

**Mission Statement**  
*Freedom to Discover*

**Strategic Priorities**  
*A Community Beacon Relevant and Responsive*  
*Learning and Innovative Organization*

**HAMILTON PUBLIC LIBRARY BOARD**

**Inaugural Board Meeting**  
**Wednesday, January 15, 2020**  
**Central Library, Board Room**

5:30 PM Dinner

6:00 PM Meeting

**AGENDA**

VIDEO

- 1. Discussion Period**
- 2. Acceptance of Agenda**
- 3. Minutes**
  - 3.1 Minutes of the Hamilton Public Board Meeting of Wednesday, December 18, 2019 - KD - Attachment #3.1
- 4. Declaration of Conflict**
- 5. Report of the Nominating Committee Meeting**
  - 5.1 Minutes of the January 13, 2020 Nominations Committee
- 6. Board Chairman Calls the Inaugural Meeting to Order**
- 7. Presentations**
  - 7.1 2020 Operating Budget Presentation - PT/TD
- 8. Consent Items**
  - 8.1 Upcoming and Outstanding Agenda Items - PT - Attachment #8.1

**Suggested Action: Receive**

8.2 Final Report 2019 Goals (2nd Review) - PT - Attachment #8.2

**Suggested Action: Recommendation**

8.3 Goals for 2020 (2nd Review) - PT - Attachment #8.3

**Suggested Action: Recommendation**

**9. Business Arising**

9.1 Fundraising Strategy (2nd Review) - SF- Attachment #9.1

**Suggested Action: Recommendation**

**10. Correspondence**

**11. Report**

11.1 Chief Librarian Report - PT - Attachment #11.1

**Suggested Action: Receive**

**12. New Business**

**13. Policies**

13.1 Advocacy & Political Participation Policy (1st Review) - PT - Attachment #13.1

**Suggested Action: Receive**

**14. Private and Confidential**

**15. Date of Next Meeting**

15.1 Wednesday, February 19, 2020, 5:30 pm Dinner, 6:00 pm Meeting

**16. Adjournment**

**Date:** January 15, 2020  
**To:** Chair and Members of the Board  
**From:** Karen Dennie, Administrative Assistant  
**Subject:** **Minutes of the Hamilton Public Board Meeting of Wednesday, December 18, 2019 - KD - Attachment #3.1**

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### **RECOMMENDATION:**

THAT THE MINUTES OF THE HAMILTON PUBLIC LIBRARY BOARD MEETING OF WEDNESDAY, DECEMBER 18, 2019 BE ADOPTED AS PRESENTED.

### **ATTACHMENTS:**

Description	Upload Date	Type
December 18, 2019 Library Board Minutes	1/10/2020	Cover Memo

**Mission Statement**  
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**HAMILTON PUBLIC LIBRARY BOARD**

Regular Board Meeting  
Wednesday, December 18, 2019  
Central Library, Board Room

5:00 PM Dinner

6:00 PM Meeting

**MINUTES**

**VIDEO**

**PRESENT:**

E. Bowen, V. Cecchetto, H. Dhaliwal, J. Kirkpatrick, C.A. Klassen,  
S. Laurie, Councillor Pearson, L. Spence-Smith, N. van Velzen

**STAFF:**

P. Takala, S. Fahim, L. Weaver, D. Wark, T. Del Monaco, L.  
DuPelle, K. Dennie, S. McKay

Guests: Wayne McPhail and Mitchell and Sarah Tuckey (contest winners)

**REGRETS:**

R. Coruzzi, Councillor Partridge

**Time to Order:**

The Library Board Chair called the meeting to order at 6:00 pm

- 1. Discussion Period**
- 2. Acceptance of Agenda**

**MOVED** by John Kirkpatrick, seconded by Stu Laurie,

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

**MOTION Passed**

**3. Minutes**

- 3.1 Minutes of the November 20, 2019 Library Board Meeting - KD - Attachment #3.1

**MOVED** by Vikki Cecchetto, seconded by Maria Pearson,

**THAT THE MINUTES OF THE HAMILTON PUBLIC LIBRARY BOARD MEETING OF WEDNESDAY, NOVEMBER 20, 2019 BE ADOPTED AS PRESENTED.**

**MOTION Passed**

**4. Declaration of Conflict**

No board members declared a conflict of interest.

**5. Presentations**

- 5.1 Gears Contest - SF/SM/WM

Wayne McPhail was introduced as the mastermind behind the contest and an award was presented to the winner.

- 5.2 Orientation: Security Camera Policy - TD

Mr. Del Monaco provided an overview of the security camera policy with Library Board members.

**6. Consent Items**

**MOVED** by Stu Laurie, seconded by Maria Pearson,

**THAT CONSENT ITEMS 6.1, 6.2, 6.3, AND 6.4 BE ADOPTED AS PRESENTED.**

**MOTION Passed**

- 6.1 Fines & Fees Policy (2nd Review) - DW - Attachment #6.1

That the Hamilton Public Library Board approve the Fines and Fees policy.

6.2 Upcoming and Outstanding Agenda Items - PT - Attachment #6.2

That the Library Board receive the Upcoming and Outstanding Agenda Items report.

6.3 2020 Letter from the Library Board (2nd Review) - PT - Attachment #6.3

That the Hamilton Public Library Board approve the Strategic Plan 2020 Letter from the Board.

6.4 AODA Account & Copier Revenues (2nd Review)- TD - Attachment #6.4

That the Hamilton Public Library Board approve the repurposing and renaming of the Health Safety and Accessibility Reserve #106013 to the Capital Enhancement Reserve (same #106013). The purpose of the reserve would be to fund library facility capital enhancements.

That the Hamilton Public Library Board approve repurposing of the Library's annual \$100,000 AODA operating budget account to a more general Capital Enhancement account.

That the Hamilton Public Library Board approve that any annual surplus in the Capital Enhancement operating budget account be transferred to the Capital Enhancement Reserve #106013 at year end.

That the Hamilton Public Library Board approve capping the dedicated transfer of photocopier & printer revenues to the Library General Development reserve #106007 to the first \$50,000 of photocopier & printer revenues each year.

## **7. Business Arising**

7.1 Fundraising Strategy (1st Review) - SF/SM - Attachment #7.1

**MOVED** by Nicolas van Velzen, seconded by Elly Bowen,

**THAT THE LIBRARY BOARD RECEIVES THIS REPORT FOR INFORMATION AND COMMENT.**

**MOTION Passed**

**8. Correspondence**

**9. Report**

9.1 Final Report 2019 Goals (1st Review) - PT - Attachment #9.1

**MOVED** by C.A. Klassen, seconded by Harjit Dhaliwal,

**THAT THE LIBRARY BOARD RECEIVE THE REPORT ON 2019 GOALS FOR REVIEW AND COMMENT.**

**MOTION Passed**

9.2 Chief Librarian Report - PT - Attachment #9.2

**MOVED** by Nicolas van Velzen, seconded by Elly Bowen,

**THAT THE LIBRARY BOARD RECEIVE THE CHIEF LIBRARIAN REPORT FOR DECEMBER 2019.**

**MOTION Passed**

**10. New Business**

10.1 Legal Opinion - Controlled Digital Lending (CDL) - PT - Attachment #10.1

**MOVED** by John Kirkpatrick, seconded by Harjit Dhaliwal,

**THAT THE LIBRARY BOARD RECEIVE THIS LEGAL OPINION ON CONTROLLED DIGITAL LENDING. THAT THE LIBRARY BOARD INSTRUCT STAFF TO WORK WITH THE INTERNET ARCHIVE AND TO RECOMMEND POLICIES TO THE LIBRARY BOARD IN 2020 TO IMPLEMENT THE RECOMMENDATIONS OF THE LEGAL OPINION**

**MOTION Passed**

10.2 Non-Union Compensation - Pages - LD - Attachment #10.2

**MOVED** by Elly Bowen, seconded by C.A. Klassen,

**THAT THE LIBRARY BOARD APPROVE THE SAME COST OF LIVING INCREASES FOR THE LIBRARY PAGES TO MATCH THE CITY OF HAMILTON COST OF LIVING FOR THEIR NON-UNION GROUP AND OUR MANAGEMENT AND PROFESSIONAL EXEMPT EMPLOYEES EFFECTIVE JANUARY 1, 2020.**

**MOTION Passed**

10.3 Goals for 2020 (1st Review) - PT - Attachment #10.3

**MOVED** by Harjit Dhaliwal, seconded by Vikki Cecchetto,

**THAT THE LIBRARY BOARD RECEIVE THE REPORT FOR REVIEW AND COMMENT.**

**MOTION Passed**

## **11. Policies**

11.1 Board Policy Manual & Review Schedule - PT - Attachment #11.1

**MOVED** by Nicolas van Velzen, seconded by Vikki Cecchetto,

**THAT THE LIBRARY BOARD RECEIVE THIS REPORT.**

**MOTION Passed**

## **12. Private and Confidential**

**MOVED** by Vikki Cecchetto, seconded by Harjit Dhaliwal,

**THAT THE HAMILTON PUBLIC LIBRARY BOARD MOVE IN-CAMERA TO DISCUSS CONSTRUCTION CONTRACT NEGOTIATIONS AND A POTENTIAL DONATION.**

**MOTION Passed.**

**MOVED** by John Kirkpatrick, seconded by Stu Laurie,

**THAT THE IN-CAMERA SESSION BE ADJOURNED.**

**MOTION Passed**

12.1 Construction Contract Negotiations



**MOVED** by Vikki Cecchetto, seconded by John Kirkpatrick,

**THAT THE HAMILTON PUBLIC LIBRARY BOARD SET ASIDE UP TO \$600,000 FROM LIBRARY RESERVES FOR THE GREENSVILLE PROJECT 7501741610. THAT THE HAMILTON PUBLIC LIBRARY BOARD SET ASIDE \$1 MILLION DOLLARS FROM LIBRARY RESERVES FOR THE VALLEY PARK PROJECT 7501741601. THAT STAFF ARE INSTRUCTED TO WORK WITH COUNCILLOR BRAD CLARK AND THE CITY OF HAMILTON TO IDENTIFY ADDITIONAL FUNDING SOURCES FOR THE VALLEY PARK PROJECT. THAT STAFF ARE INSTRUCTED TO WORK WITH COUNCILLOR ARLENE VANDERBEEK AND THE CITY OF HAMILTON TO IDENTIFY ADDITIONAL FUNDING SOURCES FOR THE GREENSVILLE PROJECT. THAT STAFF REPORT BACK TO LIBRARY BOARD ON THE ALTERNATE SOURCES OF FUNDING OBTAINED FOR BOTH GREENSVILLE & VALLEY PARK.**

**MOTION Passed**

12.2 Potential Donation

Nothing to report.

**13. Date of Next Meeting**

13.1 Wednesday, January 15, 2020 - 5:30 pm Dinner, 6:00 pm Meeting

**14. Adjournment**

The meeting was adjourned at 7:40 pm.

**MOVED** by Maria Pearson, seconded by Vikki Cecchetto,

**THAT THE HAMILTON PUBLIC LIBRARY BOARD MEETING OF WEDNESDAY, DECEMBER 18, 2019 BE ADJOURNED.**

**MOTION Passed**

Minutes recorded by Karen Hartog

**Date:** January 15, 2020  
**To:** Chair and Members of the Board  
**From:** Karen Dennie, Administrative Assistant  
**Subject:** **Minutes of the January 13, 2020 Nominations Committee**

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**RECOMMENDATION:**

THAT THE MINUTES OF THE JANUARY 13, 2020 NOMINATIONS COMMITTEE BE ADOPTED AS PRESENTED.

**ATTACHMENTS:**

Description	Upload Date	Type
Nominating Committee Minutes	1/14/2020	Cover Memo

**Mission Statement**  
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**HAMILTON PUBLIC LIBRARY BOARD**

**Special Meeting**  
**Monday, January 13, 2020**  
**Central Library, Board Room**

5:00 PM Meeting

**MINUTES**

**1. Present**

E. Bowen, R. Coruzzi, V. Cecchetto, P. Takala (non-voting member)

**2. Confirmation of Agenda**

Meeting called to order by P. Takala at 5:09.

**MOVED** by Robert Coruzzi, seconded by Vikki Cecchetto,

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

**MOTION Passed**

**3. Review of Board Bylaws on Nominations and Election Process**

See Appendix I

**4. Private and Confidential**

**MOVED** by V. Cecchetto, seconded by E. Bowen

**THAT THE NOMINATIONS COMMITTEE MOVE IN-**

**CAMERA TO DISCUSS PERSONAL MATTERS ABOUT IDENTIFIABLE INDIVIDUALS.**

**MOTION Passed.**

**5. Motion to Adopt the Proposed Slate of Officers**

**MOVED** by Robert Coruzzi, seconded by Elly Bowen,

**THAT THE 2020 NOMINATING COMMITTEE PROPOSED SLATE OF OFFICERS ARE: Chairperson: N. van Velzen Vice-Chairperson: H. Dhaliwal SOLS Representative: V. Cecchetto, J. Kirkpatrick (alternate) Audit Committee (3) + Board Chair: E. Bowen, R. Coruzzi, H. Dhaliwal Treasurer: P. Takala**

**MOTION Passed**

**6. Adjournment**

Minutes recorded by P. Takala.

**MOVED** by Vikki Cecchetto, seconded by Elly Bowen,

**THAT THE NOMINATION COMMITTEE MEETING OF MONDAY, JANUARY 13, 2020 BE ADJOURNED.**

**MOTION Passed**

Minutes recorded by Karen Hartog

## **APPENDIX I**

**Date:** January 13, 2020  
**To:** Nominations Committee  
**From:** Paul Takala, CEO/Chief Librarian, Secretary of the Board  
**Subject:** **Background on Nominations Committee & Board Elections**

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### **BACKGROUND**

Annually the Library Board appoints a Nominating Committee to gather and review Board members' expressions of interest in serving as Officers. At the December 18, 2019 Board Meeting the following Board Members were selected to serve on the Nominating Committee: **E. Bowen, V. Cecchetto, R. Coruzzi**. As Secretary of the Board, **P. Takala** serves as a non-voting member.

### **RELEVANT SECTIONS OF THE BY-LAWS**

#### **3.0 OFFICERS**

The Board shall have the following officers:

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

#### **3.1 CHAIR**

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

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

The Chair's responsibilities include:

- 1) Presiding at regular and special meetings of the Board in the manner and extent prescribed by the Board.
- 2) Committing the Board to no course of action unless specifically authorized by the Board to do so.
- 3) Serving as an ex officio member of all Board committees.
- 4) Only the Chair may represent and speak for the Board in an official capacity to outside parties in announcing Board-stated positions and in stating Chair decisions.
- 5) Acting as one of the authorized signing officers of all documents pertaining to Board business.

- 6) Representing the Board, alone or with other members of the Board, at any public or private meetings for the purpose of conducting, promoting or completing the business of the Board.
- 7) Notifying the Vice-Chair and the Secretary, if for any reason, the Chair is unable to perform these functions.

### **3.2 VICE-CHAIR**

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

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

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

### **3.3 SECRETARY**

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

### **3.4 TREASURER**

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

## **5.1 INAUGURAL MEETING**

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

## **5.2 ELECTIONS**

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

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

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

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

### **6.12.1 NOMINATING COMMITTEE**

The **Nominating Committee** will be composed of four (4) members, - the Secretary of the Board plus three (3) elected Board Members. It shall be established annually by the Board at

its November meeting to present the slate of officers for the ensuing year at the January Meeting.

In a municipal election year, the outgoing Chair of the Board shall appoint the Nominating Committee from among the members of the new Board immediately following the appointment of the new Board by City Council.

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

**Duties of the Nominating Committee:**

1. To select from the nominations received for each position or standing committees, the most appropriate candidate. In their selection across the whole slate, the Committee will endeavour to balance candidates with expertise and new Board Members with a view to succession planning over the term of the Board.
2. To recruit candidates for those positions where no nominations have been received.
3. If any member of the Nominating Committee intends to stand for election as Chair or Vice Chair, they shall inform the Nominating Committee and withdraw from it.
4. To ensure that their report indicating the full slate of candidates is ready to be included with the January Board meeting package.
5. To ensure that the right of any member to either self-nominate or nominate someone else for any of the positions from the floor during elections in January is clearly outlined in their report.

