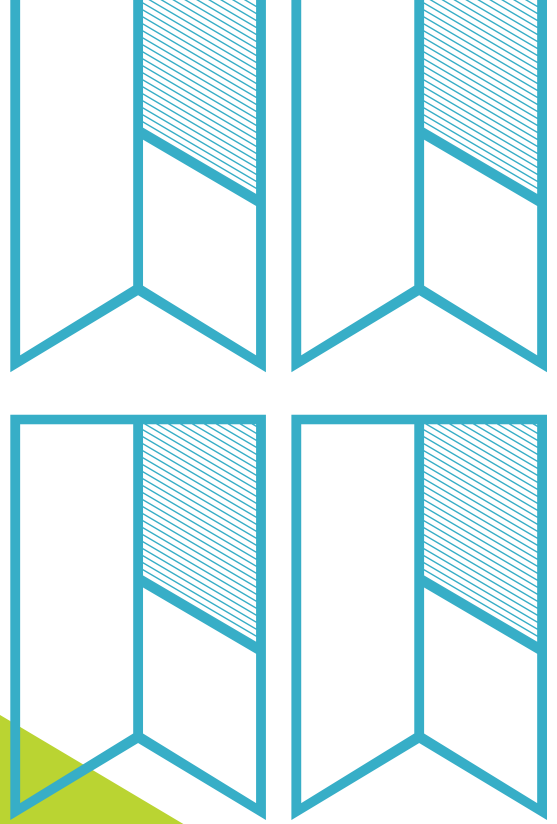




Hamilton
Public
Library



ACCESS

2019
Annual Report

ACCESS.

It's a powerful word imbued with rights and opportunities that, in careful hands, benefits the masses. It's been at the heart of our efforts at Hamilton Public Library over the past year. We've made several inroads at improving access for city residents.

We've built ramps so that people with physical disabilities can more easily enter our buildings and made improvements to our online collections. We've built on existing community partnerships and made new connections. We've increased our open hours and created engaging programs. We've also tapped into other municipal sites such as our city museums to provide free entry with a library card.

We're proud to report that in 2019 there were 167,000 active customers (people who have used their library card in the past two years), which is 29 per cent of the city's population.

This is due, in part, to a new library e-card, which provided immediate access to our online resources, anywhere and the pilot program that provided free entry to Hamilton Civic Museums with a HPL card.

ACCESS

In a recent survey in which 7,000 people responded, the vast majority said we are meeting or exceeding customer needs for quality of service, helpfulness and knowledge of staff.

This is a joint effort. HPL would not be where it is without our remarkable staff, our steadfast partners, dedicated volunteers and of course, our earnest customers. We look forward to moving forward together in 2020 and beyond.



**Lori-Anne
Spence-Smith**

Board Chair



**Paul
Takala**

Chief Librarian and CEO

PREPARING KIDS AND TEENS FOR TOMORROW

Storytimes, March Break, PA Days, Summer Reading Club, writing contests, book clubs, math clubs, coding and crafts bring children and teens in droves to HPL. With the focus on fun, children and teens come to play and explore. When they leave knowing a little more than before, our mission is accomplished.





Puppet Shows are popular draws for all ages at HPL. These fans attended Turner Park Branch's show in December.



Storytime is all in the family at Concession Branch.



Power of the Pen winners and their families celebrate their writing prowess.

Tours and lessons focused on promoting a love of reading, learning and literacy. This includes using our Makerspace equipment, sound studios, computer hardware and software, 3D printers and green screens.

My son was only 10 months when we started coming to Storytime. He learned to clap, roll and other hand movements in just one month. He also learned to play with kids. Love Storytime and storytime instructors – so much energy.



LOCAL HISTORY & ARCHIVES

Self-appointed archivist, Michael Johnstone, donated to HPL his collection of material depicting life among the 2SLGBTQ+ community in Hamilton. Amassed over 50 years, it's the foundation of a new 2SLGBTQ+ Community Archive we hope to build for future reference.





