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, December 21, 2016
Central Library, Board Room

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

AGENDA

Guests:   Grace Wang, Invizij Architects Inc
          Assad Hoosein, Manager of Facilities

1.  Discussion Period

2.  Acceptance of the Agenda

3.  Minutes of the Hamilton Public Library Board
    Meeting of Wednesday, November 16, 2016

4.  Presentations
    4.1 Valley Park Feasibility Study – Grace Wang
    4.2 Library Board Website Search – Sherry Fahim
    4.3 Youth Services Resources Renewal – Lita Barrie

5.  Consent Items
    5.1 Library Board ByLaws
        Suggested Action: Recommendation
        Attachment #5.1
    5.2 Privacy Policy (2nd Reading) - SF
        Suggested Action: Recommendation
        Attachment #5.2
    5.3 Advocacy and Political Participation Policy (2nd Reading) – PT
        Suggested Action: Recommendation
        Attachment #5.3
    5.4 Report on SOLS Fall Meeting - VC
        Suggested Action: Receive
        Attachment #5.4
6. Business Arising

6.1 Upcoming and Outstanding Agenda Items - PT Attachment #6.1

Suggested Action: Recommendation

7. Correspondence

8. Reports

8.1 Chief Librarian's Report Attachment #8.1

Suggested Action: Receive

8.2 Youth Services Storytime Results - LB Attachment #8.2

Suggested Action: Receive

8.3 Budget Variance Report – TD Attachment #8.3

Suggested Action: Receive

8.4 Reserve Report – TD Attachment #8.4

Suggested Action: Receive

8.5 FOPL Reports - PT Attachment #8.5

Suggested Action: Receive

9. New Business

9.1 Non-Union Library Page Salaries - LD Attachment #9.1

Suggested Action: Recommendation

9.2 Non-Union Compensation Structure - LD Attachment #9.2

Suggested Action: Recommendation

9.3 2017 Goals - PT Attachment #9.3

Suggested Action: Recommendation

10. Policies

10.1 Fund Raising & Donations Policy Attachment #10.1

(2nd Reading) –TD

Suggested Action: Recommendation

11. Private and Confidential

11.1 CEO Performance 2016

12. Date of Next Meeting

Wednesday, January 18, 2017
Central Library, Board Room, 5th Floor
5:30 p.m. Dinner
6:00 p.m. Meeting

12. Adjournment
Mission Statement
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HAMILTON PUBLIC LIBRARY BOARD
Regular Board Meeting
Wednesday, November 16, 2016
Central Library, Board Room
5:30 p.m. Dinner
6:00 p.m. Meeting

MINUTES

PRESENT: Mary Ann Leach, Jennifer Gautrey, Douglas Brown,
John Kirkpatrick, Suzan Fawcett, Lori-Anne Spence-Smith,
George Geczy, Clare Wagner, Vikki Cecchetto

STAFF: Lisa DuPelle, Melanie Southern, Paul Takala, Lita Barrie,
Sherry Fahim, Tony Del Monaco, Karen Hartog

REGRETS: Councillor Pearson, Councillor Judi Partridge

Guests: Terry Cooke, Annette Aquin

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

1. Discussion Period

1.1 Ontario Library Association Super Conference – February 1-4, 2017

The Ontario Library Association Conference will be held from
February 1-4, 2017. Board Members were requested to contact
Karen Hartog if interested in attending.

1.2 Dundas Library Renovation

It was reported to Library Board members that during the first
week of construction there was an asbestos abatement at the
Dundas Library. Ms Anderson provided details known to date and
Library Board members will be kept apprised of any new
information.
1.3 Hamilton Gallery of Distinction
The 33rd annual Hamilton Gallery of Distinction was held at the Michelangelo Events and Conference Centre. The Library is a founding member and continues to actively participate with the Board of Directors.

2. Acceptance of the Agenda

Move item 4.1 to first order of business.

MOVED by Ms Spence-Smith, seconded by Ms Fawcett,

THAT THE AGENDA BE ACCEPTED AS AMENDED.

MOTION CARRIED.

3. Minutes of the Hamilton Public Library Board Meeting of Wednesday, October 19, 2016

MOVED by Mr. Kirkpatrick, seconded by Ms Spence-Smith,

THAT THE LIBRARY BOARD MINUTES OF THE OCTOBER 19, 2016 MEETING BE ADOPTED AS PRESENTED.

MOTION CARRIED.

4. Presentations

4.1 Hamilton Community Foundation

Mr. Terry Cooke and Ms Annette Aquin were welcomed to the meeting.

An overview of the Library’s funds with the Hamilton Community Foundation was reviewed.

4.2 Rural Service Delivery Model

Mr. Takala provided a presentation on the proposed rural service delivery model.
5. Consent Items

MOVED by Ms Fawcett, seconded by Mr. Kirkpatrick,

THAT CONSENT ITEMS 5.1. 5.2 AND 5.3 BE APPROVED AS PRESENTED.

MOTION CARRIED.

5.1 That the Hamilton Public Library adopt the Policy Development Framework.

5.2 That the Hamilton Public Library Board approves the following meeting dates for 2016.
- January 18th
- February 15th
- March 15th (March Break and 5 Wednesdays)
- April 19th
- May 17th (5 Wednesdays)
- June 21st
- September 20th
- October 18th
- November 15th (5 Wednesdays)
- December 20th

5.3 Received for information.

6. Business Arising

6.1 Upcoming & Outstanding Agenda Items

MOVED by Ms Spence-Smith, seconded by Mr. Kirkpatrick,

THAT THE UPCOMING AND OUTSTANDING AGENDA ITEMS REPORT BE RECEIVED.

MOTION CARRIED.

6.2 2017 Facilities Masterplan

MOVED by Ms Gautrey, seconded by Ms Cecchetto,

THAT THE ATTACHED FACILITY MASTER PLAN BE RECEIVED FOR COMMENT AND FEEDBACK.

MOTION CARRIED.
7. Correspondence

No correspondence.

8. Reports

8.1 Chief Librarian’s Report

MOVED by Ms Cecchetto, seconded by Mr. Brown,

THAT THE CHIEF LIBRARIAN’S REPORT BE RECEIVED FOR INFORMATION.

MOTION CARRIED.

8.2 Statistical Trends Report

MOVED by Ms Fawcett, seconded by Ms Wagner,

THAT THE LIBRARY BOARD RECEIVES THE STATISTICAL TREND REPORT FOR ITS INFORMATION, AND

THAT THE BOARD RECEIVES A STATISTICAL TREND REPORT ON AN ANNUAL BASIS.

MOTION CARRIED.

8.3 Adhoc Policy Review Committee Report

Board Members were requested to submit feedback to Ms Leach and Mr. Takala in order that the suggestions be included in the December Library Board package.

MOVED by Mr. Brown, seconded by Ms Cecchetto,

THAT THE AD HOC POLICY REVIEW COMMITTEE REPORT OF NOVEMBER 2, 2016 BE RECEIVED FOR INFORMATION.

MOTION CARRIED.
9.  **New Business**

9.1  **2017 Operating Budget**

MOVED by Ms Wagner, seconded by Ms Gautrey,

**THAT THE 2017 OPERATING BUDGET, AT AN INCREASE OF $518,763 OR 1.8%, BE APPROVED FOR SUBMISSION TO THE CITY OF HAMILTON.**

MOTION CARRIED.

9.2  **Nominating Committee**

MOVED by Ms Fawcett, seconded by Ms Cecchetto

**THAT THE ATTACHMENT BE RECEIVED FOR INFORMATION.**

MOTION CARRIED.

MOVED by Ms Spence-Smith, seconded by Mr. Brown,

**THAT THE HAMILTON PUBLIC LIBRARY BOARD APPOINT THE FOLLOWING BOARD MEMBERS TO THE NOMINATING COMMITTEE: JENNIFER GAUTREY, MARY ANN LEACH, SUZAN FAWCETT, PAUL TAKALA (SECRETARY) AND THE ALTERNATE BE CLARE WAGNER.**

MOTION CARRIED.

9.3  **Safety and Security Strategy**

MOVED by Ms Cecchetto, seconded by Ms Wagner,

**THAT THE REPORT BE RECEIVED FOR INFORMATION.**

MOTION CARRIED.

10.  **Policies**

10.1  **Privacy Policy**

MOVED by Ms Cecchetto, seconded by Mr. Kirkpatrick,

**THAT THE HAMILTON PUBLIC LIBRARY BOARD RECEIVES THE PRIVACY POLICY FOR LIBRARY CUSTOMERS FOR COMMENT.**
MOTION CARRIED.

10.2 Advocacy and Political Participation Policy

MOVED by Ms Fawcett, seconded by Mr. Brown,

THAT THE HAMILTON PUBLIC LIBRARY RECEIVES THE ADVOCACY AND POLITICAL PARTICIPATION POLICY FOR COMMENT.

MOTION CARRIED.

11. Private and Confidential
MOVED by Ms Spence-Smith, seconded by Ms Wagner,

THAT THE HAMILTON PUBLIC LIBRARY BOARD MOVE IN CAMERA TO DISCUSS EMPLOYEE GRIEVANCES.

MOTION CARRIED.

MOVED by Mr. Brown, seconded by Ms Fawcett,

THAT THE IN CAMERA SESSION BE ADJOURNED.

MOTION CARRIED.

12. Date of Next Meeting

Wednesday, December 21, 2016
Central Library, Board Room, 5th Floor
5:00 p.m. Dinner
6:00 p.m. Meeting

13. Adjournment

MOVED by Ms Wagner, seconded by Mr. Brown,

THAT THE HAMILTON PUBLIC LIBRARY BOARD MEETING OF WEDNESDAY, NOVEMBER 16, 2016 BE ADJOURNED.

MOTION CARRIED.

The meeting was adjourned at 8:30 p.m.

Minutes recorded by Karen Hartog
Date: December 16, 2016
To: Chair and Members of the Board
c.c. Paul Takala, Chief Librarian/CEO
From: Karen Hartog, Administrative Assistant
Subject: AMENDMENT TO THE HAMILTON PUBLIC LIBRARY BOARD BY-LAWS

RECOMMENDATION:
That the Hamilton Public Library approve the attached amended By-Laws.

FINANCIAL/STAFFING/Legal Implications:
As required by Library Board By-Laws, a notice of motion to amend the By-Laws was tabled at the November 16, 2016 meeting.

BACKGROUND:
Further to reports provided to the Library Board from the Ad hoc Policy Review Committee, amendments to the Hamilton Public Library Board By-laws are being recommended for approval. The last time the Library Board made any changes to the by-laws was in 2007.

There have been no further amendments suggested since the November notice of motion.
1.1 Hamilton Public Library Board By-Laws for the Regulation of the Business of the Board - Revised Draft Pending Approval

Approved: March 2005; revised November 2007; and pending approval December 2016.

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

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

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• Section 7 - Payment of Board Expenses
• Section 8 - Amendment of the By-Laws
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1.0 Governance Vision of the Hamilton Public Library Board

The Hamilton Public Library Board oversees the purpose, plans and policies of the Hamilton Public Library. It is the responsibility of the Library Board to ensure that the funding it receives provides the best possible library service to Hamilton residents. In addition, it is committed to providing effective governance for the Hamilton Public Library to ensure services and programs offered by HPL remain relevant to the changing needs of the communities we serve. The Library Board has four main functions:

1) To establish the mission and strategic directions.
2) To hire and evaluate the Chief Executive Officer/Chief Librarian.
3) To ensure resources are in place to achieve the mission.
4) To monitor and audit results of programs and resources.

2.0 Corporation

In accordance with the Corporations Act, the Board shall have a corporate seal, which shall be under the control and responsibility of the Chief Executive Officer. This seal shall be affixed under the direction of the Board to all deeds, contracts, or documents requiring the seal, which seal shall be attested to by the signatures of the Chair and the Secretary, or by such other member and/or other officer as the Board shall direct.

The Head Office of the Board shall be at the Central Library, 55 York Boulevard, Hamilton, Ontario L8R 3K1.
3.0 Officers
The Board shall have the following officers:

- Chair
- Vice Chair
- Secretary
- Treasurer
- Chief Executive Officer

3.1 Chair
In the first year of a new Board’s term the Chair shall be elected at the inaugural meeting of the Board and serve until January, when there will be the election of the Chair for that year. In each subsequent year of a Board’s term, the election of the Chair shall take place in January. The Chair shall hold office for one year and may be re-elected for a maximum of one additional consecutive year (See Elections Section 5.0).

The primary role of the Chair of the Board is to ensure the proper functioning of the Board and the proper conduct of Board business, in accordance with all relevant legislation and with the rules of procedure adopted by the Board.

The Chair’s responsibilities include:

1) Presiding at regular and special meetings of the Board in the manner and extent prescribed by the Board.
2) Committing the Board to no course of action unless specifically authorized by the Board to do so.
3) Serving as an ex officio member of all Board committees.
4) Only the Chair may represent and speak for the Board in an official capacity to outside parties in announcing Board-stated positions and in stating Chair decisions.
5) Acting as one of the authorized signing officers of all documents pertaining to Board business.
6) Representing the Board, alone or with other members of the Board, at any public or private meetings for the purpose of conducting, promoting or completing the business of the Board.
7) Notifying the Vice-Chair and the Secretary, if for any reason, the Chair is unable to perform these functions.

3.2 Vice-Chair
The Vice-Chair shall be elected at the first meeting of the Board in each year, shall hold office for one year and may be re-elected for a maximum of one additional consecutive year.

The Vice-Chair, in the absence or illness of the Chair, shall act in the place and stead of the Chair and while so acting has all the powers of the Chair.

If both the Chair and Vice Chair are unavailable, the Secretary will assume the duties of the Chair.

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

3.4 Treasurer
The Treasurer of the Board shall be the Chief Executive Officer.
3.5 Chief Executive Officer

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

Only decisions of the Board are binding on the CEO.

1) Decisions or instructions of individual Board Members, officers or committees are not binding on the CEO except in rare circumstances when the Board has specifically authorized or delegated such exercise of authority.

2) In the case of Board Members or committees requesting information or assistance without Board authorization, the CEO can refuse such requests.

Operational achievement and conduct of library staff are the responsibility of the CEO, to whom the Board has delegated authority over and accountability for staff performance.

1) The Board will never give instructions to persons who report directly or indirectly to the CEO.

2) The Board will refrain from evaluating, either formally or informally, any staff other than the CEO.

Systematic and rigorous monitoring of the CEO’s job performance will be conducted in accordance with the Chief Librarian/CEO Performance Appraisal document. ([http://www.hpl.ca/articles/chief-librarian-ceo-performance-appraisal-policy](http://www.hpl.ca/articles/chief-librarian-ceo-performance-appraisal-policy))

4.0 Board Members’ Code of Conduct

Board Members must avoid any conflict of interest with respect to their fiduciary responsibility by adhering to the regulations of the Municipal Conflict of Interest Act (R.S.O. 1990, Chapter M.50) ([https://www.ontario.ca/laws/statute/90m50](https://www.ontario.ca/laws/statute/90m50)).

There will be no self-dealing or any conduct of private business or personal services between any Board Member and the organization except as procedurally controlled to assure openness, competitive opportunity and equal access to inside information.

Board Members will not use their positions to obtain employment in the organization for themselves, family members or close associates. In the event that a Board Member accepts employment with either the City of Hamilton or the Hamilton Public Library during their term, they shall resign immediately upon acceptance of said employment.

Any Board Member who declares their candidacy for public office, whether at the municipal, provincial or federal level, shall resign from the Board upon public declaration of their candidacy. This provision does not apply, however, to the Councillors of the City of Hamilton who are appointed to serve on the Hamilton Public Library Board.

Members will annually disclose their involvements with other organizations, with vendors, or any other associations that might produce a conflict.

Members will respect the confidentiality appropriate to issues of a sensitive nature and understand that it is the Chair’s role to represent and speak on behalf of the Board.
4.1 Vacancies
In the event of a vacancy occurring on the Board, the Secretary, upon instructions from the Board in session, shall advise the Clerk of the City of Hamilton and request that a new member be appointed to fill the vacancy under the conditions contained in the Public Libraries Act.

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

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

5.0 Inaugural Meeting and Elections

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

5.2 Elections
In the subsequent years of its term, the Board shall hold its nomination meeting at the place and time of its regular January meeting and the regular meeting shall take place immediately following.

The Secretary of the Board shall take the chair and shall call for the Nominating Committee Report with the full slate of nominations for the Chair, Vice-Chair and members of the standing committees. The Chief Executive Officer shall introduce the nominee for each position individually and then ask if there are any nominations from the floor for the same position.

Any member of the Board has the right to make nominations from the floor. This can either be a self-nomination for any position - Chair, Vice-Chair or member of a standing committee – or the nomination of someone else.

1) Nominations shall be made with no seconder required.
2) Nominations shall be closed by a motion made and seconded.
3) Voting shall be by secret ballot.
4) The nominee receiving a clear majority of the votes cast shall be declared elected by the Chief Executive Officer.
5) Should no member receive a clear majority, balloting shall proceed with the nominee’s name receiving the smallest number of votes being dropped.

6.0 Meetings and Notice of Meetings
A regular meeting of the Board shall be held on the third Wednesday of the month (except July and August) at 6:00 p.m. in the Board Room at the Central Library, 55 York Boulevard, Hamilton or at such other day or time or such other place as may be agreed upon by the Board. The dates of Board and committee meetings will be listed on the Library’s website. The upcoming meeting
dates will be posted as they get scheduled; however, a minimum of three days’ advance notice on the website is required.

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

6.1 Special Meetings
The Chair may, or upon the written request of any two members of the Board, call a Special Meeting by giving, through the Secretary or designate, at least three days written notice to each member, specifying the purpose for which the meeting is called. The purpose of a Special Meeting shall be specific. No business shall be transacted or considered at such a meeting other than that specified in the notice.

Electronic Voting: In cases where a prompt decision is required and scheduling a meeting may not be practical, or expeditious for the issue at hand, the Chair may opt to seek a vote electronically, by open and transparent electronic communication means. Instructions for public participation in the electronic meeting will be included in the website notice. In such cases, motions will be carried by a simple majority of the entire Board. Items decided by electronic voting will be reported as part of the next scheduled Board meeting.

6.2 Attendance
Board Members are expected to attend all scheduled monthly meetings of the Board. Any member who must be absent from a meeting must advise the Secretary in advance. In any event, absence from three consecutive scheduled meetings (according to the Public Libraries Act, section 13 (c)) will result in the member’s disqualification from the Board unless the member is ‘excused for cause’ by a motion of the Board.

The Secretary shall record the names of members in attendance in each meeting of the Board and of its committees.

6.3 Quorum
A quorum, which shall be a majority of the Board, must be present for the transaction of business at a meeting. If a quorum is not present within fifteen minutes after the hour for which any Board meeting has been called, the Secretary shall record the names of such members present and the Board shall stand adjourned. Any member declaring a conflict of interest in a matter to be discussed during the meeting will not be counted in establishing the quorum for that matter.

Nothing in the foregoing shall prohibit the members in attendance for a regular meeting, when no quorum is present, from constituting themselves as a committee dealing with such agenda items as they see fit.

However, no decisions taken at such meeting may be executed until ratified by motion at a regular meeting of the Board or, when time is of the essence, written approval of such decisions may be obtained from a majority of the members of the Board.

6.4 Voting
All members of the Board (including the Chair) - unless they have declared a conflict of interest on a matter and are therefore ineligible to vote on that matter - shall vote on all questions. Any
motion on which there is an equality of votes shall be deemed to be lost. Abstentions are counted as a negative or no vote.

Motions shall be carried by a simple majority (more than one half the total members present eligible to vote), except as otherwise provided for in this By-Law.

Notice of motion given at the previous meeting and two-thirds majority vote is required for:

1) A motion to reconsider a lost motion.
2) A motion to amend the by-laws.

6.5 Agenda Procedure

The Secretary will work with the Chair and Vice Chair to determine the Agenda for any meeting of the Board. The standard process for getting items added to the agenda is for Board Members to communicate with the Chair and Secretary, preferably with a ten (10) day notice prior to a meeting.

The Secretary and Chair will then develop draft motions, presentations and reports as needed. Other than routine business or those arising out of reports from committees, the Chair may rule items out of order.

Board Members, in extraordinary circumstances where they deem the standard process unsatisfactory, may submit a formal notice of motion to the Chair and Secretary who will ensure their motion is attached to the Board package unedited. Notice of such a motion will be sent to the Chair and Secretary at least ten (10) days’ notice before the meeting.

6.6 Meeting Procedural Rules

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

6.7 Order of Business

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

1) Discussion
2) Acceptance of the Agenda
3) Minutes
4) Declarations of Conflict of Interest
5) Presentations
6) Consent Items
7) Business Arising from the Minutes
8) Correspondence
9) Reports
10) New Business
11) Private and Confidential
12) Date of Next Meeting
13) Adjournment
6.8 Delegations
Members of the public may make verbal presentations to the Board as a delegation with the permission of the Chair or upon written notification to the Secretary, received seven (7) days in advance of the meeting.

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

6.10 In Camera Sessions
An in camera session of the Board shall be held when it is expedient to consider all or part of an agenda in camera because “intimate financial or personal matters” may be disclosed in debate and the desirability of protecting against the consequences of such disclosure outweighs the desirability of holding the meeting in public.

The decision must be confirmed by the Board or Board Committee in the form of a motion “THAT item(s) #___ be considered during an in camera session”. Such a motion shall be non-debatable and, if it is carried, the Chair shall designate a time for the session to be held. An in camera session shall be ended by a motion that the regular session be resumed.

Any actions determined during an in camera session must be authorized by a Board motion passed during the regular open session and recorded in public minutes. However, the Board’s Secretary may designate the minutes of in camera sessions as confidential if Section 28(2) of the Public Libraries Act applies.

6.11 Committees
The Board has two standing Committees: the Nominating Committee and the Audit Committee, but may also appoint Ad Hoc Committees

1) Ad Hoc Committees may be appointed by the Board to deal with special issues assigned by the Board. Such committees report to the Board and shall be dissolved immediately upon making their final report to the Board.
2) A committee may have any number of members. The Board shall name a chair for each Ad Hoc committee.

A quorum for all committees shall be the majority of members. Committees meet when required at the call of the committee chair.

The Chair of the Board shall be a member of all Committees of the Board ex officio.

The Secretary of the Board (or designate) shall attend all committee meetings and shall be the Secretary of all committees.

6.12 Standing Committees

6.12.1 Nominating Committee
The Nominating Committee will be composed of four (4) members, - the Secretary of the Board plus three (3) elected Board Members. It shall be established annually by the Board at its November meeting to present the slate of officers for the ensuing year at the January Meeting.
In a municipal election year, the outgoing Chair of the Board shall appoint the Nominating Committee from among the members of the new Board immediately following the appointment of the new Board by City Council.

In each year, the Nominating Committee shall meet before and report to the January Meeting following its appointment.

Duties of the Nominating Committee:

1) To select from the nominations received for each position or standing committees, the most appropriate candidate. In their selection across the whole slate, the Committee will endeavour to balance candidates with expertise and new Board Members with a view to succession planning over the term of the Board.

2) To recruit candidates for those positions where no nominations have been received.

3) If any member of the Nominating Committee intends to stand for election as Chair or Vice Chair, they shall inform the Nominating Committee and withdraw from it.

4) To ensure that their report indicating the full slate of candidates is ready to be included with the January Board meeting package.

5) To ensure the right of any member to either self-nominate or nominate someone else for any of the positions from the floor during elections in January is clearly outlined in their report.

6.12.2 Audit Committee

The Audit Committee oversees the financial reporting process, monitors the choice of accounting policies and procedures and monitors internal control procedures to ensure the effective development and maintenance of adequate financial controls and reporting.

The Committee is independent of the auditing function and ensures appropriate actions are taken with audit findings. The Committee has no direct responsibility for the operations and functions of audit areas. It does however make recommendations to the Board regarding both factors.

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

Members will be appointed at the first meeting in each year of the Board’s term and will serve until the end of the year. The members of the Audit Committee will appoint one of the members as Chair who will chair the meeting of the Audit Committee and perform such other duties as required to ensure the proper functioning of the Committee. (See Audit Committee Terms of Reference, Appendix 1, for further information about the duties and responsibilities of this committee).

7.0 Payment of Board Expenses

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

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

9.0 Board Self-Assessment
A Board self-assessment demonstrates that it believe in the values of accountability, learning and development and establishes its credibility not only with the funding agencies, but also with the public being served. In order to monitor how well it is fulfilling its responsibilities, there will be periodic self-assessments carried out by the Board according to the procedures/ processes and timing agreed upon by the Board.

10.0 Effective Date
These By-Laws shall come into effect on December 21, 2016 and all former By- Laws and Rules of Procedure of predecessor Boards are hereby repealed.

Appendix 1: Audit Committee Terms of Reference

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

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

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

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

Members will be appointed at the first meeting in each year of the Board’s term and will serve until the end of the year. The members of the Audit Committee will appoint one of the members as Chair who will chair the meeting of the Audit Committee and perform such other duties as required to ensure the proper functioning of the Committee.
**Meetings**
The Committee will meet at least twice in each year – to meet the external auditors to review the scope of the audit and, after the audit has been done, to review the results.

Additional meetings may be held at the Call of the Chair of the Audit Committee, request by a Committee member or by the external auditors. Notice of each meeting confirming the venue, time and date of the meeting together with an agenda of items to be discussed shall be forwarded to each member of the Committee prior to the date of the meeting in a timely manner.

The external auditors, Chief Librarian and the Director, Finance and Facilities will be invited to attend meetings and at least once a year, the Committee will meet with the external auditors without Library staff present. The Audit Committee may invite such other persons to its meetings as it deems necessary.

