

## **Mission Statement**

*Freedom to Discover*

## **Strategic Priorities**

*A Community Beacon      Relevant and Responsive  
A Creative and Changing Organization*

## **HAMILTON PUBLIC LIBRARY BOARD**

**Regular Board Meeting**  
**Wednesday, May 20, 2015**  
**Central Library, Board Room**

5:30 p.m. Dinner

6:00 p.m. Meeting

## **AGENDA**

### **1. Discussion Period**

1.1 Dundas Public Consultation

### **2. Acceptance of the Agenda**

### **3. Minutes of the Hamilton Public Library Board Meeting of Wednesday, April 15, 2015**

Attachment #3

### **4. Presentations**

4.1 Digital Storytelling Update – iBeacons – MS/LL

### **5. Consent Items**

5.1 Annual Financial Report – RH

Attachment #5.1

**Suggested Action: Receive**

5.2 ILS Provider Name Change – LB

Attachment #5.2

**Suggested Action: Recommendation**

### **6. Business Arising**

6.1 Start the Cycle – KA/MS

Attachment #6.1

**Suggested Action: Recommendation**

6.2 Code of Conduct – KA

Attachment 6.2

**Suggested Action: Recommendation**

6.3 Facilities Masterplan – PT

Attachment #6.3

**Suggested Action: Receive**

6.4 Greensville – PT/RH

Attachment #6.4

**Suggested Action: Recommendation**

6.5 Library Board Tablets – LB/PT

Attachment #6.5

**Suggested Action: Recommendation**

## **7. Correspondence**

## **8. Reports**

8.1 Chief Librarian's Report

Attachment #8.1

**Suggested Action: Receive**

8.2 Report from the Audit Committee

Attachment #8.2

**Suggested Action: Recommendation**

## **9. New Business**

9.1 Diversity Inclusion Policy – LD

Attachment #9.1

**Suggested Action: Recommendation**

## **10. Private and Confidential**

## **11. Date of Next Meeting**

Wednesday, June 17, 2015

**Central Library, Board Room, 5<sup>th</sup> Floor**

5:00 p.m. Meeting

7:00 p.m. Annual Chairmen's Dinner

## **12. Adjournment**

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**HAMILTON PUBLIC LIBRARY BOARD**

Regular Board Meeting  
Wednesday, April 15, 2015  
Central Library, Board Room  
5:30 p.m. Dinner  
6:00 p.m. Meeting

**MINUTES**

**PRESENT:** Suzan Fawcett, David Simpson, Nicolas van Velzen,  
Wenda Tulloch, George Geczy, Clare Wagner, Jennifer Gautrey,  
Mary Ann Leach, Richard Bagdonas, Councillor Partridge,  
Councillor Pearson

**STAFF:** Lisa DuPelle, Karen Anderson, Melanie Southern, Robin Hewitt,  
Paul Takala, Susan Kun, Karen Hartog

**GUESTS:** Carol Wilkinson

Ms Fawcett called the meeting to order at 6:00 p.m.

**1. Discussion Period**

1.1. Introductions

Susan Kun, Interim Director of Collections, who is replacing Mr. Ciccone on his secondment was welcomed by the Library Board members.

**2. Acceptance of the Agenda**

**MOVED** by Mr. van Velzen, seconded by Ms Gautrey,

**THAT THE AGENDA BE ACCEPTED AS PRESENTED.**

**MOTION CARRIED.**

**3. Minutes of the Hamilton Public Library Board Meeting of Wednesday, March 18, 2015**

**MOVED** by Ms Wagner, seconded by Mr. Bagdonas,

**THAT THE MINUTES OF THE HAMILTON PUBLIC LIBRARY BOARD MEETING OF WEDNESDAY, MARCH 18, 2015 BE ACCEPTED AS PRESENTED.**

**MOTION CARRIED.**

**4. Presentations**

**4.1 March Break Update**

Ms Barrie provided a presentation on the March Break programs held at the Library.

**5. Consent Items**

**6. Business Arising**

**6.1 Turner Park Update**

**MOVED** by Ms Gautrey, seconded by Ms Leach,

**THAT THIS REPORT ON RECENT TURNER PARK CUSTOMER USAGE BE RECEIVED FOR INFORMATION.**

**MOTION CARRIED.**

**6.2 2014 Year End Variance Details**

**MOVED** by Ms Gautrey, seconded by Mr. Geczy,

**THAT THE UNAUDITED HAMILTON PUBLIC LIBRARY BUDGET VARIANCE DETAILS FOR COST CATEGORIES FINANCIAL AND MATERIALS AND SUPPLIES, BE RECEIVED.**

**MOTION CARRIED.**

**7. Correspondence**

No correspondence.

## 8. Reports

### 8.1 Chief Librarian's Report

**MOVED** by Ms Tulloch, seconded by Councillor Partridge,

**THAT THE CHIEF LIBRARIAN'S REPORT BE RECEIVED FOR INFORMATION.**

**MOTION CARRIED.**

## 9. New Business

### 9.1 Quarterly Metrics Report

**MOVED** by Ms Wagner, seconded by Ms Leach,

**THAT THE LIBRARY BOARD RECEIVE THE 2015 1ST QUARTER STATISTICAL REPORT UPDATE FOR INFORMATION.**

**MOTION CARRIED.**

### 9.2 Dundas Library

**MOVED** by Mr. van Velzen, seconded by Councillor Pearson,

**THAT THE LIBRARY BOARD APPROVES THE ALLOCATION OF \$500,000 FROM LIBRARY RESERVES (LIBRARY MAJOR CAPITAL PROJECTS), \$100,000 FROM AODA OPERATING AND \$75,000 FROM THE SPECIAL GIFTS FUND TO SUPPORT THE COST OF RENOVATIONS TO THE DUNDAS BRANCH.**

**MOTION CARRIED.**

### 9.3 Customer Code of Conduct

Ms Anderson reported on the changes made to the current Code of Conduct and the direction and message the Library would like to move to with the new Code of Conduct.

Board Members provided feedback and suggested changes to the Code of Conduct presented.

**MOVED** by Councillor Partridge, seconded by Ms Leach,

**THAT THE HAMILTON PUBLIC LIBRARY BOARD APPROVE THE UPDATED CUSTOMER CODE OF CONDUCT.**

**MOVED** by Ms Leach, seconded by Ms Wagner,

**THAT THE LIBRARY BOARD REFER THIS ITEM BACK TO STAFF TO INCLUDE THE EDITS AND UPDATES AND BRING BACK TO THE NEXT MEETING.**

**MOTION CARRIED.**

9.4 Self Check Replacement

**MOVED** by Councillor Pearson, seconded by Mr. Bagdonas,

**THAT THE HAMILTON PUBLIC LIBRARY BOARD APPROVE AN ADDITIONAL \$390,000.00 BE ADDED TO THE RFID CAPITAL PROJECT FROM RESERVES (106014-COMPUTERS AND SERVERS) TO REPLACE THE SELF CHECK UNITS AT ALL LIBRARY LOCATIONS WITH BIBLIOTHECA SELF CHECK UNITS.**

**MOTION CARRIED.**

9.5 Library Board Tablet Evaluation

**MOVED** by Ms Tulloch, seconded by Ms Gautrey,

**THAT THIS REPORT BE RECEIVED FOR INFORMATION AND COMMENT.**

**MOTION CARRIED.**

**10. Private and Confidential**

No private and confidential items.

**11. Date of Next Meeting**

Wednesday, May 20, 2015  
Central Library, Board Room, 5<sup>th</sup> Floor  
5:30 p.m. Dinner  
6:00 p.m. Meeting

**12. Adjournment**

**MOVED** by Councillor Partridge, seconded by Ms Tulloch,

**THAT THE HAMILTON PUBLIC LIBRARY BOARD MEETING OF  
WEDNESDAY, APRIL 15, 2015 BE ADJOURNED.**

**MOTION CARRIED.**

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

Minutes recorded by Karen Hartog



Hamilton  
Public  
Library

# Annual Financial Report 2014

Robin Hewitt  
May 20, 2015



# 2014 Financial Statements

Attachment #5.1

## Consolidated Statement of Financial Position

	2014	2013
<b>Financial Assets</b>		
Cash	\$ 30,280	\$ 30,631
Accounts receivable	63,427	74,355
Due from City of Hamilton (note 2)	9,154,043	8,653,462
	<b>\$ 9,247,750</b>	<b>\$ 8,758,448</b>
<b>Liabilities</b>		
Accounts payable and accrued liabilities	\$ 638,626	\$ 635,667
Due to trust funds	367,691	367,461
Liability for future benefits (note 3)	2,240,100	2,168,505
	<b>3,246,417</b>	<b>\$ 3,171,633</b>
Net financial assets	<b>6,001,333</b>	<b>5,586,815</b>
<b>Non-financial assets:</b>		
Prepaid expenses	407,611	98,966
Tangible capital assets (net) (Page 12)	12,535,866	12,741,239
	<b>12,943,477</b>	<b>12,840,205</b>
Accumulated surplus (note 8)	<b>\$18,944,810</b>	<b>\$18,427,020</b>

# 2014 Financial Statements

Attachment #5.1

## Consolidated Statement of Operations and Changes in Net Assets

	Budget 2014	Actual 2014	Actual 2013
	(unaudited)		
Revenue:			
Municipal contribution	\$28,145,940	\$ 28,145,940	\$ 28,103,080
Province of Ontario Grants	949,450	949,451	949,451
Other grant revenue	216,870	254,619	344,832
Fines	476,070	436,371	512,806
Photocopier revenue	68,370	96,358	81,869
Other – rentals, sales and recoveries	116,220	134,896	88,288
Interest	-	188,046	199,534
Contributions from Municipal reserves	281,490	282,006	293,444
Donations	-	20,255	18,710
	30,254,410	30,507,942	30,592,014
Expenditures:			
Employee related expenses	\$20,288,590	\$ 19,795,230	\$ 19,134,401
Capital Financing (note 4)	344,990	344,056	345,295
Financial	397,770	472,718	532,760
Materials and supplies	3,932,870	738,924	624,452
Vehicle expenses	67,490	44,367	43,697
Building and grounds	1,575,200	1,493,242	1,431,178
Consulting	-	6,635	33,401
Contractual	2,000,250	1,701,872	1,343,286
Reserves/recoveries	1,640,850	1,716,443	1,696,397
Cost Allocations	-	-	2,131
Amortization	-	3,598,672	3,563,649
Change in employee benefits	-	71,595	2,072
Contribution to Municipal reserves	6,400	6,398	6,058
Contribution to Municipal capital	-	-	-
	30,254,410	29,990,152	28,758,777
Net revenue	-	517,790	1,833,237
Contributions to reserves from Municipality	-	-	2,371,184
Annual surplus		517,790	(537,947)
Accumulated surplus, beginning of year	18,427,020	18,427,020	18,964,967
Accumulated surplus, end of year	\$ 18,427,020	18,944,810	\$ 18,427,020

# 2014 Financial Statements

Attachment #5.1

## Consolidated Statement of Changes in Net Financial Assets

	2014	2013
Annual surplus	\$ 517,790	\$ (537,947)
Acquisition of tangible capital assets	(3,393,299)	(3,515,478)
Amortization of tangible capital assets	3,598,672	3,563,649
	205,373	48,171
Acquisition of prepaid expenses	(407,611)	(98,966)
Use of prepaid expenses	98,964	113,531
	(308,647)	14,565
Change in net financial assets	414,516	(475,211)
Net financial assets, beginning of year	5,586,815	6,062,026
Net financial assets, end of year	\$ 6,001,331	\$ 5,586,815

# 2014 Financial Statements

Attachment #5.1

## Consolidated Statement of Cash Flows

	2014	2013
Cash provided by (used in):		
Operating Activities:		
Annual surplus (deficit)	\$ 517,790	\$ (537,947)
Items not involving cash:		
Amortization	3,598,672	3,563,649
Decrease in future benefits	71,595	2,072
Change in non-cash assets and other liabilities:		
Accounts receivable	10,928	(24,628)
Due from City of Hamilton	(501,581)	692,149
Prepaid expenses	(308,645)	14,565
Accounts payable and accrued liabilities	2,959	(189,470)
Due to trust funds	230	792
	3,392,948	3,521,182
Capital activities:		
Purchase of tangible capital assets	(3,393,299)	(3,515,478)
Net change in cash	(351)	5,704
Cash, beginning of year	30,631	24,927
Cash, end of year	\$ 30,280	\$ 30,631

# 2014 Financial Statements

Attachment #5.1

## Schedule of Tangible Capital Assets

### December 31, 2014

Cost	Computer hardware	Computer software	Collections	Furniture and Equipment	Total
Beginning of year	\$ 441,307	\$ 257,151	\$ 22,362,448	\$ 2,247,349	\$ 25,308,255
Add: Additions during the year	13,197	4,568	3,016,937	358,597	3,393,299
Less: disposals during the year	(227,974)	-	(2,941,956)	(143,546)	(3,313,476)
End of year	\$ 226,530	\$ 261,719	\$ 22,437,429	\$ 2,462,400	\$ 25,388,078

Accumulated Amortization	Computer hardware	Computer software	Collections	Furniture and Equipment	Total
Beginning of year	\$ 251,626	\$ 74,485	\$ 11,335,900	\$ 905,005	\$ 12,567,016
Add: amortization during the year	111,306	51,887	3,199,991	235,488	3,598,672
Less: amortization on disposals	(227,974)	-	(2,941,956)	(143,546)	(3,313,476)
End of year	\$ 134,958	\$ 126,372	\$ 11,593,935	\$ 996,947	\$ 12,852,212

Net book value	\$ 91,572	\$ 135,347	\$ 10,843,494	\$ 1,465,453	\$ 12,535,866
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### December 31, 2013

Cost	Computer hardware	Computer software	Collections	Furniture and Equipment	Total
Beginning of year	\$ 306,251	\$ 144,897	\$ 22,201,840	\$ 2,066,399	\$ 24,719,387
Add: additions during the year	135,056	112,254	2,898,311	369,857	3,515,478
Less: disposals during the year	-	-	(2,737,703)	(188,907)	(2,926,610)
End of year	\$ 441,307	\$ 257,151	\$ 22,362,448	\$ 2,247,349	\$ 25,308,255

Accumulated Amortization	Computer hardware	Computer software	Collections	Furniture and Equipment	Total
Beginning of year	\$ 127,033	\$ 34,280	\$ 10,890,440	\$ 878,224	\$ 11,929,977
Add: amortization during the year	124,593	40,205	3,183,163	215,688	3,563,649
Less: amortization on disposals	-	-	(2,737,703)	(188,907)	(2,926,610)
End of year	\$ 251,626	\$ 74,485	\$ 11,335,900	\$ 905,005	\$ 12,567,016

Net book value	\$ 189,681	\$ 182,666	\$ 11,026,548	\$ 1,342,344	\$ 12,741,239
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# Library Reserves

	106005	106006	106007	106008	106009	106011	106012	106013
Total	Mobile Equipment	Library Collections	Library General Development	Library Major Capital Projects	Youth Literacy	Redeployment Training Restructuring	Youth Programming	Accessibility Health & Safety
Opening Balances Jan 1, 2013	(7,854,284.53)	(686,723.29)	(1,812,184.12)	(2,646,562.71)	(394,616.82)	(494,238.72)	(116,389.74)	(638,806.44)
Adjustment to Reserve	-	-	-	-	-	-	-	-
Opening Balances Jan 1, 2014	(7,854,284.53)	(686,723.29)	(1,812,184.12)	(2,646,562.71)	(394,616.82)	(494,238.72)	(116,389.74)	(638,806.44)
47535 Interest Own Funds	(8,151.40)	(16,441.41)	(43,387.01)	(63,363.56)	(9,447.85)	(11,832.98)	(2,786.58)	(15,294.20)
48500 Contribution from Current	(30,000.00)							
750020 Mobile Equipment	(30,000.00)							
750020 Grounds provision	(9,000.00)			(9,000.00)				
750020 Donations	(20,255.20)	(20,255.20)	(96,357.65)					
750305 Printer Revenue	(96,357.65)							
750160 Computers & Servers	(308,040.00)							
	(463,652.85)	(20,255.20)	(96,357.65)	(9,000.00)	-	-	-	-
49400 Borrowing From Reserves								
750040 Hydro Savings Repayment	(144,763.00)	(43,006.30)	(50,878.35)		(36,341.68)	-	-	-
	(144,763.00)	(43,006.30)	(50,878.35)	-	(36,341.68)	-	-	-
58101 Transfer Operating								
750160 Counting Opinions	1,703.31	1,703.31						
	1,703.31	1,703.31	-	-	-	-	-	-
Net Change	(52,688.07)	(77,999.60)	(190,623.01)	(72,363.56)	(45,789.53)	(11,832.98)	(2,786.58)	(15,294.20)
	(794,758.50)	(77,999.60)	(190,623.01)	(72,363.56)	(45,789.53)	(11,832.98)	(2,786.58)	(15,294.20)
Balance at December 31, 2014	(8,649,043.03)	(764,722.89)	(2,002,807.13)	(2,718,926.27)	(440,406.35)	(506,071.70)	(119,176.32)	(654,100.64)

# Trusts

## Statement of Financial Position

As at December 31, 2014

	2014	2013
<b>Financial Assets</b>		
Cash	\$ 313,094	\$ 309,052
Investment in the Hamilton Community Foundation	2,808,980	2,607,010
Due From City of Hamilton	368,732	367,691
<b>Total Financial Assets</b>	<b>\$ 3,490,806</b>	<b>\$ 3,283,753</b>
<b>Accumulated surplus</b>	<b>\$ 3,490,806</b>	<b>\$ 3,283,753</b>

## Statement of Operations

Year ended December 31, 2014

	2014	2013
<b>Revenues</b>		
Investment income	\$ 249,544	\$ 454,455
<b>Total revenue</b>	<b>\$ 249,544</b>	<b>\$ 454,455</b>
<b>Expenses</b>		
Other	\$ 42,491	\$ 33,965
<b>Total expenses</b>	<b>\$ 42,491</b>	<b>\$ 33,965</b>
<b>Annual surplus</b>	<b>\$ 207,053</b>	<b>\$ 420,490</b>
<b>Accumulated surplus at the beginning of the year</b>	<b>3,283,753</b>	<b>2,863,263</b>
<b>Accumulated surplus at the end of the year</b>	<b>\$ 3,490,806</b>	<b>\$ 3,283,753</b>

### Library

M. Walden Thompson Estate	21,007	20,557
Special Gift Fund Central	2,554,464	2,406,469
Permanent Endowment Fund	765,678	712,535
Keetha McLaren Memorial Fund	40,405	36,803
F. Walden Library Bequest	64,732	63,910
Waterdown Library Fundraising	44,520	43,479
	<b>\$ 3,490,806</b>	<b>\$ 3,283,753</b>

# Capital Variance Report

PROJECT ID	DESCRIPTION	APPROVED BUDGET	ACTUAL REVENUES	ACTUAL EXPENDITURE LTD	BUDGET VARIANCE	% COMPLETE	EXPLANATION
<b>2014</b>							
7501451401	Central Lib Renos - Phase 3	1,750,000	-	45,552	1,704,448	2.60%	Project to be completed in late 2015
7501451402	Logo & Brand Implementation	135,000	-	19,136	115,864	14.17%	Project to be completed in mid 2015
7501451403	Love Your City Project	150,000	4,698	4,698	145,302	3.13%	Project to be completed in late 2015
	<b>Sub-Total</b>	2,035,000	4,698	69,386	1,965,614	3.41%	
<b>2013</b>							
3501351303	Security Camera Installation	325,000	-	17,775	307,225	5.47%	Branch drop box cameras installed, and Central first floor cameras to be upgraded by mid 2015
7501341301	Dundas Library Expansion	100,000	100,000	84,546	15,454	84.55%	Project to finish on budget with feasibility study planned for early 2014
7501351302	Digital Equipment Upgrade	675,000	675,000	311,904	38,096	89.12%	Project to finish on budget
	<b>Sub-Total</b>	1,100,000	775,000	414,225	360,775	53.45%	
<b>2012</b>							
7501241200	Binbrook Library Branch Renos	1,700,000	100,000	22,781	77,219	22.78%	Project to finish on budget. Construction to begin in late 2015
7501241203	Central Library Renos Flrs 2-	600,000	600,000	549,029	50,971	91.50%	Project finished with favourable variance
7501257201	Integrated Library System	400,000	400,000	295,410	104,590	73.85%	Project to finish on budget
	<b>Sub-Total</b>	2,700,000	1,100,000	867,220	232,780	78.84%	
<b>2010</b>							
7501041101	Lighting Retrofits-Library	995,850	995,847	935,609	60,241	93.95%	Projected to finish on budget
7501041102	Library Branch Renovations	285,000	317,453	279,575	- 12,207	98.10%	Variance to actual revenue is favourable by \$37,878
7501057100	Public Computing and Printing	172,300	218,281	232,558	- 82,003	134.97%	Variance to actual revenue is unfavourable by \$14,278
	<b>Sub-Total</b>	1,453,150	1,531,580	1,447,742	- 33,969	99.63%	
<b>2009</b>							
7500941900	Lynden Branch Library	1,820,000	1,823,572	1,666,350	153,650	91.56%	It is anticipated the budget will finish on budget. The construction of the patio to occur in 2015
	<b>Sub-Total</b>	1,820,000	1,823,572	1,666,350	153,650	91.56%	
<b>2008</b>							
7500841800	RFID Project	3,400,000	3,400,000	3,376,098	23,902	99.30%	It is anticipated the project will finish on budget.
	<b>Sub-Total</b>	3,400,000	3,400,000	3,376,098	23,902	99.30%	
<b>2007</b>							
7500741701	Library Renovations	1,503,000	1,502,082	1,556,957	- 53,957	103.59%	Project finished 3.5% over budget. Additional funding needs will be reviewed at year end.
	<b>Sub-Total</b>	1,503,000	1,502,082	1,556,957	- 53,957	103.59%	
<b>2006</b>							
7500641101	Waterdown Branch Library	7,402,000	5,252,873	5,898,046	1,503,954	79.68%	Project to finish on budget.
	<b>Sub-Total</b>	7,402,000	5,252,873	5,898,046	1,503,954	79.68%	



# Development Charges

	2013	2014	2015
	Actual	Actual	Forecast
Residential	359,350.56	(1,077,591.23)	(1,769,125.20)
Non Residential	(103,335.29)	(184,584.21)	(234,035.91)
Combined	256,015.27	(1,262,175.44)	(2,003,161.11)
<b>RESIDENTIAL</b>			
<b>Opening Balance</b>	<b>43,020.89</b>	<b>359,350.60</b>	<b>(1,077,591.23)</b>
<b>Revenue</b>			
Investment Income	(17,670.79)	(27,065.18)	(78,467.40)
Dev't charge collected	563,204.06	656,243.64	724,351.43
Dev't charge payment agreements		18,088.92	
Dev't charge refunds		(2,215.77)	
<b>Total Revenue</b>	<b>545,533.27</b>	<b>645,051.61</b>	<b>645,884.03</b>
<b>Expenses</b>			
Debt repayment	(281,493.00)	(281,493.00)	(281,493.00)
Trans to Capital	52,289.44	(1,800,500.44)	(1,055,925.00)
<b>Total Expense</b>	<b>(229,203.56)</b>	<b>(2,081,993.44)</b>	<b>(1,337,418.00)</b>
(Gain)/Loss	316,329.71	(1,436,941.83)	(691,533.97)
<b>Closing Balance</b>	<b>359,350.60</b>	<b>(1,077,591.23)</b>	<b>(1,769,125.20)</b>
<b>NON RESIDENTIAL</b>			
<b>Opening Balance</b>	<b>(104,505.63)</b>	<b>(103,335.89)</b>	<b>(184,584.21)</b>
<b>Revenue</b>			
Investment Income	(3,836.27)	(4,500.57)	(8,538.54)
Dev't charge collected	3,044.01	4,130.83	14,661.84
Dev't charge payment agreements		200.39	
<b>Total Revenue</b>	<b>(792.26)</b>	<b>(169.35)</b>	<b>6,123.30</b>
<b>Expenses</b>			
Trans to Capital	1,962.00	(81,078.97)	(55,575.00)
<b>Total Expense</b>	<b>1,962.00</b>	<b>(81,078.97)</b>	<b>(55,575.00)</b>
(Gain)/Loss	1,169.74	(81,248.32)	(49,451.70)
<b>Closing Balance</b>	<b>(103,335.89)</b>	<b>(184,584.21)</b>	<b>(234,035.91)</b>

# Development Charges Costs For Library Service

Time Frame	Single Detached Dwelling & Semi detached Dwelling (per unit)	Apartments 2+ bedrooms (per unit)	Apartments Bachelor & 1 bedroom (per unit)	Townhouses & other Multiple unit Dwellings (per unit)	Residential Facility (per bedroom)	Non-Residential (per square foot)
July 6, 2013 - July 5, 2014	390	239	160	280	115	0.02
July 6, 2014 - January 5, 2015	471	337	291	194	147	0.04
January 6, 2015 - July 5, 2015	528	380	324	221	169	0.04
July 6, 2015 (subject to indexing)	586	424	358	249	190	0.04
2 year increase	196	185	198	-31	75	0.02
<b>2 year increase percentage</b>	<b>50.26%</b>	<b>77.41%</b>	<b>123.75%</b>	<b>-11.07%</b>	<b>65.22%</b>	<b>100.00%</b>

**Date:** May 15, 2015  
**To:** Chair and Members of the Board  
**c.c.** Paul Takala, Chief Librarian  
**From:** Lita Barrie, Director, Digital Technology & Youth Services  
**Subject:** **Integrated Library System (ILS) Change in Name**

---

**Recommendation:**

The Hamilton Public Library Board approves Innovative Interfaces Inc. as an authorized vendor to the Library's Integrated Library System software.

