

**Mission Statement***Freedom to Discover***Strategic Priorities***A Community Beacon   Relevant and Responsive  
Learning and Innovative Organization***HAMILTON PUBLIC LIBRARY BOARD****Regular Board Meeting****Wednesday, February 19, 2020****Central Library, Board Room**

5:00 PM Dinner

6:00 PM Meeting

**AGENDA****Guests:**

Amir Feridooni, Manager Digital Technology Services

**1. Discussion Period****2. Acceptance of Agenda****3. Minutes**3.1 Minutes of the Hamilton Public Library Board Meeting of Wednesday,  
January 15, 2020**4. Declaration of Conflict****5. Presentations**

5.1 Visiting Library Service - Short Video (LW)

5.2 Consolidated Policy Partnership, Program &amp; Rental Space - PT/LW

**6. Consent Items**

6.1 Upcoming Agenda Items - PT

**Suggested Action: Receive**

**7. Business Arising**

**8. Correspondence**

**9. Report**

9.1 Report from the Audit Committee - EB

**Suggested Action: Recommendation**

9.2 2019 Year-End Metrics Report - TD

**Suggested Action: Receive**

9.3 Report on Safety & Security in the Library - PT/TD

**Suggested Action: Receive**

9.4 Chief Librarian Report - PT

**Suggested Action: Receive**

9.5 Removing Barriers Report - LW/DW

**Suggested Action: Receive**

**10. New Business**

10.1 Internet Archive Digitization - Reserve Funding Request (1st Review) -  
TD/LW

**Suggested Action: Receive**

**11. Policies**

11.1 Diversity & Inclusion Policy (1st Review) - PT

**Suggested Action: Receive**

11.2 Advocacy & Political Participation Policy (2nd Review) - PT

**Suggested Action: Recommendation**

**12. Private and Confidential**

12.1 Partner Contract Negotiations - PT/TD

12.2 Potential Acquisition of Property - PT/TD

**13. Date of Next Meeting**

13.1 Wednesday, March 18, 2020, 5:30 pm Dinner, 6:00 pm Meeting

**14. Adjournment**

**Date:** February 19, 2020  
**To:** Chair and Members of the Board  
**From:** Karen Dennie, Assistant to the Chief Librarian/CEO and Secretary of the Board  
**Subject:** **Minutes of the Hamilton Public Library Board Meeting of Wednesday, January 15, 2020**

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### **RECOMMENDATION:**

That the Library Board approve the minutes of the January 2020 meeting.

### **ATTACHMENTS:**

Description	Upload Date	Type
Minutes of the January 15, 2020 Board Meeting	2/13/2020	Cover Memo

**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

**MINUTES**

**VIDEO**

**PRESENT:**

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

**STAFF:**

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

**REGRETS:**

S. Laurie, Councillor Partridge

**Time to Order:**

Mr. Takala called the meeting to order at 6:10 pm

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

**MOVED** by John Kirkpatrick, seconded by Lori-Anne Spence-Smith,

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

**MOTION Passed**

**3. Minutes**

- 3.1 Minutes of the Hamilton Public Board Meeting of Wednesday, December 18, 2019 - KD - Attachment #3.1

**MOVED** by Lori-Anne Spence-Smith, seconded by Vikki Cecchetto,

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

**MOTION Passed**

**4. Declaration of Conflict**

No board members declared a conflict of interest.

**5. Report of the Nominating Committee Meeting**

- 5.1 Minutes of the January 13, 2020 Nominations Committee

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

**THAT THE MINUTES OF THE HAMILTON PUBLIC LIBRARY BOARD NOMINATIONS COMMITTEE BE ADOPTED AS PRESENTED.**

**MOTION Passed.**

**MOVED** by Lori-Anne Spence-Smith, seconded by John Kirkpatrick,

**THAT THE SLATE OF OFFICERS FOR THE 2020 LIBRARY BOARD BE ADOPTED AS FOLLOWS: CHAIRPERSON: Nick van Velzen VICE-CHAIRPERSON: Harjit Dhaliwal SOLS Representative: Vikki Cecchetto (John Kirkpatrick alternate) AUDIT COMMITTEE: Elly Bowen, Rob Coruzzi, Harjit Dhaliwal, Nick van Velzen TREASURER: Paul Takala**

**MOTION Passed**

**6. Board Chairman Calls the Inaugural Meeting to Order**

N. van Velzen called the Inaugural meeting to order at 6:45 pm

## **7. Presentations**

### **7.1 2020 Operating Budget Presentation - PT/TD**

Staff reviewed the 2020 operating budget presentation prepared for Council. The presentation will be presented on January 23rd at 10:15 am

## **8. Consent Items**

Board Members requested that 8.2 and 8.3 be pulled from consent. **MOVED** by Vikki Cecchetto, seconded by Lori-Anne Spence-Smith,

**THAT CONSENT ITEM 8.1 BE ADOPTED AS PRESENTED.**

**MOTION Passed**

### **8.1 Upcoming and Outstanding Agenda Items - PT - Attachment #8.1**

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

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

**MOVED** by C.A. Klassen, seconded by Lori-Anne Spence-Smith,

**THAT THE LIBRARY BOARD APPROVE THE FINAL REPORT ON 2019 GOALS.**

**MOTION Passed**

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

It was suggested to include examples for the barriers for youth.

**MOVED** by Lori-Anne Spence-Smith, seconded by Vikki Cecchetto,

**THAT THE LIBRARY BOARD APPROVE THE GOALS FOR 2020.**

**MOTION Passed**

## **9. Business Arising**

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

**MOVED** by Elly Bowen, seconded by John Kirkpatrick,

**THAT 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.**

**MOTION Passed**

**10. Correspondence**

There was no library board correspondence.

**11. Report**

11.1 Chief Librarian Report - PT - Attachment #11.1

**MOVED** by Lori-Anne Spence-Smith, seconded by Elly Bowen,

**THAT THE CHIEF LIBRARIAN REPORT FOR JANUARY 2020 BE RECEIVED.**

**MOTION Passed**

**12. New Business**

**13. Policies**

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

**MOVED** by Lori-Anne Spence-Smith, seconded by Elly Bowen,

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

**MOTION Passed**

**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**

The meeting was adjourned at 7:50 pm

**MOVED** by Lori-Anne Spence-Smith, seconded by C.A. Klassen,

**THAT THE MEETING OF WEDNESDAY, JANUARY 15, 2020 BE  
ADJOURNED.**

**MOTION Passed**

Minutes recorded by Karen Hartog



Library Board, Feb. 19, 2020  
Paul Takala, Lisa Weaver



Hamilton  
Public  
Library

**WORKING WITH US – *HPL'S  
POLICY ON PARTNERSHIPS,  
PROGRAMS & SPACE***

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FREEDOM TO DISCOVER  
[HPL.CA](http://HPL.CA)



## RECAP NOV. BOARD MEETING - PROPOSED COURSE OF ACTION

- The Board made it a priority to take a wholistic look at its policies related to programs, partnerships and meeting rooms.
- We should creating an integrated policy that effectively achieves HPL's strategic goals consistent with our values as a public library.
- We are to ensure this is given high priority & there is adequate time for staff and Board engagement

### Timelines

- **December, January** - Staff, management discussions and research into recent updated policies, International Federation of Library Associations (IFLA) and Canadian Federation of Library Associations (CFLA)
- **February** – Report back to the Library
- Follow normal **2 step policy review** – March, April
- Reminder, in the meantime, we have systems and policy in place. We will ensure those are followed until the Board approves the updated policy
  - Change Advisory Board (CAB)



## RECAP - PARTNERSHIPS, PROGRAMS & RENTABLE SPACES POLICY

In reviewing the policies, we should work towards the following objectives:

- Provide **one place to look** for all stakeholders to understand the Library's priorities and processes for developing programs and allocating meeting rooms.
- We preserve our special role in **supporting intellectual freedom** by creating safe spaces for **meaningful dialogue**.
- Continue to give **priority to library** and **partner led programs** that advance our mission, values and goals.
- Encourage **more shared program planning**, encourage move to strategic partnerships
- Ensure room **rental rates are adequate** to cover HPL's costs .
- Review our related processes to ensure they are **transparent, effective and efficient**.



# TAKING PROGRAMS & PARTNERSHIPS TO THE NEXT LEVEL

## 3 keys to long-term organizational success

1. Responsible & effective overall financial management
2. Excellence in customer service & meeting real needs
3. **Responsiveness to partners & community influencer**

Meaningful **community engagement** grows from **staff engagement**

Our main funder and partner, the City of Hamilton, is facing several financial pressures. In this environment we want to ensure our partnerships are as impactful as possible and that the efforts we make in advancing literacy, learning, skills development and social cohesion complement rather than duplicate the efforts of other organizations. **We are looking for deeper relationships with key partners, where co-creation and evaluation are integrated into our planning and implementation.**

**About this presentation** – This presentation summarizes **key concepts** that will be incorporated into the draft policy if the Library Board agrees with them. Later there will be opportunities to focus on **specific language**.



## POLICY PURPOSE

To provide staff, community members and partners guidance on the appropriate use of library spaces and to articulate the HPL decision making processes that governs the implementation of the policy. The policy also provides an overall framework for the Hamilton Public Library to manage:

- **Learning and social inclusion program development**
- **Existing and new partnerships**
- **Room rentals**

The goal is to ensure HPL uses its spaces to maximize the impact we have and that we have strong community partnerships that are focused on advancing Library, City and community goals.

This policy combines and supersedes the following policies: ***Rules and Conditions Regarding Booking, Meeting Room, Partnership and Program Development***



## GOVERNING PRINCIPLES & PROCESSES THAT SHAPE OUR APPROACH TO SPACE USAGE

The Library's public space is for the **use and enjoyment of all members of the public**. Public space is provided for individuals and small groups to read, study, use library collections, access technology and Wifi consistent with our Code of Conduct.

- Individuals or small groups (such as students working on group projects or adults working on one-to-one literacy tutoring) may use the public study and lounge areas.
- Library's **spaces are community assets** that are utilized to advance individuals and the communities we serve in ways consistent with HPL's mission, values and strategic priorities.
- Use of the facilities for other purposes such as book clubs, games, crafts or larger group activities need to be authorized by the Manager and need to be done in ways that do not impede others using the space.
- Library operational needs and strategic priorities change over time. Past approval for bookings, whether rental or free, should not be assumed to be an ongoing commitment from HPL. Library staff are required to regularly review priorities. When arrangements are required to change, the Library is committed to giving advanced notice.



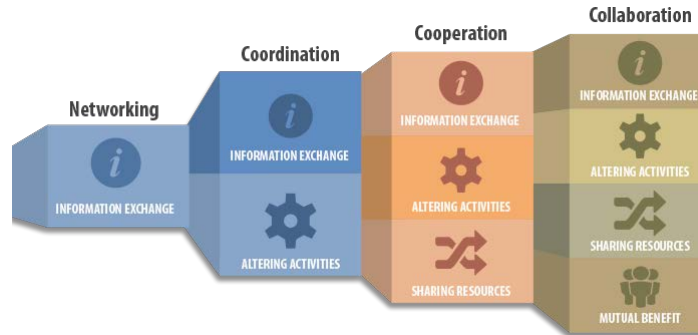
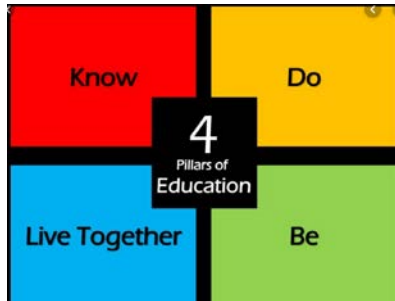
## PRINCIPLES & PROCESSES....

- Our goal is **to resolve disagreements in a collaborative way**, however, individuals and groups that do not work cooperatively with staff and the local Manager to ensure their use does not impede library operations and/or the use by others will lose privileges.
- If a dispute arises that cannot be resolved locally, the **Senior Leadership Team (SLT) will arbitrate** and decide on the course of action. SLT will decide based on perspectives from both parties, whether the policy or past commitments have been honoured consistent with this policy.
- The Library **will publish on its website the organization or group offering an authorized program or room booking**. Co-Planned programs will be promoted by HPL recognizing the hosting partner.
- We understand that the human experience creates many different understandings and perspectives. As a public library our program is aimed at **creating constructive dialogue and learning that advances people and brings them together**. We strive to create an environment where we learn from each other. HPL's Strategic Plan, our Diversity and Inclusion Policy and our Intellectual Freedom Policy provide guidance regarding the services and activities that happen in our spaces.



