixes

Appendix A: Reading In Canada: What Canadians and Ontarians are Reading Today

Reading in Canada survey¹² analyzes how and what people are reading today. The key findings are summarized here.

Why do Canadians Read?

54% indicated that it is an enjoyable leisure activity, while 30% read to learn. Women were more likely to read because they consider it enjoyable while men are more likely to read to learn about new things or ideas. Only 4% of those surveyed read because it was helpful or part of the job.

In Ontario, 88% of respondents had read a book in the past 6 months. 41% read up to 5 books; 19% read 6 – 10 books; 22% read 11 – 50 books; and 6% read more than 50 books.

What demographic factors influence reading?

The most significant quantitative correlation was between the amount of reading done and the respondents' level of education. Those with less education are considerably less likely to have read books in the last six months. There is also a correlation between income and reading. Readers in lower income groups are less likely to have read a book in the last six months. Age is also a factor. People over 60 read more than those ages 18 – 29.

Women are more likely to have read than men and women also read more. 35% of women read more than 10 books, while only 20% of men have done the same in the past six months. Women are most likely to read fiction and non-fiction equally while men read more non-fiction.

Affiliation with a political party also shows differences in reading. NDP supporters are the most avid readers, followed closely by the Canadian Alliance and Conservatives, then Liberals, with the Bloc Quebecois last.

How do Ontario residents choose the books they read?

- Browsing in bookstore or library - 32%. People who read the most are browsers.
- Recommendations- 26%. People who read the least are most likely to depend upon personal recommendations.
- Choosing an author whose books you like - 24%
- Book Reviews - 12%

¹² Commissioned by the Association for Canadian Studies, the Environics/ Focus Canada survey of 2,002 Canadians 18 years of age and over assesses Canadians' reading habits. The survey was carried out by telephone from the end of December 2002 to the beginning of January 2003. This poll was commissioned in preparation for the national forum *Reading Canada – The public good and private pleasures of reading*, sponsored by the Association for Canadian Studies, the National Library and Archives of Canada and their partners in the fields of reading, publishing, writing, and literacy, to be held in Ottawa in November, 2003.

- Advertisements - 3%
- Mandatory school/work reading - 1%
- Internet Site – 0

What are people in Ontario reading? (Based those who read a book in past 6 months)

- Fiction – 41%; Non-fiction – 44%; Both equally – 14%
- Francophones are more likely to read non-fiction (57%) than fiction (20%). They read more romance while Anglophones read more mystery or horror. There are no discernable differences for other genres.
- Women read nearly as much fiction as they do non-fiction.
- Men, those with lower incomes, and seniors over age 65 are more inclined to read non-fiction.
- Bloc Quebecois, NDP and the Canadian Alliance readers are more inclined to read non-fiction, while Liberals and Conservatives read almost as much fiction as non-fiction.
- Canadian readers prefer biography and history and this preference is shared equally by men and women, and by persons to 60 (60%).
- Women favor mystery, horror or romance novels.
- Men favor science fiction, business and sports.
- Younger readers (18 – 29) also read biography and history, although to a lesser degree than seniors. They also read science fiction, fantasy, mystery, horror, sports and leisure.
- Collection Impact: An analysis of our circulation patterns indicates a much higher emphasis on fiction over non-fiction (25% of total circulation is fiction; 17% is non-fiction). In a recent analysis of a sample (n=810) from the "Recommends to Purchase" 40% of the requests were for non-fiction, 20% for fiction, and 40% non-print. There are implications here for marketing initiatives and readers' advisory services.

Appendix B: The Collection Grid

OCLC has developed a collection grid¹³, as a framework for representing content. This is a simple way to represent an increasingly complex universe. The spectrum of materials that currently comprise the actual and potential collections of libraries is increasingly diverse. The grid divides collection materials into four general categories each representing a distinct group of resources. The vertical axis represents the degree of "uniqueness" of the content; the horizontal axis represents "stewardship" or the degree of custodial care that the resources require.

High Stewardship/Low Uniqueness <i>Published Content: Books, journals, newspapers,</i>	Low Stewardship/Low Uniqueness <i>Open Web Content: Freely accessible web resources,</i>
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¹³ OCLC Online Computer Library Center, Inc. *The 2003 OCLC Environmental Scan: Pattern Recognition*. P.125

<p><i>government docs, CDs, DVDs, maps and scores</i></p> <p>The traditional role of libraries. Well-established practices have facilitated management of these non-unique, published materials, and mature, fully developed standards have reduced libraries' burden of metadata creation. In short, the library's role in this domain has been clear.</p>	<p><i>open source software, newsgroup archives, images.</i></p> <p>Although these materials are not unique, they are not published in the traditional sense. They are likely to be unmanaged (and maybe unmanageable). Libraries' roles in acquiring, managing and presenting this content is not clear yet. Emerging standards are immature at best, and there are no established practices for collection management of these materials.</p>
<p>High Stewardship/ High Uniqueness</p> <p><i>Special Collections: Rare books, local history, photographs, archives, theses.</i></p> <p>Often unique, these materials are usually "high maintenance," requiring special physical environments, access, and preservation. Immature standards mean a high burden of metadata creation for libraries and archives. In this domain, the institutional focus move from acquiring, managing and distributing to acting as publisher and curator. Since they belong to the institution, the new role as knowledge creator is less clear.</p>	<p>Low Stewardship/High Uniqueness</p> <p><i>Institutional Content: Prints, technical report, courseware, local government reports, training manuals, research data.</i></p> <p>Most institutional content is unique to the institution and traditionally libraries have not managed it by formally collecting or proving bibliographic control. The lack of standards, or very immature emerging standards means there is a high burden of metadata creation.</p>

This grid provides a broader perspective of collection development today. While this report is focusing on those materials in the upper left quadrant – the traditional role of public libraries, it should be noted that collection development activity as described in the other quadrants is also taking place.

Appendix C: 2003 Annual Database Searches

Title	How Determined	Annual 2003
Career Explorer	Vendor emailed; "Page Views"	4601
Career Cruising	Vendor web site; "Page Views"	67,551
CBCA	Vendor; "Log-ins"	1711
Global Books in Print	Vendor; Searches	10789
Virtual News Library	Vendor e-mails: "Documents"	11,916
Auto Repair Reference Centre	Vendor in process of buying database; will provide access statistics at that point in time.	
Canadian Reference Centre (inc. CMAS)	Vendor web site; Searches	7716
Ebsco Animals	Vendor web site; Searches	154
Funk & Wagnall's	Vendor web site; Searches	773
Health Source: Consumer	Vendor web site; Searches	829
Masterfile Elite (& Select)	Vendor web site; Searches	28,829
Novelist	Vendor web site; Searches	12,726
Primary Search	Vendor web site; Searches	2,507
Financial Post	Not Available	
Contemporary Authors	Combined data from vendor web site; searches	4,888
Contemporary Lit Crit		
Dictionary of Literary Biography		
Health & Wellness	Vendor web site; Searches	7,468
Health Reference Centre	Vendor web site; Searches	7,125
Electric Library Canada	Vendor web site; "Queries"	7,188
eLibrary Elementary	Vendor web site; "Queries"	179
Books 24X7	N/A	
NetLibrary	Not implemented yet	
Worldbook Online	Vendor web site; Searches	3147
	Total	180,097

Appendix D: Annual Circulation Statistics

HAMILTON PUBLIC LIBRARY

Circulation Statistics

	Year to Date:	Year to Date:
	Jan-Dec	Jan-Dec
SYSTEM TOTALS	2003	2002
CIRCULATION	4,364,434	4,412,891
TOTAL HOLDS PLACED	725,998	649,739
Subtotal: Holds placed via WEBPAC	283,460	224,030
% Holds placed via WEBPAC	39%	34%
TOTAL HOLDS FILLED	593,064	524,618
% Holds Filled	82%	81%
TOTAL PATRONS REGISTERED	26,983	29,761
CIRCULATION BY LOCATION	2003	2002
CENTRAL	830,909	921,631
ANCASTER	247,037	241,960
BARTON	69,297	80,107
BINBROOK	46,545	47,332
BOOKMOBILES	174,487	188,754
COLLECTION ACCESS MANAGEMENT	2,542	3,046
CARLISLE	45,113	45,949
CONCESSION	173,618	182,013
DIAL PAC	15,562	13,799
DUNDAS	280,443	261,246
FREELTON	21,456	21,969
GREENSVILLE	27,231	26,232
KENILWORTH	145,651	154,344
LOCKE	92,902	95,109
LYNDEN	35,529	33,761
MILLGROVE	20,653	19,500
MOUNT HOPE	31,195	25,864
PICTON	34,534	40,154
RED HILL	236,902	223,995
ROCKTON	21,366	14,724
SALTFLEET	252,049	243,724
SHEFFIELD	6,211	11,313
SHERWOOD	333,768	350,593
STONEY CREEK	87,065	39,672
TERRYBERRY	590,659	601,919
VALLEY PARK	94,484	83,270
VLS & TALKING BOOK ROOM	29,716	28,553
WATERDOWN	143,223	130,709
WESTDALE	274,285	266,877
WINONA	0	14,772
SYSTEM	4,364,434	4,412,891



Hamilton Public Library

*Growing minds.
Growing community.*

DATE: March 18, 2004
REPORT TO: Chair and Members of the Board
C.C.: Ken Roberts, Chief Librarian
FROM: William Guise, Business Administrator
SUBJECT: Library Facilities Report

RECOMMENDATION:

That the attached Facilities Report be accepted for information:

BACKGROUND:

A report is presented to the Board on an annual basis outlining the current condition of library facilities.