**6.12.2 AUDIT COMMITTEE**

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

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

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

Members will be appointed at the first meeting in each year of the Board's term and will serve until the end of the year. The members of the Audit Committee will appoint one of the members as Chair who will chair the meeting of the Audit Committee and perform such other duties as required to ensure the proper functioning of the Committee.

**Date:** January 15, 2020  
**To:** Chair and Members of the Board  
**From:** Tony Del Monaco, Director, Facilities and Finance  
Paul Takala, Chief Librarian/CEO  
**Subject:** **2020 Operating Budget Presentation - PT/TD**

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**ATTACHMENTS:**

Description	Upload Date	Type
Operating Budget Presentation	1/17/2020	Cover Memo





Hamilton  
Public  
Library

# **HPL Operating Budget Presentation**

**January 23, 2020**

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F R E E D O M   T O   D I S C O V E R

[HPL.CA](http://HPL.CA)

1. 2020 Operating **Budget Overview**
  - Review of **Recent Budgets**
  - Proposing **2% for 2020**
  - 1 enhancement request – **Parkdale Project - \$145K operating or (0.5%)**
2. Highlight some ways that we are **working to support individuals & communities**
3. Thank you to **Hamilton City Council**

# 2020 Operating Budget & Recent History

Budget Year	Direction	Library
2011	2.0%	0.7%
2012	0.0%	1.0%
2013	0.0%	0.0%
2014	0.0%	0.2%
2015	-----	1.5%
2016	1.0%	1.0%
2017	1.8%	1.8%
2018	1.5%	1.8%
2019	-----	2.4%
2020	2.0%	2.5%*

## 2020 HPL Request

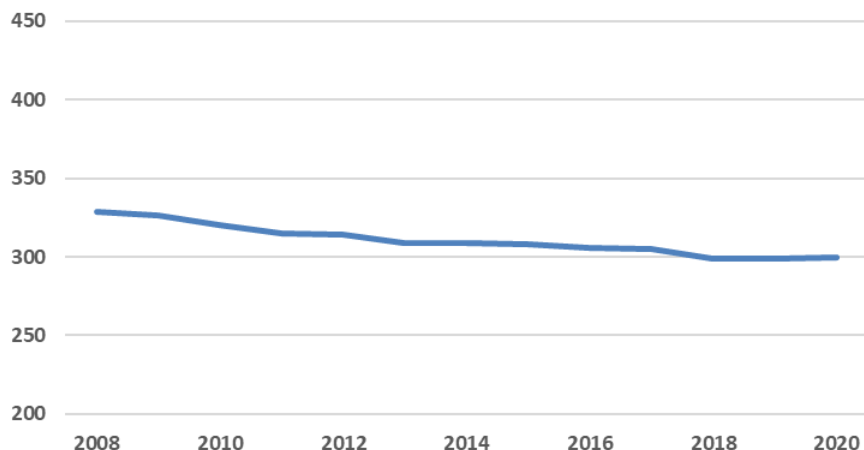
2.0% Maintenance Budget  
+  
0.5% Budget Enhancement  
=  
2.5% or \$773,850

Library Increase Averages **1.2% Per Year**

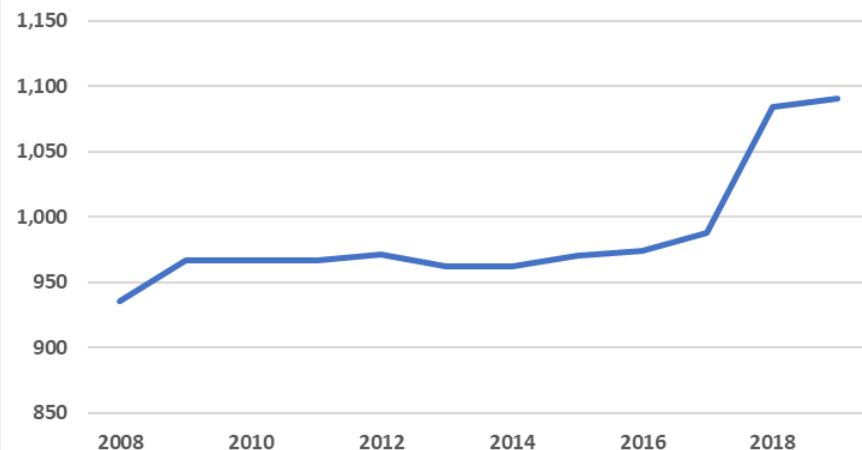
# Library Operating Budget Context

HPL's long-term operating assumption has been to **create capacity with existing resources.**

## Staffing in FTE



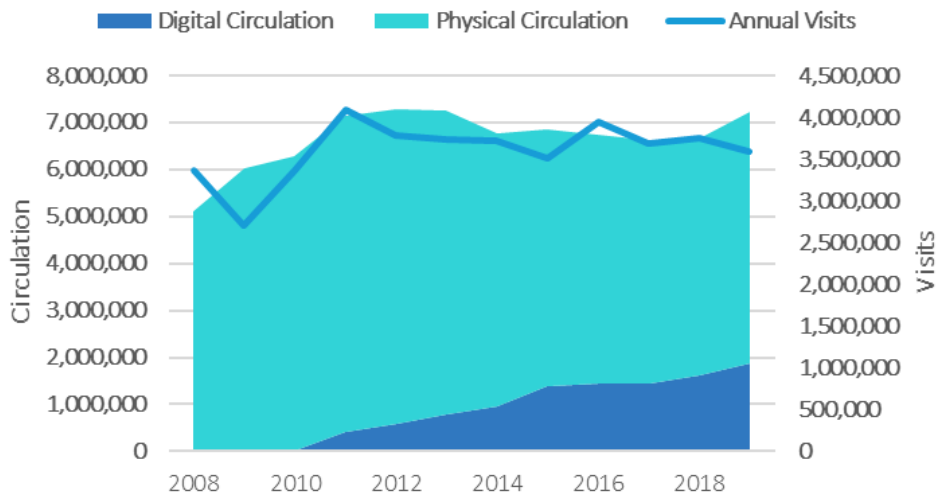
## Library Open Hours Per Week



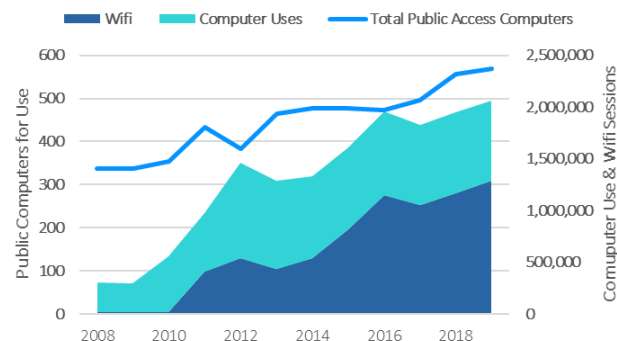
# Shift to Value-Added Services

Using **innovation** to meet current and emerging needs.

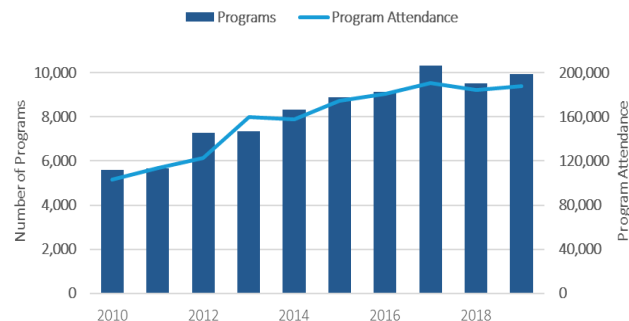
## Usage of Collection & In-Person Visits



## Public Usage of Library Technology



## Learning & Social Inclusion Programs



# Balancing Part-time & Full-time Staffing

- HPL has maintained a **balance of PT & FT** staff to meet service hour demands

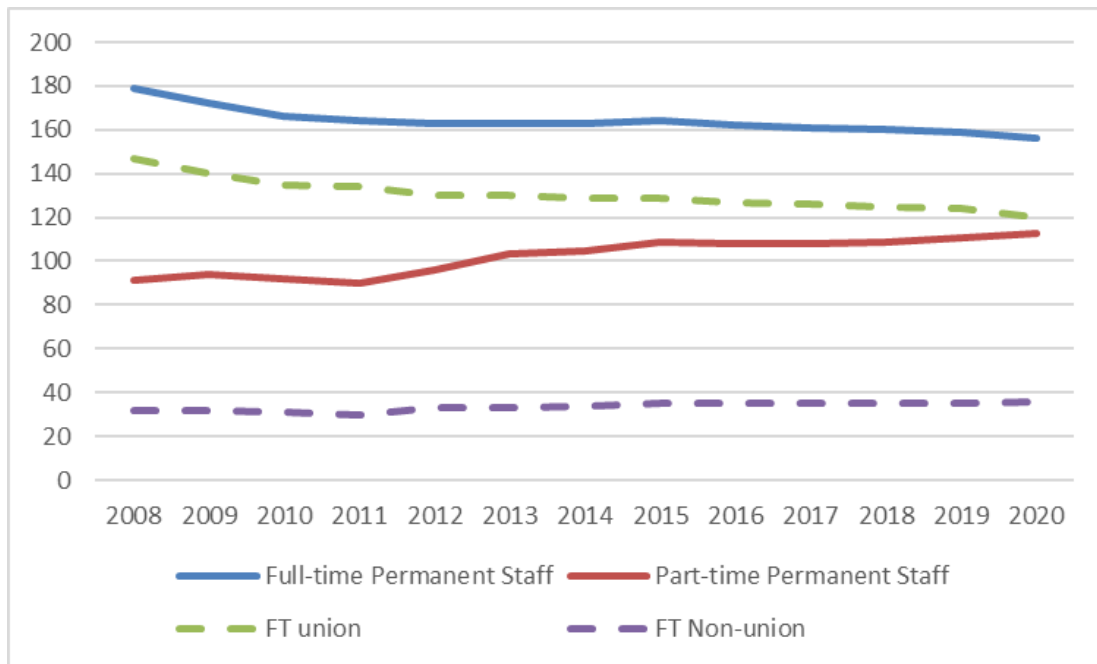
**2008 - FT 66%, PT 33%**

**2020 - FT 58%, PT 42%**

- Library Board has asked staff to report on this annually and to look for opportunities to create new FT positions

- Chart does not include casual staff (Library Pages)

**2020** Pages FTE = 65.5



2020 Budget Overview		2019	2020	2020 Budget Submission	
		Budget Restated	Budget Submission	vs. 2019 Restated Budget	
Maintenance Budget				\$	%
Expense	32,513,670	33,103,990	590,320	1.8%	
EMPLOYEE RELATED COST	22,007,750	22,299,290	291,540	1.3%	
MATERIAL AND SUPPLY	3,853,880	3,750,780	(103,100)	(2.7)%	
VEHICLE EXPENSES	82,790	85,640	2,850	3.4%	
BUILDING AND GROUND	2,452,820	2,462,190	9,370	0.4%	
CONTRACTUAL	1,367,980	1,529,710	161,730	11.8%	
RESERVES / RECOVERIES	2,128,150	2,353,060	224,910	10.6%	
COST ALLOCATIONS	233,080	232,600	(480)	(0.2)%	
FINANCIAL	387,220	390,720	3,500	0.9%	
Revenue	(1,812,920)	(1,774,390)	38,530	(2.1)%	
FEES AND GENERAL	(620,470)	(554,940)	65,350	(10.6)%	
GRANTS AND SUBSIDIES	(1,192,450)	(1,219,450)	(27,000)	2.3%	
Net Levy (Maintenance)	30,700,750	31,329,600	628,850	2.0%	
Budget Enhancement		Submission	\$	%	
PARKDALE NEIGHBOURHOOD BRANCH		145,000	145,000	0.5%	
Total Net Levy (Maintenance + Enhancement)		31,474,600	773,850	2.5%	

# 2020 Budget Drivers

Pressures	Positive Drivers
<b>Salaries, Wages, Benefits – \$291,000</b> 1.6% COLA increases	<b>Grant Revenue - \$27,000</b> Newcomer Learning Centre
<b>City Cost Recoveries – \$200,000</b> Direct Facilities Allocation, Indirect Allocations	<b>Equipment Usage – \$20,000</b> Makerspace, Photocopy & Printer usage
<b>Software / Equipment Maintenance – \$68,000</b> Sorters, RFID Gates, Self Check Units	<b>Improved Technology –</b> <b>Shift to higher value work,</b> control of FTE
<b>Fine Revenue Reduction – \$50,000</b> Trend to Digital, eBooks	<div>             2019 FTE - 298              2020 FTE - 299           </div>



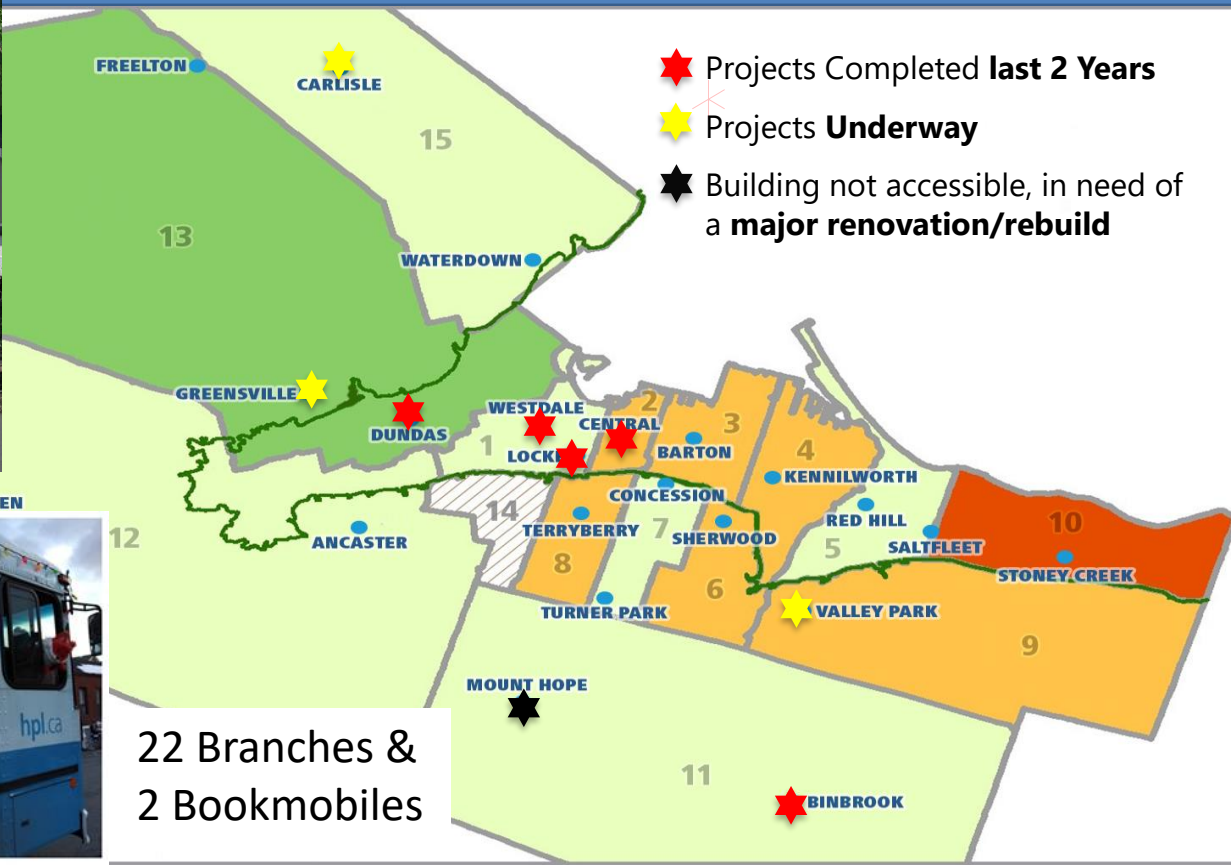
# Enhancement - Parkdale Neighbourhood Branch