# PRINCIPLES THAT SHAPE OUR APPROACH TO SPACE USAGE

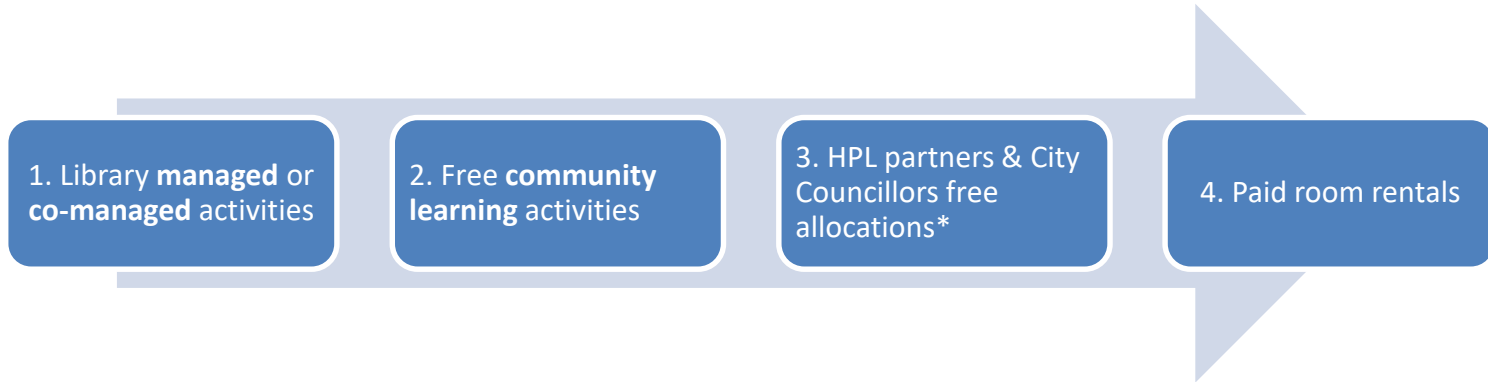
1. Our life-long learning model is informed by **UNESCO's *Four Pillars of Education*: Learning to Know, Learning To Do, Learning To Be and Learning To Be Together.**
2. We strive to work with partners that share our broad goals, focusing on working together to have positive impacts that are meaningful and sustainable. We are committed to ***collective impact*** and working with others that are likewise committed.
3. We believe in the need for ***ongoing evaluation and improvement***. We strive to be as effective as we can, ensuring we have meaningful impacts on people's lives.







# PRIORITY ORDER OF USE FOR LIBRARY SPACES & ROOMS



At some locations the community demand outstrips operational capacity and that alternate space suggestions may be suggested in the community by Library staff.

- HPL's 1st priority for space use is library managed or co-managed activities. Then we look for opportunities for aligned partners to provide free learning opportunities in our spaces. Our 3rd & 4th priorities are providing the space for free to authorized groups and then paid room rental respectively.
- **Free Allocations\*:** Local partners are eligible for up to four (4) free bookings a year. City of Hamilton Councillors are eligible for two (2) free bookings per month for public meetings or groups in which the Councillor is a member and a regular attendee.
- Restore Room to standard set-up, Follow the Proper Channels



# REASONS FOR ENGAGING IN PARTNERSHIPS



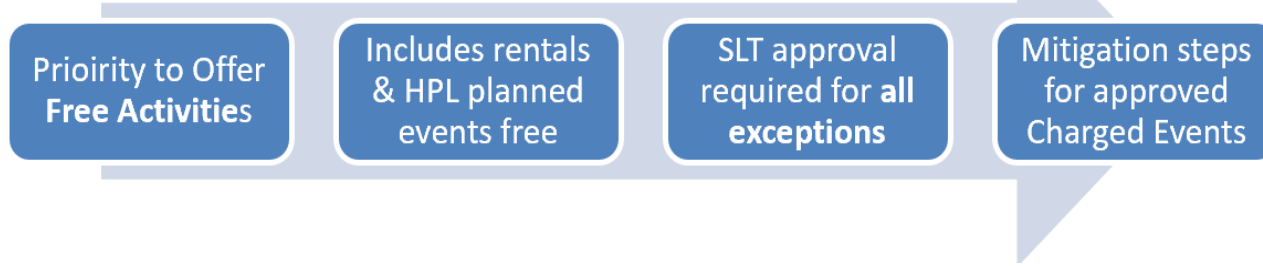


# PARTNERSHIP LEVELS





# PRIORITY TO OFFER FREE EVENTS



**Most programs** offered by the Library or in partnership with others **are free to attend**. We have this approach because **charging for events creates a participation barrier** that excludes some community members. We also need to be mindful of the administrative costs associated with collecting a registration or entry fee.

- Our focus in using our spaces is to be informative learning opportunities and social inclusion opportunities, not to be used as a vehicle for commercial ventures

**Mitigating Steps:** To offset obstacles created by charging, it is recommended that one or more of the following options be employed:

- Ensure the price is reasonable and less than what might be charged at other venues. Focuses on cost recovery. - Make available a limited number of free tickets for free distribution through a lottery - Offer a similar or related type of program offered free of charge.



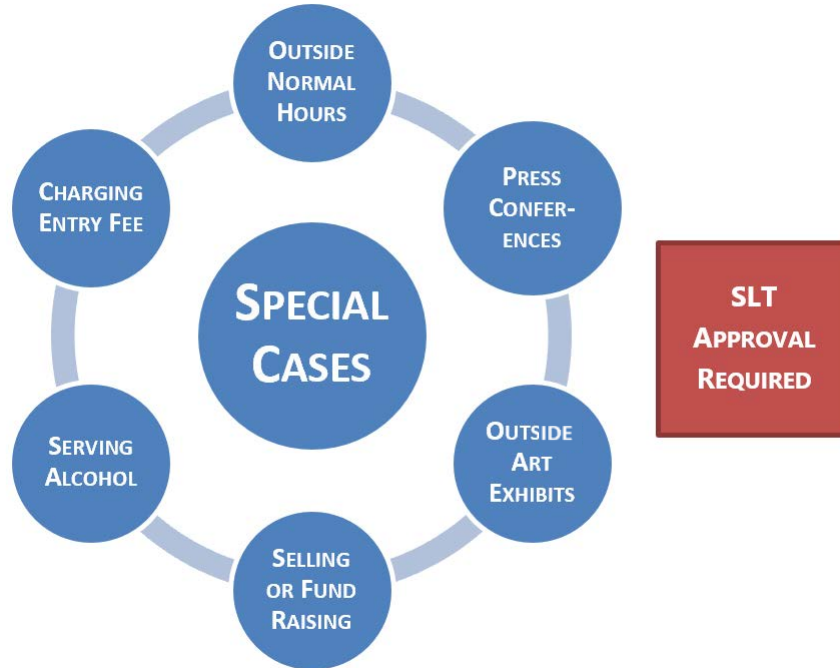
# WHAT IS NOT ALLOWED IN LIBRARY SPACES





# SPECIAL CIRCUMSTANCES

The Library does consider special circumstances where we may allow something that we do not generally do. In these cases, advanced written authorization from the Senior Leadership Team, (SLT) is required for the event or program to proceed.





# CO-PLANNING PROGRAMS WITH HPL INSTEAD OF RENTING SPACE

Prior to renting space, HPL encourages partners and potential partners to work with us on co-planned programs. For those that want to work with us, we offer:

- Access to attractive, vibrant spaces with a broad active membership base
- A strong network of promotion including, online and print
- A robust Information Technology Infrastructure
- A wide range of staff expertise and knowledge
- Access to research materials both in print and digital formats
- Where appropriate, HPL staff can provide programs for partner organizations in their spaces

In return for HPL providing access to spaces and promotion of the contributing partner, we are looking for, a willingness to agree to co-develop that includes things such as:

- Advanced planning that enables both organizations to efficiently use their resources to organize and promote activities
- Shared program planning consistent with the agreed mandate, including promoting awareness of relevant free resources available at HPL or through other community agencies
- Shared evaluation plan that ensures both organizations can effectively track agreed to measures and assessing impact where practical
- Working with our program schedule



## PARTNERSHIP APPROACH – WHY THIS APPROACH?

Our partnership goals have a few objectives that we are striving to reconcile in our approach:

1. HPL has multiple locations and we want to empower Library staff system wide to work with local groups to enhance community collaboration between HPL and others working towards creating a better future for all members of their communities.
2. As a publicly funded organization we need to ensure we are accountable to our funders to ensure we are using our resources effectively to have the most positive impact on the individuals and communities we serve.
3. To address this we are working towards enhancing our internal processes to ensure we can support broad collaboration with the community while also ensuring that we align our resource commitments to those willing to work with us to ensure we are working toward shared goals.





## QUESTIONS - COMMENTS

**A note about implementation:** changing the way we work with partners will take time to implement and will require consultation. Our intention is to keep working with existing partners based on current arrangements as we phase in new processes once an update policy is adopted.

### **Suggested Discussion Questions**

- Are there parts of the approach that you have fundamental disagreement with?
- What aspects do you need more explanation on?
- Aside from operational details which will come later, what do you think is missing?
- Other questions.

**Date:** February 19, 2020  
**To:** Chair and Members of the Board  
**From:** Paul Takala, Chief Librarian/CEO  
**Subject:** **Upcoming Agenda Items - PT**

---

### **RECOMMENDATION:**

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

### **ATTACHMENTS:**

Description	Upload Date	Type
Upcoming Agenda Report	2/13/2020	Cover Memo

**Date:** February 19, 2020  
**To:** Chair and Members of the Library Board  
**From:** Paul Takala, Chief Librarian/CEO  
**Subject:** **Upcoming Agenda Items**

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## 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	<ul style="list-style-type: none"> <li>✓ Election of Officers</li> <li>✓ Operating Budget Presentation to Council</li> <li>✓ Advocacy &amp; Political Participation Policy</li> </ul>
February 19	2019 Year-End Metrics Report Presentation – Consolidated Policy Partnership, Program & Rental Space Diversity & Inclusion Policy Audit Committee Report
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 Carlisle Renovation Scope of Work
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:** February 19, 2020  
**To:** Chair and Members of the Board  
**From:** Tony Del Monaco, Director, Finance & Facilities  
**Subject:** **Report from the Audit Committee - EB**

---

### **RECOMMENDATION:**

THAT THE REPORT FROM THE AUDIT COMMITTEE BE ADOPTED AS PRESENTED.

### **ATTACHMENTS:**

Description	Upload Date	Type
Report of the Audit Committee	2/14/2020	Cover Memo

**Mission Statement**  
*Freedom to Discover*

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

**HAMILTON PUBLIC LIBRARY BOARD**

**Special Meeting**  
**Wednesday February 12, 2020**  
**Central Library, Admin Committee Room**

**Time: 5:00pm**

**MINUTES**

**Audit Planning Committee – Saman Al-Rawee**

1. **Present:** E. Bowen, R. Coruzzi, N. van Velzen, P. Takala, T. Del Monaco,  
S. Al-Rawee, R. Francoeur

**Regrets:** H. Dhaliwal

2. **Acceptance of the Agenda**

**MOVED** by Nick van Velzen, Seconded by Rob Coruzzi.

**THAT THE HAMILTON PUBLIC LIBRARY AUDIT COMMITTEE ACCEPT THE  
AGENDA AS PRESENTED.**

**MOTION Passed.**

3. **Appointment of Chair:** Chair: Elly Bowen

**Moved by:** Rob Coruzzi, Seconded by: Nick van Velzen

4. **HPL Audit Planning Report – Attachment #3 – TD/SA**

Tony Del Monaco introduced Saman Al-Rawee from KPMG. He reviewed the audit report with the Library Board's Audit Committee.

**THAT THE HAMILTON PUBLIC LIBRARY AUDIT COMMITTEE  
RECEIVE THE HPL AUDIT PLANNING REPORT FOR  
INFORMATION.**

**MOTION Passed**

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

Auditor and Audit Committee met without Staff.

**6. Adjournment**

The meeting was adjourned at 5:45pm.

**MOVED** by Nick van Velzen, seconded by Rob Coruzzi.

**THAT THE AUDIT COMMITTEE MEETING OF  
WEDNESDAY FEBRUARY 12, 2020 BE ADJOURNED.**

**MOTION Passed**

Minutes recorded by Rosann Francoeur

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

**Special Meeting**  
**Wednesday, February 12, 2020**  
**Central Library, Board Room**

5:00 PM Meeting

**AGENDA**

**Audit Planning Committee - Saman Al-Rawee**

1. **Present**
2. **Acceptance of Agenda**
3. **Appointment of Chair**
4. **HPL Audit Planning Report - Attachment #3 - TD/SA**
5. **Auditor and Audit Committee meet without Staff**
6. **Adjournment**



**Date:** February 12, 2020  
**To:** Chair and Members of the Board  
**From:** Tony Del Monaco, Director, Finance & Facilities  
**Subject:** **HPL Audit Planning Report - Attachment #3 - TD/SA**

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### **RECOMMENDATION:**

THAT THE HAMILTON PUBLIC LIBRARY AUDIT COMMITTEE RECEIVE THE HPL AUDIT PLANNING REPORT FOR INFORMATION.

### **ATTACHMENTS:**

Description	Upload Date	Type
HPL Audit Planning Report	2/4/2020	Cover Memo

# Hamilton Public Library Board

Audit Planning Report  
for the year ending  
December 31, 2019

*KPMG LLP*

February 3, 2020

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



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The contacts at KPMG in connection with this report are:

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Audit Manager  
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# Executive summary



## Audit and business risks

Our audit is risk-focused. In planning our audit we have taken into account key areas of focus for financial reporting. These include:

- Operating expenditures including salaries and benefits
- Government grants
- Prepaid expenses
- Tangible capital assets
- Employee future benefits

See pages 3-7



## Audit materiality

Materiality has been determined based on fiscal 2018 audited revenues. We have determined estimated materiality to be \$980,000 for the year ending December 31, 2019 (2018 - \$960,000).

Materiality will be reviewed based on year-end results to ensure sufficient and appropriate scoping set during our planning stages remains appropriate.

See page 8.



# Executive summary



## Independence and Quality Control

We are independent and have extensive quality control and conflict checking processes in place. We provide complete transparency on all services and follow Audit Committee approved protocols.



## Proposal Fees

Proposed fees for the annual audit are in accordance with those quoted in our most recent proposal to the City of Hamilton.

See page 10.



## Current developments and Audit Trends

Please refer to page 11 for relevant accounting and/or auditing changes relevant to the Entity and relevant audit trends.

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



# Audit risks

## Professional requirements

Fraud risk from revenue recognition.

## Why is it significant?

This is a presumed fraud risk.

We have not identified a fraudulent revenue recognition risk for each significant revenue account.

We have not identified any specific additional risk of fraud with respect to revenue recognition relating to this audit.

