

**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, March 18, 2020**  
**Central Library, Board Room**

5:00 PM Dinner

6:00 PM Meeting

**AGENDA**

**1. Discussion Period**

1.1 MARCH 18 MEETING CANCELLED DUE TO PANDEMIC

**2. Acceptance of Agenda**

**3. Minutes**

3.1 Minutes of the Hamilton Public Library Board Meeting of Wednesday,  
February 19, 2020

**4. Declaration of Conflict**

**5. Presentations**

**6. Consent Items**

6.1 Upcoming Agenda Items - PT

**Suggested Action: Receive**

6.2 Internet Archive Digitization - Reserve Funding Request (2nd Review) -  
TD/LW

**Suggested Action: Recommendation**

6.3 Annual Report on Partnerships - PT/LW

**Suggested Action: Receive**

**7. Business Arising**

**8. Correspondence**

**9. Report**

9.1 Report on COVID-19 and HPL's Pandemic Planning - PT/LD

**Suggested Action: Recommendation**

9.2 Chief Librarian Report - PT

**Suggested Action: Receive**

9.3 2019 Operating Budget Variance Report - TD

**Suggested Action: Recommendation**

9.4 Capital Variance Report - TD

**Suggested Action: Receive**

9.5 Reserve Report Update - TD

**Suggested Action: Receive**

9.6 Fines Follow-up Report - LW/DW/TD

**Suggested Action: Receive**

**10. New Business**

**11. Policies**

11.1 Diversity & Inclusion Policy (2nd Review) - PT

**Suggested Action: Recommendation**

11.2 Intellectual Freedom Policy (1st Review) - PT

**Suggested Action: Receive**

11.3 Working with Us - Policy on Partnerships, Program & Space Usage (1st Review) - PT/LW

**Suggested Action: Receive**

**12. Private and Confidential**

12.1 Sherwood Lease Renewal - TD

**Suggested Action: Recommendation**

**13. Date of Next Meeting**

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

**14. Adjournment**

**Date:** March 18, 2020  
**To:** Chair and Members of the Board  
**From:** Rosann Francoeur, Assistant to the Chief Librarian/CEO and Secretary of the Board  
**Subject:** **Minutes of the Hamilton Public Library Board Meeting of Wednesday, February 19, 2020**

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### **RECOMMENDATION:**

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

### **ATTACHMENTS:**

Description	Upload Date	Type
Minutes Library Board Meeting February 19, 2020	3/10/2020	Cover Memo

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

Regular Board Meeting  
Wednesday, February 19, 2020  
Central Library, Board Room

5:00 PM Dinner

6:00 PM Meeting

**MINUTES**

**VIDEO**

**PRESENT:**

E. Bowen, R. Coruzzi, H. Dhaliwal, J. Kirkpatrick, C.A. Klassen, N.  
van Velzen, S. Laurie

**STAFF:**

P. Takala, S. Fahim, L. Weaver, D. Wark, T. Del Monaco, L.  
DuPelle, R. Francoeur

**REGRETS:**

Councillor Partridge, Councillor Pearson, L. Spence-Smith, V.  
Cecchetto

**Guests:**

Nick v Velzen welcomed a number of Mohawk College Business  
students observing board meetings and practices.  
Nick welcomed Amir Feridooni, Manager Digital Technology

Services and Sherry Fahim introduced him to the Board.

Amir Feridooni, Manager Digital Technology Services

**Time to Order:**

Nick v Velzen called the meeting to order at 6:00pm.

**1. Discussion Period**

**2. Acceptance of Agenda**

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

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

**MOTION Passed**

**3. Minutes**

3.1 Minutes of the Hamilton Public Library Board Meeting of Wednesday, January 15, 2020

**THAT THE MINUTES OF THE HAMILTON PUBLIC LIBRARY BOARD MEETING OF WEDNESDAY JANUARY 15, 2020 BE ADOPTED AS PRESENTED.**

**MOVED** by Robert Coruzzi, seconded by C.A. Klassen,

**MOTION Passed**

**4. Declaration of Conflict**

No Board Members declared a conflict of interest.