Library Facilities Report
March 2004

Number of Facilities

The Hamilton Public Library operates twenty-four library branches serving the public and a technical services area where the library materials are ordered, processed and catalogue.

Maintenance of Facilities

Subsequent to amalgamation, the City of Hamilton took over the maintenance of all public buildings in the new city and currently all Library facilities are maintained by the Corporate Buildings Division of Public Works Department of the City of Hamilton either directly or by way of supervision of library maintenance staff. Corporate Buildings has assumed the responsibility for building operations and maintenance including the operation and maintenance of heating, cooling, ventilation, plumbing, electrical, cleaning, preventive maintenance etc.

All the direct operating costs for the facilities that are processed by Corporate Buildings are billed back to the Library on a monthly basis. Currently, indirect costs, such as supervision costs, are not billed back to the Library.

Ancaster Branch Library



Location:

300 Wilson Street East
Ancaster
905-648-6911

Hours: Mon to Thurs 10 am to 9 pm
Sat 10 am to 5 pm

Distance to nearest branch libraries (km):

Terryberry – 8.8; Locke – 9.9; Westdale – 9.7; Dundas – 5.3; Mount Hope – 12.7; Lynden – 19.4; Central – 11.6

Branch size:

The branch occupies 7,500 square feet (697 sq. metres) on two (2) floors with children's department in the lower level. The top level which is the main level is the first floor and is accessible from the street. The lower level is on the same level as the parking area which is in the rear of the building. The main level is accessible from the rear by way of an elevator located off the parking area.

Background:

The building was previously shared with the Municipal Offices of the Town of Ancaster with the branch opening in 1966 with an expansion in '1986 which increased the size of the top level and added the lower level. Subsequent to amalgamation, part of the lower level of the Municipal Offices was converted into a City of Hamilton Municipal Service Centre and the top level of the was left vacant. The upper level served as temporary offices for Library Administration during renovations to the 6th and 5th floor of Central Library in the summer of 2003 and is currently being used by the library branch as programming space with the former Council Chambers being used as a computer lab.

An architect has been hired to review the condition of the building and to provide options and preliminary cost estimates on how the top level of the former Municipal Offices, including the former Council Chambers, can be converted to Library space. This area would add 5,250 sq feet (488 sq metres) to the branch. Some funds (\$230,000) were set aside by the former Town of Ancaster and are currently in a Capital Budget project held by the City of Hamilton and would be available.

The current physical condition of the building is good.

Barton Branch Library**Location:**

571 Barton Street East
Hamilton
905-546-3450

Hours: Mon & Wed - 1 pm to 8 pm,
Tues, Thurs & Sat - 10 am to 5 pm

Distance to nearest branch libraries (km):

Picton – 2.8; Kenilworth 3.7; Redhill – 7.3; Central – 2.8

Branch size:

The branch is in a building measuring 6,272 square feet (583 sq metres) consisting of a main level and a partial basement. All library programs and collections are located on the main level with the partial basement being used for storage. Approximately 5 parking spaces are located at the rear of the building.

Background:

Barton branch was the first branch in the Hamilton Public Library system and opened in May 1908. After occupying a number of permanent and temporary locations over the next half century the branch moved to its present location in November 1963. The entire building was completely renovated over the winter of 1998-99 and reopened in the spring of 1999.

The current physical condition of the building is excellent.

Binbrook Branch Library (Glanbrook)**Location:**

2641 Highway 56, Binbrook
905-692-3323

Hours: Mon & Wed - 1 pm to 8 pm,
Tues, Thurs & Sat - 10 am to 5 pm

Distance to nearest branch libraries (km):

Valley Park – 10.9; Mount Hope - 11.5; Central – 21.8

Branch Size:

The branch is in a one (1) floor building measuring 3,192 sq ft (297 sq metres) with large parking area.

Background:

The first branch in Binbrook was established in 1966 at another location. Current location was built as a library branch and opened in 1982.

Current physical condition of the building is good. Exterior woodwork requires re-staining. Exterior benches need replacement.

Carlisle Branch Library (Flamborough)



Location:

1496 Centre Road, Carlisle
905-689-8769

Hours: Mon, Tues, Wed – 2pm to 8pm
Thurs & Sat – 10am to 5pm

Distance to nearest branch libraries (km):

Freelton – 6.8; Waterdown – 10.5; Millgrove – 9.1; Central – 20.7

Branch size:

The branch is located in a portable building measuring 2,491 sq ft (231 sq metres)

Background:

The branch was established in Carlisle in 1971 in another building and moved to this site in 1989. The branch is located on the same grounds as the Carlisle Community Centre.

The current physical condition of the building is good.

Central Branch Library



Location:

55 York Blvd, Hamilton
905-546-3200

Hours: Mon to Thurs – 9 am to 9 pm
Fri – 9 am to 6 pm
Sat – 9 am to 5 pm
Sun – 1 pm to 5 pm

Branch size:

The library occupies 146,131 sq ft (13,576 sq metres) of the 6 storey building.

Background:

The current building was opened in 1980 as a shared facility. A portion of the basement level and a portion of what would have been the first floor are occupied by the Hamilton Farmer's Market.

Library collection is located on floors 1, 2, 3, 4, and 5. Bookmobile and VLS collection is located in the basement. Staff areas are located on all floors including the basement floor. The 6th floor houses QUICK Information and Electronic Services. Also located on the 6th floor is the City IT division which occupies 16,798 sq ft of space.

The Library currently provides space on the 1st floor for the Community Information Service and the Hamilton Wentworth CommunityNet.

A small portion of the building is also occupied by Mohawk College under a construction agreement with the City of Hamilton where funds were contributed for the capital cost of the space in return for the right to use a specific space.

The physical condition of the building is good.

Concession Branch Library**Location:**

565 Concession Street, Hamilton
905-546-3415

Hours: Tues & Thurs – 10 am to 8 pm
Wed & Fri – 10 am to 6 pm
Sat – 10 am to 5 pm

Distance to nearest branch libraries (km)

Terryberry – 4.4; Sherwood 3.1; Central 4.1

Branch Size:

The branch is in a two (2) floor building measuring 8,380 sq. ft (779 sq metres). The library collection is located on the ground floor with the second floor consisting of programming room and staff areas. Elevator access is provided from the main floor to the second floor. A small parking area unsuitable for use by the public is available for staff use. available.

Background:

Concession Library, the first branch on the Hamilton Mountain and originally know as the Mountain branch, has been located on Concession Street since 1930. After occupying storefront locations for a number of years, a permanent building at the corner of Concession Street and Cliff Ave. was opened in 1949. In 1991 the building was demolished and the current building was built and opened in early 1992.

The current physical condition of the branch is excellent.

Dundas Branch Library**Location:**

18 Ogilvie Street, Dundas
905-627-3507

Hours: Tues, Wed & Thurs – 10 am to 9 pm
Fri – 10 am to 6 pm
Sat – 10 am to 5 pm

Distance to nearest branch libraries (km):

Ancaster – 5.3; Westdale – 5.2; Greensville – 4.4; Central – 8

Branch Size:

The branch is in a two level building measuring 13,712 sq. ft (1,274 sq metres). Entering from the front, clients go up to the main level which has the adult collection or down to lower level which has the children's collection, programme rooms and staff areas. A second entrance is located on the side which enters from the small parking area level with the main level of the branch. An elevator is available from the main level to the lower level within the branch.

Background:

The building was built as a library branch and opened in 1970. Asbestos located in the lower level of the building was removed in December 2000 and the asbestos located on the underside of the roof was encapsulated in December 2001.

Current physical condition of the building is good.