## Our audit approach

We exercise professional judgment to rebut the presumed risk of fraud in revenue recognition after we consider and evaluate the facts and circumstances of the audit. We have rebutted this fraud risk as there is little perceived opportunity to commit fraud relating to revenue due to the fact that revenue transactions do not involve elements of significant judgement.

As part of our audit approach over revenue recognition, KPMG will test the Library's revenue through substantive analytical and substantive testing procedures







# Audit risks

## Professional requirements

Fraud risk from management override of controls.

## Why is it significant?

This is a presumed fraud risk. We have not identified any specific additional risks of management override relating to this audit.

## Our audit approach

Our audit approach incorporates the required procedures in professional standards to address this risk. These procedures include testing of journal entries and other adjustments and making inquiries of the appropriate individuals:

- whether they have been asked to record, or are aware of, unusual or otherwise inappropriate journal entries or adjustments without adequate support or explanation for the entries or adjustments;
- Inquire whether there have been any instances of overrides of controls through recording of journal entries or other adjustments;
- Inquire whether there have been any journal entries or other adjustments that have been initiated by management outside the normal course of business,

We will also perform a retrospective review of estimates and evaluate the business rationale of significant unusual transactions.



# Audit risks

## Other areas of focus

Operating expenditures including salaries and benefits

## Why are we focusing here?

Completeness, existence and accuracy of expenses and completeness of related accounts payable and accrued liabilities..

## Our audit approach

We will perform substantive procedures to address the relevant risk. This includes reviewing significant accruals and agreeing to supporting documentation, as well as a search for unrecorded liabilities to assess completeness and accuracy of accruals at year-end.

We will perform substantive analytical procedures over payroll and non-payroll expenditures.





# Audit risks

## Other areas of focus

Government Grants

Prepaid expenses

## Why are we focusing here?

Risk related to completeness and accuracy of timing of revenue recognition.

Completeness and accuracy of prepaid subscriptions. The Library continues to introduce more digital media resulting in more subscriptions.

## Our audit approach

We will perform substantive procedures to address relevant risk. This includes agreeing significant receivables to subsequent receipts and confirming significant grant balances as well as determining if the recognition criteria have been met.

Performing a review of significant subscription agreements and assessing the prepaid portion as of the year end date, based on the period covered by the subscription agreements.



# Audit risks

## Other areas of focus

Tangible capital assets

## Why are we focusing here?

Completeness and accuracy of tangible capital assets. Risk also related to existence, presentation and disclosure of any commitments related to the capital projects that may be on the City's financial statements.

Employee future benefits

Completeness and accuracy of the post retirement liability and related expenses.

Reliance is placed on the actuarial valuation and extrapolations performed by the actuaries in determining the accrued postemployment benefit liability at the end of the fiscal year.

Actuarial determination of both post-employment benefits and sick leave benefits is required under PSAB standards.

## Our audit approach

Perform a of significant capital additions including agreeing to supporting documentation

We will examine major capital projects and any commitments requiring disclosure in the audited financial statements.

Perform substantive procedures, including review of assumptions and application of assumptions. Obtain access to management's expert (the actuaries) and their reports identifying the accrued benefit obligations for vested sick leave and retirement benefit liabilities.

Obtain a copy of the actuarial extrapolation of the liability for the year ending December 31, 2019.

We will review note disclosure to ensure it is appropriate.

# Materiality

Materiality determination	Comments	Amount
<b>Materiality</b>	Determined to plan and perform the audit and to evaluate the effects of identified misstatements on the audit and of any uncorrected misstatements on the financial statements. The corresponding amount for the prior year's audit was \$960,000.	\$980,000
<b>Benchmark</b>	Based on prior year total revenues. This benchmark is consistent with the prior year.	\$32,760,425
<b>% of Benchmark</b>	The Corresponding percentage for the prior year's audit was 3.0%	3.0%
<b>[Audit Misstatement Posting Threshold (AMPT)]</b>	Threshold used to accumulate misstatements identified during the audit. The corresponding amount for the previous year's audit was \$48,000	\$49,000

Materiality is used to scope the audit, identify risks of material misstatements and evaluate the level at which we think misstatements will reasonably influence users of the financial statements. It considers both quantitative and qualitative factors.

To respond to aggregation risk, we design our procedures to detect misstatements at a lower level of materiality.

## We will report to the Audit Committee:



Corrected audit misstatements

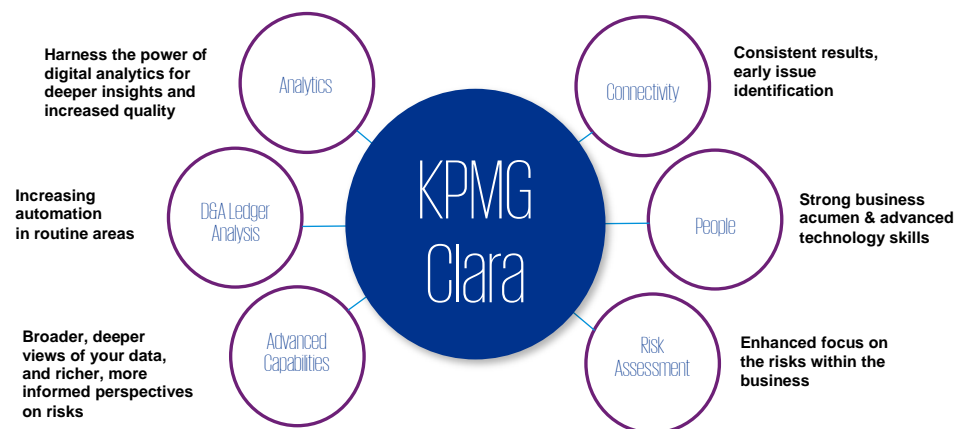


Uncorrected audit misstatements

# The audit of today, tomorrow & the future

As part of KPMG's technology leadership, our audit practice has developed technologies and alliances to continuously enhance our capabilities and deliver an exceptional audit experience.

Technology empowers us with the ability to perform deep analysis over your financial information, focusing our effort and interactions on the areas of greatest risk and minimizing disruption to your business.



Technology we use today		
	Tool	Benefit to audit
↓	<b>KPMG Clara Client Collaboration</b>	KCCC is our secure audit platform and a one-stop shop through which we plan, execute and manage the audit, providing you with real-time access to the process at every step, including exchange of information and access to the real-time reporting you need in one central location.
	<b>Journal Entry Analysis</b>	Our journal entry tool assists in the performance of detailed journal entry testing based on engagement-specific risk identification and circumstances. Our tool provides auto-generated journal entry population statistics and focusses our audit effort on journal entries that are riskier in nature.

# Proposed fees



**In determining the fees for our services, we have considered the nature, extent and timing of our planned audit procedures as described above. Our fees are as quoted in our most recent audit proposal approved by council.**



## **Matters that could impact our fee**

The proposed fees outlined are based on the assumptions described in the engagement letter.

The critical assumptions, and factors that cause a change in our fees, include:

- Significant changes in the nature or size of the operations of the Entity beyond those contemplated in our planning processes
  - Changes in professional standards or requirements arising as a result of changes in professional standards or the interpretation thereof
  - Changes in the timing of our work
-

# Current developments and audit trends

Please visit KPMG's [Audit Committee Institute \(ACI\) / Current Developments](#) page for current developments in IFRS, Canadian securities matters, Canadian auditing other professional standards and US accounting, auditing and regulatory matters. The following is a summary of the current developments that are relevant to the Entity:

Standard	Summary and implications
<b>Revenue</b>	<p>A new standard has been approved that is effective for fiscal years beginning on or after April 1, 2022 (<i>for the Library's 2023 year-end</i>). The new standard establishes a single framework to categorize revenues to enhance the consistency of revenue recognition and its measurement.</p> <p>The standard notes that in the case of revenues arising from an exchange, a public sector entity must ensure the recognition of revenue aligns with the satisfaction of related performance obligations.</p>

Our discussions with you, our audit opinion and what KPMG is seeing in the marketplace—both from an audit and industry perspective—indicate the following is specific information that will be of particular interest to you. We would, of course, be happy to further discuss this information with you at your convenience.

Thought Leadership	Overview	Links
<b>Accelerate</b>	Accelerate is a KPMG audit trends report and video series that includes the perspective of subject matter leaders from across KPMG in Canada on seven key issues impacting organizations today that are disrupting the audit committee mandate.	<a href="#">Link to report</a>
<b>The Blockchain shift will be seismic</b>	Blockchain technology is a focused disruptor of the very foundations of external and internal audit: financial recordkeeping and reporting. This Audit Point of View article offers insight on how blockchain technology is impacting business and what audit committees should be thinking about to prepare for certain risks.	<a href="#">Link to report</a>
<b>2019 Audit Quality and Transparency Report</b>	Learn about KPMG's ongoing commitment to continuous audit quality improvement. We are investing in new innovative technologies and building strategic alliances with leading technology companies that will have a transformative impact on the auditing process and profession. How do we seek to make an impact on society through the work that we do?	<a href="#">Link to report</a>

# Appendices



**Appendix 1: Audit quality and risk management**



**Appendix 2: KPMG's audit approach and methodology**



**Appendix 3: Lean in Audit™**



**Appendix 4: Required Communications**

# Appendix 1: Audit quality and risk management



**KPMG maintains a system of quality control designed to reflect our drive and determination to deliver independent, unbiased advice and opinions, and also meet the requirements of Canadian professional standards. Quality control is fundamental to our business and is the responsibility of every partner and employee. The following diagram summarises the six key elements of our quality control systems. Visit our [Audit Quality Resources page](#) for more information including access to our most recent Audit Quality and Transparency Report.**

We conduct regular reviews of engagements and partners. Review teams are independent and the work of every audit partner is reviewed at least once every three years.

We have policies and guidance to ensure that work performed by engagement personnel meets applicable professional standards, regulatory requirements and the firm's standards of quality. We do not offer services that would impair our independence.

All KPMG partners and staff are required to act with integrity and objectivity and comply with applicable laws, regulations and professional standards at all times.

The processes we employ to help retain and develop people include:

- Assignment based on skills and experience
- Rotation of partners
- Performance evaluation
- Development and training
- Appropriate supervision and coaching



We have policies and procedures for deciding whether to accept or continue a client relationship or to perform a specific engagement for that client.

Existing audit relationships are reviewed annually and evaluated to identify instances where we should discontinue our professional association with the client.

Other controls include:

- Before the firm issues its audit report, Engagement Quality Control
- Reviewer reviews the appropriateness of key elements of publicly listed client audits
- Technical department and specialist resources provide real-time support to audit teams in the field





# Appendix 2: KPMG's audit approach and methodology



This year we will expand our use of technology in our audit through our new smart audit platform, KPMG Clara.

## Collaboration in the audit

A dedicated KPMG Audit home page gives you real-time access to information, insights and alerts from your engagement team

## Issue identification

Continuous updates on audit progress, risks and findings before issues become events

## Data-driven risk assessment

Automated identification of transactions with unexpected or unusual account combinations – helping focus on higher risk transactions and outliers



## Deep industry insights

Bringing intelligence and clarity to complex issues, regulations and standards

## Analysis of complete populations

Powerful analysis to quickly screen, sort and filter 100% of your journal entries based on high-risk attributes

## Reporting

Interactive reporting of unusual patterns and trends with the ability to drill down to individual transactions



# Appendix 3: Lean in Audit™



## An innovative approach leading to enhanced value and quality

Our innovative audit approach, Lean in Audit, further improves audit value and productivity to help deliver real insight to you. Lean in Audit is process oriented, directly engaging organizational stakeholders and employing hands-on tools, such as walkthroughs and flowcharts of actual financial processes.

By embedding Lean techniques into our core audit delivery process, our teams are able to enhance their understanding of the business processes and control environment within your organization – allowing us to provide actionable quality and productivity improvement observations.

Any insights gathered through the course of the audit will be available to both engagement teams and management. For example, we may identify control gaps and potential process improvement areas, while management has the opportunity to apply such insights to streamline processes, inform business decisions, improve compliance, lower costs, increase productivity, strengthen customer service and satisfaction and drive overall performance.



## How it works

Lean in Audit employs three key Lean techniques:



### 1. Lean training

Provide basic Lean training and equip our teams with a new Lean mindset to improve quality, value and productivity.



### 2. Interactive workshops

Perform interactive workshops to conduct walkthroughs of selected financial processes providing end-to-end transparency and understanding of process and control quality and effectiveness.



### 3. Insight reporting

Quick and pragmatic insight report including immediate quick win actions and prioritized opportunities to realize benefit.



# Appendix 4: Required communications



In accordance with professional standards, there are a number of communications that are required during the course of and upon completion of our audit. These include:



## Engagement letter

The objectives of the audit, our responsibilities in carrying out our audit, as well as management's responsibilities, are set out in the engagement letter and any subsequent amendment letters as .



## Management representation letter

We will obtain from management certain representations at the completion of the annual audit. In accordance with professional standards, copies of the representation letter will be provided to the Audit Committee.



## Audit planning report

This report.



## Audit findings report

At the completion of our audit, we will provide our audit findings to the Audit Committee.



## Required inquiries

Professional standards require that during the planning of our audit we obtain your views on risk of fraud and other matters. We make similar inquiries of management as part of our planning process; responses to these will assist us in planning our overall audit strategy and audit approach accordingly.



## Annual independence letter

At the completion of our audit, we will confirm our independence to the Audit Committee.