**Financial/Staffing/Legal Implications:**

This recommendation will enable staff to continue to work with the existing authorized vendor.

**Background:**

In December 2012, the Hamilton Public Library Board approved VTLS as a Vendor of record for the Library's Integrated Library System software. Last spring, VTLS was acquired by Innovative Interfaces. The Library has received notice that invoicing has now been merged and we will be invoiced by Innovative Interfaces Inc. In compliance with procurement policy, the Hamilton Public Library Board must officially recognize the change in company name for Innovative Interfaces to continue as an authorized vendor.

**Date:****To:** Chair and Members of the Board**c.c.** Paul Takala, Chief Librarian**From:** Karen Anderson Director of Public Service  
Melanie Southern, Director of Public Service**Subject: Start the Cycle Pilot**

---

**Recommendation:**

The Hamilton Public Library Board approves a pilot children's bike loan program in partnership with Start the Cycle.

**Financial/Staffing/Legal Implications:**

All bikes, locks and helmets will be provided at no charge through the Canadian Tire Jump Start program. All maintenance will be the responsibility of Start the Cycle. Insurance coverage is provided by Start the Cycle.

**Background:**

The library is committed to providing relevant and responsive services and programs. The children's bike loan program is the result of a partnership with Start the Cycle and will be conducted at Barton and Red Hill. With a library card customers will be able to borrow a bike (plus lock and helmet). Timed to complement the PanAm games and the new Canon Street bike corridor, the program would launch in June and run until the end of September. This program aligns well with a community led approach and provides a unique way for these libraries to engage with their communities. Interest in the project from local schools and members of the Gibson and Landsdowne community hub has been very positive. City staff has also supported this pilot project as it builds on an emerging cycling culture in the City with a focus on children.

Start the Cycle is a Hamilton based organization aimed at providing a bike share option for school aged children that improves access to cycling, reduces barriers for disadvantaged youth and supports family health and wellness goals. Barton and Red Hill branches have been selected to maximize community impact of this program. Start the Cycle is associated with the incubator program at Innovation Factory and receives assistance from the City's Economic Development Department. Start the Cycle will provide all equipment and arrange for bike maintenance with local organizations/bike shops, eg SoBi

A similar Start the Cycle pilot directed at university students has been operating successfully for 8 months and has recently launched at Mohawk College. The Guelph Public Library is starting a pilot in July 2015.

Extending the library loan model beyond books and other materials is not new. As a trusted resource embedded in the community, libraries provide a customer focused infrastructure that can be used to loan non-traditional items. Examples include the loans of tools and equipment, fishing or other recreational gear, pedometers, and seed libraries. Many of these initiatives are quite focused, are operated at a small scale and seasonal in nature. The proposed bike loan pilot at Barton and Red Hill would be similar and would be evaluated in October 2015.

**Date:** May 15, 2015  
**To:** Chair and Members of the Board  
**c.c.** Paul Takala, Chief Librarian  
**From:** Karen Anderson, Director Public Service  
**Subject:** **Customer Code of Conduct**

---

**Recommendation:**

That the Hamilton Public Library Board approve the updated Customer Code of Conduct.

**Financial/Staffing/Legal Implications:**

Updating the Customer Code of Conduct does not impact our budget, staffing levels or legal responsibilities.

**Background:**

As part of our ongoing development of Customer Service improvements we identified that our Customer Code of Conduct needed to be updated.

Hamilton libraries strive to be community beacons throughout the city. Receiving more than 3.8 million in person visitors per year, libraries are well used destinations with customers and staff sharing space and interacting on a daily basis. It is important to establish a shared expectation of how customers will use the spaces and access service. Libraries should present a respectful and inclusive environment where customers feel welcomed, comfortable and able to fully utilize the wide range of services and programs.

Occasionally staff or security is required to remind customers of appropriate conduct. These interventions are the exception. By clarifying the underlying principles of respect, inclusion and accountability the Code sets the tone for a positive interaction between customers and with staff. Rather than focus on negative behaviours, the new wording restates the expectations in terms of positive behaviours and actions and will improve customer communication.

## **Customer Code of Conduct**

Policy Level: Library Board

Author: Director, Public Services

Date Approved: January 15, 2001; January 2005; Draft April 2015

### **Service and Customer Commitment**

Welcome to the Hamilton Public Library. Our top priority is to ensure a positive experience for our library users, whether in person or virtual. With staff and customers sharing a commitment to maintain a pleasant, safe and respectful environment for learning and leisure, together we will create the opportunity for everyone to use the library.

Everyone has the right to enjoy the services of the Hamilton Public Library. As a customer of Hamilton Public Library we ask you to:

- **Be courteous and respectful**

Please minimize disturbance to others and use respectful language and conduct at all times. Be mindful of personal hygiene and always wear appropriate attire including shirt and footwear.

- **Follow Library policies and procedures**

Employees make every effort to apply these library rules in a fair, dignified, and positive manner for the benefit of all. You can assist by providing the library with your up-to-date contact information as well as offering comments and feedback on our service.

- **Treat Library materials, resources and spaces with care and respect**

Please keep library materials clean and in good condition so that they may be enjoyed again. When visiting the library, please use resources and spaces for their intended purpose to ensure a positive experience for all.

- **Be responsible for those in your care**

Do not leave a child or vulnerable person unattended. Supervise all individuals for whom you are responsible.

Failure to comply with the Customer Code of Conduct may result in a suspension of Library privileges.

**Relevant Legislation:** [Child and Family Services Act](#); [Accessibility for Ontarians with Disabilities Act](#); [Human Rights Code](#); [Public Libraries Act](#); [Children's Aid Society of Hamilton](#); [Catholic Children's Aid Society of Hamilton](#)

**Code of Conduct (Previous Version to be Replaced)**

Policy Level: Library Board

Author: Director, Public Services

Date Approved: January 15, 2001; January 2005

**Purpose**

These rules have been established and will be enforced for the comfort and safety of patrons, volunteers, and staff and for the protection of library materials and property.

**Policy Statement****LIBRARY USERS MUST NOT**

- Engage in any activity in violation of Federal or Provincial law, Municipal by-law or library policy.
- Physically assault or threaten violence.
- Harass staff or other library users or use insulting or threatening language.
- Leave children without someone who is responsible for their safety and supervision. Library staff is obligated by the Ontario Child and Family Services Act to call the Police or Children's Aid Society if a child is in need of protection.
- Fail to comply with a reasonable request.
- Cut, tear, deface, break, damage, or steal any library materials, equipment or property. Interfering with the designated use of computers and networks is also not allowed.
- Create disruptive noises such as loud talking, screaming or banging on computer keyboards.
- Disturb or intrude upon the rights of others to use the library.
- Smoke on library premises or within 9 metres of library entrances.
- Enter into staff areas, including staff workstations, desks or use staff equipment in public areas.
- Enter library premises drunk or under the influence of illegal drugs.
- Enter the library or while on library premises be barefoot, without a shirt, or with offensive body odour.
- Canvas, petition or engage in commercial activity, including selling, soliciting or unauthorized distribution of circulars.
- Move library furniture from areas so as to interfere with the use and enjoyment of the library by others.
- Place feet on tables and chairs or sleep in the library.
- Use roller blades, skateboards or other sporting equipment while on library premises.
- Use washrooms for bathing, shampooing, doing laundry, or changing clothes.
- Take library materials into a washroom.
- Members of the public must open all bags, books and papers for inspection if requested by staff.
- Animals are not permitted in library buildings, except in authorized programs or when needed to assist a person with a disability.
- Violation of any of the above rules could result in suspension of library privileges including banning from all library locations, cost recovery charges, and/or prosecution under the Ontario Trespass to Property Act, R.S.O. 1990 or the Criminal Code.

**Relevant Legislation:** [Child and Family Services Act](#); [Children's Aid Society of Hamilton](#); [Catholic Children's Aid Society of Hamilton](#)



**Date:** May 15, 2015  
**To:** Chair and Members of the Board  
**From:** Karen Anderson, Director Public Services  
Paul Takala, Chief Librarian/CEO  
**Subject:** **Updated Facility Master Plan (FMP) – 3<sup>rd</sup> Draft**

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**Recommendation:**

That the attached third draft of the Facility Master Plan be received for comment and feedback.

**Financial/Staffing/Legal Implications:**

The Facilities Master Plan (FMP) provides guidance for both determining which library construction/renovation projects get priority and the form those projects take. It informs communications, staff actions and has helped affect a significant facility renewal over the last several years at the Hamilton Public Library.

The actions recommended in the FMP are not binding; however, actions taken by the Board to advance aspects of the plan often lead to commitments that are binding. As the Facilities Master Plan approved in 2011 states:

*The Library Board's Facilities Master Plan is expected to be a living document. Changes to the Approved Actions can take place at any Library Board meeting and the changes will be reflected in the Facilities Master Plan.*

**Background:**

In January 2015 the 1<sup>st</sup> draft of the updated FMP was brought to the Library Board for feedback. The 2<sup>nd</sup> draft addressed feedback from the Board and was brought back to the March 2015 Library Board meeting. This draft has addressed feedback from that discussion. In March it was reported that the age friendly audits and building assessments being conducted in conjunction with the City of Hamilton would be incorporated into the next draft that would be brought back to the Library Board in September.

Since the last meeting we learned that the Library Board was going to be asked to make a decision on the Greensville project at the May meeting. Because the Library Board has expressed the need for the decision on Greensville to be based on an updated FMP, staff have prepared this 3<sup>rd</sup> draft to ensure the Board has as much information as possible to make a decision. Our plan is to incorporate information from the current studies that are ongoing back to the new Library Board in the fall. The new Board then will be able to determine next steps regarding Board deliberations around the updated FMP.



## Hamilton Public Library Facilities Master Plan 2015 – DRAFT 3

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*Last updated 15-05-15*

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#### **Reader's Note:**

Edits from Draft 1 & 2 of the FMP have been incorporated into this draft. For draft 3, additional text has been highlighted in blue. Over the next several months Age Friendly Audits and Building Assessments will be conducted. Relevant information from those reports will be incorporated into an updated version of this document that will be brought back to the Library Board in the fall of this year.

#### **Links to the previous Facilities Master Plans:**

[Facilities Master Plan 2005](#)

[Facilities Master Plan 2011](#)

## PART I

### Introduction

The Hamilton Public Library Board serves the 520,000 residents of the City of Hamilton. While most Hamiltonians live in a densely populated urban area, many live in rural communities or suburban neighbourhoods. The City of Hamilton is spread over a large geographic area, covering more than 1,200 square kilometres. The library system provides services through a Central Library, 22 branch libraries, two bookmobiles and Visiting Library Services.

The Hamilton Public Library Board adopted its first Facilities Master Plan in 2005, and then updated it in 2007 and in 2011. These documents have provided excellent guidance and contributed to major facility renewal. While the 2011 document is still highly relevant, FMP 2015 is being developed to address 2 major developments since 2011:

1. Significant progress made on facility renewal since 2011
2. Rapid growth in digital usage and eBooks that is having an impact on the amount of space our physical collections will need to occupy in the future

Although more work needs to be done, progress that has been made on challenges and work identified in the 2011 report:

- 6 buildings were identified as not being able to continue to provide services in their current locations. 4 have been addressed or will be addressed shortly:
  - Lynden – New building opened January 2013
  - Millgrove - closing in 2015 when Waterdown opens
  - Rockton - closed January 2013
  - Waterdown - New building opening in May 2015
- Several significant renovations have been completed since 2011, these include:
  - Barton – Reno completed 2011
  - Central – Phase 2 completed (2nd floor, elevators) 2014
  - Concession – Reno completed 2011
  - Kenilworth – Reno completed 2011
  - Lynden – New build completed 2013
  - Red Hill – Reno completed 2011
  - Saltfleet – sold 2nd floor to School Board 2013
  - Terryberry – Reno completed 2012
- Planning progress that has been made since 2011:
  - Binbrook – Funding almost complete for new build
  - Central - Phase 3 funded & scheduled for 2015
  - Dundas – Feasibility Study completed 2014
  - Locke – Vestibule investigation
  - Valley Park – Feasibility Study in 2015
  - Westdale – Minor refresh being planned

## Library Design Principles adopted by the Library Board

Each library branch must be designed in such a way that people passing in a car, in a bus, or on foot feel invited to enter and use the facility. Branches should be located on main thoroughfares with good street presence.

1. Each branch must appear inviting, and attractive with a clearly visible entrance.
2. Each branch library should be a single story building whenever possible.
3. Construction materials should be durable and easily maintained. Designs should allow for people who pass by to experience a sense of community pride.
4. Branch construction should be as energy efficient as possible and as environmentally sensitive as budgets will allow.
5. Each branch library must provide flexible space, allowing for easy adaptation.
6. Each branch library must meet all provincial and federal accessibility standards.
7. Library branches should be community meeting places.
8. New branches should be located, whenever practical, in a multi-use facilities shared with partners that possess visions compatible with that of the library system.
9. The library system must accommodate new service models and the changing demands of customers. This will entail a shift toward more electronic service delivery.
10. The sustainability of the entire system is dependent on balancing the resources that are spent on services, collections, staff, and facilities.
11. Changes in the ways that library services are delivered will mean that staff space must be ergonomic, flexible and efficient.
12. Library Branches should be spaced throughout the city so that no resident (or as few as possible) need to travel more than fifteen minutes to reach a library location. Travel time is defined as transit use where transit is available and car use where no transit is available. Priority will be given to sustaining or creating branches that help to meet this need.
13. New branches should be located in population clusters serving at least 15,000 people. Rural branches, which may be needed to meet travel expectations, may be an exception.
14. Branches serving growth areas should be at least 10,000 ~~12,000~~ square feet in size. As use of libraries continues to change this minimum number should be re-evaluated.
15. Furnishings, equipment and technology must anticipate the future needs of customers and must take advantage of technologies that maximize self-service, improve security and minimize materials handling.

## Library Board Statement on Sustainability

It is the responsibility of the Hamilton Public Library Board to ensure that the funding it receives provides the best possible library service to Hamilton residents. It is the responsibility of the library to ensure that all residents have access to the information and the resources required to enhance their lives. Libraries thrive when five core

elements are present. These elements are:

1. Collections that are relevant and that are available when people need them;
2. Facilities that are busy, attractive, accessible and open sufficient hours to justify their costs;
3. Technological infrastructure that is robust and capable of adapting to changing customer demands and expectations;
4. Staff that are knowledgeable, trained and who perform work that provides relevant value to those they serve;
5. Services and programs that remain relevant to those they serve and that are modified, added or eliminated to reflect changing customer needs;

When too much or too little of the available funding is disproportionately spent on any single element or elements, a library system cannot operate effectively or provide relevant on-going service to the municipality it serves.

The Hamilton Public Library Board is committed to seek a delicate balance between these elements when it sets budgets and when it reviews the operations of the library system.

## Best Practices and Trends

Cities have discovered that attractive downtown libraries are powerful magnets for attracting people and bringing together a wide diversity of community members. The same is true for library branches where they play a similar role in communities and neighbourhoods. In addition to providing access to books and other library materials, increasingly individuals are using our library locations to engage in group and individual study, access wireless and computers; and attend library programs that are relevant to their interests and needs.

There is general recognition that library facilities can no longer convey a bland institutional look and remain effective. People react to space. The quality of the space that is provided affects the way people use their libraries. There is a clear expectation that facilities will be cleaned, maintained, and upgraded as needed. There are expectations that staff space will be ergonomic and comfortable. In general, legislation pertaining to Health and Safety issues continues to evolve and to require the attention of employers.

Since the rapid adoption of digital formats which started to accelerate in 2011, leading libraries have been shifting some of their spaces from housing collections to other uses. While it is difficult to predict with precision how rapidly the shift to digital will happen, the broad trends are clear and widespread. The impact of this change on existing libraries will be a gradual reduction in space dedicated to collections. The rate of that change will be determined by local use and need. The largest impact on the digital shift is to the size of collections, however, this shift has also resulted in a reduction in the amount of space needed for staff backroom functions. Together these trends impact

overall size requirements of future library buildings.

People want to use mobile devices, eat, drink, and stay connected while inside library branches. At the same time, others demand space that allows them to escape and focus. Libraries need to cater to both expectations: collaborative community space and quiet individual study space. Libraries have been looking to a number of solutions to accommodate these different expectations of our spaces including:

- Where appropriate, using zoned spaces to ensure we can accommodate both quiet study and louder more collaborative activities. Also, high quality white noise systems present a promising technology that assists with reducing the conflict between those looking for quiet space and those looking to collaborate and engage with others.
- Increasingly library customers are seeking spaces to plug-in and use their own devices. Having sufficient electrical outlets and good wifi coverage creates opportunities for customers to self select areas that most meet their needs.
- Libraries have relaxed rules around eating and drinking as spaces have shifted from a primary focus on collections. Some libraries have been successful at partnering with businesses to provide coffee and other refreshments for sale. In shared facilities this has worked very well in common spaces.

As mobile devices, such as tablets, become more popular, we see a gradual shift away from the need to provide a large number of public access computers. The rate and degree of the shift will be dependent on local needs and will vary. Also, we see that access to more specialized digital media equipment is becoming increasingly in demand and the library will need to shift some of the resources freed up by fewer public computers to this newer area of service.

There is a trend to locate library branches within multi-use facilities. Recreation facilities are probably the most prevalent partnership, although there are a number of potential partners with compatible missions and values. With current accessibility standards the required size of washrooms has increased and the multi-use facility model is particularly cost effective when building small branches.

Implementations of vending machines to provide an alternative service delivery to date have not been very successful. Although vending technology that distributes physical formats will likely improve over time, remote stations that make digital downloads available provide a more promising and cost effective way of promoting library service in remote locations

Many Library branches now house services that are delivered by third party agencies or under contract to third party agencies. Hamilton delivers literacy training to new Canadians and is participating in a pilot project aimed at determining the role of public libraries in the delivery of government services. Almost all large public library systems offer some form of literacy training and assistance, often under grant funding.

## Challenges/Roadblocks

- Some library branches do not meet the Library Board's vision for libraries as places that are comfortable and inviting and that contain meeting spaces as well as computers and collections of appropriate material.
- HPL has two remaining buildings that cannot be renovated at a reasonable cost to provide adequate library services or to meet accessibility requirements.
- Libraries should be leaders in the use of green technologies but budgets do not always permit the construction or retrofitting of library facilities that adhere to green standards. The high cost of maintaining small buildings that are open few hours is of continuing concern.

## Opportunities/Assets

- There has been a significant renewal of many Hamilton Public Library buildings over the last several years. That, along with consolidation of services in some locations, has put the Library facilities on a more sustainable footing.
- The Library Board's strategic plan has committed us to maintain excellent physical collections while embracing the digital. This direction means we will need to keep parts of our buildings dedicated to physical formats for the foreseeable future. While physical books will continue to have an important place in our libraries, with the shift to digital formats, we should anticipate continued opportunities to shift spaces from holding collections to meeting customer needs. Expanding spaces for people to collaborate or engage in quiet study will help us meet increasing demands for service without significant capital investments. It should be noted that some of our locations are small with limited opportunities to repurpose space.
- Multi-year efforts to improve staff processes and empower customers to self service have created opportunities to shift staff resources from manual repetitive tasks to providing higher value training and learning programs. This work is core to our role as a public library we should continue to shift staff resources to higher value tasks.
- The shift away from repetitive tasks also creates opportunities for the Library to look at service hours.

## Listening to those we serve

Face-to-face meetings are an important part in any consultation process but large public meetings permit only a few voices to be heard and a skewed view of public opinion to emerge. When public advice and options are being considered on emotional issues, other means of consultation must also be used.

The Library Board has found enormous value in holding Open House style sessions over several time periods, allowing people to sit down and discuss issues with individual Board and staff members. The Library Board finds that this consultation model is excellent as it involves more dialogue with more individuals allowing for a more complete conversation. As well, the discussions can be summarised and shared with the



community.

The Library's collection management system and other reporting mechanisms provide information about patterns of use. The activity by postal code report, for example, shows where people in particular neighbourhoods are likely to turn for library services. The provision of this information is seen as another means of consultation.

Focus groups, public meetings, discussions with councillors are all appropriate ways to create dialogue. The Library also offers ongoing customer service feedback mechanisms including Counting Opinions and AskHPL.

Appropriate community consultation helps all participants reach an understanding of residents use or could use library services and how the services can be provided efficiently and effectively.

The Library Board understands that people want assurance that they are receiving excellent value for the money their tax dollars provide.

## Next Steps

The Facilities Master Plan is designed to catalogue, as accurately and as factually as possible, the current condition of library facilities as well as the Library Board's vision for the desired tone and feeling for library facilities. It is expected to be a living document. Changes to the Approved Actions can take place at any Library Board meeting and the changes will be reflected in the Facilities Master Plan.

The entire Facilities Master Plan, including the principles and trends upon which it is based, will be reviewed by the Library Board no later than 2018.

While this Facilities Master Plan identifies proposed "actions" that staff are to take, it does not set out either a timeframe or a source of funding for all of these actions.