- Potential for small branch (1500 sq. ft ) in high needs area, on **Parkdale** near **Melvin** – great street presence, at a busy bus stop
- Strong partnership with **Indwell**
  - Construction costs included in the lease
  - Annual lease costs \$37K for 10 years, no increases
- **Operating Budget 2020 - \$145K** (opening summer – ½ year costs)
- **Operating Budget 2021 - \$289 K** (full year cost)
- Open approx. 58 hours a week
- Capital \$225K DCs for furnishings and equipment, \$25K Library Reserves



2021-2023 Budget Forecast		2020	2021	2022	2023
Maintenance Budget		Budget	Budget Change	Budget Change	Budget Change
Expense		33,103,990	643,153	632,293	650,960
EMPLOYEE RELATED COST		22,299,290	500,789	364,801	370,638
MATERIAL AND SUPPLY		3,750,780	---	5,000	20,000
VEHICLE EXPENSES		85,640	1,713	1,747	1,782
BUILDING AND GROUND		2,462,190	11,000	21,000	13,700
CONSULTING		---	---	15,000	25,000
CONTRACTUAL		1,529,710	50,000	75,000	50,000
RESERVES / RECOVERIES		2,353,060	75,000	140,000	160,000
COST ALLOCATIONS		232,600	4,652	4,745	4,840
FINANCIAL		390,720	---	5,000	5,000
Revenue		(1,774,390)	(7,000)	5,000	10,000
FEES AND GENERAL		(554,940)	3,000	15,000	20,000
GRANTS AND SUBSIDIES		(1,219,450)	(10,000)	(10,000)	(10,000)
Net Levy (Maintenance)		31,329,600	636,153	637,293	660,960
% Increase		2.0%	2.0%	2.0%	2.0%
Budget Enhancements		2020 Budget	2021 Change	2022 Change	2023 Change
PARKDALE NEIGHBOURHOOD BRANCH		145,000	144,000	---	---
% Increase		0.5%	0.5%		
SERVICE HOURS			476,000	143,000	605,000
% Increase			1.5%	0.4%	1.8%
Total Net Levy (Maintenance + Enhancements)		31,474,600	1,256,153	780,293	1,265,960
% Increase		2.5%	4.0%	2.4%	3.8%

# HPL Branches are Important Community Assets



22 Branches &  
2 Bookmobiles

# Future Enhancement Request – Service Hours

- **Requesting modest enhancement** in **future years** to accelerate closing the service hours gaps
  - **2021 – 1.5%, \$476K, 2022 – 0.4%, \$143K, 2023 – 1.8%, \$605K**
  - We will continue to **strive to make progress** within **existing staff complement**
- Library closed days and short hours **limit access** to **seniors, students, parents** and **everyone**
  - **Public Libraries** are a **proven long-term anti-poverty resource**
  - **Support both learning** and **social inclusion**
  - Access to **computers** and **Wifi** supports **students' work**
- We have been **using innovation** to **add service hours**
  - **Rural Extended Access Model** – remote support controls cost
  - **Study Halls** - Red Hill & Terryberry – Open **9 pm – Midnight, Mon – Thurs** with a security guard supervising quiet studying
  - **Opening earlier** without adding staff



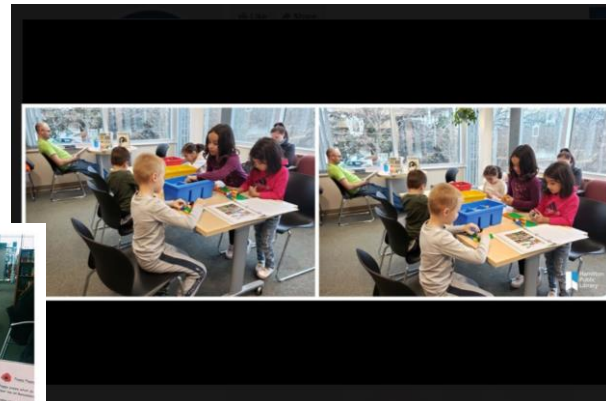
# Supporting School Readiness & Success

Spend your <sup>2019 - 2020</sup>  
**PA Days**  
@HPL

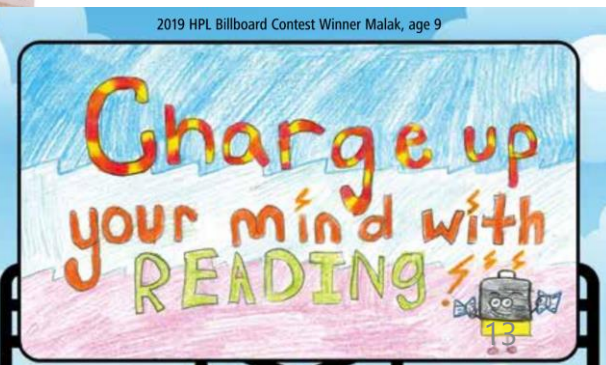


## Summer Reading Program

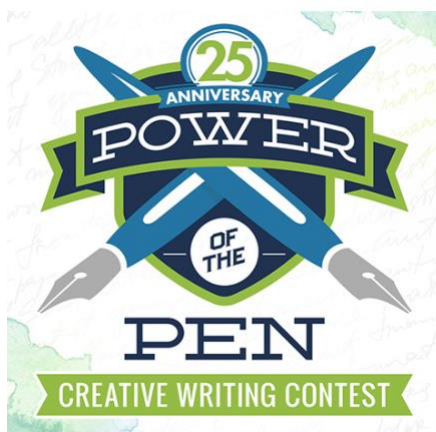
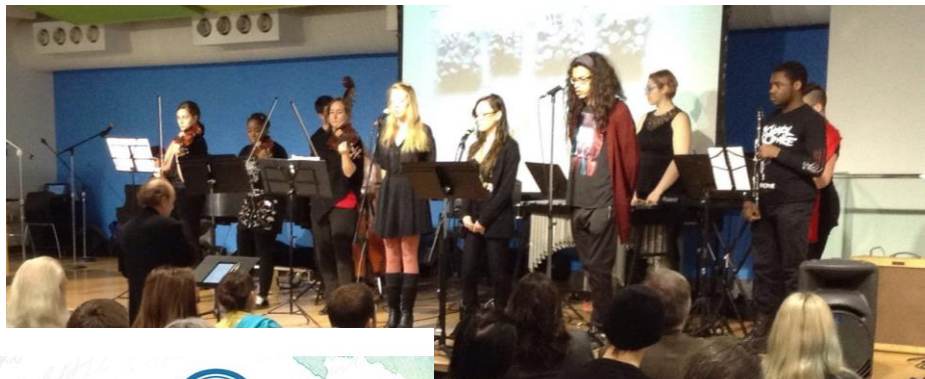
- 83% found reading more fun by end of summer
- 75% say they are now more confident readers



2019 HPL Billboard Contest Winner Malak, age 9



# Preparing Teens for Tomorrow



“Thank you for your help, this project has been a journey of self-healing and discovery. The Makerspace is such a valuable resource for those like myself”...Karim M



# Supporting Employment & Entrepreneurs



## Google IT Support Professional Certificate

Through **HPL** & Grow with **Google**



**"I love the Makerspace! There are many different machines to help small business or artists. Low cost coupled with being located in the heart of downtown make this space one of the best hidden gems in Hamilton" ...Marie A**

# Supporting Seniors' Engagement



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



## MEMORY CAFÉ

A gathering for people with memory issues, and their care partner, to socialize and enjoy relaxing conversations, music, art, performances and guest speakers in a safe, comfortable, supportive space.



## Sit to be Fit

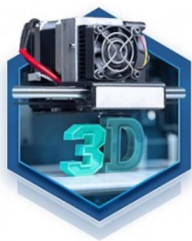
Increase your strength, balance, flexibility and endurance. Presented by the Alzheimer Society.



# Embracing New Technological Resources



BEAUTIFY  
YOUR **PHOTOS**  
OR CREATE  
YOUR **VIDEOS**



CREATE USING OUR  
**STATE OF ART  
TECHNOLOGY**



**DIGITIZE YOUR  
MEMORIES**



LEARN  
**CODING** OR  
GET **CREATIVE**  
WITH **ADOBE SUITE**

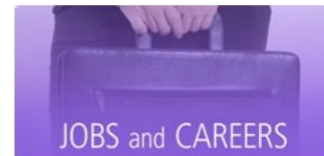


**PLAY OR  
RECORD  
YOUR MUSIC**



## Business

Business plan templates, sales information and directories



## Jobs and Careers

For research and resume resources



## eBooks and eAudio

All ages fiction and non-fiction



## Magazines and Newspapers

Full-text articles from local and international publishers



## Movies and Music

Movies, TV, Documentaries and Music



## Do it Yourself

Product reviews, car manuals, courses and lectures



## Research and Reference

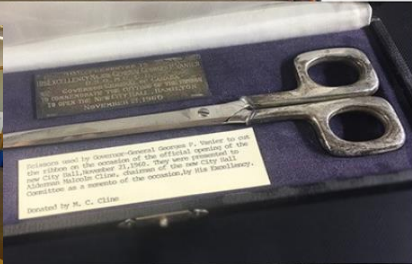
Community information, homework help and study guides



## Health and Wellness

Reference, medical articles and clinical reports

# Preserving The City's Past & Making it Accessible

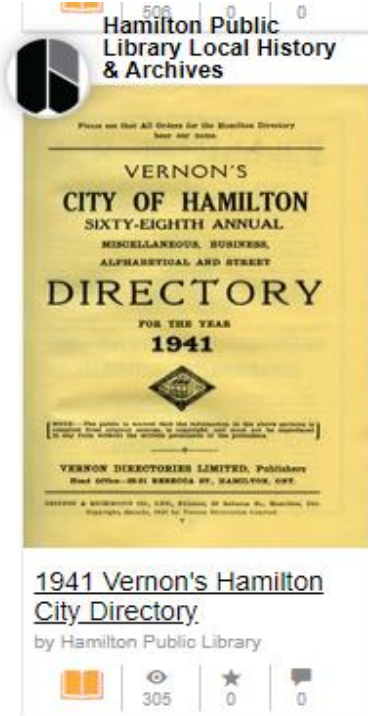


Hamilton Public Library

Like This Page · Yesterday ·

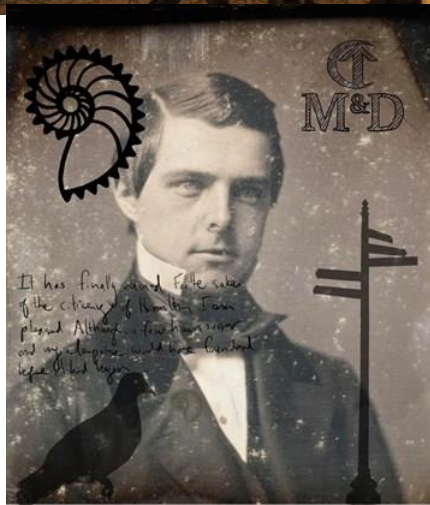
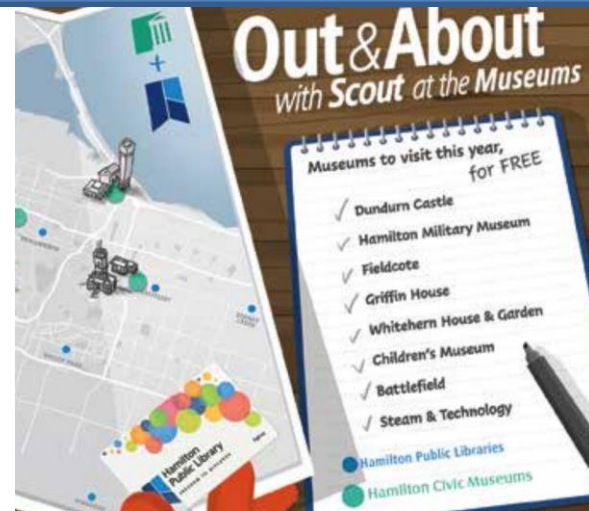
For this week's #MaterialCultureMonday, #HPLarchives is featuring the scissors used by the Governor-General Georges P. Vanier to cut the ribbon on the official opening day of the new City Hall, on November 21, 1960.

For more #HamOntHistory on city hall, click here <https://lha.hpl.ca/articles/history-city-hall>





# Forging New Partnerships



**3 REASONS FOR ENGAGING IN PARTNERSHIPS**

**1. EXTEND & ENHANCE HPL SERVICES & PROGRAM GOALS IN SUSTAINABLE WAYS.**

**HPL'S PARTNERSHIP STRATEGY**

**2. SUPPORT THE CITY & BROAD-BASED INITIATIVES THAT ADVANCE OUR ECONOMIC, SOCIAL AND CULTURAL RICHNESS.**

**3. ENHANCE COORDINATION AND REDUCE OVERLAP IN EFFORTS BETWEEN AGENCIES.**



# Thank You from the HPL Library Board

- Thank you to Council for your ongoing support.
- Your support enables HPL to support individual and community success.



## Testimonial...

"Since I immigrated to Canada in 2001, with 11 and 8 yr old children, the library was a wonderful place for us. The free computer allow us keep contact by email with our family back in Argentina and Chile. The kids enjoy reading their first books in English in the summer reading program and the library offer other free programs where they discover friends and Canadian culture. We always borrow DVDs, music CDs and books which allow us to improve our English and have family time with proper contents and subject, and without spending money we did not have.

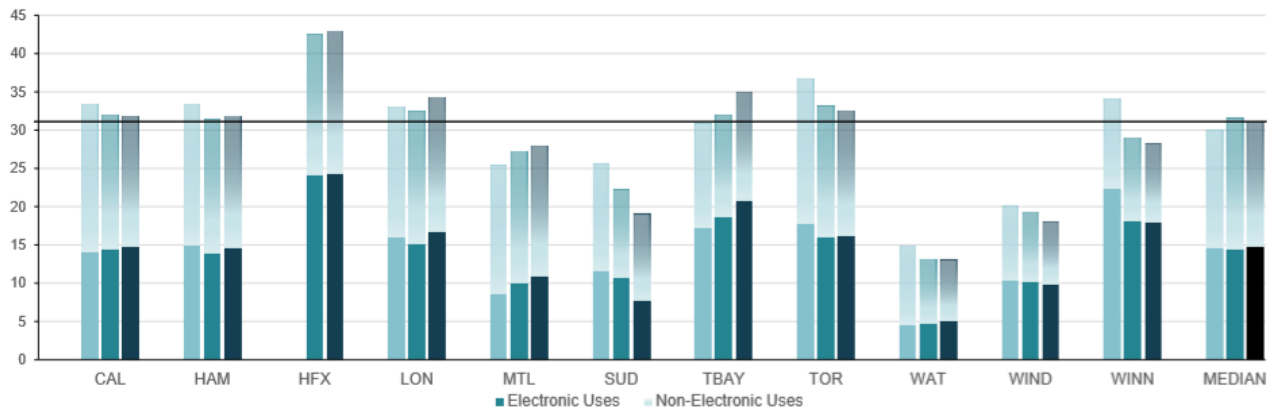
I will like to ask to the government of Ontario, not to neglect the marvelous contribution to equality, multiculturalism, education, culture and family enjoyment that the Library has always provide us. This organization has and continued give families from all roads of life, a respectful lighthouse for all seasons in life. We are grateful to every staff member ..." ~ Maria G.