[CPAB Audit Quality Insights Report \(October 2019\) \(formerly the “Big Four Firm Public Report”\)](#)  
[CPAB Annual Inspections Results \(March 2019\)](#)





[kpmg.ca/audit](https://kpmg.ca/audit)



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**Date:** February 19, 2020  
**To:** Chair and Members of the Board  
**From:** Tony Del Monaco, Director of Finance & Facilities  
**Subject:** **2019 Year-End Metrics Report - TD**

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## **RECOMMENDATION:**

That the Hamilton Public Library Board receive the 2019 Year-End Metrics Report for information.

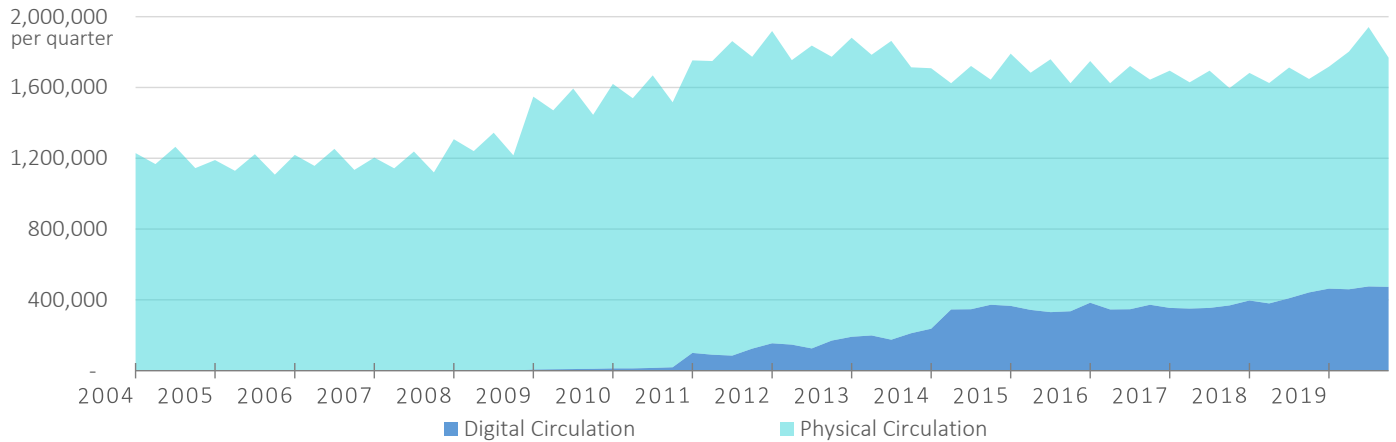
## **BACKGROUND:**

Ensuring that the Library is relevant and responsive is one of our strategic priorities. Improving our capacity to gather, analyze and interpret our quantitative data is a key component of advancing this strategic priority. As in previous years, this report provides a summary of 2019 activity along with a mid-term overview (past 5 years) and long-term trend overview of the past 10 years, 2010-2019.

## **ATTACHMENTS:**

Description	Upload Date	Type
Appendix 1 - 2019 Summary	2/12/2020	Cover Memo
Appendix 2 - 5-Year Review	2/13/2020	Cover Memo
Appendix 3 - 10-Year Review	2/12/2020	Cover Memo
2019 Year-End Metrics Report	2/14/2020	Cover Memo

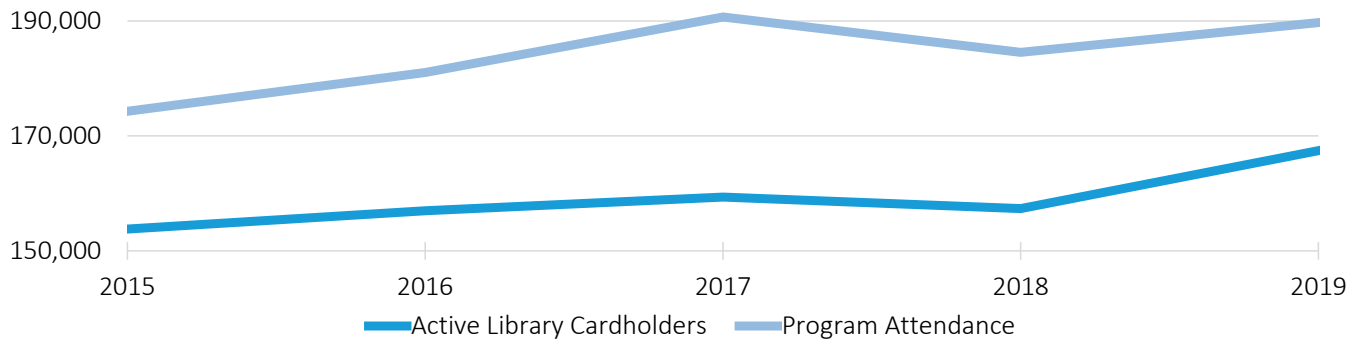
Borrower Statistics	2019 YTD	2018 YTD	% Change 2018 YTD	Q4, 2019	Q4, 2018	Q4, 2017	Q4 % Change 2019 to 2018
New Registered Cardholders	32,288	21,702	48.8%	7,248	4,992	4,949	45.2%
Active Library Cardholders	167,441	157,367	6.4%	167,441	157,367	159,345	6.4%



Performance Statistics	2019 YTD	2018 YTD	% Change 2018 YTD	Q4, 2019	Q4, 2018	Q4, 2017	Q4 % Change 2019 to 2018
Circulated Items (Physical)	5,355,146	5,039,069	6.3%	1,294,240	1,206,480	1,227,539	7.3%
Circulated Items (Digital)	1,874,764	1,628,951	15.1%	474,263	441,693	369,248	7.4%
Circulated Items (Total)	7,229,910	6,668,020	8.4%	1,768,503	1,648,173	1,596,787	7.3%
In Person Visits	3,592,052	3,753,908	-4.3%	859,730	897,164	897,878	-4.2%
Website Visits	2,479,758	2,556,125	-3.0%	603,641	632,303	526,406	-4.5%
Catalogue Visits	1,981,475	1,976,517	0.3%	458,397	477,409	482,603	-4.0%
Number of Programs	10,064	9,504	5.9%	2,813	2,393	2,501	17.6%
Program Attendance	189,732	184,530	2.8%	46,150	38,446	38,919	20.0%
Computer Sessions	776,777	787,781	-1.4%	192,753	192,079	191,495	0.4%
Wireless Network Uses	1,284,454	1,162,246	10.5%	328,232	310,539	261,012	5.7%
Social Media Fans	22,177	18,911	17.3%	22,177	18,911	16,108	17.3%

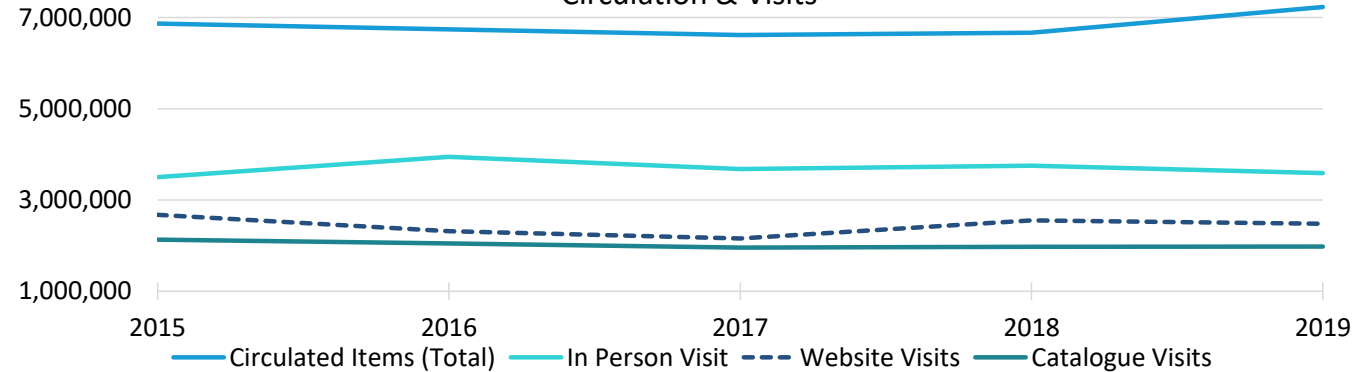
# 5-Year Review

## Cardholders & Program Attendance



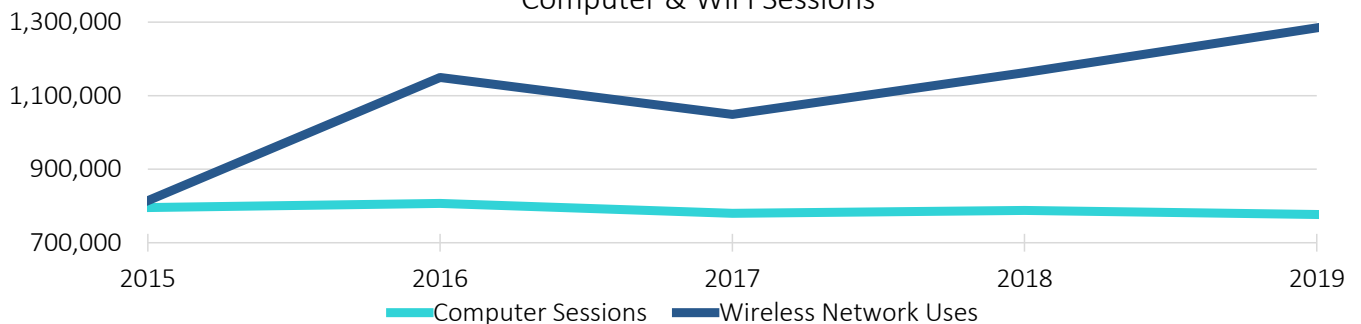
	2015	2016	2017	2018	2019
New Registered Cardholders	22,366	23,472	21,981	21,702	32,288
Active Library Cardholders	153,796	156,983	159,345	157,367	167,441
Number of Programs	8,867	9,135	10,327	9,504	10,064
Program Attendance	174,290	181,019	190,699	184,530	189,732

## Circulation & Visits



	2015	2016	2017	2018	2019
Circulated Items (Physical)	5,492,799	5,288,961	5,185,098	5,039,069	5,355,146
Circulated Items (Digital)	1,376,107	1,449,909	1,430,728	1,628,951	1,874,764
Circulated Items (Total)	6,868,906	6,738,870	6,615,826	6,668,020	7,229,910
In Person Visit	3,501,915	3,946,440	3,680,038	3,753,908	3,592,052
Website Visits	2,675,487	2,314,325	2,157,345	2,556,125	2,479,758
Catalogue Visits	2,131,968	2,049,208	1,957,264	1,976,517	1,981,475

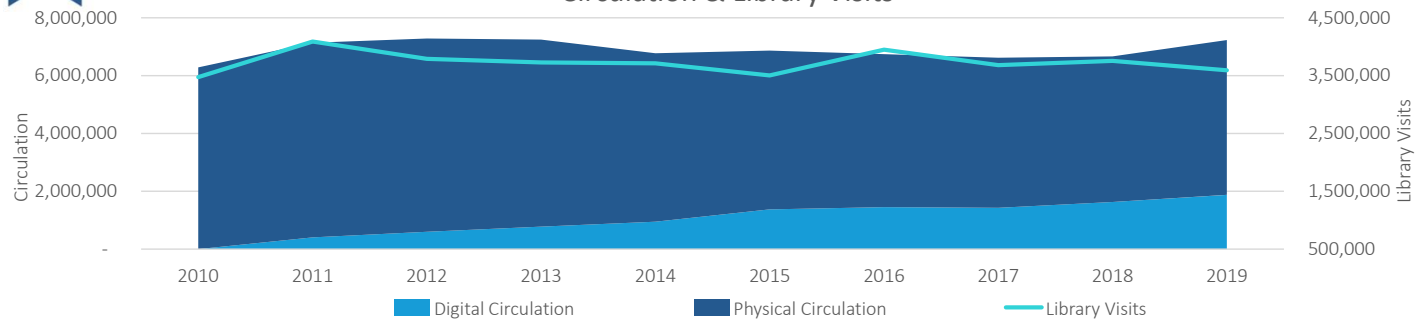
## Computer & WiFi Sessions



	2015	2016	2017	2018	2019
Computer Sessions	795,397	806,925	779,811	787,781	776,777
Wireless Network Uses	814,440	1,149,739	1,048,972	1,162,246	1,284,454
Social Media Fans	9,014	13,393	16,108	18,911	22,177