**5. Presentations**

5.1 Visiting Library Service - Short Video (LW)  
(<https://youtu.be/YE8NfAi03vM>)

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

Paul asked for the board's feedback and to discuss at next month's meeting.

**6. Consent Items**

6.1 Upcoming Agenda Items - PT

That the Library Board receive the Upcoming Agenda Items report.

**THAT THE LIBRARY BOARD APPROVE THE UPCOMING AGENDA ITEMS REPORT.**

**MOVED** by John Kirkpatrick, seconded by C.A. Klassen,

**MOTION Passed**

**7. Business Arising**

There was no business arising.

**8. Correspondence**

There was no Library Board correspondence.

**9. Report**

**9.1 Report from the Audit Committee - EB**

Elly Bowen, Chair of the Audit Committee, delivered details of the Audit Committee report. Most likely, it will be the May meeting before final findings of report will be shared with Library Board.

**THAT THE REPORT FROM THE AUDIT COMMITTEE BE RECEIVED.**

**MOVED** by Stu Laurie, seconded by Robert Coruzzi,

**MOTION Passed**

**9.2 2019 Year-End Metrics Report - TD**

**THAT THE 2019 YEAR-END METRICS REPORT BE RECEIVED.**

**MOVED** by John Kirkpatrick, seconded by Robert Coruzzi,

**MOTION Passed**

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

**THAT THE REPORT ON SAFETY & SECURITY IN THE LIBRARY BE RECEIVED.**

**MOVED** by Robert Coruzzi, seconded by C.A. Klassen,

**MOTION Passed**

9.4 Chief Librarian Report - PT

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

**MOVED** by Elly Bowen, seconded by Stu Laurie,

**MOTION Passed**

9.5 Removing Barriers Report - LW/DW

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

**MOVED** by C.A. Klassen, seconded by Robert Coruzzi,

**MOTION Passed**

**10. New Business**

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

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

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

**MOTION Passed**

**11. Policies**

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

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

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

**MOTION Passed**

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

**THAT THE LIBRARY BOARD APPROVE THE  
ADVOCACY & POLITICAL PARTICIPATION POLICY.**

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

**MOTION Passed**

**12. Private and Confidential**

**THAT THE MEETING GO IN CAMERA FOR TWO MATTERS.**

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

**MOTION Passed**

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

**MOVED** by C.A. Klassen, seconded by John Kirkpatrick,

**MOTION Passed**

**14. Adjournment**

The meeting was adjourned at 8:14pm

**THAT THE MEETING OF WEDNESDAY FEBRUARY 19, 2020  
BE ADJOURNED.**

Minutes recorded by Rosann Francoeur

**MOVED** by Robert Coruzzi, seconded by Stu Laurie,

**MOTION Passed**

**Date:** March 18, 2020  
**To:** Chair and Members of the Board  
**From:** Paul Takala, Chief Librarian/CEO  
**Subject:** **Upcoming Agenda Items - PT**

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### **RECOMMENDATION:**

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

### **ATTACHMENTS:**

Description	Upload Date	Type
Upcoming Agenda Report	3/12/2020	Cover Memo



**Date:** March 18, 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	<ul style="list-style-type: none"><li>✓ 2019 Year-End Metrics Report</li><li>✓ Presentation – Consolidated Policy Partnership, Program &amp; Rental Space</li><li>✓ Diversity &amp; Inclusion Policy</li><li>✓ Audit Committee Report</li></ul>
March 18	<ul style="list-style-type: none"><li>✓ Initial Report on Last Year Financials (Pre-Audit)</li><li>✓ Reserve Report Update</li><li>✓ Annual Report on Partnerships</li><li>✓ Working with Us Policy</li><li>✓ Intellectual Freedom Policy</li><li>✓ COVID-19 Report</li></ul>
April 15*	Carlisle Renovation Scope of Work 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:** March 18, 2020  
**To:** Chair and Members of the Board  
**From:** Tony Del Monaco, Director Finance and Facilities  
Lisa Radha Weaver, Director Collections and Programs Development  
**Subject:** **Internet Archive Digitization - Reserve Funding Request (2nd Review) - TD/LW**

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### RECOMMENDATION:

That the Board approve up to \$41,000 in 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:** March 18, 2020  
**To:** Chair and Members of the Board  
**From:** Paul Takala, CEO/Chief Librarian  
Lisa Weaver, Director Collections and Program Development  
**Subject:** **Annual Report on Partnerships - PT/LW**

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### RECOMMENDATION:

That the Hamilton Public Library Board receive this report for information and feedback.