The Facilities Master Plan does not address how existing facilities that fall short of the Library Board's vision can be brought up to an acceptable standard, both in terms of physical accessibility and in terms of mood and atmosphere.

Setting timelines, priorities and indentifying funding is an ongoing process. Once the Board approves the updated Facilities Master Plan, staff will begin to work on the new priorities. While staff will focus their efforts on realizing the vision outlined in this document, from time to time, a new funding offer or partnership may create an unexpected opportunity not envisioned in this plan. In those circumstances staff will look to the alignment with this document and our overall strategic priorities and will bring the matter to the Library Board to get authorization to pursue.

## Summary of Approved Actions by Location

Location	Approved Actions 2011	Notes	Draft Proposed Actions 2015
Ancaster	Monitor use of the facility and growth in the community.	Renovation completed 2006	Monitor use of the facility and growth in the community.
Barton	Renovate early in 2011	Renovation completed January 2011	Monitor and Maintain
Bookmobiles	Review the locations served by the library's bookmobile service, with the possibility of rural bookmobile service as a consideration.	Bookmobile service added to Rockton in January 2013.	Add bookmobile stop to Millgrove when new Waterdown opens. Review stops in 2015.
Binbrook	Monitor use of the facility and growth in the community. Significant funding needs to be attached to this project.	Most funds have been secured for building a new and expanded Binbrook Library on the current site.	Finalize capital funding for the new expanded Binbrook Library to be built in 2015/16 subject to completion of adjacent City sewer installation.
Carlisle	The Board is committed to try to keep the portable open until a new Waterdown Branch is open, at which time its future will be reviewed. This commitment cannot be kept if construction of Waterdown is delayed or unexpected problems arise. With the construction of the Lynden Branch, the Board now knows that any new rural location will cost at least \$1,500,000 to build. There is no known source of funding for a Carlisle Branch.		Consistent with previous commitments made by the Board, postpone a review of Carlisle until at least one year after the new Waterdown Branch is open.

Location	Approved Actions 2011	Notes	Draft Proposed Actions 2015
Central	Continue with Renovations on 2 -5 floors, subject to Board budget approval, as funds become available. This is a high priority and can lead to operational efficiencies.	Phase 1 – 1 <sup>st</sup> Floor completed Dec. 2010 Phase 2 – 2 <sup>nd</sup> Floor and elevators completed April 2014. Phase 3 – funding approved by the Library Board in Dec. 2013	Phase 3 - 4 <sup>th</sup> Floor, Hamilton-Wentworth Rooms, Technical Services move, 1 <sup>st</sup> floor adjustments – complete approved plan in 2015. Phase 4 – Local History and Archives, 3 <sup>rd</sup> Floor, move of Digital Technology. Report back to the Board to determine scope and funding.
Concession	Monitor and Maintain	New HVAC scheduled for spring 2015.	Monitor and Maintain
Dundas	Begin to plan for a significant renovation and expansion but not as one of the system's most urgent needs.	Feasibility study completed in 2014.	Secure capital funding to complete the renovation. Identify alternative site to serve Dundas during construction.
Freelton	Monitor and maintain		Monitor and maintain
Greensville	Greensville provides little service for the money that is spent and should be a strong consideration for closure if budget issues arise. Staff should monitor growth in the community.	Exploration of potential partnership with HWDSB to relocate to a joint facility on the site of new Greensville public school.	To be determined by the Library Board, May 2015.
Kenilworth	Structural and interior renovations are slated for 2011.	Renovation completed January 2011 Foundation repairs completed in Nov/14 Historical designation pending, part of 2015-2019 process.	Monitor and Maintain.
Locke	Maintain. Expand when and if donated funds and opportunity allow, but not as a high priority.	Feasibility study (2014/15) to replace/expand vestibule and entrance.	Review options and funds regarding a new vestibule and entrance.

Location	Approved Actions 2011	Notes	Draft Proposed Actions 2015
Lynden	Construct new building in 2011.	New building opened January 2013 Sidewalk repairs/adjustment necessary in 2015 Minor variance request for adjoining patio structure in Dec 2014.	Monitor and Maintain.  Repair sidewalk to improve accessibility and ease of use.  Construct patio in spring 2015.
Millgrove	To be closed when the new Waterdown Branch opens. Millgrove will receive a bookmobile stop and use will be monitored.	Waterdown scheduled to open in spring 2015.	Branch scheduled to close and a bookmobile stop will be added when Waterdown opens.
Mount Hope	Relocate to another location or move to alternative delivery methods as a high priority	As part of the Township Hall historical designation pending, process from 2015-2019	Relocate to another location or move to alternative delivery methods as a high priority
Red Hill	Monitor and Maintain	Renovation completed January 2011. Barrier free sliding door entrance completed 2014.	Monitor and Maintain
Saltfleet	Investigate leasing the second floor to the school board.	School Board assumed control of the 2 <sup>nd</sup> Floor in 2013.	Monitor and Maintain. Long term look for opportunities to partner with the City to locate the Library in downtown Stoney Creek.
Sherwood	Monitor and Maintain		Monitor and Maintain
Stoney Creek	Monitor and Maintain		Monitor and Maintain
Terryberry	Renovate as a high priority.	Renovation completed July 2012	Monitor and Maintain.

Location	Approved Actions 2011	Notes	Draft Proposed Actions 2015
Turner Park	Monitor and Maintain	Opened May 2009 Parking deficiencies identified. Building assessment completed in 2014.	Monitor and Maintain. Work with City and YMCA to investigate options to expand/reconfigure parking lots.
Valley Park	Work with the City to include an expansion as part of the Library Board's Capital Plan. Investigate the extent to which an expansion could be funded through Development Charges.	City to conduct feasibility study for Valley Park in 2015.	Work with the City to secure DCs and capital funding for the project. Work with the Heritage Green Community Trust to enhance the project.
Waterdown	Complete construction of the new branch library		New Library to open in spring 2015.
Westdale	Monitor and Maintain	Design consultation for minor refresh completed in 2014.	Monitor and Maintain Implement recommendations to improve space for customers.

## PART II: LOCATON PROFILES

### About our Facilities

Throughout the City of Hamilton there are 22 library branches and one Central Library. The buildings range from the smallest branch, Locke, at 1,451 square feet to the largest, Central Library, at 146,000 square feet. Each building has distinct features and character but all share a range of common elements and purpose.

### Common Elements

All Hamilton libraries provide:

- Afterhours Drop Box
- Bike Racks
- Wireless Access

### Accessible Spaces

The Hamilton Public Library is committed to accessibility when building and maintaining our facilities and developing our services for people with disabilities, their families and their caregivers. The library welcomes service animals. Depending on the site, parking, washrooms, doors and ramps are barrier free. Assistive devices such as magnifying sheets, handheld magnifiers, accessible keyboards with trackball mouse and headphones are available at all locations. All library computers are equipped with a range of accessibility software tools. In addition a Text Enlarger is available at the Central, Terryberry, Turner Park, Red Hill and Dundas branches. Our multi story buildings, Central, Ancaster, Concession, Dundas, Kenilworth, Sherwood and Terryberry have passenger elevators and all other branches provide service on one level. Service desks are accessible to persons who use a wheelchair or scooter. Self-service options have been introduced to most library locations to improve speed and privacy and to reduce materials handling. Staff is always available to assist individuals who cannot or choose not to use self-service kiosks.

### Spaces for Programming

Library programming for all ages is a significant focus across the system and is a major consideration when designing and maintaining our facilities. Local programming, tailored to library customers, provides an opportunity to be responsive and to reinforce each library's role as a community destination. Specific programming spaces, as well as the provision of flexible space, facilitate program planning and delivery. New and renovated libraries feature these types of spaces, typically older buildings and smaller branches may not.

Library programs for adults are designed to inform, engage, inspire and entertain and may include topics such as health and wellness; lifestyle, travel, book clubs, conversation circles, writing groups, and films. The library is unique in offering assistance for any residents who have questions about technology, e-readers, and tablets and ensuring that everyone has the opportunity to acquire essential digital literacy skills for the 21<sup>st</sup> century. These service needs impact our space planning and

new Digital Media Labs and a Maker Space at the Central branch are prime examples of how library spaces are changing to meet customer needs.

Library programs for children, teens, parents and caregivers are designed to promote library use and to create and nurture a lifelong interest in reading, learning and discovery. A combination of core youth services and local programs are offered. Core literacy programming includes storytimes, summer reading club, reading buddies and homework help. Community partnerships are essential as the Library works collaboratively with community partners towards the City's vision that Hamilton be the best place to raise a child. The diverse service needs of children and teens for accessible and family friendly spaces impacts our space planning. Connected learning principals are integrating digital literacy skills into the Library's children's and teen spaces and programming as the library continues to evolve to meet the needs of families.

Serving newcomers is an important priority and several library locations host Library Settlement Partnership Program (LSP) workers who assist newcomers with housing support, employment & education, English conversation circles, citizenship class preparation and English as a Second Language (ESL) program. These services require areas for quiet conversation and meeting rooms.

## Central Library

55 York Boulevard. Hamilton, ON L8R 3K7 (Ward 2)

905-546-3200



### Hours

Weekly Service Hours (Winter): 69

Weekly Service Hours (Summer): 65

Monday	9:00 a.m. – 9:00 p.m.
Tuesday	9:00 a.m. – 9:00 p.m.
Wednesday	9:00 a.m. – 9:00 p.m.
Thursday	9:00 a.m. – 9:00 p.m.
Friday	9:00 a.m. – 6:00 p.m.
Saturday	9:00 a.m. – 5:00 p.m.
Sunday	1:00 p.m. – 5:00 p.m. (September – April)

### Facility Information

- 146,131 square feet
- 5 floors
- Meeting/program rooms
- 1 reading patios
- 73 public computer stations
- 10 seat computer lab
- Digital media lab and maker space (planned 2015)
- Automated return
- 7 self checkout terminals



## Staff Complement

2015 FTE: 118.93

FT: 80

PT: 34

Casual Hours Per Week: 612

## Recent Annual Statistics

	2014	2013	2012	2011	2010	2009
<b>Visitors</b>	1,392,450	1,442,855	1,492,575	1,482,000	1,162,200	981,500
<b>Circulation Statistics</b>	1,127,860	1,230,771	1,226,201	1,092,904	848,582	901,158
<b>Computer Usage</b>	347,137	424,150	416,900	247,700	334,800	66,150
<b>Program Attendance</b>	25,995	27,227	11,504	10,459	11,157	11,556
<b>Holdings</b>	225,801	245,268	235,119	253,390	232,038	270,797

## Catchment Area

Population Served: 63,304

Active Library Cardholders: 34,042

Central is situated in the Central Valley and is bordered by the northern and southern edges of the Niagara Escarpment up to Binkley Road. The east and south-east border runs along Highway 6, Highway 403, Cootes Paradise and the lower edge of the Escarpment between Central and Ancaster.

## About the Branch

There is a diverse and multifaceted community in downtown Hamilton. Central Library has a vibrancy that stems from customers accessing the collections, the activities, the resources (great people, great materials), within the walls of a unique and welcoming core institution. Central is an integral part of the vibrant downtown community and has the highest amount of customer traffic and borrowing of materials in the HPL system. Before opening time the basement and loading dock are humming, displays are ready, holds are waiting, programs, concerts, and exhibitions are planned, and at 9 a.m. the doors swing open.

The community of Central is an urban one. The number of residents in the Downtown Hamilton Secondary Plan is just over 8500. The area identified as the Downtown Hamilton Community Improvement Project Area (CIPA) has a population of just over 10,800. All of Ward 2 has a population of just over 37,800. Downtown is home to young adults. Compared to Hamilton as a whole, Downtown has greater proportion of residents in household forming years (20 to 34), fewer children, and a similar proportion of seniors. Downtown residents tend to be single people, with families and households being smaller. 79% of Downtown's recent immigrants are from Africa and Asia, compared to 66% for Hamilton. Downtown is home to 2% of City's population but 7% of City's recent immigrants.

64% of Downtown residents aged 15 and over have incomes below \$20,000 per year, compared to 43% for the City. Over 20,000 people work Downtown, one quarter in

Public Administration. Downtown has 10% of all jobs in Hamilton. One quarter of Downtown workers use public transit, walk or bike to work. 31% of Downtown workers have been to university, but among people living downtown, nearly half have finished high school or less. Central is the only location to provide a JAWS computer and is also designated to provide an Enroga Merlin text enlarger which is also supplied at four other branches.

### **Recommended Action**

Phase 3 - 4<sup>th</sup> Floor, Hamilton-Wentworth Rooms, Technical Services move, 1<sup>st</sup> floor adjustments – complete approved plan in 2015.

Phase 4 – Local History and Archives, 3<sup>rd</sup> Floor, move of Digital Technology. Report back to the Board to determine scope and funding.

## Bookmobile

55 York Boulevard. Hamilton, ON L8R 3K1



### Hours

Weekly Service Hours: 30

The current bookmobile schedule includes neighbourhood and seniors stops from Monday to Thursday from 9:30 am to 8:30pm

### Facility Information

- 3,083 square feet vehicle (2 vehicles)

### Staff Complement

2015 FTE: 5.76

FT: 3

PT: 2

Casual Hours Per Week: 50

## Recent Annual Statistics

	2014	2013	2012	2011	2010	2009
<b>Visitors</b>	33,200	33,100	33,600	33,850	32,550	32,400
<b>Circulation Statistics</b>	118,967	132,547	130,334	123,710	127,461	147,125
<b>Computer Usage</b>	0	0	0	0	0	0
<b>Program Attendance</b>	1,068	1,106	1,499	1,095	479	1,406
<b>Holdings</b>	13,433	14,030	14,699	16,794	20,077	26,841

## Catchment Area

Population Served: 519,949 (supplements the catchment areas of other branch locations)

Active Library Cardholders: 2,150

## About the Branch

## Recommended Action

## Ancaster

300 Wilson Street East. Ancaster, ON L9G 2B9 (Ward 12)

905-648-6911



### Hours

Weekly Service Hours: 51

Monday	10:00 a.m. – 9:00 p.m.
Tuesday	10:00 a.m. – 9:00 p.m.
Wednesday	10:00 a.m. – 9:00 p.m.
Thursday	10:00 a.m. – 9:00 p.m.
Saturday	10:00 a.m. – 5:00 p.m.

### Facility Information

- 12,500 square feet
- 2 floors
- Shared facility
- 2 study rooms, 1 meeting/program room
- Reading patio
- Parking
- 15 public computer stations
- 10 seat computer lab
- Automated return
- 3 self checkout terminals

### Staff Complement

2015 FTE: 11.28

FT: 5

PT: 3

Casual Hours Per Week: 156

## Recent Annual Statistics

	2014	2013	2012	2011	2010	2009
<b>Visitors</b>	161,425	148,100	154,450	156,900	158,550	168,850
<b>Circulation Statistics</b>	306,407	331,799	370,291	369,223	364,383	355,876
<b>Computer Usage</b>	11,800	12,650	15,050	12,100	13,200	13,950
<b>Program Attendance</b>	7,679	7,925	7,620	4,726	3,716	3,053
<b>Holdings</b>	51,459	52,998	54,578	54,361	54,170	55,859

## Catchment Area

Population Served: 36,282

Active Library Cardholders: 9,223

Ancaster serves an area bordered by the community of Dundas to the north to Sawmill Road to the south (the city limits). It is bounded by Highway 403 to the west and Glanbrook Road to the east (including a hydro corridor).

## About the Branch

The Ancaster Library is part of a shared facility known as Ancaster Square. The library operates on the top floor of the building and the Municipal Services office and Ancaster Community Services operate on the lower level. The library is 12,500 square feet and houses over 60,000 items. There are windows on all sides of the building looking out to the former Old Town Hall and a park with lawn bowling, tennis courts, and children's play equipment, including a splash pad. The front of the building faces Wilson Street. The library offers a fireplace, a reading lounge and lots of study space. Ancaster Square is surrounded by heritage buildings that give the town its quaint feel; the Old Town Hall, Hammill House, and the historic Tisdale House.

## Recommended Action

Monitor use of the facility and growth in the community.

## Barton

571 Barton Street East. Hamilton, ON L8L 2Z4 (Ward 3)

905-546-3450



### Hours

Weekly Service Hours: 35

Monday	1:00 p.m. – 8:00 p.m.
Tuesday	10:00 a.m. – 5:00 p.m.
Wednesday	1:00 p.m. – 8:00 p.m.
Thursday	10:00 a.m. – 5:00 p.m.
Saturday	10:00 a.m. – 5:00 p.m.

### Facility Information

- 6,272 square feet
- 1 meeting/program room
- Parking
- 19 public computer stations
- 2 self checkout terminals

### Staff Complement

2015 FTE: 4.33

FT: 2

PT: 2

Casual Hours Per Week: 49



## Recent Annual Statistics

	2014	2013	2012	2011	2010	2009
<b>Visitors</b>	71,150	71,194	75,150	86,750	61,300	68,850
<b>Circulation Statistics</b>	171,777	160,958	151,732	137,776	146,918	136,100
<b>Computer Usage</b>	31,889	31,000	34,600	20,700	9,450	12,750
<b>Program Attendance</b>	6,676	2,180	3,058	2,310	2,338	603
<b>Holdings</b>	27,198	27,068	29,088	27,070	25,500	24,226

## Catchment Area

Population Served: 11,367

Active Library Cardholders: 3,347

The Barton branch is bordered by Cannon Street East to the south, Wellington Street to the west, Gage Avenue North to the east and Hamilton Bay to the North. Many customers who live between Cannon Street and the escarpment are also Barton customers, as it is geographically closer than Central. Customers often comment that they prefer the neighbourhood feel of the branch over the busy and crowded Central Library, but many customers frequent both locations. In addition to the Central Library, many customers also regularly frequent the Kenilworth Branch, located about 3 km east.

## About the Branch

Barton Branch was the first branch in the Hamilton Public Library system and opened in May, 1908. Barton occupied a number of permanent and temporary locations over the next 55 years until it moved to its present location in November, 1963. Barton underwent a large renovation in 1999. The exterior woodwork was sanded and re-stained in 2009 and a group of local families planted gardens in the flowerbeds in front of the library. A mini-renovation took place in early 2011 to remove the circulation desk and install self-check terminals and more public computers.

The Barton branch sits a few kilometres east of the Central Library in Hamilton's inner city. It is a busy branch, with active computer use and very high non-print circulation. It is a true neighbourhood library in that it serves the immediate area population. A welcoming environment in a marginal area, the library serves as a community centre to many regulars and new residents of the neighbourhood.

Barton also offers customers a multilingual children's collection.

## Recommended Action

Monitor and Maintain



## Binbrook

2641 Highway 56, Binbrook, ON L0R 1C0 (Ward 11)

905-692-3323



### Hours

Weekly Service Hours: 35

Monday	1:00 p.m. – 8:00 p.m.
Tuesday	10:00 a.m. – 5:00 p.m.
Wednesday	1:00 p.m. – 8:00 p.m.
Thursday	10:00 a.m. – 5:00 p.m.
Saturday	10:00 a.m. – 5:00 p.m.

### Facility Information

- 3,192 square feet
- Parking
- 7 public computer stations
- 1 self checkout terminal

### Staff Complement

2015 FTE: 2.99

FT: 1

PT: 1

Casual Hours Per Week: 40

## Recent Annual Statistics

	2014	2013	2012	2011	2010	2009
<b>Visitors</b>	47,900	36,450	34,050	35,200	32,500	36,150
<b>Circulation Statistics</b>	78,969	88,651	83,299	91,471	70,979	64,937
<b>Computer Usage</b>	4,583	3,000	3,850	1,450	2,250	1,400
<b>Program Attendance</b>	6,004	6,006	3,877	3,072	2,841	2,970
<b>Holdings</b>	18,886	19,223	17,639	17,211	16,197	14,054

## Catchment Area

Population Served: 8,787

Active Library Cardholders: 2,430

Binbrook is bounded by Golf Club Road to the North, Trinity Church Road to the West, Westbrook Road to the East and Haldibrook Road to the South. Situated in the hub of this transportation network this once small village is becoming a bedroom community for nearby urban centres.

## About the Branch

The Binbrook community has experienced extensive growth in recent years with many new housing developments emerging in and around the former village. Binbrook lies in a prosperous farming community with a rich rural history. It is not uncommon for residents to be the fourth, fifth or sixth generation in the area. All are very proud of their deep roots in the hamlet and feel very strongly about the village's traditions and sense of community, especially the annual fall fair that has taken place since the 1850's. A public library has operated out of people's homes since the 1950s, and moved to its current public building in 1982. This vibrant village is evolving while preserving its rural traditions. Much of the agricultural land is protected by the Greenbelt Legislation. The new housing developments are attracting a growing population of young families and retirees wanting a safe environment and escape from the City. Binbrook is advantageously located with quick access to the Red Hill Valley Expressway and the Lincoln Alexander Parkway (LINC).

The current library is undersized for its growing population and is slated to be replaced by a larger library to better meet customer needs. The current prime location in the village core will be retained and the new library will be designed to complement other developments and create a destination for residents.

## Recommended Action

Finalize capital funding for the new expanded Binbrook Library to be built in 2015 subject to completion of adjacent City sewer installation.

## Carlisle

1496 Centre Road. Carlisle, ON L0R 1H0 (Ward15)

905-689-8769



### Hours

Weekly Service Hours: 32

Monday	2:00 p.m. – 8:00 p.m.
Tuesday	2:00 p.m. – 8:00 p.m.
Wednesday	2:00 p.m. – 8:00 p.m.
Thursday	10:00 a.m. – 5:00 p.m.
Saturday	10:00 a.m. – 5:00 p.m.

### Facility Information

- 2,491 square feet
- Parking
- 2 public computer stations

### Staff Complement

2015 FTE: 2.14

FT: 0

PT: 2

Casual Hours Per Week: 32

## Recent Annual Statistics

	2014	2013	2012	2011	2010	2009
<b>Visitors</b>	20,300	17,250	23,150	24,300	17,800	18,600
<b>Circulation Statistics</b>	35,550	39,423	45,240	43,131	40,674	41,508
<b>Computer Usage</b>	487	650	750	300	700	1,100
<b>Program Attendance</b>	391	291	479	469	263	558
<b>Holdings</b>	13,116	13,802	13,465	13,380	12,555	15,047

## Catchment Area

Population Served: 5,475

Active Library Cardholders: 1,139

The Carlisle branch serves the Carlisle area and east Flamborough from Highway 6 to Milborough Townline and northwest to Puslinch Townline Road. Customers in neighbouring Burlington may also use Carlisle with reciprocal library privileges.

## About the Branch

The branch is located in a double portable building structure and is situated adjacent to the Carlisle Arena creating a community destination for families. The library building dates from 1989, is in poor condition and is not sustainable for long term library use. While the branch is quite small, it does provide space for study tables, public computers and hosts a weekly children's storytime.

## Recommended Action

Consistent with previous commitments made by the Board, postpone a review of Carlisle until at least one year after the new Waterdown Branch is open.

## Concession

565 Concession Street. Hamilton, ON L8V 1A8 (Ward 7)

905-546-3415



## Hours

Weekly Service Hours: 43

Monday	Closed
Tuesday	10:00 a.m. – 8:00 p.m.
Wednesday	10:00 a.m. – 6:00 p.m.
Thursday	10:00 a.m. – 8:00 p.m.
Friday	10:00 a.m. – 6:00 p.m.
Saturday	10:00 a.m. – 5:00 p.m.