News of Ann and William Terryberry's tombstones being donated to HPL came out in March. In photo here with Local History & Archives Manager, Karen Milligan.

Since 1914, the Library's Local History & Archives (LH&A) has continued to collect and preserve Hamilton's history, including the important minutes, photos and memorabilia that built our community. Whether researching a scholarly paper, attending the Genealogy Fair or searching family ancestry records, LH&A serves as an

anchor for historic interest. From groundbreaking music to foundational politics to media archives, our region's history is guiding our tomorrow. A new Hamilton Music Archives was also launched in 2019, aiming to chronicle the city's impressive history of artists, recording studios, shows and more notable pieces of our musical past.

I'm very thankful for these Hamilton City directories being digitized. I have been able to trace my family history through these directories and have been able to add them to my Ancestry files. Takes some searching but so rewarding.

— HAPPY HPL CUSTOMER




**SUPPORTING JOB SEEKERS
AND ENTREPRENEURS**

Finding a job or growing a business, HPL offers a breadth of programs and resources.

Power Up Mondays and Lynda.com, among other digital resources, including the equipment in our Makerspaces, help entrepreneurs catapult their businesses to successful enterprises. Library Job Resources tours and resume-writing sessions keep job seekers apprised of the ins and outs of the employment landscape.

HPL helped arm 42 people with job-ready, technology skills in 2019. These are students who graduated with Google IT Support Certificates in hand. The pilot program prepares people for an entry-level technology career.



I love the Makerspace! There are many different machines to help the small business (#PepperSherman) or artist. Low-cost, coupled with being located in the heart of downtown, make this space one of the best hidden gems in Hamilton.

MARIE A.



Entrepreneurs use our Makerspaces as an affordable resource.

ENCOURAGING COMMUNITY

From Farmers Markets to neighbourhood street fairs and local festivals, HPL's Pop Up Libraries reach customers where the community gathers. Coffee with Paul aims to do the same. Our CEO, Paul Takala, visited several branches throughout the year to chat one-on-one with customers, asking for ideas, feedback about service and overall satisfaction.





Tiger Cat mascot Stripes captures the attention of a young fan at our UnBirthday Party in November.



Our Pop-Up Library sets up at the Mental Health Marketplace in March. In photo is Team HPL's Nadine Sayliss.

In November, an UnBirthday Party we hosted had a great response as dozens of people came to play games, have their photo taken with Hamilton Tiger Cats mascot Stripes and of course, eat cake.

In November, Central Library hosted the Public Sector Project Management Forum (PSPMF). It was an opportunity for the 115 attendees from 34 organizations to share best practices, innovative ideas, and brainstorm new ones.

WELCOMING NEWCOMERS

While HPL has long been a valuable resource for Newcomers, it is so much more than that.





World Refugee Day, on June 20, is a celebration of Hamilton's rich diversity.

Often, seniors who meet weekly to improve their English begin as classmates and quickly become friends. It's the same experience among English language tutors and learners who meet one-on-one, as well as the people who meet weekly in our English, Spanish and French group conversations circles.

To make HPL even more newcomer-friendly, last year, we launched the Ask Me translation service, which provides access to 180 languages for customers, through one simple phone call made by staff.

Since I immigrated to Canada in 2001, with 11 and eight-year-old children, the library has been a wonderful place for us. The kids enjoy reading books in English in the Summer Reading Club and the library offers other free programs where they discover friends and Canadian culture.

MARIA G.



SUPPORTING SENIORS' INCLUSION

Helping seniors stay healthy, active, social, tackle their taxes and enjoy creative endeavours are at the forefront of HPL's programs year long.



A customer fills her HPL bag with books at one of our many Bookmobile stops.



Participants in the Seniors English Program learn and make friends carving pumpkins in October.