- Library Board Strategic Plan and Background Research:  
<https://www.hpl.ca/articles/strategic-priorities-2018-2021>
- 2019 Facilities Master Plan:  
<https://www.hpl.ca/sites/default/files/19-01-FMP.pdf>
- 2018 Library Usage and Demographic Report:  
[https://www.hpl.ca/sites/default/files/User\\_Demographic\\_Report\\_SPRC\\_HPL\\_report\\_Final\\_2018.pdf](https://www.hpl.ca/sites/default/files/User_Demographic_Report_SPRC_HPL_report_Final_2018.pdf)
- 2018 Partnership Report  
<https://www.hpl.ca/sites/default/files/2018%20Partnerships%20List.pdf>

# MBNCanada Comparative Metrics

**Figure 18.1 Number of Electronic and Non-Electronic Library Uses per Capita**

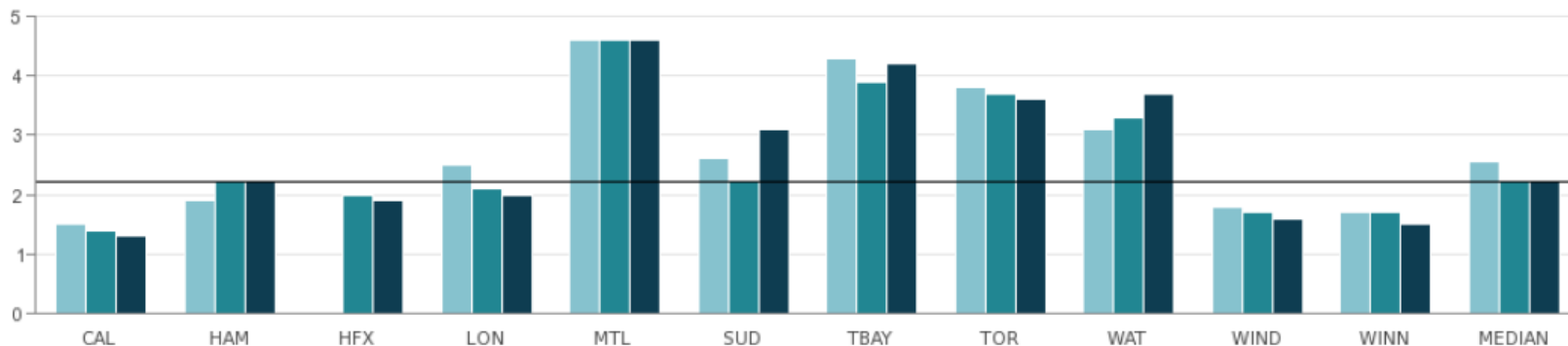
This graph shows the sum of electronic uses (computer workstation uses, wireless connections, electronic database uses, electronic circulation, electronic reference transactions, electronic visits, etc.) and non-electronic uses (circulation, program attendance, in-library material use, standard reference transactions, library visits, etc.).



	CAL	HAM	HFX	LON	MTL	SUD	TBAY	TOR	WAT	WIND	WINN	MEDIAN
Electronic Uses Per Capita												Source: PLIB106 (Community Impact)
2016	14.0	14.9	N/A	16.0	8.5	11.5	17.2	17.8	4.6	10.4	22.4	14.5
2017	14.4	13.8	24.0	15.1	9.9	10.7	18.6	16.0	4.7	10.2	18.1	14.4
2018	14.7	14.6	24.3	16.6	10.8	7.7	20.7	16.2	5.0	9.8	17.9	14.7
Non-Electronic Uses Per Capita												Source: PLIB107 (Community Impact)
2016	19.5	18.5	N/A	17.1	17.0	14.1	13.7	19.0	10.3	9.8	11.8	15.6
2017	17.7	17.7	18.6	17.5	17.3	11.6	13.5	17.2	8.4	9.1	11.0	17.2
2018	17.2	17.3	18.7	17.8	17.1	11.4	14.4	16.4	8.1	8.3	10.4	16.4

**Figure 18.2 Number of Library Holdings per Capita**

Library holdings include print form (reference collections, circulating/borrowing collections and periodicals); and electronic media (CDs/DVDs, MP3 materials, audio books and eBooks).



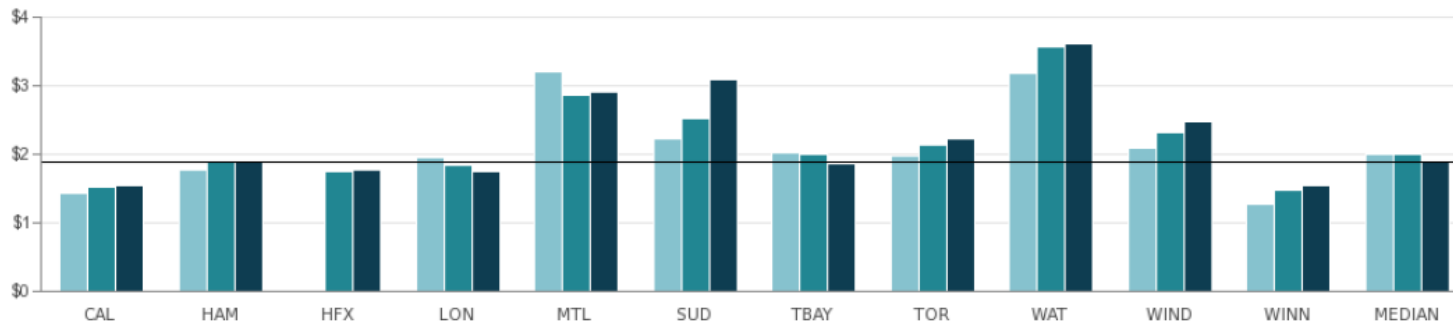
2016	1.5	1.9	N/A	2.5	4.6	2.6	4.3	3.8	3.1	1.8	1.7	2.6
2017	1.4	2.2	2.0	2.1	4.6	2.2	3.9	3.7	3.3	1.7	1.7	2.2
2018	1.3	2.2	1.9	2.0	4.6	3.1	4.2	3.6	3.7	1.6	1.5	2.2

Source: PLIB205 (Service Level)



**Figure 18.3 Total Cost for Libraries per Use**

This measure reflects all costs to provide a wide range of library services including access, collections, technology, programs and staff expertise.



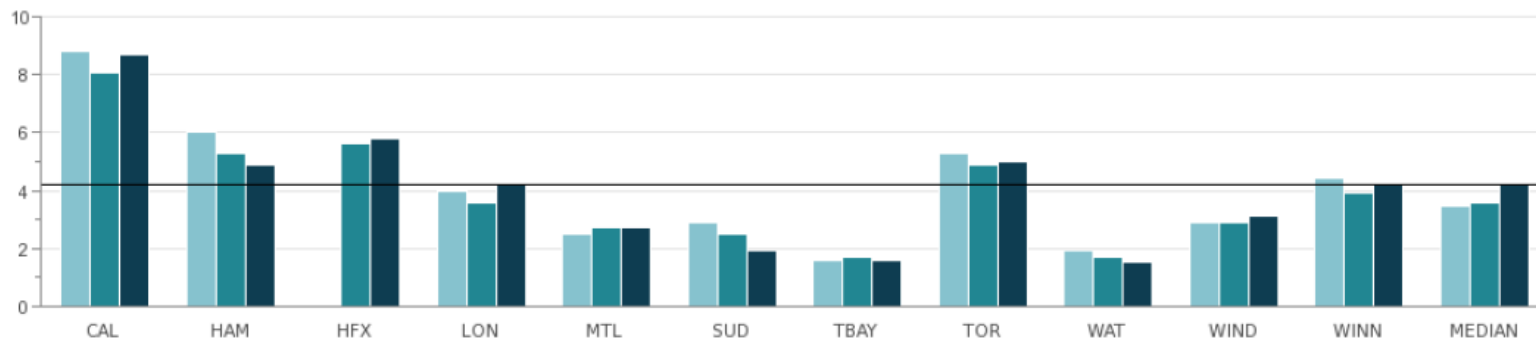
2016	\$1.43	\$1.78	N/A	\$1.95	\$3.20	\$2.23	\$2.03	\$1.98	\$3.19	\$2.10	\$1.27	\$2.01
2017	\$1.51	\$1.90	\$1.75	\$1.85	\$2.86	\$2.52	\$2.01	\$2.14	\$3.57	\$2.32	\$1.48	\$2.01
2018	\$1.55	\$1.88	\$1.78	\$1.75	\$2.92	\$3.09	\$1.87	\$2.22	\$3.62	\$2.48	\$1.54	\$1.88

Source: PLIB305T (Efficiency)

# MBNCanada Comparative Metrics

**Figure 18.4 Average Number of Times in Year Circulating Items are Borrowed (Turnover)**

Circulating items include print material and electronic media.



2016	8.8	6.0	N/A	4.0	2.5	2.9	1.6	5.3	1.9	2.9	4.4	3.5
2017	8.1	5.3	5.6	3.6	2.7	2.5	1.7	4.9	1.7	2.9	3.9	3.6
2018	8.7	4.9	5.8	4.2	2.7	1.9	1.6	5.0	1.5	3.1	4.2	4.2

Source: PLIB405 (Customer Service)

## Rank Order within Band 1 (Resident population > 250,000), 2018

**Table 4: Band 1 - Circulation per Capita**

Rank	Library	Annual Circulation per Capita	Total Annual Direct Circulation	Population
1	Markham	14.1	4,905,019	348,718
2	Ottawa	12.5	11,692,782	934,243
3	Hamilton	11.8	6,668,020	563,480
4	Toronto	10.4	30,555,570	2,929,886
5	Vaughan	9.7	3,247,415	334,499
6	Kitchener	9.3	2,354,103	252,520
7	London	8.8	3,390,506	387,275
8	Mississauga	7.8	6,080,606	775,000
9	Brampton	6.7	4,279,075	642,800

**Table 5: Band 1 - Active Cardholders as a % of Population**

Rank	Library	Cardholders as % of Pop	Active Cardholders	Population
1	Markham	45.25	157,806	348,718
2	London	43.47	168,344	387,275
3	Kitchener	37.78	95,395	252,520
4	Ottawa	33.06	308,880	934,243
5	Toronto	31.16	912,991	2,929,886
6	Hamilton	27.93	157,367	563,480
7	Mississauga	27.4	212,336	775,000
8	Vaughan	22.83	76,371	334,499
9	Brampton	22.56	145,000	642,800

**Table 6: Band 1 - Circulation per Active Cardholder**

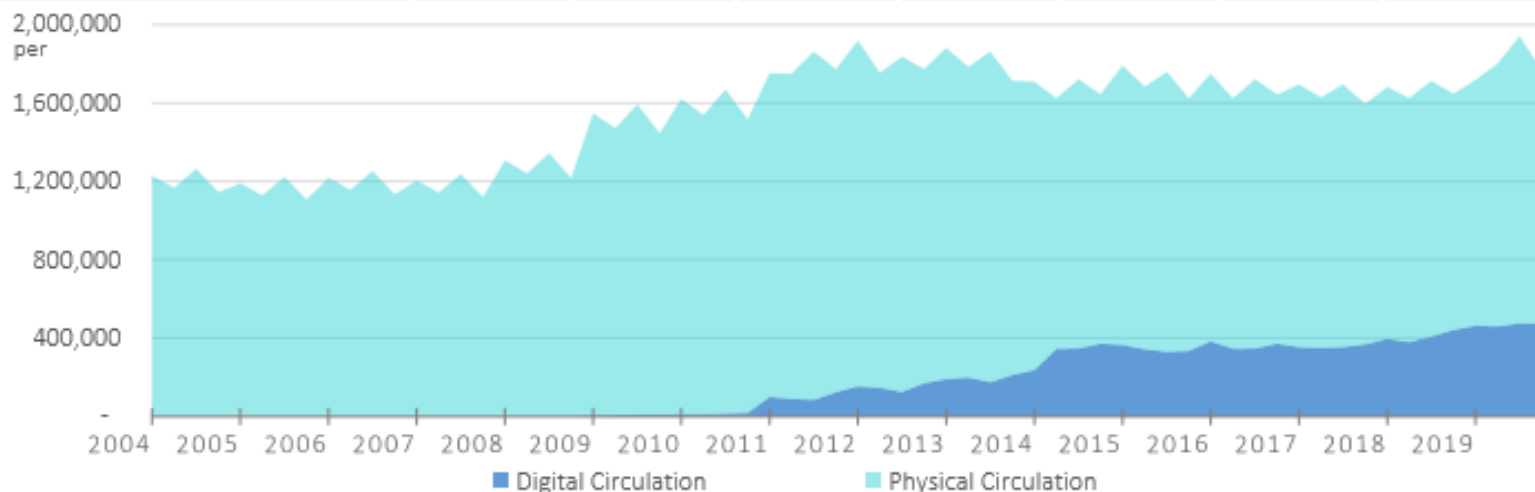
Rank	Library	Circs per Cardholder	Active Cardholders	Population	Total Annual Direct Circ
1	Vaughan	42.5	76,371	334,499	3,247,415
2	Hamilton	42.4	157,367	563,480	6,668,020
3	Ottawa	37.9	308,880	934,243	11,692,782
4	Toronto	33.5	912,991	2,929,886	30,555,570
5	Markham	31.1	157,806	348,718	4,905,019
6	Brampton	29.5	145,000	642,800	4,279,075
7	Mississauga	28.6	212,336	775,000	6,080,606
8	Kitchener	24.7	95,395	252,520	2,354,103
9	London	20.1	168,344	387,275	3,390,506

**Table 8: Band 1 - Electronic Materials Expenditures per Capita**

Rank	Library	Electronic Materials Expenditures per Capita		Total Operating Expenditures		Population
1	Hamilton	\$	3.39	\$	1,910,000.00	563,480
2	Markham	\$	2.64	\$	920,747.00	348,718
3	Kitchener	\$	2.52	\$	635,324.00	252,520
4	Toronto	\$	2.38	\$	6,982,214.00	2,929,886
5	Mississauga	\$	2.38	\$	1,843,787.00	775,000
6	Brampton	\$	1.95	\$	1,255,153.00	642,800
7	London	\$	1.76	\$	681,561.00	387,275
8	Ottawa	\$	1.74	\$	1,628,791.00	934,243
9	Vaughan	\$	1.29	\$	432,886.00	334,499

# HPL Key Metrics Snapshot

Borrower Statistics	2019 YTD	2018 YTD	% Change 2018 YTD	Q4, 2019	Q4, 2018	Q4, 2017	Q4 % Change 2019 to 2018
New Registered Cardholders	32,288	21,702	48.8%	7,248	4,992	4,949	45.2%
Active Library Cardholders	167,441	157,367	6.4%	167,441	157,367	159,345	6.4%



**Date:** January 15, 2020  
**To:** Chair and Members of the Board  
**From:** Paul Takala, Chief Librarian/CEO  
**Subject:** Upcoming and Outstanding Agenda Items - PT - Attachment #8.1

---

**RECOMMENDATION:**

That the Library Board receive the Upcoming and Outstanding Agenda Items report.

**ATTACHMENTS:**

Description	Upload Date	Type
Upcoming Agenda Report	1/10/2020	Cover Memo



**Date:** January 15, 2020  
**To:** Chair and Members of the Library Board  
**From:** Paul Takala, Chief Librarian/CEO  
**Subject:** **Upcoming Agenda Items**

---

## 2020 LIBRARY BOARD MEETING SCHEDULE

\* Conflicts with Council Meeting

Note: Policies are listed for the month they are scheduled for 1<sup>st</sup> Review.

Month	Agenda Items
January 15	Election of Officers Operating Budget Presentation to Council Advocacy & Political Participation Policy
February 19	2019 Year-End Metrics Report Presentation – Consolidated Policy Partnership, Program & Rental Space Diversity & Inclusion Policy
March 18	Initial Report on Last Year Financials (Pre-Audit) Reserve Report Update Annual Report on Partnerships Consolidated Policy Partnership, Program & Rental Space Intellectual Freedom Policy
April 15*	Annual Report on Revenue Generation Library Service Hours Copyright & Intellectual Property Policy Purchasing Policy
May 20	Q1 Metrics Report Current Year Operating Budget Update Report from the Audit Committee Safety of Children in the Public Library
June 17	Mid-Year Progress Report on 2020 Goals Displays & Exhibits Policy Library Board Statement on Sustainability
September 16*	Q2 Metrics Report Holiday Closures for Following Year Capital Budget Submission Rights of Children & Teens in the Public Library
October 21	Operating Budget Next Year – 1 <sup>st</sup> Review Multi-Year Business Plan & 2020 Goals – 1 <sup>st</sup> Review Donations & Sponsorship Policy Access by Design & Privacy by Design

November 18	Meeting Dates for Following Year Nominating Committee Municipal Benchmarking Report Q3 Metrics Report Reserve Report
December 16*	Final Report 2020 Goals Access to Information & Communication Technology

**Date:** January 15, 2020  
**To:** Chair and Members of the Board  
**From:** Paul Takala, Chief Librarian/CEO  
**Subject:** **Final Report 2019 Goals (2nd Review) - PT - Attachment #8.2**

---

### **RECOMMENDATION:**

That the Library Board approve the Final Report on 2019 Goals.

### **BACKGROUND:**

Annually the Library Board approves goals for the organization. The attached report is the year end report for 2019.

