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Reader’s Note:
In May 2015 the Library Board received this working draft of an updated Facilities Master Plan (FMP). Over the next several months Age Friendly Audits and Building Assessments will be conducted. Relevant information from those reports will be incorporated into an updated version of this document that will be brought back to the Library Board in the fall of this year.

Links to the previous Facilities Master Plans:
Facilities Master Plan 2005
Facilities Master Plan 2011
PART I

Introduction

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

The Hamilton Public Library Board adopted its first Facilities Master Plan in 2005, and then updated it in 2007 and in 2011. These documents have provided excellent guidance and contributed to major facility renewal. While the 2011 document is still highly relevant, FMP 2015 is being developed to address 2 major developments since 2011:
1. Significant progress made on facility renewal since 2011
2. Rapid growth in digital usage and eBooks that is having an impact on the amount of space our physical collections will need to occupy in the future

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

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

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

Library Board Statement on Sustainability

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

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

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

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

**Best Practices and Trends**

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

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

Since the rapid adoption of digital formats which started to accelerate in 2011, leading libraries have been shifting some of their spaces from housing collections to other uses. While it is difficult to predict with precision how rapidly the shift to digital will happen, the broad trends are clear and widespread. The impact of this change on existing libraries will be a gradual reduction in space dedicated to collections. The rate of that change will be determined by local use and need. The largest impact on the digital shift is to the size of collections, however, this shift has also resulted in a reduction in the amount of space needed for staff backroom functions. Together these trends impact overall size requirements of future library buildings.
People want to use mobile devices, eat, drink, and stay connected while inside library branches. At the same time, others demand space that allows them to escape and focus. Libraries need to cater to both expectations: collaborative community space and quiet individual study space. Libraries have been looking to a number of solutions to accommodate these different expectations of our spaces including:

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

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

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

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

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

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

Opportunities/Assets

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

Listening to those we serve

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

The Library Board has found enormous value in holding Open House style sessions over several time periods, allowing people to sit down and discuss issues with individual Board and staff members. The Library Board finds that this consultation model is excellent as it involves more dialogue with more individuals allowing for a more complete conversation. As well, the discussions can be summarised and shared with the community.
The Library’s collection management system and other reporting mechanisms provide information about patterns of use. The activity by postal code report, for example, shows where people in particular neighbourhoods are likely to turn for library services. The provision of this information is seen as another means of consultation.