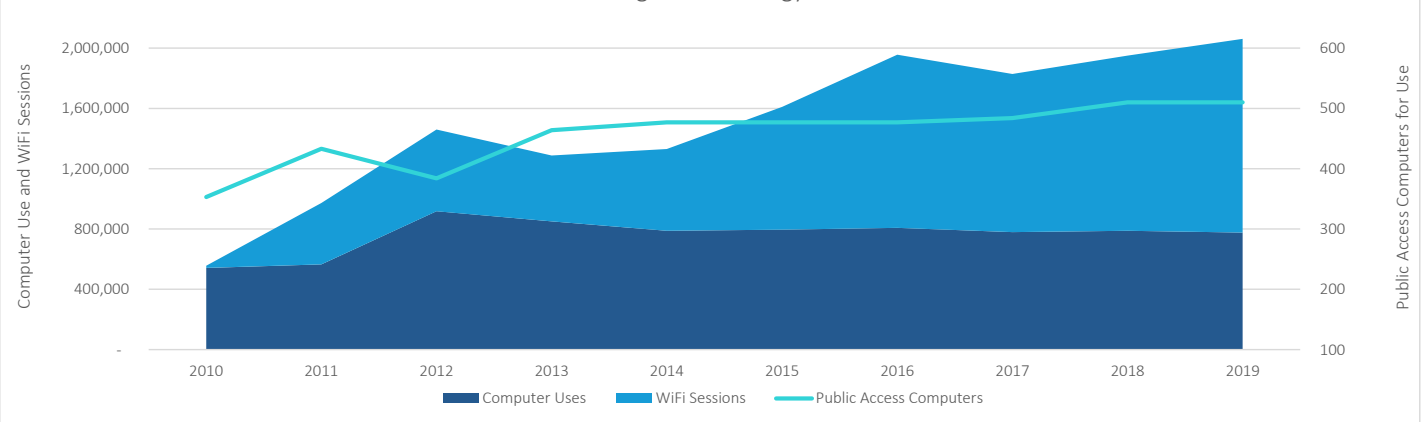
# Review 2010 - 2019

## Circulation & Library Visits



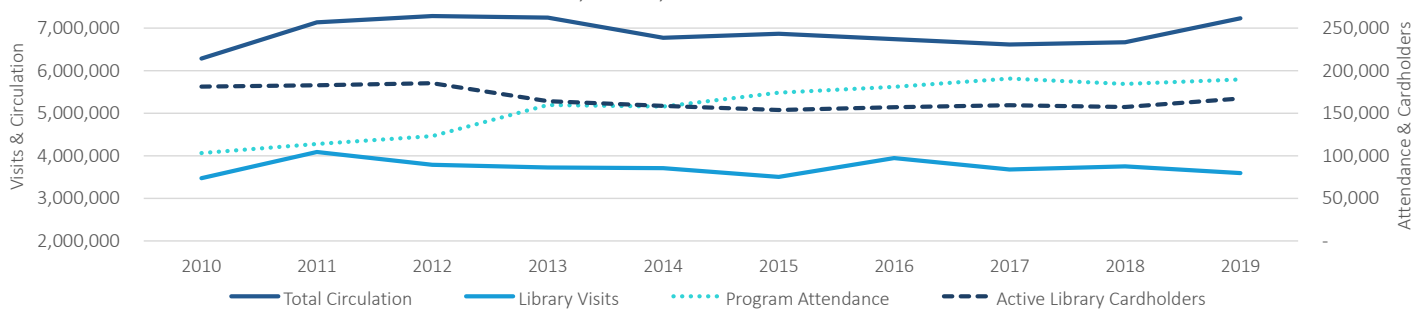
	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019
Physical Circulation	6,284,588	6,736,103	6,684,489	6,466,092	5,827,527	5,492,799	5,288,961	5,185,098	5,039,069	5,355,146
Digital Circulation	-	401,568	598,875	779,047	944,239	1,376,107	1,449,909	1,430,728	1,628,951	1,874,764
Total Circulation	6,284,588	7,137,671	7,283,364	7,245,139	6,771,766	6,868,906	6,738,870	6,615,826	6,668,020	7,229,910
Library Visits	3,473,925	4,089,100	3,788,300	3,727,965	3,712,253	3,501,915	3,946,440	3,680,038	3,753,908	3,592,052

## Digital Technology



	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019
Computer Uses	541,950	564,956	917,900	850,029	788,333	795,397	806,925	779,811	787,781	776,777
WiFi Sessions	14,945	407,450	541,400	437,200	542,450	814,440	1,149,739	1,048,972	1,162,246	1,284,454
Public Access Computers	353	433	384	464	477	477	477	484	510	510

## Circulation, Visits, Attendance & Cardholders



	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019
Total Circulation	6,284,588	7,137,671	7,283,364	7,245,139	6,771,766	6,868,906	6,738,870	6,615,826	6,668,020	7,229,910
Active Library Cardholders	181,185	182,779	185,285	164,258	158,593	153,796	156,983	159,345	157,367	167,441
Program Attendance	103,206	113,842	123,059	159,656	157,979	174,290	181,019	190,699	184,530	189,732
Library Visits	3,473,925	4,089,100	3,788,300	3,727,965	3,712,253	3,501,915	3,946,440	3,680,038	3,753,908	3,592,052

Last Updated: 2020-01-15



**Date:** February 19, 2020  
**To:** Chair and Members of the Board  
**c.c.** Paul Takala, Chief Librarian  
**From:** Tony Del Monaco, Director of Finance & Facilities  
**Subject:** **2019 Metrics Report Summary**

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The definitions of key performance indicators are included, with general statements provided for each.

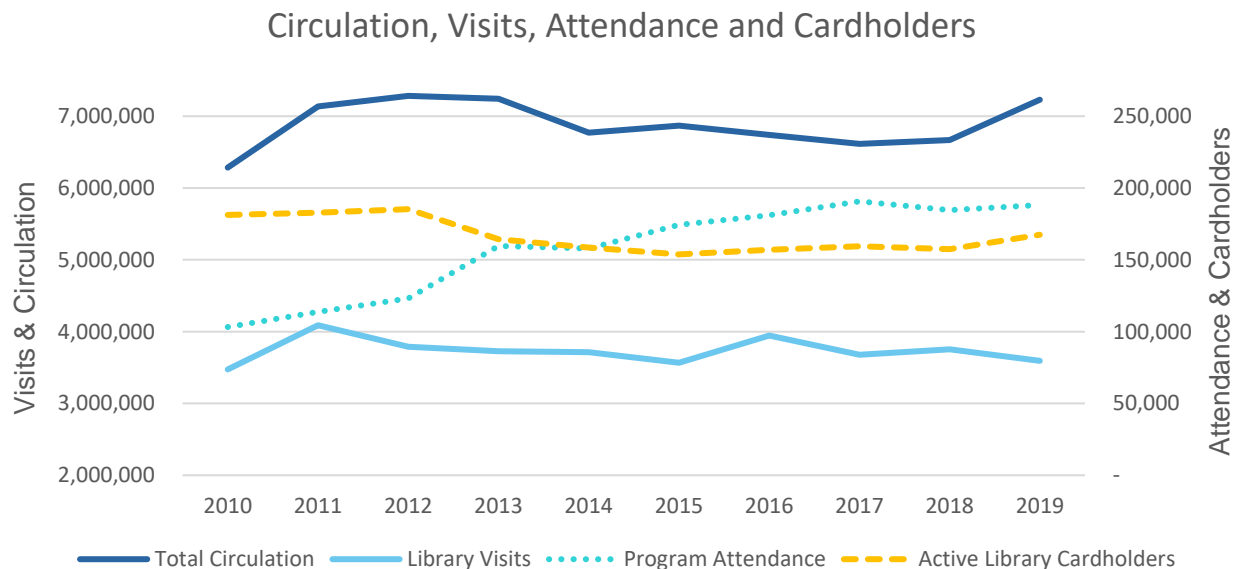
HPL had another productive year in 2019. All but three key indicators were up compared to 2018. Starting in 2018, we made great strides in filling service gaps as our customers have requested. Over the last two years 171 weekly service hours have been added across the system. Through increased use, customers have demonstrated that these changes are valued and appreciated.

### Active Library Cardholders

Active library cardholders are defined as those customers who have used their library card in the past 24 months.

While we attract new customers each year, we also lose active customers that don't use their card in that period. Until 2019, active library cardholders had remained relatively steady over the previous five-year period. In the past year, we saw a significant increase of 6.4% to 167,441 active cardholders at the end of 2019.

The active cardholder count compared to the population of Hamilton is 29.2%.



### New Registered Cardholders

An actual count of the number of Library cardholders who have registered for a new Library card is recorded each month and reviewed for quarterly and annual results.

New cardholders averaged 21,903 in the previous 5 years. This number has increased substantially from 21,702 in 2018 to 32,288 in 2019. In 2019 several new initiatives encouraged people to register for library cards. Free Museum access, Online registration and June publicity delivered to schools resulted in a 49% increase in new cardholders. Museum access started Feb 18, 2019 and helped achieve a 35.5% increase in new registrations for Q1. Online registrations were made available in April and by the end of December 4,420 people obtained new library accounts through this service. July is usually the peak month for new registrations and with the school publicity and the other initiatives, that month saw 83% more registrations over July 2018.

### **Circulated Items - Physical**

This is a measure of the number of physical items borrowed/checked out from the Library's collection (holdings) for use outside of the Library. Items that are not checked out and used only within the Library are not included in this total. Physical items that are renewed are included in this statistic. After a 2.8% drop in 2018, physical circulation increased by 316,077 or 6.3% to 5,355,146 in 2019.

The implementation of auto-renewals has certainly played a factor and helped buoy circulation. Total renewals increased by 529,581 or 39.7% from 1,334,557 in 2018 to 1,864,138 in 2019. Of these renewals, 1,191,397 were auto-renewals.

The trend to digital continues with first-time physical checkouts down by 213,504 in 2019 and digital circulation up by 245,813 (see below).

Overall circulation was up 8.4% to 7,229,910 items once digital circulation is factored in, as outlined below.

### **Circulated Items - Digital**

This represents the number of digital items borrowed/downloaded/checked out by active Hamilton Public Library cardholders during the reporting period. Digital items include downloaded eBooks, eAudiobooks, digital magazines and newspapers, as well as digital streaming items such as music and videos. Digital circulation increased significantly in 2019 to 1,874,764 which is an increase of 245,813 or 15% compared to 2018.

Overdrive is the most used digital resource. It accounts for 932,792 or 50% of digital checkouts. Overdrive eAudio usage saw a large 41% increase to 269,379 uses, however eBook usage continues to be most popular with 646,505 uses. eMagazine usage was 16,908 in 2019.

Freegal continues to be the second most used digital resource. The trend toward streaming music and away from downloads continues with an 11% increase in streaming and a 12% drop in downloads for an overall 6.7% increase in Freegal usage.

A significant increase in usage occurred with the additional offerings in the RB Digital resource. The addition of comics, video lectures, Acorn TV, and their subsequent promotion contributed to a 99% increase in RB Digital usage in 2019 to 150,000 uses.

Kanopy was added to our digital offerings in 2018 while Hoopla was discontinued as of the end of that year. Hoopla video's 2018 usage of 35,359 was directly replaced by Kanopy's 40,762 uses in 2019. The usage of Kanopy has been increasing steadily since it was introduced in the summer of 2018. Improvements to Overdrive's eAudio collection saw an increase of 78,970 downloads, more than compensating for Hoopla's 2018 eAudio use of 19,621

Digital usage now represents 26% of overall circulation, up from 20% of overall circulation 5 years ago.

## **Visits**

This refers to the number of in-person visits to all Library branches. In-person visits decreased by 4.3% in 2019 to 3,592,052 but have remained relatively steady during the past 5-year period which averages 3,694,871 visits per year.

As a result of inclement weather in 2019, the library system was closed two full days. There was also one late opening, and 4 days where we closed early system-wide due to extended periods of snow and ice. In contrast, for 2018 we closed for only one day.

Although Binbrook showed an 8.7% decline over last year, visits are more than double pre-construction levels. Dundas visits increased by 9% in 2019 and are up 28% over pre-renovation levels. Locke visits were back to pre-renovation levels after being closed for much of 2018.

Freelton has shown a 3.3% drop from 2018 but has increased 71.7% over 2017 when Extended Hours Access was introduced. Lynden visits are down by about 2,000 visits in 2019 despite over 3,300 Extended Hours Access visits. Both branches with after hours Study Hall from 9pm to midnight on Mondays through Thursdays have seen overall visits remain steady (Terryberry & Red Hill).

It should be noted, we experienced issues with some of our gate counters in Q2 and Q3 which required us to estimate some of the automated count figures.

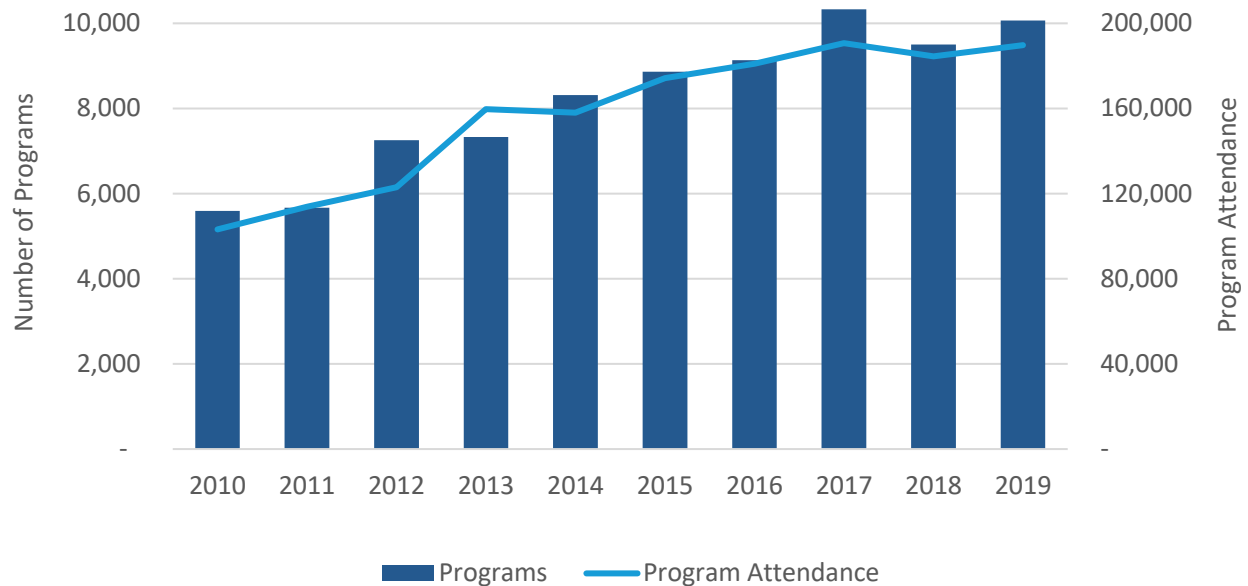
With promotion of Museum access and other initiatives, the library is currently gaining over 1,000 active borrowers every month. This increase is expected to translate into an increase in visits as well as other use in the coming year.