Freelton Branch Library (Flamborough)



Location:

1803 Brock Road, Freelton
905-659-7639

Hours: Mon & Wed – 4 pm to 8 pm
Tues, Thurs & Sat – 2 pm to 5 pm

Distance to nearest branch libraries (km):

Carlisle – 6.8; Millgrove – 10.0; Waterdown - 17.2; Central – 21.6

Branch Size:

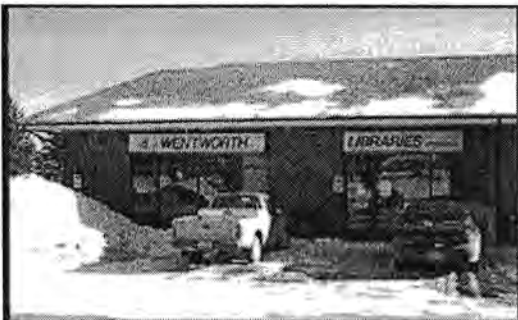
The branch is in a one floor building measuring 2,113 sq. ft. (196 sq metres).

Background:

The branch was established in 1978 replacing a deposit station and moved to the current location in the building built as a library in 1995.

The current physical condition of the building is excellent.

Greenville Branch Library (Flamborough)



Location:

59 Kirby Ave., Unit 5, Greenville
905-627-4951

Hours: Mon & Wed – 4 pm to 8 pm
Tues, Thurs & Sat – 2 pm to 5 pm

Distance to nearest branch libraries (km):

Dundas – 4.4; Millgrove – 11.2; Rockton – 11.8; Central 12.1

Branch Size:

The branch is located in a small strip plaza in lease premises measuring 2,504 sq ft (234 sq metres).

Background:

Branch established in 1969 replacing a deposit station. It has been in the current location since 1989. Current lease runs to December 31, 2005.

Current physical condition of branch is good.

Kenilworth Branch Library**Location:**

103 Kenilworth Ave. N, Hamilton
905-546-3960

Hours: Mon & Wed – 10 am to 6 pm
Tues & Thurs – 10 am to 8 pm
Sat – 10 am to 5 pm

Distance to nearest branch libraries (km):

Barton – 3.7; Redhill – 3.7; Sherwood – 5.0; Central – 6.1

Branch Size:

The branch is located in a two story building with a basement level with a total area of 8,000 sq ft (743 sq metres).

Background:

The main collection is located on the ground level with the second level having children's area. The basement level contains a programme room and staff area. An elevator is available to access all levels. There is a parking lot attached to the building.

The building was completely renovated in 1987.

The current physical condition of the building is good.

Locke Branch Library

Location: 285 Locke St. S., Hamilton
905-546-3492

Hours: Mon, Wed & Sat – 10 am to 5 pm
Tues & Thurs – 1 pm to 8 pm

Distance to nearest branch libraries (km):

Westdale – 2.8; Picton – 3.9; Terryberry – 3.6; Central - 2.4

Branch Size:

Branch is located in small one floor building measuring 1,451 sq. ft (135 sq metres) and has a small low height basement with a partial dirt floor. Furnace is located in the basement.

Background:

Locke Library, the oldest of all the branches of Hamilton Public Library, was opened on February 2, 1925. A partial renovation of the building was carried out in 1958 and complete interior renovation was completed in 1996. A former bank building located at the corner of Locke and Herkimer was donated to the City of Hamilton for use by the Library by the CIBC. An architect was appointed and designs were prepared to convert the building as the new home for the Locke Branch Library. Construction tenders were issued in 2003 however the responses received were all substantially in

excess of the amount budgeted for construction. Currently, the project has been deferred until a decision is made on the future of the building.

The roof of the current building is in need of repair and is expected to be replaced in 2004. Since the basement has a partial dirt floor, the branch at times experiences damp odours. The balance of the building is in good condition.

Lynden Branch Library (Flamborough)



Location:
79 Lynden Road, Lynden
519-647-2571

Hours: Mon, Tues & Wed – 2 pm to 8 pm
Thurs – 2 pm to 5 pm
Sat – 10 am to 1 pm

Distance to nearest branch libraries (km):
Ancaster – 19.4; Greensville – 14.6; Central – 30.6

Branch Size:
Branch is located in an addition attached to a residential building and measures 900 sq ft (84 sq metres).

Background:
The branch was first established in 1966 and moved to its current location in 1972. In 2001, the branch was expanded from 700 sq ft to 900 sq ft by taking over the space of a former barbershop located at the rear of the library. The branch space is leased from the owner of the residence. The current lease term expires December 31, 2004.

The current physical condition of the building is acceptable.

Millgrove Branch Library (Flamborough)



Location: 857 Millgrove Side Road, Millgrove
905-689-6582

Hours: Mon & Wed – 2 pm to 5 pm
Tues & Thurs – 4 pm to 8 pm
Sat – 10 am to 1 pm

Distance to nearest branch libraries (km):
Freelton – 10.0; Greensville – 11.2; Central – 12.3

Branch Size:
The branch is attached to the Millgrove Community Centre and occupies 1,672 sq ft (155 sq metres).

Background:
The branch was established in 1966 and moved to its current location in 1970.

Current physical condition of the building is excellent.

Mount Hope Branch Library (Glanbrook)



Location:

3027 Homestead Drive, Mount Hope
905-679-6445

Hours: Mon & Wed – 2 pm to 5 pm
Tues & Thurs – 2 pm to 8 pm

Distance to nearest branch libraries (km):

Binbrook – 11.5; Ancaster – 12.7; Terryberry – 8.3; Central – 12.2

Branch Size:

The branch is on the front of the Mount Hope Community Hall and has two levels measuring 2,230 sq ft (207 sq metres).

Background:

The branch was established in 1966 and moved to its current location in 1990. The branch premises were formally the administrative offices of the Township of Glanbrook and were renovated for use as a library before the move.

In order to enter from the front of the building, patrons must use stairs to access the front door and then use stairs to access the main level which contains the library collections. The lower level (basement) contains a small low ceiling program room. Disabled access is provided by means of an excessively long ramp from the rear of the building into the Community Hall and then through a door from the Community Hall into the library branch.

The physical condition of the branch is adequate.

Picton Branch Library



Location:

502 James St. N, Hamilton Public Library 905-546-3494

Hours: Mon, Wed & Thurs – 3 pm to 6 pm
Tues – 3 pm to 8 pm
Sat – 2 pm to 5 pm

Distance to nearest branch libraries (km):

Barton – 2.8; Locke – 3.8; Central – 1.4

Branch Size:

The branch which is 3,172 sq ft (295 sq metres) is located in a small strip plaza and has a main level and partial basement.

Background:

The branch was established and opened in its present location in September 1977. The last major renovation was cosmetic with the replacement of carpeting and painting in September 1992.

Entering from the front, patrons are required to climb stairs to the front door to enter the main level. Disabled access is provided to patrons who ring the door bell at the back door. The partial basement is currently only used by staff.

The current lease on the premises expires October 31, 2005.

The current physical condition of the premises is good.

Red Hill Branch Library**Location:**

695 Queenston Road, Hamilton
905-546-2069

Hours: Tues and Thurs – 10 am to 6 pm
Wed & Fri – 10 am to 6 pm
Sat – 10 am to 5 pm

Distance to nearest branch libraries (km):

Kenilworth – 3.7; Saltfleet – 2.7; Central – 9.1

Branch size:

The branch is located in a strip plaza and occupies 11,760 sq ft (1,093 sq metres).

Background:

Red Hill branch was established in 1969 at 640 Queenston Road on the southwest corner of Nash Road and Queenston Road (now the Zeller's plaza). From 1973 – 1983 the library was located at 76 Centennial Parkway North in Eastgate Square shopping centre. In 1983 Red Hill moved to 695 Queenston Road, northeast corner of Nash Road, a small strip mall. It occupied 4,700 square feet of space. In 1989, Red Hill was renovated and increased in size to 11,760 square feet. The branch was completely renovated in 2000.

The current lease term which expires on October 31, 2004 has an option to renew for another five years.

The physical condition of the branch is in excellent condition.

Rockton Branch (Flamborough)



Location: 795 Old Highway 8, Rockton
519-647-2272

Hours: Mon & Sat – 2 pm to 5 pm
Tues, Wed & Thurs – 2 pm to 8 pm

Distance to nearest branch libraries (km):

Greenville – 11.8; Lynden – 11.3; Ancaster – 17.3; Central – 26.0

Branch Size:

The branch premises has an area of 1,098 sq ft (102 sq metres) and is located in the same building as the Beverley Township Hall.

Background:

Branch was established in 1968 replacing a deposit station and was moved to its current location in 1981.

Current physical condition of building is good.