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

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

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

**Next Steps**

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

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

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

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

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

<table>
<thead>
<tr>
<th>Location</th>
<th>Approved Actions 2011</th>
<th>Notes</th>
<th>Draft Proposed Actions 2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ancaster</td>
<td>Monitor use of the facility and growth in the community.</td>
<td>Renovation completed 2006</td>
<td>Monitor use of the facility and growth in the community.</td>
</tr>
<tr>
<td>Barton</td>
<td>Renovate early in 2011</td>
<td>Renovation completed January 2011</td>
<td>Monitor and Maintain</td>
</tr>
<tr>
<td>Bookmobiles</td>
<td>Review the locations served by the library’s bookmobile service, with the possibility of rural bookmobile service as a consideration.</td>
<td>Bookmobile service added to Rockton in January 2013.</td>
<td>Add bookmobile stop to Millgrove when new Waterdown opens. Review stops in 2015.</td>
</tr>
<tr>
<td>Binbrook</td>
<td>Monitor use of the facility and growth in the community. Significant funding needs to be attached to this project.</td>
<td>Most funds have been secured for building a new and expanded Binbrook Library on the current site.</td>
<td>Finalize capital funding for the new expanded Binbrook Library to be built in 2016 subject to completion of adjacent City sewer installation.</td>
</tr>
<tr>
<td>Carlisle</td>
<td>The Board is committed to try to keep the portable open until a new Waterdown Branch is open, at which time its future will be reviewed. This commitment cannot be kept if construction of Waterdown is delayed or unexpected problems arise. With the construction of the Lynden Branch, the Board now knows that any new rural location will cost at least $1,500,000 to build. There is no known source of funding for a Carlisle Branch.</td>
<td>Consistent with previous commitments made by the Board, postpone a review of Carlisle until at least one year after the new Waterdown Branch is open.</td>
<td></td>
</tr>
<tr>
<td>Location</td>
<td>Approved Actions 2011</td>
<td>Notes</td>
<td>Draft Proposed Actions 2015</td>
</tr>
<tr>
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</table>
| Central    | Continue with Renovations on 2 -5 floors, subject to Board budget approval, as funds become available. This is a high priority and can lead to operational efficiencies.                                        | Phase 1 – 1st Floor completed Dec. 2010  
Phase 2 – 2nd Floor and elevators completed April 2014.  
Phase 4 – Local History and Archives, 3rd Floor, move of Digital Technology. Report back to the Board to determine scope and funding. |
| Concession | Monitor and Maintain                                                                                                                                                                                                     | New HVAC scheduled for spring 2015.                                                                                                                                                               | Monitor and Maintain                                                                                                                                                                                                                                               |
| Dundas     | Begin to plan for a significant renovation and expansion but not as one of the system’s most urgent needs.                                                                                                             | Feasibility study completed in 2014. Capital funding secured to renovate.                                                                                                                           | Complete renovation plans in 2015 with construction in 2016.                                                                                                                                                                                                     |
| Freelton   | Monitor and maintain                                                                                                                                                                                                    |                                                                                                                                                                                                      | Monitor and maintain                                                                                                                                                                                                                                             |
| Greensville| Greensville provides little service for the money that is spent and should be a strong consideration for closure if budget issues arise. Staff should monitor growth in the community.                                                | The Library Board approved exploring this partnership at the May 20, 2015 Board meeting. The project will need to meet the Library Board’s criteria and the needs of the partners. | Partner with the COH and the HWDSB to relocate to a joint facility on the site of the new Greensville public school.                                                                                       |
| Kenilworth | Structural and interior renovations are slated for 2011.                                                                                                                                                               | Renovation completed January 2011  
Foundation repairs completed in Nov/14  
<p>| Locke      | Maintain. Expand when and if donated funds and opportunity allow, but not as a high priority.                                                                                                                                 | Feasibility study (2014/15) to replace/expand vestibule and entrance.                                                                                                                             | Review options and funds regarding a new vestibule and entrance.                                                                                                                                                                                                  |</p>
<table>
<thead>
<tr>
<th>Location</th>
<th>Approved Actions 2011</th>
<th>Notes</th>
<th>Draft Proposed Actions 2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>Millgrove</td>
<td>To be closed when the new Waterdown Branch opens. Millgrove will receive a bookmobile stop and use will be monitored.</td>
<td>Waterdown scheduled to open in spring 2015. Branch scheduled to close and a bookmobile stop will be added when Waterdown opens.</td>
<td></td>
</tr>
<tr>
<td>Mount Hope</td>
<td>Relocate to another location or move to alternative delivery methods as a high priority</td>
<td>As part of the Township Hall historical designation pending, process from 2015-2019 Relocate to another location or move to alternative delivery methods as a high priority</td>
<td></td>
</tr>
<tr>
<td>Saltfleet</td>
<td>Investigate leasing the second floor to the school board.</td>
<td>School Board assumed control of the 2nd Floor in 2013.</td>
<td>Monitor and Maintain. Long term look for opportunities to partner with the City to locate the Library in downtown Stoney Creek.</td>
</tr>
<tr>
<td>Sherwood</td>
<td>Monitor and Maintain</td>
<td></td>
<td>Monitor and Maintain</td>
</tr>
<tr>
<td>Stoney Creek</td>
<td>Monitor and Maintain</td>
<td></td>
<td>Monitor and Maintain</td>
</tr>
<tr>
<td>Terryberry</td>
<td>Renovate as a high priority.</td>
<td>Renovation completed July 2012</td>
<td>Monitor and Maintain</td>
</tr>
<tr>
<td>Location</td>
<td>Approved Actions 2011</td>
<td>Notes</td>
<td>Draft Proposed Actions 2015</td>
</tr>
<tr>
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</tr>
<tr>
<td>Valley Park</td>
<td>Work with the City to include an expansion as part of the Library Board’s Capital Plan. Investigate the extent to which an expansion could be funded through Development Charges.</td>
<td>City to conduct feasibility study for Valley Park in 2015.</td>
<td>Work with the City to secure DCs and capital funding for the project. Work with the Heritage Green Community Trust to enhance the project.</td>
</tr>
<tr>
<td>Waterdown</td>
<td>Complete construction of the new branch library</td>
<td></td>
<td>New Library to open in spring 2015.</td>
</tr>
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</table>
PART II: LOCATION PROFILES

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

Common Elements
All Hamilton libraries provide:
- Afterhours Drop Box
- Bike Racks
- Wireless Access

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

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

Library programs for adults are designed to inform, engage, inspire and entertain and may include topics such as health and wellness; lifestyle, travel, book clubs, conversation circles, writing groups, and films. The library is unique in offering assistance for any residents who have questions about technology, e-readers, and tablets and ensuring that everyone has the opportunity to acquire essential digital literacy skills for the 21st century. These service needs impact our space planning and
new Digital Media Labs and a Maker Space at the Central branch are prime examples of how library spaces are changing to meet customer needs.

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

Serving newcomers is an important priority and several library locations host Library Settlement Partnership Program (LSP) workers who assist newcomers with housing support, employment & education, English conversation circles, citizenship class preparation and English as a Second Language (ESL) program. These services require areas for quiet conversation and meeting rooms.
Central Library
55 York Boulevard. Hamilton, ON L8R 3K7 (Ward 2) 905-546-3200

Hours
Weekly Service Hours (Winter): 69
Weekly Service Hours (Summer): 65

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

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

2015 FTE: 118.93  
FT: 80  
PT: 34  
Casual Hours Per Week: 612

**Recent Annual Statistics**

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

**Catchment Area**

Population Served: 63,304  
Active Library Cardholders: 34,042  
Central is situated in the Central Valley and is bordered by the northern and southern edges of the Niagara Escarpment up to Binkley Road. The east and south-east border runs along Highway 6, Highway 403, Cootes Paradise and the lower edge of the Escarpment between Central and Ancaster.

**About the Branch**

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

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

64% of Downtown residents aged 15 and over have incomes below $20,000 per year, compared to 43% for the City. Over 20,000 people work Downtown, one quarter in
Public Administration. Downtown has 10% of all jobs in Hamilton. One quarter of Downtown workers use public transit, walk or bike to work. 31% of Downtown workers have been to university, but among people living downtown, nearly half have finished high school or less. Central is the only location to provide a JAWS computer and is also designated to provide an Enroga Merlin text enlarger which is also supplied at four other branches.