**Duties**
The duties of the Committee will be:

1) To meet with the external auditors before the audit commences and to discuss and approve the nature and scope of the audit
2) To discuss with external auditors issues such as compliance with accounting standards and proposals by external auditors
3) To monitor the integrity of the financial statements of the Library and to review, and challenge where necessary, the actions and judgements of management in relation to financial statements before submission to the Board, focusing particularly on:
   1. Significant accounting policies and practices and any changes in them;
   2. Major judgemental areas
   3. The extent to which the financial statements are affected by any unusual transactions in the year and how they are disclosed;
   4. The clarity of disclosures
   5. Significant adjustments resulting from the audit
4) To meet with the external auditors post-audit at the reporting stage to discuss the audit, including problems and reservations arising from the audit, and any matters the auditor may wish to discuss;
5) To review the management representation letter, the external auditors’ management letter and management’s response.
6) To monitor and review the internal audit programme (if any) and its effectiveness;
7) To monitor and review the Library’s systems for internal financial control, financial reporting and risk management;
8) To consider any major audit recommendations and to consider the major findings of internal investigations and management’s response.

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

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

The Committee members shall conduct an annual review of their work and these Terms of Reference and make recommendations to the Board.
Date: November 9, 2016
To: Chair and Members of the Board
c.c.: Paul Takala, Chief Librarian/CEO
From: Sherry Fahim, Director Digital Technology and Creation
Subject: Privacy Policy for Library Customers – 2nd Reading

**RECOMMENDATION:**
That the Hamilton Public Library Board approve the updated Privacy Policy for Library Customers.

**FINANCIAL/STAFFING/LEGAL IMPLICATIONS:**
The Hamilton Public Library complies with the Municipal Freedom of Information and Protection of Privacy Act and Canada Anti-Spam legislation when handling personal information and privacy of customers using library services.

There are no financial implications resulting from the application of the policy.

**BACKGROUND:**
This policy was brought to the Library Board in November. There have been no proposed amendments to the draft presented in November.

The Hamilton Public Library (HPL) collects personal information from its customers for the purpose of conducting the library’s business, which may include fines, holds, overdue notices, fundraising and providing programs and services.

The privacy policy was last amended by the Board in 2004. This revision maintains the original policy spirit and incorporates new requirements needed to comply with Canada Anti-Spam legislation. It also consolidates privacy statements from other policies to provide better clarity and ease of use to customers.

In the course of collecting personal information to conduct its business, the Library Board is required to comply with the Municipal Freedom of Information and Protection of Privacy Act, 1990 (MFIPPA) and the Canada Anti-Spam legislation.

Consistent with the library’s values of intellectual freedom, inclusiveness, innovation, respect and accountability, HPL also adopts the principles of the Canadian Standards Association Model Code as extra measures to Protect Personal Information and Privacy of individuals using the library and its services.

The following highlights the main changes in the updated policy:

- HPL collects information under authority of MFIPPA to provide services.
- Accountability: specified HPL contact for questions on personal information.
- Identifying Purpose: moved consent statement under Consent heading
- Consent: stated the purpose for collecting personal information and clarified implied consent when possessing a library card or collection letter.
- Limiting Collection: no change.
- Use, Disclosure and Retention: clarified the conditions under which personal information may be shared. Separated Retention policy statements heading.
- Accuracy: identified library and customer responsibility to maintain accuracy.
- Safeguards: added customer role to report lost cards to safeguard privacy.
- Openness: identified where the policy will be available for the public.
- Access: defined heading as Individual Access.
- Challenging Compliance: no change
- New policy statements to cover sharing of information for Research and using Electronic Communication in compliance with anti-spam legislation. New statements also include the library commitment to Privacy by Design Principles.
**Policy Number** (System TBD)
**Title:** Privacy Policy for Library Customers
**Policy Level:** Library Board
**Author:** Director Digital Technology and Creation
**Review Period:** 4 years
**Last Revised:** November 2016 (Draft)

**Policy Purpose:**
To ensure that Hamilton Public Library protects the personal information and privacy of its library customers, and that the Library Board complies with the Municipal Freedom of Information and Protection of Privacy Act and Canada Anti-Spam legislation.

**Key Points Summary:**
- The library will state the purpose of collecting personal information and will obtain consent for its use with exception of consent implied by obtaining a library card.
- The library will strive to maintain updated and current personal information, collect only what is necessary, and establish safeguards to protect unauthorized access.
- The library will not share, use or disclose personal information except with the consent of the individual, through exceptions in this policy or as required by law.
- The library will ensure that its privacy policy is enforced by all library staff and any organization that may have legitimate access to this information to provide service.
- Library customers have the right to access their personal information, provide or decline consent, maintain accuracy, request clarification or challenge practices.

**Definitions:**
**Personal information:** identifiable information about an individual such as name, phone, address, email, date of birth, financial transaction, etc. Exceptions such as personal information in context of doing business, or persons deceased for over 30 years, etc. are defined in the Act.

**Spam:** an electronic message sent without explicit or implied consent of the recipient

**Policy Details:**
In the course of collecting personal information to conduct its business, the Hamilton Public Library Board will comply with the Municipal Freedom of Information and Protection of Privacy Act, 1990 and Canada Anti-Spam legislation and that the library adheres to the principles of the Canadian Standards Association Model Code for the Protection of Personal Information.
The library collects personal information under the authority of the Municipal Freedom of Information and Protection of Privacy Act for the purpose of conducting the library’s business, which may include fines, holds, overdue notices, fundraising and programs.

**Accountability:** The library will ensure that its privacy policy is enforced by all library staff members as well as third party organizations or agencies that have legitimate access to such information in support of conducting the library’s business.

Questions regarding the collection and use of personal information can be directed to: Chief Librarian, Hamilton Public Library, P.O. Box 2700, Hamilton, ON L8N 4E4.

**Identifying Purpose:** The library will clearly state the purpose for collecting any personal information before such information is collected and will obtain consent for that use.

**Consent:** Obtaining a library card implies the individual’s consent to authorize the library to collect personal information for the purpose of conducting the library’s business, which may include fines, holds, overdue notices, fundraising and programs.

The possession of a library card, overdue notice or collection letter by another person implies written consent for the holder to pay fines or pick up materials on behalf of the card owner but does not allow access to any personal records. Individuals can provide consent for another person to access their records by signing a consent form.

Any individual may choose not to allow the collection of their personal information, although such an action may affect their ability to use the affected library services.

**Limiting Collection:** Personal information shall be collected using only legal and lawful means and its collection, use and storage will be limited to that which is only necessary to conduct business for the purposes identified by the library.

**Use and Disclosure:** Personal information shall not be shared, used or disclosed for purposes other than that for which it was collected, except with the consent of the individual, exceptions in this policy or as required by law.

Personal information may be shared with agencies and companies working within the scope of their duties on behalf of the library and in compliance with this policy.

Personal information, including borrowing and transaction history, shall not be disclosed to another person unless to a parent or legal guardian, who is listed as the guardian responsible, for a person who is less than 16 years of age, or where a written signed consent form is provided.

Staff must honour court orders issued by a judge that require the release of personal information. With approval of the Chief Librarian, staff may also disclose personal
information in compassionate circumstances, to facilitate contact with the next of kin or a friend of an individual who is injured, ill or deceased.

Any disclosures to law enforcement officials or in compassionate circumstances must be reported to the Library Board, without identifying the individual concerned.

**Retention:** Personal information shall be retained only for the period of time required to fulfill the purposes for which it was collected. Retention periods about an individual's borrowing history and transactions are defined in the [Borrowing Policy]

**Accuracy:** Personal information shall be as accurate, complete and up-to-date as is necessary to fulfill the purpose for which it is collected.

The library will update customer information and ensure that the collection, storage and disposal of information are carried out in a manner that conforms to legislation. The Borrowing Policy defines card renewal frequency to update personal information.

Customers are responsible for identifying changes in personal information such as name, address or contact information to maintain the accuracy of their information.

Customers may challenge the accuracy of personal information collected and may request staff to correct it, however, some information may require supporting evidence.

**Safeguards:** Personal information shall be protected from unauthorized access by safeguards that are appropriate for the sensitivity of the information collected.

Customers should report immediately any lost or stolen library cards to reduce the potential of unauthorized access to their records and protect their information.

**Openness:** The policy will be accessible to the public on the library’s web site. The library shall answer any individual's questions about the uses of specific information and about specific practices, ensuring that practices abide by this policy.

**Individual Access:** The library shall allow customers to see personal information about themselves. Parents or legal guardians, who are listed as the responsible person for the child, may obtain information about their child’s account until they turn 16 years.

**Challenging Compliance:** Any library customer who feels their privacy has not been protected may challenge library practices through the Chief Librarian. A library customer who, after such a challenge, is not satisfied with the result, may appeal to the Library Board, maintaining either that the current policy has been violated or that the current policy needs to be changed in order to address a perceived issue.

**Research:** The library may, on occasion, permit valid research which may include the use of customer library records. Any research that is conducted by an outside agency must be approved by an appropriate research ethics board. Any personal information
that may be used under approved terms of an authorized research agreement will be destroyed before publication of any research results. Any such research that would be conducted will be governed by this policy.

**Electronic Communication:** The library will ensure that all electronic messages clearly identify the subject of communication, the Hamilton Public Library is identified as the sender, and that the library’s mail address and contact information is available.

Obtaining a library card implies the individual’s consent to authorize the library to send electronic notifications regarding personal borrowing and transaction activities using their preferred method. Individuals may request not to receive notifications although such an action may affect their ability to use the affected library services.

The library may, at times, use electronic means to promote services, share information, or announce special events. The library will seek the individual’s consent before sending promotional electronic messages. The library will provide options to individuals to easily unsubscribe from the services or change their preferences at any time.

**Design Principles:** The library will apply Privacy by Design principles in technology, business practices and physical design to protect customer privacy when conducting library business to provide services to the public.

**Approval History:** Formal Board Approval: December 15, 2004. Confidentiality of Records Policy - First Approved: January 1997; Revision Date: November 2001

**Related Policies:** Records Management Policy; Borrowing Policy- Board policy

**Related Procedures:** Records Retention Schedule
Date: December 16, 2016
To: Chair and Members of the Board
From: Paul Takala, Chief Librarian/CEO
Subject: Advocacy and Political Participation Policy – 2nd Reading

RECOMMENDATION:
That the Hamilton Public Library Board approve the updated Advocacy and Political Participation Policy.

FINANCIAL/STAFFING/LEGAL IMPLICATIONS:
This policy was developed in 2014 to ensure clarity of roles around advocacy and political participation. It does not have a direct impact on staffing or finances.

BACKGROUND:
The attached policy was first approved by the Library Board in 2014. The policy has been updated to adhere to the new format in the Policy Development Framework. The policy was brought to the Library Board in November for first reading. There have been no proposed changes to the November draft.
Advocacy and Political Participation Policy
Policy Level: Library Board
Author: Chief Librarian/CEO
Review Period: 4 Years
Date Approved: October 2014

Policy Purpose
This policy provides guidance for Hamilton Public Library (HPL) staff and the Library Board in regards to advocacy and participation in elections and political parties.

Key Points Summary
- A core HPL value is intellectual freedom and our role is to facilitate the expression of a wide range of ideas.
- Public libraries play an important role in encouraging democratic participation and awareness.
- HPL needs to ensure we preserve the public’s trust in us as an independent organization by being careful to avoid the perception of bias or partisanship.

Policy Details

Guidance for Staff

Promoting Democratic Awareness and Participation
The Library Board encourages staff to support non-partisan activities that encourage political participation and voter awareness. Approved activities include things like the following:

- Using library space to serve as polling stations
- Using library space for non-partisan voter registration tables
- Using library space to host all candidates meetings
- Using library space to host programs and discussions about relevant current issues

Approval for using the library space or website for non-partisan actives requires approval of the Chief Librarian or designate.

Maintaining Public Trust and Independence
The Library Board requires staff to refrain from activities that could erode our position of trust and independence. The Library will not support, endorse, or advocate the viewpoints or beliefs of any one candidate, political party, partisan organization or group. The following activities are not permitted:

- The posting or distribution of partisan election or campaign material in or around library facilities or on the website
- Renting library space for partisan events, election or campaign activities
While at work staff will not wear anything that promotes a specific issue, candidate or party. They will not post, distribute or promote any election candidate, issue or party while on library property.

Guidance for Library Board Members

Advocating on Behalf of Libraries

Public Libraries, like the Hamilton Public Library, provide tremendous value and play an essential role in promoting literacy and the love of reading. Libraries help individuals overcome barriers that limit their ability to participate in the economy and in society. Advocating and promoting public libraries and HPL is an important role for all staff and Board members. While advocacy is important, it is also critical that these efforts are done in a thoughtful way that strengthens the depth and breadth of support for libraries over the long term. Some key points around advocacy:

- The goal of advocacy is to promote awareness of the impact and value of public libraries. Our efforts in Hamilton are naturally focused on the impact and value HPL has on our community.
- HPL has a long history of nurturing as wide of support as possible. In the process of advocating for HPL, we will focus on the positive merits of our value and avoid criticism of individuals not sharing our perspective.
- Where appropriate, HPL will participate in advocacy efforts with provincial and national library organizations. We will partner with the library community to support independent research that improves and deepens our understanding about the impacts of libraries and best practices to achieve those impacts.
- The timing and nature of our advocacy will be careful to avoid the appearance that we are endorsing a specific candidate or political party.
- In general, formal advocacy efforts that HPL engages in will focus on issues that are related to our mission as a public library. For example, efforts to influence the Ontario and Canadian governments will focus on funding or legislation that impact public libraries or libraries in general. This, however, does not in any way preclude HPL from participating in or supporting awareness campaigns on issues consistent with our values of respect and inclusion or in general support of issues related to health and wellness and democratic participation.

The Chair is the official spokes person for the Library Board.
- Only the Chair may represent and speak for the Board in an official capacity to outside parties in announcing Board-stated positions and in stating Chair decisions. (from Board By-Laws)

The Chief Librarian speaks on behalf of the HPL in matters relating to the operation and procedures of the HPL and may speak on behalf of the Board in cooperation with the chair of the Board.
- The Chief Librarian identifies and maintains effective relationships with appropriate stakeholders such as other libraries, universities, research organizations, governments, agencies, businesses, media, non-governmental
organizations, community leaders and related institutions on a provincial, national and international scale. (from Chief Librarian role description)

- The Chief Librarian is responsible for ensuring procedures are in place to support effective coordination with media.

All **Board members** are encouraged to promote the value of the Hamilton Public Library and its impact on the community. This is done by:

- Sharing stories and relevant information about library programs, services and impact
- Sharing information about the Board’s values, vision and strategic plans
- Being an excellent ambassador for HPL and advocating consistent with this policy
- When requested, assisting the Board Chair in officially representing HPL at meetings or other events
- Respecting the confidentiality appropriate to issues of a sensitive nature and understand that it is the Chair’s role to represent and speak on behalf of the Board
- If contacted by the media, coordinate with the Board Chair and Chief Librarian to ensure appropriate information is shared. Because of their roles the Board Chair and Chief Librarian are responsible for responding to media inquiries. This role is often delegated to others, but the delegation requires the approval of the Board Chair or Chief Librarian.
Date: December 16, 2016
To: Chair and Members of the Board
From: Paul Takala, Chief Librarian/CEO
Subject: SOLS Report

**Recommendation:**
That the attached report be received for information.

**Financial/Staffing/Legal Implications:**
There are no financial or legal implications.

**Background:**
Vikki Cecchetto is the Hamilton Public Library Board’s SOLS representative. The Hamilton Public Library hosted the November meeting at the Waterdown Library. Ms Cecchetto has written an update of the items discussed at the November 5th meeting.
The SOLS Fall Meeting took place on November 5, 2016 at the Waterdown Branch of the Hamilton Public Library. Our meeting started at 10 am till 1 pm, followed by a light lunch and tour of the branch conducted by Paul Takala, CEO/Chief Librarian. The meeting was chaired by Gary Price (Cambridge Library)

The first part of the meeting consisted of reports from representatives of various library associations:

**SOLS Board Update:**

Gary Price and Daryl Novak updated us on the major highlights of the last months of work by the OLBA Council and on OLBA Services:

- There are several positions coming up for elections in the new year: Vice President/President Elect and the councillor positions for the Central West and the Southwestern regions. The changes to the OLBA Bylaws regarding terms and condition of service on Council have been approved by the OLA Board. (Please see the OLBA website for more information.)

- The coming year will be one of increased advocacy on the part of OLBA, together with OLA and FOPL, so that the provincial funding for libraries continue at the present rate without any decrease. There is to be a meeting with the Ministry of Culture on February 1, 2017 to discuss funding.
  - Issues:
    - High speed connectivity for smaller libraries/rural libraries.
    - Stable core funding by province would be better for negotiating favourable pricing agreements for licences.

  - N.B.: Make sure libraries spend all grant money received since not doing so could have a negative impact on future funding.

- Individual Libraries’ Board Members are strongly encouraged to access and work through the Library Board Development Program called *Leadership by Design*. The OLBA Board and developers of *Leadership by Design* (available through the Learn HQ website) welcome feedback on Module 1, especially issues with accessing the material or any other problems either with the material or working through the module. Since the rollout of the *Leadership by Design* modules, some of the written materials through OLS for Trustee/Board Development are no longer available.
The OLA Super Conference will be held from February 1-4, 2017 and the OLBA Boot Camp will be held on February 4th, 2017. This year’s theme is “Advocacy/ managing Public relations/ Getting your story out there.”

The second part of the Meeting consisted of Reports from each of the representatives detailing the major highlights of the past six months in the member Libraries. Most of the member libraries reported on their preparation for and work on the Strategic Planning Reports due in the new year. Other issues raised were:

- How to recruit and retain board members.
  - A “social time” is being incorporated into the monthly meeting to decrease the “stresses within the members” and to underscore the connections with the community: Guelph: “What’s your latest awesome?”
- The changing role of the library in many places => community hub and partnering with other groups
- Board self-assessment: in some boards a mini assessment is done at the end of each meeting: Caledon: “What one thing was done during the meeting that you would be proud to talk about to the community?”
- Library service hours:
  - in some of the larger libraries study hours are being considered and instituted
  - Lincoln is starting Sunday hours in the attached Rec Centre
- Accreditation: Lincoln has finished the process, while Haldimand is starting the application process.
- “Exposure” – find innovative ways of highlighting the Library’s profile in the community:
  - Brampton – exploring the idea of and placement of “Library kiosks”
  - Cambridge
    - Have the Library get on City Council Agenda on nights when meeting is televised => newspaper coverage
    - Have instituted a partnership with Waterloo Transit Authority to bring school children to library for free during low ridership times

The next meeting of SOLS will be April 29, 2017 hosted by Mississauga Public Library at the Meadowvale Branch.
Date: December 16, 2016  
To: Chair and Members of the Board  
From: Paul Takala, Chief Librarian/CEO  
Subject: Upcoming and Outstanding Agenda Items

**RECOMMENDATION:**  
That the Upcoming and Outstanding Agenda Items report be received.

**UPCOMING AND OUTSTANDING AGENDA ITEMS – DECEMBER 2016:**

<table>
<thead>
<tr>
<th>Name of Issue - Comments</th>
<th>Month Action Initiated</th>
<th>Who Initiated</th>
<th>Month on Agenda</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Locke Vestibule and Improvements</strong> – Board received a presentation in September and a report in October requesting approval to refine scope and costing.</td>
<td>September, October 2016</td>
<td>K. Anderson</td>
<td>January 2017</td>
</tr>
<tr>
<td><strong>Additional Waterdown Debrief</strong> – In December staff had a follow-up meeting with City staff to review the status of outstanding items and review lessons learned again. A report will be brought to the January Board meeting.</td>
<td>May 2016</td>
<td>D. Brown</td>
<td>January 2017</td>
</tr>
<tr>
<td><strong>Carlisle</strong> – A report on usage of Carlisle one year after the new Waterdown is open. As was indicated in a preliminary report, usage has remained steady at Carlisle.</td>
<td>December 2009</td>
<td>Library Board</td>
<td>January 2017</td>
</tr>
<tr>
<td><strong>Canada 150</strong> – Presentation on planning for HPL’s role in celebrating Canada's 150.</td>
<td>December 2016</td>
<td>P. Takala</td>
<td>January 2017</td>
</tr>
<tr>
<td><strong>Library Board Website</strong> - What enhancements can be made that would both better support Board communication and the discovery of past Board materials.</td>
<td>April 2016</td>
<td>Library Board</td>
<td>February 2017</td>
</tr>
<tr>
<td><strong>Recording Library Board Meetings</strong> – Staff are to report back on the implementation of video recording and broadcasting Board meetings.</td>
<td>April 2016</td>
<td>Library Board</td>
<td>February 2017</td>
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<tr>
<td><strong>Carlisle Feasibility Study</strong> – Report on Recreation led study of potential renovation to the Carlisle arena combining a library.</td>
<td>May 2016</td>
<td>Library Board</td>
<td>February 2017</td>
</tr>
<tr>
<td><strong>Public Firewall Settings</strong> – Staff to report back to provide the Board with an update and recommendations on next steps.</td>
<td>January 2016</td>
<td>P. Takala</td>
<td>TBD</td>
</tr>
</tbody>
</table>
UPCOMING POLICY REVIEW

To ensure sufficient opportunity for Board input and consideration each policy will be brought first as a draft for feedback before the Board is asked to approve the following month.

<table>
<thead>
<tr>
<th>Policy Name</th>
<th>Comments</th>
<th>1st Review</th>
<th>2nd Review</th>
</tr>
</thead>
<tbody>
<tr>
<td>Borrowing Policy</td>
<td>An updated consolidated policy is being developed. Staff are still investigating configuration options on the new Integrated Library System (ILS).</td>
<td>January 2016</td>
<td>February 2016</td>
</tr>
<tr>
<td>Accessibility for Customers with a Disability</td>
<td>PRC Priority 2. Updating the policy to follow the new format and reflect updates to legislation.</td>
<td>January 2017</td>
<td>February 2017</td>
</tr>
<tr>
<td>Fines &amp; Fees Schedule</td>
<td>A consolidated fines &amp; fee schedule is being developed. This is an important companion to the Borrowing Policy.</td>
<td>February 2017</td>
<td>March 2017</td>
</tr>
<tr>
<td>Core Position Statements</td>
<td>The Canadian Federation of Library Associations (CFLA) has readopted the CLA statements. They are being reviewed to be presented at the 1st AGM in early February 2017.</td>
<td>February 2017</td>
<td>March 2017</td>
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<tr>
<td>Board Policy Manual</td>
<td>The updated manual will include the revised Bylaws, report on in-camera and other policy changes. The new manual will also list the schedule for updating policies. This will include the proposed update schedule for all policies including the PRC’s Priority 3 policies. The priority 3 polices included: Cash Handling, Copyright, Employee Assistance, Meeting Room, Service Hours, Staff Development &amp; Training, Technology &amp; Internet Use, and Administrative Level policies.</td>
<td>March 2017</td>
<td>April 2017</td>
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2017 PRELIMINARY BOARD SCHEDULE

<table>
<thead>
<tr>
<th>Month</th>
<th>Event</th>
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<tbody>
<tr>
<td>January</td>
<td>Election 2017 Board Officers</td>
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<tr>
<td></td>
<td>Draft Operating Budget Presentation to Council</td>
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<tr>
<td>February</td>
<td>Previous Year Metrics Report</td>
</tr>
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<td>March</td>
<td>Initial Report on Last Year Financials (Pre-Audit)</td>
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<td></td>
<td>Reserve Report Update</td>
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<td>Annual Report on Partnerships</td>
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<td>April</td>
<td>Q1 Metrics Report</td>
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<td>Month</td>
<td>Events</td>
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<tr>
<td>May</td>
<td>Annual Report on Revenue Generation</td>
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<td>Current Year Operating Budget Update</td>
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<tr>
<td>June</td>
<td>Report from the Audit Committee</td>
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<td></td>
<td>Mid-Year Progress Report on 2017 Goals</td>
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<tr>
<td>July/August</td>
<td>No regularly schedule meetings</td>
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<td></td>
<td>Q2 Metrics Report Circulated</td>
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<td>September</td>
<td>Q2 Metrics Report</td>
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<td>Holiday Closures for Following Year</td>
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<td>Capital Budget Submission</td>
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<tr>
<td>October</td>
<td>Q3 Metrics Report</td>
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<td>Operating Budget Next Year (Preliminary)</td>
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<tr>
<td>November</td>
<td>Meeting Dates for Following Year</td>
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<td></td>
<td>Operating Budget Next Year (Final)</td>
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<td>Nominating Committee</td>
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<td></td>
<td>OMBI Report</td>
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<td></td>
<td>2018 Goals Draft</td>
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<tr>
<td>December</td>
<td>Final Report 2017 Goals</td>
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<tr>
<td></td>
<td>2018 Goals</td>
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</table>
Chief Librarian’s Report – December 2016

**LIBRARY AND ARCHIVES CANADA SUMMIT**

On December 5 and 6 I participated in a national summit at Library and Archives Canada called *Taking it to the Streets: Summit on the Value of Libraries, Archives and Museums in a Changing World*. The summit brought together libraries, museums and archives (LAMs) to explore our role as memory institutions in the digital age. Participants agreed on a declaration to find new ways to work together to increase the visibility and impact of memory institutions.

**The Ottawa Declaration**

*Gathered in Ottawa for the Taking it to the Streets Summit, members of the library, archival and museum communities commit to find new ways of working together to increase the visibility and impact of memory institutions. By adopting this Declaration, we commit to continually adapt and reinvent our institutions and to promote the full value of libraries, archives and museums to Canadians. Together, we will:*

- Increase collaboration between our institutions and our networks at the local and national levels to catalyze new partnerships that spark creativity and enhance engagement;
- Develop innovative programs and services, and adopt technologies that empower us to engage our publics; and
- Enrich and expand access to our collections to ensure that our institutions contribute significantly to the public good and sustainable development.