Saltfleet Branch Library (Stoney Creek)



Location: 131 Gray Road, Stoney Creek
905-662-8611

Hours: Mon to Thurs – 10 am to 9 pm
Sat – 10 am to 5 pm
Sun – 1 pm to 5 pm

Distance to nearest branch libraries (km):

Red Hill – 2.7; Stoney Creek – 5.1; Central – 11.7

Branch Size:

The branch premises occupies 15,481 sq ft (1,438 sq metres) of space attached to Cardinal Newman Catholic High School.

Background:

The branch was first established in 1966 and opened at its current location in 2000. The City of Stoney Creek contributed a portion of the capital cost to build the shared facility and received a

leasehold interest in library space for a term of 49 years and 364 days. The Hamilton-Wentworth Catholic Separate School Board maintains the facility and charges a maintenance fee based on the rate established by the Ministry of Education as the rate for funding of operating cost for schools multiplied by the square footage.

The physical condition of the building is excellent.

Sherwood Branch Library



Location: 467 Upper Ottawa St., Hamilton
905-546-3267

Hours: Mon & Thurs – 10 am to 9 pm
Tues & Wed – 10 am to 6 pm
Sat – 10 am to 5 pm

Distance to nearest branch libraries (km):

Concession – 3.1; Terryberry – 5.8; Kenilworth – 5.1; Valley Park – 7.0

Branch Size:

The branch occupies a 20,400 sq ft (1,895 sq metres) two storey building with a full basement. Library collection is located on the two floors with programming rooms and staff areas in the basement. An elevator is available to access all floors.

Background:

Sherwood Branch was opened as one unit in a small plaza on the south of Upper Ottawa Street near the corner of Fennell Avenue in November 1966. Sherwood was expanded to 3 store units in 1981. A new building was constructed for the branch on the property of shopping mall located on Upper Ottawa just north of Fennell Ave. and was leased to the Library for a term of twenty (20) years starting January 1, 1991.

The current lease term expires on December 31, 2010.

The physical condition of the branch is excellent.

Stoney Creek Branch Library (Stoney Creek)



Location: 777 Highway #8, Stoney Creek
905-643-2912

Hours: Mon & Wed – 1 pm to 8 pm
Tues, Thurs & Sat – 10 am to 5 pm

Distance to nearest branch libraries (km):

Saltfleet – 5.1; Red Hill – 7.2; Central – 19.5

Branch Size:

The branch is located on a portion of the 1st floor of the former Stoney Creek City Hall and occupies 6,404 sq ft (595 sq metres).

Background:

The branch opened in January 2003 replacing two branches that were closed in December 2002 namely the former Stoney Creek Branch located at 10 Second St. N occupying approximately 5,000 sq ft and the Winona Branch located at 1304 Highway #8, Winona occupying 2,580 sq ft.

The current physical condition of the facility is excellent.

Terryberry Branch Library

Location: 100 Mohawk Road W., Hamilton
905-546-3921

Hours: Mon to Thurs – 10 am to 9 pm
Sat – 10 am to 5 pm
Sun – 1 pm to 5 pm

Distance to nearest branch libraries (km):

Concession – 4.4; Sherwood – 5.8; Ancaster – 8.3; Mount Hope – 8.3; Central – 3.9

Branch Size:

The branch has 30,000 sq ft (2,787 sq metres) and is located in a two storey building with a full basement. Library collection is located on the two floors and programming and staff areas are located in the basement.

Background:

Terryberry Branch Library opened in January 1970 as a one floor building with a full basement and was the third branch on the mountain. It was renovated in 1990-91, and reopened in May 1991, with a second floor, expanded housing for the collection, improved and expanded reading and study space, and additional public meeting rooms.

The building is serviced by two elevators allowing full access to the collection.

The physical condition of the building is good.

Valley Park Branch Library (Stoney Creek)

Location: 970 Paramount Drive, Stoney Creek
905-573-3141

Hours: Mon, Wed & Thurs – 2 pm to 8 pm
Tues – 10 am to 8 pm
Sat – 10 am to 5 pm

Distance to nearest branch libraries (km):

Sherwood – 7.0; Red Hill – 8.2; Binbrook – 11.9; Central – 13.7

Branch Size:

The branch is located inside the Valley Park Community Centre and occupies 3,100 sq ft (288 sq metres).

Background:

The branch was first established in 1978 and moved to the Valley Park Community Centre in 1982. Access to the branch is through the main entrance of Community Centre.

The physical condition of the premises is good.

Waterdown Branch Library (Flamborough)



Location: 25 Mill Street N, Waterdown
905-689-6269

Hours: Mon to Thurs – 10 am to 8 pm
Sat – 10 am to 5 pm

Distance to nearest branch libraries (km):
Carlisle – 10.5; Millgrove 7.9; Central – 10.9

Branch Size:

The branch occupies 3,410 sq ft (317 sq metres) and is located in a two storey building.

Background:

The branch was established in 1966 and moved to its current location in 1979. The building currently occupied was built in 1857 and was municipal offices of the Township of East Flamborough for over 100 years and has been designated as a building of Historical and Architectural value under the Ontario Heritage Act.

The current physical condition of the building is adequate.

Westdale Branch Library



Location: 955 King Street West, Hamilton
905-546-3456

Hours: Mon & Wed – 10 am to 6 pm
Tues & Thurs – 10 am to 9 pm
Sat – 10 am to 5 pm

Distance to nearest branch libraries (km):
Locke – 2.8; Dundas – 5.2; Central – 3.1

Branch Size:

The branch occupies 9,950 sq ft (924 sq metres) and is located in a one storey building with a partial basement.

Background:

Westdale Branch, known originally as Western Branch, opened its doors to the public in June of 1957. It was closed down in Sept 1997 and re-opened in March 1998 having undergone a complete renovation and expansion in size from 7,750 sq ft to 9,950. Library collection, programming room and staff areas are located on the main level with the basement level being used for storage.

The physical condition of the branch is excellent.

Collection Access Management (Stoney Creek)

Location: 777 Hwy #8, Stoney Creek

Size: Occupies space on the 1st floor and basement totaling 5,685 sq ft (528 sq metres) – 3,100 sq ft on 1st floor and 2,585 on basement level.

Background:

In the fall in 2001 the Collection Access Management staff who order all the Library material and do the processing and cataloguing moved from the 6th Floor of Central Library to space in the former Stoney Creek City Hall.

Current physical condition of premises is excellent.



Hamilton Public Library

*Growing minds.
Growing community.*

DATE: March 19, 2004

REPORT TO: Chair and Members of the Board

C.C.: Ken Roberts, Chief Librarian

FROM: William Guise, Business Administrator

SUBJECT: Unaudited Financial Statements – December 31, 2003

RECOMMENDATION:

That the 2003 Unaudited Financial Statements (attached) for the Hamilton Public Library Board be received for information.

BACKGROUND:

The unaudited financial statements attached to this report encompass the operation of the Hamilton Public Library for the year ended December 31st, 2003 and will be presented to the firm of Grant Thornton auditors for the Hamilton Public Library and the City of Hamilton for their review and to give their opinion on them.

The financial statements are prepared in accordance with the accounting recommendations and disclosure requirements of the Public Sector Accounting Board (PSAB) of the Canadian Institute of Chartered Accountants.

The Hamilton Public Library Board

CONSOLIDATED STATEMENT OF FINANCIAL POSITION As at December 31, 2003

	<u>2003</u>	<u>2002</u>
ASSETS		
Financial assets		
Cash	\$ 39,773	\$ 28,819
Accounts receivable	1,028,411	61,759
Due from City of Hamilton (Note 2)	<u>5,810,560</u>	<u>5,601,439</u>
	<u>6,878,744</u>	<u>5,692,016</u>
Non-financial assets		
Prepaid expenses	<u>4,975</u>	<u>6,166</u>
	<u>\$ 6,883,719</u>	<u>\$ 5,698,182</u>

LIABILITIES

Accounts payable and accrued liabilities	\$ 1,022,224	\$ 501,873
Accrued sick and vacation liability (Note 3)	262,471	331,641
Deferred revenue	63,354	70,808
Due to trust funds	<u>111,227</u>	<u>96,077</u>
	<u>1,459,277</u>	<u>1,000,399</u>
Liability for future benefits (Note 4)	<u>1,608,000</u>	<u>1,581,000</u>
	<u>3,067,277</u>	<u>2,581,399</u>

LIBRARY POSITION

Reserves and reserve funds (Note 6)	5,686,914	5,029,424
Amounts to be recovered in future (Note 7)	<u>(1,870,471)</u>	<u>(1,912,641)</u>
	<u>3,816,443</u>	<u>3,116,783</u>
	<u>\$ 6,883,720</u>	<u>\$ 5,698,182</u>

Commitments (Note 9)