## **Number of Programs**

This number represents the actual number of programs held during the given period. A program is a planned presentation given at a scheduled time by Library staff, or another resource person. Program examples include children's story time, visits to classrooms and auditoriums, Library tours, movie and gaming programs, as well as talks given to groups that introduce users to our materials and services. Additionally, external authors, presenters or speakers delivering a presentation to Library users within the Library itself count towards this statistic. Activities such as exhibits, contests, booths and the use of meeting rooms by external groups are not counted.

The number of programs offered increased by 5.9% in 2019 to 10,064.

## Programs and Attendance



### Program Attendance

Program attendance represents the number of people attending all programs.

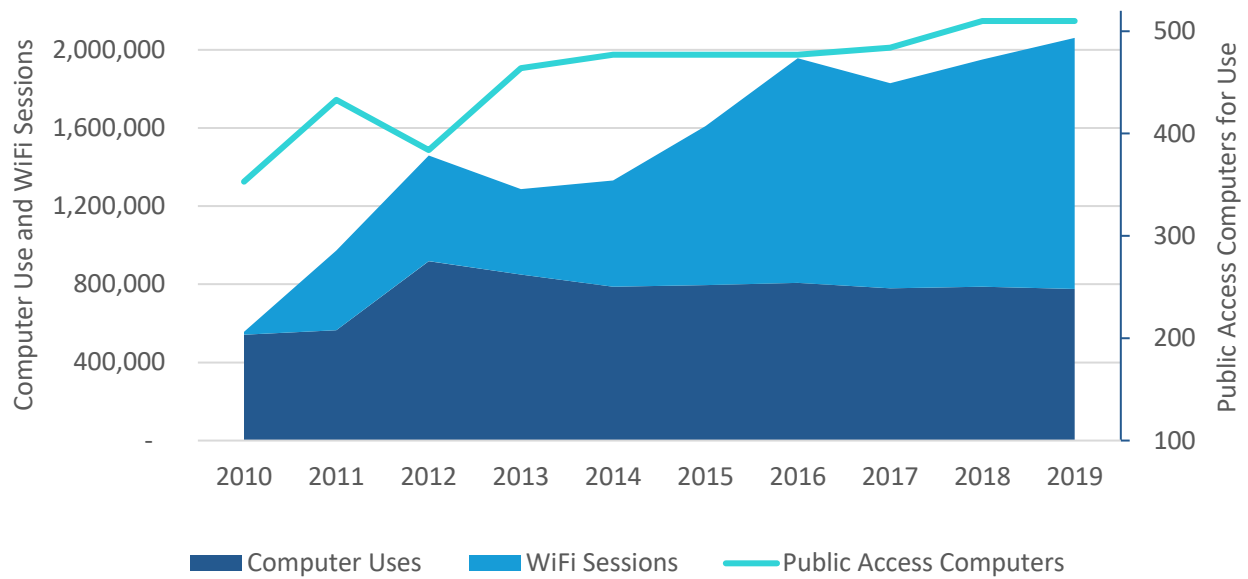
The equivalent of 1 in 3 Hamiltonians (189,732) attended a Library program in 2019. This is a 2.8% increase in attendance compared to 2018. Overall, both the number of programs and program attendance at HPL has been increasing steadily over the last several years as indicated by the graph above.

### Computer Sessions

A computer session is defined as a customer log-in from a library workstation (computer) during the given period. Cardholders who book/sign up in advance to utilize computer time, as well as those who utilize computer time on an ad-hoc basis are counted. The amount of time that the customer uses the computer does not count in this statistic. As an example, if someone uses a workstation for 30 minutes in the morning, and then 30 minutes in the afternoon, the library computer session use for this person would be two (2).

In 2019, computer sessions decreased by 1.4% to 776,777.

## Digital Technology



### Wireless Network Use (Wi-Fi Sessions)

This number refers to the number of times customers log on to our wireless network. We continuously expand and improve our wireless network to provide more Hamiltonians with free access to the Internet. Wi-fi usage continues to be in demand due to the increasing number and affordability of mobile devices. In 2019 HPL provided 1,284,454 wi-fi sessions, an increase of over 10% compared to 2018. The addition of open days and extended access hours starting in 2018 has had a positive impact on the usage of this service.

### Social Media Fans

The aggregate total of the number of fans and followers of Hamilton Public Library on social media platforms including Facebook and Twitter. This statistic is taken as a snapshot at the end of the given period. Followers increased by over 17% the last two years to 22,177 in 2019. HPL is active on Instagram, YouTube and Pinterest and continues to build these audiences.

**Date:** February 19, 2020  
**To:** Chair and Members of the Board  
**From:** Paul Takala, Chief Librarian/CEO  
Tony Del Monaco, Director of Finance & Facilities  
**Subject:** **Report on Safety & Security in the Library - PT/TD**

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### RECOMMENDATION:

That the Library Board receive this report for information.

### FINANCIAL/STAFFING/LEGAL IMPLICATIONS:

There are several laws and regulations that HPL complies with to ensure we provide our staff with a safe workplace. These include: *Occupational Health and Safety Act, Workplace Safety and Insurance Act, Accessibility for Ontarians with Disabilities Act, Fire Protection and Prevention Act, Hazardous Products Act / Hazardous Products Regulations, Employment Standards Act, Health Protection and Promotion Act and Smoke-Free Ontario*. Because public libraries are busy public places that welcome people of all ages, including children, we strive not just to create a safe place but also to ensure people feel secure in our spaces.

### BACKGROUND:

The attached report called **Keeping HPL Safe & Welcoming – Annual Report on Incidents** provides a high-level overview of our main strategies to keep our spaces safe. The report also provides a summary of the number of incidents by category and location. Staff plan to provide this report annually to the Library Board.

### ATTACHMENTS:

Description	Upload Date	Type
Report on Safety and Security	2/14/2020	Cover Memo

**Date:** February 19, 2020  
**From:** Paul Takala, CEO/Chief Librarian  
Tony Del Monaco, Director of Finance and Facilities  
**Subject:** **Keeping HPL Safe & Welcoming – Annual Report on Incidents**

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The importance of the public library today as a vital public space that brings people of all backgrounds together is more important than ever. HPL provides 1,095 hours of service a week at our 22 physical locations and 2 bookmobiles. Our strategic priority “Community Beacon” speaks to the importance of our spaces: *“The library system will act as a unifying force by welcoming everyone.”* Although the rate of incidents at HPL is relatively low, we know that witnessing someone acting out, such as, swearing loudly can be unsettling.

As an institution that works hard to welcome everyone without barriers, occasionally problems that exist in the communities we serve are experienced inside our spaces. To put it in context, in 2019 the Library had just under **3.6 million in-person visitors**. In 2019 there were a total of 1,100 incidents reported which averages **3.1 incidents per 10,000 visits**. (See Table 1.)

### Incident Categories

We have an incident report tracking system that categorizes incidents into 3 categories:

1. **Behaviour** – Someone violated our code of conduct, this usually involves behaviour that negatively impacts on the rights of others to use the space. Common examples of this are: excessive noise, inappropriate language, drinking alcohol or being excessively intoxicated.
2. **Facility** – Incidents that involve some problem with our facility. This could involve an elevator out of order, door malfunction, power outage, or an unexpected mess that needs to be cleaned-up.
3. **Medical** – This usually involves either an ambulance being called or the administration of first aid.

### ELEMENTS OF OUR SECURITY STRATEGY

Our goal at HPL for many years is not just to provide a safe environment, but to create a welcoming environment where people feel respected and secure. To achieve this goal HPL has undertaken a multifaceted strategy to reduce the risk of serious incidents happening in our spaces and to ensure we have good systems in place to monitor and respond proactively when something happens. Important elements of this strategy are:

1. **Staff Training** – All staff that interact with the public are required to complete [Prepare Training](#) developed by the Crisis Prevention Institute (CPI). This is a non-violent crisis intervention training that helps staff learn how to respectfully diffuse situations. One of the principles of this training is the professional respect we give to customers has the biggest impact on creating a safe environment for the staff and public. Customer Service Training reinforces the training.
2. **Customer Service Commitment** – In 2015 the Board approved a significantly updated [Code of Conduct](#). The new policy replaced a long list of prohibited activities in the Library, with a staff customer service commitment and 4 simple rules for people using the Library to follow:
  - Be courteous and respectful
  - Follow Library policies and procedures
  - Treat Library materials, resources and spaces with care and respect
  - Be responsible for those in your care
3. **Inspire Card** (formerly Access Card) – Prior to implementation of the Access Card program in 2014 there was a lot of activity that happened on our computers using visitor passes. The visitor pass was intended to provide temporary access to out of town visitors or infrequent library users. The reality was many residents were using the visitor pass daily. By creating the Access Card, we were able to provide better access to library resources to individuals that often had limited access to identification. The program also increased accountability on our computers.
4. **Incident Reporting System** – On the staff Intranet is a system for tracking incidents at HPL. The system makes information available promptly, so situations can be tracked, and corrective action taken when needed. Incidents are reviewed by the departmental manager, Security Supervisor and the Health & Safety Coordinator.
5. **Weekly Incident Review Meeting** – Every Monday the Director of Finance and Facilities meets with the Security Supervisor and the CEO/Chief Librarian's Assistant to review incidents from the previous week. Recommendations from that meeting are reviewed at the weekly Senior Leadership Team (SLT) meeting the next day.
6. **Security Supervisor** - To place more emphasis on addressing security concerns, the Library created a full-time permanent in-house Security Supervisor.
7. **Security Contract** – HPL made a number of changes to how we secure security services. We stipulate in the contract better pay for the guards in our RFP and require more training. There is on-site orientation for new guards.
8. **Security Camera Policy** – In 2013 the Library Board made a number of changes to the Security Camera policy and approved funds to expand security camera coverage. The expansion of the coverage is less of a deterrent than a tool to help us effectively investigate incidents. The policy and processes that have been set-up ensure staff and customer privacy



is protected.

9. **Community Resource Worker** – The Library added this position to liaise with customers in crisis, train and assist staff resolving challenging situations and helping people connect to services available in our community. The CRW is based at Central but available to branches for consultation and support.
10. **Experience Annex & Other Partnerships** – The City of Hamilton's Experience Annex Social Navigator is located at the Central Library. This program engages youth that have not made a successful transition to higher education or meaningful employment. Clients are connected with services and advancement opportunities. City School by Mohawk provides free college level courses at the Central Library. HPL engages in over 150 partnerships that support learning, access to music and culture and social engagement.
11. **Re-entry Procedures** – At HPL when someone has completed a long-term ban, they are required to meet with either the Chief Librarian and the Security Supervisor. The purpose of the meeting is to review what behaviours led to the ban and encourage accountability.
12. **Physical Design** – When designing and renovating spaces, we pay considerable attention to ensuring sight lines are good and we will be able to manage our spaces effectively. Where problems have emerged, we have made furniture and other changes to the physical environment to reduce unwanted activity.

## CONCLUSION

The role of the public library at bringing people together is more important than ever. Misunderstanding, bias and prejudice are best overcome when people have a chance to get to know the "other". HPL attracts people of all ages, economic, educational and cultural backgrounds. It is imperative that as we strive to create public spaces that welcomes everyone, we ensure safety and security in ways that remain true to our values as a public library.

Other libraries often contact HPL for information about our approaches to safety and security because they know HPL takes a comprehensive and proactive approach to these issues. Moving forward we should continue to do so.

**TABLE 1 - 2019 Hamilton Public Library Report on Incidents**

	Behaviour					Facility					Medical					Annual Total	In-Person Visits	Incident Rate Per 10,000 Visits
Location	Q1	Q2	Q3	Q4	Cat. Total	Q1	Q2	Q3	Q4	Cat. Total	Q1	Q2	Q3	Q4	Cat. Total			
	Jan- Mar	Apr- Jun	Jul- Sept	Oct- Dec		Jan- Mar	Apr- Jun	Jul- Sept	Oct- Dec		Jan- Mar	Apr- Jun	Jul- Sept	Oct- Dec				
Ancaster						1				1	1	1			2	3	149,642	0.2
Barton	19	22	9	19	69	4	7	5	10	26	3	3		2	8	103	92,143	11.2
Binbrook			1		1											1	53,706	0.2
Bookmobiles														2	2	2	26,634	0.8
Carlisle		1			1											1	15,328	0.7
Central	126	94	99	83	402	26	86	73	35	220	26	15	10	17	68	690	1,349,826	5.1
Concession	8	2	1	2	13			1		1	2		1		3	17	95,813	1.8
Dundas	1	7	7	1	16	1				1				1	1	18	215,705	0.8
Freelton																	16,170	0.0
Greensville																	9,369	0.0
Kenilworth	6	3	1	5	15	1				1						16	85,136	1.9
Locke	1	1	1		3		1	1		2						5	49,883	1.0
Lynden			1		1								1		1	2	27,039	0.7
Mount Hope		1			1	1				1				1	1	3	5,413	5.5
Red Hill	18	17	8	10	53		4	1	1	6	5	3	1	1	10	69	172,515	4.0
Saltfleet				8	8				2	2	1	2			3	13	117,445	1.1
Sherwood	3	3	3	5	14			2		2	2	4			6	22	121,856	1.8
Stoney Creek																	51,485	0.0
Terryberry	5	4	11	5	25		1	4	1	6	3	3	1		7	38	241,712	1.6
Turner Park	10	17	14	12	53	3	1	4	2	10	2	6	1	3	12	75	367,826	2.0
Valley Park			1		1							1		1	2	3	53,636	0.6
Waterdown		1	1	2	4		1	1	2	4			2		2	10	123,856	0.8
Westdale	2		5		7			2		2						9	149,915	0.6
<b>Total</b>	<b>199</b>	<b>173</b>	<b>163</b>	<b>152</b>	<b>687</b>	<b>37</b>	<b>101</b>	<b>94</b>	<b>53</b>	<b>285</b>	<b>45</b>	<b>38</b>	<b>17</b>	<b>28</b>	<b>128</b>	<b>1100</b>	<b>3,592,052</b>	<b>3.1</b>

**Date:** February 19, 2020  
**To:** Chair and Members of the Board  
**From:** Paul Takala, Chief Librarian/CEO  
**Subject:** **Chief Librarian Report - PT**

---

### **RECOMMENDATION:**

That the Library Board receive the February 2020 Chief Librarian Report.