HPL like other libraries already have existing partnerships with other memory institutions. The declaration challenges us to build on those relationships. Nationally CULC will be gathering information on existing best practices and looking for ways to nurture stronger partnerships both locally and nationally. ([www.bac-lac.gc.ca/eng/about-us/events/Pages/2016/Summit-on-libraries-archives-museums.aspx](http://www.bac-lac.gc.ca/eng/about-us/events/Pages/2016/Summit-on-libraries-archives-museums.aspx))

**CONSULTATION ON CANADIAN CONTENT IN A DIGITAL WORLD**

The Federal Government’s call for feedback on how to “strengthen the creation, discovery and export of Canadian content in a digital world” closed on November 28, 2016 ([www.canada.ca/en/services/culture/consultations.html](http://www.canada.ca/en/services/culture/consultations.html)). This consultation was important because it will be considered as the Canadian government develops cultural policy and strategies. In my capacity as Chair of the Canadian Urban Library Council (CULC) and Co-Chair of the Federation of Canadian Library Associations (CFLA) I participated in the development of the submissions to the government. The role of libraries is summarized in this statement from the CULC submission:

*Public libraries are cultural institutions that fulfill a critical role in the promotion and support of Canadian content. Public libraries have been providing equitable access,*
opportunity and connections for years, long before the development of the digital world. As Memory Institutions, we are uniquely positioned to leverage digital technologies to work with our communities to ensure that Canada’s cultural heritage is preserved and promoted.

(culc.ca/cms_lib/CULC%20Consultation%20on%20Canadian%20Content.pdf, cfla-fcab.ca/en/advocacy/805-2/)

PROVINCIAL BUDGET CONSULTATIONS
On November 25 I participated in a local Ontario Government pre-budget consultation meeting at the Art Gallery of Hamilton. In the consultation I stressed the need for investment in libraries. In the brief time I had I stressed key issues being advanced by the Federation of Ontario Public Libraries (FOPL) during this provincial budget cycle. These included:

- Mandatory and sustained funding for school libraries
- Restoring provincial funding for eResources
- Infrastructure funding for libraries
- Including public libraries in the community hubs strategy
- Funding for libraries to advance the province’s culture strategy
- Continued provincial funding for the Centre for Equitable Library Access (CELA)

As the province reviews its funding for libraries in 2017, we will be working with FOPL and the Ontario Library Association (OLA) to advocate for provincial support for public libraries.

DUNDAS ABATEMENT UPDATE
Asbestos abatement in the Ogilivie Street site is continuing in advance of renovations. The library is working with the City project manager to ensure a complete abatement is undertaken. The costs for additional abatement are expected to be lower than first anticipated and will be included within the project budget.

GREENSVILLE UPDATE
Working with the City and the School Board, plans for a new joint facility are going well. The design is underway and next steps include finalizing the design, Site Plan Approval and an application for permit. The proposed library will be a light filled community space that will be well positioned to serve residents. The School Board is currently meeting with parents to discuss student relocation during the construction phase. The City and Library will schedule open house events later in 2017. Staff will be reporting back to the Board in early 2017 on updates to the preliminary design of the Library space.
**INCLUSIVE AND WELCOMING LIBRARIES - GENDER NEUTRAL WASHROOMS**

The Library is committed to introducing new signage that will make our spaces more welcoming, accessible and inclusive. Working in consultation with the City’s Access and Equity and Facilities Departments, signage for library washrooms will be updated in early 2017 to include more positive language that recognizes everyone’s right to choose the washroom appropriate for them.

**CHCH – TV POTENTIAL PARTNERSHIP**

HPL’s Local History & Archives department is working with Channel Zero CHCH – TV on an exciting potential partnership. The partnership would see a retired CHCH – TV staff member working in collaboration with CHCH-TV and Local History and Archives to digitize the station’s historical news and sports footage. The station has a collection of over 15,000 hours of footage primarily from the 1950s & 1960s. As per our partnership with the Hamilton Spectator, CHCH-TV would retain copyright and in this case they would also retain the original footage. HPL would have a digital copy to share for educational purposes and we would direct any copyright related request to CHCH-TV as we do currently with the Hamilton Spectator.

**COLLECTIONS DIVISION STAFFING UPDATE**

HPL has filled three key vacancies. Tracy Krause joined HPL in September as the Library’s Archivist. Ms Krause holds a Masters Degree in Archival and Library Sciences. She’s the incoming President of the Ontario Archives Association. This past week, Tammy Moorse and Kaye Prince joined HPL filling two Cataloguing and Metadata Librarian vacancies. Both Tammy and Kaye have vast experience. Ms. Moorse is joining HPL from the CBC where she was a Library Coordinator. Ms Prince joins HPL from DHX Media where she was Senior Library Services Coordinator.

**INTERDISCIPLINARY RESEARCH FUND – SOCIAL LAB**

Staff are exploring another partnership with McMaster University in the form of a social lab pilot. The vision is to have multiple half day social lab workshops involving both McMaster and the greater Hamilton Community. The goal is to identify complex social issues in our community and developing ideas to respond to them. The project will provide catalyst funding to interdisciplinary teams to prototype ideas. The project includes an ongoing evaluation element. The social labs would start in early 2017 and continue into 2018.

**eNEWSLETTER**

HPL’s first issue of the new eNewsletter was circulated to over 200 people last week. Promotional plans are in place to encourage customers to sign-up for the service. Customers can sign-up to receive the newsletters on the Library’s website. (www.hpl.ca/articles/subscribe-our-eneletters)
**First Books Canada Holiday Partnerships**

HPL has partnered with several local Rotary Clubs and the Boys & Girls Club to distribute books from First Books Canada at local schools and programs as part of their holiday events. The Library will be distributing over 2,300 books to students at Cathy Wever, Hess Street, Dr. Davey schools and Boys and Girls programs in December. First Books Canada makes new books available to organizations able to provide those books to children from lower income households. First Book Canada's goal is to transform the lives of children in need by increasing the number of new, high-quality books available to them in their homes which is a key indicator for literacy success. In 2016, with First Books support, HPL distributed nearly 10,000 books to children and teens.

**Winter Wanders in Westdale**

On Friday December 2nd, despite the rainy weather, the Westdale branch welcomed families for a special Friday night opening from 5-10 pm. This is the second year in which the Westdale branch has worked with the BIA to support this community wide event. 422 visitors were welcomed to the library to borrow from the collection, participate in a magic show and browse a sale by local vendors. Feedback was very positive and these extra hours help reinforce the library’s role as a community beacon and partner.

**Christmas on Kenilworth Festival**

The Kenilworth branch will be open until 7pm on Saturday December 17th to join in with local Christmas festivities. Organized by the Kenilworth Revitalization Team and the Crown Point Community Planning Team, there will be a passport activity encouraging residents to visit businesses along the street, have some complimentary hot chocolate and listen to carollers. The library’s second floor will be open for family craft activities and storytelling. For the first time in many years the street will have Christmas lights, a good sign that renewal is underway.

**Ralph Nader**

Ralph Nader, American political activist and consumer protection advocate, read from his new book *Animal Envy*, at Central Library on Friday, November 18 to a group of approximately 200 attendees.

**Hamilton Music Industry Working Committee**

HPL’s Manager of Communications and Partnerships has been invited to join the Hamilton Music Industry Working Committee as an ex officio member. The group is preparing for a spring launch of its new brand – Hamilton City of Music. HPL will have an opportunity to further promote music programming and be part of a city-wide collective focusing on the importance of music as an integral part of the
community. Plans are in the works for a signature event to take place at Central Library as part of the brand launch.

**HOLIDAY BRASS CONCERT WITH HAMILTON PHILHARMONIC ORCHESTRA**

It was standing room only in the Hamilton Room on Friday, December 9 for HPL’s annual Holiday Brass Concert. Featuring the brass musicians of the Hamilton Philharmonic Orchestra (HPO), a quintet played a variety of holiday favourites and treated the audience to some insider tidbits about their instruments and their favourite tunes. This is our fifth annual concert and it has become a favourite program for our customers. We are thrilled to continue our partnership with the HPO with this annual concert, as well as the many other performances they offer in our space throughout the year.

**MAKERSPACE VIRTUAL TOUR**

HPL was successful in its application for assistance from Mohawk College’s “The Agency” to have a group of students create a virtual tour of the Makerspace and its Studios. The project will begin in September 2017 with a completion date of December 2017. We are excited to grow our partnership with Mohawk College while adding an additional promotional tool for HPL.

Paul Takala
Chief Librarian/CEO
Date: December 16, 2016  
To: Chair and Members of the Board  
c.c.: Paul Takala, Chief Librarian/CEO  
From: Lita Barrie, Director of Collections & Youth Services  
Subject: Storytime Outcome-based Survey Report

RECOMMENDATION:
That the Hamilton Public Library Board receives this report for information.

FINANCIAL/STAFFING/LEGAL IMPLICATIONS:
The capacity to provide storytime is incorporated in our operating budget and supported by our core staffing model. To increase session durations we will need to consult with Managers and Staff. Youth Services staff focus on other core programs and services such as Library visits for schools when storytime is not in session.

BACKGROUND:
In November, HPL offered a system wide outcome based survey to storytime participants. In 2014, HPL piloted a storytime outcome based survey at a small number of branches. From the results of the 2014 pilot, the survey was reworked and the process was streamlined. The survey tool was designed to assist HPL in measuring the impact of storytime. We want to understand if and how the fun literacy-building activities of storytime are enjoyed beyond the library and in the daily lives of our youngest customers.

The storytime survey was available in print and online for the last two weeks of the fall storytime session from October 31 until November 12. During the survey period, 112 storytimes were offered with a total attendance of 2687 participants. A total 283 surveys were collected, with approximately 10.5% of participants completing the survey. The attendance
figure includes children as well as the parent or caregiver demonstrating an excellent rate of completion.

The goal of the storytime survey is to help demonstrate if participation in HPL storytimes leads to an increase in early literacy activities at home and strengthens a family’s sense of social inclusion both key determinants to a child’s health and well-being. The focus of the survey is outcomes for families. Additional comments were provided on an astounding 73% of the completed surveys.

“Fabulous programme! Great effort by all. Early learning is the greatest investment we can possibly make in our country’s future. Bravo on your world-class program. We walk 1 hour every day so we can participate in this excellent, very valuable, free and accessible programme, leveling the playing field for all early learners from diverse backgrounds.”

<table>
<thead>
<tr>
<th>Fall 2017 Storytime Survey Summary</th>
<th>Category</th>
<th># Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>We use the library more often.</td>
<td>Strongly Agree</td>
<td>163</td>
</tr>
<tr>
<td></td>
<td>Agree</td>
<td>108</td>
</tr>
<tr>
<td></td>
<td>Disagree</td>
<td>10</td>
</tr>
<tr>
<td></td>
<td>Strongly Disagree</td>
<td>2</td>
</tr>
<tr>
<td>We sing the songs and rhymes from storytime at home.</td>
<td>Strongly Agree</td>
<td>167</td>
</tr>
<tr>
<td></td>
<td>Agree</td>
<td>109</td>
</tr>
<tr>
<td></td>
<td>Disagree</td>
<td>7</td>
</tr>
<tr>
<td></td>
<td>Strongly Disagree</td>
<td>0</td>
</tr>
<tr>
<td>My child has learned new words.</td>
<td>Strongly Agree</td>
<td>99</td>
</tr>
<tr>
<td></td>
<td>Agree</td>
<td>138</td>
</tr>
<tr>
<td></td>
<td>Disagree</td>
<td>45</td>
</tr>
<tr>
<td></td>
<td>Strongly Disagree</td>
<td>1</td>
</tr>
<tr>
<td>We read more.</td>
<td>Strongly Agree</td>
<td>117</td>
</tr>
<tr>
<td></td>
<td>Agree</td>
<td>139</td>
</tr>
<tr>
<td></td>
<td>Disagree</td>
<td>26</td>
</tr>
<tr>
<td></td>
<td>Strongly Disagree</td>
<td>1</td>
</tr>
<tr>
<td>We check out more books from the library.</td>
<td>Strongly Agree</td>
<td>149</td>
</tr>
<tr>
<td></td>
<td>Agree</td>
<td>87</td>
</tr>
<tr>
<td></td>
<td>Disagree</td>
<td>43</td>
</tr>
<tr>
<td></td>
<td>Strongly Disagree</td>
<td>4</td>
</tr>
<tr>
<td>We know more about the library’s programs and services.</td>
<td>Strongly Agree</td>
<td>193</td>
</tr>
<tr>
<td></td>
<td>Agree</td>
<td>83</td>
</tr>
<tr>
<td></td>
<td>Disagree</td>
<td>6</td>
</tr>
<tr>
<td></td>
<td>Strongly Disagree</td>
<td>1</td>
</tr>
<tr>
<td>I’ve met new people</td>
<td>Strongly Agree</td>
<td>142</td>
</tr>
<tr>
<td></td>
<td>Agree</td>
<td>127</td>
</tr>
<tr>
<td></td>
<td>Disagree</td>
<td>12</td>
</tr>
<tr>
<td></td>
<td>Strongly Disagree</td>
<td>1</td>
</tr>
</tbody>
</table>
We use the Library more often

58% of respondents (163 responses) strongly agreed that storytime increases their use of the Library. Research has correlated library use with literacy skills. Several respondents indicated that they use the library to attend storytime and/or visit the Library once a week or more. Several respondents that disagreed with the statement indicated that they were already strong library users.

“We love it. We absolutely use the library more because of storytime.”

We sing the songs and rhymes from Storytime at home

The American Library Association’s Every Child Ready to Read framework is core to the HPL’s storytime programming. The Framework identifies 5 key early literacy skills: reading, writing, talking, singing and playing. Songs and rhymes are important components of storytime, providing families with new songs and rhymes that help prepare children for reading.

“Our 2 1/2 year old loves it. Sings songs at home. Look forward to it very much.”
**My child learns new words**

Key to reading readiness is exposure to a broad range of language. The Every Child Ready to Read framework outlines how talking to children is one of the best ways to help children learn new words. Library staff engage directly with the children who are participating in the program as well as the parents and caregivers. This question didn’t resonate for a number of parents and caregivers attending the babytime sessions and had the lowest number of strongly agree replies with 35% (99 respondents). A number of respondents noted in response to this question that their child is a baby and therefore not learning words. This question provides excellent direction for next steps and is addressed in the recommendations.

![Learn new words chart](chart.png)

**We read more**

As part of storytime, Library staff share information about the importance of reading at home. 35% (117 respondents) strongly agreed that they feel they read more as a result of attending storytime. However, several respondents noted that they already read frequently at home prior to participating in storytime.

![We read more chart](chart.png)

**We check out more books**
The presence of books in the home is another key determinant for strong literacy outcomes. Programming staff showcase a broad range of age appropriate and dynamic stories for children through storytime.

“We have always read a lot of books but we now bring home more weekly from the library.”

We know more about Library’s Programs & Services

The Every Child Ready to Read framework outlines how play is critical to a child’s early literacy skill development. Playing helps children put together thoughts into words and think symbolically so they understand that spoken and written words can stand for real objects and experiences. Library programs are free and open to all and provide children with an opportunity to socialize and interact with other children building social inclusion and a sense of community. This question resulted in the strongest positive response with 68% (193 respondents) indicating that their awareness of the Library’s programs and services has dramatically increased as a result of participating in storytime.

Know more about the Library's Programs & Services

I’ve met new people
A number of respondents reported that storytime played an important role in the child and/or themselves forming new friendships and connections in their community. Library staff facilitate interactive and engaging storytime programs that recognize the importance for children and their adult caregivers to have opportunities to connect. A number of grandparents indicated they bring their children to storytime continuing a tradition that they started with their own children.

“All of my child's neighbourhood friendships were built during / after storytime. It also helped build her confidence in larger groups”

The storytime survey will be offered 3 times annually. We will continue with the current structure and provide participants with the survey during the last 2 weeks of each storytime session. Each time we offer the storytime survey, the intent is to identify 2 or 3 key themes and explore possible opportunities to move the needle on those themes. For this first round of the survey, three key themes were clear:

- Firstly, children, parents and caregivers value and enjoy storytime. They are tremendously appreciative of the wonderful Library staff who provide these programs acknowledging their engagement, care and skill. For participating families, HPL is a community beacon and storytime plays a key role in their child's growth, development and well-being.
- Secondly, a number of respondents indicated a desire to see storytime sessions run longer and ideally for storytime to be available year round. Family dynamics and lifestyles are varied and in order to ensure that we are being relevant and responsive in 2017, we will work with Staff and Managers to explore opportunities to expand availability of this core program.
- Thirdly, the question regarding learning new words did not resonate with a number of parents and caregivers participating in babytime. The Every Child Ready to Read framework outlines how talking to children is one of the best ways to help children learn new words. We will look to explore how we can better embed that concept in the context of babytime.
Date: December 16, 2016
To: Chair and Members of the Board
c.c. Paul Takala, Chief Librarian
From: Tony Del Monaco, Director of Finance & Facilities
Subject: 2016 Budget Variance Report as at Oct 31, 2016

RECOMMENDATION:
That the Budget Variance Report as at October 31, 2016 and estimated to December 31, 2016 be received for information.

FINANCIAL/STAFFING/LEGAL IMPLICATIONS:
The budget variance as at December 31, 2016 is estimated to be $606,485 Favourable.

The total 2016 operating budget for the Hamilton Public Library was approved at a net expenditure of $28,952,830 (gross expenditures of $31,023,930 less gross revenues of $2,071,100). The current estimated variance as at December 31, 2016 is favourable by $606,485 which is 97.9% of the budgeted net expenditure.

An explanation of the type of revenues and expenditures contained with each line of the Budget Variance Report is provided below along with an explanation of the significant variances.

BACKGROUND:

REVENUES
GRANTS AND SUBSIDIES
Estimated variance at December 31, 2016 - $37,289 Favourable
This line includes the annual operating grant from the Province of Ontario which is budgeted at $949,450 and funding by Provincial and Federal governments for specific grant programs such as Literacy Instruction for New Canadians (LINC). The annual operating grant from the province is paid in one lump sum and has been received in December. The claims for the funding for the grant programs are submitted monthly to the funding governments. The favourable variance is attributable to higher than budgeted LINC funding.

FEES AND GENERAL
Estimated variance at December 31, 2016 - $41,029 Unfavourable
Major items contained in this line are revenues from library fines, photocopier & printer revenues, book sales, programming revenues, and donations. The variance is primarily related to less than budgeted fine and miscellaneous revenues. These
variances are partially offset by higher than anticipated revenues relating to donations, photocopier, and programming revenues.

RESERVES/CAPITAL RECOVERIES
*Estimated variance at December 31, 2016 – no variance*
This line consists of transfers from City of Hamilton reserve funds to cover development charge financing costs charged to the Hamilton Public Library. These transfers from the City’s Development Charge reserve fund cover the repayment of debentures that were issued by the City for Library for growth-related capital projects instead of being funded directly from the Development Charge reserve.

EXPENSES
EMPLOYEE RELATED COSTS
*Estimated variance at December 31, 2016 - $524,995 Favourable*
This line includes all the employee related costs such as salaries, wages and government and employer benefits including medical, dental, OMERS, WSIB and Vested Sick Leave payouts. The variance is primarily due to lower than expected salary and wage expenses as a result of gapping.

CAPITAL FINANCING
*Estimated variance at December 31, 2016 – no variance*
This line reflects the repayment of debentures issued by the City of Hamilton to fund Library capital projects.

FINANCIAL
*Estimated variance at December 31, 2016 - $63,012 Favourable*
The favourable variance is primarily a result of savings in legal fees, collection fees, and processing fees. More detail on Financial expenses follows at the end of this report.

MATERIALS AND SUPPLIES
*Estimated variance at December 31, 2016 - $ 7,296 Unfavourable*
The major items in this line are library materials and subscriptions. While library material is projected to be favourable, this is offset by projected unfavourable variances related to subscriptions and operating equipment. More detail on Materials and Supplies follows at the end of this report.

VEHICLE EXPENSES
*Estimated variance at December 31, 2016 - $25,891 Unfavourable*
This line includes vehicle expenses such as costs for fuel and vehicle washing. It also includes fleet related work orders done by the City to maintain our vehicles. The unfavourable variance is mainly attributable to central fleet vehicle charges
related to maintenance of the bookmobiles. The budget was reduced in 2016, however expenses incurred have remained consistent with last year.

**BUILDINGS AND GROUNDS**

*Estimated variance at December 31, 2016 - $161,273 Favourable*

This line includes building associated costs that are paid directly by the Library and not through a cost allocation from the City. It also includes cost for security guards, data and external telephone lines. The variance is mainly attributable to lower than budgeted hydro charges and lower than budgeted AODA expenses.

**CONSULTING**

*Estimated variance at December 31, 2016 - $6,247 Unfavourable*

There is no budget for consulting, however consulting services of $6247 were utilized so far in the year.

**CONTRACTUAL**

*Estimated variance at December 31, 2016 - $99,619 Unfavourable*

This line includes expenditures for items such as computers, servers, photocopiers, advertising, service contracts, collection agency fees, access copyright fees, inter-branch courier service, and programming. Main contributors to the variance are related to higher than budgeted rent expenses, service contracts, and programming related expenses. The rent and programming budgets have been increased for 2017 to better reflect actual expenses.

**RESERVES/RECOVERIES**

*Estimated variance at December 31, 2016 – no variance*

This line includes planned transfers from operating to Library reserve funds, as well as direct charges from the City.
Table 1: Budget Variance Report
Estimate for the Year Ending December 31, 2016

<table>
<thead>
<tr>
<th></th>
<th>Budget</th>
<th>Projected</th>
<th>Variance Favourable/ (Unfavourable)</th>
<th>% Spent</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Revenues:</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Grants &amp; Subsidies</td>
<td>(1,187,340)</td>
<td>(1,224,629)</td>
<td>37,289</td>
<td>103.1%</td>
</tr>
<tr>
<td>Fees &amp; General</td>
<td>(602,270)</td>
<td>(561,241)</td>
<td>(41,029)</td>
<td>93.2%</td>
</tr>
<tr>
<td>Reserves/Capital Recoveries</td>
<td>(281,490)</td>
<td>(281,490)</td>
<td>-</td>
<td>100.0%</td>
</tr>
<tr>
<td></td>
<td>(2,071,100)</td>
<td>(2,067,360)</td>
<td>(3,740)</td>
<td>99.8%</td>
</tr>
<tr>
<td><strong>Expenditures:</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Employee Related Costs</td>
<td>20,741,810</td>
<td>20,216,815</td>
<td>524,995</td>
<td>97.5%</td>
</tr>
<tr>
<td>Capital Financing</td>
<td>418,440</td>
<td>418,440</td>
<td>-</td>
<td>100.0%</td>
</tr>
<tr>
<td>Financial</td>
<td>398,120</td>
<td>335,108</td>
<td>63,012</td>
<td>84.2%</td>
</tr>
<tr>
<td>Materials and Supplies</td>
<td>3,819,680</td>
<td>3,826,976</td>
<td>(7,296)</td>
<td>100.2%</td>
</tr>
<tr>
<td>Vehicle Expenses</td>
<td>36,090</td>
<td>61,981</td>
<td>(25,891)</td>
<td>171.7%</td>
</tr>
<tr>
<td>Building and Grounds</td>
<td>1,605,910</td>
<td>1,444,638</td>
<td>161,272</td>
<td>90.0%</td>
</tr>
<tr>
<td>Contractual</td>
<td>1,970,800</td>
<td>2,070,419</td>
<td>(99,619)</td>
<td>105.1%</td>
</tr>
<tr>
<td>Consulting</td>
<td>-</td>
<td>6,247</td>
<td>(6,247)</td>
<td>-</td>
</tr>
<tr>
<td>Reserves and Recoveries</td>
<td>2,033,080</td>
<td>2,033,080</td>
<td>-</td>
<td>100.0%</td>
</tr>
<tr>
<td></td>
<td>31,023,930</td>
<td>30,413,705</td>
<td>610,225</td>
<td>98.0%</td>
</tr>
<tr>
<td><strong>Net Expenditures</strong></td>
<td>$ 28,952,830</td>
<td>28,346,345</td>
<td>606,485</td>
<td>97.9%</td>
</tr>
<tr>
<td>Description</td>
<td>Budget</td>
<td>Projected Actual</td>
<td>Variance</td>
<td>Explanation</td>
</tr>
<tr>
<td>-----------------------------------</td>
<td>---------</td>
<td>-----------------</td>
<td>-----------</td>
<td>--------------------------------------------------</td>
</tr>
<tr>
<td>Legal Fees</td>
<td>40,000</td>
<td>7,864</td>
<td>32,136</td>
<td>minimal legal fees incurred to date</td>
</tr>
<tr>
<td>Cash Over / Short</td>
<td>-</td>
<td>352</td>
<td>(352)</td>
<td>budget reduced to $0 as of 2015</td>
</tr>
<tr>
<td>Debit &amp; Credit Card Processing</td>
<td>14,680</td>
<td>13,518</td>
<td>1,162</td>
<td>Charges for customer use of eCommerce, credit, and debit cards</td>
</tr>
<tr>
<td>Audit Fees</td>
<td>9,620</td>
<td>9,773</td>
<td>(153)</td>
<td>2016 audit fees</td>
</tr>
<tr>
<td>Collection Fees</td>
<td>25,300</td>
<td>15,121</td>
<td>10,179</td>
<td>fees charged by the collection agency to recover overdue accounts. 2017 Budget reduced by $10,000.</td>
</tr>
<tr>
<td>Processing Fee</td>
<td>300,000</td>
<td>271,685</td>
<td>28,315</td>
<td></td>
</tr>
<tr>
<td>Other Fees &amp; Services</td>
<td>8,520</td>
<td>16,796</td>
<td>(8,276)</td>
<td></td>
</tr>
<tr>
<td>FINANCIAL</td>
<td>398,120</td>
<td>335,108</td>
<td>63,012</td>
<td></td>
</tr>
<tr>
<td>Operating Supplies</td>
<td>216,400</td>
<td>176,466</td>
<td>39,934</td>
<td>various small dollar items</td>
</tr>
<tr>
<td>Computer Software</td>
<td>53,060</td>
<td>95,182</td>
<td>(42,122)</td>
<td>variance due to ILS Polaris migration</td>
</tr>
<tr>
<td>Operating Equipment</td>
<td>117,820</td>
<td>236,989</td>
<td>(119,169)</td>
<td>includes DML equipment, gaming equipment, bed bug heaters.</td>
</tr>
<tr>
<td>Furniture &amp; Fixtures</td>
<td>50,000</td>
<td>68,472</td>
<td>(18,472)</td>
<td>approx. $40k in Teknion Furniture.</td>
</tr>
<tr>
<td>Merchandise</td>
<td>-</td>
<td>4,526</td>
<td>(4,526)</td>
<td>headphones, USB sticks for resale</td>
</tr>
<tr>
<td>Library Materials</td>
<td>2,632,570</td>
<td>2,410,887</td>
<td>221,683</td>
<td></td>
</tr>
<tr>
<td>Subscriptions</td>
<td>600,000</td>
<td>673,661</td>
<td>(73,661)</td>
<td></td>
</tr>
<tr>
<td>Repairs-Equipment</td>
<td>4,440</td>
<td>1,442</td>
<td>2,998</td>
<td>repairs to keypads, security equip.</td>
</tr>
<tr>
<td>Service-Reader/Printer</td>
<td>3,100</td>
<td>932</td>
<td>2,168</td>
<td></td>
</tr>
<tr>
<td>Postage/ Freight/ Courier</td>
<td>3,270</td>
<td>3,942</td>
<td>(672)</td>
<td></td>
</tr>
<tr>
<td>Printing and Reproduction</td>
<td>82,000</td>
<td>71,186</td>
<td>10,814</td>
<td>primarily seasonal guide books</td>
</tr>
<tr>
<td>Other Fees &amp; Services</td>
<td>57,020</td>
<td>83,290</td>
<td>(26,270)</td>
<td></td>
</tr>
<tr>
<td>MATERIAL &amp; SUPPLIES</td>
<td>3,819,680</td>
<td>3,826,976</td>
<td>(7,296)</td>
<td></td>
</tr>
<tr>
<td>Processing Fee</td>
<td>300,000</td>
<td>271,685</td>
<td>28,315</td>
<td></td>
</tr>
<tr>
<td>Library Materials</td>
<td>2,632,570</td>
<td>2,410,887</td>
<td>221,683</td>
<td></td>
</tr>
<tr>
<td>Subscriptions</td>
<td>600,000</td>
<td>673,661</td>
<td>(73,661)</td>
<td></td>
</tr>
<tr>
<td>Total Collections</td>
<td>3,532,570</td>
<td>3,356,233</td>
<td>176,337</td>
<td></td>
</tr>
</tbody>
</table>
Date: December 09, 2016  
To: Chair and Members of the Board  
c.c.: Paul Takala, Chief Librarian/CEO  
From: Tony Del Monaco, Director of Finance & Facilities  
Subject: Library Reserves Update

**Recommendation:**
That the Library Reserves Update be received for information.

**Financial/Staffing/Legal Implications:**
The balance of Library reserves was $7,336,596 on January 1, 2016. The Hamilton Public Library Board has previously approved $4,551,921 in reserve expenditures leaving a balance net of Board approved commitments of $2,784,675. There are also as yet unapproved earmarked transfers and future commitments from reserves along with budgeted funding from operating to reserves that result in an available reserve balance of $1,582,186.