**Recommended Action**

Phase 3 - 4th Floor, Hamilton-Wentworth Rooms, Technical Services move, 1st floor adjustments – complete approved plan in 2015.
Phase 4 – Local History and Archives, 3rd Floor, move of Digital Technology. Report back to the Board to determine scope and funding.
**Bookmobile**

55 York Boulevard. Hamilton, ON  L8R 3K1

**Hours**

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

**Facility Information**

- 3,083 square feet vehicle (2 vehicles)

**Staff Complement**

2015 FTE: 5.76
FT: 3
PT: 2
Casual Hours Per Week: 50
Recent Annual Statistics

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</thead>
<tbody>
<tr>
<td>Visitors</td>
<td>33,200</td>
<td>33,100</td>
<td>33,600</td>
<td>33,850</td>
<td>32,550</td>
<td>32,400</td>
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<tr>
<td>Circulation Statistics</td>
<td>118,967</td>
<td>132,547</td>
<td>130,334</td>
<td>123,710</td>
<td>127,461</td>
<td>147,125</td>
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<td>Computer Usage</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Program Attendance</td>
<td>1,068</td>
<td>1,106</td>
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<td>13,433</td>
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<td>14,699</td>
<td>16,794</td>
<td>20,077</td>
<td>26,841</td>
</tr>
</tbody>
</table>

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

Active Library Cardholders: 2,150

About the Branch

Recommended Action
Ancaster
300 Wilson Street East. Ancaster, ON L9G 2B9 (Ward 12) 905-648-6911

Hours
Weekly Service Hours: 51
Monday 10:00 a.m. – 9:00 p.m.
Tuesday 10:00 a.m. – 9:00 p.m.
Wednesday 10:00 a.m. – 9:00 p.m.
Thursday 10:00 a.m. – 9:00 p.m.
Saturday 10:00 a.m. – 5:00 p.m.

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

Staff Complement
2015 FTE: 11.28
FT: 5
PT: 3
Casual Hours Per Week: 156
Recent Annual Statistics

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<td>Visitors</td>
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<td>154,450</td>
<td>156,900</td>
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<td>54,578</td>
<td>54,361</td>
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Catchment Area
Population Served: 36,282
Active Library Cardholders: 9,223

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

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

Recommended Action
Monitor use of the facility and growth in the community.
**Barton**
571 Barton Street East. Hamilton, ON L8L 2Z4 (Ward 3)  905-546-3450

**Hours**
Weekly Service Hours: 35

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

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

**Staff Complement**
2015 FTE: 4.33
FT: 2
PT: 2
Casual Hours Per Week: 49
### Recent Annual Statistics

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<tr>
<td>Visitors</td>
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<td>71,194</td>
<td>75,150</td>
<td>86,750</td>
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<td>171,777</td>
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<td>20,700</td>
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<td>12,750</td>
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<td>Holdings</td>
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<td>29,088</td>
<td>27,070</td>
<td>25,500</td>
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### Catchment Area

Population Served: 11,367  
Active Library Cardholders: 3,347

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

### About the Branch

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

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

Barton also offers customers a multilingual children’s collection.

### Recommended Action

Monitor and Maintain
Binbrook
2641 Highway 56, Binbrook, ON L0R 1C0 (Ward 11) 905-692-3323

Hours
Weekly Service Hours: 35

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

Facility Information
• 3,192 square feet
• Parking
• 7 public computer stations
• 1 self checkout terminal

Staff Complement
2015 FTE: 2.99
FT: 1
PT: 1
Casual Hours Per Week: 40
### Recent Annual Statistics

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<tr>
<td>Visitors</td>
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<td>34,050</td>
<td>35,200</td>
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<td>Circulation</td>
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<td>83,299</td>
<td>91,471</td>
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<tr>
<td>Computer Usage</td>
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<td>3,850</td>
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<td>2,250</td>
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<td>2,841</td>
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<td>Attendance</td>
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<tr>
<td>Holdings</td>
<td>18,886</td>
<td>19,223</td>
<td>17,639</td>
<td>17,211</td>
<td>16,197</td>
<td>14,054</td>
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### Catchment Area

Population Served: 8,787  
Active Library Cardholders: 2,430

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

### About the Branch

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

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

### Recommended Action

Finalize capital funding for the new expanded Binbrook Library to be built in 2015 subject to completion of adjacent City sewer installation.
Carlisle
1496 Centre Road, Carlisle, ON L0R 1H0 (Ward 15) 905-689-8769

Hours
Weekly Service Hours: 32

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

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

Staff Complement
2015 FTE: 2.14
FT: 0
PT: 2
Casual Hours Per Week: 32
**Recent Annual Statistics**

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<tbody>
<tr>
<td><strong>Visitors</strong></td>
<td>20,300</td>
<td>17,250</td>
<td>23,150</td>
<td>24,300</td>
<td>17,800</td>
<td>18,600</td>
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<td><strong>Circulation Statistics</strong></td>
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<td>700</td>
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<td><strong>Program Attendance</strong></td>
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<td>469</td>
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<td><strong>Holdings</strong></td>
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<td>13,465</td>
<td>13,380</td>
<td>12,555</td>
<td>15,047</td>
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</table>

**Catchment Area**

Population Served: 5,475  
Active Library Cardholders: 1,139

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

**About the Branch**

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

**Recommended Action**

Consistent with previous commitments made by the Board, postpone a review of Carlisle until at least one year after the new Waterdown Branch is open.
Concession
565 Concession Street. Hamilton, ON L8V 1A8 (Ward 7) 905-546-3415

Hours
Weekly Service Hours: 43

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

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

Staff Complement
2015 FTE: 8.61
FT: 4
PT: 3
Casual Hours Per Week: 94
Recent Annual Statistics