### **ATTACHMENTS:**

Description	Upload Date	Type
Chief Librarian Report	2/14/2020	Cover Memo

# Chief Librarian Report – February 2020

## Over 3000 magazines now available online

Library customers now have access to over 3000 magazines titles via HPL.ca. In addition to New York Times, hundreds of Canadian and International Daily newspapers, thousands of streaming movies, television, eBooks and audio books – our collection of magazines continues to grow. Access is free with your library card. Visit any branch or sign-up online anytime to access.

## Class Visits

Class visits to the library from Elementary Schools have started to be cancelled due to Ontario Teacher work to rule sanctions. When possible, visits have been rescheduled to be offered at schools.

## Seniors Outreach

The Seniors Programing Working Group is putting together an outreach and info package for the memory cafés and bags and will share with Hamilton Residential Care Homes later this year.

## ILLO – Continued Growth

The library has expanded ILLO in 2020 with the addition of microfilm loans and welcoming Waterloo Region to the ILLO cooperative we are participating in with Six Nations, Brantford and Norfolk, Haldimand, Brant and Oxford Counties.

## Valley Park Move and Bookmobile Service

Valley Park's temporary bookmobile stop occurred Mondays and Wednesdays while Valley Park's temporary location was prepared. The temporary site opened to the public on Tuesday, February 11<sup>th</sup>.

## Library Report to Market Board

On March 2<sup>nd</sup>, 2020 the Library will be presenting display and program ideas for collaboration with the Market to the Market Board. The Hamilton Public Library and Hamilton Market share a space in downtown Hamilton. The Hamilton Market manager has connected with library staff to consider opportunities for library programming in the Market space.

## Ontario Library Association Conference

Many staff from HPL attended this conference, some staff convened sessions, and others still presented posters and lectures. The Chief Librarian/CEO, Senior Directors, Managers and staff presented on a wide range of topics. Lisa Weaver, Director of Collections & Program Development Co-Chaired the Careers/Mentoring stream at the conference and Erika Pavkovic, HPL's Learning & Development Assistant played a leadership role in the Career Centre along with retired HPL Manager Yvonne Patch. Here is a selection of a few of the presentations staff participated in:

- K. Shannon, Manager of Barton and Kenilworth, convened a session about a program where volunteers record incarcerated parents reading books and then mail the book and the recording to the person's children/family members. Carla Veitch from the Gravenhurst Public Library had the room enthralled with her storyteller approach. She is familiar with the jail on Barton St., and there are plans to connect to investigate the possibility of trying something similar here.
- C. Fralick, Manager of Concession, Binbrook and Mount Hope branches, presented as part of a panel, with individuals from public and academic libraries, on empathy in leadership. The presentation explored attitudes around empathy, debunking the notion that this kind of leadership is "soft" or unnecessary. Successes and challenges with this approach, and its importance in hiring and recruitment to ensure inclusive practices were also discussed.
- M. Uttangi-Matsos, Manager of Dundas and Greensville branches, and Z. Cassar (Brampton Public Library) presented a session called "*Full-time Manager in a 24/7 World*" which focused on how management techniques are moving past the traditional 9-5 model because of how we access technology and the feeling of immediacy it presents. The evolution of management theories, changes in staffing models, and the experiences of staff who work outside of the 9-5 day, were discussed. Also talked about were how managers can support staff in the environment and how they can support themselves on how to avoid burn-out. The presentation was well received with over 200 attendees.
- C. D'Agostino, Ancaster and Lynden Community Librarian, shared his poster session, "*Supporting Migrant Workers: A Partnership Between Hamilton Public Library and the Friends of Lynden Migrant Farm Workers.*" He related how Lynden library staff made the branch a hub between Langford Conservancy, migrant workers, and the community.

## 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](#).

## 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

## April

- [Memory Café](#) – Ancaster - Wednesday, 1, 2:00 pm
- [Spanish Conversation Circle](#) – Turner Park - Thursday, 2, 10:00 am
- [Hamilton's Unique Biodiversity](#) – Redhill - Thursday, 2, 2:00 pm
- [Noon Hour Concerts - Hess Street Elementary School & Short Works Prize Winner](#) – Central - Friday, 3, 12:00 pm
- [Stratford Lecture Series - Much Ado About Nothing](#) – Dundas - Tuesday, 7, 7:00 pm
- [Stratford Lecture Series - Monty Python's Spamalot!](#) – Dundas - Tuesday, 14, 7:00 pm
- [Book Explorers: A Lion's Mane](#) – Central – Friday, 17, 3:30 pm [Learn about courage, respect, empathy, traditions and friendship in celebration of Sikh Heritage Month]
- [Stratford Lecture Series – Hamlet](#) – Dundas - Tuesday, 21, 7:00 pm
- [Stratford Lecture Series - The Rez Sisters](#) – Dundas - Tuesday, 28, 7:00 pm
- [How-To Festival](#) – Terryberry - Tuesday, 14, 2:00 pm
- [Create a Website with Wix](#) – Sherwood - Thursday, 16, 2:30 pm
- [Author Event Luba Lesychyn](#) – Central - Thursday, 16, 6:30 pm
- [National Bookmobile Day](#) – Bookmobile - Wednesday, 22, All day
- [Hiking 101](#) – Concession - Tuesday, 28, 2:00 pm
- [International Dance Day](#) – Central - Wednesday, 29, 12:00 pm

## January/February 2020 Media Coverage Highlights

### 5 things to do in Hamilton to lift you out of winter doldrums

In The Hammer – January 2020 - Here's a list of 5 things that may help you

Here are 5 creative activities that can be enjoyed in Hamilton. Including free admission to certain museums with the use of a Hamilton Public Library card. List can be found here:

<https://www.inthehammer.com/5-things-to-do-in-hamilton-to-lift-you-out-of-winter-doldrums>

### A different me seeing the world' - Blind photographer to publish book of pictures

CTV News – January 4, 2020 – Hamilton photographer's new perspective Hamiltonian, Robin McKee, plans to publish a book of photos he's taken since losing most of his eyesight in 2018.

McKee decided to do so after a professional photographer saw his exhibition at Hamilton Public Library.

<https://www.ctvnews.ca/canada/a-different-me-seeing-the-world-blind-photographer-to-publish-book-of-pictures>

### **8 things to do in Flamborough this week (Jan. 6-10)**

Flamborough Review – January 5, 2020 - Here's a list of 8 things to do while in Flamborough on the week of Jan 6-10. Many of which involve Hamilton Public Library clubs and events. List here: <https://www.flamboroughreview.com/whatson-story/9794783-8-things-to-do-in-flamborough-this-week-jan-6-10-/>

<https://www.flamboroughreview.com/whatson-story/9794783-8-things-to-do-in-flamborough-this-week-jan-6-10-/>

### **Leonard Turnevicius: What do a pianist, the HPO, Tchaikovsky and a vegetable peeler have in common?**

Hamilton Spectator – January 8, 2020 – Jon Kimura Parker will be even better with fingertip control You'll be surprised how pianist Jon Kimura Parker is preparing for Tchaikovsky's "Piano Concerto No. 1" with the HPO under guest conductor Dina Gilbert in FirstOntario Concert Hall on Jan. 18.

<https://www.thespec.com/news-story/9800716-leonard-turnevicius-what-do-a-pianist-the-hpo-tchaikovsky-and-a-vegetable-peeler-have-in-common-/>

### **Things to do this weekend in Ancaster, Dundas and area**

Hamilton Spectator – January 15, 2020 – Looking for something to do? Here's a list of 5 things to do in Ancaster, Dundas, and the area. The list includes a Hamilton Public Library event. More info: <https://www.thespec.com/whatson-story/9801112-things-to-do-this-weekend-in-ancaster-dundas-and-area/>

### **Graham Rockingham's best bets**

Hamilton Spectator – January 15, 2020 – Classical pianist, Hamiltonian Alex Whorms recently released her second EP "Burgundy" and performed a noon-hour concert at Central Library on Jan 17. Read more about Alex and a few other Hamilton performers.

<https://www.thespec.com/news-story/9809395-graham-rockingham-s-best-bets/>

### **Ancaster statue clothed for Hometown Hockey**

The Hamilton Spectator – January 17, 2020 – Getting ready for some hometown hockey!

Mavis Ehlert's sculpture "**Dianne**" in front of the Ancaster Library is sporting a Team Canada hockey jersey and tuque ahead of the Rogers Hometown Hockey weekend at Morgan Firestone Arena.

<https://www.thespec.com/news-story/9812642-ancaster-statue-clothed-for-hometown-hockey/>

### **Hamilton Operating Budget Deliberations Include 3.5% Average Tax Hike**

Global News – January 18, 2020 – Hamilton Operating Budget Deliberations Hamilton politicians have begun deliberating the city's operating budget, with residents expected to see a higher tax hike than in previous years. The library is mentioned in the article.

<https://globalnews.ca/news/6428846/hamilton-operating-budget-tax-hike/>

### **Bob Ross, some 'very political' theatre and more at Hamilton's Winterfest**

CBC News – January 28, 2020 – The festival will host 80 events between Jan. 30 and Feb. 17. Acrobats, performances with political undertones and Bob Ross — those are just some of the 80 events taking place between Jan. 30 and Feb. 17 at this year's Winterfest. Most of the activities are free and all of them will be sure to entertain.

<https://www.cbc.ca/news/canada/hamilton/winterfest-2020-1.5441610>

### **Flashbacks: The sad decline of my grandparents' house.**

(Written by Mark McNeil who sourced our LH&A resources for this article)

Hamilton Spectator – February 6, 2020 – 28 Burris St. is known as a notorious lodging home, but there was a time when it was a beautiful single-family dwelling.

<https://www.thespec.com/opinion-story/9844096-flashbacks-the-sad-decline-of-my-grandparents-house/>

Paul Takala, Chief Librarian/CEO  
February 2020.



**Date:** February 19, 2020  
**To:** Chair and Members of the Board  
**From:** Dawna Wark, Director Public Service, Branches  
Lisa Radha Weaver, Director Collections and Programs Development  
**Subject:** **Removing Barriers Report - LW/DW**

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## RECOMMENDATION:

That the Board receive the Removing Barriers Update Report for information and comment.

## FINANCIAL/STAFFING/LEGAL IMPLICATIONS:

Largely due to the digital shift fine revenue has been gradually declining as a major source of our operating budget. Changes in policy that focus on not creating barriers has also contributed to the reduction in recent years. In 2010 total fine revenue was \$484,332, in 2015 it was \$422,246, in 2017 it was \$334,417 and in 2019 it was \$192,546.

If we were to eliminate youth fines we anticipate the impact would be approximately \$20,000 based on recent revenue.

## BACKGROUND:

The report summarizes actions we have taken to date to reduce barriers and then it provides possible additional steps that we are asking for direction from the Library Board. Based on the input we receive, staff will come back at upcoming meetings, with actual formal recommendations.

### **Actions Taken to Date**

The library is committed to proactively looking at barriers to use of HPL and developing long-term, systemic and sustainable changes that will reduce those barriers and help HPL communicate a new message of welcoming to those that do not currently feel welcome at HPL. The summary below provides the background, and in looking forward we aim to address these areas:

- **Service Hour Gaps**
- **Awareness of Library Collections & Services**
- **Other barriers**

As a key institution in the City of Hamilton we have a responsibility to provide effective service for all residents. Since 2017, we've increased our open hours by 171 hours a week and created a barrier free library card. Our awareness campaigns have increased our online circulation by more than 30% enabling customers to access our diverse collections from home. The library also works with partners in the community to provide a

Community Resource Worker, Community Connections Support and Youth Connectors.

In HPL's continuing journey to transformational customer service, attention to other potential barriers to usage requires an ongoing awareness of community needs and a focus on continuous improvement.

In this Strategic Plan the library has focused on three areas when considering unintentional customer service barriers:

- Simplifying the customer experience
- Replacing transactional tasks with transformational work
- Enhancing library capacity for programs and services

HPL's current Strategic Plan includes:

- Reducing barriers for customers to access and use the library
- Process improvements related to customer service

In response the library started a Customer Experience Task Force June 2018.

**Barriers addressed prior to 2018:**

- Account management including managing holds and paying fines online
- Access to DVD/CDs without staff intervention
- Print card fund add-ons
- Reserving computer time
- Self-service check-in and out at Extended Access locations
- Study Hall space at Red Hill and Terryberry branches (weekdays 9 pm – 12 midnight)

**Barriers addressed in 2019:**

- Auto-renewal of library items
- Language translation services at all service desks
- Early start hours pilot at Saltfleet, Sherwood and Ancaster branches (opening at 9 am) (Valley Park, 2020)
- Expanded bookmobile stops
- Online card registration
- Fresh Start removal of all fines for customers every four year
- Restructured Fines Policy including no charge for lost library cards

**Barriers that continue to be addressed:**

- Service hour gaps to increase consistency of HPL's open hours across our system
- Improved branch accessibility – Mount Hope
- Branch renovations – Valley Park, Greensville and Carlisle
- Community hub partnership – Indwell at Parkdale Landing

**Potential Additional Steps**

- **Youth Overdue Fines** - The social and economic cost of young people not developing adequate literacy skills has led many public libraries to remove late fines for youth. We think this is an important step to improve access that would have a significant positive benefit with only a modest budget impact. It would be ideal to implement this for summer reading.