**Background:**
The balance of Library reserves was $7,336,596 on January 1, 2016. The Hamilton Public Library Board has previously approved $4,551,921 in reserve expenditures leaving a balance of $2,784,675.

The Library has earmarked $889,048 for specific purposes. These funds include $530,000 received from the sale of the second floor of the Saltfleet library back to the Hamilton Wentworth District Catholic School Board, which are to be repurposed back into the Stoney Creek area in the future. An additional $186,000 was received as a tenant allowance for the Sherwood branch and is to be used for future enhancements to Sherwood. Annual printer revenue is transferred to reserves for future purchases of printers, $173,048 has been set aside to date.

Future commitments are items identified by Library staff as potential future expenditures, but have not yet been approved by the Library Board. These include items such as a new Bookmobile ($250,000) and courier van ($35,000). The existing courier van is nearing the end of its useful life. Proceeds from the sale of the CIBC building ($287,071) are to be used to fund in part the Locke Branch Improvements.

Reserves are replenished each year with $258,630 in budgeted transfers from operating to Library reserves. $144,763 is for the repayment to reserves for funds borrowed as part of the Central Lighting Retrofits project, $30,000 is identified for
bookmobile replacement, $9,000 for grounds provision, $25,000 for RFID lifecycle replacement and $49,867 in general unallocated reserve transfers.

This results in a net available balance in reserves of $1,582,186.

Annual operating surpluses and deficits are balanced by transferring to/from reserves. Historically, the Library has had surpluses to transfer to reserves. For the purpose of this update, the 2016 projected surplus has not been included in the net available balance.

As part of the year end surplus transfer the unspent portion of budgeted AODA expenses is normally transferred to the Accessibility Health & Safety Reserve. Annual printer revenue is also transferred to reserves for future purchases of printers. The computer reserve is replenished annually from the operating budget based on the unspent portion of the operating computer and server budget. Since transfers are dependent on actual activity in the year, these amounts have not been included in the attached reserve balances.

The library also receives interest on its reserve balances, which has not been factored into the net available balance since interest rates are variable and not guaranteed. The interest received in 2015 was $186,937.

It should also be noted that individual reserves are permitted to be in a deficit position as long as the overall total is in a surplus position.

Moving forward, staff will strategize as how best to build up Library reserves. Identification of funding from other sources will be explored and maximized where possible.

A Note on Trust Funds
As part of the Central Library Phase 3 renovation project, the Library Board approved the use of $650,000 from the Central Library Special Gifts Trust Fund. This Trust Fund is managed on our behalf by the Hamilton Community Foundation (HCF). Now that the project is complete, the funds have been requested and received from the HCF and have been recorded to the project. This transfer from the Trust Funds will be reflected in the 2016 audited Trust Fund Financial Statements.
## Hamilton Public Library Reserve Funds
**Based on Projections as of December 2016**

<table>
<thead>
<tr>
<th>Total</th>
<th>106005 Mobile</th>
<th>106006 Library Collections</th>
<th>106007 Library General Development</th>
<th>106008 Library Major Capital Projects</th>
<th>106009 Youth Literacy</th>
<th>106011 Redeployment &amp; Training</th>
<th>106012 Youth Programming</th>
<th>106013 Accessibility &amp; Health &amp; Safety</th>
<th>106014 Computers &amp; Servers</th>
</tr>
</thead>
</table>

### Transfers from Reserve in 2016

<table>
<thead>
<tr>
<th>Date</th>
<th>Approved</th>
<th>106005 Mobile</th>
<th>106006 Library Collections</th>
<th>106007 Library General Development</th>
<th>106008 Library Major Capital Projects</th>
<th>106009 Youth Literacy</th>
<th>106011 Redeployment &amp; Training</th>
<th>106012 Youth Programming</th>
<th>106013 Accessibility &amp; Health &amp; Safety</th>
<th>106014 Computers &amp; Servers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Staff Computer Renewal</td>
<td>May-16</td>
<td>300,000</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Central Doors on York St</td>
<td>Jun-16</td>
<td>90,000</td>
<td>360,000</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Dundas Renovation</td>
<td>Aug-16</td>
<td>443,500</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Binbrook Construction</td>
<td>Aug-16</td>
<td>29,000</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>New Waterdown Branch</td>
<td>Aug-16</td>
<td>7,431</td>
<td>7,431</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Sorter Increase - RFID</td>
<td>Dec-13</td>
<td>500,000</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Replace Self Check Units - RFID</td>
<td>Apr-15</td>
<td>390,000</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
</tbody>
</table>

### Board Approved but not yet transferred

<table>
<thead>
<tr>
<th>Date</th>
<th>Approved</th>
<th>106005 Mobile</th>
<th>106006 Library Collections</th>
<th>106007 Library General Development</th>
<th>106008 Library Major Capital Projects</th>
<th>106009 Youth Literacy</th>
<th>106011 Redeployment &amp; Training</th>
<th>106012 Youth Programming</th>
<th>106013 Accessibility &amp; Health &amp; Safety</th>
<th>106014 Computers &amp; Servers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Library Facilities updates (furniture)</td>
<td>Dec-11</td>
<td>149,000</td>
<td>101,000</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>BI Materials</td>
<td>Jan-16</td>
<td>67,990</td>
<td>67,990</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>BI Furniture</td>
<td>Jan-16</td>
<td>21,500</td>
<td>21,500</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Binbrook Construction</td>
<td>Sep-13</td>
<td>470,000</td>
<td>470,000</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Digitization &amp; Online Access (ID not set up)</td>
<td>Oct-13</td>
<td>100,000</td>
<td>13,000</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Logo Brand Implementation</td>
<td>Jun-14</td>
<td>80,000</td>
<td>80,000</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Greensville-New Branch</td>
<td>May-15</td>
<td>200,000</td>
<td>200,000</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Greensville-New Branch</td>
<td>Sep-16</td>
<td>150,000</td>
<td>150,000</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>VP Construction</td>
<td>Sep-16</td>
<td>200,000</td>
<td>565,000</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>VP Materials</td>
<td>Sep-16</td>
<td>104,500</td>
<td>104,500</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>VP Furniture</td>
<td>Sep-16</td>
<td>10,000</td>
<td>10,000</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Youth Services Programming Resources</td>
<td>Dec-15</td>
<td>60,000</td>
<td>60,000</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Central Windows</td>
<td>Sep-16</td>
<td>300,000</td>
<td>300,000</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
</tbody>
</table>

### Future Commitments (not approved)

<table>
<thead>
<tr>
<th>106005 Mobile</th>
<th>106006 Library Collections</th>
<th>106007 Library General Development</th>
<th>106008 Library Major Capital Projects</th>
<th>106009 Youth Literacy</th>
<th>106011 Redeployment &amp; Training</th>
<th>106012 Youth Programming</th>
<th>106013 Accessibility &amp; Health &amp; Safety</th>
<th>106014 Computers &amp; Servers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bookmobile</td>
<td>250,000</td>
<td>250,000</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Locke (sale of CIBC building)</td>
<td>287,071</td>
<td>287,071</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Courier Van</td>
<td>35,000</td>
<td>35,000</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Sub-total</td>
<td>572,071</td>
<td>285,000</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
</tbody>
</table>

### Funds Earmarked for Specific Purposes

<table>
<thead>
<tr>
<th>106005 Mobile</th>
<th>106006 Library Collections</th>
<th>106007 Library General Development</th>
<th>106008 Library Major Capital Projects</th>
<th>106009 Youth Literacy</th>
<th>106011 Redeployment &amp; Training</th>
<th>106012 Youth Programming</th>
<th>106013 Accessibility &amp; Health &amp; Safety</th>
<th>106014 Computers &amp; Servers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Saltfleet Library (funds from sale of 2nd floor)</td>
<td>530,000</td>
<td>530,000</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Sherwood tenant allowance</td>
<td>186,000</td>
<td>186,000</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Printer Revenue</td>
<td>173,048</td>
<td>173,048</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Sub-total</td>
<td>889,048</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
</tbody>
</table>

### Budgeted Transfers to Reserve

<table>
<thead>
<tr>
<th>106005 Mobile</th>
<th>106006 Library Collections</th>
<th>106007 Library General Development</th>
<th>106008 Library Major Capital Projects</th>
<th>106009 Youth Literacy</th>
<th>106011 Redeployment &amp; Training</th>
<th>106012 Youth Programming</th>
<th>106013 Accessibility &amp; Health &amp; Safety</th>
<th>106014 Computers &amp; Servers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bookmobile Provision</td>
<td>(30,000)</td>
<td>(30,000)</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Grounds Provision</td>
<td>(9,000)</td>
<td>(9,000)</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>RFID Provision</td>
<td>(25,000)</td>
<td>(25,000)</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Transfer from Operating</td>
<td>(49,867)</td>
<td>(49,867)</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Hydro Loan Repayment to Reserves</td>
<td>(134,763)</td>
<td>(134,763)</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Sub-total</td>
<td>(258,630)</td>
<td>(147,537)</td>
<td>(43,006)</td>
<td>(737,878)</td>
<td>(58,867)</td>
<td>(36,342)</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Available</td>
<td>(1,582,186)</td>
<td>(206,214)</td>
<td>(720,722)</td>
<td>(231,149)</td>
<td>(176,762)</td>
<td>(523,153)</td>
<td>(61,900)</td>
<td>(189,804)</td>
</tr>
</tbody>
</table>
Date: December 16, 2016
To: Chair and Members of the Board
From: Paul Takala, Chief Librarian/CEO
Subject: Federation of Ontario Public Libraries (FOPL) Reports

**RECOMMENDATION:**
That the FOPL reports: Ontario Public Library Operating Data 2005 -2014 and FOPL Research Task Force report be received for information and consideration.

**BACKGROUND:**
As a member we now has access to reports published by FOPL. For both reports, the sections relevant to HPL have been extracted. There is a lot of information to process in these reports, especially the report on Ontarian’s perceptions of libraries. The intention is for these reports to be included in environmental scan background information for the strategic planning process. We can schedule a fuller discussion of these reports in 2017 if desired by the Board.

**Ontario Public Library Operating Data 2005 -2014**
FOPL worked with the Ontario Ministry of Tourism, Culture and Sport to have the library statistics published in an open data format. FOPL has used that data to develop this report which shows longer term trends in usage in Ontario, as well as, comparisons of individual libraries. HPL falls in Band 1 of larger libraries serving populations over 250,000. As you will see from the Rank Order Tables 5 to 9, HPL ranks in the top 2 in all categories. These show that compared to other large libraries in Ontario per capita HPL’s usage is high and we are well funded.

Looking at the overall picture in Ontario we see the number of active card holders has not been rising with the growing population. Moving forward, HPL and other libraries need to look at ways to increase the percentage of residents with library cards.

The 2015 statistics were released earlier this month by the Ministry. When the 2015 report is prepared we will share it with the Board.

**FOPL Research Task Force Report**
FOPL engaged Market Probe to study the perceptions of Ontarians about public libraries. The 2015 report was a follow-up to a 2010 report. The Executive Summary (Pages 2-5) provides a good overview of the reports’ conclusions.
Note to Reader: This document contains information from 2 reports prepared for FOPL members.
- The first is a report on Ontario Library usage as reported to the Ministry of Culture from 2005-2014.
- The second is a Market Probe study conducted on Ontarians perceptions of public libraries.
Both reports are long and contain data that is not very relevant to HPL.

Paul Takala, Chief Librarian/CEO. December 2016

Federation of Ontario Public Libraries
Ontario Public Library Operating Data 2005-2014
Overview, Primer on Library Statistics and Collected Tables

Robert E. Molyneux, MSLS, PhD, Statistician
Stephen Abram, MLS, FSLA, Executive Director, FOPL

June 2016
Population and Circulation at Ontario Public Libraries, 2005-2014,
All Reporting EACH Year
FOPL Data Report, Third Series

We have two major methods for looking at these data in the following pages. One is to analyze aspects of all the 311 libraries in 2014 that do not contract for services. Data from libraries contracting for services with other libraries are generally included with the data from the libraries they contract with. The second method of analysis is through trend analysis and this time, we analyze the 301 libraries reporting each year from 2005 to 2014. By focusing on only those libraries reporting each year, any changes we observe are not a result of a changing set of libraries but, rather, of changes in those libraries.

Now we turn to the Tables 1 to 3. There are 10 separate tables included in Table 1: one for each of our nine bands and the first table has the summary data for the 301 libraries for 2005-2014. The Ministry has eight bands by the size of the libraries and we have separated out the First Nations’ libraries in a separate band. Note that the right-hand columns have the percentage changes observed in the variables for two intervals: 2005-2014 and from 2010-2014.

Generally, we see increases from 2005-2010 and smaller changes since then if not declines—particularly in what we might think of as “traditional” library services. The charts following these tables strengthen the impression that many of these traditional variables have crested while those dealing with newer services show increases.

That said, we are not quite ready to report on the vast array of new kinds of services for two reasons at least: 1) the data have not settled down (it takes a few years for new data variables to be reported in sufficient consistency to be useful) or 2) the data do not exist. Because the new services are so fast moving, deciding what data to collect—and how—is often not settled before libraries are required to do something else. Collecting data on moving targets is quite difficult.

We cannot discuss every aspect of these numbers as fascinating as they are. We will use a few charts after the tables to bring out highlights. However, look at the summary data for the decade in the column just to the left of the 2005 data. These data are in purple. There are some big numbers and they indicate Ontario’s public libraries have a great deal of impact on the life of the province’s citizens. Two numbers that are indicative of this impact from 2005-2014 are 1) the total number of circulations for the decade: 1,243,707,608 and the Total Operating Expenditures (amount spent in the decade by the libraries): 6,029,808,720. There are other numbers as impressive in these tables. 30,896,063 people attending programs, for instance! These summaries for the decade are also in the tables for the various bands.
This kind of table is useful for pulling together major aspects of Ontario’s libraries by their size in terms of their resident population served and size, as we discussed in the Primer, is a common method for grouping libraries. There are others and with the raw data, one can group by other means: region, county, or other common elements.

The ten summary tables making up Table 1 follow. These are summaries of major data by bands. The advantage of this arrangement is that those summary data are combined with like-sized libraries. We follow these tables with summary charts of the major elements for all Ontario’s public libraries reporting each year before moving on to Tables 2 and 3 on page 26.
Charts Based on Table 1 Summary Data

These are based on Table 1 and plot aspects of Ontario’s public libraries based on summary data of all the 301 libraries. They give us another way to look at the data.

From Table 1, we can see that the resident population served by the 301 libraries increased over the decade. Annual total circulations, however, decreased in recent years:

- Resident Population, 2005-2014
- Select Ontario Public Libraries

- Total Circulations, 2005-2014
  - Select Ontario Public Libraries
  - (in millions)
More people served and circulations are declining. What about the number of cardholders at those libraries?

We have highlighted this decline in the two previous reports. This trend is worrying. Total operating expenditures show a steady increase over the years.
These expenditures have not quite kept up with the increases in population as per capita expenditures peaked in 2010.

We should expect strain on library budgets shows in several areas. Let us look at a key one—Expenditures for materials, which are reported in two categories:
The reader will note from the Table that the General Materials Expenditures fell over the period (down 3%) but that Electronic Materials Expenditures increased substantially (up 74%). As one might expect, the per capita figures indicate deep changes in library materials purchases.

Table 1 shows that expenditures for general materials per capita are down 45% for the decade and while per capita electronic materials expenditures are up 75%, the total amounts spent on materials have declined.

As the information environment has changed, libraries have adapted in many ways. Good news can be found in the program data, which we have called attention to in earlier reports. First the number of programs offered has increased by almost 50% during the decade.
As we have noted, 1.6 million programs have been offered to Ontario’s citizens by the libraries, up 38% from 2005.

And 31 million of those citizens attended during the decade. We ask the reader to note in Table 1 that the per capita attendance peaked in 2012 and has declined since then.
Rank Order Tables

The next four tables (5-8) are in the form of ranking libraries by various variables. The first two are circulations per capita and circulations per active borrower. We know from Table 1 and related charts of those data that circulations per capita are going down. This measure is about as traditional as one can get...right after counts of the resident population a public library serves. Table 5 has the ranks by bands of circulations per capita. We also know that cardholders are declining so fewer people have cards to check materials out. Are those fewer cardholders checking out more or fewer materials per person? This number, then, seems important, too, and we have one look at it in Table 6 where we again rank this variable within the various bands.

The next two tables rank libraries by expenditure ratios. Table 7 uses expenditures per capita to rank the libraries and Table 8 uses expenditures per active cardholder.

There are many variables in this dataset and even more ratios that can be constructed we chose these four because the two of them using per capitas have a long pedigree and the two using cardholders seem important.

Librarians have ranked libraries in almost all publications of library data. Balbi’s 1835 work cited in the Primer ranked the great urban libraries in Europe by volumes reportedly held by the libraries. The Gerould Statistics began in 1907/08 and was the first year of a continuous collection effort continued to this day by the Association of Research Libraries. Its first typed version listed five variables from 14 US academic libraries in alphabetical order. A canvas of archives disclosed very shortly after copies of these data retyped in order by the volumes held. Other archival copies have handwritten notes on the original Gerould typescripts. Ranking is one use of library data and maybe the oldest.
### Table 5: Rank Order Table: Circulations per capita, by bands, Ontario Public Libraries, 2014

#### Band 1 (Resident population greater than 250,000)

<table>
<thead>
<tr>
<th>Rank</th>
<th>City</th>
<th>Library Name</th>
<th>OLS Region</th>
<th>Population (Resident)</th>
<th>Total Annual Direct Circulations</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Markham</td>
<td>L0099</td>
<td>SOLS</td>
<td>342,037</td>
<td>4,370,075</td>
</tr>
<tr>
<td>2</td>
<td>Hamilton</td>
<td>L0474</td>
<td>SOLS</td>
<td>545,850</td>
<td>6,632,308</td>
</tr>
<tr>
<td>3</td>
<td>Ottawa</td>
<td>L0481</td>
<td>SOLS</td>
<td>951,727</td>
<td>10,990,234</td>
</tr>
<tr>
<td>4</td>
<td>Toronto</td>
<td>L0353</td>
<td>SOLS</td>
<td>2,808,503</td>
<td>32,034,795</td>
</tr>
<tr>
<td>5</td>
<td>London</td>
<td>L0245</td>
<td>SOLS</td>
<td>373,730</td>
<td>3,966,882</td>
</tr>
<tr>
<td>6</td>
<td>Vaughan</td>
<td>L0359</td>
<td>SOLS</td>
<td>317,889</td>
<td>2,918,811</td>
</tr>
<tr>
<td>7</td>
<td>Brampton</td>
<td>L0041</td>
<td>SOLS</td>
<td>571,700</td>
<td>5,120,911</td>
</tr>
<tr>
<td>8</td>
<td>Mississauga</td>
<td>L0206</td>
<td>SOLS</td>
<td>759,000</td>
<td>6,071,321</td>
</tr>
</tbody>
</table>

#### Band 2 (Resident population greater than 100,000 and fewer than 250,000)

<table>
<thead>
<tr>
<th>Rank</th>
<th>City</th>
<th>Library Name</th>
<th>OLS Region</th>
<th>Population (Resident)</th>
<th>Total Annual Direct Circulations</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Guelph</td>
<td>L0389</td>
<td>SOLS</td>
<td>126,250</td>
<td>2,072,594</td>
</tr>
<tr>
<td>2</td>
<td>Waterloo City</td>
<td>L0365</td>
<td>SOLS</td>
<td>133,395</td>
<td>1,836,208</td>
</tr>
<tr>
<td>3</td>
<td>Whitby</td>
<td>L0027</td>
<td>SOLS</td>
<td>132,345</td>
<td>1,580,632</td>
</tr>
<tr>
<td>4</td>
<td>Milton</td>
<td>L0343</td>
<td>SOLS</td>
<td>100,743</td>
<td>1,167,805</td>
</tr>
<tr>
<td>5</td>
<td>Burlington</td>
<td>L0357</td>
<td>SOLS</td>
<td>174,767</td>
<td>1,999,935</td>
</tr>
<tr>
<td>6</td>
<td>Richmond Hill</td>
<td>L0294</td>
<td>SOLS</td>
<td>201,482</td>
<td>2,288,866</td>
</tr>
<tr>
<td>7</td>
<td>Oshawa</td>
<td>L0253</td>
<td>SOLS</td>
<td>160,000</td>
<td>1,804,542</td>
</tr>
<tr>
<td>8</td>
<td>Barrie</td>
<td>L0043</td>
<td>SOLS</td>
<td>143,634</td>
<td>1,611,396</td>
</tr>
<tr>
<td>9</td>
<td>Kitchener</td>
<td>L0127</td>
<td>SOLS</td>
<td>236,500</td>
<td>2,636,962</td>
</tr>
<tr>
<td>10</td>
<td>Oakville</td>
<td>L0247</td>
<td>SOLS</td>
<td>187,300</td>
<td>2,015,840</td>
</tr>
<tr>
<td>11</td>
<td>Kingston-Frontenac County</td>
<td>L0213</td>
<td>SOLS</td>
<td>152,777</td>
<td>1,385,475</td>
</tr>
<tr>
<td>12</td>
<td>Cambridge</td>
<td>L0104</td>
<td>SOLS</td>
<td>133,800</td>
<td>1,146,597</td>
</tr>
<tr>
<td>13</td>
<td>St. Catharines</td>
<td>L0025</td>
<td>SOLS</td>
<td>131,400</td>
<td>1,059,749</td>
</tr>
<tr>
<td>14</td>
<td>Windsor</td>
<td>L0378</td>
<td>SOLS</td>
<td>210,891</td>
<td>1,583,869</td>
</tr>
<tr>
<td>15</td>
<td>Chatham-Kent</td>
<td>L0121</td>
<td>SOLS</td>
<td>104,075</td>
<td>775,387</td>
</tr>
<tr>
<td>16</td>
<td>Thunder Bay</td>
<td>L0349</td>
<td>OLS-N</td>
<td>108,359</td>
<td>758,693</td>
</tr>
<tr>
<td>17</td>
<td>Ajax</td>
<td>L0032</td>
<td>SOLS</td>
<td>120,540</td>
<td>822,442</td>
</tr>
<tr>
<td>18</td>
<td>Wyoming</td>
<td>L0239</td>
<td>SOLS</td>
<td>126,199</td>
<td>837,097</td>
</tr>
<tr>
<td>19</td>
<td>Greater Sudbury</td>
<td>L0470</td>
<td>OLS-N</td>
<td>161,900</td>
<td>890,543</td>
</tr>
<tr>
<td>20</td>
<td>Essex</td>
<td>L0153</td>
<td>SOLS</td>
<td>177,720</td>
<td>969,722</td>
</tr>
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</table>