### FINANCIAL/STAFFING/LEGAL IMPLICATIONS:

The Hamilton Public Library has a long history of successful partnerships. HPL partners to increase the impact of our work and to enhance the sustainability of programs and services. By partnering with organizations aligned with our goals we are able to avoid duplication of effort and share expertise.

### BACKGROUND:

Since 2016 staff have prepared an annual report on partnerships. This annual report is not intended to be an exhaustive list of all partnerships. Rather it is intended to highlight major partnerships and important developments. As this report illustrates, HPL continues to be a reliable and strong partner focused on moving Hamilton forward.

The current Partnership Policy specifies 3 reasons why HPL engages in partnerships. We partner to:

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

HPL engages with partners at multiple levels around the system. I often hear from community members involved in partner organization that our staff are great to work with, committed to working together to advance individuals and the community.

### ATTACHMENTS:

Description	Upload Date	Type
Annual Report on Partnerships	3/13/2020	Cover Memo

Partner/ Organization Name	Project/Program Name	Description
<b>Alzheimer Society</b>	Programs - Dementia Friendly Programming	HPL partners with the Alzheimer Society on dementia friendly programs and caregiver support.
<b>Ancaster Senior Achievement Centre</b>	Outreach Programs - Book Club and programs	Library staff go once a month to ASAC and conduct a book club session. Assist in facilitating a 2nd book club by organizing the lending of HPL kits. ASAC staff have provided exercise and health-related programs at the library.
<b>BASEF - Bay Area Science and Engineering Fair</b>	Science and Engineering Fair	HPL and BASEF are partnering to promote STEM learning and student innovation. The participants can leverage library resources to create and research their projects. The library also promotes the BASEF fair to encourage students to innovate and share their ideas. Partnership activities include: promoting the Makerspace and providing free trials to students; Promoting the fair and displaying students projects as a showcase to encourage interest in STEM.
<b>Best Start Network/ Learning &amp; Mobilization Network</b>	Membership - Best Start Network	The Hamilton Best Start Network is comprised of members and community partners from over 50 organizations. The goal of the Network is to promotes the well-being of families and children prenatal to 12 by helping them reach their full potential. HPL was a founding member of the Best Start Network and has participated and supported its work since its establishment over 10 years ago.
<b>Canada Learning Code</b>	Canada Learning Code	Canada Learning Code and HPL are working together to provide complementary workshops/coding programs. Canada Learning Code is a partner of Google and is currently developing a few coding programs in partnership with Google.
<b>Centre for Equitable Library Access (CELA)</b>	Membership - Access to Collections & Book Club	CELA is a national not-for-profit organization run by public libraries for public libraries. CELA's collections and services are available to HPL customers with print disabilities. Eligible customers of CELA member libraries have access to more than 300,000 items in accessible formats including audio, braille, and electronic text.
<b>Centre Francais</b>	Program - Club de Lecture Francais (French Book Club)	The Club de Lecture Français is a long-standing partnership HPL and the Centre Français. The Centre Français provides financial support for the purchase of several French language book clubs annually to be added to HPL's book club kit collections. The Club de Lecture Français book club meetings are held at Central Library.
<b>Chamber Music Hamilton</b>	Program - Concert Series	The partnership aims to enhance HPL's programming by providing a range of musical experiences that highlight Chamber Music Hamilton - generally, string ensembles. The programs are free. This partnership supports HPL's Music Strategy.
<b>CHCH</b>	Digitization CHCH archives	HPL and CHCH are working in partnership with the support of community volunteers to digitize news footage from primarily the 1950s and 1960s in the CHCH archives. This formal partnership is in collaboration with CHCH and their parent company Channel Zero.