### **ATTACHMENTS:**

Description	Upload Date	Type
Final Report on 2019 Goals	1/10/2020	Cover Memo

**Date:** January 15, 2020  
**To:** Chair and Members of the Library Board  
**From:** Paul Takala, Chief Librarian/CEO  
**Subject:** **2019 Final Report on Goals – (2<sup>nd</sup> Review)**

---

## BACKGROUND

Annually the Library Board approves a multi-year budget submission and business plan that is submitted to the City of Hamilton. Part of that plan includes goals for the coming year. The Chief Librarian/CEO reports to the Library Board progress on the goals through a midyear report in June and a final report in December/January. This is the final report for the 2019 goals.

## INITIATIVES 2019

### SERVICE PLANNING AND DEVELOPMENT

**Library Service Hours** – For the last several years, HPL has been working on reducing gaps in service hours without expanding our overall staff complement. The process of strategically addressing gaps in service hours accelerated in 2017- 2018. In 2019 we built on the progress already made and we will continue to monitor and assess the impacts of changes.

- Since 2015, 151 hours of service has been added per week without an increase in staffing. In December 2018 the Library Board received the 4<sup>th</sup> report on service hours in 2 years. In the last half of 2019 staff reported back to the Library Board on the impacts of the changes to date, proposed additional changes that can be implemented within the current staffing complement and discussed possible budget enhancements that would enable addressing more service gaps.
- Beginning in April and running until the end of September 2019, our Mount Hope branch has offered Friday morning bookmobile service to improve access to Library services.
- In September the Library Board approved opening 3 locations at 9 am instead of 10 am: Ancaster, Saltfleet and Sherwood. We will assess the impact of doing this then report back within 6 months. The multi-year business plan submitted to the City included possible modest budget enhancements in the years 2021, 2022 and 2023 to accelerate the reduction in service hour gaps.

**Rural Service Model** – The Freelon extended access model that started in October 2017 has been a great success. Other libraries in Canada are looking at the effective model we have developed. Lynden moved to open access in October 2018. In 2019 we will investigate expanding this to the Carlisle branch.

- The extended access model continues to yield positive results at Freelon and Lynden. This model is planned for the Carlisle, Greenville and Mount Hope branches. The implementation is currently planned to happen in conjunction with capital projects at Carlisle, Greenville and Mount Hope. Should any of those projects experience extended delays the timing will be brought back to the Library Board for reconsideration.

## **FINANCIAL & OPERATIONAL ACCOUNTABILITY**

**Operating budget** - We will continue to ensure operating funds are effectively used to maximize our impact and relevance to the community. This will include ensuring we work within the 2019 operating budget while we plan for 2020-2022 operating budgets that meet the City of Hamilton's budget targets as closely as possible.

- The City of Hamilton approved a 2.4% increase for the 2019 operating budget. Staff continue to monitor spending carefully since in recent years the operating surplus has been very small. Our goal continues to be never to run an operating deficit while at the same time we ensure we only ask the City of Hamilton for funding that is needed.
- Budget direction for 2020 was set at 2%. The Board approved a submission that met that target. The Board also approved an enhancement to propose to Council for operating funding for a neighbourhood branch in Parkdale. It represents a .5% in 2020 for ½ of the operating funds with a new branch to open around mid-year. We will ask for the other ½ of operating funding in 2021.

**Revenue Generation** - We will continue providing the Board with an annual report that highlights alternative sources of funding we received in the previous year. This will include fine, fees, donations and special grant funding. We will continue to focus on ways we can supplement our funding in ways that are consistent with our vision and values as an organization.

- In April 2019 staff presented the Annual Report on Revenue Generation (non-levy funding). Staff presented a plan that included hiring a fund raiser and establishing a library store to promote HPL. Instead of pursuing that plan, the Board directed staff to report back at a future meeting on:
  - Fundraising Strategy - Staff are to propose a scope of work and estimated cost of a feasibility study to develop a business plan to enhance HPL's fundraising activities
  - "HPL Store" - Staff are to propose a scope of work and estimated cost of a feasibility study to develop a plan to create an "HPL Store" that sells merchandise to promote awareness of the Library in the community.
- In December staff proposed to the Board for 1<sup>st</sup> review undergoing a formal study to determine best approaches to move forward given our context.

**Expanded Metrics Program** - Building on past work, we will continue to improve our metrics reporting. We will continue to monitor trends in usage at HPL while we also ensure we continue to report on how we compare to other libraries. We will continue to work with the broader library community to build rigorous and objective impact measures that help ensure our programs and services are directed towards positive results and outcomes. In March 2017 a new branch by branch report looking at 5-year trends and weekly usage patterns was received.

- Library staff continue to provide quarterly activity reports to the Board. HPL is playing a leadership role in the Canadian Urban Library Council's (CULC) Key Performance Indicators (KPI). HPL is actively involved in evaluating outcomes in areas such as: literacy programs, digital literacy and programs and services for seniors.

**Lean Assessments** - Lean is built around the concept that work should focus on maximizing customer value while minimizing waste. Adding value to our customers while we remove/reduce low impact work is an important source of generating capacity. Building on the work that the City of

Hamilton and other libraries are doing, HPL will continue to work towards using Lean processes to review our work. In 2017 staff completed a full assessment of our shipping process. The goal was to improve how we handle intra-branch traffic. In 2018/19 we started to look at our event management, room bookings and related planning process. While we have made some changes, we anticipate the further changes will be implemented in 2020 as we review policies around programs, partnerships and room rentals.

- **Customer Service Experience Taskforce:** streamlined HPL customer library cards, implemented autorenewal of resources for materials not on hold, decreased holds and total numbers of materials borrowed at a given time to encourage greater use of the Library collections and browsability.
- **The Events Management and Online Program registration** is a customer-focused software that was launched early 2019, to increase program reach and remove barriers to participate. Customers can now register for programs online or in-branch. In the first quarter more than half the program registrations were done online which reduced staff administration and provided streamlined options for customers. The process was streamlined to manage the process from the start of program planning up to publishing and registration. It reduced the registration administration by 20%, made it consistent system-wide and created efficiencies by reducing duplication of work (e.g. include attendance statistical information in the system).
- **Staff Scheduling Software:** Staff Scheduling Working Group has been working with the selected vendor to configure the new software. The new software will bring efficiencies, automation and direct integration with the City Payroll system, leaning the current process. The new software will also integrate online access for staff to view their schedule and information submission through a direct website and mobile app. The software implementation has been challenging and is being delayed to ensure we address the major issues before moving forward with implementation.

### POLICY DEVELOPMENT

HPL will continue to update and refine our organizational policies. The review schedule as approved by the Library Board in the Policy Manual will continue.

- In December staff presented an updated Board Policy Manual that incorporates the policy changes approved by the Library Board in 2019, along with an updated schedule of policies to review in 2020. The schedule includes accelerating the review of policies related to Diversity & Inclusion, Core Position Statements, Partnerships, Programs and Space Rentals.

### CAPITAL PROJECTS

**Carlisle Branch** – Advance the redevelopment of a new Carlisle branch.

- The completion of the legal agreement with TD Bank for the donation of the former Carlisle TD Bank branch and property has been completed. We are working with the City and TD to coordinate the public announcement of this and recognizing TD for their generous donation which will serve the Carlisle community for decades to come. Our next phase will be to work out with the Library Board the scope of the work that will be completed to retrofit the former TD bank building. The Library's capital budget request to the City to add \$750,000 to the project on top of the \$1 million already set-aside was approved by Council.

**Central Windows Replacement** – The original 1980 windows were replaced based on life cycle requirements. The final phase of this project was completed in 2019.

- The project was completed on time and on budget. One major side benefit of this project is we now have anchors on all parts of the external roofs. This will enable us effectively to maintain the building.

**Greensville Branch** - Continue to work in partnership with the HWDSB and the City of Hamilton, to advance the joint project.

- HPL and the City are currently working with the HWDSB to get our part of the project completed as part of the construction of the school. If that process is not successful, then the project timelines would be altered significantly.

**Valley Park Branch** - We will finalize scope and funding for the new Valley Park branch with design to be completed in 2019 and construction projected to begin in early 2020.

- We were pleased to learn that the City added funds to enable work on the Valley Park Community Centre to happen as part of this project. This has delayed the project a bit, but we are still on track to tender in Q3 /Q4 of this year. Construction would take approximately 18 months beginning in early 2020 to Spring/Summer 2021. Now that significant recreation space renovations are in scope, we will have to close the existing library for most of the duration of the construction period.
- A temporary site has been located at 1050 Paramount Drive. We are pleased the leasing costs are reasonable and the mall the temporary site is located in close proximity to the existing site.
- The construction contract is in its final stages. We are working with our partners to ensure this can be released soon.

**Westdale Branch** - Completion of the Westdale reflooring project is on track for completion in early to mid-June 2019. This branch refresh included new carpeting, tiling, painting, installing barrier free door operators to the washrooms, privacy panels for the washrooms and a new information desk.

- Renovations were completed ahead of scheduled and we reopened in early June.

**Mount Hope Branch** – In September 2019, the Board approved use of Library Reserve funds to undertake a feasibility study to look at options for a new or renovated Mount Hope branch. The library feasibility study is to be added to the scope of work for a feasibility study that Public Works is working on related to another facility located on the same site.

## **DIGITAL TECHNOLOGY**

**Maker Space and Digital Media Equipment** - We will continue to expand the availability of digital media equipment around the system and introduce new technologies and innovations. We will provide programs to teach the use of these tools and other learning opportunities to leverage innovations in entrepreneurship endeavors, for children, and adult learning.

- A new Cricut machine was recently added at the Maker Space in Central. The Cricut is very popular with craft lovers. It is a die-cutting machine that prints intricate and detailed cut designs

from a computer software on a variety of materials. The new unit will be promoted throughout the summer and HPL will offer a new "Creative Space with Cricut" program in the fall.

- System-wide digital literacy programs continue to gain interest. We are always adding new creative and fun learning opportunities such as: "Create your website with WIX" which provides training on web design fundamentals and hands-on experience to get customers to start working on their own website and "Make a Scene with Stikbots" which provides a fun way to use flexible figurines to create animated scenes and learn photography and video in a fun creative way.
- HPL embraced Virtual Reality (VR) and Augmented Reality (AR) in our digital literacy programs to give customers simulated global real-life experiences. HPL successfully offered numerous armchair-traveler programs throughout the branches providing customers of all ages a virtual tour experience of cities and global landmarks from within the library.
- HWDSB High school students in the Specialist High Skills Major Program (SHSM) worked with Hamilton Public Library to obtain a certificate of completion after exploring video and audio recording and completing a digital project at HPL Makerspace. The students worked in small teams to put their learning into action by creating a short newscast using the green screen and digital tools available at the library. <https://www.hpl.ca/makerspaces/in-action>
- HWDSB Gifted students from grades 7 across 72 Hamilton public schools have visited the Central Makerspace at Hamilton Public Library during 2018-2019 school year for a day of technical enriched programs. The students learned how to use Photoshop to beautify the buildings they photographed on their way to library, visited Local History & Archives department to learn about the history of their selected buildings and created photography collages of the present and historic local buildings using their newly acquired skills.

**2018-2021 Digital Strategy and Plan** - We will develop a digital strategy and plan that supports the Library Board's new strategic plan in 2018. The strategy will ensure that digital technology plans support the delivery of the organization priority and goals and build on national digital library frameworks to deliver community value and prosperity through digital literacy.

- The Digital Strategy and Plan was launched and approved at the January 2019 Board meeting. It supports the Library Board's 2018-2021 strategic plan and drives innovations to achieve HPL's priorities and goals. Some completed projects include:
  - Migration to Office365 and numerous hardware and software system upgrades.
  - Early Learning systems, printers, monitors and Windows 10 upgrades.
  - New Digital Literacy programs designed and delivered in the community
  - Advancing Digital Literacy in collaboration with partners in the community including McMaster, Mohawk City School, the IEC and Google Canada on various initiatives.
  - Other services include Online Library eCard registration and implementing a new system to manage the program planning process including online program registration.

### **STAFF LEARNING & DEVELOPMENT**

HPL's current strategic priorities are all relevant to supporting staff to be equipped to meet current and future needs, however, the priority a **Learning and Innovative Organization** stresses this most clearly. Serving individuals and communities that are facing rapidly changing technology and evolving learning needs, means equipping our committed staff to meet this challenge must be a major area of focus.



To address this challenge, HPL's management and staff have been working on building on our internal staff development programs to create several Learning Institutes (LI). The LI are designed to proactively equip existing staff with the skills they need today and will need in the future. Some LI programs are continuous with content that is regularly updated to reflect current key messages and initiatives within the basic program. Other LI programs are developed specifically to target trends and issues described in the current Multi-Year Business Plan (MYBP) or in response to the introduction of new services or new or evolving technologies and applications. The latter programs are later incorporated in onboarding and other continuous programs. The following LI have been developed and will continue to support staff in their roles:

1. Library Collections Institute
2. Customer Service and Inclusion Institute
3. Digital Literacy and Technology Skills Institute
4. Financial and Human Resources Institute
5. Health and Safety Institute
6. Learning Program Institute
7. Leadership Development Institute
8. Youth Services Institute

### **1. Collections Institute**

The Collections Institute supports collections development and management. Additionally, it promotes the ongoing development of related customer service skills including knowledge necessary to effectively assist customer discovery of and engagement with collections through BiblioCommons, displays at locations, hpl.ca, community outreach and social media. A key area of focus is readers' advisory related skills and knowledge that supports employee conversations with customers seeking advice about fiction, non-fiction, and digital offerings of all types. The Collections Institute also ensures awareness of specific services such as Local History and Archives and the Visiting Library Service. This Institute's audience includes all front-line information service employees and employees working in Collections and Technical Services.

### **2. Customer Service and Inclusion Institute (CSI)**

The Customer Service and Inclusion Institute supports excellence in all areas of customer service. It supports employees' understanding of Mission, Vision, and Values and related professional accountabilities. It includes introduction to core customer service strategies and how those strategies support the circulation of library materials and the provision of information services to customers. It includes customer service training that highlights actions serving diversity and inclusion. Additionally, it incorporates strategies for dealing with conflict and maintaining personal safety in difficult interactions. CSI content is wide-ranging, supporting ongoing and current system operations and special projects with the goal of ensuring customer service actions are consistent system-wide. This Institute's audience includes all employees. A couple examples of specific training provided by the CSI, include:

- **The Customer Service Roadshow:** The Roadshow is one of HPL's core customer service training programs. All employees participate within their first four months of employment and for refresher sessions when appropriate. Content emphasizes service to library users

and to colleagues. It begins with the premise that customer service is not a department: it is how each employee acts to reflect mission, vision, values.

- **Prepare Training®:** The Prepare Training® Foundation Course is a customer service program presented jointly with the Health and Safety Institute to all employees, except Library Pages. With a core philosophy of Respect, Service, and Safety at Work®, the Prepare Training® program is built on values that prioritize respectful interactions, a service-oriented attitude, and maintaining a safe environment for employees and customers. It develops understanding of how to offer professional respect to all customers and has proven to be effective at giving library employees the skills they need to recognize a crisis in the making and to de-escalate it using verbal, para-verbal and non-verbal communication techniques.

### **3. Digital Literacy and Technology Skills Institute**

Digital Literacy and Technology Skills Institute programs support the implementation of digital literacy and technology skill development related initiatives and include programs designed to build capacity and support Maker/Creation Innovative Services and Spaces. This Institute's audience includes all employees.

- **Technical Benchmarks and Training Plan:** The Tech Training Program is the Digital Literacy and Technology Skills Steering Committee's response to employees #1 strategic request: more tech training to meet ever-evolving customer expectations for assistance. The Plan outlines basic, intermediate and advanced level requirements that apply to all HPL employees and is providing training designed to ensure all staff have the technology skills they need. This is critical to public service staff, as technology is one area that we are often asked for assistance from customers.

### **4. Financial and Human Resources Institute**

The primary focus of this institute is to provide onboarding activities designed to create awareness of policies and procedures related to Financial Services, Facilities, Human Resources, and selected areas of system importance not covered by other Learning Institutes. Another focus is refresher training projects in the areas identified above.