#### Band 3 (Resident population greater than 50,000 and fewer than 100,000)

<table>
<thead>
<tr>
<th>Rank</th>
<th>City</th>
<th>Library Name</th>
<th>OLS Region</th>
<th>Population (Resident)</th>
<th>Total Annual Direct Circulations</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Pickering</td>
<td>L0340</td>
<td>SOLS</td>
<td>95,345</td>
<td>1,270,386</td>
</tr>
<tr>
<td>2</td>
<td>Aurora</td>
<td>L0033</td>
<td>SOLS</td>
<td>56,200</td>
<td>641,815</td>
</tr>
<tr>
<td>3</td>
<td>Wellington County</td>
<td>L0367</td>
<td>SOLS</td>
<td>93,620</td>
<td>965,840</td>
</tr>
<tr>
<td>4</td>
<td>Halton Hills</td>
<td>L0326</td>
<td>SOLS</td>
<td>57,160</td>
<td>574,278</td>
</tr>
<tr>
<td>5</td>
<td>Peterborough</td>
<td>L0268</td>
<td>SOLS</td>
<td>78,700</td>
<td>643,126</td>
</tr>
<tr>
<td>6</td>
<td>Niagara Falls</td>
<td>L0222</td>
<td>SOLS</td>
<td>82,997</td>
<td>659,115</td>
</tr>
<tr>
<td>7</td>
<td>Town of Saugusen Shores</td>
<td>L0089</td>
<td>SOLS</td>
<td>61,119</td>
<td>484,040</td>
</tr>
<tr>
<td>8</td>
<td>Oxford County</td>
<td>L0257</td>
<td>SOLS</td>
<td>90,481</td>
<td>681,837</td>
</tr>
<tr>
<td>9</td>
<td>Bowmanville</td>
<td>L0113</td>
<td>SOLS</td>
<td>89,931</td>
<td>666,705</td>
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<tr>
<td>10</td>
<td>Brantford</td>
<td>L0039</td>
<td>SOLS</td>
<td>97,499</td>
<td>698,342</td>
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<td>11</td>
<td>North Bay</td>
<td>L0227</td>
<td>OLS-N</td>
<td>53,651</td>
<td>364,226</td>
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<tr>
<td>12</td>
<td>Baden</td>
<td>L0270</td>
<td>SOLS</td>
<td>64,805</td>
<td>415,370</td>
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<tr>
<td>13</td>
<td>Clinton</td>
<td>L0188</td>
<td>SOLS</td>
<td>57,599</td>
<td>367,698</td>
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<tr>
<td>14</td>
<td>Lindsay</td>
<td>L0476</td>
<td>SOLS</td>
<td>73,214</td>
<td>459,673</td>
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<td>15</td>
<td>Caledon</td>
<td>L0049</td>
<td>SOLS</td>
<td>69,547</td>
<td>395,876</td>
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<tr>
<td>16</td>
<td>Sault Ste. Marie</td>
<td>L0191</td>
<td>SOLS</td>
<td>75,140</td>
<td>417,315</td>
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<tr>
<td>17</td>
<td>Strathroy</td>
<td>L0205</td>
<td>SOLS</td>
<td>74,898</td>
<td>410,917</td>
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<tr>
<td>18</td>
<td>Newmarket</td>
<td>L0019</td>
<td>SOLS</td>
<td>85,744</td>
<td>468,051</td>
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<tr>
<td>19</td>
<td>Welland</td>
<td>L0366</td>
<td>SOLS</td>
<td>50,500</td>
<td>262,146</td>
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<tr>
<td>20</td>
<td>Simcoe</td>
<td>L0480</td>
<td>SOLS</td>
<td>63,175</td>
<td>260,339</td>
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<tr>
<td>21</td>
<td>Cornwall</td>
<td>L0319</td>
<td>SOLS</td>
<td>64,824</td>
<td>218,379</td>
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</table>
Table 6: Rank Order Table: Circulations per active library cardholder, Ontario Public Libraries, 2014

<table>
<thead>
<tr>
<th>Rank</th>
<th>Annual Circulations per cardholder</th>
<th>Annual Circulations per capita</th>
<th>Library Number</th>
<th>Library Name</th>
<th>City</th>
<th>OLS</th>
<th>Active Region</th>
<th>Cardholder Circulations</th>
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<tbody>
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<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Band 1 (Resident population greater than 250,000)**

1. 41.82 12.2 L0474 Hamilton Hamilton SOLS 158,593 6,632,308
2. 38.50 11.5 L0481 Ottawa Ottawa SOLS 285,480 10,990,234
3. 34.03 11.4 L0353 Toronto Toronto SOLS 292,720 10,982,975
4. 33.75 9.0 L0041 Brampton Brampton SOLS 151,728 5,120,911
5. 26.79 10.6 L0245 London London SOLS 148,085 3,966,882
6. 25.64 8.0 L0206 Mississauga Mississauga SOLS 236,757 6,071,321
7. 22.47 9.2 L0359 Vaughan Vaughan SOLS 329,901 2,938,811
8. 20.00 12.8 L0099 Markham Markham SOLS 218,500 4,370,075

**Band 2 (Resident population greater than 100,000 and fewer than 250,01)**

1. 37.39 16.4 L0389 Guelph Guelph SOLS 55,433 2,072,594
2. 37.13 11.4 L0294 Richmond Hill Richmond Hill SOLS 54,083 2,288,866
3. 34.64 7.5 L0378 Windsor Windsor SOLS 45,723 1,583,669
4. 33.74 7.5 L0121 Chatham-Kent Chatham-Kent SOLS 22,981 775,387
5. 31.61 5.5 L0153 Essex County Essex County SOLS 30,677 969,722
6. 31.54 11.4 L0337 Burlington Burlington SOLS 63,403 1,999,935
7. 31.12 11.2 L0043 Barrie Barrie SOLS 51,787 1,611,396
8. 29.22 11.9 L0027 Whitby Whitby SOLS 54,098 1,580,632
9. 28.97 13.8 L0099 Waterloo City Waterloo City SOLS 63,391 1,836,208
10. 28.55 11.3 L0253 Oshawa Oshawa SOLS 63,199 1,804,542

**Band 3 (Resident population greater than 50,000 and fewer than 100,001)**

1. 37.94 7.5 L0257 Oxford County Oxford County SOLS 17,970 681,837
2. 35.02 10.0 L0326 Halton Hills Halton Hills SOLS 16,400 574,278
3. 29.92 8.2 L0268 Peterborough Peterborough SOLS 21,495 643,126
4. 29.91 10.3 L0349 Thunder Bay Thunder Bay SOLS 31,512 758,693
5. 24.02 6.8 L0032 Ajax Ajax SOLS 34,240 822,442
6. 22.32 10.8 L0247 Oakville Oakville SOLS 90,296 2,015,840
7. 21.92 11.6 L0434 Milton Milton SOLS 53,280 1,167,905
8. 17.54 8.1 L0025 Chatham-St. Catharines Chatham-St. Catharines SOLS 60,424 1,099,749
9. 14.46 9.1 L0213 Kingston-Frontenac County Kingston-Frontenac County SOLS 95,808 1,385,475
10. 11.22 5.5 L0470 Greater Sudbury Greater Sudbury SOLS 79,343 890,543

**Note:** OLS-N indicates Ontario Library System Network.
Table 7: Rank Order Table: Total Expenditures per capita, Ontario Public Libraries, 2014

<table>
<thead>
<tr>
<th>Rank</th>
<th>Expenditures per capita in $ Library Number</th>
<th>Library Name</th>
<th>City</th>
<th>OLS Region</th>
<th>Total Operating Expenditures in $</th>
<th>Population (Resident)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Rank in $ Number</td>
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<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>21</td>
<td>L0474</td>
<td>Hamilton</td>
<td>SOLS</td>
<td>30,321,597</td>
<td>545,850</td>
</tr>
<tr>
<td></td>
<td>20</td>
<td>L0245</td>
<td>London</td>
<td>SOLS</td>
<td>20,423,793</td>
<td>373,730</td>
</tr>
<tr>
<td></td>
<td>19</td>
<td>L0481</td>
<td>Ottawa</td>
<td>SOLS</td>
<td>47,994,234</td>
<td>951,727</td>
</tr>
<tr>
<td></td>
<td>18</td>
<td>L0359</td>
<td>Vaughan</td>
<td>SOLS</td>
<td>14,422,701</td>
<td>317,889</td>
</tr>
<tr>
<td></td>
<td>17</td>
<td>L0099</td>
<td>Markham</td>
<td>SOLS</td>
<td>13,812,801</td>
<td>342,037</td>
</tr>
<tr>
<td></td>
<td>16</td>
<td>L0206</td>
<td>Mississauga</td>
<td>SOLS</td>
<td>26,018,467</td>
<td>759,000</td>
</tr>
<tr>
<td></td>
<td>15</td>
<td>L0041</td>
<td>Brampton</td>
<td>SOLS</td>
<td>15,444,493</td>
<td>571,700</td>
</tr>
<tr>
<td></td>
<td>14</td>
<td>L0353</td>
<td>Toronto</td>
<td>SOLS</td>
<td>187,630,780</td>
<td>2,808,503</td>
</tr>
<tr>
<td></td>
<td>13</td>
<td>L0037</td>
<td>Burlington</td>
<td>SOLS</td>
<td>10,518,698</td>
<td>174,767</td>
</tr>
<tr>
<td></td>
<td>12</td>
<td>L0039</td>
<td>Thunder Bay</td>
<td>OLS-N</td>
<td>6,078,374</td>
<td>108,359</td>
</tr>
<tr>
<td></td>
<td>11</td>
<td>L0253</td>
<td>Oshawa</td>
<td>SOLS</td>
<td>8,917,784</td>
<td>160,000</td>
</tr>
<tr>
<td></td>
<td>10</td>
<td>L0470</td>
<td>Greater Sudbury</td>
<td>OLS-N</td>
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<tr>
<td></td>
<td>9</td>
<td>L0294</td>
<td>Richmond Hill</td>
<td>SOLS</td>
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</tr>
<tr>
<td></td>
<td>8</td>
<td>L0043</td>
<td>Barrie</td>
<td>SOLS</td>
<td>7,227,013</td>
<td>143,634</td>
</tr>
<tr>
<td></td>
<td>7</td>
<td>L0239</td>
<td>Lambton County</td>
<td>SOLS</td>
<td>6,304,412</td>
<td>126,199</td>
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<tr>
<td></td>
<td>6</td>
<td>L0247</td>
<td>Oakville</td>
<td>SOLS</td>
<td>8,816,002</td>
<td>187,300</td>
</tr>
<tr>
<td></td>
<td>5</td>
<td>L0213</td>
<td>Kingston-Frontenac County</td>
<td>SOLS</td>
<td>7,098,629</td>
<td>152,777</td>
</tr>
<tr>
<td></td>
<td>4</td>
<td>L0127</td>
<td>Kitchener</td>
<td>SOLS</td>
<td>10,834,572</td>
<td>236,500</td>
</tr>
<tr>
<td></td>
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<td>Whitby</td>
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<td>44</td>
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Band 1 (Resident population greater than 250,000)

1. 66.81 L0353 Toronto
2. 55.55 L0474 Hamilton
3. 54.65 L0245 London
4. 50.43 L0481 Ottawa
5. 45.37 L0359 Vaughan
6. 40.38 L0099 Markham
7. 34.28 L0206 Mississauga
8. 27.02 L0041 Brampton

Band 2 (Resident population greater than 100,000 and fewer than 250,000)

1. 68.94 L0389 Guelph
2. 60.19 L0037 Burlington
3. 56.09 L0349 Thunder Bay
4. 55.74 L0253 Oshawa
5. 51.67 L0470 Greater Sudbury
6. 50.47 L0294 Richmond Hill
7. 50.32 L0043 Barrie
8. 49.96 L0239 Lambton County
9. 47.07 L0247 Oakville
10. 46.46 L0213 Kingston-Frontenac County
11. 45.81 L0127 Kitchener
12. 43.31 L0027 Whitby
13. 42.31 L0104 Cambridge
14. 42.16 L0454 Milton
15. 41.79 L0025 St. Catharines
16. 40.35 L0365 Waterloo City
17. 40.10 L0121 Chatham-Kent
18. 39.47 L0378 Windsor
19. 34.84 L0052 Ajax
20. 28.04 L0153 Essex County
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<thead>
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<th>Rank</th>
<th>Cardholder in $</th>
<th>Library Number</th>
<th>Library Name</th>
<th>City</th>
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<th>Expenditures in $</th>
<th>Active Cardholders</th>
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<td>Markham</td>
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**Band 2 (Resident population greater than 100,000 and fewer than 250,000)**

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<th>Library Number</th>
<th>Library Name</th>
<th>City</th>
<th>OLS Region</th>
<th>Expenditures in $</th>
<th>Active Cardholders</th>
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<td>Wyoming</td>
<td>SOLS-N</td>
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<td>Thunder Bay</td>
<td>OLS-N</td>
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<td>Windsor</td>
<td>SOLS-N</td>
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<td>Chatham</td>
<td>SOLS-N</td>
<td>4,173,235</td>
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<tr>
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<td>Richmond Hill</td>
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<tr>
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<td>Kingston</td>
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**Band 3 (Resident population greater than 50,000 and fewer than 100,000)**

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<th>Rank</th>
<th>Cardholder in $</th>
<th>Library Number</th>
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<th>OLS Region</th>
<th>Expenditures in $</th>
<th>Active Cardholders</th>
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<tbody>
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<td>Stormont, Dundas &amp; Glengarry County</td>
<td>Cornwall</td>
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<td>Fergus</td>
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</table>
Table 9: Measures of Electronic Materials Collections

Table 9 includes summary data for the 301 libraries from 2005-2014. Two variables on only available from 2011-2014 but they are certainly of interest given they deal with “E-resources, including E-books.”

We would expect from our examination of collection expenditure data we saw in Table 1 and the related charts. Collection expenditures are stretched but there is focus in Ontario Public Libraries on electronic resources and Table 9 certainly clarifies the commitment by these libraries to electronic collections. As in other tables, we have calculated percentages of growth (or decline) for the 2005 to 2014 period and for the 2010 to 2014 period. (Or for 2011-2014 in the E-resources variables.)

Percentages can be dubious measures on occasion. The number of CD ROM and DVD titles moves from 200 in 2005 to 966K in 2014 for a percentage increase of 483K. This is what that kind of increase looks like:

Pretty impressive.
Another interesting chart is of electronic periodicals titles:

![Electronic Periodicals Titles, 2005-2014](chart)

Select Ontario Public Libraries

However, not everything electronic goes up forever:

![Number of Reference Databases, 2005-2014](chart)

Select Ontario Public Libraries
There is an evanescent quality to electronic materials. Some come and some go: where are the CD ROM towers? In this case, there is likely consolidation so the number declines while capabilities, we can but hope, increase.
Some Thoughts on Measuring Non-traditional Public Library Services

We discussed a measuring problem above: that it is difficult to get a handle on the data from new services libraries offer. In fact, it is among the most difficult kinds of problems. There are many variables in this series and we examined a few here to see what we might learn.

In previous reports, we have made the point that after a new piece of statistical data is sought, it takes a few years to get a number we can have some confidence in. The process of data collection is complex. Terms used must be considered carefully because the forms will be filled out at over 300 libraries. “What does that mean?” “We don’t do that here.” And so on.

There is then a bit of give and take with the library community and the constituencies seeking the data as the forms are filled out and the results come in. In the first year of a new variable’s collection, there will be libraries which do not report anything. Other reports will likely be all over the map and often the extreme high and low values will diverge to wide extremes. Librarians will talk to their colleagues about these odd values and over time, they smooth out. After a few years, more libraries will report generally better data that seem better behaved. This process is just part of the work of getting a good data series.

Then, we have the added difficulty of the rapid changes in how we service new media and information sources. What happens if we try to measure something and three years later we are on to a new thing? In the last section we talked about CD ROM towers which came and went so quickly. Measuring many of the things libraries do or have are really proxies: they are not in themselves important but they give us an insight into what libraries are doing to offer services in a changing world. Does your library lend workstations is such a proxy. How many circulations is a service measure. The proxies seem to change more rapidly than direct service measures.

An example from the past illustrates the first year of collecting a new variable. In the mid-1980s, the Association of Research Libraries (ARL) was faced with the fact that its members were spending a great deal of money on computers. The data series that ARL is the steward of goes back to the 1907/08 academic year through the predecessor Gerould Statistics and is the oldest and arguably the most sophisticated data collection effort in the library world. ARL sought to investigate the question of what was the
extent of funding for computers given that the member libraries were including these expenses in different categories. There was no category for computer expenses. ARL tried to get a handle on the matter early, as it often does.

Two committees took up the matter and each issued a questionnaire which was sent to the academic members. There were about 100 of them. It is not unusual for a library to have one person designated to collect and report data so the two forms often went to the same person. So, ARL had two committees that sent questionnaires trying to measure the same rapidly changing, new thing to the 100 members. Those questionnaires are duly answered—probably by the same people—and are sent back to the two committees for analysis. Was there any statistical relationship between the two sets of numbers? Essentially: no.

We have now data elements measuring non-traditional library activities or activities which have received new emphasis. We also have those which we have not investigated. We start this process here and share a few interesting results.

These new measures are of several types. One is thing which are new and for which we have annual reported numbers. There are fifteen variables collected for “Typical Weeks,” and collected for a varying number of years. We will start here. There are also eleven social media variables, ten of which have been collected since 2011 and we take them up after the first look at the Typical Week data.

Why collect data for a “Typical Week? (TW)” There are many reasons and it is a moderately common device used in library data collections. It cuts down on the burden of responders certainly and gives us some numbers. In addition, some data collection efforts use typical week collection as a means of testing a variable for inclusion into the regular annual collection.

But what is a “typical week?” We might say “average” but that doesn’t help us because there are a number of ways of calculating an average. We have used the arithmetic mean and the median in these reports and those are both averages. Moreover, “Typical week” has to be regarded with some caution. Picking a typical week is a sampling problem. A story often told by Statisticians is about an assignment to beginning Statistics students. Bring in an average potato next class session. The point is to discuss sampling and its many difficulties. You will get many perfect potatoes. How does one get an average potato? What is it? That discussion leads to a deeper understanding of how hard sampling a population is.
So we want a typical week to measure. We are all familiar with how demands on library services wax and wane through a week and through the year. If we are going to pick a typical week for counting something, are we going to pick a part of the year when the demand for a particular service is low? Probably not, right? We might be inclined to pick a busy week... So: caution and skepticism are in order.

We have, though, one TW variable that has a direct equivalent annual variable that gives us a good place to start. Total Annual Circulation is reported for all years. The TW equivalent is: “Total circulation of all library materials.” Let’s compare the two for 2014, shall we?

The correlation between the two variables is an astonishing 0.998, with 1.0 being a perfect correlation. A correlation in Statistics means about what it means in standard English: a consistent relationship between two variables over a range. We don’t expect TW data to equal the annual data, rather, we would expect TW data to be about one-fifty-secondth of the annual figure. However, the ratio is relatively consistent for this year and these two variables. This result is very good for our purposes of finding new measures in which we can have confidence while flagging this relationship between the two variables for further analysis. If these TW data are highly correlated with the annual number, then maybe these TW data will give us an insight into other aspects of libraries not measured through annual data collections? Maybe we have measures we can use right in front of us?

Can we use these TW data to estimate annual figures? What happens if we multiply the various TW data circ data by 52 and compare the results with the reported annual data for each library? Well, that depends on how one looks at it and there seem to be two strong points.

On the one hand, the numbers we get by multiplying the TW data by 52 vary from the annual data by a good bit. The absolute value of the differences is 10.7 million or about 34,000 per library. The “absolute value” is the number shorn of the sign. For example, the absolute value of -300 is 300. It is a measure, then, of the deviation between the annual number reported and the estimate of the annual number we calculate by multiplying the TW by 52.

The 10.7 million figure is actually a relatively small percentage (8%) of reported total annual circulations (=128million) but per library, it can be quite large. One library’s TW
times 52 calculation is 1.8 million over the reported annual circulations at the library and another library’s annual figure is 1.2 million under the TW times 52 estimate.

This conclusion suggests that using the TW data could give us an estimate for an annual total is not going to work to compare estimated annual totals or to compare individual libraries.

We can, though, take the totals of the TW data and see what we can see.

We will examine a few totals shortly but bear in mind that totals—like any statistic calculated from raw data have strengths and weaknesses. For instance, if 50% of the libraries do not respond to a question in the first year, 25% do not in the second year, and all in year three, the totals will rise without providing us with much confidence that increases we are seeing represent real changes. This fact of data analysis is yet another reason that ratios and percentages are useful. We have to look at these data in detail.

A second conclusion is that the data are not perfect and that is maybe a good sign. The point of the random potato story is that when people sample they will often unconsciously pick perfect examples. Perhaps all the TW circ figures would be 1/52\textsuperscript{nd} of the annual figures?

We have the annual circulation figures so why all this talk about this variable? It is a test of those TW variables we do not have annual equivalents for. One is particularly interesting.

In 2011, the TW annual circulation figure was disaggregated into two elements:
All circulation for E-books, downloadable audio books, music and video
All circulation except E-books, downloadable audio books, music and video

In 2014, adding these two figures gives us the TW circulation figure. We have, then, an estimate of two constituent elements of circulations and both are of interest to our quest for new measures.
The drop in non-electronic materials is pretty dramatic and given the fall observed in circulations, believable. The raw TW total data for non-electronic materials starts in 2011 at 5.6 million and falls to 2.2 million in the TW 2014 data. Electronic circulations rise from 228K to 298K over those years. Rising but not enough to overcome the drop in the larger category.

Given that these TW numbers most likely came from the library system, why is this TW collected? And why not separate these two numbers in the annual collection? The Ontario public library data collection effort apparently collects more data from the libraries than any other similar effort and one does not like to add to the burden of the responders but these two should be relatively easy.

Another interesting result has to do with visits to the library. There are three TW numbers: visits in person, visits by electronic means, and for two years: visits via social media.
This chart shows electronic visits bypassing in person visits. Social media visits are new and it will take a bit of time for this variable to mature. As with the circulations, these numbers must come from servers so why not add these three variables to the annual collection effort?

We have looked at other data and those are available but these are the two most promising. The other TW variables:
No. of times electronic databases are accessed by library users (Typical Week)
No. of electronic reference transactions (Typical Week)
No. of Information Communication Technology, software and social media support requests (Typical Week)
Average staff time in minutes per Information Communication Technology, software and social media support request (Typical Week)
Total In-Library Materials Use (Typical Week)
No. of Reader’s Advisory transactions (Typical Week)
No. of standard reference transactions (Typical Week)
No. of people using library workstations (Typical Week)
No. of people using public library wireless connection

Another new thing is social media. Here are simple totals for all, for the four years these data are reported:
Of course, a number of libraries have more than one social media outlet.

There are other areas that might be worth mining. Since 2011, the details on types of programs and their attendance have increased to where there are about 40.

Also recently, two sets of data related to sectors are collected. 8 variables measure counts in categories of “Government Services” such as Health, CAP, CAPYouth, and others. Similarly, there is a group of variables dealing with “Educational Sector Partnerships,” such as with Community Colleges, Distance Education, and others.

With so many variables, there are many related to consortia beginning in 2011. Published articles on circulations at libraries in consortia suggest that probing this set of numbers might also be profitable.

There is much to do!
Ontarians’ overall opinions of the public library and the value it contributes to the communities it serves remain very strong.

- The public library’s position relative to other municipal tax-supported services is consistent with the findings from five years ago, and reactions to positioning statements included in the previous study have actually improved slightly.
- Reacting to new positioning statements tested this year, most Ontarians acknowledge the public library’s role in advancing literacy, equal opportunity, and quality of life in their communities.
- The value of certain services (early literacy programs, services to new Canadians, information for the unemployed, training in how to access information online, and being a focal point or meeting place within the community) has increased over the past five years.
- A majority of Ontario residents feel that if their local library were to close, it would have a major impact on their community (but usually less of an impact on themselves and their family).
• Numbers of library users have stayed relatively consistent, but usage patterns have changed significantly over the past five years.
  – The proportion of adults not using the public library at all in the previous 12 months has not risen over the last 15 years, in spite of the fact that information has become increasingly available from other sources.
  – Individuals’ library card ownership has increased since 2010, however there are signs that library usage at a household level may be softening slightly.
  – In-person library visit frequency has not changed since the first year the study was conducted, but 2015 represents the first time that the number of people using the library both online and in-person during the past year has overtaken the number of in-person-only visitors.
  – People appear to be more selective in choosing which library services to take advantage of, as reported usage of many library services is down significantly versus five years ago (wireless network access being the main exception).
• Evolving technology, channel, and media preferences will require the public library to review its strategies and tactics on a regular basis.
  – It has become clear that electronic access is complementing, not replacing, bricks and mortar establishments, implying that duplication of hard copy and electronic materials, as well as increased channel costs, are likely to continue for the foreseeable future.
  – Perhaps equally daunting is the need to ensure compatibility with an ever expanding array of devices being used to access the Internet (and particularly challenging to libraries, the substitution of multi-purpose tablets and smartphones for single-purpose devices like e-readers).