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<td>Visitors</td>
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<td>80,200</td>
<td>101,075</td>
<td>87,250</td>
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<td>169,550</td>
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<td>Circulation Statistics</td>
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<td>177,997</td>
<td>214,496</td>
<td>198,473</td>
<td>184,735</td>
<td>180,526</td>
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<td>Computer Usage</td>
<td>32,328</td>
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<td>23,550</td>
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<td>7,800</td>
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<td>Program Attendance</td>
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<td>4,356</td>
<td>2,637</td>
<td>2,282</td>
<td>2,847</td>
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<td>Holdings</td>
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<td>33,069</td>
<td>31,582</td>
<td>29,445</td>
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</table>

Catchment Area

Population Served: 13,335
Active Library Cardholders: 4,110

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

About the Branch

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

Recommended Action

Monitor and Maintain.
Dundas
18 Ogilvie Street. Dundas, ON L9H 2S2 (Ward 13)  905-627-3507

Hours
Weekly Service Hours (Winter): 52
Weekly Service Hours (Summer): 48

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

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

Staff Complement
2015 FTE: 14.3
FT: 6
PT: 6
Casual Hours Per Week: 158
Recent Annual Statistics

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<td>Visitors</td>
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<td>207,050</td>
<td>202,300</td>
<td>222,650</td>
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<td>36,150</td>
<td>24,450</td>
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<td>Program Attendance</td>
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<td>65,491</td>
<td>61,724</td>
<td>66,545</td>
<td>75,865</td>
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</table>

Catchment Area

Population Served: 26,615
Active Library Cardholders: 8,705

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

About the Branch

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

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

Recommended Action

Complete renovation plans in 2015 with construction in 2016.
Freelton
1803 Brock Road. Freelton, ON L0R 1K0 (Ward 14)  905-659-7639

Hours
Weekly Service Hours: 17

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

Facility Information
• 2,113 square feet
• Parking
• 2 public computer stations

Staff Complement
2015 FTE: 1.1
FT: 0
PT: 1
Casual Hours Per Week: 17
Recent Annual Statistics

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<td>800</td>
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<td>Program Attendance</td>
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<td>105</td>
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<td>17</td>
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Catchment Area
Population Served: 3,745
Active Library Cardholders: 676
The Freelton branch serves both the immediate Freelton area and the surrounding area of Flamborough bounded by Highway 6 and Highway 8 and Gore Road and Concession 6.

About the Branch
The Freelton branch was first established in 1978 and moved to a newly built facility in 1995. The library is an attractive and welcoming destination in the village core. Furnishings have been upgraded and many customers use the public computers. Kids enjoy the Early Literacy computer as well as a small but bright children’s area.

Recommended Action
Monitor and maintain.
Greensville
59 Kirby Avenue Unit 5, Greensville, ON L9H 4H6 (Ward 13) 905-627-4951

**Hours**
Weekly Service Hours: 17

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

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

**Staff Complement**
2015 FTE: 1.13
FT: 0
PT: 1
Casual Hours Per Week: 17
Recent Annual Statistics

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<td>900</td>
<td>600</td>
<td>500</td>
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<td>Program Attendance</td>
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<td>15,581</td>
<td>15,146</td>
<td>14,523</td>
<td>13,320</td>
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Catchment Area
Population Served: 2,422
Active Library Cardholders: 490
The branch serves the residents of Greensville and households along Hwy 8 as well as the area north to Hwy 5 and west to Middletown Rd.

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

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

Recommended Action
Partner with the COH and the HWDSB to relocate to a joint facility on the site of the new Greensville public school.
Kenilworth
103 Kenilworth Avenue North. Hamilton, ON (Ward 4) 905-546-3960

Hours
Weekly Service Hours: 43

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

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

Staff Complement
2015 FTE: 8.39
FT: 4
PT: 3
Casual Hours Per Week: 89
**Recent Annual Statistics**

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<td>107,125</td>
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<tr>
<td>Computer Usage</td>
<td>27,884</td>
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<td>Program</td>
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<td>Holdings</td>
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<td>33,323</td>
<td>33,379</td>
<td>38,354</td>
<td>37,191</td>
<td>36,257</td>
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</table>

**Catchment Area**

Population Served: 39,590  
Active Library Cardholders: 5,069

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

**About the Branch**

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

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

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

**Recommended Action**

Monitor and Maintain.
Locke
285 Locke Street South. Hamilton, ON L8P 4C2 (Ward 1) 905-546-3492

Hours
Weekly Service Hours: 35

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

Facility Information
• 1,451 square feet
• 4 public computer stations
• 1 self checkout terminal

Staff Complement
2015 FTE: 3.95
FT: 1
PT: 2
Casual Hours Per Week: 53
### Recent Annual Statistics

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<td><strong>Visitors</strong></td>
<td>66,125</td>
<td>65,850</td>
<td>75,550</td>
<td>69,750</td>
<td>81,300</td>
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<td><strong>Circulation Statistics</strong></td>
<td>142,968</td>
<td>164,918</td>
<td>178,482</td>
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<td><strong>Computer Usage</strong></td>
<td>5,679</td>
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<td>1,050</td>
<td>2,600</td>
<td>2,300</td>
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<tr>
<td><strong>Program Attendance</strong></td>
<td>4,036</td>
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<td>3,059</td>
<td>2,014</td>
<td>2,059</td>
<td>2,099</td>
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<td><strong>Holdings</strong></td>
<td>17,456</td>
<td>17,106</td>
<td>18,335</td>
<td>17,791</td>
<td>18,834</td>
<td>20,663</td>
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</table>

### Catchment Area

Population Served: 8,447  
Active Library Cardholders: 2,927  
The Locke catchment area is comprised of two neighbourhoods: Kirkendall South and Kirkendall North. The boundary for this branch is the Niagara Escarpment in the south to Main Street in the north, as well as Queen Street in the east to Highway 403 in the west.