- In conjunction with the Process Improvement Group, the policy/standard operating procedures were updated and cash handling & cash reporting training was offered by Financial Services for branch cash custodians.

### **5. Health and Safety Institute**

The Health and Safety Institute supports the orientation and training recommendations of the Management Team and Joint Health and Safety Committee and ensures that HPL meets all compliance requirements for regulatory training. Additionally, its programs promote ongoing development and use of safe work strategies and builds system-wide awareness of best practices and library policies and procedures. This Institute's audience includes all employees.

### **6. Leadership Development Institute**

Leadership is a competency expected of employees in all job roles. Employees are expected to demonstrate leadership supporting Mission, Vision, Values in ways that are appropriate to their

position. The Leadership Institute includes a variety of internal and external supports for current and future leaders. The Leadership Institute also includes Staff Day and other programs designed to develop professional knowledge and to promote best practices. All the listed programs are ongoing.

All programs support enacting Mission, Vision, Values and Multi-year Business Plan activities. For example, Conference attendance in 2019 included the Chief Librarian/CEO's participation in an Internet Archive leaders conference and the Librarians' Summit in November 2019 engaged HPL and Librarians from Burlington Public, Mohawk and McMaster Libraries for a day of library advocacy focused workshops.

## **7. Learning Program Institute**

The Programming Institute supports adult program development, delivery and management. It promotes the ongoing development of related program and customer service skills including knowledge and skills necessary to develop community-led programs, to effectively assist customer discovery of and registration in scheduled programs and to efficiently complete related back-end activities such as speaker and room booking, event calendaring, statistical processes tracking participation, and ensuring prompt delivery of invoices to Financial Services. The Institute also creates awareness of key strategies linking program content with related print and digital collections. This Institute's primary audience is employees involved in programming at HPL. Selected modules such as Communico Reserve are of wider interest and include employees in job roles that support set up and take down of programs, such as Facilities and Communico Attend includes all Public Service employees. All Programming Institute activities support the Library's Strategic Priorities and the goals of the Multi-year Business Plan.

## **8. Youth Services Institute**

The Youth Services Institute supports youth services at HPL by creating awareness of collections and readers' advisory services to youth at all ages and stages and to their parents. Additionally, it develops specialized programming knowledge and skills related to program development, management and delivery for youth. The Youth Services Institute also supports community outreach to organizations such as schools and events where families are a key audience through modules and practical experience focused on partnerships and participation. The Institute also provides role appropriate onboarding information and activities to HPL leaders including Community Youth Librarians, Collections Librarians and Public Service Managers. Its audience therefore includes Public Service Programmers and employees in leadership roles. Most listed programs are ongoing; those related to the Multi-year Business Plan (MYBP) projects have that notation.

## **OTHER IMPORTANT DEVELOPMENTS OF 2019**

**Six New Managers Welcomed to HPL** – Early this year, Kat Drennan-Scace (Red Hill), Lorie Travi (Turner Park), Elizabeth Blackall (Ancaster/Lynden) and Matthew Abbott (Collections/Extension Services) joined the HPL Management Team. In temporary branch manager positions, Alyssa Seul (Westdale/Locke) and Kathleen Shannon (Barton/Kenilworth) were also brought on board.

**eOne Read Canada** – working with 6 other Public Libraries HPL has helped organize for 300 Canadian Public Libraries a National digital reading initiative for June. Glass Beads a collection of Indigenous short stories is the selected title to bring together Canadian digital readers and help advance the role of Canadian Public Libraries in promoting Canadian content and further strengthening the #eContentForLibraries project.

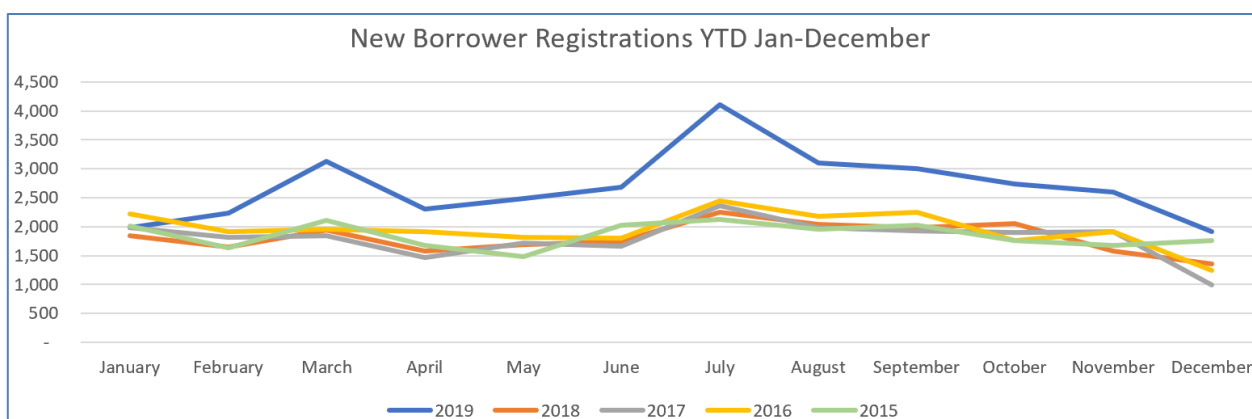
**Celebrating Local Writers** – HPL has hosted two celebrations this year to celebrate local writers. In its 24<sup>th</sup> year the Power of the Pen writing competition celebrates English and French youth Writers. With our partnership with McMaster University we were able to host in its 20<sup>th</sup> year the Mable Pugh Taylor Writer in Residence- Kate Cayley early in 2019 and Nilofar Shidmehr during the fall period. This past spring, Kate hosted a reading reception of the local writers she mentored who wished to share their work.

**Internet Archives Collection Integration** – Technical Services is working to integrate our new Internet Archives Collections into the catalogue so that customers can access this digital collection of 50,000+ items as easily as possible.

- In December the Library Board received a legal opinion on Controlled Digital Lending (CDL) that HPL has commissioned to ensure HPL moves forward with the Internet Archive consistent with Canadian copyright laws. This opinion will be shared with the other libraries in Canada.

**Extended Access Model** – Numerous conversations have been held with public libraries regarding HPL's implementation of open+ technology with remote support in our rural branches. The journal article, *Open+ Technology with Remote Staff Support Improves Branch Access and Enhances Community Engagement*, written by S. Fahim, D. Wark and S. McKay was published in Public Library Quarterly (<https://doi.org/10.1080/01616846.2019.1665449>). S. McKay also presented the Extended Access model at the Library Marketing Communications Conference (LMCC) Nov 12-15 in St. Louis, Missouri. This conference draws 450 Library marketing professionals from across North America.

**Online Card Registration** - On April 18, 2019 the Online Card registration officially launched by promoting online registration through social media and on the library website front page carousel. In 2019 there were 4420 online registrations completed. Online registration, other improvements made from our customer experience task-force and the museum programs all contributed to a significant growth in new registrations in 2019.



**Free Museum Access Incredible Success** - Library Card access to Civic Museums started Family Day, 2019. The extremely successful one-year pilot invites HPL library card holders to gain free entry into these museums: Dundurn National Historic Site; Hamilton Military Museum; Fieldcote Memorial Park and Museum; Griffin House Museum; Whitehern Historic House and Garden; Hamilton Children's Museum; Battlefield House Museum and Park; and the Hamilton Museum of Steam and Technology. Positive and frequent media attention promoted the program. (<https://www.hpl.ca/museum>)

**Google IT Support Certificate Scholarship** - The Google IT Support Certificate initiative started early January. During the first few months, the initial focus was developing processes, promoting the availability of the program with partners and reviewing applications for eligibility of the scholarship. 50 successful participants representing diverse groups were offered the scholarship. The certificate program officially launched on April 1st. The target is to complete the certification in 8 months and become job ready at the end of certification (with other support programs to help the students succeed). Participant learners are proceeding and advancing well in their studies. 4 learners dedicated more time to the studies, already completed the program and obtained their certification months ahead of schedule.

**Hamilton Music Archives** – on May 3<sup>rd</sup> as part of the City's Music Strategy, HPL launched a collection of the history of music in Hamilton. LH&A launched the Hamilton Music Archive May 2019 at an event that celebrated the important history of music and music professionals in the City. The event concluded with an invitation to donate important memorabilia and music collections to the Archive. The Archive launch was highlighted in The Spectator, CBC, CHCH and Global News.

**2019 Concerts in the Round with Sonic Unyon** - In partnership with Sonic Unyon, HPL hosted a sold-out concert on Central's fourth floor with JUNO Award-winning singer-songwriter Matt Mays in support of his latest album, Twice Upon a Hell of a Time. There are two upcoming concerts also scheduled for Central's fourth floor in summer and fall.

**Central Library Space Study** - We have engaged Colliers Consultants to undertake a space planning study for Central to optimize customer service and improve operational efficiencies. The document would serve as a 5-year roadmap to help guide us as we plan for the next 5 years at Central. The study is in progress and we expect it to be completed by this fall. Staff will be reporting back to the Library Board in Q3 to get direction on which projects to pursue and funding sources.

- Colliers Consultants have provided their report back to the Senior Leadership Team (SLT) with a number of recommendations to consider including refreshed furniture for the 4<sup>th</sup> Floor and pursuing a LEAN workflow analysis. High-level cost assumptions were provided by Colliers. We must leverage opportunities as they arise to make the most of our limited funding. The newly re-purposed Capital Enhancement Account and Reserve could be sources of funding for these initiatives balanced with other priorities. We will be reporting to the Library Board in Q1/Q2 of 2020 on the recommendations and possible funding sources.

**Age-Friendly/Dementia-Friendly/Newcomer-Friendly Libraries** - HPL is updating its programs, collateral and wayfinding to reflect an aging population. This includes offering larger print marketing

materials, signs with symbols vs. words, partnering with Alzheimer's Society on dementia tele-workshops, offering memory cafes, etc. Also, we implemented the new CNIB Phone It Forward program to collect donated phones for low-vision customers. The phones are updated with accessible applications to make daily living easier for those with vision loss. This program will be rolled out across HPL in May, which is vision health month. HPL hosted an Age Friendly Libraries Summit on October 1 at Central.

**Virtual and Augmented Reality HPL applications** - The success of the Virtual Reality tours offered at branches, inspired Hamilton Public Library to expand its usage and create simulated experiences closer to home. HPL developed a framework to use Virtual and Augmented Reality to use local content and create new experiences to be enjoyed by customers. HPL created VR tours of Central MakerSpace and Local History & Archives (LH&A) to give customers a simulated taste of the resources HPL offers. Tapping into Hamilton's history, customers can also experience virtual time travel between the historic and modern-day City of Hamilton. HPL applied the framework to integrate historic photographs of Hamilton buildings into Google Street View to create real experiences of touring the city through time using virtual and augmented reality.

Following the successful partnership with Mohawk College, Hamilton Public Library takes story time and reading programs to the next level with a program where kids experience a story written by a popular children's author and transformed into a VR interactive experience by Mohawk's coding club. As kids read from the story, the characters come to life around them; readers need to find a clue and complete a virtual task to progress to the next page in the story. Work in progress with planned completion this year.

**Research Projects with CityLab** – Six HPL project proposals were picked up by partnering post-secondary educational institutions for one or two semesters. The work was completed by students under the supervision of their professors. Students connected with library staff on these topics:

- Cultivating Cultural Humility at HPL
- Enhancing Wi-Fi at HPL
- Growing to Eat Better
- Central Library Information Hub
- Indigenous Naming Consultation
- Newborns and Other New Library Users

### **2SLGBTQ+ Archives: Call for Donations Event**

The library looks forward to launching the 2SLGBTQ+ archives in June 2020, as part of Hamilton Pride. Along with the family of Michael Johnstone the library hosted an event in October attended by Community members, the City Manager, Councillors and Board members.

### **Nautilus Gears: Time Travel Community Scavenger Hunt**

Nautilus Gears mystery has been solved! The winner was presented the beautiful, locally crafted Gears brooch and wooden box at the December 18th Board Meeting. Working with community partners including the Spectator, Hamiltonians were able to explore Hamilton, the Local History Collection and complete some puzzles to solve the community scavenger hunt.

### **Interlibrary Loan: Resumes for print**

The library resumed print only Interlibrary Loan via Canada Post with other Ontario Libraries and via a local courier service with the Six Nations, Brant, Brantford, Haldimand, Norfolk, Oxford County Libraries. We will begin microfilm interlibrary loan early in 2020.

### **New Bookmobile Stops & Community Collections: Eva Rothwell Literacy Train & 24 other sites**

On Friday, October 25th the Bookmobile started a new weekly stop at the Eva Rothwell Centre, the following week stops also started at Seasons Retirement Centre and Six Nations Library. Throughout the summer we worked with the Eva Rothwell Summer camp with a special Summer Reading Program and community collection on the Literacy Train. We are excited to continue growing our relationship with the Centre. More than two dozen Community Collections were launched in 2019 and we look forward to continuing to work with more community agencies in 2020 to expand collections in the community and providing access to HPL resources to even more Hamiltonians.

### **Grab and Go Bags**

Grab and Go bags for Children's books are now available at branches across Hamilton. These bags contain picture books and chapter books. These bags are pre-selected materials customers can grab off the shelf and check out without having to browse the shelves. These bags serve as a time-saver for families who only have a limited amount of time to spend selecting materials. In 2020 we look forward to launching Flix Pix bags with DVDs.

### **Digital Collections Updates:**

Digital circulation reached an all-time high this year in Hamilton by surpassing 1,000,000 copies. In 2019 the new OverDrive Express Collection has led to over 2000 customers a month accessing a "lucky day" checkout. These one-week loans of high demand titles are as popular as the print and DVD Express collections in Branches. The MacMillian digital embargo for public libraries has started. MacMillian is the library's 8th most circulated publisher and customers will start seeing a message in OverDrive on affected titles to let them know the library is only allowed to purchase 1 copy of MacMillian titles in the title's first eight weeks.

### **Empowerment Squared Programming at Branches**

This local non-profit has been doing great work in the City to help support newcomer youth. The organization was founded 10 years ago by Leo Johnston, a McMaster University graduate who came to Hamilton as a government supported refugee from Liberia. HPL has worked with Empowerment Squared in a number of ways for several years, including this year where a new series of teen programs has been launched to empower students to learn about navigating the legal system in Ontario.

### **Celebrating Our Local History at HPL: Anne Jones at Westdale Branch**

Efforts to celebrate a community's local history by creating quality displays and reproductions of images from Local History and Archives (LHA) in our branches has been warmly received by residents.



For Westdale branch, staff created a visual collage to honour local resident and long-time [Westdale customer Anne Jones](#). Among her many accomplishments, Anne was the first Regional Chair of Hamilton-Wentworth and she was inducted into the Gallery of Distinction in 1994. The next branch displays will include Terryberry and Barton.

### **TD Summer Reading Club for Youth**

Summer Reading – HPL joined public libraries across Canada in offering the TD Summer Reading Club across all 22 branches and 2 bookmobiles in order to help children maintain literacy levels and support a love of reading. This year's summer reading theme was the Natural World. With close to 9,000 participants, the summer reading program encouraged kids and teens to read books they love, track their reading, and discover something new in our learning programs. Small group reading support was available in Reading Buddies programs, where Summer Literacy Workers highlighted books on the First Nations Communities Read list and books about the environment.

### **Forest of Reading**

Hamilton Public Library is proud to partner with Hamilton Wentworth Catholic District School Board and Hamilton Wentworth District School Board to celebrate Forest of Reading. Elementary school students have read 2019 nominated books all school year, and in April, over 2000 young readers had the opportunity to meet the authors at 18 visits held at the Hamilton Public Library and the HWDSB Education Centre. In 2020 the library looks forward to hosting a Family Forest event at Turner Park to include families in the celebration of new Canadian Children's literature.

### **100 Books to Read before Kindergarten**

Reading to children from birth to pre-K has many advantages. Adults in the lives of children are their first teacher as a child's learning starts at birth. To help support early literacy the library provides a list of some of our favourite books to enjoy with children during their first five years. The list also includes 20 titles in French. The list is available online and in branches.

**Date:** January 15, 2020  
**To:** Chair and Members of the Board  
**From:** Paul Takala, Chief Librarian/CEO  
**Subject:** **Goals for 2020 (2nd Review) - PT - Attachment #8.3**

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### RECOMMENDATION:

That the Library Board approve the Goals for 2020.