• Effectively communicating information about new services will be as critical as deciding which to invest in.
  – While still important, traditional library services, such as lending materials and helping people find information, are not increasing in usage or perceived value.
  – Interest in new service concepts is fragmented, meaning hard decisions will need to be made about which to develop and roll out, and for which audiences.
  – New services will need to be publicized as they become available, and in many instances, communications will have to be geared to relevant segments to create sufficient awareness, interest, and take-up.
  – Since email is clearly the preferred method of receiving information about the library, creation of user groups and maintenance of contact lists will likely become critical in order to reach segments of interest and establish an ongoing dialogue with users.
• The future of the public library remains uncertain and must be shaped according to the needs of a new generation of users.
  – Older people will undoubtedly continue to value the library for its heritage and social value, but those feelings will not automatically be passed down to a younger generation that likely has different views of public institutions, not to mention unique information needs and media habits.
  – Not every library can afford to be all things to all residents of the community it serves, so there may be a need to develop specific capabilities centrally or in selected locations, along with the means of delivering them on a more universal basis.
  – Finally, the library needs to address a challenge that was identified when this study was first conducted and which still remains in 2015 – how to convince more people that the public library can be of as much value to them personally as they think it is to others.
• This represents the fourth wave of a study that has been conducted every five years since 2000.

• Consistent with past waves, objectives of this year’s study were to:
  – Understand Ontario residents’ opinions about the use, role and impact of public libraries, and how those opinions have changed over time;
  – Separate public opinion by level of usage of public libraries (including non-use); and
  – Identify areas of strength and weakness for the public library.

• Results will be used to:
  – Monitor the status of the library;
  – Formulate strategy to ensure libraries remain a relevant and useful part of the community;
  – Identify priorities for 2015-2017; and
  – Provide input to the creation of a new marketing communication plan.
Many of the charts contain profiling information for a key variable, which is indicated by a blue arrow pointing away from it toward a sidebar. In the chart below, the key variable is the percentage of respondents who said they used the public library in the past year (66%). The sidebar shows the same statistic within specific groups. For example, the first category break in the sidebar shows that the percentage who have visited the library among those who are cardholders is 81%, while among non-cardholders it is 25%.

Throughout the report, a red circle or square indicates that a 2015 observation is significantly higher or lower, respectively, than the previous survey. **Bold text** within sidebars indicates that, for 2015, the bolded subgroups' results are significantly higher than one or more of the non-bolded groups' results.
Market Probe

Library Cardholders

- Compared to previous study waves, there has been an increase in the number of Ontarians claiming to be cardholders.
- The desire to have Internet access, both to and while at the library, may be promoting increased card usage.
- Interestingly, cardholder incidence does not vary significantly across the different age groupings.

In-Person Library Use

- None 40%
- 1-5 times 63%
- 6-15 times 80%
- 16+ 84%

Social Media Interaction with Library

- Yes 84%
- No 72%

Bookstore Use

- None 65%
- 1-10 times 73%
- 11+ times 78%

Age*

- 18-24 77%
- 25-34 72%
- 35-54 73%
- 55+ 72%

Access Library by Phone / Text

- Yes 93%
- No 67%

Access Library by Internet

- Yes 92%
- No 59%

Have Internet Access

- None 66%
- Work 72%
- Home 74%
- School 80%
- Library 93%
- Other 76%

Q.1
*Notable for lack of difference.
• As has been the case since 2005, two-thirds of Ontarians report visiting the library in person within the last year.
• In-person use of the library skews to younger age groups and those with higher education, and appears to be more prevalent in Southwest Ontario.

**Past Year In-Person Use of Public Library**

- **Cardholder**
  - Yes: 81%
  - No: 25%

- **Books Read in Past Year**
  - None: 22%
  - 1-5: 56%
  - 6-15: 78%
  - 16+: 79%

- **Bookstore Use**
  - None: 53%
  - 1-10 times: 65%
  - 11+ times: 75%

- **Library vs. Bookstore Usage**
  - More: 97%
  - Same: 85%
  - Less: 41%

- **Access Library by Phone / Text**
  - Yes: 93%
  - No: 57%

- **Have Internet Access**
  - None: 48%
  - Work: 66%
  - Home: 68%
  - School: 77%
  - Library: 93%
  - Other: 71%

- **Access Library by Internet**
  - Yes: 93%
  - No: 46%

- **Social Media Interaction with Library**
  - Yes: 86%
  - No: 64%

- **Future Importance of Library**
  - More: 77%
  - Same: 66%
  - Less: 57%

- **Library Benefits**
  - Top: 79%
  - Middle: 64%
  - Bottom: 34%

- **Age**
  - 18-24: 73%
  - 25-34: 71%
  - 35-54: 66%
  - 55+: 61%

- **Children in Home**
  - Yes: 75%
  - No: 61%

- **Education**
  - High school: 57%
  - Univ/college: 69%
  - Grad school: 72%

- **Region**
  - North: 56%
  - East: 61%
  - Southwest: 73%
  - Metro T.O.: 65%
  - GTA Urban: 69%
  - GTA Ex-urban: 61%

Despite the increased use of other channels, frequency of visiting the library in person has not changed significantly over the past 15 years. In fact, those who access the library by electronic means are also more apt to report having made a greater number of in-person visits.

The percentage of library visitors who visit frequently (over 20 times in the past year) varies quite a bit by region.

Cardholder
- Yes: 29%
- No: 8%

Books Read in Past Year
- None: 21%
- 1-5: 8%
- 6-15: 14%
- 16+: 41%

Library vs. Bookstore Usage
- More: 44%
- Same: 17%
- Less: 5%

Access Library by Phone / Text
- Yes: 39%
- No: 20%

Access Library by Internet
- Yes: 34%
- No: 16%

Social Media Interaction with Library
- Yes: 39%
- No: 25%

Future Importance of Library
- More: 34%
- Same: 25%
- Less: 20%

Library Benefits
- Top: 35%
- Middle: 21%
- Bottom: 9%

Region
- North: 32%
- East: 21%
- Southwest: 32%
- Metro T.O.: 34%
- GTA Urban: 17%
- GTA Ex-urban: 29%

Q.2
Over the past five years, there has been a significant increase in the number of Ontarians accessing the public library by Internet, as well as in the percentage of those frequently accessing the library that way.

Incidence of accessing the library by Internet increases with frequency of in-person visits, suggesting that Internet access is a complement to, not a replacement for, more traditional library usage.

**Times Accessed Library’s Website in Past Year**

- 11 or more times: 12% (2015), 9% (2010), 6% (2005)
- 1 to 10 times: 66% (2015), 63% (2010), 60% (2005)
- Not at all: 63% (2015), 66% (2010), 71% (2005)

**Any Access of Library’s Website**

- Cardholder
  - Yes: 53% (2015), 53% (2010), 52% (2005)
  - No: 12% (2015), 12% (2010), 13% (2005)

- Library vs. Bookstore Usage
  - Same: 57% (2015), 57% (2010), 56% (2005)

- In-Person Library Use
  - None: 9% (2015), 9% (2010), 9% (2005)
  - 1-10 times: 49% (2015), 49% (2010), 49% (2005)
  - 11+ times: 75% (2015), 75% (2010), 75% (2005)

- Bookstore Use
  - Any: 45% (2015), 45% (2010), 45% (2005)

- Access Library by Phone / Text
  - No: 36% (2015), 36% (2010), 36% (2005)

- Social Media Interaction with Library
  - Yes: 75% (2015), 75% (2010), 75% (2005)

**Base:** All respondents (2005 - 1102; 2010 - 1100; 2015 - 600).
• In addition to the general increase in use of the public library via Internet, more Ontario residents are checking library catalogues online and downloading items.

• Geographic differences suggest that availability of high speed Internet may be impacting online usage of the library in certain parts of the province.

Q.3/8a
Specific Types of Electronic Resources Used on Library’s Website

- In 2015, a modest gain has been made in library users obtaining materials via the library’s website, with fictional E-books rising significantly in popularity.

- Compared to previous study waves, reported use of E-audiobooks has tended to level off, while accessing of the library’s E-local history or genealogy information has gradually been declining over the past 10 years.

### Accessed Materials via the Library’s Website

- **E-books fiction**:
  - 2015: 40%
  - 2010: 37%
  - 2005: 34%

- **E-books non-fiction**:
  - 2015: 41%
  - 2010: 39%
  - 2005: 37%

- **Digital movies**: 34%

- **E-audiobooks**:
  - 2015: 27%
  - 2010: 26%
  - 2005: 31%

- **E-local history or genealogy information**:
  - 2015: 24%
  - 2010: 26%
  - 2005: 31%

- **Digital music**: 23%

- **E-newspapers or journal articles**:
  - 2015: 43%
  - 2010: 36%
  - 2005: 31%

- **E-magazines**: 21%

---

Q.8a/b


*Wording changed in 2015 from “E-periodicals, E-newspapers or journal articles”.*
The diagrams below depict all past-year library users according to their reported methods of accessing the library.

While in-person only visitors constituted the largest group of library users in 2010, they have been outnumbered by combined in-person/Internet users in 2015.

The proportion of library patrons using all three access methods has also increased over the last five years, while the total percentage visiting the library in person remains extremely high, at 94%.

Q.2/3/4
Only 7% of the general public claims to have interacted with the public library through social media in the past year. This figure tends to double among younger adults and those with children in the home (as well as among frequent in-person visitors and those who access the library by Internet).

### 2015

- **In-Person Library Use**
  - None: 3%
  - 1-10 times: 7%
  - 11+ times: 13%

- **Access Library by Internet**
  - Yes: 13%
  - No: 3%

- **Age**
  - 18-24: 14%
  - 25-34: 14%
  - 35-54: 6%
  - 55+: 4%

- **Children in Home**
  - Yes: 13%
  - No: 5%

Q.4c
Base: All respondents (2015 - 600).
New question in 2015.
Past Year Use of Public Library by Other Household Members

• After rising in 2010, the reported incidence of children using the public library has declined significantly in 2015 (although some of the reason for this could be due to slight wave-over-wave changes in household composition).

• Family usage of the library increases with education level and is more prevalent among medium and higher income households.

Q.5a/b
• Taking the total population into account and comparing with 2010, the most notable differences in usage are a slight increase in library non-user households and a corresponding decrease in households where the respondent didn’t use the library but others in the household did.

• As was the case five years ago, over three-quarters of Ontario households are using the public library, and the majority of households that are using the library contain more than one user.

**Base:** All respondents (2010 - 1100; 2015 - 600).
Reasons for Personally Using the Public Library

Many of the more traditional reasons for using libraries were less often cited versus five years ago, with only the library's wireless network generating more traffic. Given that this was a multiple mention question, it may be that today’s library users are becoming more selective in determining which library services they choose to use.

<table>
<thead>
<tr>
<th>Reason</th>
<th>Total Household (2015)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Borrow books, CDs, DVDs or other materials</td>
<td>86%</td>
</tr>
<tr>
<td>Get information on a topic of personal</td>
<td></td>
</tr>
<tr>
<td>interest</td>
<td></td>
</tr>
<tr>
<td>Read or study</td>
<td></td>
</tr>
<tr>
<td>Access the Internet using library computers</td>
<td></td>
</tr>
<tr>
<td>Relax or socialize</td>
<td></td>
</tr>
<tr>
<td>Use the library's wireless network</td>
<td></td>
</tr>
<tr>
<td>Access databases / other electronically</td>
<td></td>
</tr>
<tr>
<td>stored info*</td>
<td></td>
</tr>
<tr>
<td>Take a child to a program or activity</td>
<td></td>
</tr>
<tr>
<td>Attend a lecture, program, meeting or</td>
<td></td>
</tr>
<tr>
<td>training session</td>
<td></td>
</tr>
<tr>
<td>Work assignment or keep up-to-date at work</td>
<td></td>
</tr>
<tr>
<td>School or class assignment</td>
<td></td>
</tr>
</tbody>
</table>

---

Q.6a/b
In 2015, more frequent visits to the library were associated with borrowing materials, gathering information on topics of interest, Internet/wireless/database access, and participation in library programs.
Availability of information from other sources has become the primary reason for not using the public library, with Internet and bookstore usage strongly linked to this explanation.

Those with higher education and higher incomes are also more apt to offer this rationale for non-use.

Q.9a/b
Note: Mentions of 3% or more only. May total more than 100%, due to multiple mentions.
Over 90% of those who haven’t used the public library in the past year have done so sometime in the past.

Relatively few Ontarians who have ever used the public library claim to have had a negative experience when doing so. For the few who did, fines, materials not being available, and unhelpful staff were the main complaints.

**Ever used the public library**

- Yes (%): 91%
- No (%): 9%

**Bookstore Use**

- None: 81%
- Any: 94%

**Gender**

- Male: 86%
- Female: 96%

**Had a negative experience**

- Yes (%): 95%
- No (%): 5%

**Type of Negative Experience**

- Materials / books not available: 16%
- I owe penalty fees: 16%
- Staff aren’t friendly / helpful: 13%
- It’s overcrowded: 9%
- Have to pay access fee to services: 6%
- Not enough computers: 6%
- Difficulties with computers / forgot pin #: 6%
- Poor hours: 3%
- Materials / books are damaged / ripped: 3%
- Other: 16%

Q.9d/e/f

Base: Past-year non-users of library (191); All users of library (586); Had a negative library experience (32). New questions in 2015.
With the exception of social networking, which has seen a significant increase, the ways in which the Internet is used haven’t changed much over the last five years.

**Regular Use of Internet**
- Search for specific information of interest: 85% in 2000, 84% in 2005, 84% in 2010, 78% in 2015.
- Use e-mail, a chat room or IM: 67% in 2000, 82% in 2005, 86% in 2010, 86% in 2015.
- To access the news: 75% in 2000, 78% in 2005, 78% in 2010, 75% in 2015.
- To access social networking sites: 55% in 2000, 73% in 2005, 72% in 2010, 73% in 2015.
- To stream movies, music or other types of entertainment: 42% in 2005, 42% in 2010, 42% in 2015.
- To download movies, music or other types of entertainment: 32% in 2005, 42% in 2010, 42% in 2015.
- To download books or magazines*: 16% in 2000, 18% in 2005, 18% in 2010, 18% in 2015.
- To create content: 16% in 2000, 18% in 2005, 18% in 2010, 18% in 2015.

**In-Person Library Use**
- None: 78% in 2000, 84% in 2005, 86% in 2010, 86% in 2015.
- Any: 89% in 2000, 92% in 2005, 92% in 2010, 92% in 2015.

**Access Library by Internet**
- Yes: 95% in 2000, 95% in 2005, 95% in 2010, 95% in 2015.
- No: 78% in 2000, 78% in 2005, 78% in 2010, 78% in 2015.

**Social Media Interaction with Library**
- Yes: 93% in 2000, 95% in 2005, 95% in 2010, 93% in 2015.
- No: 85% in 2000, 85% in 2005, 85% in 2010, 85% in 2015.

**Next Importance of Library**
- Same: 86% in 2000, 86% in 2005, 86% in 2010, 86% in 2015.

**Library Benefits**
- Top: 81% in 2000, 81% in 2005, 81% in 2010, 81% in 2015.
- Middle: 87% in 2000, 87% in 2005, 87% in 2010, 87% in 2015.

**Children in Home**
- Yes: 95% in 2000, 95% in 2005, 95% in 2010, 95% in 2015.
- No: 80% in 2000, 80% in 2005, 80% in 2010, 80% in 2015.

**Education**
- High School: 64% in 2000, 64% in 2005, 64% in 2010, 64% in 2015.
- Univ/college: 93% in 2000, 93% in 2005, 93% in 2010, 93% in 2015.

**Income**

**Community Size**

**Region**
- North: 80% in 2000, 80% in 2005, 80% in 2010, 80% in 2015.
- Southwest: 74% in 2000, 74% in 2005, 74% in 2010, 74% in 2015.
- GTA Urban: 93% in 2000, 93% in 2005, 93% in 2010, 93% in 2015.

**Age**
- 25-34: 95% in 2000, 95% in 2005, 95% in 2010, 95% in 2015.

Q.11
*Change of wording in 2015 makes comparisons to earlier data invalid.
The vast majority of Ontarians claim to have read one or more books during the past year, with the largest group reading 16 or more.

Older people tend to be more avid readers than the younger age groups.
• Hard copy books remain the most popular format.
• Those who prefer E-books are more likely to be bookstore users and to have not visited the public library in person in the past year.

Q.13g
Opinion of Future Importance of Public Libraries

- At the present time, equal numbers of Ontarians think libraries will become more important and less important as online availability of materials increases, with the largest group predicting that there will be no change.

- Those who think the library will become more important tend to be either older or younger, have lower incomes, and live in Metro Toronto.

Q.15
When asked theoretically about their local library closing, a large majority of respondents said that they would expect there to be a major impact on their community.

People in Southwest Ontario and those who use the library to access the Internet were among the groups most apt to feel this way, while young people tended to downplay the severity of the impact.

<table>
<thead>
<tr>
<th>2015</th>
<th>Cardholder</th>
<th>Bookstore Use</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Yes 77%</td>
<td>None 66%</td>
</tr>
<tr>
<td></td>
<td>No 54%</td>
<td>1-10 times 69%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>11+ times 78%</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>In-Person Library Use</th>
<th>2015</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>None</td>
<td>54%</td>
<td></td>
</tr>
<tr>
<td>1-10 times</td>
<td>75%</td>
<td></td>
</tr>
<tr>
<td>11+ times</td>
<td>86%</td>
<td></td>
</tr>
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<table>
<thead>
<tr>
<th>Access Library by Phone / Text</th>
<th>2015</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>88%</td>
<td></td>
</tr>
<tr>
<td>No</td>
<td>66%</td>
<td></td>
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<table>
<thead>
<tr>
<th>Have Internet Access</th>
<th>2015</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>None</td>
<td>73%</td>
<td></td>
</tr>
<tr>
<td>Work</td>
<td>68%</td>
<td></td>
</tr>
<tr>
<td>Home</td>
<td>71%</td>
<td></td>
</tr>
<tr>
<td>School</td>
<td>69%</td>
<td></td>
</tr>
<tr>
<td>Library</td>
<td>78%</td>
<td></td>
</tr>
<tr>
<td>Other</td>
<td>69%</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Access Library by Internet</th>
<th>2015</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>82%</td>
<td></td>
</tr>
<tr>
<td>No</td>
<td>63%</td>
<td></td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Social Media Interaction with Library</th>
<th>2015</th>
<th></th>
</tr>
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<tbody>
<tr>
<td>Yes</td>
<td>86%</td>
<td></td>
</tr>
<tr>
<td>No</td>
<td>70%</td>
<td></td>
</tr>
</tbody>
</table>

Q.16a-a
• Asked to think about the effect their local library closing might have on themselves and their family, less than half felt that the impact would be major.

• When presented in a personal context, women and Metro Toronto residents stood out along with some of the other groups who also thought the community as a whole would be very negatively impacted.

2015

<table>
<thead>
<tr>
<th>Cardholder</th>
<th>Yes 53%</th>
<th>No 16%</th>
</tr>
</thead>
<tbody>
<tr>
<td>In-Person Library Use</td>
<td>None 15%</td>
<td>1-10 times 40%</td>
</tr>
<tr>
<td>Bookstore Use</td>
<td>None 38%</td>
<td>1-10 times 40%</td>
</tr>
<tr>
<td>Gender</td>
<td>Male 39%</td>
<td>Female 47%</td>
</tr>
<tr>
<td>Region</td>
<td>North 35%</td>
<td>East 41%</td>
</tr>
<tr>
<td>Have Internet Access</td>
<td>None 44%</td>
<td>Work 42%</td>
</tr>
</tbody>
</table>

Q.16a-b
There has been virtually no change over the past five years in how Ontarians view the library relative to other unspecified tax-supported services, with over three times as many respondents still saying the library belongs at the top rather than the bottom of the list.

The groups most likely to place the library at the top of the list include older residents, people without Internet access, lower income earners, immigrants and Torontonians.
In 2015, being a lender of materials is still the role of the library that is most valued by Ontarians, followed by early literacy programs, which is now much more valued than it was five years ago.

Several other services have also registered a significant increase in their perceived value but remain in the bottom half of the list.

<table>
<thead>
<tr>
<th>Bottom 6 Ratings (1-6 on a 10-pt. scale)</th>
<th>Top 2 Ratings (9-10 on a 10-pt. scale)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lender of materials</td>
<td>68</td>
</tr>
<tr>
<td>Early literacy programs</td>
<td>69</td>
</tr>
<tr>
<td>Reference centre</td>
<td>60</td>
</tr>
<tr>
<td>Provider of support for school projects or homework</td>
<td>46</td>
</tr>
<tr>
<td>Place to study</td>
<td>56</td>
</tr>
<tr>
<td>Local history collections</td>
<td>55</td>
</tr>
<tr>
<td>Assistance in finding information</td>
<td>54</td>
</tr>
<tr>
<td>Services to new Canadians</td>
<td>50</td>
</tr>
<tr>
<td>Information for the unemployed</td>
<td>47</td>
</tr>
<tr>
<td>Trainer in how to access info online*</td>
<td>45</td>
</tr>
<tr>
<td>Focal point or meeting place</td>
<td>42</td>
</tr>
<tr>
<td>Government services through library-based kiosks</td>
<td>41</td>
</tr>
<tr>
<td>Resources for small business and entrepreneurs</td>
<td>39</td>
</tr>
</tbody>
</table>

Q.17
Base: All respondents (2010 - 1100; 2015 - 600).
*Wording changed in 2015 from “Trainer in how to access information through computers”.
- The chart below presents the average value scores of the different library services according to whether the library was placed at the top, middle or bottom of the list relative to other tax-supported services.
- The maintaining of local history collections represents the narrowest gap in value perceptions across the three groups.

<table>
<thead>
<tr>
<th>Library at Top of List</th>
<th>Library in Middle of List</th>
<th>Library at Bottom of List</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mean Score</td>
<td></td>
<td></td>
</tr>
<tr>
<td>10</td>
<td></td>
<td></td>
</tr>
<tr>
<td>9</td>
<td></td>
<td></td>
</tr>
<tr>
<td>8</td>
<td></td>
<td></td>
</tr>
<tr>
<td>7</td>
<td></td>
<td></td>
</tr>
<tr>
<td>6</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>0</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Base: All respondents (2010 - 1100; 2015 - 600)
After being asked to rate the value of the services the library offers, respondents were then asked to indicate which of the services had been used by someone in their household during the past year. Despite the higher value perceptions measured in this year’s study, actual usage of most of the services has declined noticeably.

<table>
<thead>
<tr>
<th>Service</th>
<th>2010</th>
<th>2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lender of materials</td>
<td>72%</td>
<td>64%</td>
</tr>
<tr>
<td>Assistance in finding information</td>
<td>55%</td>
<td>45%</td>
</tr>
<tr>
<td>Reference centre</td>
<td>49%</td>
<td>36%</td>
</tr>
<tr>
<td>Focal point or meeting place</td>
<td>25%</td>
<td>26%</td>
</tr>
<tr>
<td>Place to study</td>
<td>35%</td>
<td>26%</td>
</tr>
<tr>
<td>Help with school projects or homework</td>
<td>25%</td>
<td>19%</td>
</tr>
<tr>
<td>Local history collections</td>
<td>28%</td>
<td>19%</td>
</tr>
<tr>
<td>Training in how to access information online*</td>
<td>15%</td>
<td>13%</td>
</tr>
<tr>
<td>Early literacy programs</td>
<td>13%</td>
<td>12%</td>
</tr>
<tr>
<td>Government services through library-based kiosks</td>
<td>14%</td>
<td>9%</td>
</tr>
<tr>
<td>Information for the unemployed</td>
<td>12%</td>
<td>7%</td>
</tr>
<tr>
<td>Resources for small business and entrepreneurs</td>
<td>10%</td>
<td>6%</td>
</tr>
<tr>
<td>Services to new Canadians</td>
<td>8%</td>
<td>4%</td>
</tr>
</tbody>
</table>

Q.18
Base: All respondents (2010 - 1100; 2015 - 600).
*Wording change in 2015 from “Training in how to access information through computers”.
• For each of the library services, the diagram below plots perceived value (percent giving the service a score of 9 or 10 on the 10-point value scale) along with reported usage.

• Value perceptions and reported usage are most aligned for being a lender of materials, providing assistance in finding information, and serving as a focal point or meeting place.

• The widest value/usage gap is for early literacy programs, which was also the case in 2010.

Q.17/18
Base: All respondents (2015 - 600).
• Responses to an open-ended question in 2015 reveal that nearly one-third of Ontario adults think the public library should offer general computer or Internet skills training. Others, in response to this question, identified who they thought the most appropriate target audiences for IT training would be.

• A substantial number of respondents provided no suggestions regarding the type of technical training the library could provide.

---

**2015***

- Computer / Internet skills: 30%
- Already do a good job: 9%
- For seniors / older people: 9%
- For kids / students: 6%
- How to access library resources: 5%
- Social networking: 4%
- Anything / anything useful: 3%
- Word processing / Excel / PowerPoint: 3%
- Hobbies / special interests: 3%
- Research skills: 3%
- Other: 4%
- Don't know / can't think of anything: 42%

Q.13b
Base: All respondents (2015 - 600).

*Change of question wording in 2015 makes comparisons to earlier data invalid.
Note: Table contains mentions of 3% or more. May total more than 100%, due to multiple mentions.
Believability of Positioning Statements

• Compared to 2010, there is stronger agreement that the public library is the only affordable place where the average Ontarian can go for information and less disagreement that the public library is the best place for people of all ages to go to pursue lifelong learning.

Bottom 6 Ratings
(1-6 on a 10-pt. scale)

- 25
- 28
- 24
- 33

The public library is the only affordable place where the average Ontarian can go for information

Top 2 Ratings
(9-10 on a 10-pt. scale)

- 47
- 42
- 39
- 36

The public library is the best place for people of all ages to go to pursue lifelong learning

Q.19
Base: All respondents (2010 - 1100; 2015 - 600).
About equal numbers of Ontarians have physical or health conditions that make reading difficult as have conditions that make visiting the library in person a challenge.