### About the Branch

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

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

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

### Recommended Action

Review options and funds regarding a new vestibule and entrance.
Lynden
110 Lynden Road PO Box 9. Lynden, ON L0R 1T0 (Ward 14)  519-647-2571

Hours
Weekly Service Hours: 35

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

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

Staff Complement
2015 FTE: 2.53
FT: 0
PT: 3
Casual Hours Per Week: 35
Recent Annual Statistics

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<tbody>
<tr>
<td>Visitors</td>
<td>27,050</td>
<td>23,250</td>
<td>15,350</td>
<td>17,700</td>
<td>13,750</td>
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<td>Circulation Stats</td>
<td>65,814</td>
<td>73,436</td>
<td>48,693</td>
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<td>Computer Usage</td>
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<td>500</td>
<td>650</td>
<td>600</td>
<td>700</td>
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<td>Program Attendance</td>
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<td>1,237</td>
<td>489</td>
<td>522</td>
<td>354</td>
<td>628</td>
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<td>Holdings</td>
<td>14,683</td>
<td>15,972</td>
<td>11,145</td>
<td>11,815</td>
<td>11,124</td>
<td>13,159</td>
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Catchment Area
Population Served: 6,997
Active Library Cardholders: 1,301

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

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

Recommended Action
Monitor and Maintain. Repair sidewalk to improve accessibility and ease of use.
Mount Hope
3027 Homestead Drive, RR1. Mount Hope, ON L0R 1W0 (Ward 11) 905-679-6445

Hours
Weekly Service Hours: 18

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

Facility Information
• 2,230 square feet
• Shared facility
• Parking
• 2 public computer stations

Staff Complement
2015 FTE: 1.24
FT: 0
PT: 1
Casual Hours Per Week: 18
**Recent Annual Statistics**

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<tr>
<td>Visitors</td>
<td>10,100</td>
<td>6,900</td>
<td>7,150</td>
<td>7,200</td>
<td>7,850</td>
<td>8,900</td>
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<td>Computer Usage</td>
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<td>450</td>
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<td>1,050</td>
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<td>Program Attendance</td>
<td>332</td>
<td>228</td>
<td>253</td>
<td>289</td>
<td>191</td>
<td>151</td>
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<td>Holdings</td>
<td>10,007</td>
<td>10,716</td>
<td>10,040</td>
<td>10,900</td>
<td>10,462</td>
<td>12,283</td>
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**Catchment Area**
Population Served: 5,068  
Active Library Cardholders: 623  
Mount Hope is a tiny community which has maintained its small town character. “Mount” Hope is aptly named, as it is the highest point between Lake Erie and Lake Ontario. The community is bounded by Twenty Road East to the North, Glancaster Road to the West, Trinity Church Road to the East, and Haldibrook Road to the South.

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

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

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

**Recommended Action**
Relocate to another location or move to alternative delivery methods as a high priority
Red Hill
695 Queenston Road, Hamilton, ON L8G 1A1 (Ward 5)  905-546-2069

Hours
Weekly Service Hours (Winter): 52
Weekly Service Hours (Summer): 48

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

Facility Information
• 11,760 square feet
• Leased building
• 1 meeting/program room
• Parking
• 36 public computer stations
• 12 seat computer lab
• Digital media lab
• Automated return (planned 2015)
• 3 self checkout terminals
Staff Complement
2015 FTE: 12.33
FT: 6
PT: 3
Casual Hours Per Week: 149

Recent Annual Statistics

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<tbody>
<tr>
<td>Visitors</td>
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<td>250,625</td>
<td>197,275</td>
<td>249,950</td>
<td>185,650</td>
<td>152,300</td>
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<td>337,177</td>
<td>360,816</td>
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<td>360,833</td>
<td>315,865</td>
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<td>Computer Usage</td>
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<td>77,800</td>
<td>60,900</td>
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<td>26,300</td>
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<td>Program Attendance</td>
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<td>11,760</td>
<td>11,761</td>
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<td>51,439</td>
<td>52,380</td>
<td>55,141</td>
<td>53,644</td>
<td>59,449</td>
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</table>

Catchment Area
Population Served: 32,976
Active Library Cardholders: 9,248

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

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

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

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

Recommended Action
Monitor and Maintain.
Saltfleet
131 Gray Road. Stoney Creek, ON L8G 3V3 (Ward 9) 905-662-8611

Hours
Weekly Service Hours: 48

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

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

Staff Complement
2015 FTE: 10.12
FT: 5
PT: 3
Casual Hours Per Week: 114
## Recent Annual Statistics

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<tbody>
<tr>
<td>Visitors</td>
<td>127,775</td>
<td>142,275</td>
<td>196,825</td>
<td>142,625</td>
<td>144,950</td>
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<td>Circulation Statistics</td>
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<td>34,350</td>
<td>17,350</td>
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<td>15,000</td>
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<td>Program Attendance</td>
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<td>7,779</td>
<td>8,925</td>
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<td>Holdings</td>
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<td>49,627</td>
<td>52,930</td>
<td>53,647</td>
<td>55,066</td>
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</table>

## Catchment Area

**Population Served:** 37,543  
**Active Library Cardholders:** 6,980

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

## About the Branch

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

Saltfleet provides a French juvenile collection and Hindi DVDs.