- **Pay-it Forward for Adults** - For adults, we are proposing we turn overdue fines away from punitive system to a positive one, where overdue fines are a suggestion and we encourage adults to pay what they can to support youth literacy. It is difficult to know the exact impact this would have, so we are recommending we address youth fines first and

then move to the Pay-It Forward System in 2021. That would give us sometime to access the impact of removing youth overdue fines.

**Date:** February 19, 2020  
**To:** Chair and Members of the Board  
**From:** Tony Del Monaco, Director Finance and Facilities  
Lisa Radha Weaver, Director Collections & Programs Development  
**Subject:** **Internet Archive Digitization - Reserve Funding Request (1st Review) - TD/LW**

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### RECOMMENDATION:

That the Board receive for first review a request for trust funding to support the Internet Archives 2020 pilot project.

### FINANCIAL/STAFFING/LEGAL IMPLICATIONS:

Estimated cost of \$41,000 is made up of \$5,000 for equipment costs and \$36,000 for digitizing services. At the March 2020 Board meeting, this report will be brought back for approval to use the M Waldon Trust #23161 and the F Waldon Trust #23163 up to a maximum of \$41,000. The M Waldon Trust would be used first (\$23,558 as of the end of 2019) and the F Waldon funds (\$69,585 as of the end of 2019) would be used once M Waldon funds have been exhausted.

### BACKGROUND:

As part of the Library's partnership with the Internet Archives, the library will be housing an Internet Archives scanner and an intern in 2020. The intern will be working at both the Library and McMaster University.

The intern will train local staff to use the scanner as well as start the digitization of the library's Canadiana collection focusing on:

1. - Tigercat Scrapbooks to help prepare for the 2021 Grey Cup
2. - Digitization that compliments the collections being added by McMaster
3. - Special Collections

Depending on the capacity of the machine and staff the library hopes to set up a crowd sourced scanning initiative as well to add to our and global Internet Archives collection.

The Walden Trusts have sufficient funds for this special project and this one-time funding request aligns with the purpose of the funds.

**M Waldon Thompson Fund** - This trust fund was established by the Hamilton Public Library Board to hold funds from the Estate of M. Waldon Thompson in memory of her sister Freda Farrell Waldon. The will stipulated that the funds are not to be used for

normal operating expenses, but to be expended on the local history section of the Canadiana collection, for special furniture or equipment, rare books, or documents, microfilming of research material, or for any purpose which will promote the study of local history, sociology or ecology.

There is currently \$23,558 in the fund which is held in an RBC bank account.

**F Waldon Estate Fund** - This trust fund was established to hold funds from the Estate of Freda Farrell Waldon. The will stipulated that the funds are not to be used for normal operating expenses, but to be expended on the local history section of the Canadiana collection, for a mural or other work of art, special furniture or equipment, rare books or documents, microfilming of research material, assistance with the publication of books about Hamilton and district, or for any purpose which will promote the study of local history, sociology or ecology, or the dissemination of the result of such research.

There is currently \$69,585 in the fund which is held in an RBC bank account.

**Date:** February 19, 2020  
**To:** Chair and Members of the Board  
**From:** Paul Takala, Chief Librarian/CEO  
**Subject:** **Diversity & Inclusion Policy (1st Review) - PT**

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## RECOMMENDATION:

That the Library Board receive this draft policy for review and comment.

## BACKGROUND:

Core values of the Hamilton Public Library include: Intellectual Freedom, Inclusion and Respect. Celebrating diversity and welcoming everyone regardless of their beliefs is a cornerstone of the public library's mission. The attached draft policy updates the Diversity and Inclusion Policy that was last updated in March 2017. After reviewing policies from a number of other libraries, the revised policy includes a number of changes, including:

- It has been updated to comply with the current policy template standard
- The concept of *Culture Humility* is introduced as foundation to our approach to embracing differences, along with *Equity, Diversity and Inclusion*
- In addition to referencing the Canadian Federation of Library Association's (CFLA)

**Statement on Diversity and Inclusion**, the revised policy also states: "*Our belief in the inherent dignity of all individuals is grounded in the United Nation's **Universal Declaration of Human Rights**, Canada's **Charter of Rights and Freedoms** and Ontario's **Human Rights Code**.*"

The Hamilton Public Library Strategic Plan calls for HPL to be a Community Beacon and to be a unifying force in our community. Because HPL welcomes people from all backgrounds, we are uniquely positioned to help increase understanding, reduce ignorance and bias. As we do this, we need to embrace Intellectual Freedom and respect people's autonomy. As the policy states: "*The Hamilton Public Library acts to ensure that people can enjoy services free from attempts by others to impose values, customs or beliefs.*"

After Library Board feedback, this policy will be revised as needed and be brought back for approval.

## ATTACHMENTS:

Description	Upload Date	Type
Diversity and Inclusion Policy Update Draft	2/14/2020	Cover Memo

### 2.4.3 DIVERSITY AND INCLUSION POLICY

**Policy Level:** Library Board

**Author:** Chief Librarian/CEO

**Review Period:** 4 Years

**Approval Date:** March 2017, Draft February 2020

Version Approved March 2017	February 2020 – Draft (1 <sup>st</sup> Review)
<p>The Hamilton Public Library is committed to fostering an environment of understanding and respect. The Hamilton Public Library Board endorses the <b>Statement on Diversity and Inclusion</b> as set out by the <b>Canadian Federation of Library Associations</b>.</p> <p>Libraries strive to deliver inclusive service. The Hamilton Public Library recognizes and affirms the dignity of those it serves, regardless of heritage, education, beliefs, race, income, religion, gender, age, sexual orientation, gender identity, physical or mental abilities.</p> <p>The Library is committed to fostering an environment of respect, understanding and acceptance of differences.</p>	<p><b>Policy Purpose</b></p> <p>To ensure that the Hamilton Public Library recognizes and affirms the dignity of those it serves and works with, regardless of heritage, education, beliefs, race, income, religion, gender, age, sexual orientation, gender identity, gender expression, physical or mental abilities.</p> <p><b>Key Points Summary</b></p> <p>The Hamilton Public Library is committed to fostering an environment of understanding and respect. As a public library we support everyone’s learning regardless of their backgrounds or personal beliefs.</p> <ul style="list-style-type: none"> <li>• The Hamilton Public Library acts to ensure that people can enjoy services free from attempts by others to impose values, customs or beliefs.</li> <li>• The Hamilton Public Library encourages mutual respect, inclusion and celebrations of differences by embracing <b>cultural humility</b><sup>1</sup> as a key foundation to our approach.</li> <li>• The Hamilton Public Library makes <b>equity, diversity and inclusion</b><sup>2</sup> a priority in planning and decision making for staffing, collections, training and service development. We strive to develop services and programs in partnership with others. As we deliver our services, we embrace the fact that we have much to learn from those we work with.</li> <li>• We work with our city’s many communities to develop inclusive consultation and engagement processes and to develop services in appropriate ways. We seek to understand how diverse</li> </ul>

<sup>1</sup> [https://en.wikipedia.org/wiki/Cultural\\_humility](https://en.wikipedia.org/wiki/Cultural_humility)

<sup>2</sup> <http://www.ala.org/advocacy/intfreedom/librarybill/interpretations/EDI>

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

community groups define and describe themselves and we listen directly with communities rather than relying on indirect sources.

- In the spirit of diversity and inclusion for all members, the Hamilton Public Library welcomes the exhibit of displays and provision of programs that fit into the location's communities at the appropriate times (e.g. seasonal Christmas displays, menorahs displayed during Hanukkah, program celebrating other cultures or religious backgrounds)

### Definitions

- **Cultural Humility:** The process of self-reflection to understand personal and systemic biases and to develop and maintain respectful processes and relationships based on mutual trust.
- **Diversity:** the range of human differences, including but not limited to race, ethnicity, gender, gender identity, sexual orientation, age, social class, physical ability or attributes, religious or ethical values system, national origin, and political beliefs.
- **Inclusion:** Acknowledging, accepting, and valuing differences to enrich social planning, decision making and quality of life for all.

### Policy Statements

The Hamilton Public Library is committed to fostering an environment of understanding and respect. As a public library we support everyone's learning regardless of their backgrounds or personal beliefs. Our belief in the inherent dignity of all individuals is grounded in the United Nation's [Universal Declaration of Human Rights](#), Canada's [Charter of Rights and Freedoms](#) and Ontario's [Human Rights Code](#). The Hamilton Public Library Board endorses the [Statement on Diversity and Inclusion](#) as set out by the **Canadian Federation of Library Associations (CFLA)**.

The Hamilton Public Library recognizes and affirms the dignity of those it serves and works with, regardless of heritage, education, beliefs, race, income, religion, gender, age, sexual orientation, gender identity, gender expression, physical or mental abilities. HPL understands that an acceptance of differences can sometimes place individual and collective values in conflict.



	<p>The Hamilton Public Library believes that respectful dialogue builds understanding and stronger communities. We strive to encourage mutual respect, inclusion and celebrations of differences by embracing <b><i>cultural humility</i></b> as a key foundation to our approach. We encourage the community to recognize, respect and embrace each individual's diversity. We believe that by working together we can move from the acknowledgement of diversity and inclusion to enabling an environment that is supportive, accessible and equitable in its practices.</p>
<p><b>CFLA POSITION STATEMENT ON DIVERSITY &amp; INCLUSION</b></p> <p>The Canadian Federation of Library Associations (CFLA-FCAB) believes that a diverse and pluralistic society is central to our country's identity. Libraries have a responsibility to contribute to a culture that recognizes diversity and fosters social inclusion.</p> <p>Libraries strive to deliver inclusive service. Canada's libraries recognize and energetically affirm the dignity of those they serve, regardless of heritage, education, beliefs, race, religion, gender, age, sexual orientation, gender identity, physical or mental capabilities, or income.</p> <p>Libraries understand that an acceptance of differences can place individual and collective values in conflict. Libraries are committed to tolerance and understanding. Libraries act to ensure that people can enjoy services free from any attempt by others to impose values, customs or beliefs.</p> <p>Source: <a href="http://cfla-fcab.ca/en/programs/guidelines-and-position-papers/position-statement-on-diversity-and-inclusion/">http://cfla-fcab.ca/en/programs/guidelines-and-position-papers/position-statement-on-diversity-and-inclusion/</a> Approved February 1, 2017.</p> <p><b>Approval History:</b> Replaced Religious Seasonal Displays Policy - March 1997; April 2001; May 2015; March 2017</p>	

**Date:** February 19, 2020  
**To:** Chair and Members of the Board  
**From:** Paul Takala, Chief Librarian/CEO  
**Subject:** **Advocacy & Political Participation Policy (2nd Review) - PT**

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## RECOMMENDATION:

That the Library Board approve the updated **Advocacy and Political Participation Policy**.

## 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.

After the discussion at the January 2020 board meeting a number of proposed amendments have been made to the policy. The changes are highlighted in the policy draft and here is a summary of the proposed changes:

- HPL will make it a priority to encourage democratic participation and awareness in non-partisan ways. (this replaces ~~Public libraries play an important role in encouraging democratic participation and awareness.~~)
- HPL will advocate locally for broad support from Council by actively engaging with all Councillors and avoiding activities during election season that could be seen as favouring a specific candidate.(new statement)
- HPL will actively work with the broader library community and key associations to advocate higher levels of government for policies beneficial to our mandate and funding that lessens the funding burden on the City of Hamilton. (new statement)
- The Chief Librarian will work with the Senior Leadership Team (SLT) and the Management Team to ensure advocacy strategies are developed and implemented. (new statement)
- The Chief Librarian will periodically report to the Library Board on the status of advocacy efforts and priorities. (new statement adding accountability to the Library Board.)

As part of implementation of the policy there are a number of ways the Library Board could be engaged:

- Receiving media training within the context of this policy and other Board protocols
- Getting business cards and/or name tags to help Board members when engaged in Board approved advocacy

- Assisting with advocacy of the provincial government
- Participation in the Ontario Library Boards' Association (OLBA)

**ATTACHMENTS:**

Description	Upload Date	Type
Advocacy & Political Participation Policy Draft 2	2/14/2020	Cover Memo

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

**Policy Level:** Library Board

**Author:** Chief Librarian/CEO

**Review Period:** 4 Years

**Approval Date:** Draft February 2020 (2<sup>nd</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.
- 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.
- HPL will make it a priority to encourage democratic participation and awareness in non-partisan ways. *(replaces Public libraries play an important role in encouraging democratic participation and awareness.)*
- HPL will advocate locally for broad support from Council by actively engaging with all Councillors and avoiding activities during election season that could be seen as favouring a specific candidate.
- HPL will actively work with the broader library community and key associations to advocate higher levels of government for policies beneficial to our mandate and funding that lessens the funding burden on the City of Hamilton.

#### **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 Senior Leadership Team *(replaces 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).

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

#### **GUIDANCE FOR CHIEF LIBRARIAN AND LIBRARY MANAGEMENT TEAM**

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.
- The Chief Librarian will work with the Senior Leadership Team (SLT) and the Management Team to ensure advocacy strategies are developed and implemented.
- The Chief Librarian will periodically report to the Library Board on the status of advocacy efforts and priorities.

**Approval History:** October 2014; December 2016, Draft February 2020