## Facility Information

- 8,380 square feet
- 2 floors
- 1 meeting/program room
- 16 public computer stations
- 2 self checkout terminals

## Staff Complement

2015 FTE: 8.61

FT: 4

PT: 3

Casual Hours Per Week: 94



## Recent Annual Statistics

	2014	2013	2012	2011	2010	2009
<b>Visitors</b>	87,613	80,200	101,075	87,250	80,950	169,550
<b>Circulation Statistics</b>	155,309	177,997	214,496	198,473	184,735	180,526
<b>Computer Usage</b>	32,328	33,300	30,250	23,550	6,150	7,800
<b>Program Attendance</b>	4,181	4,357	4,356	2,637	2,282	2,847
<b>Holdings</b>	26,516	29,220	33,069	31,582	29,445	32,533

## Catchment Area

Population Served: 13,335

Active Library Cardholders: 4,110

Concession Library serves the community bounded by Upper Wellington on the west, Upper Gage on the East, the Mountain Brow to the north and Fennell Avenue on the south. This is a stable, predominantly English-speaking area that also includes the Juravinski Hospital (formerly known as the Henderson General Hospital) and the Juravinski Cancer Centre within its boundaries.

## About the Branch

Concession Street was one of the earliest streets surveyed in Hamilton in 1780; it has been a residential and commercial area since that time. Concession Library, the first branch on Hamilton mountain and previously known as the Mountain Branch, has been located on Concession Street since 1930. After occupying storefront locations for a number of years, a permanent building was opened in 1949, at the corner of Concession Street and Cliff Avenue. This building was demolished and an 8000 square foot library was opened in 1994. In March of 2009 the circulation desk was relocated allowing room for two self check-out terminals.

## Recommended Action

Monitor and Maintain.

## Dundas

18 Ogilvie Street. Dundas, ON L9H 2S2 (Ward 13)

905-627-3507



### Hours

Weekly Service Hours (Winter): 52

Weekly Service Hours (Summer): 48

Tuesday	10:00 a.m. – 9:00 p.m.
Wednesday	10:00 a.m. – 9:00 p.m.
Thursday	10:00 a.m. – 9:00 p.m.
Friday	10:00 a.m. – 6:00 p.m.
Saturday	10:00 a.m. – 5:00 p.m.
Sunday	1:00 p.m. – 5:00 p.m. (September – April)

### Facility Information

- 13,712 square feet
- 2 floors
- 1 meeting/program room
- 25 public computer stations
- 12 seat computer lab
- 3 self checkout terminals

### Staff Complement

2015 FTE: 14.3

FT: 6

PT: 6

Casual Hours Per Week: 158

## Recent Annual Statistics

	2014	2013	2012	2011	2010	2009
<b>Visitors</b>	203,250	207,050	202,300	222,650	202,450	204,150
<b>Circulation Statistics</b>	352,736	386,836	412,119	411,865	400,144	396,875
<b>Computer Usage</b>	28,230	33,050	36,150	24,450	16,750	14,450
<b>Program Attendance</b>	11,275	11,397	7,591	7,547	7,363	6,671
<b>Holdings</b>	66,753	66,105	65,491	61,724	66,545	75,865

## Catchment Area

Population Served: 26,615

Active Library Cardholders: 8,705

Dundas is situated in the Dundas Valley and is bordered by the northern and southern edges of the Niagara Escarpment up to Binkley Road. The east and south-east border runs along Highway 6, Highway 403, Cootes Paradise and the lower edge of the Escarpment between Dundas and Ancaster.

## About the Branch

In 1793 the town of Dundas began to take shape when Governor John Graves Simcoe ordered his Deputy to survey a road from Cootes Paradise to the Thames River and locate a town plot (present-day Dundas) at its beginning. The village flourished and was incorporated as a town in 1847. It was amalgamated with the City of Hamilton in 2001. Originally situated in the purpose-built Carnegie building in 1909, a new library was built on Ogilvie Street in 1970 and then renovated in 1979 and 2008. The current building is slated for a major renovation in order to upgrade the building systems and to reconfigure the floor plan to maximize space for public use and ensure flexibility for future use of the library.

The Dundas branch is designated to provide an additional assistive device, an Enroga Merlin text enlarger.

## Recommended Action

Secure capital funding to complete the renovation. Identify alternative site to serve Dundas during construction.



## Freelton

1803 Brock Road. Freelton, ON L0R 1K0 (Ward 14)

905-659-7639



### Hours

Weekly Service Hours: 17

Monday	4:00 p.m. – 8:00 p.m.
Tuesday	2:00 p.m. – 5:00 p.m.
Wednesday	4:00 p.m. – 8:00 p.m.
Thursday	2:00 p.m. – 5:00 p.m.
Saturday	2:00 p.m. – 5:00 p.m.

### Facility Information

- 2,113 square feet
- Parking
- 2 public computer stations

### Staff Complement

2015 FTE: 1.1

FT: 0

PT: 1

Casual Hours Per Week: 17

### Recent Annual Statistics

	2014	2013	2012	2011	2010	2009
<b>Visitors</b>	8,925	9,900	9,200	10,150	9,350	13,700
<b>Circulation Statistics</b>	24,216	27,911	28,755	29,048	27,391	24,855
<b>Computer Usage</b>	512	300	50	250	200	800
<b>Program Attendance</b>	118	105	39	17	77	415
<b>Holdings</b>	11,015	11,554	12,274	12,607	11,913	12,970

### Catchment Area

Population Served: 3,745

Active Library Cardholders: 676

The Freelon branch serves both the immediate Freelon area and the surrounding area of Flamborough bounded by Highway 6 and Highway 8 and Gore Road and Concession 6.

### About the Branch

The Freelon branch was first established in 1978 and moved to a newly built facility in 1995. The library is an attractive and welcoming destination in the village core.

Furnishings have been upgraded and many customers use the public computers. Kids enjoy the Early Literacy computer as well as a small but bright children's area.

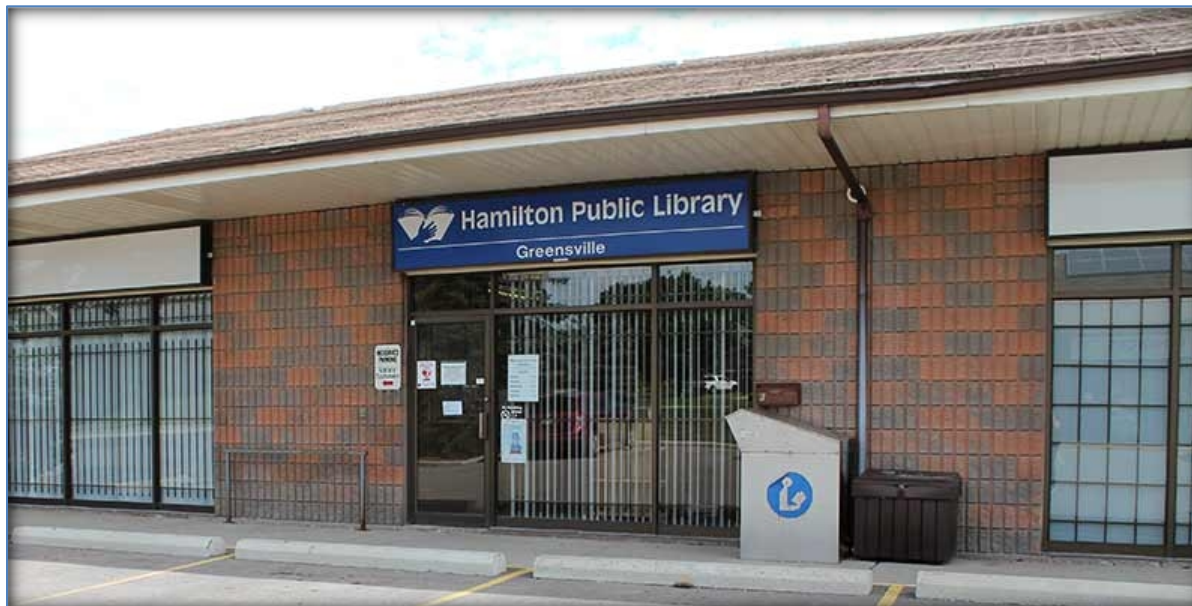
### Recommended Action

Monitor and maintain.

## Greenville

59 Kirby Avenue Unit 5. Greenville, ON L9H 4H6 (Ward 13)

905-627-4951



### Hours

Weekly Service Hours: 17

Monday	4:00 p.m. – 8:00 p.m.
Tuesday	2:00 p.m. – 5:00 p.m.
Wednesday	4:00 p.m. – 8:00 p.m.
Thursday	2:00 p.m. – 5:00 p.m.
Saturday	2:00 p.m. – 5:00 p.m.

### Facility Information

- 2,504 square feet
- Leased building
- Parking
- 2 public computer stations

### Staff Complement

2015 FTE: 1.13

FT: 0

PT: 1

Casual Hours Per Week: 17

## Recent Annual Statistics

	2014	2013	2012	2011	2010	2009
<b>Visitors</b>	12,850	11,150	9,150	10,300	11,850	10,200
<b>Circulation Statistics</b>	27,861	33,753	33,907	33,417	31,252	31,944
<b>Computer Usage</b>	669	900	600	500	650	650
<b>Program Attendance</b>	1,044	1,067	1,164	650	644	709
<b>Holdings</b>	14,540	15,911	15,581	15,146	14,523	13,320

## Catchment Area

Population Served: 2,422

Active Library Cardholders: 490

The branch serves the residents of Greensville and households along Hwy 8 as well as the area north to Hwy 5 and west to Middletown Rd.

## About the Branch

The Greensville community is nestled on top of the Niagara escarpment in Flamborough, adjacent to Dundas. The village is home to a prosperous suburban community with large homes surrounded by fertile land supporting a wide range of agricultural pursuits, from market gardening to livestock. Webster's Falls and Spencer Gorge are part of Greensville, bringing nature lovers from far and wide to enjoy the scenic beauty of this area of the Bruce Trail. Many historically designated homes and businesses are located within the village, which was established in 1846. The community has a strong identity, united by a number of local environmental causes. There are few commercial enterprises in Greensville, and the community uses services in the adjacent town of Dundas.

After a deposit station had been in existence for a number of years, the Wentworth Library System established the first library in Greensville in 1969. The branch was moved to a leased location in a new strip mall on Highway 8 in 1989. The plaza came under new ownership in 2005, when considerable landscaping work was done in an effort to attract new tenants.

## Recommended Action

If the HWDSB receives funding for the new school and the COH supports the project, the Library Board will need to determine whether to partner on the project.

## Kenilworth

103 Kenilworth Avenue North. Hamilton, ON (Ward 4)

905-546-3960



### Hours

Weekly Service Hours: 43

Monday	10:00 a.m. – 6:00 p.m.
Tuesday	10:00 a.m. – 8:00 p.m.
Wednesday	10:00 a.m. – 6:00 p.m.
Thursday	10:00 a.m. – 8:00 p.m.
Saturday	10:00 a.m. – 5:00 p.m.

### Facility Information

- 8,000 square feet
- 2 floors
- 1 meeting/program room
- Parking
- 16 public computer stations
- 2 self checkout terminals

### Staff Complement

2015 FTE: 8.39

FT: 4

PT: 3

Casual Hours Per Week: 89



## Recent Annual Statistics

	2014	2013	2012	2011	2010	2009
<b>Visitors</b>	103,825	95,125	107,125	132,086	113,775	109,193
<b>Circulation Statistics</b>	216,165	222,296	237,816	192,032	213,907	188,273
<b>Computer Usage</b>	27,884	25,500	35,200	10,506	9,050	13,750
<b>Program Attendance</b>	8,937	5,772	3,543	4,644	3,551	2,224
<b>Holdings</b>	34,815	33,323	33,379	38,354	37,191	36,257

## Catchment Area

Population Served: 39,590

Active Library Cardholders: 5,069

The branch serves the area bounded by Gage Avenue in the west, to Parkdale Avenue in the east and from Lake Ontario in the north to the Escarpment as the southern border.

## About the Branch

The Kenilworth Branch opened in 1932. Its architecture was based on the former Boys and Girls House of the Toronto Public Library. Recent renovations in 2011 updated the building while maintaining the heritage integrity of the building. The branch is well-used by neighbourhood residents, who enjoy the building's old-fashioned feel combined with the modern amenities and technologies of the library branch.

Kenilworth is an active neighbourhood branch, with a steady flow of customers throughout the day. There are typically five to ten patrons waiting outside the doors at opening, and once the doors are unlocked, people usually head to the public computers, the newspaper area, and the upstairs children's department. The Kenilworth neighbourhood is populated by a mix of longtime residents and young families moving into historic and still relatively affordable houses. There are also a number of rental properties and apartments in the area.

The building is being reviewed for heritage designation through a process that will extend from 2015 – 2019.

## Recommended Action

Monitor and Maintain.

## Locke

285 Locke Street South. Hamilton, ON L8P 4C2 (Ward 1)

905-546-3492



## Hours

Weekly Service Hours: 35

Monday	10:00 a.m. – 5:00 p.m.
Tuesday	1:00 p.m. – 8:00 p.m.
Wednesday	10:00 a.m. – 5:00 p.m.
Thursday	1:00 p.m. – 8:00 p.m.
Saturday	10:00 a.m. – 5:00 p.m.

## Facility Information

- 1,451 square feet
- 4 public computer stations
- 1 self checkout terminal

## Staff Complement

2015 FTE: 3.95

FT: 1

PT: 2

Casual Hours Per Week: 53

## Recent Annual Statistics

	2014	2013	2012	2011	2010	2009
<b>Visitors</b>	66,125	65,850	75,550	69,750	81,300	73,450
<b>Circulation Statistics</b>	142,968	164,918	178,482	171,343	175,097	162,521
<b>Computer Usage</b>	5,679	6,800	7,850	1,050	2,600	2,300
<b>Program Attendance</b>	4,036	3,270	3,059	2,014	2,059	2,099
<b>Holdings</b>	17,456	17,106	18,335	17,791	18,834	20,663

## Catchment Area

Population Served: 8,447

Active Library Cardholders: 2,927

The Locke catchment area is comprised of two neighbourhoods: Kirkendall South and Kirkendall North. The boundary for this branch is the Niagara Escarpment in the south to Main Street in the north, as well as Queen Street in the east to Highway 403 in the west

## About the Branch

Locke is the oldest continuously operating branch library building in Hamilton and was established in 1925 as a children's library. Locke Library continues to play an important role in the family life of the neighbourhood.

The latest renovation of the building took place in 1996. Furnishings and equipment have been upgraded on an on-going basis since that time.

Since 2002, significant structural work has been done to improve the basement and foundation of the building to insure its longevity and improve the building condition. Locke continues to be a community beacon for local residents. To augment the small continually updated collection, demanding readers place many holds, and Locke is increasingly becoming a convenient destination where patrons pick up and return these materials.

## Recommended Action

Review options and funds regarding a new vestibule and entrance.



## Lynden

110 Lynden Road PO Box 9. Lynden, ON L0R 1T0 (Ward 14)

519-647-2571



### Hours

Weekly Service Hours: 35

Monday	1:00 p.m. – 8:00 p.m.
Tuesday	1:00 p.m. – 8:00 p.m.
Wednesday	1:00 p.m. – 8:00 p.m.
Thursday	10:00 a.m. – 5:00 p.m.
Saturday	10:00 a.m. – 5:00 p.m.

### Facility Information

- 4,000 square feet
- 1 meeting/program room
- 1 reading patio (2015)
- Parking
- 6 public computer stations
- 1 self checkout terminal

### Staff Complement

2015 FTE: 2.53

FT: 0

PT: 3

Casual Hours Per Week: 35

## Recent Annual Statistics

	2014	2013	2012	2011	2010	2009
<b>Visitors</b>	27,050	23,250	15,350	17,700	13,750	16,000
<b>Circulation Statistics</b>	65,814	73,436	48,693	52,182	49,972	50,984
<b>Computer Usage</b>	2,818	3,300	500	650	600	700
<b>Program Attendance</b>	1,288	1,237	489	522	354	628
<b>Holdings</b>	14,683	15,972	11,145	11,815	11,124	13,159

## Catchment Area

Population Served: 6,997

Active Library Cardholders: 1,301

The Lynden branch serves West Flamborough including neighbouring communities such as Sheffield, Rockton, Troy and Copetown and the area bounded by Governors Road and Highway 8.

## About the Branch

Established in 1966 the Lynden branch moved to a newly built facility in 2013. This fully accessible new building has vaulted ceilings and is flooded with natural light. With seating surrounding a fireplace, the branch offers a welcoming destination for a community that has seen recent closures of other institutions. The building construction incorporates many sustainable features and will have a reading patio added in 2015. Significantly larger than the former branch, Lynden can now offer programming for all ages, and has more public computers, a dedicated teen area and meeting room space.

## Recommended Action

Monitor and Maintain.

Repair sidewalk to improve accessibility and ease of use.

Construct patio in spring 2015.

## Mount Hope

3027 Homestead Drive, RR1. Mount Hope, ON L0R 1W0 (Ward 11) 905-679-6445



### Hours

Weekly Service Hours: 18

Monday	2:00 p.m. – 5:00 p.m.
Tuesday	2:00 p.m. – 8:00 p.m.
Wednesday	2:00 p.m. – 5:00 p.m.
Thursday	2:00 p.m. – 8:00 p.m.

### Facility Information

- 2,230 square feet
- Shared facility
- Parking
- 2 public computer stations

### Staff Complement

2015 FTE: 1.24

FT: 0

PT: 1

Casual Hours Per Week: 18

## Recent Annual Statistics

	2014	2013	2012	2011	2010	2009
<b>Visitors</b>	10,100	6,900	7,150	7,200	7,850	8,900
<b>Circulation Statistics</b>	23,803	27,099	30,120	31,599	29,993	31,060
<b>Computer Usage</b>	595	400	500	450	650	1,050
<b>Program Attendance</b>	332	228	253	289	191	151
<b>Holdings</b>	10,007	10,716	10,040	10,900	10,462	12,283

## Catchment Area

Population Served: 5,068

Active Library Cardholders: 623

Mount Hope is a tiny community which has maintained its small town character.

“Mount” Hope is aptly named, as it is the highest point between Lake Erie and Lake Ontario. The community is bounded by Twenty Road East to the North, Glancaster Road to the West, Trinity Church Road to the East, and Haldibrook Road to the South.

## About the Branch

Due to the age of the building and current design, the building is not as accessible as other locations. Customers must use two small sets of stairs to enter the building from the front. There is a ramp available for those customers who require it; however these customers then require staff to let them in through a side entrance.

The Mount Hope branch was established in 1966 and moved to its current location in 1990. It is situated at the front of the Mount Hope Community Hall, formerly the administrative offices of the Township of Glanbrook. The branch is located on the main street of the village.

The Mount Hope library is situated in a building that includes an attached hall. The hall can be booked for library programs and recreational activities through the City. There is ample parking. The building is being reviewed for heritage designation through a process that will extend from 2015 – 2019.

## Recommended Action

Relocate to another location or move to alternative delivery methods as a high priority

## Red Hill

695 Queenston Road. Hamilton, ON L8G 1A1 (Ward 5)

905-546-2069



### Hours

Weekly Service Hours (Winter): 52

Weekly Service Hours (Summer): 48

Tuesday	10:00 a.m. – 9:00 p.m.
Wednesday	10:00 a.m. – 9:00 p.m.
Thursday	10:00 a.m. – 9:00 p.m.
Friday	10:00 a.m. – 6:00 p.m.
Saturday	10:00 a.m. – 5:00 p.m.
Sunday	1:00 p.m. – 5:00 p.m. (September – April)

### Facility Information

- 11,760 square feet
- Leased building
- 1 meeting/program room
- Parking
- 36 public computer stations
- 12 seat computer lab
- Digital media lab
- Automated return (planned 2015)
- 3 self checkout terminals



## Staff Complement

2015 FTE: 12.33

FT: 6

PT: 3

Casual Hours Per Week: 149

## Recent Annual Statistics

	2014	2013	2012	2011	2010	2009
<b>Visitors</b>	178,800	250,625	197,275	249,950	185,650	152,300
<b>Circulation Statistics</b>	296,334	337,177	360,816	343,423	360,833	315,865
<b>Computer Usage</b>	63,534	69,350	77,800	60,900	29,500	26,300
<b>Program Attendance</b>	10,767	11,759	11,760	11,761	11,762	11,763
<b>Holdings</b>	49,080	51,439	52,380	55,141	53,644	59,449

## Catchment Area

Population Served: 32,976

Active Library Cardholders: 9,248

Red Hill's catchment runs from the Queen Elizabeth Way in the north, to the escarpment in the south. It's bounded on the west by Parkdale Avenue and Mount Albion Road to Centennial Parkway and Gray's road (south of Barton) in the east.

## About the Branch

Red Hill Branch began life in October 1968 in the Towers Plaza on the southwest corner of Queenston and Nash. In 1973, the branch made a move to Eastgate Square. Unfortunately, the location on the mezzanine level of the plaza had no elevator or escalator access. Since 1983, the Red Hill Branch has been in the plaza at 695 Queenston Road, located just east of Nash Road. Originally the library's floor space was 4700 sq ft. but in 1989 the branch footprint increased to 11,760 sq ft after expansion into a recently vacated storefront. The facility is leased from Effort Trust.

Red Hill is a leader in outreach programming to the community and also provides a large multilingual collection including Hindi DVDs. A Library Support Program worker assists newcomers in obtaining services and support.

Red Hill is designated to provide an additional assistive device, an Enroga Merlin text enlarger.

## Recommended Action

Monitor and Maintain.

## Saltfleet

131 Gray Road. Stoney Creek, ON L8G 3V3 (Ward 9)

905-662-8611



### Hours

Weekly Service Hours: 48

Monday	10:00 a.m. – 9:00 p.m.
Tuesday	10:00 a.m. – 9:00 p.m.
Wednesday	10:00 a.m. – 9:00 p.m.
Thursday	10:00 a.m. – 6:00 p.m.
Saturday	10:00 a.m. – 5:00 p.m.

### Facility Information

- 15,481 square feet
- Leased building
- Shared facility
- 1 meeting/program room
- Parking
- 17 public computer stations
- 2 self checkout terminals

### Staff Complement

2015 FTE: 10.12

FT: 5

PT: 3

Casual Hours Per Week: 114

## Recent Annual Statistics

	2014	2013	2012	2011	2010	2009
<b>Visitors</b>	127,775	142,275	196,825	142,625	144,950	200,200
<b>Circulation Statistics</b>	210,176	238,896	251,648	266,839	247,225	249,093
<b>Computer Usage</b>	23,488	25,750	34,350	17,350	13,700	15,000
<b>Program Attendance</b>	10,258	9,862	7,779	8,925	6,578	4,372
<b>Holdings</b>	43,233	42,586	49,627	52,930	53,647	55,066

## Catchment Area

Population Served: 37,543

Active Library Cardholders: 6,980

The Saltfleet catchment area extends from Lake Ontario, south to the Escarpment and is bounded by Centennial Parkway to the west and Dewitt Road to the east. The area includes much of the former City of Stoney Creek and is a blend of both urban and rural landscapes. There is a balanced blend of residential and commercial development which follows a small town, "Main Street" model. The bulk of commercial activity occurs along King Street and Queenston Road/Highway 8. Residential areas are largely comprised of single family dwellings with some senior centres and apartments.