## Recommended Action

Monitor and Maintain. Long term look for opportunities to partner with the City to locate the Library in downtown Stoney Creek.
Sherwood
467 Upper Ottawa Street. Hamilton, ON L8T 3T3 (Ward 6)  905-546-3249

Hours
Weekly Service Hours: 48

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

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

Staff Complement
2015 FTE: 12.68
FT: 6
PT: 5
Casual Hours Per Week: 128
**Recent Annual Statistics**

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<tbody>
<tr>
<td><strong>Visitors</strong></td>
<td>136,813</td>
<td>159,525</td>
<td>139,150</td>
<td>149,400</td>
<td>140,550</td>
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<td><strong>Circulation Statistics</strong></td>
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<td>295,224</td>
<td>299,677</td>
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<td><strong>Computer Usage</strong></td>
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<td>27,650</td>
<td>14,950</td>
<td>30,635</td>
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<td><strong>Program Attendance</strong></td>
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<td>45,377</td>
<td>47,139</td>
<td>47,369</td>
<td>55,945</td>
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</table>

**Catchment Area**

Population Served: 33,087  
Active Library Cardholders: 7,745

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

**About the Branch**

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

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

**Recommended Action**

Monitor and maintain.
Stoney Creek
777 Highway 8, Stoney Creek, ON L8E 5J4 (Ward 11) 905-643-2912

Hours
Weekly Service Hours: 35

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

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

Staff Complement
2015 FTE: 3.55
FT: 1
PT: 2
Casual Hours Per Week: 45
## Recent Annual Statistics

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<tr>
<td>Visitors</td>
<td>61,113</td>
<td>60,900</td>
<td>53,125</td>
<td>60,075</td>
<td>30,800</td>
<td>38,250</td>
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<td>Circulation Statistics</td>
<td>100,004</td>
<td>111,233</td>
<td>107,273</td>
<td>113,135</td>
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<td>Computer Usage</td>
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<tr>
<td>Program Attendance</td>
<td>6,608</td>
<td>6,613</td>
<td>4,693</td>
<td>3,232</td>
<td>2,696</td>
<td>1,395</td>
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<tr>
<td>Holdings</td>
<td>26,392</td>
<td>28,191</td>
<td>27,334</td>
<td>24,899</td>
<td>24,074</td>
<td>23,731</td>
</tr>
</tbody>
</table>

## Catchment Area

Population Served: 16,486  
Active Library Cardholders: 3,240

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

## About the Branch

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

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

## Recommended Action

Monitor and Maintain.
Terryberry
100 Mohawk Road West. Hamilton, ON L8R 3K7 (Ward 8) 905 546-3921

Hours
Weekly Service Hours: 51

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

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

Staff Complement
2015 FTE: 18.35
FT: 8
PT: 9
Casual Hours Per Week: 171
### Recent Annual Statistics

<table>
<thead>
<tr>
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<tbody>
<tr>
<td>Visitors</td>
<td>307,525</td>
<td>226,766</td>
<td>231,900</td>
<td>389,300</td>
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<td>Circulation Statistics</td>
<td>436,540</td>
<td>495,661</td>
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<td>658,896</td>
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<td>678,981</td>
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<td>Computer Usage</td>
<td>55,536</td>
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<td>Program Attendance</td>
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<td>18,173</td>
<td>6,317</td>
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<td>10,429</td>
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<td>Holdings</td>
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<td>52,923</td>
<td>98,923</td>
<td>95,153</td>
<td>97,250</td>
</tr>
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</table>

### Catchment Area

**Population Served:** 43,849  
**Active Library Cardholders:** 15,240

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

### About the Branch

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

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

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

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

### Recommended Action

**Monitor and Maintain.**
**Turner Park**
352 Rymal Road East. Hamilton, ON L9B 1C2 (Ward 7) 905-546-4790

**Hours**
Weekly Service Hours (Winter): 55
Weekly Service Hours (Summer): 51

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

**Facility Information**
- 23,681 square feet
- Shared facility
- 3 study rooms
- 2 program rooms
- 2 reading patios
- Parking
- 31 public computer stations
- 12 seat computer lab
- Automated return
- 4 self checkout terminals
Staff Complement
2015 FTE: 16.33
FT: 6
PT: 8
Casual Hours Per Week: 177

Recent Annual Statistics

<table>
<thead>
<tr>
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<tbody>
<tr>
<td>Visitors</td>
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<td>287,650</td>
<td>383,500</td>
<td>344,650</td>
<td>343,650</td>
<td>346,057</td>
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<td>Circulation Statistics</td>
<td>407,305</td>
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<td>Computer Usage</td>
<td>67,703</td>
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<td>44,900</td>
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<td>Program Attendance</td>
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<td>14,313</td>
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<td>1,850</td>
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<td>Holdings</td>
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<td>87,659</td>
<td>70,662</td>
<td>73,814</td>
<td>54,293</td>
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</table>

Catchment Area
Population Served: 65,659
Active Library Cardholders: 10,009

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

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

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

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

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

Recommended Action
Monitor and Maintain.
Work with City and YMCA to investigate options to expand/reconfigure parking lots.
Valley Park
970 Paramount Drive, Stoney Creek, ON L8J 1Y2 (Ward 9) 905-573-3141

Hours
Weekly Service Hours: 47

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

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

Staff Complement
2015 FTE: 5.47
FT: 2
PT: 3
Casual Hours Per Week: 56
**Recent Annual Statistics**