<b>COH - EarlyON</b>	EarlyON Operational Committee	The City of Hamilton is leading the transition of the City's EarlyON programs and services in collaboration with lead partner agencies. HPL hosts a number of mobile centres at branches and provides outreach at a number of community EarlyON sites.
<b>COH - Enterprise Management and Revenue Generation Corporation</b>	Funding - Sponsorships	Enterprise Management and Revenue Generation at the City of Hamilton supports the creation of new funding sources for the city. HPL continues to work with the COH Revenue Generation Team to receive funding.
<b>COH - Neighbourhood Development Strategy</b>	Xperience Annex	Learning Annex is designed to connect at-risk youth to education and employment services beyond traditional college courses and student support. Funding is coming from the Province as part of Poverty Reduction funding. Staff supporting the Learning Annex will be located at the Central Library on the 4th Floor.
<b>COH - Recreation</b>	Programs and Promotion	HPL partners with the COH Recreation Department to mutually promote each others' programs and services in our program guides. We partner with Recreation at the Valley Park Recreation Centre and are planning to build a new community hub in Greensville.
<b>COH - Small Business Enterprise Centre</b>	Program - Workshops for Youth and Adult Entrepreneurs	The Small Business Enterprise Centre (SBEC) provides the information and tools that entrepreneurs need to grow their businesses. It operates as an arm of the Economic Development Division of the City of Hamilton. Staff there provide advice on starting and running a successful business-both for start-up and growing businesses. Hamilton Public Library supports the centre by sharing its resources such as access to Lynda.com.
<b>COH - Tourism and Culture Division</b>	Support - City Initiatives	LH&A provides research assistance and digital images for a variety of city initiatives including the Gore Park revitalization project and Hamilton's Music Strategy.
<b>COH - Urban Indigenous Strategy</b>	Various Projects	HPL is working with the City of Hamilton's Urban Indigenous Strategy. The strategy will help promote a better understanding among all residents about Indigenous histories, cultures, experiences and contributions.
<b>COH - Youth Strategy</b>	City of Hamilton Youth Strategy	HPL is participating in the City of Hamilton's Youth Strategy initiative. The youth strategy will help to better understand the current service offerings internally and externally for youth, align youth work internally and externally with relevant frameworks, and identify common goals for city and community to work towards over the next 5 years.
<b>COH/McMaster University Centre for Continuing Education</b>	Our Future Hamilton	Our Future Hamilton is the city's new 25-year community vision featuring six community priorities in the areas of community engagement, economic prosperity, public health and safety, environmental responsibility, built infrastructure, and culture and social diversity.

<b>Community Action Program for Children (CAPC)</b>	Funding and Outreach Programs - Youth	HPL receives funding annually from Health Canada through Social Planning and Research Council Hamilton through CAPC for programming for children 0-6. The CAPC funding supports programs including Summer Reading Club, Get Ready for Kindergarten and Hamilton Family Literacy Week to name a few. The catchment area for the program is base of escarpment, Hamilton Harbour/Lake Ontario/Fifty Road and Strathbarton. Red Hill supports a wide number of outreach visits as part of the programming promoting early literacy.
<b>Concession Street BIA</b>	Membership - Concession Street BIA	Concession Street is the oldest commercial district on the Mountain. The Branch Manager attends monthly meetings that are held at the Concession Branch. Branch staff participate in annual Streetfest, Fall Fest and Christmas/Winter Solstice activities. In the past branch staff have provided information/instruction about digital and print products offered by HPL; distributed flyers and program guides and offered programs such as films and bicycle helmet safety during the festivities.
<b>Downtown Hamilton BIA</b>	Membership - Downtown Hamilton BIA	HPL is a member of the Downtown Hamilton BIA including the "Summer in the Park" initiative with the Bookmobile.
<b>Evergreen</b>	Various Programs	Evergreen is the lead agency for 100 in 1 day. HPL has played an active role since the program was launched. Evergreen's mandate is to actively engage Canadians in creating and sustaining healthy urban environments in our schools, our public spaces, in housing and transit systems, and communities themselves.
<b>First Book Canada</b>	Donation - First Book Canada	First Book Canada makes new books available to organizations able to provide those books to children from lower income households. HPL uses books for summer reading and literacy program giveaways.
<b>Flamborough Archives</b>	Support - Space and Website	Flamborough Archives occupies space in the Waterdown branch. Volunteers provide services and researchers will visit the space during library hours. An MOU and a lease agreement are in place. HPL provides network support.
<b>Frontier College</b>	Family Literacy Day	Frontier College provides support for Family Literacy Day activities annually. Frontier College has also provided books for initiatives such as Family Literacy Day. Frontier College provides Homework Help for teens at the Central Library with the assistance of McMaster University volunteers.
<b>Grow with Google</b>	Grow with Google	Google provided a one day event for Entrepreneurs in Hamilton and content for HPL to provide similar programming. Google has offered scholarships for 100 individuals in Hamilton to obtain IT certificates that would enable them to find an entry job in Technology. Funding includes staff support to help learners succeed to obtain the certificate. Project for 2 years ending Dec 2020. HPL will recruit the participants and facilitate their online study for a successful completion of the certificate.
<b>HA&amp;L Magazine</b>	Various Projects	HPL partners annually with the Hamilton Arts & Letters magazine on the annual Short Works Literacy prize. The annual prize recognizes excellence amongst Hamilton area writers.