## About the Branch

The Saltfleet Branch was first established in 1966 and has been in the current building since 2000. The former City of Stoney Creek entered into a partnership agreement with the Hamilton Wentworth Catholic District School Board to build the facility which houses the Cardinal Newman Secondary School and the Saltfleet Branch Library. The two entities share a building but are separate. There is no door open to the public that links the two facilities. In 2014 Saltfleet was renovated to close the second floor and turn the space over to the School Board.

Saltfleet provides a French juvenile collection and Hindi DVDs.

## Recommended Action

Monitor and Maintain. Long term look for opportunities to partner with the City to locate the Library in downtown Stoney Creek.



## Sherwood

467 Upper Ottawa Street. Hamilton, ON L8T 3T3 (Ward 6)

905-546-3249



### Hours

Weekly Service Hours: 48

Monday	10:00 a.m. – 9:00 p.m.
Tuesday	10:00 a.m. – 6:00 p.m.
Wednesday	10:00 a.m. – 9:00 p.m.
Thursday	10:00 a.m. – 9:00 p.m.
Saturday	10:00 a.m. – 5:00 p.m.

### Facility Information

- 20,400 square feet
- 2 floors
- Leased building
- 3 meeting/program rooms
- Parking
- 20 public computer stations
- 12 seat computer lab
- 4 self checkout terminals

### Staff Complement

2015 FTE: 12.68

FT: 6

PT: 5

Casual Hours Per Week: 128

## Recent Annual Statistics

	2014	2013	2012	2011	2010	2009
<b>Visitors</b>	136,813	159,525	139,150	149,400	140,550	0
<b>Circulation Statistics</b>	235,921	263,673	295,224	299,677	253,631	252,631
<b>Computer Usage</b>	34,943	41,300	40,100	27,650	14,950	30,635
<b>Program Attendance</b>	7,553	8,207	6,822	6,743	4,958	4,167
<b>Holdings</b>	41,593	41,781	45,377	47,139	47,369	55,945

## Catchment Area

Population Served: 33,087

Active Library Cardholders: 7,745

Sherwood's catchment area runs from Mountain Brow Boulevard and Concession Street to the Lincoln Alexander Parkway and from Upper Sherman to Mountain Brow Blvd.

## About the Branch

The Sherwood Branch was opened as a storefront in a small plaza on Upper Ottawa Street near the corner of Fennell Avenue in November, 1966. It expanded in 1981 and then moved to a larger and brighter facility in June, 1991. Sherwood underwent extensive renovations in 2010 adding a much needed computer lab. The branch is a standalone leased building and the closest intersection is Upper Ottawa Street and Fennell Avenue East.

The first floor houses adult material, non-print and a computer lab and the second floor is children's and teen collections as well as more computers. Sherwood also provides a French juvenile collection. A Library Support Program worker assists newcomers in obtaining services and support.

## Recommended Action

Monitor and maintain.

## Stoney Creek

777 Highway 8, Stoney Creek, ON L8E 5J4 (Ward 11)

905-643-2912



### Hours

Weekly Service Hours: 35

Monday	1:00 p.m. – 8:00 p.m.
Tuesday	10:00 a.m. – 5:00 p.m.
Wednesday	1:00 p.m. – 8:00 p.m.
Thursday	10:00 a.m. – 5:00 p.m.
Saturday	10:00 a.m. – 5:00 p.m.

### Facility Information

- 6,404 square feet
- Shared facility
- Parking
- 5 public computer stations
- 2 self checkout terminals

### Staff Complement

2015 FTE: 3.55

FT: 1

PT: 2

Casual Hours Per Week: 45

## Recent Annual Statistics

	2014	2013	2012	2011	2010	2009
<b>Visitors</b>	61,113	60,900	53,125	60,075	30,800	38,250
<b>Circulation Statistics</b>	100,004	111,233	107,273	113,135	103,970	99,207
<b>Computer Usage</b>	3,714	3,850	2,900	2,300	3,000	3,050
<b>Program Attendance</b>	6,608	6,613	4,693	3,232	2,696	1,395
<b>Holdings</b>	26,392	28,191	27,334	24,899	24,074	23,731

## Catchment Area

Population Served: 16,486

Active Library Cardholders: 3,240

The Stoney Creek catchment area is bounded by DeWitt Road to the west, Fifty Road to the east, Lake Ontario to the north and Ridge Road to the south. Since Stoney Creek is so close to Grimsby, a lot of Grimsby patrons borrow Hamilton collections.

## About the Branch

The Stoney Creek Branch moved to its current location in the former Stoney Creek City Hall in January 2003. It shares the building with the RCMP. The area surrounding the Stoney Creek branch is rapidly expanding with new developments and many new families are moving into the area. New commercial developments are also underway in the area.

Stoney Creek Branch is striving to become a cultural destination with art displays to show off local artists and writing programs supporting developing authors.

## Recommended Action

Monitor and Maintain.

## Terryberry

100 Mohawk Road West. Hamilton, ON L8R 3K7 (Ward 8)

905 546-3921



### Hours

Weekly Service Hours: 51

Monday	10:00 a.m. – 9:00 p.m.
Tuesday	10:00 a.m. – 9:00 p.m.
Wednesday	10:00 a.m. – 9:00 p.m.
Thursday	10:00 a.m. – 9:00 p.m.
Saturday	10:00 a.m. – 5:00 p.m.

### Facility Information

- 30,000 square feet
- 3 floors
- 3 study rooms
- 2 meeting/program rooms
- Parking
- 36 public computer stations
- 12 seat computer lab
- Digital media lab
- Automated return
- 4 self checkout terminals

### Staff Complement

2015 FTE: 18.35

FT: 8

PT: 9

Casual Hours Per Week: 171

## Recent Annual Statistics

	2014	2013	2012	2011	2010	2009
<b>Visitors</b>	307,525	226,766	231,900	389,300	279,150	256,922
<b>Circulation Statistics</b>	436,540	495,661	277,746	658,896	632,145	678,981
<b>Computer Usage</b>	55,536	63,150	60,050	36,350	22,600	24,100
<b>Program Attendance</b>	16,443	18,173	6,317	7,989	5,393	10,429
<b>Holdings</b>	72,224	78,808	52,923	98,923	95,153	97,250

## Catchment Area

Population Served: 43,849

Active Library Cardholders: 15,240

Terryberry boundaries extend to the Lincoln Alexander Parkway (LINC) in the south, Scenic Drive to the north as far as Wellington Street and then run south to Fennel Avenue and then swing east to Upper Wentworth Street.

## About the Branch

Terryberry library was constructed in 1970 as a one floor building and since that time has undergone two significant renovations. The first renovation occurred in 1991 when a second floor was added to allow for a much needed expansion and most recently in 2012, when the library was completely updated. The redesigned library features a larger children's department, public computer lab, a barrier free washroom, and expanded lounge and study space.

The building consists of 30,000 square feet on three floors. The library materials are located on the first and second floors with program rooms and staff working areas in the basement.

Terryberry is a vibrant and diverse community with the second highest amount of customer traffic and borrowing of materials after the Central Library. Customers enjoy a large multilingual collection including DVDs as well as a juvenile French collection. A Library Support Program worker assists newcomers in obtaining services and support.

Terryberry is designated to provide an additional assistive device, an Enroga Merlin text enlarger.

## Recommended Action

Monitor and Maintain.



## Turner Park

352 Rymal Road East. Hamilton, ON L9B 1C2 (Ward 7)

905-546-4790



### Hours

Weekly Service Hours (Winter): 55

Weekly Service Hours (Summer): 51

Monday	10:00 a.m. – 9:00 p.m.
Tuesday	10:00 a.m. – 9:00 p.m.
Wednesday	10:00 a.m. – 9:00 p.m.
Thursday	10:00 a.m. – 9:00 p.m.
Saturday	10:00 a.m. – 5:00 p.m.
Sunday	1:00 p.m. – 5:00 p.m. (September – April)

### Facility Information

- 23,681 square feet
- Shared facility
- 3 study rooms
- 2 program rooms
- 2 reading patios
- Parking
- 31 public computer stations
- 12 seat computer lab
- Automated return
- 4 self checkout terminals



## Staff Complement

2015 FTE: 16.33

FT: 6

PT: 8

Casual Hours Per Week: 177

## Recent Annual Statistics

	2014	2013	2012	2011	2010	2009
<b>Visitors</b>	315,200	287,650	383,500	344,650	343,650	346,057
<b>Circulation Statistics</b>	407,305	480,506	635,311	492,989	528,095	343,327
<b>Computer Usage</b>	67,703	87,200	65,900	43,650	37,600	44,900
<b>Program Attendance</b>	14,754	15,870	14,313	10,617	7,553	1,850
<b>Holdings</b>	65,439	72,190	87,659	70,662	73,814	54,293

## Catchment Area

Population Served: 65,659

Active Library Cardholders: 10,009

The branch serves the area bounded by the Lincoln Alexander Expressway to the north, Twenty Road to the south, Glancaster Road to the west, and Glover Road to the east.

## About the Branch

Turner Park is one of the Hamilton Public Library's newest branches celebrating its fifth anniversary in 2014. The need for a branch in the area known as the South Mountain was recognized in the early 1980's as the city began to expand further south. On May 23, 2009 the Turner Park Library opened to the public and at day end the new library had already become the third highest circulating Hamilton Public Library location.

Designed to adapt to customer needs, the library is light filled and spacious with lots of flexible space for programming and for customers seeking a quiet corner or collaboration. Clerestory windows ensure an abundance of natural light and users gravitate to seating by the windows.

Located in a joint facility with the YMCA, the two organizations together serve as a community destination for the surrounding neighbourhoods. The 280 space parking lot is consistently full has been identified as insufficient after only five years of operation.

Located within a diverse community, a Library Support Program worker assists newcomers in obtaining services and support. As well Turner Park is designated to provide an additional assistive device, an Enroga Merlin text enlarger.

## Recommended Action

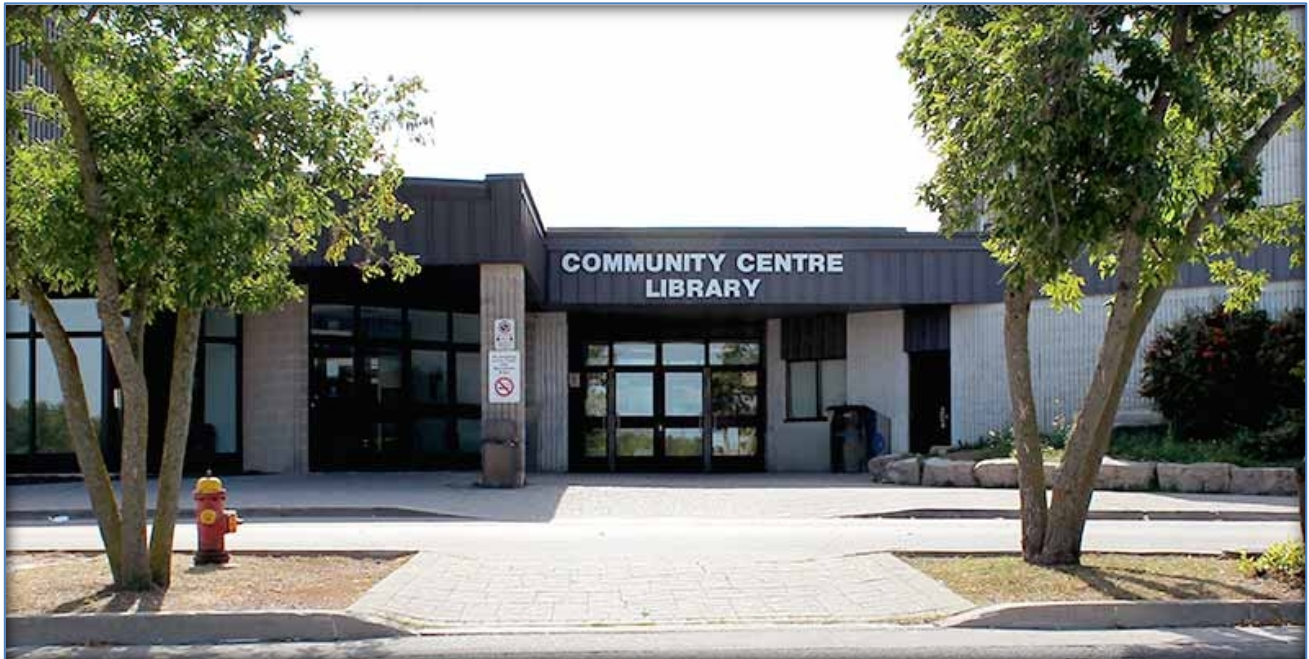
Monitor and Maintain.

Work with City and YMCA to investigate options to expand/reconfigure parking lots.

## Valley Park

970 Paramount Drive. Stoney Creek, ON L8J 1Y2 (Ward 9)

905-573-3141



### Hours

Weekly Service Hours: 47

Monday	10:00 a.m. – 8:00 p.m.
Tuesday	10:00 a.m. – 8:00 p.m.
Wednesday	10:00 a.m. – 8:00 p.m.
Thursday	10:00 a.m. – 8:00 p.m.
Saturday	10:00 a.m. – 5:00 p.m.

### Facility Information

- 3,100 square feet
- Shared facility
- Parking
- 10 public computer stations
- Libdispenser self checkout kiosk
- 2 self checkout terminals

### Staff Complement

2015 FTE: 5.47

FT: 2

PT: 3

Casual Hours Per Week: 56

## Recent Annual Statistics

	2014	2013	2012	2011	2010	2009
<b>Visitors</b>	105,575	105,500	82,300	88,100	91,500	150,450
<b>Circulation Statistics</b>	122,610	144,261	163,496	172,104	143,549	131,683
<b>Computer Usage</b>	10,910	12,600	14,350	8,150	4,850	6,000
<b>Program Attendance</b>	4,292	4,653	6,904	4,309	3,918	4,739
<b>Holdings</b>	26,378	25,136	25,100	24,988	25,734	24,894

## Catchment Area

Population Served: 24,016

Active Library Cardholders: 4,490

Valley Park's catchment area extends from Paramount Drive to Mud Street, including Stone Church Road East.

## About the Branch

The Valley Park Branch was established in 1978 and moved to the Valley Park Arena and Recreation Centre in 1982. The recreation center is located in parkland at the corner of Paramount Drive and Mud Street. It has a swimming pool, arena, and activity rooms. Access to the library is through the main entrance of the Recreation Centre. Signage directing customers to the library is located on the corner of Paramount Drive and Mud Street, and at the entrance of the recreation centre.

A unique service recently introduced at Valley Park library is a Libdispenser. Available for use during the Valley Park Aquatic Centre's open hours, it is a self serve kiosk for checking-out DVDS. Future plans include the City and Library conducting a feasibility study for the Valley Park Branch in 2015. The study will look at the potential of building up to a 10,000 square foot stand alone library on the same site. This proposed expansion will make more space and services available for the area's growing population.

## Recommended Action

Work with the City to secure DCs and capital funding for the project. Work with the Heritage Green Community Trust to enhance the project.

## Waterdown

Information on new facility opening in May 2015 (Ward 15)



### Hours

Weekly Service Hours: 47

Monday	10:00 a.m. – 8:00 p.m.
Tuesday	10:00 a.m. – 8:00 p.m.
Wednesday	10:00 a.m. – 8:00 p.m.
Thursday	10:00 a.m. – 8:00 p.m.
Saturday	10:00 a.m. – 5:00 p.m.

### Facility Information

- 3,410 square feet
- 2 floors
- Shared facility
- 1 meeting/program room
- Parking
- 14 public computer stations
- 10 seat computer lab
- Automated return
- 3 self checkout terminals

### Staff Complement

2015 FTE: 10.99

FT: 5

PT: 3

Casual Hours Per Week: 89

## Recent Annual Statistics

	2014	2013	2012	2011	2010	2009
<b>Visitors</b>	64,250	66,550	67,550	79,700	66,750	64,500
<b>Circulation Statistics</b>	155,812	178,316	185,577	192,140	174,016	155,337
<b>Computer Usage</b>	6,165	8,050	7,700	3,900	3,950	4,150
<b>Program Attendance</b>	1,803	4,380	2,702	2,164	1,435	9,843
<b>Holdings</b>	30,209	30,896	28,064	28,679	26,903	27,886

## Catchment Area

Population Served: 18,774

Active Library Cardholders: 4,828

The Waterdown branch serves a large area of Flamborough extending from the escarpment northwest and west from Milborough Townline to Brock Road.

## About the Branch

Newly constructed in 2015 the Waterdown Branch is a uniquely designed tiered structure situated in a multiuse facility. The building's award winning design brings together a number of partners to create a community destination. Customers will be able to attend the library, including the Flamborough Archives within the library space, as well as a seniors centre, Municipal Services Centre and Flamborough Information. The building is fully accessible, has many sustainable features and the use of extensive glazing and a series of sawtooth skylights ensure lots of natural light in all seasons. Beautiful recycled wood panels from the Central Library ensure the space is warm and welcoming. The new branch is significantly larger than the former branch and will provide opportunities for extensive programming as well as spaces for quiet study and collaboration for customers.

## Recommended Action

New Library to open in spring 2015.



## Westdale Branch

955 King Street West. Hamilton, ON L8S 1K9 (Ward 1)

905-546-3456



### Hours

Weekly Service Hours: 48

Monday	10:00 a.m. – 6:00 p.m.
Tuesday	10:00 a.m. – 9:00 p.m.
Wednesday	10:00 a.m. – 9:00 p.m.
Thursday	10:00 a.m. – 9:00 p.m.
Saturday	10:00 a.m. – 5:00 p.m.

### Facility Information

- 9,950 square feet
- 1 meeting/program room
- Parking
- 13 public computer stations
- Automated return
- 3 self checkout terminals

### Staff Complement

2015 FTE: 11.16

FT: 5

PT: 5

Casual Hours Per Week: 120

## Recent Annual Statistics

	2014	2013	2012	2011	2010	2009
<b>Visitors</b>	249,557	172,250	85,925	195,800	191,700	185,350
<b>Circulation Statistics</b>	235,590	276,061	291,387	303,268	302,753	315,035
<b>Computer Usage</b>	27,164	29,900	31,600	20,400	12,950	13,650
<b>Program Attendance</b>	9,632	6,282	5,402	3,640	2,779	2,532
<b>Holdings</b>	44,183	48,424	53,180	55,180	54,997	60,864

## Catchment Area

Population Served: 14,525

Active Library Cardholders: 6,574

The branch serves the area bounded by Highway 403 to Main Street West and Cootes Drives and includes the neighbourhoods of Westdale North and South, Cootes Paradise A and B; and Ainslie Wood.

## About the Branch

The Westdale Branch, known originally as Western Branch, opened its doors to the public in June of 1957 and was renovated and expanded in 1998. Before the renovation, Westdale branch occupied 7750 square feet which was expanded to 945 square feet in the renovation. The single floor plan allows for the most efficient scheduling of staff to meet customer demand. Parking is sometimes at a premium as only 10 spots are allocated to the branch in a busy shared parking lot but there is plenty of street parking available nearby. Westdale is a popular after school destination and the children's department continues to be one of the busiest areas of the library. As part of the Westdale Village shopping district, the Westdale library is an important neighbourhood destination.

To serve its community Westdale provides Chinese newspapers and DVDs, Hindi DVDs and a juvenile French collection. A Library Support Program worker assists newcomers in obtaining services and support.

## Recommended Action

Monitor and Maintain

Implement recommendations to improve space for customers.



## Part III: Digital Services and Technology

### Key Online Resources

In addition to our rich physical collections, the Hamilton Public Library provides access to a wide range of content through digital means. In most cases, digital collections are available remotely and do not require a visit to one of our locations to access.

A rich collection of online articles that are not available on the open Internet are available through **HPL Online** (<http://hpl.ca/online-resources>). The following are a few selected online resources available to library customers:

- **OverDrive** – Hamilton Public Library currently has over 48,000 eBooks and over 11,000 Audiobooks in the collection. Enjoy a wide selection of titles, genres and subjects in both eBook and Audiobook formats. OverDrive is compatible with all major ereading devices including Android, Blackberry, iPad and iPhone.
- **Freegal** – Freegal is a free downloadable music service with over 7 million songs from the Sony music catalogue. Freegal allows every Hamilton Public Library customer to have a weekly download for songs and music videos. Freegal is available on personal computers, Android mobile devices, and Apple mobile devices. The free Freegal app is available to download on iTunes and the Google Play Store.
- **Consumer Reports** - Free access to Consumer Reports' ratings, recommendations, recalls, safety alerts, user reviews and blogs on thousands of products and services in categories including appliances, cars, electronics and computers, home and garden, health and fitness, babies and kids, food, personal finance and more.
- **Mango Languages** – Learn languages online with Mango's visual and auditory learning. As an individualized language learning service, Mango Languages is designed to teach practical conversation and simulate the way people learn when immersed in a foreign culture. Each lesson covers vocabulary, pronunciation, grammar and culture and Mango can track your progress. Mango can also be used to learn English as a second language. This resource may also be accessed using the Mango Languages Library Edition app.
- **NoveList** - NoveList is a fiction database that provides reviews, annotations, and subject heading access for over 135,000 fiction titles. Includes author read-alikes, book discussion guides, and more.
- **Ancestry Library Edition** – A great resource for anyone doing genealogical or historical research. ALE offers 200+ billion images in 7,000 unique databases from North America, the United Kingdom, Europe, Australia, and other international collections that continue to grow. Records include census data, vital records, directories, photos, and more with some information dating back to the early 13th century. **Accessible only from within the library.**

## Overview of Digital Technology Infrastructure

The Library's digital technology infrastructure is key to supporting the wide range of collections, programs and services offered by the Hamilton Public Library. Our technology solutions must be innovative and anticipate and respond to the changing needs of Library customers and staff. As part of the Library's commitment to accountability, the Library must ensure that the public and staff computing services are vital and relevant.

**Data Centre** - The Library's Data Centre was renewed in 2013 leveraging Hewlett Packard technology with VMware and Veeam software solutions. The HP blade environment is 95% virtualized hosting over 40 servers, primarily running Windows 2008 R2 Enterprise.

**Hardware** - The Hamilton Public Library infrastructure supports over 650 end users in both a public domain and a staff domain. The Library's public thin clients provide internet access and software applications and Library catalogue terminals for our customers. The Hamilton Public Library is predominantly a Microsoft environment, with Windows 7 on most endpoints.

**Software Applications** - The Library's Integrated Library System (catalogue) is Innovative Interface's Virtua platform. The Library migrated from Horizon to Virtua in 2013. Library customers access the Library's catalogue through the BiblioCommons discovery layer. Comprise Technologies Smart Access Manager software manages the Library's public computer terminal and print management. Comprise's Smart Money Manager and Smart Pay are the Library's point of sales solutions managing the collection of fines and fees.

**Website & Intranet** - The Library's website was redesigned in Drupal 7 in 2015. The new website is fully responsive and compliant with current accessibility legislations. The Library utilizes Microsoft SharePoint 2007 as the platform for the staff Intranet. A migration to SharePoint 2013 is planned for 2015.