On behalf of the Board

Director

Director

See accompanying notes to the financial statements

UNAUDITED

The Hamilton Public Library Board

CONSOLIDATED STATEMENT OF FINANCIAL ACTIVITIES

For the year ended December 31, 2003

	Budgeted	Current Fund	Reserve Funds	2003 Total	2002 Total
REVENUE					
Municipal contribution	\$ 21,162,880	\$ 21,162,880	\$ -	\$ 21,162,880	20,448,590
Province of Ontario grants	949,450	949,451	-	949,451	949,451
Other grant revenue	150,880	379,279	-	379,279	457,073
Fines	483,630	437,353	-	437,353	455,686
Photocopier revenue	54,180	49,175	-	49,175	49,532
Other - rentals, sales and recoveries	84,940	134,643	-	134,643	110,718
Interest	-	-	219,268	219,268	139,010
Donations and other	-	21,653	-	21,653	27,574
Total revenue	22,885,960	23,134,433	219,268	23,353,701	22,637,634
EXPENDITURES					
Employee Costs	15,570,210	15,045,913	-	15,045,913	13,939,449
Library Materials	2,659,570	3,079,544	-	3,079,544	2,512,284
Facility Costs	2,525,740	2,535,081	-	2,535,081	2,748,092
Supplies and Services	1,545,360	1,626,786	-	1,626,786	1,552,867
Total expenditures	22,300,880	22,287,324	-	22,287,324	20,752,692
NET REVENUES	585,080	847,109	219,268	1,066,377	1,884,943
FINANCING AND TRANSFERS					
Long term debt charges (Note 4)	(580,620)	(581,082)	-	(581,081)	(577,005)
Transfer from Reserves - City of Hamilton	-	222,677	-	222,677	40,145
Transfer to Capital from Reserves	-	-	-	-	(75,000)
Transfer to Capital from Current	-	(51,637)	-	(51,637)	-
Transfers to Reserves - City of Hamilton	-	-	-	-	-
Net contributions from reserve fund	280,280	681,014	-	681,014	284,745
Net contributions to reserve fund	(284,740)	(1,119,237)	-	(1,119,237)	(1,556,638)
Net contributions to current fund	-	-	(681,014)	(681,014)	(284,745)
Net contributions from current fund	-	-	1,119,237	1,119,237	1,556,638
Net contributions to trust funds	-	-	-	-	-
Net contributions from trust funds	-	1,155	-	1,155	18,759
Increase (decrease) in amounts to be recovered in future	-	-	-	-	44,062
NET FINANCING AND TRANSFERS	(585,080)	(847,109)	438,222	(408,887)	(549,039)
CHANGE IN FUNDS	-	0	657,490	657,491	1,335,903
FUND BALANCES, beginning of the year	-	-	5,029,424	5,029,424	3,693,521
FUND BALANCES, end of the year	\$ -	\$ 0	\$ 5,686,914	\$ 5,686,915	5,029,424

See accompanying notes to the financial statements

UNAUDITED

The Hamilton Public Library Board

CONSOLIDATED STATEMENT OF CHANGES IN FINANCIAL POSITION For the year ended December 31, 2003

	2003	2002
Increase (decrease) in cash		
Operation activities		
Change in funds	\$ 657,491	\$ 1,335,903
Decrease (Increase) in accounts receivable	(966,652)	38,330
Decrease (increase) in due from City of Hamilton	(209,122)	(1,252,096)
Decrease (Increase) in prepaid expenses	1,192	4,177
Increase (Decrease) in accounts payable and accrued liabil	520,351	(137,263)
Increase (Decrease) in accrued sick and vacation liability	(69,170)	10,062
Increase (decrease) in deferred revenue	(7,453)	33,708
Increase (decrease) in due to trust funds	15,150	(11,495)
	<u>(58,214)</u>	<u>21,326</u>
Financing activities		
Increase (Decrease) in future benefits	27,000	34,000
Decrease (increase) in amounts to be recovered in future	42,170	(44,062)
	<u>69,170</u>	<u>(10,062)</u>
Net increase (decrease) in cash	10,956	11,263
Cash, beginning of year	28,818	17,555
Cash, end of year	\$ 39,775	\$ 28,818

See accompanying notes to the financial statements

UNAUDITED

The Hamilton Public Library Board

NOTES TO THE FINANCIAL STATEMENTS For the year ended December 31, 2003

1. SIGNIFICANT ACCOUNTING POLICIES

The consolidated financial statements of the Public Library Board (the Board) are prepared by management in accordance with generally 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:

(a) 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 a receipt of goods or services and the creation of a legal obligation to pay.

(b) 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 the expenditures occur, or to a reserve established for the purchase of capital assets.

(c) 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.

(d) Reserves for future expenditures

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

e) Use of estimates

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

(f) Budget figures

Budgets are only established for the Current Fund.

The Hamilton Public Library Board

NOTES TO THE FINANCIAL STATEMENTS

For the year ended December 31, 2003

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 AND VACATION PAY

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 sickleave would 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 who accumulated days, to the extent that they have vested and could be taken in cash by an employee on termination, amounted to \$262,471 (2002 - \$283,941) 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 \$27,867 (2002 - \$40,145) for sick leave liability is reflected in the Consolidated Statement of Financial Activities.

The accrual for vacation pay will be taken by employees in the form of vacation days in 2004.

4. LIABILITY FOR FUTURE BENEFITS

	<u>2003</u>	<u>2002</u>
Post employment benefits	\$ 1,608,000	\$ 1,581,000

In accordance with PSAAB guidelines the Board is required to report obligations 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 provision of employment agreements will be funded out of current revenue

The Hamilton Public Library Board

NOTES TO THE FINANCIAL STATEMENTS

For the year ended December 31, 2003

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.

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

Debenture Number	Purpose	Interest Rates	Maturity Date	2003	2002
91-050	Redhill Library	9.75% to 10%	2006	\$ 44,680	\$ 70,629
91-050	Terryberry Public Library	9.75% to 10%	2006	65,441	103,461
91-050	Sherwood Branch Library	9.75% to 10%	2006	58,242	92,080
94-006	Library	6.915%	2004	133,361	382,712
94-006	Library	6.915%	2004	31,877	91,482
01-244	Westdale Branch	3.125% to 6%	2011	180,994	190,650
01-244	Barton Branch	3.125% to 6%	2011	413,572	435,636
01-162	Central Library	4.65% to 6.75%	2016	27,322	28,638
				<u>955,489</u>	<u>\$ 1,395,288</u>

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

2004	235,804	234,540
2005	69,636	235,804
2006	71,378	69,636
2007	39,475	71,378
2008	41,560	39,475

(c) The Board was charged \$ 577,005 (2001 \$ 537,016) for long term debt and sinking fund charges during the year as follows:

	2003	2002
Principal	\$ 234,540	\$ 234,155
Interest	299,782	296,091
Sinking Funds	46,760	46,760
	<u>\$ 581,082</u>	<u>\$ 577,005</u>

6. RESERVES AND RESERVE FUNDS

	2003	2001
Mobile Equipment	\$ 477,560	\$ 428,071
Library Collections	1,471,773	1,753,241
Library General Development	646,896	712,821
Library Major Capital Projects	2,010,636	1,191,737
Summer Reading	134,629	102,888
Redeployment, Training & Restructuring	945,420	840,666
	<u>\$ 5,686,914</u>	<u>\$ 5,029,424</u>

UNAUDITED

The Hamilton Public Library Board

NOTES TO THE FINANCIAL STATEMENTS

For the year ended December 31, 2003

7. AMOUNTS TO BE RECOVERED IN FUTURE	<u>2003</u>	<u>2002</u>
Accrued sick and vacation liability	262,471	331,641
Employee benefit obligations	<u>1,608,000</u>	<u>1,581,000</u>
	<u>\$ 1,870,471</u>	<u>\$ 1,912,641</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 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 pension contributions required until January 1, 2003. Contributions then resumed with the return to the full rate being phased over two years.

Contributions for the current year were \$220,734 (2002 - \$NIL)

9. COMMITMENTS

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

2004	
2005	
2006	
2007	
2008	
Thereafter	
	<u>\$ -</u>

10. RELATED PARTY TRANSACTIONS

During the year the City paid the following amounts on behalf of the Library:

Utilities	
Debt charges	
	Principal
	Interest
Sinking fund payments	
Severance costs	

The utilities paid on behalf of the Library by the City comprised of the supply of utilities by the City's Central Utilities Plant amounting to \$ 112,038 (2001 - \$ 177,813) and the supply of utilities by third parties amounting to \$396,076 (2001 - \$ 310,707). The Central Utilities Plant costs are not reflected in the Library's Consolidated Statement of Financial Activities, but are included in the City's Consolidated Statement of Financial Activities.