		HPL and HA&L also collaborate on Jackie Washington Day programming.
<b>Hamilton Arts Council</b>	Various Projects	HPL is a long standing member of the Hamilton Arts Council. The Hamilton Arts Council is a member driven organization with a vision to strengthen the role of the arts and culture in the City of Hamilton by making the arts accessible and relevant to the entire community. In 2020, HPL continues to work with HAC on the Building Cultural Legacies (BCL) project and Hamilton Arts Week programming.
<b>Hamilton Association for the Advancement of Literature Science and Art (HAALSA)</b>	Funding and Program - Public Lecture Series and Power of the Pen Prizes	Founded in 1857, the Hamilton Association is one of Canada's oldest independent not-for-profit cultural organizations. The primary focus is the presentation each year of a series of free public lectures. In addition, the association encourages interest in literature, science and music through the support of four awards. The literary awards are presented in conjunction with the HPL's Power of the Pen contest.
<b>Hamilton Community Foundation</b>	Funding	HCF is a long time partner with the Hamilton Public Library. They hold several trust funds for HPL from donors that have contributed to the funds.
<b>Hamilton Council on Aging</b>	Planning for Age Friendly Hamilton - 2020 to 2025	HPL is a member of the Hamilton Council on Aging's Collaborative Governance Committee. The committee is currently conducting focus groups in preparation for updating Hamilton's Age Friendly Plan for 2020 to 2025.
<b>Hamilton Health Sciences - Family Practice</b>	Partner Program - Death: Something to Talk About Initiative	Hamilton Public Library is involved in an initiative to encourage discussion about death in a regular day-to-day setting. The program has included author talks, book clubs and other relevant programming.
<b>Hamilton Philharmonic Orchestra</b>	Program - Noon Hour Program Series and Series of children's programs	Hamilton Philharmonic Orchestra delivers a series of music and lunch and learn programs at Central Library. Plans are underway for additional concerts/learning programs.
<b>Hamilton Roundtable for Poverty Reduction</b>	Programs, Support and Membership	Hamilton Public Library participates in programs and supports the HRPR. Space is provided for HRPR meetings.
<b>Hamilton-Burlington SPCA</b>	Program - Sit! Stay! Read!	In this registered program, reluctant readers aged 8-12 read to HBSPCA animals and their handler volunteers at Turner Park and Waterdown
<b>Hamilton-Wentworth Catholic District School Board</b>	Outreach Programs	The Hamilton-Wentworth Catholic District School Board and the Hamilton Public Library share the vision of students achieving their full potential and further, share the values of respect, innovation and accountability.
<b>Hamilton-Wentworth District School Board</b>	Outreach Programs	The Hamilton-Wentworth District School Board and the Hamilton Public Library share the vision of students achieving their full potential.
<b>HYP - Hamilton Youth Poets</b>	Various	HPL is involved in a variety of collaborative projects with HYP including hosting Louder Than a Bomb events, workshops, KidsCrawl and the Blackout Poetry contest.