## Summary of Computer & Wireless Hardware

Location	Local Bandwidth	# Public Computers	# of Staff Computers	Wireless Access Points	Additional Information (Labs, Special Equipment...)
Ancaster	100 Mbps	15	8	3	10 seat computer lab
Barton	50 Mbps	19	5	5	
Binbrook	10 Mbps	7	3	1	
Carlisle	10 Mbps	2	2	1	
Concession	100 Mbps	16	8	1	
Central	1 Gbps	73	50	16	10 seat computer lab (mobile)
Dundas	20 Mbps	25	10	1	12 seat computer lab
Freelton	10 Mbps	2	1	1	
Greensville	10 Mbps	2	2	1	
Kenilworth	50 Mbps	16	7	1	
Locke	10 Mbps	4	4	1	
Lynden	10 Mbps	6	2	1	
Mount Hope	10 Mbps	2	1	1	
Red Hill	50 Mbps	36	9	2	12 seat computer lab and Digital Media Lab
Saltfleet	50 Mbps	17	9	1	
Sherwood	50 Mbps	20	9	2	12 seat computer lab
Stoney Creek	100 Mbps	5	6	1	
Terryberry	50 Mbps	36	14	1	12 seat computer lab and Digital Media Lab
Turner Park	100 Mbps	31	11	3	12 seat computer lab
Valley Park	100 Mbps	10	4	1	
Waterdown	100 Mbps	14	10	4	10 seat computer lab
Westdale	100 Mbps	13	7	1	
Administration & System Support Departments	1 Gbps	n/a	95	7	

## Summary of Materials Handling & Security Hardware

Location	# of Self Checks	# Security Cameras	Sorting Systems
Ancaster	3	4	5 bin, 1 public induction
Barton	2	8	No
Binbrook	1	3	No
Carlisle	0	3	No
Concession	2	7	No
Central	7	50	11 bin sorter, 2 public, 1 staff induction
Dundas	3	3	5 bin sorter- 2016 2 public, 1 staff induction
Freelton	0	4	No
Greensville	0	4	No
Kenilworth	2	6	No
Locke	1	2	No
Lynden	1	5	No
Mount Hope	0	2	No
Red Hill	3	4	5 bin sorter - Fall 2015 2 public, 1 staff induction
Saltfleet	2	0	No
Sherwood	4	5	No
Stoney Creek	2	0	No
Terryberry	4	6	7 bin sorter, 1 public, 1 staff induction
Turner Park	4	14	9 bin sorter 2 public, 1 staff induction
Valley Park	2	3	Libdispenser
Waterdown	3	4	5 bin sorter 2 public, 1 staff induction
Westdale	3	0	3 bin sorter – Fall 2015 1 public, 1 staff induction

## Part IV: Demographic Information

### Ministry of Finance Population Projections

Ontario Population Projections, 2013–2041

Table 4

Historical and projected population by census division, selected years – reference scenario

(Thousands)	Historical			Projected					
Region & Census Division	2006	2011	2013	2016	2021	2026	2031	2036	2041
<b>Greater Toronto Area (GTA)</b>	<b>5,795.8</b>	<b>6,254.6</b>	<b>6,450.2</b>	<b>6,739.5</b>	<b>7,253.5</b>	<b>7,798.8</b>	<b>8,345.9</b>	<b>8,881.4</b>	<b>9,403.1</b>
Toronto	2,609.2	2,704.6	2,771.8	2,870.8	3,030.9	3,196.2	3,354.4	3,502.6	3,639.3
Durham	584.3	626.8	645.0	669.5	716.8	771.5	830.8	892.4	956.3
Halton	457.7	517.2	539.4	572.7	634.3	702.6	775.7	851.9	931.5
Peel	1,212.8	1,340.5	1,387.9	1,457.6	1,586.1	1,721.4	1,855.6	1,986.0	2,112.1
York	931.8	1,065.5	1,106.1	1,169.0	1,285.4	1,407.1	1,529.3	1,648.5	1,763.9
<b>Central (Excluding GTA)</b>	<b>2,790.2</b>	<b>2,862.1</b>	<b>2,909.0</b>	<b>2,976.7</b>	<b>3,101.7</b>	<b>3,235.5</b>	<b>3,367.8</b>	<b>3,492.0</b>	<b>3,608.5</b>
Brant	135.9	139.9	141.7	144.7	150.4	156.6	162.7	168.5	174.1
Dufferin	56.5	58.5	58.9	60.2	63.1	66.6	70.4	74.1	77.8
Haldimand-Norfolk	112.4	111.8	110.9	110.4	110.4	110.6	110.4	109.9	108.9
Haliburton	16.6	17.4	18.1	18.6	19.4	20.2	20.9	21.7	22.4
Hamilton	523.6	535.6	545.6	558.8	581.6	606.4	631.5	655.3	677.6

<http://www.fin.gov.on.ca/en/economy/demographics/projections/>

### GRIDS (Growth Related Integrated Development Strategy)

Urban Area	2001 Population	2001 Units	2031 Population	2031 Units	Population Growth	Unit Growth
Ancaster	30,155	9,664	39,565	14,224	9,410	4,560
Dundas	24,042	8,965	24,783	10,207	741	1,242
Flamborough	39,122	12,600	54,366	19,280	15,244	6,680
Glanbrook	13,685	4,926	34,515	13,956	20,830	9,039
Lower Stoney Creek	42,028	14,437	47,354	17,774	5,326	3,337
Upper Stoney Creek	18,319	5,860	30,153	10,492	11,834	4,632
Lower Hamilton	190,184	78,844	191,081	85,742	897	6,898
Upper Hamilton	142,682	52,390	148,442	58,308	4,562	5,918
<b>TOTAL</b>	<b>500,217</b>	<b>187,686</b>	<b>569,061</b>	<b>229,992</b>	<b>68,843</b>	<b>42,306</b>

<http://www.hamilton.ca/NR/rdonlyres/B49685D5-CEBF-463A-B2D0-01190AFE06BF/0/GRIDSFinalReport.pdf>

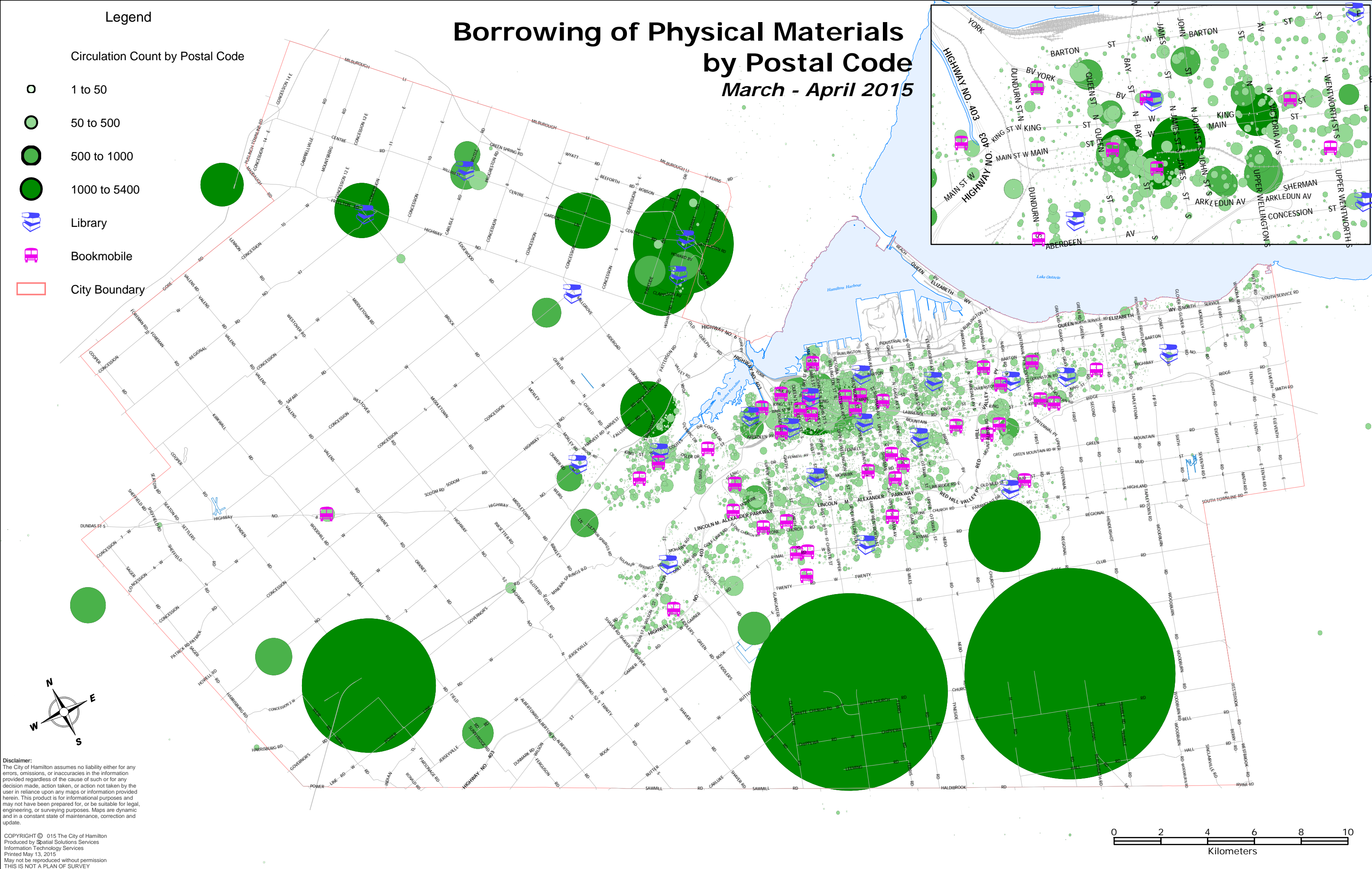


Legend

Circulation Count by Postal Code

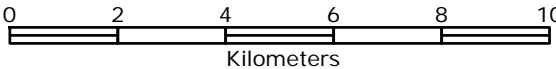
- 1 to 50
- 50 to 500
- 500 to 1000
- 1000 to 5400
- Library
- Bookmobile
- City Boundary

Borrowing of Physical Materials  
by Postal Code  
March - April 2015



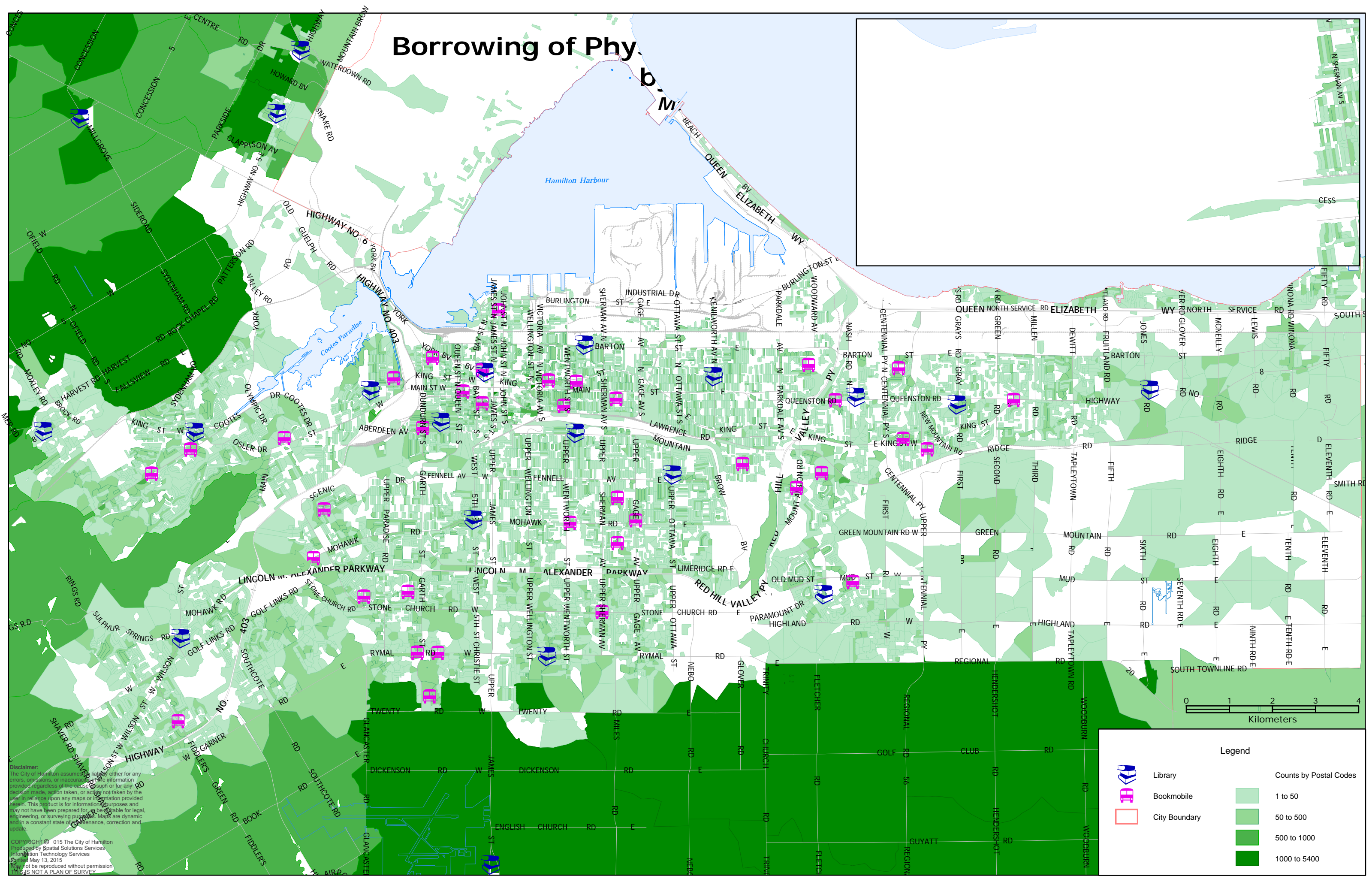
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# Borrowing of Phy





**Date:** May 15, 2015  
**To:** Chair and Members of the Board  
**From:** Robin Hewitt, Director Finance and Facilities  
Paul Takala, Chief Librarian  
**Subject: Potential Greenville Project**

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### **Recommendations**

That the Library Board endorses working in partnership with the City of Hamilton (COH) and the Hamilton-Wentworth District School Board (HWDSB) to build a new public library on the site of the future Greenville Elementary School (625 Harvest Rd, Greenville).

That the Library Board approves \$200,000 to be allocated from the Library Major Capital Projects reserve (106008) as the contribution towards the building of the new Greenville Library, in conjunction with the Hamilton Wentworth District School Board and The City of Hamilton.

### **Financial/Staffing/Legal Implications**

The Greenville Branch is currently in a leased facility that costs \$25,500 per annum. The current lease expires December 31st, 2016. Partnering to build a new library at the Greenville site would save on constructions cost and enable the library to be embedded in an important community hub.

The proposed funding model would include \$325,190 in Development Charge contributions, and \$800,810 in Capital Financing, subject to Council approval. The total budget estimate at this time is \$1,326,000.

### **Background**

In a meeting the Board Chair and I had with the HWDSB we learned that the School Board is hoping to take a report on Greenville to their June 8 Board meeting. This is required because they need to submit an updated business plan on Greenville to the province in June or the project will not meet its fall 2017 scheduled opening. City of Hamilton (COH) staff are working on taking a report to Council in early June to secure funding and support for this project.

Proposed Library Board schedule:

- May 2015 – HPL Board approves the project contingent on COH approval and funding. Library Board sets aside HPL's reserve contribution to the project.
- June 2015 – Update on the status of COH and HWDSB approval and funding.
- Later 2015 (TBD) – If the province approves funding, the Chief Librarian will report back on the project.
- 2016 (TBD) - When the project is formally set-up and underway, the Library Board will need to formally allocate the funds to the project. The Chief Librarian will keep the Board informed of major milestones and key developments on the project.

Partnering with the HWDSB and the COH to build a new public library would create opportunities to increase Library usage in Greensville, help grow the next generation of readers and help the site become an important community hub. The libraries' current Greensville location in the strip mall on Kirby Avenue is functional but it does not meet many of the principles outlined in the Library Board's Facility Master Plan (FMP). The current Greensville town hall is in need of significant capital investment and would be sold to help pay for the new facility. The COH and HPL would be able to share the costs of building accessible washrooms.

### **Framework and Scope of the Project**

Formal agreements will need to be signed between the parties. Normally, there will be a construction agreement and then later a formal operating partnership agreement. HPL staff are instructed to work collaboratively with the partners to advance the project and to ensure the project and subsequent agreements are consistent with the framework articulated here. Staff will report back to the Library and Board and seek direction should circumstances require changes in scope.

**General Scope:** On the 4.85 acre site of the current Greensville Elementary School (625 Harvest Road, Greensville):

- The HWDSB plans to remove the current building and build a new elementary school that will serve approximately 350 students.
- The HWDSB would own the building; the City and Library would enter into a long term lease agreement (estimate 40 years).
- Attached to the new school but separately entranced:
  - The COH Hamilton is planning an approximately 3800 square foot space that would include a 2000 square foot dividable program space; kitchen facilities and washrooms.
  - HPL is planning an approximately 3,400 square foot library.

**Partnership:** All parties see significant benefits in co-locating the facilities and will look for opportunities to ensure the community of Greensville sees significant benefit from this shared space. All parties also recognize that each has unique requirements so the partnership will ensure each party has control over their space. On top of that foundation, each party will look for opportunities to collaborate.

- Because of the need for schools to protect their students, schools are locked down when they are open for students. This prevents full integration of the spaces. The physical design and agreements would ensure that parking and access to the COH/HPL space would not be restricted and would not interfere with school use.
- The City/HPL space would consist of shared entrance, washroom and parking. Access to the building and parking would not conflict with school use.
- The Library would be approximately 3,400 square feet. The set-up would ensure that HPL would be able to secure collections, computers and the staff work area when the Library is closed. Library study tables and living room space, however, would be placed near the entrance so that they could be used for community use when the library is closed but under supervision.
- The City space will be approximately 3,800 square feet and include a dividable program room of 2,000 square feet, an office and a kitchen. The City Recreation Department is contracting with a local service club to manage

- their space. Library staff would coordinate with the service club access to the program room.
- A Joint Steering Committee comprised of representatives from HPL, the COH, and the service club(s) would meet bi-annually to oversee the use of the shared space ensuring all parties interests are being met. The HWDSB would participate, identifying opportunities for working with the school. The terms of reference of the Steering Committee would include the goals of ensuring the core needs of the partners are being met, as well as, ensuring the space is positively impacting the Greenville community.
- All parties would have signoff on their own spaces and joint signoff would be required for spaces shared between partners
- The agreement will include provisions to ensure fair compensation should there need to be termination of the agreement before the life of the lease ends.

**Date:** May 15, 2015  
**To:** Chair and Members of the Board  
**From:** Paul Takala, Chief Librarian  
Lita Barrie, Director Digital Technology & Youth Services  
**Subject:** **Library Board Tablet Evaluations and Guidelines**

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**Recommendations:**

That the Library Board approves the *Tablet Guidelines/Requirements* and the *Tablet Terms of Use for Board Members*. That staff issue new tablets to the incoming Library Board based on the requirements identified.

That staff investigate and report in 2016 a plan to develop a website that will provide access to a searchable public archive of Library Board reports, minutes and agendas.

**Financial/Staffing/Legal Implications:**

The cost of providing tablets to library board members is more than offset by savings in printing, courier charges and staff time to prepare print packages.

The posting of documents is consistent with our Privacy Policy and the Municipal Freedom of Information and Protection of Privacy Act. Library Board documents are now posted in accessible PDF format to comply with AODA requirements.

**Background:**

Early in the current term, the Library Board decided to go paperless. The decision was made to give Board members a tablet that would be used for the term of the Board. In September 2011 the Library Board approved the plan and adopted the terms of use.

When we investigated the options in 2011 and recommended the iPad2, the total cost per unit was approximately \$980. The cost for replacement devices is now about \$500 or could be lower. The financial viability of purchasing tablets for Board Members was dependent on agreement that a print copy of the Board package will no longer be distributed. At the time we estimated the move to go paperless was cost neutral. With even lower costs now, moving back to paper distribution would be a more expensive option.

In addition to saved staff time, and courier costs, the presumed benefits of converting the Library Board packages from print to electronic included:

- It is a green initiative that reduced paper consumption
- Providing Board members with tablets has helped facilitate usage of some of our newer services such as eBooks. Increasing Board members' familiarity with these new and rapidly growing services has assisted with a better understanding of current challenges.

Thank you to all Board members that completed the online survey. See Appendix I for a summary results of the survey. Generally, the survey results were very positive.

**Tablet Guidelines/Requirements**

The approved devices will be a current generation tablet that will serve Board members for the life of the Board Term (2015-2018).

- It will support Board members reviewing all Board documentation wherever there is a Wi-Fi connection. (No data/cellular plan will be provided)
- It will support Board members in their use of Library resources, such as, eBooks, electronic databases, audio, and video formats.
- Board members will be offered a choice of a current generation iPad or an alternative Android device.

**Components**

In addition to the device, the following components will also be provided:

- Case to protect the device & a wireless keyboard
- Additional applications to support viewing and annotating Board documents

**Ownership and Replacement**

All components purchased by the library will be owned by the Hamilton Public Library.

- The anticipated useful lifecycle of the devices is the current term of the Library Board. At the end of the term the devices will become the property of the individuals.
- If a Board member leaves office during the term, the device will be returned, and it will be issued to the incoming Board member. Staff will ensure all personal data is removed.
- The Library may ask for the device to be returned at any time. (This is not anticipated but security vulnerabilities or other valid business reasons could require the device to be returned.)
- When initially establishing the licensing of the new iPad software, all licensing will be registered in the device holder's name.

**Tablet Terms of Use for Board Members**

Upon receiving tablets Board Members will be asked to agree to the following Terms of Use Agreement.

1. **Usage for Board Meetings:** The tablets will be used to review electronic materials for each board meeting. Board members agree to bring the tablets to board meetings to access agendas, minutes and reports.
  - The Administrative Assistant to the Chief Librarian will electronically post the Board package before each meeting and notify board members by email when this has happened.
  - Paper copies will no longer be provided. Meeting locations will be coordinated to ensure that Wi-Fi access can be obtained. The Library will provide the necessary software to access materials for Board meetings.

2. **Personal Use and Other Activities:** Library Board members are encouraged to use their tablet devices to access library materials and services, such as eBooks.
  - Board members will follow normal support channels when using their devices for personal reasons.
  - Users may load (at their own expense) and use other software on their tablets for personal use provided the software is approved/certified by the tablet manufacturer.
  - The Library is not responsible for the support or replacement of software or peripheral devices purchased for personal use.
3. **Security:** Board members will ensure their tablets are password protected and will follow other security procedures as instructed.
  - Loss of a tablet and/or suspected or known breach of security and access to information on the device must be reported to the Administrative Assistant to the Chief Librarian.
  - Tablets are not to be loaned to other individuals unless their usage is supervised.
  - HPL will activate security features to protect the device from unauthorized access and viruses. Those features will not be disabled.