### BACKGROUND:

The Library Board approved the Multi-Year Business plan in November and that has been submitted to the City of Hamilton for consideration. This report pulls out the goals for 2020 from that report. This internal report provides an opportunity for the Board to focus on the year ahead and to consider actions. If additional actions are decided, they need to build on the plan submitted to the City.

### ATTACHMENTS:

Description	Upload Date	Type
Goals for 2020	1/10/2020	Cover Memo

**Date:** January 15, 2020  
**To:** Chair and Members of the Library Board  
**From:** Paul Takala, Chief Librarian/CEO  
**Subject:** **Hamilton Public Library Goals 2020 – (2<sup>nd</sup> Review)**

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### **IMPLEMENTING THE STRATEGIC PLAN**

**2018-2021 Strategic Plan** - The Library Board adopted a new [strategic plan in 2018](#). The plan builds on the success of the previous plan. In preparation for developing the 2018-2021 Strategic Plan the Library Board sought to understand broad trends impacting society and public libraries, as well as, specific challenges and aspirations of the communities we serve. The Board looked at the Our Future Hamilton Community Vision and conducted a [community survey that received over 7,000 responses](#). That process has informed the new Strategic Plan and the annual business plans that will follow.

The 2017 Community Survey highlighted several areas in which many residents feel we are meeting or exceeding their needs. This includes the quality of our service, the helpfulness of our staff and the knowledge of our staff. What we learned about the non-library user from that survey is that they value the community connections the library offers along with our materials and services but they have had more negative library service experiences. The non-user group had significantly lower satisfaction scores regarding our personal services and had a positive reaction to fine reduction. The new Strategic Plan and results of the survey challenge us to do a better job of **informing people about our services** and that there are groups that we could better serve. As we continue to improve our service hours, programs and spaces, we will **focus on breaking down barriers to use**. We will also focus on improving access to collections, in particular our selection of eBooks.

### **SERVICE PLANNING AND DEVELOPMENT**

**Expanding Library Service Hours** - Since 2015, 151 hours of service has been added per week without an increase in staffing. In December 2018 the Library Board received the 4th report on service hours in 2 years. In September 2019 the Library Board approved opening 3 locations at 9 am instead of 10 am (Ancaster, Saltfleet and Sherwood). In 2020 we will continue to build on the work that has already been done and staff will provide to the Board more information and analysis on usage patterns to make informed decisions about future changes. Likely next steps that we will be recommending include adding additional locations opening at 9 am and geographically placing another study hall.

**Rural Service Expansion** - In 2017, HPL pilot tested a new rural service model at the Freelon branch. In 2018, this pilot was deemed a success and expanded to Lynden. This model expands library hours by supplementing the hours the branch is staffed with extended service hours supported remotely by HPL staff in other branches. The extended access model continues to yield positive results at Freelon and Lynden. This model is planned for the Carlisle, Greensville and Mount Hope branches. The

implementation is currently planned to happen in conjunction with renovations at Mount Hope and the planned new buildings for Carlisle and Greenville. Should any of those projects experience extended delays the timing will be brought back to the Library Board for reconsideration.

**Local History and Archives (LHA)** - Working with the Internet Archive (IA) and continuing to review a Digital Asset Management Plan we are working to develop a strategy to support an acceleration of the digitization of key collections. The roadmap will outline how we increase access to high-interest LHA collections in a variety of formats including images, text, audio, and video. This initiative will be informed by the Library Board's endorsement of Access by Design.

- **Internet Archive (IA) and Controlled Digital Lending (CDL)** – Building on the legal opinion received by the Library Board in December on CDL, the Board encourages staff to continue to work with the IA to build on a strong partnership that ensures HPL's digitization efforts result in a maximum access to all. Participating in the Open Library and making content from the LHA available through the IA should be given high priority. This should include participating in CDL and making available in the Internet Archive content we control, not in copyright, to be freely accessible.
- **2SLGBTQ+ Archives** - Serving as a self-appointed archivist for residents who have long been marginalized, Michael Johnstone lovingly captured more than 50 years of Hamilton's LGBT2SQ+ community history. Prior to his passing in 2018, Michael donated his collection to the Hamilton Public Library which will become the foundation of the 2SLGBTQ+ Community Archive.
- **Celebrating Local History** - Staff are currently developing a plan to display artifacts from the Terryberry family, including family tombstones that were donated to us. The intention is to do this as part of Terryberry Library's 50th birthday that will happen in 2020. At Westdale branch, staff worked with the family of Anne Jones to honour local resident and long-time Westdale customer. We are exploring ways we can celebrate local landmarks and residents who helped shape their communities. In doing this we are aiming to focus on recognizing individuals that made a local impact. Our strategic plan calls us to be "A Community Beacon" and a unifying force in the communities we serve. Staff are excited about developing a plan that intentionally celebrates residents from all walks of life and diverse backgrounds as a way of enhancing understanding and appreciation for all our rich histories.

**Library Membership Growth** – Staff will continue to look for ways to ensure that we are able to increase the number of residents that benefit from our services. Currently we have over 167,000 active customers (people who have a library card and have used the library in the last 2 years). That represents about 29% of the City's population. Our goal is to reach 30% in 2020 and 35% by 2025. In 2019 new registration was up 48.8%. One area of emphasis is ensuring students have active cards and are using HPL to advance their studies. All we know is that many people use our free wi-fi and spaces but do not have a library card. Strengthening our relationships with those customers and getting them registered will be explored.

- **Online Card Registration** – With digital circulation now representing so much of our circulation and rising every quarter, staff implemented an online registration system in April 2019 and in the Fall of 2019 the Six Nations community was added to online registration eligibility as part of First

Nations Public Library week with the launch of our partnership with Six Nations Public Library.

### **Expanding Access to Quality Library Collection –**

- **Community Collections** - Some of HPL's good quality discarded materials are now going to community service centers across the city. (e.g. youth residences, assisted living facilities, community centres, etc.) These items will include stickers on the back that indicates the item is for reading and sharing and is a sample of what can be borrowed from HPL with a free library card.
- **eExpress Collection** – the library has launched a new eExpress Collection in OverDrive in 2019. In 2020 we will continue to build on the success of that collection.
- **Digital Magazines:** In 2020 RB Digital is going unlimited with its titles in Magazines and Comics. The Library looks forward to sharing even more magazines for reading online, anywhere, any time.
- **Internet Archives: Open Library** - Working with the Internet Archives (IA) the library has launched its Open Library collection. Future projects include providing access to a low vision collection and growing our archival content on IA.
- **Interlibrary Loan** - The library has resumed print only Interlibrary Loan via Canada Post with other Ontario Libraries and via a local courier service with the Six Nations, Brant, Brantford, Haldimand, Norfolk, Oxford County Libraries. In 2020 the plan is to add microfilm to the loan process.

### **ADVANCING COMMUNITY PRIORITIES THROUGH PARTNERSHIPS**

The Hamilton Public Library [Partnership Policy](#) articulates 4 core reasons we engage in partnerships:

1. Extend and enhance Library services and programs in a sustainable way
2. Increase awareness of Library services and programs
3. Support the City of Hamilton and broad-based community initiatives that advance Hamilton's economic, social and cultural richness
4. Enhance coordination and reduce overlap in efforts between agencies serving Hamilton

Important partnership priorities for 2020 include:

**Indwell at Parkdale** – Staff are working with the Library Board to receive operating funds to open a small neighbour branch in Parkdale. The branch would have good street presence on Parkdale and provide core library services to the community.

**Our Future Hamilton (OFH)** – OFH's positive vision for the future informs HPL activities to advance the key themes in our work. As well, we actively support OFH events, including their annual summit.

**Urban Indigenous Strategy** – Working with the Urban Indigenous Strategy the library was the host of two movies this Fall. We look forward to continued work with UIS as we work towards the Calls to Action in both the UIS and Truth and Reconciliation Report.

**Civic Museums** – In addition to working with the Museum teams at the City on the Library Card partnership, the library actively promoted the Museum revisioning survey this summer and is meeting with a group of citizens who wish to support the city as they plan for the future of the City's Culture and Tourism Division regarding a City of Hamilton Museum as directed by City Council.

**CityLAB** – HPL is collaborating with Hamilton-area post-secondary faculty and students on six projects through the CityLAB initiative. The projects range widely, including improving on the use of library space, welcoming new users from partnership with EarlyON, promoting food literacy, enhancing Wi-Fi connectivity in the library, cultivating cultural humility and rethinking how we name collections acknowledging Indigenous cultures.

**City Parks and Recreation** – Working with Parks and Recreation the library will be hosting free trail classes and information sessions on being active in the community with Parks and Recreation in March 2020.

**Red Book** - Hamilton Public Library has taken ownership of the Red Book, a Hamilton community resource database, since the closure of Information Hamilton in December 2018. HPL is committed to maintaining the valuable information it contains, the partnership with local community organizations and enhance navigation and search features to ensure this information is readily available to the community.

**Mohawk College** – City School by Mohawk – Hamilton Public Library continues to grow its partnership with Mohawk College to offer a wider selection of free college credit programs. City School is delivering 4 programs twice a week at Hamilton Central Library covering topics about music, business plans and careers in Technology. 3 more credit programs are planned for Winter of 2020 at Central and Red Hill branch with a focus on small business entrepreneurship and child development.

**Xperience Annex.** Is a partnership initiative between HPL and the City of Hamilton located at Central Library Circuit 4.0 (4<sup>th</sup> floor, Central Library). Xperience Annex support youth in achieving their goals by connection and collaboration with education, health care and employment providers. With the help of youth navigators 6 days a week, Xperience Annex works with youth to understand their needs and create pathways to community services and employment.

**McMaster University and McMaster Library** – HPL partners with McMaster in multiple ways, including in the annual Writer in Residence. HPL is a key partner in two national research initiatives led by McMaster Researchers, one explores the effectiveness of digital literacy programs and services in the public library and the other explores strategies to keep seniors socially engaged and developing.

**Continuing Education – Google IT Support Certificate Scholarship** – Working with Google, HPL provides free continuing education opportunities to 100 Hamiltonians, over two years, to obtain an IT support certificate to prepare them for an entry level technology career. 50 individuals participated in

2019 and recruiting is underway for the next 50 learners for the 2020 cohort.

**New Bookmobile Schedule** – In 2019 a new Bookmobile Schedule was launched with new services and stops, including one at Eva Rothwell in Ward 3. In 2020 staff will continue to ensure the schedule of stops is delivering effective service and will also use the Bookmobiles to participate in important community celebrations.

**Project Management** – The Library recognizes that project management is a key discipline to enable the library to achieve its innovative agenda and implement projects effectively, efficiently and in a timely manner. In addition to adopting key project management frameworks, the library made sure key staff involved on projects are trained.. The Library will be cooperating and working with the City of Hamilton in developing and building the project management community of practice across the City.

**Reading Programs** - The library continues to celebrate readers, reading and writing this year in many ways. We continue to host a Writer-In-Residence in partnership with McMaster and celebrate writers with the Power of the Pen and Short Works Prizes. With local School Boards we host thousands of students each Spring for the annual Forest of Reading celebration and look forward to celebrating more Canadian books in 2020 as we expand the program to include families with an evening program. Our annual reading programs include hundreds of Hamilton readers with the TD Summer Reading Club, Hamilton Reads and Telling Tales festivals.

**Winterfest** – The library worked with Winterfest 2019 and will do so again in 2020. Our 2019 program included the Bookmobile visiting 6 different sites last February on weekends, to join families and the outdoor festivities. In 2020 we will be working with organizers to provide a Winterfest reads list.

**HWDSB - Digital Literacy programs** – System-wide digital literacy programs continue to gain interest. HPL continues to add fun and engaging digital learning opportunities for all ages and develop new partnership ideas with the HWDSB related to technology and the school curriculum. Examples of these special programs include: HWDSB High school students in the Specialist High Skills Major Program (SHSM) obtaining a certificate of completion after exploring video and audio recording and completing a digital project at HPL Makerspace, or working with HWDSB Gifted students who learned how to use Photoshop to beautify buildings they photographed on their way to the library and integrated the learning with Local History and Archives content to learn about the history of their selected buildings to create a collage using their newly acquired skills.

**Community Research Platform**—In collaboration with the Faculty of Social Sciences at McMaster University, HPL is developing a conceptual community research platform to support current and future Community-Based Participatory Research initiatives. The platform will formalize the partnership and support these initiatives, providing McMaster faculty and researchers with access to the community via the Library; in turn, the Library benefits from the scholarship to inform decision-



making about our programs and services and to contribute to demonstrating the Library's social impact.

**Gender Identity and Expression Protocol Training City of Hamilton** – In 2020 we will continue to ensure all permanent staff participate in this training. In 2020 library pages will be participating in a modified version of this training.

**Ongoing local community partnerships with BIAs and Farmer's Markets** – The Concession Branch working together with its local BIA will install a historic graphic obtained from our LH&A photo collection to enhance the exterior of the Concession location. We strive to becoming a visible presence in the community at Farmer's Markets across the City promoting library services and programs along with food literacy.

### **FINANCIAL & OPERATIONAL ACCOUNTABILITY**

**Operating budget** - We will continue to ensure operating funds are effectively used to maximize our impact and relevance to the community. This will include ensuring we work within the 2020 operating budget while we plan for the 2021-2023 operating budgets that meet the City of Hamilton's budget targets as closely as possible. As we continue to strive to expand our impact by using existing resources, we will identify cost effective, high-impact programs for City Council to consider.

- In 2020 we will include as part of our budget submission to Council a report on the balance of part-time and full-time staff. We encourage Library Management to maintain a balance between part-time and full-time staff and we encourage Management to look for opportunities to create new full-time positions, when funding is available and circumstances warrant.

**Revenue Generation** - We will continue providing the Board with an annual report that highlights alternative sources of funding we received in the previous year. This will include: fines, fees, donations and special grant funding. The first report on revenue generation was received in March 2017. We will continue to focus on ways we can supplement our funding in ways that are consistent with our vision and values as an organization.

- **Fundraising Strategy** – Pending Board approval, staff will undertake a study to develop potential revenue generation strategies and tactics. That report will provide the Board with options to consider for future directions.

**Expanded Metrics Program** - Building on past work, we will continue to improve our metrics reporting. We will continue to monitor trends in usage at HPL while we also ensure we continue to report on how we compare to other libraries. We will continue to work with the broader library community to build rigorous and objective impact measures that help ensure our programs and services are directed towards positive results and outcomes. In March 2017 a new branch by branch report looking at 5 year trends and weekly usage patterns was received. As requested by the Library Board, staff are developing reports based on geographic usage. That work will continue as more census information gets released. In 2018, staff completed a return on investment (ROI) report for

HPL that demonstrated our economic impact on the community. In addition to quantitative metrics, HPL has implemented qualitative methods to measure program outcomes: in 2019 participant surveys were implemented in the Memory Café and Summer Reading Club programs. A mixed methods approach provides HPL with numerical and customer narratives to demonstrate how HPL makes a positive social impact on the people of Hamilton.

**Technology Innovation and Lean Assessments** - Lean is built around the concept that work should focus on maximizing customer value while minimizing waste. Adding value to our customers while we remove/reduce low impact work is an important source of generating capacity. Building on the work that the City of Hamilton and other libraries are doing, HPL will continue to work towards using Lean processes to review our work. In 2017 staff revamped our shipping process with respect to how we handle intra-branch traffic. In 2018 we began the process to look at our event management, room bookings and related planning process with implementation taking place in 2019/20.

**DC Charges** - In May 2019, the Ontario Government released the Housing Supply Action Plan. Bill 108 was tabled in the Ontario Legislature in May to give effect to many of the measures outlined in the Housing Supply Action Plan. Bill 108 proposes changes to many Acts including the Development Charges Act. The Province has not yet released regulations to clarify how the broad changes through the proposed Bill 108 would be implemented. The Library will work with the City on a cross-departmental approach in reviewing the impacts of the legislation as regulations are released to determine how to support the effective implementation and management of the changes arising through Bill 108.

### **POLICY DEVELOPMENT**

HPL will continue to update and refine our organizational policies. The review schedule as approved by the Library Board in the Policy Manual will continue. In 2020 we continue with that process as we also expedite our review of our Inclusion, Program, Space Rentals and Partnership policies to ensure we address current policy challenges facing libraries in other communities.