This sentiment carries through in our collections. We offer large print, Daisy readers and audio books to keep our senior readers engaged. Visiting Library Services and Bookmobile stops at several seniors' residences reach out to seniors who can't make it to us.

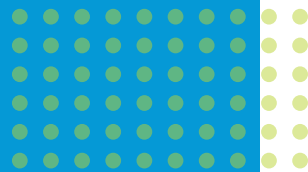
Memory Cafes remain a popular outlet for caregivers and people with cognitive challenges. And the introduction of Memory Bags, filled with activities that encourage conversation and entertainment, are circulating more and more in the community.

Your e-catalogue is amazing in its size and variety. Your staff are so helpful when I have a question or concern with any technical aspect of the service.

— BRENDA G.

AROUND THE SYSTEM

This year, we unveiled our plans for a new Valley Park branch, renovated the Locke Branch, updated the Westdale Branch and celebrated 10 years since the Turner Park branch opened.





The Locke Branch celebrated its grand reopening in February.



The groundbreaking at Valley Park in the Fall. A new branch is expected in Fall 2021.

Our two Bookmobiles added more stops to their routes in 2019 and we provided library materials for 40 Community Collections sites, including the Eva Rothwell Centre.

To encourage lapsed Library card holders to return, we removed barriers to borrowing and implemented a 'fresh start' for cardholders with fees.

We introduced online registration to make it easier for customers to participate in our popular programs. To improve digital literacy, we added 157 new programs from Grow Your Business with Google to Create a Video Game with Bloxels. Our Book an Appointment service helped dozens and dozens of people better navigate their smartphones, tablets and computers.

COMMUNITY PARTNERSHIPS

Our status as a community hub helps organizations reach a wider audience.



Young customers enjoy Fantastic Fitness at the Dundas Branch on March 14 with a few Hamilton Tiger Cat players.



The 100% Certainty Project discussion on CHCH Morning Live. In photo are CH Morning Live host, Annette Hamm (left), HPL Program Manager, Rita Bozz and McMaster University physician, Alan Taniguchi.



We held the Nautilus Gears Contest in 2019 and attracted the intrigue of nearly 42,000 curious, puzzle-solving, history-loving residents. In photo are winners Mitchell and Sarah Tuckey, as well as contest creator Wayne MacPhail.

Last year we began working with CNIB to collect smartphones that are adapted to help give blind people more independence. In-branch training helped young adults with low vision use technology to make life easier.

We also supported the 100% Certainty Project with McMaster University to open community dialogues about death and dying. We continue to partner with McMaster to support writers in our community by offering a Writer-in-Residence Program.

And with the federal election in October, we worked with Democratic Engagement Exchange and Hamilton Centre for Civic Inclusion to encourage people to vote.

We continue to forge a stronger relationship with Mohawk College by offering space at Central Library to run City School classes. These free courses bring the classroom to people who face financial barriers to post-secondary education.

In the Fall, we also partnered with the Six Nations community giving library card holders there, access to our collections here.

ENCOURAGING THE CITY OF MUSIC

From Noon Hour Concerts that showcased the city's talented masses, to sellout In-the-Round concerts that featured stars from further afield, Hamiltonians appreciate live music as much as they do free downloads through our Freegal service.





Hamilton musician, Darcy Mitchison, performs at the Hamilton Music Archives launch, at Central Library, on May 3.



The Hamilton Philharmonic Orchestra's Composer-in-Residence, Abigail Richardson-Schulte, put the classic story *The Hockey Sweater* to music at a presentation in October.

The Hamilton Philharmonic Orchestra came to play and teach our audiences about musical masters of the past, and McMaster scientists explained how music impacts the mind. Children learned about world music on Family Day when African drummer and storyteller Jean Assamoa

came to visit. Summer Reading Club also brought performers such as the HPO's Abigail Richardson-Schulte and Lone Rhubarbarian.

Music matters at HPL as much as it does to Hamilton.