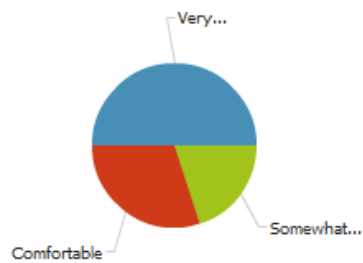
## Appendix I: Summary Results of Library Board Survey

### 1. Rate your Comfort Level With

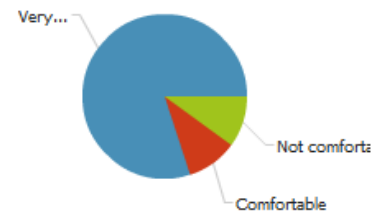
Comfort Level with Computers



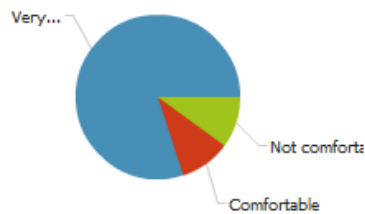
Comfort Level with Tablets



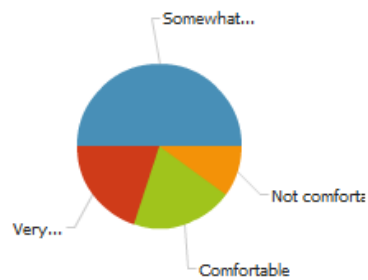
Comfort Level with Internet



Comfort Level with Email

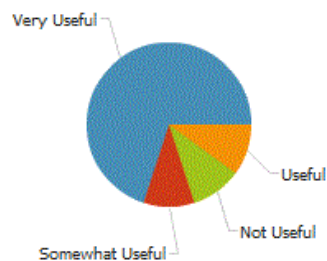


Comfort Level with Social Media

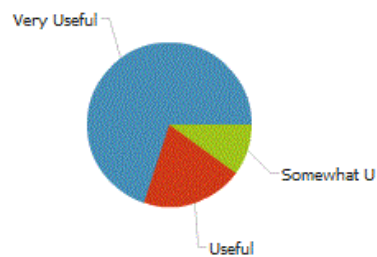


### 2. How Useful do you find

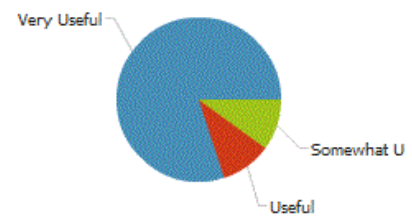
iPad



Reading and using PDF Agendas



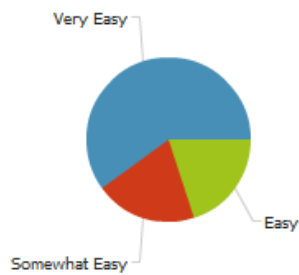
Being Emailed the Agendas



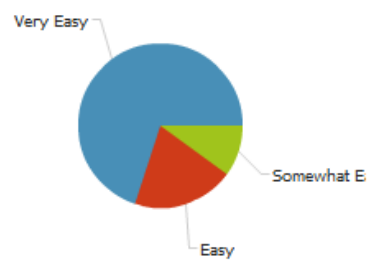


### 3. How easy to use do you find

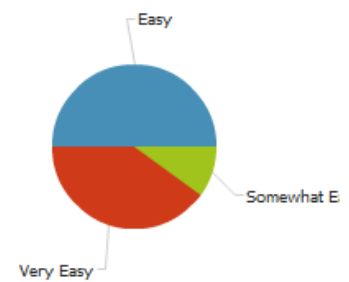
Your iPad



Access Agendas by Email



Reading and using agendas in PDF

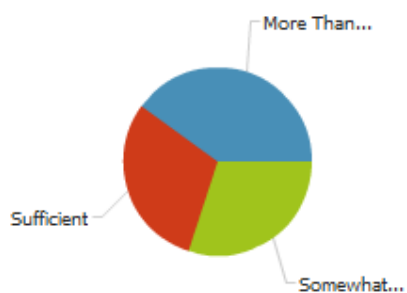


Being emailed the Agenda

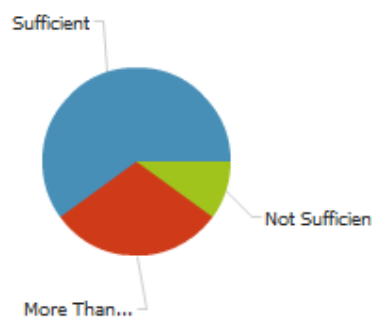


### 4. How would you rate your orientation on the

iPad

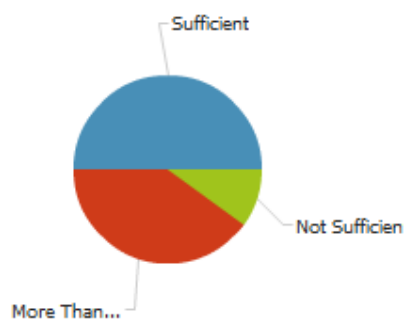


Reading and accessing agendas in PDF

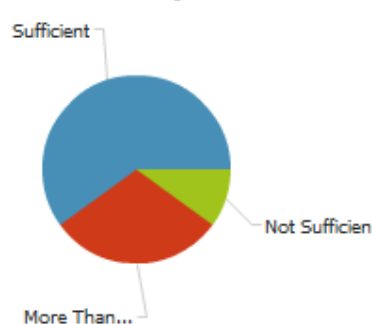


### 5. How would you rate the availability of additional learning support and technical support

For the iPad



Reading and access agendas in PDF



### Device Choice

- 8 out of 10 rated iPad #1 choice for device

## **Selected Comments**

### Positive Comments

- Cost effective; The library system is being digitalized so the Board should lead the way; Better for the environment; Communication is quicker and more timely
- I think the system we are currently using is wonderful.
- Good for the Environment, saves time for some
- Simple. Don't have to store or remember papers. Easy to refer back. Saves paper.

### Add a Key Board

- Something with a keyboard would be great.
- Like current system but would like keyboard and or something that could use stylus to simplify note taking.

### Improvements Needed

- If I want to read what was said at a board meeting several years ago on a given subject I have trouble finding it. We need a method to quickly retrieve past information - some kind of cataloguing system. The library should be good at coming up with a user friendly index of topics
- We are too reliant upon technology to access information – paper is easier to refer to, follow in meetings, and make notes actively on. Also reliable for archiving and much, much healthier for the eyes.
- A bit of both - computer and paper, my opinion. Reading lengthy emails on the computer all day every day is so unhealthy (if everyone went paperless, which is inevitable it seems). Proportion is key. It is great to contribute toward the environment and that can still be achieved without going completely paperless.

## Chief Librarian's Report – May 2015

### Absenteeism Overview for 2014

Staff have been contacted by the City of Hamilton (COH) to provide an update on absenteeism rates at HPL. The issue of absenteeism at the COH was recently highlighted in the Hamilton Spectator on May 12, 2015. To develop this overview of our absenteeism rates for the Library Board staff used the same formula the City used. We have an attendance management program similar to the COH. We have also included an update on workplace accidents/injuries.

Our Human Resources Department provides excellent leadership ensuring we are actively managing absences and proactively ensuring our workplaces are safe. I want to thank all members of our Joint Health and Safety Committee (JHSC) for their work conducting regular inspections and helping ensure our workplaces are safe. Overall we compare favorably with the City although it should be noted that the nature of our work is different than many City departments.

The City of Hamilton has categorized their absenteeism statistics by Incidental and Significant fulltime staff (all classifications). The COH did not include any absences related to pregnancy, no part time staff or casual staff. For this report, we have followed the same absence categories (incidental/significant absences) to provide HPL absenteeism statistics.

#### HPL Full-time Staff (Union and Non-Union):

- **Incidental:** less than 6 days per occasion for common illnesses.  
Averaged 2.32 days based on entire full time staff complement - 65% of the full time workforce was off in this category
- **Significant:** greater than 6 days per occasion for serious situations such as cancers, surgeries...  
Averaged 3.71 days based on entire full time staff complement - 9.2% of the full time workforce fell in this category
- **Zero Sick Time:** 25.8% of full time staff took zero sick days in 2014

#### HPL Part-time Staff (Unionized and Non-Union):

- **Incidental:** less than 6 days per occasion for common illnesses  
Averaged 7.1 hours (1 day) based on entire part time staff complement
- **Significant:** greater than 6 days per occasion for serious situations such as cancers, surgeries...  
Averaged 11.7 hours ([1.67] less than 2 days) based on entire part time staff complement
- **Zero Sick Time:** 33% of part time staff took zero sick time in 2014

### Workplace Accident/Injury Statistics

We have “Stay at Work” programs and “Return to Work” Programs. We offer modified duties immediately following injury notification or as soon as feasibly possible thereafter with medical approval. Includes all staff:

- Total Workplace Incidents – 28
- Total Non-Recordable Incidents (i.e. First Aid Only) – 17
- Total Recordable Incidents (i.e. Healthcare and/or Loss of Earnings)- 11
- Total Workplace Safety & Insurance Board (“WSIB”) Denied Claims - 3 (2 Loss of Earnings, 1 Healthcare)
- Total Workplace Safety & Insurance Board (“WSIB”) Approved Claims – 8

### **Digital Storytelling Project update, Love Your City, Share Your Stories**

Work continues on this joint project between HPL Hamilton Public Library, the City of Hamilton’s Tourism and Culture Division, and the McMaster University Library. The first phase of the Gore Park icon was launched last week with the unveiling of Veterans’ Place and featured an app and iBeacons that will, in the final phase, share personal stories and archival materials. At the same time, Local History and Archives (LH&A) launched its VE Day video <http://hpl.ca/articles/ve-day> This 11 minute video, narrated by LH&A archivist, Margaret Houghton, highlights the history of this event in Hamilton.

### **Dundas Community Consultation**

In anticipation of the design phase of the Dundas Library renovation, members of the public have been invited to two open house sessions to offer their suggestions and feedback. Preliminary concept drawings from the feasibility study will be displayed and Library Board members, architects and library staff will be available to meet with individuals on May 21<sup>st</sup> 2-4pm and May 28<sup>th</sup> 6-8pm. A presentation will also be made to the Dundas Community Council.

### **Mount Hope Library/Glanford Hall – Heritage Designation**

As part of the designation program under the Ontario Heritage Act, the Notice of Intention to Designate 3027 Homestead Drive, Glanbrook (Mount Hope Library/Glanford Hall) was recently published in the Hamilton Spectator. The City of Hamilton intends to designate this property as being a property of cultural heritage value based on several heritage attributes. This designation does not impact current library use.

### **What's Happening**

Last summer, HPL produced a 40 page children's summer guide to promote our Summer Reading Club program. It was so well received that plans were made to produce it again this year. Based on its success, it was also decided to include all programming to test the impact. The resulting 52 page guide will be distributed in mid-May and promotes programs, services and events for June, July and August. Instead of a monthly insert in the Hamilton Spectator, ads will be placed highlighting key events and directing people to our website and What's Happening guide.

### **125 Anniversary Update**

Planning is progressing well with the initial activity to celebrate our anniversary scheduled for Tuesday, May 26. Our website will feature a modified logo, staff will be wearing their new HPL t-shirts and new name tags in conjunction with a "share the love" campaign. As part of our ongoing work around the strategic priority of a creative and change organization we are using the anniversary to capture staff stories. Staff can enter to win a heart shaped pizza by responding to the question, "Why do you love working at HPL?"



### **Forest of Reading**

Over 1,900 students from the Hamilton Wentworth District and Hamilton Wentworth Catholic District School Boards attended this year's Forest of Reading celebrations. We were fortunate to have 5 of the nominated authors participate in 14 events held across the City at Library branches and the HWDSB Education Centre during the week of April 20th. The Forest of Reading is a literacy program founded by the Ontario Library Association.

### **Louder than a Bomb Canada: Youth Poetry Festival**

The "Hamilton Youth Poets" (HYP) presented the 2nd annual Louder Than A Bomb

Canada: Youth Poetry Festival from May, 1-9 in conjunction with Children's Mental Health and National Youth Arts Week. A number of the events and workshops took place at the Central Library. Hundreds of youth participated including teams of students from Hamilton high schools. It was great to see teens cheering for poetry! This year's theme is *Our City, Our Voice, Our Future*.

[www.hamiltonyouthpoets.org](http://www.hamiltonyouthpoets.org) .

### **The City of Hamilton's Public Health Tobacco Prevention Unit**

Programming began at Central Library this month with youth from across the City participating in this program, Unfiltered Facts. As part of this partnership, \$2400 is being provided to HPL to help support the program.

### **The Community Action Program for Children**

Staff is happy to report that annual funding of \$16k was renewed for 2015. The grant covers salaries for two student Summer Literacy Worker positions and various programming components in the east end of Hamilton.

### **Women's Leadership**

On May 14, 120 people attended the Women's Leadership Networking event held on the 4<sup>th</sup> Floor of the Central Library. Women's Leadership is a joint initiative of the Hamilton Chamber of Commerce and the YWCA. The project is a response to the 2014 Exclerator report which provides an overview of women's representation in senior leadership positions in Hamilton and Halton. The report analyzed women in leadership across nine sectors, and provides an essential first benchmark:

<http://ywcahamilton.org/initiatives/women-diversity-the-exclerator-project>

Paul Takala  
Chief Librarian

**Date:** May 20, 2015  
**To:** Chair and Members of the Board  
**c.c.** Paul Takala, Chief Librarian  
**From:** The Audit Committee  
**Subject:** **2014 Audited Financial Statements**

---

**Recommendation:**

**That the 2014 Audited Financial Statements for the Hamilton Public Library Board, included in the attached Audit Committee Minutes, be approved.**

**Background:**

Every year, the Library must prepare and present the audited financial statements to the Council of the City of Hamilton as required by the Public Libraries Act. The financial statements present the 2014 financial position of the Library as at December 31, 2014 and the financial activities for the year ended December 31, 2014.

KPMG, LLP, Chartered Accountants, who are external auditors for both the City of Hamilton and the Hamilton Public Library have performed the statutory audit function and have presented their Audit Findings Report to the Audit Committee.

In the opinion of KPMG, LLP, the financial statements present fairly, in all material respects, the financial position of The Hamilton Public Library Board as at December 31, 2014, and its results of operations, changes in net assets and its cash flows for the year then ended in accordance with the Canadian public sector accounting standards.

The financial statements have been prepared by staff in accordance with generally accounting principles for local governments (including local boards) as recommended by the Public Sector Accounting Board ("PSAB") of the Canadian Institute of Chartered Accountants (CICA). PSAB requirements for local boards include fund accounting, accrual accounting and post employment and retirement benefit obligations.

Effective January 1, 2007, the Library adopted Accounting Guideline 7 (PSG-7) of the Public Sector Accounting Handbook of the Canadian Institute of Chartered Accountants ("CICA") with respect to the disclosure of tangible capital assets for local governments. PSG-7 provides transitional guidance on presenting information related to tangible capital assets until Section 3150 - Tangible Capital Assets of the Public Sector Accounting Handbook came into effect on January 1, 2009.



**HAMILTON PUBLIC LIBRARY BOARD  
Audit Committee Meeting**

**Wednesday, May 6, 2015  
Central Library, Board Room  
5:00 p.m. Meeting**

**MINUTES**

**PRESENT:** David Simpson, George Geczy, Mary Ann Leach, Suzan Fawcett

**OTHER:** John Pryke, KPMG

**STAFF:** Robin Hewitt, Paul Takala

**1. Acceptance of the Agenda**

There were no additions to the agenda.

**MOVED** by Ms Fawcett, seconded by Mr. Geczy,

**THAT THE AGENDA BE ACCEPTED AS PRESENTED.**

**MOTION CARRIED.**

**2. Minutes of the Hamilton Public Library Board Audit Committee  
of Wednesday, January 21<sup>st</sup>, 2015**

**MOVED** by Ms Leach, seconded by Mr. Geczy,

**THAT THE MINUTES OF THE HAMILTON PUBLIC LIBRARY AUDIT  
COMMITTEE MEETING OF TUESDAY, JANUARY 21, 2015 BE  
ADOPTED AS PRESENTED.**

**MOTION CARRIED.**

**3. Hamilton Public Library Board Audit Findings Report**

The Auditor reviewed the audit findings report with the committee members. It was reported that there is nothing out of the ordinary to report.

The Auditor reminded committee members of the containment sites which will be a new standard for next year for the statements ending December 31, 2015. The Library is included with the City.

**MOVED** by Ms Fawcett, seconded by Ms Leach,

**THAT THE AUDIT FINDINGS REPORT BE ADOPTED AS PRESENTED.**

**MOTION CARRIED.**

**4. 2014 Hamilton Public Library Financial Statements**

Mr. Pryke reviewed the Library's audited financial statements with the committee members.

**MOVED** by Ms Leach, seconded by Mr. Geczy,

**THAT THE AUDITED FINANCIAL STATEMENTS BE ADOPTED AS PRESENTED.**

**MOTION CARRIED.**

**5. Adjournment**

**MOVED** by Ms Fawcett,

**THAT THE AUDIT COMMITTEE MEETING OF WEDNESDAY, MAY 6, 2015 BE ADJOURNED.**

**MOTION CARRIED.**

The meeting was adjourned at 5:00 p.m.

Minutes recorded by Karen Hartog.

## Mission Statement

## Freedom to Discover

## Strategic Priorities

*A Community Beacon      Relevant and Responsive*

## A Creative and Changing Organization

# HAMILTON PUBLIC LIBRARY BOARD

## Audit Committee Meeting

Wednesday, May 6, 2015

## Central Library, Board Room

4:30 p.m. Meeting

## AGENDA

- |    |   |               |
|----|---|---------------|
| 1. | Acceptance of the Agenda  |               |
| 2. | Minutes of the Hamilton Public Library Board Audit Committee Meeting of Wednesday, January 21, 2015 | Attachment #2 |
| 3. | Hamilton Public Library Board Audit Findings Report   | Attachment #3 |
| 4. | 2014 Hamilton Public Library Financial Statements   | Attachment #4 |
| 5. | Adjournment   |               |

**HAMILTON PUBLIC LIBRARY BOARD  
Audit Committee Meeting**

**Wednesday, January 21, 2015  
Central Library, Board Room  
5:00 p.m. Meeting**

**MINUTES**

**PRESENT:** David Simpson, George Geczy, Mary Ann Leach, Suzan Fawcett

**OTHER:** John Pryke, KPMG

**STAFF:** Robin Hewitt, Paul Takala

**1. Acceptance of the Agenda**

There were no additions to the agenda.

**MOVED** by Ms Fawcett, seconded by Mr. Geczy,

**THAT THE AGENDA BE ACCEPTED AS PRESENTED.**

**MOTION CARRIED.**

**2. Minutes of the Hamilton Public Library Board Audit Committee  
of Tuesday, June 3rd, 2014**

**MOVED** by Ms Fawcett, seconded by Mr. Geczy,

**THAT THE MINUTES OF THE HAMILTON PUBLIC LIBRARY AUDIT  
COMMITTEE MEETING OF TUESDAY, JUNE 3, 2014 BE ADOPTED  
AS PRESENTED.**

**MOTION CARRIED.**

**3. Auditor and Audit Committee meet without Staff**

The Audit Committee met privately with the Auditor.

#### **4. HPL Audit Planning Report**

Mr. Pryke reviewed the audit planning report highlighting items for consideration in developing the audit plan.

Page 2 – there is a new standard on contaminated sites that should not impact the Library. This will need to be taken into consideration for next year. Mr. Pryke indicated that this may be covered off through the City of Hamilton.

Page 3 – Mr. Pryke outlined the timelines.

Page 4 – Mr. Pryke reported that the Library Board needs to be aware of the thresholds which equates to \$615,000 of the budget. It was reported that anything above this number would be brought to the Library Board's attention.

Page 5/6 – this is the area most spent on the audit and there does not appear to be any significant risks with the Library.

Page 8 – The annual management letter would be included in this document and section of the report.

#### **5. Adjournment**

**MOVED** by Ms Fawcett, seconded by Ms Leach,

**THAT THE AUDIT COMMITTEE MEETING OF WEDNESDAY,  
JANUARY 21, 2015 BE ADJOURNED.**

**MOTION CARRIED.**

The meeting was adjourned at 5:45 p.m.

Minutes recorded by Karen Hartog.

AUDIT

# Hamilton Public Library Board

**Audit Findings Report**

For the year ended December 31, 2014

**KPMG LLP, Licensed Public Accountants**

[kpmg.ca](http://kpmg.ca)

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# Executive summary

## Overview

The purpose<sup>1</sup> of this Audit Findings Report is to assist you, as a member of the Audit Committee, in your review of the results of our audit of the financial statements of the Hamilton Public Library Board ("Library") as at and for the year ended December 31, 2014.

We appreciate the assistance of management and staff in conducting our audit. We hope this audit findings report is of assistance to you for the purpose above, and we look forward to discussing our findings and answering your questions.

## Status

As of the date of this report, we have completed the audit of the financial statements, with the exception of certain remaining procedures which include:

- Completing our discussions with the Audit Committee;
- Obtaining evidence of the Board's approval of the financial statements; and
- Receipt of signed management representation letter

Please refer to the draft financial statements for our draft auditors' report.

We will update you on significant matters, if any, arising from the completion of the audit, including completion of the above procedures. Our auditors' report will be dated upon completion of any remaining procedures.

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<sup>1</sup> This Audit Findings Report should not be used for any other purpose or by anyone other than the Audit Committee. KPMG shall have no responsibility or liability for loss or damages or claims, if any, to or by any third party as this Audit Findings Report has not been prepared for, and is not intended for, and should not be used by, any third party or for any other purpose.

## Significant audit, accounting and reporting matters

Included in this report are significant matters we have highlighted for discussion at the upcoming Audit Committee meeting. We look forward to discussing these matters and our findings with you.

### Changes from the Audit Plan

There have been no changes from the Audit Planning Report previously presented to you on January 21, 2015.

### Matters related to management's judgment and estimates.

We have highlighted below significant matters related to management's judgment and estimates that we would like to bring to your attention:

<b>Liability for future benefits</b>
<ul style="list-style-type: none"> <li>• The Library is required to report obligations for retirement benefits earned over the employment period of its employees.</li> <li>• The Library recognizes the post-employment benefit costs as they are earned during the year. The Library's obligation under the post-employment provisions of employment agreements will be funded out of current operations.</li> <li>• Management relies on the actuarial services of Dixon Actuarial Services.</li> </ul>
<b>KPMG comments regarding effect on the audit</b>
<ul style="list-style-type: none"> <li>• KPMG obtained external confirmation from management's expert.</li> <li>• KPMG evaluated management's expert for competence and independence.</li> <li>• KPMG reviewed the actuarial valuations performed on post-employment and retirement benefits to assess the estimates set up for the accrued benefit obligation</li> </ul>

## Significant qualitative aspects of accounting policies and practices

Our professional standards require that we communicate our views regarding the matters below, which represent judgments about significant qualitative aspects of accounting policies and practices. Judgments about quality cannot be measured solely against standards or objective criteria. These judgments are inherently those of the individual making the assessment: the engagement partner. However, although judgments about quality are those of the engagement partner, the views discussed below are not contrary to positions KPMG has taken.

The following are the matters we plan to discuss with you:

<b>Significant accounting policies</b>	Significant accounting policies or practices are disclosed in Note 1 to the financial statements. There were no new significant accounting policies or practices selected and applied during the year
<b>Critical accounting estimates</b>	Management's process for identifying and making accounting estimates are consistent with the prior year. The liability for employee future benefits is the only critical accounting estimate.
<b>Critical disclosures and financial statement presentation</b>	The Library's significant financial statement disclosures are acceptable and appropriate under Public Sector Accounting Standards.

# Misstatements

## **Corrected misstatements**

There were no corrected misstatements identified.

## **Uncorrected misstatements**

There were no uncorrected misstatements identified.