### **FACILITY RENEWAL**

In 2011 HPL had 6 locations that could not be brought up to current standards and provide accessible services into the future. By 2019 only 1 facility remained without a plan, Mount Hope. A feasibility study is now underway. In 2018 the Library Board completed an independent assessment of our facilities to evaluate how HPL services and physical locations will align with the expected demographic patterns throughout the City. In addition to identifying potential gaps in library service, we will continue to incorporate future capital maintenance costs into our Facilities Master Plan and long-term planning. As we work to build our service, we will need to ensure we have a plan to effectively manage existing facilities over the long term. In early 2019 the 5<sup>th</sup> version of the Facilities Master Plan was approved by the Library Board. Here are 2020 priorities for major capital projects.

**Carlisle** – Advance the redevelopment of a new Carlisle branch. We appreciate the generous donation of the TD Bank building in Carlisle. A 2020 capital budget submission has been approved by

the Board for submission to the City for a \$1.75m capital project. In 2020 staff work with the Library Board on finalizing the scope of the work to be done and commence construction.

**Greensville Branch** – We will continue to work in partnership with the HWDSB and the City of Hamilton to advance the project. In 2020 staff are instructed to advance construction of the new library and work with the City to identify additional funds for the project. That will likely happen as part of the 2021 Capital Budget cycle.

**Mount Hope** – In September 2019 the Library Board approved use of \$75,000 from Library Reserves to undertake a feasibility study for a new or renovated branch that would address accessibility issues and provide for long-term sustainability at that location. In 2020 staff will report back on the results of the feasibility study and work with the Board to determine next steps.

**Valley Park Branch** – Continue to advance the Valley Park project in 2020. Open the temporary location in Q1.

#### **A LEARNING & INNOVATIVE ORGANIZATION: SETTING UP OUR STAFF FOR SUCCESS**

HPL's current strategic priorities are relevant to supporting staff to be equipped to meet current and future needs, however, the priority a **Learning and Innovative Organization** stresses this. Serving communities that are facing rapidly changing technology, with their needs evolving and changing, means equipping our committed staff to meet this challenge must be a major area of focus.

To address this challenge, HPL's management and staff have been working on building on our internal staff development programs to create several Learning Institutes (LI). The LI are designed to proactively equip existing staff with the skills they need today and will need in the future. Some LI programs are continuous with content that is regularly updated to reflect current key messages and initiatives within the basic program. Other LI programs are developed specifically to target trends and issues described in the current Multi-Year Business Plan (MYBP) or in response to the introduction of new services or new or evolving technologies and applications. The latter programs are later incorporated in onboarding and other continuous programs. In 2020 staff will continue to support staff in their roles through these Learning Institutes:

1. Library Collections Institute
2. Customer Service and Inclusion Institute
3. Digital Literacy and Technology Skills Institute
4. Financial and Human Resources Institute
5. Health and Safety Institute
6. Learning Program Institute
7. Leadership Development Institute
8. Programming Experiential Learning Program

**Date:** January 15, 2020  
**To:** Chair and Members of the Board  
**From:** Sherry Fahim, Director Digital Technology and Creation  
Tony Del Monaco, Director Finance and Facilities  
**Subject:** **Fundraising Strategy (2nd Review) - SF- Attachment #9.1**

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## RECOMMENDATION:

The Hamilton Public Library Board approve up to \$30,000 from the Library Special Gifts Fund (106110) to be used to cover the costs of consulting services to complete a fundraising feasibility study that identifies potential fundraising strategies.

That staff report back on the results of the **Phase 1 Study** to the Library Board to determine next steps and if additional funds are required.

## FINANCIAL/STAFFING/LEGAL IMPLICATIONS:

Any additional financial, staffing or legal implications resulting from the study's recommendations will follow the Hamilton Public Library Board's normal approval processes.

## BACKGROUND:

The Hamilton Public Library has received monetary and non-monetary donations for many years. These donations are processed to issue the donors charitable tax receipts, and modest steps have been taken to recognize our donors. The library has traditionally been cautious in actively seeking fundraising opportunities and, at present, does not have the capacity to proactively build and support fundraising efforts. The planned major renovation of Local History and Archives will likely necessitate the need to find new sources of capital funding.

The Manager of Communications, who joined HPL in 2018, brings expertise and experience in fundraising and sponsor relations. In April 2019, staff asked the Board's approval for funding for a temporary staff member, for an 18-month period, who would develop a fundraising strategy and kick start the initiative. At that time the Board directed staff to retain consulting services to conduct a feasibility study to develop a fundraising strategy and plan.

### Environmental Scan

HPL staff conducted a high-level environmental scan of fundraising efforts among Canadian Urban Library Council (CULC) members. The scan identified three fundraising models commonly adopted by most libraries: volunteer-based friends' groups, independent charitable foundations and internal staff dedicated to fundraising initiatives. Among the ten largest (by population served) English language CULC libraries, establishing an in-house fundraising team was the most

common approach. Both Brampton Library and Halifax Public Library, who are comparable to HPL in terms of population served, have a Fund Development Manager on staff.

Based on a sample of CULC libraries who were surveyed in March 2019, 57% actively fundraise; of these, 58% have internal development staff and 25% have foundations, with several having both. Libraries with internal development staff have an average of 2 FTE; foundations have an average of 4 FTE. The study highlights a co-relation between the number of development staff (internal or foundation) and the amount of money raised and averages from ~\$500K to \$3M and \$5M per year.

### **Feasibility Study Deliverables**

Staff are seeking Board approval for a fundraising feasibility study (Phase 1). The study will provide the Library Board with the following information:

#### **PHASE 1**

1. An environmental scan to support an understanding of the philanthropic environment in Hamilton and potential sources of new funding that HPL could be eligible for. This would include new sources of government funding, foundations, private individuals and companies.
2. An evaluation of potential fundraising and sponsorship strategies that HPL could engage in, including systems required, staffing and models to sustain results overtime.
3. Forecast estimated ranges of expected funds and resources required to execute each strategy.
4. A risk assessment for HPL of the potential strategies, including risk mitigation tactics.

After PHASE 1 staff will report back to the Library Board with potential options. For strategies that the Board approves staff will proceed to PHASE 2.

#### **PHASE 2**

1. Specific potential fund development opportunities and prospects for each of the approved strategies.
2. An action plan for each Strategy that includes systems/software recommendations if required, skills and competencies of staff and effort required.

Consulting services to develop the feasibility study and strategy is estimated to cost up to \$30,000 for PHASE 1.

**Date:** January 15, 2020  
**To:** Chair and Members of the Board  
**From:** Paul Takala, Chief Librarian/CEO  
**Subject:** **Chief Librarian Report - PT - Attachment #11.1**

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### **RECOMMENDATION:**

That the Chief Librarian Report for January 2020 be received.

### **ATTACHMENTS:**

Description	Upload Date	Type
Chief Librarian Report - January 2020	1/10/2020	Cover Memo

## Chief Librarian Report – January 2020

### Former Library Board Chair Marie Robbins

It was with great sadness that we learned former Board Chair Marie Robbins, passed away on January 1<sup>st</sup>. She was a great support of literacy and public libraries. She was a successful business woman, teacher of English as a Second Language and a tireless volunteer. An article in the [Stoney Creek News](#) summarized some of her accomplishments, including 2017 Citizen of the Year Award from the Stoney Creek Chamber of Commerce. Those who knew Marie appreciated her grace, humility and tireless energy for positive causes.

### Library Card Museum Access Program Success

We want to thank City Council and our partners in Hamilton's Civic Museums for working with HPL to allow resident library card holders to have free access to their museums. Information about the program is listed on the Library website: <https://www.hpl.ca/museum>. As of the end of December over **12,503 people visited** the Civic Museums in 2019 using their library cards. Months that had some of the highest attendance included March, July and August. This partnership has helped increase the profile of the museums, while at the same time it has encouraged more people to sign-up for library cards. We were pleased to learn that City Museums saw a healthy growth in revenue in 2019.

### Google IT Support Professional Certificate

HPL received a grant from Google to offer free access and support to 100 Hamilton residents (over two years) to obtain a Google IT Support Professional Certificate (GISC). The certificate prepares individuals for an entry-level Information Technology position. The course is self-directed with a blend of in-person support by a designated HPL digital staff. Applicants must be residents of Hamilton and interested in IT or IT-related career with basic English, Math and Computer Skills.

Congratulations to the first 42 participant cohort for successfully completing the 2019 course. We are celebrating their incredible achievement and stories in a Graduation Ceremony at Central Library on Monday January 13, 2020 at 6:00pm.

The 2020 GISC group will start early March. The application and selection process is in full swing. Information sessions have been held with community partners and the application is open and available online ([www.hpl.ca/gisc2](http://www.hpl.ca/gisc2)). We currently have more than 100 applicants and continue to promote the program before the deadline of Jan 31, 2020.

### Manager Update

Congratulations to Rita Bozz on her upcoming retirement. Erica Conly has accepted the role as the new Program Manager.

Amir Feridooni is joining HPL as Manager of Digital Technology Services starting on January 21, 2020. Amir holds master's degrees in Library Information Science (MLIS) and Health Informatics as well as a Bachelor degree in Computer Science, all from Dalhousie University. Amir comes to HPL with an extensive technology and library experience having managed digital technology,

collections, e-services and library branches at Brantford, Vaughan and Regina. Amir was also a faculty member at Dalhousie, in charge of the Learning Commons Center. We look forward to Amir joining our management team and bringing his experience and technology leadership to the Hamilton Public Library.

### Improving Digital Signage Management at HPL locations

Continuing with HPL's commitment to technology innovation and implementing lean processes to maximize value and minimize waste, we began the process of improving the processes we use to update in-branch signage.

A pilot was completed at Central Library and Red Hill branch. The signage broadcasts information from the events management system, HPL website and the Intranet to display programs to the public. The signage automation streamlines processes, reduces print and work associated with creation and hanging of signs. The new system will standardize the look and feel, and ensure messaging is consistent across all branches. Implementation across all branches will follow.

### Concession Library Archival Photo Murals

The Library worked with the Concession BIA to showcase three new outdoor murals, now displayed on the corner of Cliff and Concession Streets. The murals are a celebration of both the Concession community and the history of the library in the area.

### What's Happening? HPL Guide Review

HPL Communications is undertaking a customer survey to determine how/when they use the *What's Happening? Guide*. Responses will determine the next iteration of the Guide, programming, and overall frequency and type of customer communications. Staff will report back to the Library Board on what we learn and the proposed changes.

### CNIB Phone It Forward Program

HPL is partnering with CNIB hosting January phone drives at the community table at Central branch, as well as piloting three technology training sessions for those with low vision (and family/friends of those with low vision) needing assistance learning new digital applications and accessible technologies. Sessions January 8, 15 and 22.

### Waterdown Library – City Lab Partnership Update

The Waterdown library partnered through CityLab with Mohawk College's Nutrition course, comprised of just over 120 students to produce work for Waterdown's new community garden beds. These students worked to create meaningful learning programs that can be delivered by HPL staff surrounding topics such as: food security, health and nutrition, organic food growth and green gardening. The partnership will continue into the Winter term with one co-op student who will continue to do more in depth work.

### Upcoming Events of Interest

The Library hosts approximately 10,000 different learning programs a year. A full list of events are on the website, see the [Events Schedule](#) or the [What's Happening Program guide](#).



## January

- Sock Drive – Bookmobile – All Stops, Monday to Friday
- Google IT Graduation Ceremony – Monday January 13, 6 pm
- HPL VLS Volunteer Appreciation Night – Monday January 20 6 pm
- [Open Mic Night](#) – Central – Thursday, January 15, 6:30 pm
- [VON Caregiver Education Series - From Stress to Strength](#) – Dundas - Thursday, 09, 1:00 pm

## February

- [Winterfest](#) – Various events across the city including Griffin House Stories, Story times, Music and Art
- [Wiggle and Shake Storytime: Get Ready to Read](#) – Kenilworth - Thursday, 06, 10:30 am
- [The Kindness Bookmark Project](#) – Carlisle - Tuesday, 11, 4:30 pm
- [Music for Babies and Toddlers](#) - Binbrook - Wednesday, 12, 10:45 am
- Family Day – Central and Turner Park – Monday, 17, 1:30
- [Book Explorers: Be Yourself](#) – Locke - Tuesday, February 18, 4:00 pm
- [Meditation Circle](#) – Saltfleet - Wednesday, 19, 7:00 pm
- Hamilton Philharmonic - Trombone – Central – Friday, 14, 12:45 pm
- [Jackie Washington Day](#) – Central – Friday, 21, 12:00 pm
- [Guitar Club](#) – Greensville - Wednesday, 26, 6:30 pm
- [Car-Buying Seminar](#) – Waterdown - Thursday, 27, 7:00 pm
- [To Killing a Mockingbird 60<sup>th</sup> Anniversary](#) – Central - Saturday, 29, 12:00 pm
- [Happy Leap Year](#) – Turner Park – Saturday, 29, All Day

## March

- Which Book Next? Reader's Advisory Program Launch – system-wide program – March 2
- [Family Storytime: Get Ready to Read](#) – Ancaster - Tuesday, 3, 6:30pm
- [Stay and Play Drop-In with EarlyON](#) – Lynden - Thursday, 5, 10:00 am
- Forest of Reading Family Celebration – Turner Park – Friday, 6, 2:00 pm
- Hamilton Philharmonic - Oboe – Central – Friday, 13, 12:45 pm
- [Book Club](#) – Sherwood - Wednesday, 18, 2:30 pm
- [Chess Club](#) – Terryberry - Saturday, 21, 12:00 pm

Paul Takala, Chief Librarian/CEO

January 2020.

**Date:** January 15, 2020  
**To:** Chair and Members of the Board  
**From:** Paul Takala, Chief Librarian/CEO  
**Subject:** **Advocacy & Political Participation Policy (1st Review) - PT - Attachment #13.1**

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## RECOMMENDATION:

That the Library Board receive this report for review and comment.

## BACKGROUND:

In recent years HPL has increased its efforts to encourage democratic participation and engage in advocacy activities. With these increased efforts we thought it prudent to develop clear policies to guide our actions. In October 2014 the Library Board first adopted the **Advocacy and Political Participation Policy** to clarify the role of staff and Board members. The policy was updated in 2016.

The policy identifies the following three (3) essential points:

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

The attached draft does not include any changes. We are looking for feedback from the Board to confirm the core principles articulated in the policy and to see if there are improvements or clarifications we could make in the policy. The policy will be brought to the February meeting for 2nd Review.

## ATTACHMENTS:

Description	Upload Date	Type
Advocacy and Political Participation Policy	1/10/2020	Cover Memo

### **1.3 ADVOCACY AND POLITICAL PARTICIPATION POLICY**

**Policy Level:** Library Board

**Author:** Chief Librarian/CEO

**Review Period:** 4 Years

**Approval Date:** Draft January 2020 (1<sup>st</sup> Review)

#### **POLICY PURPOSE**

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

#### **Key Points Summary**

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

#### **POLICY DETAILS**

##### **GUIDANCE FOR STAFF**

##### **PROMOTING DEMOCRATIC AWARENESS AND PARTICIPATION**

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

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

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

##### **MAINTAINING PUBLIC TRUST AND INDEPENDENCE**

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

- The posting or distribution of partisan election or campaign material in or around library facilities or on the website
- Renting library space for partisan events, election or campaign activities

- While at work staff will not wear anything that promotes a specific issue, candidate or party. They will not post, distribute or promote any election candidate, issue or party while on library property

## **GUIDANCE FOR LIBRARY BOARD MEMBERS**

### **ADVOCATING ON BEHALF OF LIBRARIES**

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

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

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

The **Chief Librarian** speaks on behalf of the HPL in matters relating to the operation and procedures of the HPL and may speak on behalf of the Board in cooperation with the chair of the Board.

- The Chief Librarian identifies and maintains effective relationships with appropriate stakeholders such as other libraries, universities, research organizations, governments,

agencies, businesses, media, non-governmental organizations, community leaders and related institutions on a provincial, national and international scale. (from Chief Librarian role description)

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

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

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

**Approval History:** *October 2014; December 2016*