<b>Immigration, Refugees and Citizenship Canada (IRCC)</b>	Funding - Newcomer Learning Centre (NLC)	Annually, Hamilton Public Library receives funding of approximately \$260,000 from IRCC for our NLC (formerly LINC) programs that support the successful integration of newcomers to Hamilton. The grant has been approved until 2024-2025.
<b>Industry Education Council (IEC)</b>	Program and Support - Industry Education Council	The IEC is a longstanding organization focused on ensuring a future workforce for Hamilton. Enhancing career development opportunities for all learners; facilitating the discovery of viable pathways for all learners.
<b>Les Chater YMCA</b>	Operations and Maintenance Agreement	A formal partnership is in place for library and YMCA space in the Rymal Road facility.
<b>McMaster Children and Youth University</b>	McMaster Children and Youth University (MCYU)	MCYU offers free, monthly Saturday morning lectures for young students (7-14 years old), to spark their curiosity and expose them to the university environment. Speakers present topics about science, arts, social science and more. These fun, kid-friendly lectures provide the opportunity to learn from a real professor, find out what it feels like to be on campus, and get a taste of what university life is like.
<b>McMaster University - English Department</b>	Partner Program - Writer-in-Residence	McMaster University and Hamilton Public Library have partnered since 2013 on the Mabel Pugh Taylor Writer-in-Residence program. The WiR program is a four- month or eight-month residency.
<b>Metis Nation of Ontario</b>	Cultural programming	Metis Nation of Ontario is coming to HPL to offer youth services storytelling and cultural programming at several locations during the Spring of 2018. Further possibilities to partner will be explored afterwards.
<b>Mohawk College - Community Access and Engagement Department</b>	City School by Mohawk	City School by Mohawk is a community-based initiative that aims to break down the barriers to education and employment. Through community consultation with neighbours, City School by Mohawk focuses on developing specialized learning programs, workshops and services that encourage gradual steps to a postsecondary pathway.
<b>Music Industry Committee - City of Hamilton</b>	Hamilton Music Advisory Committee	<p>The Hamilton Music Industry Committee is a working team with a mandate that includes:</p> <ol style="list-style-type: none"> <li>1. Providing advice in the goals and priorities of the music industry to help support economic prosperity, growth, culture and tourism.</li> <li>2. Promote Hamilton's music industry by monitoring and advising on marketing strategies to strengthen the viability of the music sector.</li> <li>3. Acting as a point of contact for members of the music community regarding issues affecting Hamilton and to help inform Council of issues and achievements.</li> </ol> <p>Members include: City of Hamilton Economic Development, City of Hamilton Tourism, HPO, Dr Disc, Hamilton Chamber of Commerce, Mohawk College, Hamilton Musicians Guild, Casbah, Live Nation, local musicians, entrepreneurs and community members</p>
<b>National Film Board</b>	Program - NFB Film Program	HPL works in partnership with the NFB to offer film screenings at branches.