Have Physical or Health Conditions...

- That make reading difficult or challenging: 8%
- That make visiting a library in person difficult or challenging: 7%
Most of those who responded to the web survey live within 5 kilometres of their local library and find it to be an inviting place.
Similar percentages of library non-users from the telephone and web surveys said they had ever used the public library, but the proportion of all past and current users who had a negative experience was twice as high for the online group.

For web survey takers, the most common complaint had to do with unfriendly or unhelpful library staff.

Ever used the public library

- Yes (%): 89%
- No (%): 11%

Had a negative experience

- Yes (%): 90%
- No (%): 10%

**Type of Negative Experience**

- Staff aren't friendly / helpful: 21%
- Materials / books not available: 14%
- It's noisy / people are disruptive: 14%
- Terrible return system / books returned but still fined late fees: 13%
- Difficulties with computers / forgot pin #: 6%
- Materials / books are damaged / ripped: 6%
- Poor security: 4%
- Difficulty getting card: 3%
- I owe penalty fees: 2%
- It's overcrowded: 2%
- Fine / fees are too high: 2%
- Rooms aren't available: 2%
- Other: 12%

**Base:** Past-year non-users of library (298); All users of library (1070); Had a negative library experience (112).
As might be expected, web panel members are more likely than phone respondents to have Internet access at home or at work.

They are no more likely, however, to access the Internet at other places around the community, including the library.

As was the case with the phone survey, those under the age of 25 form one of the library’s biggest Internet user groups.
• Not surprisingly, pretty well all web respondents are regular users of the Internet.
• Compared with telephone respondents who regularly use the Internet, web responders are more likely to access the news and use e-mail/chat/IM, but are less likely to stream or download items or create content.

**Regular Use of Internet**

- **Search for specific information of interest**: 86%
- **Use e-mail, a chat room or IM**: 84%
- **To access the news**: 73%
- **To access social networking sites**: 56%
- **To stream movies, music or other types of entertainment**: 33%
- **To download movies, music or other types of entertainment**: 24%
- **To download books or magazines**: 23%
- **To create content**: 6%

**Age Distribution**

- **18-24**: 70%
- **25-34**: 69%
- **35-54**: 58%
- **55+**: 43%
• Web panelists tended to read fewer books in the past year than those who responded to the survey by phone, but the proportion of non-readers was consistent across the two populations.

• Women and those over the age of 55 are among the heaviest readers of books.

<table>
<thead>
<tr>
<th>Any Books Read</th>
<th>16+ books read</th>
<th>27%</th>
</tr>
</thead>
<tbody>
<tr>
<td>6 to 15 books read</td>
<td>28%</td>
<td></td>
</tr>
<tr>
<td>1 to 5 books read</td>
<td>31%</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Library Benefits</th>
<th>Top</th>
<th>Middle</th>
<th>Bottom</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>38%</td>
<td>23%</td>
<td>11%</td>
</tr>
<tr>
<td>No</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Gender</th>
<th>Male</th>
<th>Female</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>20%</td>
<td>33%</td>
</tr>
<tr>
<td>No</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Age</th>
<th>18-24</th>
<th>25-34</th>
<th>35-54</th>
<th>55+</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>18%</td>
<td>18%</td>
<td>22%</td>
<td>38%</td>
</tr>
<tr>
<td>No</td>
<td></td>
<td></td>
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<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Education</th>
<th>High school</th>
<th>Univ/college</th>
<th>Grad school</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>24%</td>
<td>24%</td>
<td>38%</td>
</tr>
<tr>
<td>No</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Born in Canada</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>28%</td>
<td>22%</td>
</tr>
<tr>
<td>No</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Language</th>
<th>English</th>
<th>French</th>
<th>Other</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>27%</td>
<td>32%</td>
<td>7%</td>
</tr>
<tr>
<td>No</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Region</th>
<th>North</th>
<th>East</th>
<th>Southwest</th>
<th>Metro T.O.</th>
<th>GTA Urban</th>
<th>GTA Ex-urban</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>28%</td>
<td>31%</td>
<td>31%</td>
<td>27%</td>
<td>20%</td>
<td>30%</td>
</tr>
<tr>
<td>No</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Q.13f
Base: All respondents (1102).
• Those who completed the online survey were somewhat more inclined to read books in electronic format than those who completed the phone survey.

• E-book usage was more common in Metro Toronto and urban portions of the GTA.
In the web survey, in-person bookstore use was a separate question from online use of book vendors, making comparisons to the telephone survey results invalid.

Web panelists between the ages of 25 and 34 and those whose preferred language is not English or French appear to visit bricks and mortar bookstores less often than other segments of the population.
The percentage of web panelists visiting book vendors online more than 10 times in the last year is similar to the percentage visiting physical bookstores the same number of times, but at the other end of the scale, there are more people not visiting online book vendors at all.

Those with higher education and incomes were more apt to be frequent online book vendor users.

Books Read in Past Year
- None: 5%
- 1-5: 6%
- 6-15: 15%
- 16+: 28%

In-Person Bookstore Use
- None: 9%
- 1-10 times: 10%
- 11+ times: 44%

Education
- High school: 8%
- Univ/college: 13%
- Grad school: 22%

Income
- <$35K: 14%
- $35K - <$75K: 12%
- $75K+: 18%

Born in Canada
- Yes: 15%
- No: 10%

Language
- English: 14%
- French: 24%
- Other: 6%

Region
- North: 16%
- East: 19%
- Southwest: 12%
- Metro T.O.: 15%
- GTA Urban: 12%
- GTA Ex-urban: 10%
• Comparing individuals’ answers to the previous two questions, nearly one-quarter of those surveyed indicated that they used online book vendors more frequently than actually going to a bookstore, while almost one-third indicated the opposite.

• Those who use online book vendors more include French-speaking Ontarians.
Comparisons of individuals’ reported frequency of using the library and bookstores in-person and online were made and are presented in the chart below.

With regard to in-person usage, the largest group of respondents reported using the library and bookstores about equally, while for online usage, use of bookstores exclusively predominated.

Interestingly, more people access both bookstores only and libraries only online as opposed to in-person (but in both cases, exclusive use of one over the other is much greater for bookstores than libraries).

![Bar chart showing in-person and online usage]

- **In-Person Usage**: Library only (9%), Library more (13%), Both equally (26%), Bookstore more (19%), Bookstore only (21%), Neither (10%)
- **Online Usage**: Library only (21%), Library more (15%), Both equally (26%), Bookstore more (12%), Bookstore only (21%), Neither (18%)

Q.2/3/14c/d
Base: All respondents (1102).
Desktop or laptop computers remain the most common devices for accessing the public library electronically, with smartphones and tablets also having been used by approximately one-quarter to one-third of online users, respectively. One-third of those who have not used an e-reader to access library resources actually own such a device, but of that group, fewer than one-third have ever attempted to use their e-reader to download books from the library.

### Devices Used to Access Resources from the Library

- **A desktop or laptop computer**: 88%
- **A tablet**: 35%
- **A smartphone**: 22%
- **An e-reader**: 11%
- **An iPod or MP3 player**: 4%

### E-reader ownership (among those who have not used an e-reader to access library resources)

- **Yes**: 67%
- **No**: 33%

### Ever tried to download public library e-books using an e-reader

- **Yes**: 67%
- **No**: 33%

---

Q.8c/d/e
Base: Those who checked the library’s online catalogue, downloaded an item, or accessed other electronic materials on the library’s web page (449); Respondents who did not use an e-reader to access resources from the library (1054); Those who own an e-reader but did not use it to access resources from the library (349).
Relatively few of those who use the library to access electronic materials said they were familiar with the different electronic channels or services some libraries offer.

Zinio and Hoopla were most familiar to online library users, with the latter being accessed more through the library than elsewhere.

### Familiar with Channel

- **Zinio**: 27%
- **Hoopla**: 22%
- **AskON**: 15%
- **Indieflix**: 13%
- **Freegal**: 13%

### Accessed via Library Account

- **Zinio**: 7%
- **Hoopla**: 9%
- **AskON**: 3%
- **Indieflix**: 1%
- **Freegal**: 4%

### Accessed Elsewhere

- **Zinio**: 9%
- **Hoopla**: 2%
- **AskON**: 3%
- **Indieflix**: 2%
- **Freegal**: 2%

Q.8f

Base: Those who checked the library’s online catalogue, downloaded an item, or accessed other electronic materials on the library’s web page (449).
Web panelists were not quite as concerned as telephone survey respondents about the impact a potential library closing would have on their community; still almost two-thirds thought that the impact would be major.

Those predicting the biggest impact were located in certain areas, namely Northern Ontario, Southwest Ontario and non-urban parts of the GTA.

<table>
<thead>
<tr>
<th>Cardholder</th>
<th>Yes</th>
<th>71%</th>
<th>No</th>
<th>50%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Library Benefits</td>
<td>Top</td>
<td>85%</td>
<td>Middle</td>
<td>59%</td>
</tr>
<tr>
<td>In-Person Library Use</td>
<td>None</td>
<td>46%</td>
<td>1-10 times</td>
<td>67%</td>
</tr>
<tr>
<td>Gender</td>
<td>Male</td>
<td>60%</td>
<td>Female</td>
<td>68%</td>
</tr>
<tr>
<td>Books Read in Past Year</td>
<td>None</td>
<td>36%</td>
<td>1-5</td>
<td>57%</td>
</tr>
<tr>
<td>Age</td>
<td>18-24</td>
<td>51%</td>
<td>25-34</td>
<td>62%</td>
</tr>
<tr>
<td>In-Person Bookstore Use</td>
<td>None</td>
<td>51%</td>
<td>1-10 times</td>
<td>66%</td>
</tr>
<tr>
<td>Children in Home</td>
<td>Yes</td>
<td>70%</td>
<td>No</td>
<td>62%</td>
</tr>
<tr>
<td>Have Internet Access</td>
<td>Work</td>
<td>64%</td>
<td>Home</td>
<td>65%</td>
</tr>
<tr>
<td>Education</td>
<td>High school</td>
<td>63%</td>
<td>Univ/college</td>
<td>62%</td>
</tr>
<tr>
<td>Access Library by Internet</td>
<td>Yes</td>
<td>73%</td>
<td>No</td>
<td>53%</td>
</tr>
<tr>
<td>Community Size</td>
<td>&lt;30K</td>
<td>75%</td>
<td>30K - &lt;500K</td>
<td>70%</td>
</tr>
<tr>
<td>Region</td>
<td>North</td>
<td>76%</td>
<td>East</td>
<td>58%</td>
</tr>
</tbody>
</table>

Q.16a-b
Base: All respondents (1102).
Online survey participants were more apt to think closing of their local library would have a minor rather than a major impact on their family, whereas the opposite was true for those surveyed by phone.

- **Cardholder**
  - Yes: 45%
  - No: 5%

- **In-Person Library Use**
  - None: 3%
  - 1-10 times: 32%
  - 11+ times: 79%

- **Books Read in Past Year**
  - None: 4%
  - 1-5: 21%
  - 6-15: 39%
  - 16+: 53%

- **In-Person Bookstore Use**
  - None: 21%
  - 1-10 times: 34%
  - 11+ times: 42%

- **Access Library by Phone / Text**
  - Yes: 62%
  - No: 25%

- **Have Internet Access**
  - Work: 30%
  - Home: 32%
  - School: 29%
  - Library: 53%
  - Other: 31%

- **Access Library by Internet**
  - Yes: 51%
  - No: 8%

- **Social Media Interaction with Library**
  - Yes: 55%
  - No: 30%

- **Library Benefits**
  - Top: 63%
  - Middle: 20%
  - Bottom: 2%

- **Gender**
  - Male: 29%
  - Female: 35%

- **Age**
  - 18-24: 21%
  - 25-34: 25%
  - 35-54: 35%
  - 55+: 36%

- **Children in Home**
  - Yes: 41%
  - No: 30%

- **Education**
  - High school: 29%
  - Univ/college: 31%
  - Grad school: 41%

- **Income**
  - <$35K: 23%
  - $35K - <$75K: 33%
  - $75K+: 30%

- **Language**
  - English: 32%
  - French: 44%
  - Other: 28%

- **Distance to Closest Public Library**
  - ≤5 km: 36%
  - 6-10 km: 30%
  - 11+ km: 20%

Q.16a-a
Base: All respondents (1102).
Where respondents placed the benefits the library delivers relative to other tax-supported services was very similar for the two populations surveyed.

Consistent with the findings from the telephone survey, people under the age of 35 were less likely to appreciate the benefits of the public library compared to other municipal services.

<table>
<thead>
<tr>
<th>Benefit</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cardholder</td>
<td>Yes 40%</td>
</tr>
<tr>
<td></td>
<td>No 15%</td>
</tr>
<tr>
<td>In-Person Library Use</td>
<td>None 15%</td>
</tr>
<tr>
<td></td>
<td>1-10 times 31%</td>
</tr>
<tr>
<td></td>
<td>11+ times 64%</td>
</tr>
<tr>
<td>Books Read in Past Year</td>
<td>None 19%</td>
</tr>
<tr>
<td></td>
<td>1-5 23%</td>
</tr>
<tr>
<td></td>
<td>6-15 36%</td>
</tr>
<tr>
<td></td>
<td>16+ 47%</td>
</tr>
<tr>
<td>In-Person Bookstore Use</td>
<td>None 29%</td>
</tr>
<tr>
<td></td>
<td>1-10 times 32%</td>
</tr>
<tr>
<td></td>
<td>11+ times 40%</td>
</tr>
<tr>
<td>Access Library by Phone / Text</td>
<td>Yes 47%</td>
</tr>
<tr>
<td></td>
<td>No 29%</td>
</tr>
<tr>
<td>Have Internet Access</td>
<td>Work 30%</td>
</tr>
<tr>
<td></td>
<td>Home 33%</td>
</tr>
<tr>
<td></td>
<td>School 23%</td>
</tr>
<tr>
<td></td>
<td>Library 46%</td>
</tr>
<tr>
<td></td>
<td>Other 32%</td>
</tr>
<tr>
<td>Access Library by Internet</td>
<td>Yes 43%</td>
</tr>
<tr>
<td></td>
<td>No 19%</td>
</tr>
<tr>
<td>Age</td>
<td>18-24 22%</td>
</tr>
<tr>
<td></td>
<td>25-34 26%</td>
</tr>
<tr>
<td></td>
<td>35-54 34%</td>
</tr>
<tr>
<td></td>
<td>55+ 38%</td>
</tr>
<tr>
<td>Education</td>
<td>High school 35%</td>
</tr>
<tr>
<td></td>
<td>Univ/college 30%</td>
</tr>
<tr>
<td></td>
<td>Grad school 43%</td>
</tr>
</tbody>
</table>

Q.16
Base: All respondents (1102).
Perceived Value of Library Services

- Except for a couple of items near the bottom of the list, web panelists did not value the different services the library provides as highly as phone survey respondents did.

- The biggest difference of opinion between the two groups was with respect to early literacy programs.

Bottom 6 Ratings (1-6 on a 10-pt. scale)

<table>
<thead>
<tr>
<th>Rating</th>
<th>Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>21</td>
<td>Lender of materials</td>
</tr>
<tr>
<td>27</td>
<td>Provider of support for school projects or homework</td>
</tr>
<tr>
<td>26</td>
<td>Reference centre</td>
</tr>
<tr>
<td>27</td>
<td>Place to study</td>
</tr>
<tr>
<td>30</td>
<td>Early literacy programs</td>
</tr>
<tr>
<td>33</td>
<td>Local history collections</td>
</tr>
</tbody>
</table>

Top 2 Ratings (9-10 on a 10-pt. scale)

<table>
<thead>
<tr>
<th>Rating</th>
<th>Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>53</td>
<td>Lender of materials</td>
</tr>
<tr>
<td>41</td>
<td>Provider of support for school projects or homework</td>
</tr>
<tr>
<td>40</td>
<td>Reference centre</td>
</tr>
<tr>
<td>40</td>
<td>Place to study</td>
</tr>
<tr>
<td>39</td>
<td>Early literacy programs</td>
</tr>
<tr>
<td>37</td>
<td>Local history collections</td>
</tr>
<tr>
<td>35</td>
<td>Assistance in finding information</td>
</tr>
<tr>
<td>30</td>
<td>Services to new Canadians</td>
</tr>
<tr>
<td>28</td>
<td>Information for the unemployed</td>
</tr>
<tr>
<td>26</td>
<td>Government services through library-based kiosks</td>
</tr>
<tr>
<td>23</td>
<td>Trainer in how to access info online</td>
</tr>
<tr>
<td>22</td>
<td>Focal point or meeting place</td>
</tr>
<tr>
<td>21</td>
<td>Resources for small business and entrepreneurs</td>
</tr>
</tbody>
</table>
This chart (which shows the average value scores of the different library offerings according to where the library was placed relative to other tax-supported services) resembles the chart generated for those interviewed by phone, except all lines on this chart appear lower on the scale, and the line in the middle is not quite as close to the top line as it was for the phone survey.

Q.16/17
Base: All respondents (1102).
The chart below depicts relative value of each service, according to whether or not a household member used that service in the last year. The centre point of the x and y axes have been designed to represent the mid-point of user and non-user ratings, respectively, and the dotted line indicates points at which the relative value to users and non-users would be the same.

Lying furthest from the equal relative value line, services to new Canadians and support for school projects / homework are of higher relative value to non-users of these services than users of them, while the opposite is true for resources for small business and use of the library as a meeting place.
The Likelihood of Using Library Services

- Online survey participants were asked their likelihood of using some new services libraries are either offering or thinking of offering in the future. Interest in these concepts varied, in many cases based on age.

- There were very few suggestions made for other services over and above those shown.

<table>
<thead>
<tr>
<th>Service Description</th>
<th>Very Likely</th>
<th>Somewhat Likely</th>
<th>Total</th>
<th>By Age 18-34</th>
<th>By Age 55+</th>
</tr>
</thead>
<tbody>
<tr>
<td>A program that allows people to try out the newest tech devices or applications, such as 3D printers or laser cutters</td>
<td>19%</td>
<td>36%</td>
<td>55%</td>
<td>64%</td>
<td>46%</td>
</tr>
<tr>
<td>Library kiosks located throughout the community where people can check out books, movies or music without having to go to the library itself</td>
<td>15%</td>
<td>35%</td>
<td>50%</td>
<td>57%</td>
<td>39%</td>
</tr>
<tr>
<td>A personalized online account that gives you recommendations based on your past library activity</td>
<td>15%</td>
<td>35%</td>
<td>49%</td>
<td>61%</td>
<td>39%</td>
</tr>
<tr>
<td>A cell phone app that allows you to access library services from your mobile phone</td>
<td>16%</td>
<td>29%</td>
<td>44%</td>
<td>62%</td>
<td>24%</td>
</tr>
<tr>
<td>An online research service where you could pose questions and get responses from librarians</td>
<td>10%</td>
<td>33%</td>
<td>44%</td>
<td>43%</td>
<td>37%</td>
</tr>
<tr>
<td>A cell phone app that helps you locate material easily in the library using GPS</td>
<td>12%</td>
<td>27%</td>
<td>39%</td>
<td>54%</td>
<td>19%</td>
</tr>
<tr>
<td>E-book readers already loaded with the book you want to read</td>
<td>12%</td>
<td>26%</td>
<td>38%</td>
<td>45%</td>
<td>34%</td>
</tr>
<tr>
<td>Instruction on how to use handheld reading devices and tablets</td>
<td>9%</td>
<td>26%</td>
<td>35%</td>
<td>31%</td>
<td>40%</td>
</tr>
<tr>
<td>Classes on how to download library e-books to handheld devices</td>
<td>9%</td>
<td>24%</td>
<td>33%</td>
<td>30%</td>
<td>38%</td>
</tr>
<tr>
<td>A digital media lab where you could create and upload new digital content like your own movies or e-books</td>
<td>7%</td>
<td>24%</td>
<td>31%</td>
<td>42%</td>
<td>21%</td>
</tr>
</tbody>
</table>

Other Services Library Should Provide

- More selection of materials / updated materials: 2%
- Computer / Internet skills / technical devices: 2%
- For kids / students: 2%
- Educational courses / lectures / seminars / community events: 2%
- Hobbies / special interests: 2%
- Quiet space / reading / sitting areas: 1%
- More online services, i.e. card renewals / book / material reserving: 1%
- They do a good job: 7%
- Other: 16%
- No comments / suggestions: 65%

Q.13c/d
Base: All respondents (1102).
Panel members were asked to identify the best ways to inform them about what’s going on at their local public library.

Email, articles in the local paper, and information posted on the library’s website received the greatest numbers of mentions, in general, with younger people also favouring social media.

<table>
<thead>
<tr>
<th>Method</th>
<th>18-34</th>
<th>55+</th>
</tr>
</thead>
<tbody>
<tr>
<td>Email</td>
<td>66%</td>
<td>59%</td>
</tr>
<tr>
<td>Articles in the local paper</td>
<td>51%</td>
<td>40%</td>
</tr>
<tr>
<td>Information on the library's website</td>
<td>45%</td>
<td>36%</td>
</tr>
<tr>
<td>Social media</td>
<td>35%</td>
<td>46%</td>
</tr>
<tr>
<td>Notices at the library</td>
<td>34%</td>
<td>31%</td>
</tr>
<tr>
<td>Notices in community centres or other public places</td>
<td>30%</td>
<td>28%</td>
</tr>
<tr>
<td>Inserts with your tax bill or other local government mailings</td>
<td>26%</td>
<td>20%</td>
</tr>
<tr>
<td>Notices in schools</td>
<td>19%</td>
<td>21%</td>
</tr>
<tr>
<td>Talks/presentations to community groups</td>
<td>8%</td>
<td>6%</td>
</tr>
</tbody>
</table>
Believability of Positioning Statements

- Four of the positioning statements tested with online respondents garnered stronger agreement than the rest.
- There was least support for libraries providing information that would help people better understand political issues.

Public libraries are important because they promote literacy and a love of reading: 56%

By providing free access to materials and resources, the public library plays an important role in giving everyone a chance to succeed: 54%

Having a public library improves the quality of life in a community: 50%

Public libraries are welcoming, friendly places: 46%

The public library is the only affordable place where the average Ontarian can go for information: 34%

Public libraries provide many services people would have a hard time finding elsewhere: 32%

The public library provides valuable resources to increase health literacy within the communities it serves: 31%

The public library is the best place for people of all ages to go to pursue lifelong learning: 30%

Public libraries have done a good job of keeping up with new technologies: 29%

The public library serves as an important meeting place and focal point within the community: 28%

The public library is continually expanding the services it offers: 26%

It is very easy to find whatever you are looking for at the public library: 26%

Now that information is available from so many different sources, people need public libraries more than ever: 25%

By providing access to information from a wide variety of sources, public libraries promote an understanding of political issues: 19%

Q.19
Base: All respondents (1102).
Date: December 16, 2016
To: Chair and Members of the Board
c.c. Paul Takala, Chief Librarian
From: Lisa DuPelle, Director of Human Resources
Subject: Non-Union Library Page Salaries

RECOMMENDATIONS:
That the salary schedule for the Non-Union Library Page positions be increased by 2% effective January 1, 2017.

FINANCIAL/STAFFING/LEGAL IMPLICATIONS:
This 2% increase for the Library Page position has been incorporated into the 2017 operating budget. We have historically applied the increase given to the Non-Union Management and Professional Exempt Employee Group unless legislatively we have been required to apply a different amount.

The City of Hamilton’s General Issues Committee (GIC) December 7 meeting received a report on Living Wage. At that meeting a phased implementation of the Living Wage was referred to the budget process. HPL staff are working with City of Hamilton staff on how a Living Wage could be implemented. We will be reporting back to the Library Board on the Living Wage in 2017 and potentially recommending adjustments to the 2017 salary grid.

BACKGROUND:
The Hamilton Public Library Board has a province-approved non-union pay equity plan that requires the Library Board to use City of Hamilton male comparator salaries as their comparator.

The Library Page (formerly known as casual staff shelf-readers and student pages) are non-unionized and their wage structure was adjusted in 2015 related to the change in Ontario’s minimum wage and for pay equity compliance. The minimum wage provincially mandated increase was comparable to the increase given to other non-union staff after analysis. This group was included in the 2016 period and it surpassed the increase mandated by provincial increase to the minimum wage rate in Ontario October 1, 2016. For the purposes of wage increases for this group, we normally follow the City Non-Union cost of living increases but more recently the Provincial government has been making substantial changes to the rate regularly which has changed that process in some years.

We will continue to monitor for provincially mandated increases as well as any changes made at the City, including Living Wage. We will bring another report to the Board if required. The minimum wage is set to increase again and this may impact the current salary structure.
Date: December 16, 2016
To: Chair and Members of the Board
c.c. Paul Takala, Chief Librarian/CEO
From: Lisa DuPelle, Director of Human Resources
Subject: Non-union Compensation Structure

**RECOMMENDATIONS:**
That the salary schedule for the Non-Union Management and Professional Exempt Employee Group effective January 1, 2017 be aligned with the City non-union compensation structure, approved by Council June 22, 2016, which are our comparators, in order to maintain pay equity compliance as well as internal equity.

**FINANCIAL/STAFFING/Legal IMPLICATIONS:**
The total estimated impact on the 2017 operating budget for updating the salary schedule for Non-Union staff is $15,000. The Library Board’s Non-Union Pay Equity Agreement requires the Board to ensure pay equity compliance. One way that is done is through matching the cost of living increases given by the City of Hamilton. Another requirement is aligning with any substantial changes made to the City’s compensation structure such as expanding the maximum ranges for comparator’s grades. In 2009, Council approved the establishment and maintenance of the 50th percentile as the City’s target pay position for Non-Union Management and Professional Exempt Employee Group. The Library Board also supported this for the Library April 22, 2009.