The Hamilton Public Library Board

NOTES TO THE FINANCIAL STATEMENTS

For the year ended December 31, 2003

11. TRUST FUNDS

Trust funds administered by the Board amounting to \$ 2,169,308 (2002 \$ 2,023,183) have not been included in the Consolidated Statement of Financial Position nor have these operations been included in the Consolidated Statement of Financial Activities.

UNAUDITED

The Hamilton Public Library Board

Trust Funds

BALANCE SHEET
As at December 31, 2003

	<u>2003</u>	<u>2002</u>
ASSETS		
Cash	\$ 269,308	\$ 269,308
Deposits with the Hamilton Foundation	1,142,651	1,142,651
Due from current fund	96,077	96,077
Accrued interest receivable	515,148	515,148
	<u>\$ 2,023,184</u>	<u>\$ 2,023,184</u>

FUND BALANCES

Trust Funds - fund balances	<u>\$ 2,169,308</u>	<u>\$ 2,023,184</u>
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On behalf of the Board

Director

Director

See accompanying notes to the financial statements

UNAUDITED

The Hamilton Public Library Board

Trust Funds

STATEMENT OF CONTINUITY

For the year ended December 31, 2003

	<u>2003</u>	<u>2002</u>
Revenue		
Grants	\$ 5,050	\$ -
Interest	155,512	(4,333)
Donations and other	<u>12,175</u>	<u>3,000</u>
	<u>172,736</u>	<u>(1,333)</u>
Expenditures		
Other	<u>25,457</u>	<u>45,513</u>
Financing and transfers		
Net transfers to Library current fund	(1,155)	(18,759)
Net transfers from Library reserve funds	<u>-</u>	<u>-</u>
	<u>(1,155)</u>	<u>(18,759)</u>
Change in fund balances	146,125	(65,605)
Fund balances, beginning of year	<u>2,023,184</u>	<u>2,088,788</u>
Fund balances, end of year	<u>\$ 2,169,308</u>	<u>\$ 2,023,184</u>

See accompanying notes to the financial statements

UNAUDITED

The Hamilton Public Library Board

Trust Funds

NOTES TO THE FINANCIAL STATEMENTS

For the year ended December 31, 2003

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

	<u>2003</u>	<u>2002</u>
Trusts funds consist of:		
M. Walden Thompson	\$ 29,196	\$ 28,363
Special Gifts Fund	1,447,331	1,355,334
Permanent Endowment	528,471	490,381
K. McClaren Memorial	25,726	24,044
F. Walden	53,068	51,916
Dundas Library Fundraising	54,594	43,494
Waterdown Library	30,921	29,653
	<u>\$ 2,169,308</u>	<u>\$ 2,023,184</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

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Growing community.*

DATE: March 18, 2004
REPORT TO: Chair and Members of the Board
C.C.: Ken Roberts, Chief Librarian
FROM: William Guise, Business Administrator
SUBJECT: Reserves and Trust Funds

RECOMMENDATION:

That the attached Reserves and Trust Funds Report be accepted for information:

BACKGROUND:

The Library maintains several reserves and trust funds that were established for various purposes.

Library Reserves

Mobile Equipment

This reserve was setup to fund replacement of the library's bookmobiles and other vehicles. It was funded in 2003 by a transfer of \$30,000 from operating and earned \$19,488.97 in interest income.

The balance of the fund at December 31, 2003 is \$477,559.52.

Library Collections

This reserve was setup to smooth out the uneven purchase and delivery of library material that can take several months from the time of committing funds and actually delivery. In many cases library material may be ordered from pre-publication lists and delays and cancellations of publications can occur. The reserve is funded mainly by

any balance in the annual library materials and processing budget at year-end or drawn down by any deficit in the annual library materials budget. During 2003 the reserve was funded by donations (\$11,647.69), collection of cost of lost books from patrons (\$24,214.86), grants & subsidies for the purpose of acquiring library material (\$10,752.85) and interest income (\$75,002.36). During 2003, the fund was drawn down to fund Authority Control project (\$40,279.08), to fund start up collection of DVD's (\$200,000) and the Library Material expenditures timing (\$162,807.01)

The balance of the fund at December 31, 2003 is \$1,471,772.68

Library General Development

This reserve was setup to fund projects that furthered the general development of the provision of library services. During 2003 the reserve was funded by a transfer from operating (\$9,000.00), revenue from provision of printing from computers by patrons (\$17,196.53) and interest income (\$30,967.26). Funds were expended in 2003 to complete the renovations to the new Stoney Creek branch library (\$123,088.60).

The balance of the fund at December 31, 2003 is \$646,896.37).

Library Major Projects

This reserve was setup to fund major capital projects for the library. Any surpluses from the library's operating budget are used to fund this reserve and any deficits in operating are to be funded from this reserve. At the end of 2003, the operating surplus of \$767,916.80 has been transferred to the reserve.

The balance of the fund at December 31, 2003 is \$2,010,635.86.

Summer Reading

This reserve was setup to ensure that sufficient funds would be available to continue the Summer Reading program in the event that current grants for Summer Reading are no longer available and is funded by grant revenue received from outside groups. During 2003, this reserve was funded by grants (\$27,339.55) and interest income (\$4,401.49).

The balance of the fund at December 31, 2003 is \$134,229.46.

Redeployment, Training & Restructuring

This reserve was setup to fund cost of redeployment, training & restructuring and has been funded from monies saved through the OMERS contribution holiday. During 2003, the reserve was funded by the savings on contributions (\$221,168.00) and interest income of \$38,426.24). The reserve funded costs related to restructuring and labour negotiations (\$154,839.46). With the elimination of the OMERS contribution holiday, 2003 is the last year of contributions.

The balance of the fund at December 31, 2003 is \$945,420.39.

TRUST FUNDS

M. WALDON THOMPSON BEQUEST

This trust fund was established by the Hamilton Public Library Board to hold funds from the Estate of M. Waldon Thompson Bequest in memory of her sister Freda Farrell Waldon. The will stipulated that the funds are not to be used for normal operating expenses, but to be expended on the local history section of the Canadiana collection, for special furniture or equipment, rare books, or documents, microfilming of research material, or for any purpose which will promote the study of local history, sociology or ecology.

The balance in the trust fund at December 31, 2003 is \$29, 196.34.

SPECIAL GIFTS FUND

(Combined Special Gifts Fund and Capital Endowment Fund)

The Special Gift trust fund was establish through a major campaign effort conducted by the Hamilton Public Library Board during the construction of the Central Library in 1979 - 1981 to assist in supplying furniture and equipment. Funds were received by way of donations from the general public along with matching provincial funding.

The Capital Endowment Fund was established by the Hamilton Public Library Board to hold funds received from the Estate of Olive Mills. As a condition of the will, the Hamilton Public Library was to erect a plaque in memory of her father, Edward Mills, which plaque was to be placed in a conspicuous place on the main library building to be observed by the public

The Hamilton Public Library Board approved the following guidelines in June 1987 for spending income of the fund:

80% of the income earned is eligible for expenditure for the following:

1. **Special building improvements**
2. **Furniture and equipment**
 - to purchase furnishings and equipment throughout the Library system for the purpose of supporting new or enhanced services, the introduction of new technology in public service or in the support of the early endowment fund objectives.
3. **Collections**
 - to establish a new collection(s) made necessary by special demand or changed formats.
4. **Service Enhancement**
 - to send staff or Board members to other libraries or organizations to study specific uses which may be applicable to the Hamilton Public Library system.

- to help support/development outreach programmes/services which are a benefit to the Library.

The balance in the trust fund at December 31, 2003 is \$1,447,330.72.

PERMANENT ENDOWMENT (Legacy) FUND

This trust fund was established in 1997 with monies received from Estate of Edward A. Dowler. In Mr. Dowler's will, the monies were left to "The Bookmobile Service of the Hamilton Public Library". The Board accepted the Dowler bequest and according to Board motion passed April 17, 1996 directed that the funds be placed in the appropriate trust fund to be managed by the Hamilton Community Foundation, and that the annual expenditures of the income earned be made honouring the intent of Mr. and Mrs. Dowler.

The balance in the trust fund at December 31, 2003 is \$528,471.37.

KETHA MCLAREN MEMORIAL FUND

This trust fund was established by the Hamilton Public Library Board to hold funds donated in memory of Ketha McLaren and her contribution to librarianship and the Hamilton Public Library. The fund was created to provide grants out of the interest earned on the fund to staff members of the Hamilton Public Library. The grants are to be used by individuals to develop their library skills.

The balance in the trust fund at December 31, 2003 is \$25,725.82.