<b>Ontario Genealogical Society - Hamilton Branch</b>	Membership - OGS Hamilton Branch	A branch of the Ontario Genealogical Society (OGS), the Hamilton Branch covers the former County of Wentworth which includes the Townships of Ancaster, Barton, Binbrook, Beverly, Flamborough East, Flamborough West, Glanford and Saltfleet now all part of the City of Hamilton. A portion of the OGS - Hamilton collection is located in the LH&A closed stacks on Central Library's 3rd floor. In 2020, OGS and HPL are collaborating to host the third annual Genealogy Fair at the Central Library in the fall.
<b>Outfront Media</b>	Sponsor - Billboard Contest	Outfront Media provides billboard space and materials so that the annual winner of the contest's design can be displayed for one week during Ontario Public Library Week in October.
<b>Rotary Club of Hamilton</b>	Partner Program - Telling Tales and Literacy Camps	The Rotary Club of Hamilton is a lead partner on the Telling Tales festival, a free family-friendly literary festival at Westfield Heritage Village the 3rd Sunday in September. HPL also partners with the Rotary Club's Literacy Camp program at Cathy Wever. HPL distributes First Books to camp participants annually.
<b>Skills Development Flagship</b>	Program - Skills Development Flagship	Group of community organizations with the mandate to assist individuals who have been marginalized from the labour market gain access to opportunities for meaningful employment by ensuring that the knowledge and skills of workers match the needs of Hamilton's economy.
<b>Social Planning and Research Council (SPRC)</b>	Program Partner - Neighbourhood Action Strategy	SPRC manages the Neighbourhood Developers working in identified hubs. Social research source. Hamilton Public Library actively supports and participates at the local level of all the Neighbourhood Action Teams.
<b>Sonic Unyon</b>	Concerts in the round	The model for In the Round concerts has been successful so far and HPL is expanding this initiative by collaborating with other local promoters.
<b>Soroptimist International of Hamilton-Burlington</b>	Partner Program - Book Sale	Annual fundraiser featuring the sale of weeded Hamilton Public Library materials. The latest book sale took place for one week in October and helped raise over \$6,000 for HPL. In 2018, 2019, and 2020, Soroptimists donated to support HPL's Summer Reading Programs for youth.
<b>St. Joseph's Healthcare</b>	Psychology Month	Hamilton Public Library partners with St. Joseph's Healthcare for a series of Adult programs during February which is Psychology Month.
<b>Telling Tales Festival</b>	Partner Program - Telling Tales Festival	HPL is one of the three founding partners of the Telling Tales Festival. In partnership with the Rotary Club of Hamilton and the Hamilton Conservation Authority and many other community partners, we support the free literacy festival at Westfield Heritage Village the third Sunday in September. We host a free literacy event at HPL themed to a more targeted youth audience.
<b>The Hamilton Spectator</b>	Archives Initiatives	Hamilton Public Library has partnered with the Hamilton Spectator for a variety of Local History & Archives related projects.
<b>The Hamilton Spectator Library</b>	Digitization	Working contract to digitize the daily content.
<b>Vintage Hamilton</b>	Image Awareness Project	A group of local historians creating awareness of LHA image collections via the Vintage Hamilton Facebook page.

<b>Wesley Urban Ministries</b>	Partner Program - Community Resource Worker	Hamilton Public Library works with Wesley Urban Ministries to provide and support Community Research Worker (CRW) services.
<b>YMCA - Employment, Education and Immigrant Services</b>	Program - Community Connections	YMCA staff assists with English Conversation Circles as well as one-to-one settlement services for newcomers.
<b>Youth Serving Agencies Network</b>	Membership - YSAN Network	YSAN is a member driven organization of Hamilton Youth serving organization. The Network works to combine the resources of the providers of preventative services for children and youth with the strength of young people themselves in order to promote and increase opportunities for children and youth through the development of an accessible continuum of programs and services.

**Date:** March 18, 2020  
**To:** Chair and Members of the Board  
**From:** Paul Takala, CEO/Chief Librarian  
Lisa DuPelle, Director Human Resources & Information Services  
**Subject:** **Report on COVID-19 and HPL's Pandemic Planning - PT/LD**

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### RECOMMENDATION:

That the Library Board receive this report and instruct staff to update the 2020 Goals to include proactively addressing the potential spread of COVID-19 in our community as outlined in this report.

### FINANCIAL/STAFFING/LEGAL IMPLICATIONS:

The implications of COVID-19 and a potential pandemic are unclear currently, however, at the very least we should anticipate modest increased costs due to extra cleaning. Staff will track any special costs that are incurred due to COVID-19.

If an official emergency is declared in Ontario or locally, the 1990 Emergency Management Act is the authority under which the Premier will declare a provincial emergency during a pandemic. If an emergency is declared, Section 7(3) allows the Premier to direct and control a municipality's administration, facilities and equipment, and can direct and control municipalities' powers and duties. With the Order-in-Council 167/2004 (February 2, 2004), the Ministry of Health and Long-Term Care is responsible for formulating emergency plans for large-scale human health emergencies and epidemics, and emergency health services. The 1990 Health Protection and Promotion Act (HPPA) imposes duties and responsibilities on the local Medical Officer of Health with respect to the control of health hazards and communicable diseases. Hence the Medical Officer of Health for the City of Hamilton has legislative authority to take local measures to control an infectious disease outbreak.