<table>
<thead>
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<tbody>
<tr>
<td>Visitors</td>
<td>105,575</td>
<td>105,500</td>
<td>82,300</td>
<td>88,100</td>
<td>91,500</td>
<td>150,450</td>
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<td>Circulation Statistics</td>
<td>122,610</td>
<td>144,261</td>
<td>163,496</td>
<td>172,104</td>
<td>143,549</td>
<td>131,683</td>
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<td>Computer Usage</td>
<td>10,910</td>
<td>12,600</td>
<td>14,350</td>
<td>8,150</td>
<td>4,850</td>
<td>6,000</td>
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<td>Program Attendance</td>
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<td>6,904</td>
<td>4,309</td>
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<td>4,739</td>
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<td>Holdings</td>
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<td>25,136</td>
<td>25,100</td>
<td>24,988</td>
<td>25,734</td>
<td>24,894</td>
</tr>
</tbody>
</table>

**Catchment Area**

Population Served: 24,016  
Active Library Cardholders: 4,490

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

**About the Branch**

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

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

**Recommended Action**

Work with the City to secure DCs and capital funding for the project. Work with the Heritage Green Community Trust to enhance the project.
Waterdown
Information on new facility opening in May 2015 (Ward 15)

Hours
Weekly Service Hours: 47

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

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

Staff Complement
2015 FTE: 10.99
FT: 5
PT: 3
Casual Hours Per Week: 89
Recent Annual Statistics

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

Catchment Area
Population Served: 18,774
Active Library Cardholders: 4,828

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

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

Recommended Action
New Library to open in spring 2015.
Westdale Branch
955 King Street West. Hamilton, ON L8S 1K9 (Ward 1) 905-546-3456

Hours
Weekly Service Hours: 48

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

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

Staff Complement
2015 FTE: 11.16
FT: 5
PT: 5
Casual Hours Per Week: 120
Recent Annual Statistics

<table>
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</thead>
<tbody>
<tr>
<td>Visitors</td>
<td>249,557</td>
<td>172,250</td>
<td>85,925</td>
<td>195,800</td>
<td>191,700</td>
<td>185,350</td>
</tr>
<tr>
<td>Computer Usage</td>
<td>27,164</td>
<td>29,900</td>
<td>31,600</td>
<td>20,400</td>
<td>12,950</td>
<td>13,650</td>
</tr>
<tr>
<td>Program Attendance</td>
<td>9,632</td>
<td>6,282</td>
<td>5,402</td>
<td>3,640</td>
<td>2,779</td>
<td>2,532</td>
</tr>
<tr>
<td>Holdings</td>
<td>44,183</td>
<td>48,424</td>
<td>53,180</td>
<td>55,180</td>
<td>54,997</td>
<td>60,864</td>
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</tbody>
</table>

Catchment Area
Population Served: 14,525
Active Library Cardholders: 6,574

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

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

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

Recommended Action
Monitor and Maintain
Implement recommendations to improve space for customers.
Part III: Digital Services and Technology

Key Online Resources

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

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

- **OverDrive** – Hamilton Public Library currently has over 48,000 eBooks and over 11,000 Audiobooks in the collection. Enjoy a wide selection of titles, genres and subjects in both eBook and Audiobook formats. OverDrive is compatible with all major ereading devices including Android, Blackberry, iPad and iPhone.

- **Freegal** – Freegal is a free downloadable music service with over 7 million songs from the Sony music catalogue. Freegal allows every Hamilton Public Library customer to have a weekly download for songs and music videos. Freegal is available on personal computers, Android mobile devices, and Apple mobile devices. The free Freegal app is available to download on iTunes and the Google Play Store.

- **Consumer Reports** - Free access to Consumer Reports' ratings, recommendations, recalls, safety alerts, user reviews and blogs on thousands of products and services in categories including appliances, cars, electronics and computers, home and garden, health and fitness, babies and kids, food, personal finance and more.

- **Mango Languages** – Learn languages online with Mango's visual and auditory learning. As an individualized language learning service, Mango Languages is designed to teach practical conversation and simulate the way people learn when immersed in a foreign culture. Each lesson covers vocabulary, pronunciation, grammar and culture and Mango can track your progress. Mango can also be used to learn English as a second language. This resource may also be accessed using the Mango Languages Library Edition app.

- **NoveList** - NoveList is a fiction database that provides reviews, annotations, and subject heading access for over 135,000 fiction titles. Includes author read-alikes, book discussion guides, and more.

- **Ancestry Library Edition** – A great resource for anyone doing genealogical or historical research. ALE offers 200+ billion images in 7,000 unique databases from North America, the United Kingdom, Europe, Australia, and other international collections that continue to grow. Records include census data, vital records, directories, photos, and more with some information dating back to the early 13th century. **Accessible only from within the library.**
Overview of Digital Technology Infrastructure