As part of their ongoing compensation review the City Human Resources and an external consultant conducted a market review for the Non-Union salary band. The review supported an expansion only for certain salary grades to ensure an appropriate spread between the grades, competitiveness, and achieve the appropriate percentile position. For the Library, the impact is for senior management. The Chief Librarian/CEO position is not included as it is currently at a higher level and is in line with other senior positions at the City as well as other Chief Librarians in the sector. The proposed increases have been budgeted for in 2017.

**BACKGROUND:**
The Hamilton Public Library Board has a province-approved non-union pay equity plan that requires the Library Board to use City of Hamilton male comparator salaries as their comparator.

The library’s non-union employees includes the Chief Librarian/CEO, all other senior administration, all branch and department managers, several professional and administrative staff positions in Human Resources whose positions are non-union because of the nature of their work and the administrative assistant for the Chief Librarian and the Board.

The Library Page (casual staff -shelf-readers and student pages) are non-unionized and their wage structure is being adjusted in a separate Board motion.
Date: December 16, 2016
To: Chair and Members of the Board
From: Paul Takala, Chief Librarian/CEO
Subject: Goals for 2017

**RECOMMENDATION**
That the Hamilton Public Library Board adopt the Chief Librarian/CEO Goals for 2017.

**FINANCIAL/STAFFING/LEGAL IMPLICATIONS:**
The goals provide direction for the Chief Librarian/CEO for the 2017 year. The goals highlight new developments and provide focus to the discretionary energies of the organization. Effective operations, legislative compliance and ongoing improvements to library services are assumed and expected. Should unexpected circumstances or opportunities emerge that significantly impact this plan, the Chief Librarian/CEO will report back to the Board and seek direction. A progress report on achieving these goals will be issued in June with a final report in December. Annually this report will be used to track major organizational goals and developments.

**CHIEF LIBRARIAN/CEO 2017 GOALS**

**2017-2020 Strategic Plan**
The Library Board will adopt a new strategic plan in 2017. Some key points about the plan:

- The new plan will build on the success of the existing plan. It will improve and adjust but not disregard what is already working.
- In addition to looking at recent trends in libraries, the new plan will align with the new community vision *Our Future Hamilton*. Our new strategic plan will help answer what role HPL will play in advancing the community vision.
- Prior to reviewing the individual strategic priorities staff will work with the Library Board on ensuring our mission and organization values are updated.
- The development of the plan will engage the Board, staff, partners and the community. The public consultations will place an emphasis on reaching out to residents that currently do not use the library.

**Service and Facility Planning**
Parallel to and in support of the Strategic Plan staff will work with the Board to complete the following:

- **Independent Assessment of Library Facilities** – An independent assessment will be undertaken to evaluate how HPL services and physical locations will align with the expected demographics patterns throughout the City. This document
will be used to help guide long term planning. Library trust funds held by the Hamilton Community Foundation are the anticipated source of funding for the study.

- **Facilities Master Plan (FMP)** – A completed FMP will be finalized. This document will include additional requested information and updated directions for staff including actions for Carlisle and Mount Hope.

- **Rural Service Model Pilot** – Pending Board approval, HPL will pilot test a new rural service model at the Freelton branch. This model expands library hours by supplementing the hours the branch is staffed with remote support by HPL staff in other branches.

- **Library Service Hour Review** – The engagement process around our new strategic plan, as well as, other sources of information including library metrics, will be used to establish new service hour priorities. Those priorities will take into account the changing patterns of library usage and assumes we will need to work under the current budget direction from Council.

- **Local History and Archives (LHA) Roadmap**: We will develop a strategy to support an acceleration of the digitization of key Collections. Staff will work with the Board to adopt a digitization roadmap. The roadmap will outline how we increase access to high-interest LHA collections in a variety of formats including images, text, audio, and video. This initiative will be informed by the Library Board’s endorsement of Access by Design.

**Financial & Operational Accountability**

- **Operating budgets** – We will continue to ensure operating funds are effectively used to maximize our impact and relevance to the community. This will include ensuring we work within the 2017 operating budget while we plan for a 2018 operating budget that meets the City of Hamilton’s budget targets.

- **Report on Revenue Generation** – In 2017 we will commence providing the Board with an annual report that highlights alternative sources of funding we received in the previous year. This will include: fines, fees, donations and special grant funding.

- **Expanded Metrics Program** – Building on past work, we will continue to improve our metrics reporting. We will continue to monitor trends in usage at HPL while we also ensure we continue to report on how we compare to other libraries. We will continue to work with the broader library community to build rigorous and objective impact measures that help ensure our programs and services are directed towards positive results and outcomes.

- **Library Reserves and Trust Funds** – The Library’s reserves and trust funds exist to support strategic investments that put our system and library services on a more sustainable path for the future. We will continue to work with the Board to ensure the funds are used to upgrade our capacity, facilities and infrastructure while we look for ways to expand our impact without increasing our core funding requirements. Given the significant investments that have been made in recent years in 2017 we will need to mainly focus on completing existing projects. Any new projects will need to be carefully considered by the Board to ensure that the funds are used to leverage new investments beyond the local taxpayer.

- **Lean Assessments** – Lean is built around the concept that work should focus on maximizing customer value while minimizing waste.
Adding value to our customers while we remove/reduce low impact work is an important source of generating capacity. Building on the work that the City of Hamilton and other libraries are doing, HPL will continue to work towards using Lean processes to review our work.

- **Labour Relations** – In 2017 we anticipate reaching a new Collective Agreement that is fair to staff while the organization remains focused on realizing our mission. We will continue to use innovation to create capacity while at the same time ensuring we empower staff to make a difference. We will continue to focus on retraining existing staff to meet new service needs while we make every effort to use attrition to contain staffing costs as required by budgets.

**Policy Development**

HPL will continue to update and refine our organizational policies. In 2017 we will:

- **Policy Review** – Continue to review and update existing policies based on the policy framework.

**Capital Projects**

We will work to complete approved projects and advanced projects finalizing scope and funding. We will keep the Board involved in major developments and work collaboratively to resolve issues that emerge. The projects include:

- **Facilities Master Plan** – We will look for opportunities to advance projects and obtain funding for new projects based on Board direction and available funding. We will issue a report on lessons learned from Waterdown and other recent projects. Where appropriate we will update the FMP to provide guidance on future projects.
- **Binbrook** – We will continue to advance the Binbrook build with a scheduled opening in 2018.
- **Central** - We will complete the updated entrance to York Blvd in 2017. Pending City of Hamilton capital budget approval, we will start the window replacement project in 2017.
- **Dundas** – We will re-open the renovated Dundas branch in 2017.
- **Greensville** – Working in partnership with the HWDSB and the City of Hamilton, we will complete design and commence construction of the project with a scheduled opening in late 2018.
- **Locke** – Pending Board approval, we will commence the Locke renovation project in 2017.
- **Security Cameras** – We will complete installation of new security cameras around the system in 2017.
- **Turner Park** – Working in partnership with the YMCA and the City of Hamilton we will move forward with the plan to upgrade the Turner Park parking lot to improve access and accessibility.
- **Valley Park** – We will finalize scope and funding for the new Valley Park branch with design to be completed in late 2017 or early 2018, and construction projected to begin in spring of 2018.
- **Westdale** – We will continue the minor renovation of Westdale and install updated flooring in early 2017.
Technology Renewal

We will continue to make strategic investments in technology that expands our service offerings based on community need and/or to improve our operational effectiveness. Specific projects include:

- **Maker Space and Digital Media Equipment** – We will continue to expand the availability of digital media equipment around the system. Except where space constraints prevent adding equipment, we will at a minimum equip all our branches with scanning and digital conversion equipment. Provincial capacity grant funding will be a major source funding for this project.

- **Edge Toolkit** – In 2017 we will begin to use the Edge Toolkit ([www.libraryedge.org/toolkit](http://www.libraryedge.org/toolkit)) to evaluate our technology services.

- **Bandwidth Expansion** – Working in partnership with the City of Hamilton, HCE Telecom and Orion we will improve our bandwidth and network performance. Emphasis will be placed on upgrading locations that currently have low bandwidth.

- **Infrastructure Upgrades** – In 2017 other major technology upgrades will include a move to Office 365, Windows 10 and more hardware lifecycle replacements.

- **Board Website** – In 2017 we will update the Library Board’s web presence and pending Board approval that will include live video streaming of Library Board meetings. An archive of the videos will preserve future access.

Partnerships

HPL will continue to build on existing partnerships to support important community efforts and extend our impact in a sustainable way. This will include:

- **Programs** – We will look to further work with aligned organizations to enhance our offering of free cultural and learning programs through in-kind partnerships.

- **Canada 150** – HPL will play an active role in helping Hamilton celebrate Canada’s sesquicentennial. In particular Local History and Archives will be involved in using our rich collections to help tell the story of our past 150 years.
Date: December 16, 2016
To: Chair and Members of the Board
c.c.: Paul Takala, Chief Librarian/CEO
From: Tony Del Monaco, Director of Finance & Facilities
Subject: Donations, Sponsorship & Fundraising Policy

RECOMMENDATION:
That the attached Donations, Sponsorship & Fundraising Policy be approved.
That the Hamilton Public Library establish a Donations Reserve Fund. Undesignated
donations received would be transferred to the Donations Reserve Fund annually.

FINANCIAL/STAFFING/LEGAL IMPLICATIONS:
The establishment of a donations reserve fund will enable the Library to better
manage the way it utilizes cash donations. All undesignated cash donations
received will be directed to a new Reserve Fund. As with other reserve funds, a
Board motion will be required to access the Donations Reserve Fund. Designated
donations will be directed to an appropriate Dept ID or Capital Project in accordance
with the wishes of the donor.

Sponsorship agreements valued at $25,000 or more shall be presented to the
Library Board for approval. Sponsorship agreements valued at less than $25,000
may be approved by the Chief Librarian and will be reported to the Board.

The Hamilton Public Library is a registered charity and follows all relevant rules and
regulations of the Canada Revenue Agency (CRA).

BACKGROUND:
The Hamilton Public Library (HPL) welcomes and encourages donations, gifts and
sponsorship from individuals, groups, foundations and corporations for the purpose
of enhancing the services of the library system. The Library provides service to the
community in accordance with the Library’s mission, values and strategic goals. The
Hamilton Public Library gratefully accepts donations and sponsorship and
fundraising opportunities based on this policy.

While HPL has had a Fundraising and Donations policy in place since 1993, the
policy needs to be updated and revised for better clarification. The attached
Donations, Sponsorship & Fundraising Policy provides a clearer vision on how
people and organizations can support HPL in these areas. It defines and outlines
the different respective roles and activities. The policy acknowledges our
recognition program that is designed to thank our donors while encouraging others
to donate. The policy guides staff stewardship in supporting these important
relationships and also provides better support for staff and HPL in the future.
Policy Number: __________

Title: Donations, Sponsorship & Fundraising Policy

Policy Level: Library Board

Author: Director, Finance & Facilities

Review Period: 4 years


Policy Purpose: The Hamilton Public Library (HPL) welcomes and encourages donations, gifts and sponsorship from individuals, groups, foundations and corporations for the purpose of enhancing the services of the library system. The Library provides service to the community in accordance with the Library’s mission, values and strategic goals. The Hamilton Public Library gratefully accepts donations and sponsorship and fundraising opportunities based on this policy.

Key Points Summary:
- The Library gratefully accepts donations and welcomes sponsorships and fundraising opportunities with third parties in order to advance its mission, adhere to its values and meet its strategic goals.

- Undesignated cash donations are set aside in a Donations Reserve. Use of funds from the Donations Reserve shall be approved by the Library Board. Designated donations that are specified for particular uses by the donor are directed to the appropriate cost centre.

- The Library has a long standing partnership with the Hamilton Community Foundation (HCF) in managing its endowment funds. Endowments are gratefully accepted and directed to the HCF on behalf of the Library. This foundation manages the Library’s endowments and provides the Library Board with the investment income annually. The Library Board approves the expenditures of these funds consistent with the specifications of the funds.

- Sponsorship agreements valued at $25,000 or more shall be presented to the Library Board for approval. Sponsorship agreements valued at less than $25,000 may be approved by the Chief Librarian and will be reported to the Board.
• The Hamilton Public Library Board will maintain a donor recognition program in support of its Donations, Sponsorship & Fundraising Policy. The purpose of the donor recognition program is to thank donors, to encourage others to give, and to steward a healthy long-term relationships between the Library and its donors. The Library respects the wishes of donors who wish to remain anonymous.

• Charitable receipts are issued for cash donations, appraised donations of art and valuable papers, as well as in kind donations. Charitable receipts cannot be issued for more than the fair market value as determined by an independent appraiser.

Definitions:

Business Office of HPL - This office is responsible for financial services for the Library and facilitates tax receipts and donations. Activities of this office are overseen by the Director of Finance & Facilities.

Cash - Cash includes cheques, money orders, bank drafts, and money (bills & coin). Donations made by debit card and by credit card are also considered cash gifts.

Donation - A donation is a gift, contribution of cash, or goods given voluntarily to the Library as a philanthropic act without expectation or requirement of reciprocal benefit. A designated donation is one that is to be used for a specific purpose. An undesignated donation is one that has no stipulations on use.

Gifts in Kind – Gifts in kind, also known as non-cash gifts, are gifts of property. They cover items such as artwork, equipment, securities, and cultural and ecological property. A contribution of service, that is, of time, skills or effort, is not property and, therefore, does not qualify as a gift or gift in kind for purposes of issuing official donation receipts. (www.cra-arc.gc.ca/chrts-gvng/chrts/glssry-eng.html)

Sponsorship – A sponsorship is a mutually beneficial exchange between the Hamilton Public Library and an outside organization, in which an external party makes a contribution of cash or in-kind goods or services to the Library in return for recognition, acknowledgements or other considerations. Sponsors receive a benefit of reciprocal value in return for their support and contribution.

Policy Details:

The Hamilton Public Library is a registered charity and follows all relevant rules and regulations of the Canada Revenue Agency (CRA).

All donations constitute a complete transfer from the previous owner to the Library. Unless a mutual agreement between the Library and the donor is achieved, if the owner is unwilling to transfer full ownership and rights then the gift will be declined with thanks.

The Hamilton Public Library has no obligation to inform the donor of the disposition of the donated materials, to retain intact, or to reserve special library shelving for
unsolicited gifts of private collections. Donations will be accepted on the understanding they will be used in accordance with the criteria established in this policy. As a rule donated materials will not be accepted as payment for lost or damaged library materials or late fees.

**Types of Gifts**
HPL welcomes and accepts different types of gifts as defined by the Canada Revenue Agency. Where applicable, the Library may require the donor to have his/her property appraised by a certified appraiser at a shared expense with the Library before a decision as to whether or not a donation will be accepted.

While the Hamilton Public Library appreciates the generosity of those who wish to donate, the Hamilton Public Library’s Collections Policy states that the Library does not accept donations of materials for its collections. The Hamilton Public Library encourages persons with such materials to consider donating them to other community agencies.

Donations to the Local History and Archives department must align with the selection criteria identified in the Library’s [Collections Policy](#) and any relevant [Local History & Archives Policies](#).

Note: This policy does not supersede prior agreements. Any restrictions in existence as of the effective date of this policy may remain as restrictions to disposal and the Library Board will be governed by its prior commitments. This includes memorial gifts of art which may not normally be disposed of unless the donor or donor’s representative has given approval.

**Donations**

**Cash Donations**
Gifts of cash are accepted and are used to enhance the services of the library system. The Library reserves the right to use undesignated donations in the best interest of the Library, and shall make decisions regarding the investment, disposition and/or eventual disposal of all donations.

Both designated and undesignated donations are welcomed. For designated donations, the Library will direct the donation to a specific purpose as outlined by the donor.

Unless otherwise specified by the donor, cash donations received during the year are to be transferred to a Donations Reserve. Use of funds in the Reserve requires Board approval before being spent.

The Board will be informed of individual cash donations of $25,000 or more. Staff will advise the Board of such donations and bring forward a recommendation for use of the funds such as transfer to the Donations Reserve or use for a specific purpose.
Acceptance and handling of cash donations shall adhere to the Library’s Cash Handling Policy (under review).

Donations can be made as follows:

- Smaller gifts can be made online through CanadaHelps.org
- Larger gifts can be made directly to the Hamilton Community Foundation
- Or by contacting the HPL’s business office as follows:
  - By phone: 905-546-3200 x3239
  - By email: tdelmona@hpl.ca
  - In person/ in writing: 55 York Blvd Hamilton, ON L8N 4E4

CanadaHelps.org
CanadaHelps is a non-profit organization. It facilitates online donations for not-for-profits, including libraries. A small percentage of the donation is retained to support this organization (www.canadahelps.org/en/)

Hamilton Community Foundation
The Library Board is committed to working with the Hamilton Community Foundation (HCF). HPL has a long standing partnership with HCF in managing its endowment funds. Endowments are gratefully accepted and directed to the HCF on behalf of the Library. This foundation manages HPL’s endowments and provides the Library Board with the investment income annually. The Library Board approves the expenditures of these funds consistent with the specifications of the funds. (www.hamiltoncommunityfoundation.ca/)

Library Legacy Fund – The Library Legacy Fund is an endowment fund which is administered and managed by the Hamilton Community Foundation on behalf of the Hamilton Public Library. The principal is used to generate income which is available for Library use.

Donors of $5,000 or more may name a fund but the income will be used at the discretion of the Library Board. Donors of $25,000 or more may name the fund and choose to direct the donation to a specific field of interest in consultation with the Library Board.

Library or Foundation staff will work together with the donor or the donor’s lawyer, accountant, life insurance agent or financial planner to establish which type of donation best meets the donor’s goals.

Both the Hamilton Public Library and the Hamilton Community Foundation recognize all donations to the Library Legacy Fund. Donors of named funds are recognized in the Hamilton Community Foundation’s Annual Report each year in perpetuity.

Gifts in Kind
Gifts in kind, also known as non-cash gifts, are gifts of property. They cover items such as artwork, equipment, securities, and cultural and ecological property.
A contribution of service, that is, of time, skills or efforts, is not property and, therefore, does not qualify as a gift or gift in kind for purposes of issuing official donation receipts. (www.cra-arc.gc.ca/chrts-gvng/chrts/glssry-eng.html)

**Art**
The Library accepts artwork of historic/documentary value related to the history of the City of Hamilton as appropriate and as described in its Collection Policy.

- The Library does not act as a repository of the works of local artists or of portraits of local persons.
- The Library does not actively collect, seek or accept unsolicited donations or purchase art for decorative, artistic or commemorative purposes unless it is a Commission of Art for a new building specifically commissioned by the Library Board.
- The Library Board reserves the right to refuse to accept any artwork considered by it to be inappropriate and/or unsuitable for a library environment.

**Valuable Papers/Collections**
The Library accepts gifts of papers/collections of historic/documentary value related to the history of the City of Hamilton as determined by its Collections Policy.

**Non-cash Gifts**
Gifts of securities are welcomed and are directed to the Library’s trust funds managed by the Hamilton Community Foundation.

**Property**
Gifts of property, real estate and tangible property are administered through the Library’s Business Office.

**Deferred Gifts including Bequests/Life Insurance**
A deferred gift is arranged now but is not available for use by the Library until some future time, usually after the death of the donor. With a deferred gift, a portion or all of a donor’s assets may be designated by bequest to benefit the Library. Such gifts may be made by will or beneficiary designation. Persons interested in making deferred gifts are directed to the Library’s Legacy Fund managed by the Hamilton Community Foundation.

**Sponsorships**
A sponsorship is a mutually beneficial exchange between Hamilton Public Library and an outside organization, in which an external party makes a contribution of cash or in-kind goods or services to the Library in return for recognition, acknowledgements or other considerations. Sponsors receive a benefit of reciprocal value in return for their support and contribution.

Sponsors are required to have sponsorship agreements and need to align with our policies and practices and do not imply endorsement of products by the Library. Sponsors may not influence the goals and objectives of Library programs. Entering
into sponsorship agreements does not suggest endorsement of products or services by Hamilton Public Library.

The Library reserves the right to immediately terminate an existing sponsorship if the sponsor uses Hamilton Public Library’s name outside the parameters of the agreement, without prior consent, or if the sponsor develops a public image inappropriate to the Library’s service and philosophy. In case of a change in ownership or name or both of a sponsor during the term of the agreement, Hamilton Public Library reserves the right to immediately cancel the agreement if the new organization fails to meet any of the principles or conditions outlined in this policy or in the contractual agreement.

All sponsorship agreements must include the dates of the agreement, must clearly indicate what the sponsor is contributing and the value of that contribution (best market value estimate) and the forms of recognition the Library will provide to the sponsor in return. The agreement must be signed by the Chief Librarian as the authorized representative of the Library Board and by authorized representatives from the external organization. The parameters of any exclusivity agreement shall clearly define the nature, extent and duration of the exclusivity.

The Library will ensure that the confidentiality of its records is maintained and will not sell or provide access to customer records in accordance with applicable Library policies and legislation.

Any naming opportunity included in a Sponsorship Agreement will conform to the Naming Opportunities Policy and will be assessed in accordance with that policy. Sponsors’ corporate names and/or logos may not have prominence over the Hamilton Public Library name and/or logo. The Library reserves the right to determine the placement of such names and logos.

The Hamilton Public Library Board endorses the Canadian Library Associations Position Statement on Corporate Sponsorship Agreements in Libraries (approved by CLA See - Appendix A). All donations, gifts, sponsorship and fundraising programs will be consistent with the Hamilton Public Library’s mission statement. The Library reserves the right to decline any donation, gift or sponsorship opportunity that is deemed to be inappropriate or unsuitable to the advancement of the mission, values, and strategic objectives of the Library.

Sponsorships agreements valued at $25,000 or more shall be presented to the Library Board for approval. Sponsorship agreements valued at less than $25,000 may be approved by the Chief Librarian and will be reported to the Board.

**Fundraising**

Staff will develop and implement appropriate fundraising strategies to achieve fundraising targets, while maintaining awareness and respect for fundraising endeavours undertaken by others within the City of Hamilton.
The Library may approve special fundraising ventures which it deems suitable in fulfilling its mission, values, goals and objectives, and which will not compromise the Library’s public image. All funds raised will be used for the stated purposes and established priorities of the fundraising program as determined by the Library in the fundraising strategy.

**Library Support Groups**
Library Support Groups (such as the former Friends of the Library) wishing to financially support and/or advocate on behalf of the Hamilton Public Library will have their terms of reference and governance by-laws approved by the Hamilton Public Library Board. Annual reports will be made to the Library Board summarizing their activities.

**Recognition**
The Hamilton Public Library Board will maintain a donor recognition program in support of its Donations, Sponsorship & Fundraising Policy. The purpose of the donor recognition program is to thank donors, to encourage others to give, and to steward a healthy long-term relationships between the Library and its donors. Every effort is made to ensure that recognition is timely, meaningful to the donor, appropriate and equitable. Recognition of donors will conform to established guidelines.

The Hamilton Room at Central has been designated HPL’s Donor Recognition Room. A digital Donor Recognition wall will be used to highlight past gifts. HPL will also use the Library website and digital monitors around the system to thank donors.

Recognition programs will honour individuals, corporations, service clubs, community organizations and philanthropic foundations that make monetary and/or gifts-in-kind donations, as well as government agencies that provide direct cash grants to the Hamilton Public Library for the purpose of enhancing library services.

Donor recognition programs for special fundraising initiatives, such as a capital campaigns, will be developed as a part of the campaigns.

The formal recognition of government grants or corporate partners in library programs and/or services is normally dictated by the terms of the grant or agreement and may include the inclusion of government or partners’ logos in print or electronic publications relating to the grant or agreement.

Use of funds raised and fundraising operating expenses will be in accordance with Revenue Canada Taxation guidelines and every effort will be made to maximize dollars raised in relationship to dollars spent.

All records pertaining to established and potential donors will be held confidentially and in accordance with relevant legislation and Library policies.

The Library will also respect the wishes of any donors wishing to remain anonymous.

**Charitable Receipts**
Charitable receipts are issued for cash donations, appraised donations of art and valuable papers, as well as in-kind donations. Charitable receipts cannot be issued for more than the fair market value as determined by an independent appraiser.
Deadlines may be applied to ensure that donations are received in time to be receipted in the current tax year. Receipts cannot be backdated.

**Support Your Library Webpage**
The Library website will provide information about how to Support HPL. [www.hpl.ca/](http://www.hpl.ca/)
Appendix A: Canadian Library Association - Corporate Sponsorship Agreement in Libraries

Approved by Executive Council ~ June 21, 1997

Libraries enrich lives, provide information needed for work and daily living, and foster informed communities which are essential to a democratic society. In recognition of this important function, communities support libraries through public funding. The library's first priority is to ensure the continuation and growth of this primary relationship -- public funding for the public good.

CLA encourages and supports advocacy to maintain and develop public funding as the principal source of support for public, school, academic and government libraries. Publicly funded libraries can and do explore other sources of funding, such as grants, gifts, donations, partnerships and sponsorships, to ensure that they provide the best possible services to their communities. Corporate sponsorships are one source of additional support that allows libraries to enhance the level, extend the range, or improve the quality of library service. To ensure that partnerships enhance the library's image and add value to library services, libraries need to develop policies and sponsorship agreements that outline the conditions and the benefits of the sponsorship arrangement.

CLA believes that the following principles are important in developing sponsorship policies and agreements. Libraries have a responsibility to:

1. demonstrate that sponsors further the library's mission, goals, objectives and priorities, but do not drive the library's agenda or priorities.
2. safeguard equity of access to library services and not allow sponsorship agreements to give unfair advantage to, or cause discrimination against, sectors of the community.
3. protect the principle of intellectual freedom and not permit sponsors to influence the selection of collections, or staff advice and recommendations about library materials, nor require endorsement of products or services.
4. ensure the confidentiality of user records by not selling or providing access to library records.
5. be sensitive to the local political and social climate and select partners who will enhance the library's image in the community