F. WALDON BEQUEST

This trust fund was established to hold funds from the Estate of Freda Farrell Waldon. The will stipulates that the funds are not to be used for normal operating expenses, but to be expended on the local history section of the Canadiana collection, for a mural or other work of art, special furniture or equipment, rare books or documents, microfilming of research material, assistance with the publication of books about Hamilton and district, or for any purpose which will promote the study of local history, sociology or ecology, or the dissemination of the result of such research.

The balance in the trust fund at December 31, 2003 is \$53,068.47.

DUNDAS LIBRARY FUND RAISING

This trust fund was established to hold funds raised by the Dundas Public Library before amalgamation and is to be used for the benefit of service provided to Dundas area.

The balance in the trust fund at December 31, 2003 is \$54,594.44.

WENTWORTH WATERDOWN LIBRARY

This trust fund was established to hold funds raised by Wentworth Library for the expansion/relocation of the Waterdown Branch Library.

The balance in the trust fund at December 31, 2003 is \$30,921.11.

**HAMILTON PUBLIC LIBRARY
Reserve Funds
AT DECEMBER 31, 2003**

	Total	106005 Mobile Equipment	106006 Library Collections	106007 Library General Development	106008 Library Major Capital Projects	106009 Summer Reading	106011 Redeployment Training Restructuring
Opening Balances	(5,029,424.18)	(428,070.55)	(1,753,241.01)	(712,821.18)	(1,191,737.41)	(102,888.42)	(840,665.61)
45498 Donations	0.00					0.00	
47505 Investment Income	(2,463.18)						(2,463.18)
47535 Interest Own Funds	(216,804.79)	(19,488.97)	(75,002.36)	(30,967.26)	(50,981.65)	(4,401.49)	(35,963.06)
48500 Contribution from Current							
750020 Mobile Equipment	(30,000.00)	(30,000.00)					
750020 Grounds Provision	(9,000.00)			(9,000.00)			
750020 Donations	(11,647.69)		(11,647.69)				
750020 Lost Books	(24,214.86)		(24,214.86)				
750020 Grants & Subsidies	(10,752.85)		(10,752.85)				
Various OMERS	(221,168.00)						(221,168.09)
750020 Operating Surplus	(767,916.80)				(767,916.80)		
750305 Printer Revenue	(17,196.53)			(17,196.53)			
750510 Summer Reading	(27,339.55)					(27,339.55)	
	(1,119,236.28)	(30,000.00)	(46,615.40)	(26,196.53)	(767,916.80)	(27,339.55)	(221,168.00)
48700 OMERS Contributions	0.00						
58300 Trf to Current							
750015 Legal Costs	154,839.46						154,839.46
750020 Authority Control	40,279.08		40,279.08				
750020 Library Materials	362,807.01		362,807.01				
750700 Stoney Creek Relocation	123,088.60			123,088.60			
	681,014.15	0.00	403,086.09	123,088.60	0.00	0.00	154,839.46
58600 Transfer to Capital	0.00						
58525 Other – Current	0.00						
	(657,490.10)	(49,488.97)	281,468.33	65,924.81	(818,898.45)	(31,741.04)	(104,754.78)
Balance at December 31, 2002	(5,686,914.28)	(477,559.52)	(1,471,772.68)	(646,896.37)	(2,010,635.86)	(134,629.46)	(945,420.39)

HAMILTON PUBLIC LIBRARY
Trust Funds
AT DECEMBER 31, 2003

	Total	125005 M Waldon Thompson	125010 Special Gifts	125025 Permanent Endowment	125030 K McClaren Memorial	125035 F Walden	125051 Dundas Library Fundraising	125052 Wentworth Waterdown Library
Assets								
11020 Bank	277,049.09	27,756.70	171,145.90			78,146		
12300 Interest Receivable	633,092.84		508,012.63	115,151.59	9,928.62			
13120 Investments Trust Funds	1,147,700.95		692,694.55	440,325.74	14,680.66			
13130 Investments – Long Term	0.00							
13305 accrued interest	238.35	62.47				175.88		
Due from (to) Operating Fund	2,058,081.23	27,819.17	1,371,853.08	555,477.33	24,609.28	78,322.37	0.00	0.00
	111,227.04	1,377.17	75,477.64	27,005.96	1,116.54	(25,253.90)	54,594.44	30,921.11
	2,169,308.27	29,196.34	1,447,330.72	528,471.37	25,725.82	53,068.47	54,594.44	30,921.11
Fund Balance								
27600 Opening	(2,023,183.52)	(28,362.51)	(1,355,333.62)	(490,380.71)	(24,044.39)	(51,915.99)	(43,493.71)	(29,652.59)
Net Revenue (Expend)	(146,124.75)	(833.83)	(91,997.10)	(38,090.66)	(1,681.43)	(1,152.48)	(11,100.73)	(1,268.52)
Closing Balance	(2,169,308.27)	(29,196.34)	(1,447,330.72)	(528,471.37)	(25,725.82)	(53,068.47)	(54,594.44)	(30,921.11)
Revenue								
43550 Other Subsidies/Grants	(5,050.00)			(5,050.00)				
45498 Donations	(12,174.69)		(3,000.00)				(9,174.69)	
Transfers from Reserves	0.00							
47500 Interest Earned	(7,747.95)	(777.33)	(4,782.13)			(2,188.49)		
47535 Interest – Own Funds	(4,130.25)	(56.50)	(2,973.34)	1,103.95	(45.81)	1,036.01	(1,926.04)	(1,268.52)
47567 Unrealized Investment Gain	(54,341.89)		(42,029.34)	(11,494.08)	(818.47)			
48737 Revenue – Hamilton Foundation	(89,291.69)		(56,440.19)	(31,681.82)	(1,169.68)			
	0.00							
	(172,736.47)	(833.83)	(109,225.00)	(47,121.95)	(2,033.96)	(1,152.48)	(11,100.73)	(1,268.52)
Expenditures								
52601 Bank fees/charges	0.00							
52901 Interest	0.00							
54350 Miscellaneous Expense	25,456.74		17,227.90	7,876.31	352.53			
57710 Trust – Trf to Current Fund	1,154.98			1,154.98				
	0.00							
	26,611.72	0.00	17,227.90	9,031.29	352.53	0.00	0.00	0.00
Net Expenditure (Revenue)	(146,124.75)	(833.83)	(91,997.10)	(38,090.66)	(1,681.43)	(1,152.48)	(11,100.73)	(1,268.52)



DATE: March 17, 2004
REPORT TO: Chair and Members of the Board
C.C.: Ken Roberts, Chief Librarian
FROM: Linda Foley, Manager Human Resources
SUBJECT: Recommendation to Adopt revised Health & Safety Policy

RECOMMENDATION:

That the attached changes to the Library Board Health and Safety policy be adopted.

FINANCIAL/STAFFING/LEGAL IMPLICATIONS:

The *Ontario Health and Safety Act* requires employers to review and post annually their health and safety policy. In performing this review, the policy has been changed to reflect the principles found within the act with specific responsibilities and activities moved to companion policies and specific terms of reference for the health and safety committee. In order to meet the Board's legislative requirements, an annual review of the policy and documentation of this review is required.

BACKGROUND:

The Library Board adopted a revised policy statement that directed activities to occur. During the amalgamation, many of these initiatives have been in a holding pattern, the Health & Safety committee operating as a combination of 3 separate entities with the issue of committee numbers pending the outcome of collective bargaining.

The responsibility for program development has been moved to the Human Resources function, and a review and audit of the current programs and practices to commence shortly. Compliance with legislative requirements has commenced. Further audit, program reviews and training initiatives will be a focus for the 2004 year.

49-1 HEALTH AND SAFETY POLICY

Policy Level: Library Board

Author: L. Foley

Revision Date: March 2004

First Approved: December 14, 1992, January 2002

Policy Statement

The Hamilton Public Library Board will provide and maintain safe and healthy working conditions for all employees in keeping with the requirements of the *Occupational Health and Safety Act* and other relevant legislation. To fulfill this commitment the Library will:

1. Meet or exceed health, safety and ergonomics standards, applying the precautionary principle as needed;
2. Recognize the importance of consulting and cooperating with joint health and safety committees and representatives when developing and implementing programs and procedures; and
3. Provide the training and education specific to job requirements.

Application

This policy applies to all Hamilton Public Library Board employees.

Conditions

The following conditions will guide the development and implementation of all health and safety programs and procedures:

1. Protecting the health and safety of all employees is a commitment of the highest priority.
2. Management will take a leadership role in promoting a safe and healthy work environment.
3. Management, employees and the union share the responsibility for reducing injuries and illness by ensuring that jobs are performed in a safe and healthy manner.
4. Good management systems and practices will be developed with employee involvement and cooperation to minimize injuries and illness.
5. Health and safety procedures will focus on the prevention of injuries and illnesses and be based on scientific principles and acceptable standards.
6. Information about health and safety programs will be made accessible to all employees.
7. Employees will be informed of any known safety, health and ergonomic hazards in their work.
8. Programs and practices will be reviewed on an as needed basis and at least annually to ensure they are in keeping with legislative and corporate standards.