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

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

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

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

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

<table>
<thead>
<tr>
<th>Location</th>
<th>Local Bandwidth</th>
<th># Public Computers</th>
<th># of Staff Computers</th>
<th>Wireless Access Points</th>
<th>Additional Information (Labs, Special Equipment...)</th>
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<tbody>
<tr>
<td>Ancaster</td>
<td>100 Mbps</td>
<td>15</td>
<td>8</td>
<td>3</td>
<td>10 seat computer lab</td>
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<td>Barton</td>
<td>50 Mbps</td>
<td>19</td>
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<td>Binbrook</td>
<td>10 Mbps</td>
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<tr>
<td>Carlisle</td>
<td>10 Mbps</td>
<td>2</td>
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<tr>
<td>Concession</td>
<td>100 Mbps</td>
<td>16</td>
<td>8</td>
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<tr>
<td>Central</td>
<td>1 Gbps</td>
<td>73</td>
<td>50</td>
<td>16</td>
<td>10 seat computer lab (mobile)</td>
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<tr>
<td>Dundas</td>
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<td>12 seat computer lab</td>
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<tr>
<td>Freelton</td>
<td>10 Mbps</td>
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<td>1</td>
<td>1</td>
<td></td>
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<tr>
<td>Greensville</td>
<td>10 Mbps</td>
<td>2</td>
<td>2</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>Kenilworth</td>
<td>50 Mbps</td>
<td>16</td>
<td>7</td>
<td>1</td>
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<tr>
<td>Locke</td>
<td>10 Mbps</td>
<td>4</td>
<td>4</td>
<td>1</td>
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<td>Lynden</td>
<td>10 Mbps</td>
<td>6</td>
<td>2</td>
<td>1</td>
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<td>Mount Hope</td>
<td>10 Mbps</td>
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<td>1</td>
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<tr>
<td>Red Hill</td>
<td>50 Mbps</td>
<td>36</td>
<td>9</td>
<td>2</td>
<td>12 seat computer lab and Digital Media Lab</td>
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<td>Saltfleet</td>
<td>50 Mbps</td>
<td>17</td>
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<td>12 seat computer lab</td>
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<td>Terryberry</td>
<td>50 Mbps</td>
<td>36</td>
<td>14</td>
<td>1</td>
<td>12 seat computer lab and Digital Media Lab</td>
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<td>Turner Park</td>
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<td>11</td>
<td>3</td>
<td>12 seat computer lab</td>
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<td>Valley Park</td>
<td>100 Mbps</td>
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<td>Waterdown</td>
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<td>10 seat computer lab</td>
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<tr>
<td>Administration</td>
<td></td>
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<tr>
<td>&amp; System Support</td>
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<td>Departments</td>
<td>1 Gbps</td>
<td>n/a</td>
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## Summary of Materials Handling & Security Hardware

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

Ministry of Finance Population Projections

Ontario Population Projections, 2013–2041

Table 4
Historical and projected population by census division, selected years – reference scenario

<table>
<thead>
<tr>
<th>Region &amp; Census Division</th>
<th>Historical (Thousands)</th>
<th>Projected (Thousands)</th>
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<tbody>
<tr>
<td></td>
<td>2006</td>
<td>2011</td>
</tr>
<tr>
<td>Greater Toronto Area (GTA)</td>
<td>5,795.8</td>
<td>6,254.6</td>
</tr>
<tr>
<td>Toronto</td>
<td>2,609.2</td>
<td>2,704.6</td>
</tr>
<tr>
<td>Durham</td>
<td>584.3</td>
<td>626.8</td>
</tr>
<tr>
<td>Halton</td>
<td>457.7</td>
<td>517.2</td>
</tr>
<tr>
<td>Peel</td>
<td>1,212.8</td>
<td>1,340.5</td>
</tr>
<tr>
<td>York</td>
<td>931.8</td>
<td>1,065.5</td>
</tr>
<tr>
<td>Central (Excluding GTA)</td>
<td>2,790.2</td>
<td>2,862.1</td>
</tr>
<tr>
<td>Brant</td>
<td>123.9</td>
<td>139.9</td>
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<tr>
<td>Dufferin</td>
<td>56.5</td>
<td>58.5</td>
</tr>
<tr>
<td>Halton-Norfolk</td>
<td>112.4</td>
<td>111.8</td>
</tr>
<tr>
<td>Hamilton</td>
<td>16.6</td>
<td>17.4</td>
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GRIDS (Growth Related Integrated Development Strategy)

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<thead>
<tr>
<th>Urban Area</th>
<th>2001 Population</th>
<th>2001 Units</th>
<th>2031 Population</th>
<th>2031 Units</th>
<th>Population Growth</th>
<th>Unit Growth</th>
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<tbody>
<tr>
<td>Ancaster</td>
<td>30,155</td>
<td>9,664</td>
<td>39,565</td>
<td>14,224</td>
<td>9,410</td>
<td>4,560</td>
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<tr>
<td>Dundas</td>
<td>24,042</td>
<td>8,965</td>
<td>24,783</td>
<td>10,207</td>
<td>741</td>
<td>1,242</td>
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<tr>
<td>Flamborough</td>
<td>39,122</td>
<td>12,600</td>
<td>54,366</td>
<td>19,280</td>
<td>15,244</td>
<td>6,680</td>
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<tr>
<td>Glinbrook</td>
<td>13,685</td>
<td>4,926</td>
<td>34,515</td>
<td>13,9565</td>
<td>20,830</td>
<td>9,039</td>
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<tr>
<td>Lower Stoney Creek</td>
<td>42,028</td>
<td>14,437</td>
<td>47,354</td>
<td>17,774</td>
<td>5,326</td>
<td>3,337</td>
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<tr>
<td>Upper Stoney Creek</td>
<td>18,319</td>
<td>5,860</td>
<td>30,153</td>
<td>10,492</td>
<td>11,834</td>
<td>4,632</td>
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<tr>
<td>Lower Hamilton</td>
<td>190,184</td>
<td>78,844</td>
<td>191,081</td>
<td>85,742</td>
<td>897</td>
<td>6,898</td>
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<tr>
<td>Upper Hamilton</td>
<td>142,682</td>
<td>52,390</td>
<td>148,442</td>
<td>58,308</td>
<td>4,562</td>
<td>5,918</td>
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<tr>
<td>TOTAL</td>
<td>500,217</td>
<td>187,686</td>
<td>569,061</td>
<td>229,992</td>
<td>68,843</td>
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