# Control deficiencies

## Background and professional standards

As your auditors, we are required to obtain an understanding of internal control over financial reporting (ICFR) relevant to the preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances for the purpose of expressing an opinion on the financial statements, but not for the purpose of expressing an opinion on internal control. Accordingly, we do not express an opinion on the effectiveness of internal control.

Our understanding of ICFR was for the limited purpose described above and was not designed to identify all control deficiencies that might be significant deficiencies and therefore, there can be no assurance that all significant deficiencies and other control deficiencies have been identified. Our awareness of control deficiencies varies with each audit and is influenced by the nature, timing, and extent of audit procedures performed, as well as other factors.

## Identification

We did not identify any control deficiencies that we determined to be significant deficiencies in ICFR.

# Appendices

## Management representation letter

## Management representation letter



[www.kpmg.ca](http://www.kpmg.ca)

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Financial Statements of

**THE HAMILTON PUBLIC LIBRARY  
BOARD**

Year ended December 31, 2014

DRAFT

# THE HAMILTON PUBLIC LIBRARY BOARD

## Financial Statements

December 31, 2014, with comparative figures for 2013

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#### The Hamilton Public Library Board

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## INDEPENDENT AUDITORS' REPORT

To the Board Members, Members of Council, Inhabitants and Ratepayers of the Corporation of the City of Hamilton

We have audited the accompanying financial statements of The Hamilton Public Library Board, which comprise the statement of financial position as at December 31, 2014, and the statements of operations, changes in net financial assets and cash flows for the year then ended, and notes, comprising a summary of significant accounting policies and other explanatory information.

### *Management's Responsibility for the Financial Statements*

Management is responsible for the preparation and fair presentation of these financial statements in accordance with Canadian public sector accounting standards, and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

### *Auditors' Responsibility*

Our responsibility is to express an opinion on these financial statements based on our audit. We conducted our audit in accordance with Canadian generally accepted auditing standards. Those standards require that we comply with ethical requirements and plan and perform the audit to obtain reasonable assurance about whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on our judgment, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, we consider internal control relevant to the entity's preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by management, as well as evaluating the overall presentation of the financial statements.

We believe that the audit evidence we have obtained in our audit is sufficient and appropriate to provide a basis for our audit opinion.

*Opinion*

In our opinion, the financial statements present fairly, in all material respects, the financial position of The Hamilton Public Library Board as at December 31, 2014, and its results of operations, changes in net assets and its cash flows for the year then ended in accordance with Canadian public sector accounting standards.

Chartered Professional Accountants, Licensed Public Accountants

Hamilton, Canada  
May 20, 2015

DRAFT

# THE HAMILTON PUBLIC LIBRARY BOARD

## Statement of Financial Position

December 31, 2014, with comparative figures for 2013

	2014	2013
<b>Financial assets</b>		
Cash	\$ 30,280	\$ 30,631
Accounts receivable	63,427	74,355
Due from City of Hamilton (note 2)	9,154,043	8,653,462
	<b>\$ 9,247,750</b>	<b>\$ 8,758,448</b>
<b>Liabilities</b>		
Accounts payable and accrued liabilities	\$ 638,626	\$ 635,667
Due to trust funds	367,691	367,461
Liability for future benefits (note 3)	2,240,100	2,168,505
	<b>3,246,417</b>	<b>3,171,633</b>
Net financial assets	<b>6,001,333</b>	<b>5,586,815</b>
<b>Non-financial assets</b>		
Prepaid expenses	407,611	98,966
Tangible capital assets (net) (Schedule)	12,535,866	12,741,239
	<b>12,943,477</b>	<b>12,840,205</b>
Commitments (note 6)		
Accumulated surplus (note 8)	<b>\$18,944,810</b>	<b>\$18,427,020</b>

See accompanying notes to financial statements.

On behalf of the Board:

\_\_\_\_\_  
Director

\_\_\_\_\_  
Director

# THE HAMILTON PUBLIC LIBRARY BOARD

## Statement of Operations

Year ended December 31, 2014, with comparative figures for 2013

	Budget 2014 (note 9)	Actual 2014	Actual 2013
Revenue:			
Municipal contribution	\$28,145,940	\$ 28,145,940	\$ 28,103,080
Province of Ontario grants	949,450	949,451	949,451
Fines	476,070	436,371	512,806
Photocopier revenue	68,370	96,358	81,869
Donations	-	20,255	18,710
Other grant revenue	216,870	254,619	344,832
Other – rentals, sales and recoveries	116,220	134,896	88,288
Interest	-	188,046	199,534
Contributions from Municipal reserves	281,490	282,006	293,444
	30,254,410	30,507,942	30,592,014
Expenditures:			
Employee related expenses	20,288,590	19,795,230	19,134,401
Contractual	2,000,250	1,701,872	1,343,286
Building and grounds	1,575,200	1,493,242	1,431,178
Materials and supplies	3,932,870	738,924	624,452
Financial	397,770	472,718	532,760
Capital financing (note 4)	344,990	344,056	345,295
Vehicle expenses	67,490	44,367	43,697
Consulting	-	6,635	33,401
Cost allocations	-	-	2,131
Amortization	-	3,598,672	3,563,649
Change in employee benefits	-	71,595	2,072
Reserves/recoveries	1,640,850	1,716,443	1,696,397
Contribution to Municipal reserves	6,400	6,398	6,058
	30,254,410	29,990,152	28,758,777
Net revenue	-	517,790	1,833,237
Contributions to reserves of Municipality (note 10)	-	-	2,371,184
Annual surplus (deficit)	-	517,790	(537,947)
Accumulated surplus, beginning of year	18,427,020	18,427,020	18,964,967
Accumulated surplus, end of year	\$18,427,020	\$ 18,944,810	\$ 18,427,020

See accompanying notes to financial statements.

# THE HAMILTON PUBLIC LIBRARY BOARD

## Statement of Changes in Net Financial Assets

Year ended December 31, 2014, with comparative figures for 2013

	2014	2013
Annual surplus (deficit)	\$ 517,790	\$ (537,947)
Purchase of tangible capital assets	(3,393,299)	(3,515,478)
Amortization of tangible capital assets	3,598,672	3,563,649
	205,373	48,171
Net (increase) decrease in prepaid expenses	(308,645)	14,565
Change in net financial assets	414,518	(475,211)
Net financial assets, beginning of year	5,586,815	6,062,026
Net financial assets, end of year	\$ 6,001,333	\$ 5,586,815

See accompanying notes to financial statements.



# THE HAMILTON PUBLIC LIBRARY BOARD

## Statement of Cash Flows

Year ended December 31, 2014, with comparative figures for 2013

	2014	2013
Cash provided by (used in):		
Operating activities:		
Annual surplus (deficit)	\$ 517,790	\$ (537,947)
Items not involving cash:		
Amortization	3,598,672	3,563,649
Increase in future benefits	71,595	2,072
Change in non-cash assets and other liabilities:		
Accounts receivable	10,928	(24,628)
Due from City of Hamilton	(500,581)	692,149
Prepaid expenses	(308,645)	14,565
Accounts payable and accrued liabilities	2,959	(189,470)
Due to trust funds	230	792
	3,392,948	3,521,182
Capital activities:		
Purchase of tangible capital assets	(3,393,299)	(3,515,478)
Net change in cash	(351)	5,704
Cash, beginning of year	30,631	24,927
Cash, end of year	\$ 30,280	\$ 30,631

See accompanying notes to financial statements.

# THE HAMILTON PUBLIC LIBRARY BOARD

## Notes to Financial Statements

Year ended December 31, 2014

The financial statements of the Hamilton Public Library Board (the Board) are prepared by management in accordance with Canadian public sector accounting standards.

The budget established for capital investment in tangible capital assets are on a project-oriented basis, the costs of which may be incurred over a number of years and therefore may not be comparable with the current year's actual expenditures. The Board does not budget actively within reserves or reserve funds, with the exception being those transactions which affect either operations or capital investments. Budget figures do not include amounts for tangible capital assets amortization.

### 1. Significant account policies:

#### (a) Basis of accounting:

Revenue are recorded 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) Tangible capital assets:

##### (i) Determination of costs

Tangible capital assets are recorded at cost which includes all amounts that are directly attributable to acquisition, construction, development or betterment of the asset. Contributed or donated tangible capital assets are recorded at their fair value at the date of receipt.

##### (ii) Amortization

Amortization is recorded to reflect the cost, net of anticipated salvage value, associated with the use of the asset in providing library services over the estimated useful life of the asset. Amortization expense is calculated on a straight-line basis over the assets' estimated useful lives as follows:

Asset	Number of years
Collections (asset pool)	7 years
Furniture, equipment and shelving	10 years
Computer hardware	3 years
Software	5 years

# THE HAMILTON PUBLIC LIBRARY BOARD

Notes to Financial Statements (continued)

Year ended December 31, 2014

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## 1. Significant account policies (continued):

### (b) Tangible capital assets (continued):

#### (ii) Amortization (continued)

One half of the annual amortization is charged in the year of acquisition and in the year of disposal. Assets under construction are not amortized until the asset is available for productive use.

Library land and buildings are owned and controlled by the City of Hamilton and are therefore not reflected in these financial statements.

### (c) Trust funds:

Trust funds and their related operations administered by the Board are not included in these financial statements, but are reported separately.

### (d) Municipal contributions:

Municipal contributions received relate to library operations. Municipal contributions paid relate to surplus repayment and future reserves. Contributions are recognized in the financial statements as revenues in the period in which events giving rise to the contribution occur, providing the contributions are authorized, any eligibility criteria have been met, and reasonable estimates of the amounts can be made.

### (e) Employee future benefits:

The Library provides certain employee benefits which will require funding in future periods. The cost of self-insured retirement and other employee future benefits that vest or accumulate over the periods of service provided by employees, such as retirement health and dental benefits for retirees, is actuarially determined using the project benefit method prorated on service. Under this method, the benefit costs are recognized over the expected average service life of the employee group. Any actuarial gains and losses related to the past service of employees are amortized over the expected average remaining service life of the employee group.

The costs of multi-employer defined contribution pension plan benefits, such as the Ontario Municipal Employees Retirement System (OMERS) pensions, are the employer's contributions due to the plan in the period.

### (f) Non-financial assets:

Non-financial assets are not available to discharge existing liabilities and are held for use in the provision of services. They have useful lives extending beyond the current year and are not intended for sale in the ordinary course of operations.

# THE HAMILTON PUBLIC LIBRARY BOARD

Notes to Financial Statements (continued)

Year ended December 31, 2014

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## 1. Significant account policies (continued):

### (g) Government transfers:

Government transfers received are from federal and provincial governments. Transfers are recognized in the period in which the events giving rise to the transfers occur, providing the transfers are authorized, eligibility criteria are met, and reasonable estimates of the amounts can be made.

### (h) Use of estimates:

The preparation of financial statements in accordance with public sector accounting standards requires management to make estimates and assumptions that affect 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.

## 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 future benefits:

In accordance with Canadian public sector accounting standards, 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 only receive benefits until age sixty-five.

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

# THE HAMILTON PUBLIC LIBRARY BOARD

Notes to Financial Statements (continued)

Year ended December 31, 2014

## 3. Liability for future benefits (continued):

Accrued benefit obligation:

	2014	2013
Vested sick leave liability	\$ 43,500	\$ 90,784
Retirement benefits	2,910,600	2,521,051
	2,954,100	2,611,835
Net unamortized actuarial loss	(714,000)	(443,330)
Accrued liability	\$ 2,240,100	\$ 2,168,505

The continuity of employee future benefits and other obligations is summarized as follows:

	2014	2013
Liability for employee future benefits and other obligations		
balance at beginning of the year	\$ 2,168,505	\$ 2,166,433
Benefit expenditure	89,900	66,076
Interest expenditure	127,300	116,326
Amortization of actuarial loss	80,995	64,737
Benefit payments	(226,600)	(245,067)
Liability for employee future benefits and other obligations		
balance at end of the year	\$ 2,240,100	\$ 2,168,505

Actuarial valuations are performed on post-employment and retirement benefits to provide estimates of the accrued benefit obligations. These estimates are based on a number of assumptions about future events including interest rates, inflation rates, salary and wage increases, medical and dental cost increases and mortality. The assumptions are determined at the time of the actuarial valuations and are reviewed annually. Consequently, different assumptions may be used as follows:

	Discount rate	Return on assets	Inflation rate	Salary increases	Dental increases	Life expectancy (years)
Vested sick leave	4.0%	NA	2%	3.5%	NA	12
Retirement benefits – health and dental	4.0%	NA	2%	3.5%	3.87% (1)	12

Note (1) – Medical costs are assumed to increase at a rate of 5.92% in 2014 (2013 – 5.5%) and reduce annually until 2030.

# THE HAMILTON PUBLIC LIBRARY BOARD

Notes to Financial Statements (continued)

Year ended December 31, 2014

## 3. Liability for future benefits (continued):

### (a) Liability for vested sick leave:

Effective May 1, 1982, the Income Protection Plan was adopted and sick leave credits earned under the Sick Leave Benefit Plan were frozen. Under the Sick Leave Benefit Plan unused sick leave 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. The estimated accrued benefit obligation at December 31, 2014 is \$43,500 (2013 - \$90,784).

### (b) Liability for retirement benefits:

The Board provides certain health, dental and life insurance benefits between the time an employee retires under OMERS or the normal retirement age and up to the age of 65 years. The estimated accrued benefit obligation at December 31, 2014 is \$2,910,600 (2013 - \$2,521,051).

## 4. Long term debt:

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

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

Debenture number	Purpose	Interest rates	Maturity date	2014	2013
12-094	Westdale Branch	2.13%	2017	51,236	68,314
12-094	Barton Branch	2.13%	2017	117,071	156,095
01-162	Central Library	4.65% to 6.75%	2016	5,785	8,415
06-120	South Mtn Complex	4.728%	2023	1,951,652	2,314,367
				<b>\$ 2,125,744</b>	<b>\$ 2,367,191</b>

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

2015	\$ 250,359
2016	259,700
2017	266,314
2018	220,268
2019	230,805
2020 and thereafter	898,298
	<b>\$ 2,125,744</b>

# THE HAMILTON PUBLIC LIBRARY BOARD

Notes to Financial Statements (continued)

Year ended December 31, 2014

## 4. Long term debt (continued):

(c) The Board was charged \$344,056 (2013 - \$345,295) for long term debt charges during the year as follows:

	2014	2013
Principal	\$ 241,447	\$ 232,944
Interest	102,609	112,351
	<u>\$ 344,056</u>	<u>\$ 345,295</u>

## 5. Pension agreements:

The Hamilton Public Library makes contributions to OMERS, which is a multi-employer plan, on behalf of 223 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.

The latest actuarial valuation as at December 31, 2014 reported a funding deficit of \$7.1 billion in 2014. In response, OMERS increased contributions for both employees and employers by 0.9%, made benefit reductions to plan members who leave their employment prior to retirement, and implemented a revised investment strategy. OMERS expects these contributions and policy changes to return the plan to a fully funded position by 2025. Contributions were made in the 2014 calendar year at rates ranging from 9.0% to 15.9% depending on the level of earnings. As a result, \$1,256,888 was contributed to OMERS (2013 - \$1,259,227) for current service.

## 6. Commitments:

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

2015	\$ 509,400
2016	530,300
2017	504,800
2018	504,800
2019	478,467
2020 and thereafter	346,800
	<u>\$2,875,067</u>

## 7. Trust funds:

Trust funds administered by the Board amounting to \$3,490,806 (2013 - \$3,283,754) have not been included in the statement of financial position nor have these operations been included in the statement of operations.

# THE HAMILTON PUBLIC LIBRARY BOARD

Notes to Financial Statements (continued)

Year ended December 31, 2014

## 8. Accumulated surplus:

Consists of:

	2014	2013
Reserves and reserve funds	\$ 8,649,044	\$ 7,854,286
Amounts to be recovered in the future	(2,240,100)	(2,168,505)
Tangible capital assets	12,535,866	12,741,239
Balance, end of year	\$ 18,944,810	\$ 18,427,020

Reserves and reserve funds:

	2014	2013
Library major capital projects	\$ 2,718,926	\$ 2,646,563
Library general development	2,002,807	1,812,184
Computer reserve	1,049,678	724,296
Library collections	764,723	800,255
Accessibility health and safety	654,101	638,806
Redevelopment, training and restructuring	506,072	494,239
Summer reading	440,406	394,617
Mobile equipment	393,155	226,936
Youth programming	119,176	116,390
	\$ 8,649,044	\$ 7,854,286

## 9. Budget figures:

The budgets originally approved by the Board for 2014 are reflected on the statement of operations and do not include amounts related to public sector accounting standards reporting requirements.

- The budget reflects anticipated expenditures for collection purchases, whereas actual results have been adjusted to move capital-related collection items to tangible capital assets. An amount for amortization expense has not been included in the budget, but is reflected in actual results.
- Amounts included in the original council approved capital budget which are not recognized as tangible capital assets are included in statement of operations under the appropriate functional expense category.



# THE HAMILTON PUBLIC LIBRARY BOARD

Notes to Financial Statements (continued)

Year ended December 31, 2014

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## 10. Contribution from Reserves to the Municipality:

The contribution from reserves to the Municipality does not include any transfers to the operating budget.

Net transfer to Municipality

\$ -

Historically, there has been no budgeted amount for transfers to the Municipality. This is due to the fact that impending projects are not necessarily known or approved at the time of the budget preparation.

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# THE HAMILTON PUBLIC LIBRARY BOARD

## Schedule of Tangible Capital Assets

Year ended December 31, 2014

### December 31, 2014

Cost	Computer hardware	Computer software	Collections	Furniture and equipment	Total
Beginning of year	\$ 441,307	\$ 257,151	\$ 22,362,448	\$ 2,247,349	\$ 25,308,255
Add: Additions during the year	13,197	4,568	3,016,937	358,597	3,393,299
Less: disposals during the year	(227,974)	-	(2,941,956)	(143,546)	(3,313,476)
End of year	\$ 226,530	\$ 261,719	\$ 22,437,429	\$ 2,462,400	\$ 25,388,078
Accumulated Amortization	Computer hardware	Computer software	Collections	Furniture and equipment	Total
Beginning of year	\$ 251,626	\$ 74,485	\$ 11,335,900	\$ 905,005	\$ 12,567,016
Add: amortization during the year	111,306	51,887	3,199,991	235,488	3,598,672
Less: amortization on disposals	(227,974)	-	(2,941,956)	(143,546)	(3,313,476)
End of year	\$ 134,958	\$ 126,372	\$ 11,593,935	\$ 996,947	\$ 12,852,212
Net book value	\$ 91,572	\$ 135,347	\$ 10,843,494	\$ 1,465,453	\$ 12,535,866

### December 31, 2013

Cost	Computer hardware	Computer software	Collections	Furniture and Equipment	Total
Beginning of year	\$ 306,251	\$ 144,897	\$ 22,201,840	\$ 2,066,399	\$ 24,719,387
Add: additions during the year	135,056	112,254	2,898,311	369,857	3,515,478
Less: disposals during the year	-	-	(2,737,703)	(188,907)	(2,926,610)
End of year	\$ 441,307	\$ 257,151	\$ 22,362,448	\$ 2,247,349	\$ 25,308,255
Accumulated Amortization	Computer hardware	Computer software	Collections	Furniture and equipment	Total
Beginning of year	\$ 127,033	\$ 34,280	\$ 10,890,440	\$ 878,224	\$ 11,929,977
Add: amortization during the year	124,593	40,205	3,183,163	215,688	3,563,649
Less: amortization on disposals	-	-	(2,737,703)	(188,907)	(2,926,610)
End of year	\$ 251,626	\$ 74,485	\$ 11,335,900	\$ 905,005	\$ 12,567,016
Net book value	\$ 189,681	\$ 182,666	\$ 11,026,548	\$ 1,342,344	\$ 12,741,239

**Date:** May 15, 2015  
**To:** Chair and Members of the Board  
**c.c.** Paul Takala, Chief Librarian  
**From:** Lisa DuPelle, Director of Human Resources  
Karen Anderson, Director of Public Service  
**Subject:** **Diversity and Inclusion Policy**

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### **Recommendation**

That the Hamilton Public Library Board endorse the Statement on Diversity and Inclusion as set out by the Canadian Library Association (CLA).

That the Hamilton Public Library Board approves the new Diversity and Inclusion policy and that policy will replace the Library's former Religious Seasonal Displays policy.

### **Background**

The Hamilton Public Library has a history of endorsing CLA position statements that are reflective of their core business. The most recent was in 2014, the CLA statement on Intellectual Freedom was reconfirmed by the Board. The Library Board has identified Diversity and Inclusion as one of the Hamilton Public Library's core values.

Recently staff has been reviewing our policy which outlines the process departments should follow when displaying religious seasonal displays. During this review it was clear that the policy required revision as the intent was to ensure that all of our services are inclusive and diverse to meet the Hamilton community's needs.

This new policy reflects a clearer vision of how we incorporate diversity and inclusion in all that we do as a public library. To ensure the rationale is clear a description for staff and the public of how religious seasonal displays will be approved is embedded in the policy.

### **Religious Seasonal Displays Policy (to be replaced)**

Policy Level: Library Board

Author: Director, Public Service and Community Development; Director, Public Service and Collections

Date Approved: First Approved: March 1997; Revision Date: April 2001 Last Revised: July 15, 2010

Hamilton Public Library permits the exhibit of religious seasonal displays fitting to the location's community at the appropriate time (e.g. nativity scenes displayed during Christmas, menorahs displayed during Hanukkah).

**New Policy: Diversity and Inclusion Policy****Policy Level:** Library Board**Author:** Chief Librarian**Date Approved:** Draft May 2015

The Hamilton Public Library is committed to fostering an environment of understanding and respect. The Hamilton Public Library Board endorses the Statement on Diversity and Inclusion as set out by the Canadian Library Association.

Libraries strive to deliver inclusive service. The Hamilton Public Library recognizes and affirms the dignity of those it serves, regardless of heritage, education, beliefs, race, income, religion, gender, age, sexual orientation, gender identity, physical or mental abilities.

The Library is committed to fostering an environment of respect, understanding and accepting differences.

- The Hamilton Public Library makes diversity and inclusion a priority in planning and decision making for staffing, collections and service development.
- The Hamilton Public Library acts to ensure that people can enjoy services free from attempts by others to impose values, customs or beliefs.
- In the spirit of diversity and inclusion for all members, the Hamilton Public Library will permit the exhibit of displays and provision of programs that fit into the location's communities at the appropriate times (e.g. seasonal Christmas displays, menorahs displayed during Hanukkah, program celebrating other cultures or religious backgrounds).

***Canadian Library Association Position Statement on Diversity and Inclusion***

*Approved by Executive Council ~ May 25, 2008*

*The Canadian Library Association believes that a diverse and pluralistic society is central to our country's identity. Libraries have a responsibility to contribute to a culture that recognizes diversity and fosters social inclusion.*

*Libraries strive to deliver inclusive service. Canada's libraries recognize and energetically affirm the dignity of those they serve, regardless of heritage, education, beliefs, race, religion, gender, age, sexual orientation, gender identity, physical or mental capabilities, or income.*

*Libraries understand that an acceptance of differences can place individual and collective values in conflict. Libraries are committed to tolerance and understanding. Libraries act to ensure that people can enjoy services free from any attempt by others to impose values, customs or beliefs.*