Implementation

This policy statement is intended to provide direction for the development of all health and safety programs and procedures.



Memo

To: Doreen Horbach, Chair, Hamilton Public Library Board
Board Members

From: Kit Darling, Electronic Services Co-ordinator

CC: Ken Roberts, Chief Librarian

Date: March 6, 2004

Re: Award of Desktop Computer Equipment Supply

Recommendation:

That the contract for the supply of desktop, notebook and thin client computers to the Hamilton Public Library be awarded to Metafore Corporation for a term of twenty-four (24) months with an option to extend for an additional twenty-four (24) months.

Financial and Staffing Implications:

Over the term of this 24-month contract, it is estimated that approximately 513 desktop, notebook and thin client computers will require replacement at a cost of approximately \$500,000. The funding for this is included in the operating budget.

Background:

A Request for Proposal was issued for the Purchase of Desktop, Laptop and Thin Client computers in December 2003. Four companies responded to the RFP. One (1) company only bid on thin clients and two (2) companies submitted bids on two different makes and models. Metafore received the highest score and submitted the lowest bid. Electronic Services staff evaluated both the equipment options proposed by Metafore and are recommending acceptance of the Seanix brand computers. This is the brand that we have been using for several years. Electronic Services staff are pleased with the quality of the product and with the responsiveness of the manufacturer.

The criteria for acceptance was based on:

- Cost of the equipment proposed, including the guaranteed discount below Public Sector pricing

Kit Darling, Electronic Services Coordinator
Hamilton Public Library
55 York Boulevard, Hamilton, ON L8N 4E4

- On-site warranty services for 3 years
- On-site out of warranty services
- Value added services provided
- Adherence to technical specifications
- Reliability of the equipment proposed
- Availability of the equipment proposed
- Proponent's experience and availability of certified technicians
- Reference checks
- Results of testing for compatibility with use by members of the public (short listed proponents only)
- Results of testing on Hamilton Public Library's network (short-listed proponents only)

The equipment will be leased through an agreement with the City of Hamilton.



Hamilton Public Library

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DATE: March 19 2004

REPORT TO: Doreen Horbach, Chair of the Library Board

C.C.: Members of the Library Board

FROM: Ken Roberts, Chief Librarian

SUBJECT: Chief Librarian's 2004 Workplan

RECOMMENDATION:

That the Chief Librarian's 2004 Workplan, based on the Strategic Priorities, be approved.

BACKGROUND:

The Chief Librarian's workplan is the core workplan document that allows for the creation of Workplans for all members of the Administration Team as well as workplans for the library's extended management team.

The Chief Librarian's Workplan is to be reviewed with the Board Chair every three months and can be changed as a result of those reviews.

Hamilton Public Library 2004 Workplan

Ken Roberts,
Chief Librarian

1.0 Empower Communities

Success Measure	Objectives	When	Actions to be taken
1.1 Strengthen our central and our branch libraries.	Develop branch library collection profiles that allow branches to reflect their surroundings Improve the look and feel and efficiency of our library locations.	Q4	At least five branches will produce collection profiles. The profiles will act as templates for other branch locations to produce such profiles in 2005.
		Q4	Report, to the library board, on the impact of the proposed south mountain branch on existing library locations.
		Q3	Work with city officials and with the YMCA on any plans for the design of a south mountain library branch.
		Q3	Report to the Library Board on a timeframe, process and cost for implementing the final recommendations of the Central Library Review.
		Q3	Report, to the library board, on facilities issues that affect library services in the Waterdown area of the city.
		Q3	Provide the Library Board with estimated costs and sources of funding for the potential renovation and expansion of the Ancaster library.
		Q3	Report, to the Library Board, on the possibility of creating a "theme" branch in Saltfleet, emphasizing teen services.
	Q4	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.	
	Refocus and restructure the Central Library non-fiction collections.	Q2	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.

<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>Q2</p> <p>Q4</p> <p>2005</p>	<p>Complete the migration to Horizon, including all staff training, record conversion, etc.</p> <p>Report to Admin.</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</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>Q2</p>	

2.0 Celebrate Diversity

Success Measure	Objectives	When	Actions to be taken
2.1 Ask people what they need from their public library system	<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>Q1</p> <p>Q1</p> <p>Q2</p> <p>Q3</p> <p>Q2</p> <p>2005</p> <p>Q3</p>	<p>Hold stakeholder consultations</p> <p>Publicize plans for the Central Library</p> <p>Create a collections workplan for the next three years</p> <p>Incorporate findings in the Children's strategic report to the Library Board</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.</p> <p>Conduct the research project and report the findings to the Library Board.</p> <p>Report to admin.</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>Q3</p> <p>2005</p> <p>Q1</p> <p>Q4</p> <p>Q2</p> <p>Q4</p> <p>Q2</p>	<p>Introduce special storytime programming for newcomer families and summer reading outreach programs</p> <p>The measurements will be those required by the province in support of the program.</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.</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.</p> <p>Implement the directives of the Collections Report once the Library Board accepts it.</p> <p>Specific activities will be in the Adult Services Report to the Board.</p> <p>See 1.4</p>
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2.3 Increase student awareness and use of the library system	Pilot an after-school Homework program in at least one library location	Q1	<p>This activity is complete. Branches will pursue various after-work programs, as appropriate to their locations.</p> <p>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.</p> <p>Work with the new Golden Horseshoe "Library Cooperative"</p> <p>To be completed as outlined in the 2004 Collections Report to the Board</p>
	Increase curriculum related support services for students and teachers in elementary school grades	Q3	
	Identify and promote library print and electronic collections that support High School curriculum core courses.	Q3	
	Establish a Central Library Youth Advisory Group	Q3	
	Include a higher emphasis on school-related material in Collection profiles	Q2	

3.0 Strengthen our organization

Success Measure	Objectives	When	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	Q4	<p>External signage at all locations except Central will reflect the new identity of the library system.</p>
	Unify the look of our external signage	Q4	
	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		
	Manage the collection as one cohesive resource applying the principles of stewardship.		

<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>Q2</p> <p>Q2</p> <p>Q2</p> <p>Q1</p> <p>Q3</p>	<p>Present the new contract to staff groups, working with CUPE 932</p> <p>Implement a training program for managers using the new contract.</p> <p>This is an obligation created both by law and by the new contract.</p> <p>Youth Services has lost one librarian from its 2003 complement.</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>Q3</p> <p>Q4</p> <p>Q2</p> <p>Q3</p> <p>Q2</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.</p> <p>Workplans for all Admin Staff members were introduced in 2003. This objective will expand on that base.</p> <p>Performance appraisal processes will be introduced for management staff in 2004 and for union staff in 2005.</p> <p>Underway (see above)</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	Q2	Evaluate the effect of the adjustments to cleaning time made early in 2004.
	Negotiate a Facilities Service Level Agreement with the City of Hamilton, with measures for maintaining and improving our buildings.	Q4	Subject to city processes.
	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	Q4	Subject to city processes
	Participate in a consortium of large Ontario public libraries designed to explore the potential savings of purchasing electronic resources together	Q3	Project is under way
	Plan for the timely replacement of all owned computer equipment as part of the 2005 operating budget	Q3	

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	Q2	Work with the city top ensure that future library needs are built into the new DC agreement
4.2 Start the expansion of the Ancaster branch	To take the project to the point where a contract bid can be released.	Q2	

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

5. Management/Board Initiatives

Success Measure	Objectives	When	Actions to be taken
<p>5.1 Decide if the Locke renovations should proceed, and if not, how the property should be managed.</p>		<p>Q2</p>	

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.

<p>Plan Owner: _____ Date: _____</p>	<p>Supervisor: _____ Date: _____</p>
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Hamilton Public Library

*Growing minds,
Growing community.*

DATE: March 19, 2004

REPORT TO: Chair and Members of the Board

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

SUBJECT: **Bookmobile Funding**

RECOMMENDATION:

That \$10,000.00 be allocated from the Permanent Endowment trust funds (Deptid 125020) to cover the costs of 2 summer students to assist with the bookmobile's summer reading programme.

FINANCIAL/STAFFING/LEGAL IMPLICATIONS:

There is sufficient funds available for distribution from the Permanent Endowment trust fund.

BACKGROUND:

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

Endowment funds were used to hire summer students in 2002 and 2003 for the bookmobile summer reading programme. Summer students are essential to the bookmobile's summer reading program as they help promote the program in the schools, listen to the children's reports on books they have read, distribute incentives to the children and record statistics.