### ATTACHMENTS:

Description	Upload Date	Type
Report on COVID-19 and Pandemic Plan	3/13/2020	Cover Memo

**Date:** March 18, 2020  
**To:** Chair and Members of the Board  
**From:** Paul Takala, CEO/Chief Librarian  
Lisa DuPelle, Director Human Resources & Information Services  
**Subject:** **Report on COVID-19 and HPL's Pandemic Planning - PT/LD**

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HPL has had for many years a comprehensive **Pandemic Plan**<sup>i</sup>. That plan has two (2) parts: A *System Pandemic Plan* and detailed *Departmental Plan*. When it appeared that COVID-19 had the potential of reaching a global pandemic, the Senior Leadership Team began reviewing and updating the plan. We also reached out to Public Health to offer our support for any public education efforts. As of Friday, March 13 we are at Level 2 of the plan. We will continue to assess on a regular basis where we are and provide communication to the Library Board and others regarding any developments.

#### Priorities During A Pandemic – What we are trying to accomplish?

1. **Reducing Disease Spread** - HPL's overriding priority is helping protect the public and staff from coming to harm. We do this by proactively taking all reasonable steps we can take to reduce the risk that HPL will become a vector where the virus spreads. We will also make it a high priority to support public health and emergency management efforts, to support the health and well-being of everyone in our community.
2. **Reducing Misinformation and Promoting Cohesion:** That HPL will be proactive to ensure employees and the public are informed with accurate, up-to-date and reliable information about:
  - The risks of a pandemic
  - Steps to reduce the risk of exposure
  - Steps to take if you or someone you know becomes ill
  - Other useful information about planning for and coping with a pandemic

We have created a webpage with links to credible information.<sup>ii</sup>

#### Major Tactics Included in the Plan

Specific actions taken will be based on the best information available. Our Pandemic Plan has a few overriding strategies. The Level to which we will take action will depend on the facts on the ground, Public Health advice and what other credible sources are providing. The strategies are:

1. **Increase Cleaning and Promoting Personal Hygiene:** The importance of washing hands should not be underestimated. Because our spaces are heavily used by many people, we need to ensure that common surfaces do not become a source of virus spread. This will be done by increased efforts by cleaning staff, but we also ask branch staff to assist with the effort. We will also provide wipes to customers to enable them to help protect

themselves by doing things like wiping down keyboards before using a computer.

2. **Social Distancing:** Keeping adequate personal space reduces the chances that people may transmit the virus to another person. We are currently looking at the density of seating and computers to see if we can provide more separation from people. If we see a lot of community transmission in Hamilton, we will take additional steps like cancelling programs, and suspending some Library services, including closing branches. We will also look at using technology to have more meetings remotely.
3. **Keeping Infected or Potentially Infected People at Home:** We encourage all staff to stay home if they are sick. We will place new signage at entrances to encourage customers who may be infected with COVID-19 to remain home. We are also looking at things like increasing access to our digital collections and encouraging remote usage.

### Emergency Response Team

During an emergency HPL has an **Emergency Response (ER)Team**. During this period the Senior Leadership Team (SLT) is expanding to include key system staff. The goal is to have accurate and up-to-date information so informed decisions can be made promptly and then communicated to all appropriate stakeholders. The frequency of ER Team meetings will be dependent on the scale of issues emerging and the rate of change of circumstances changing

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<sup>i</sup> The **Pandemic Plan** is posted on this page: <https://www.hpl.ca/articles/key-reports>

<sup>ii</sup> <https://www.hpl.ca/articles/novel-coronavirus-covid-19>

**Date:** March 18, 2020  
**To:** Chair and Members of the Board  
**From:** Paul Takala, Chief Librarian/CEO  
**Subject:** **Chief Librarian Report - PT**

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## **RECOMMENDATION:**

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

## **ATTACHMENTS:**

Description	Upload Date	Type
Chief Librarian Report - March 2020	3/13/2020	Cover Memo

## Chief Librarian Report – March 2020

### One eRead Canada

The Canadian Urban Libraries Council Canada (CULC) has created an opportunity for all public libraries to participate in a Canada wide digital reading program. The initiative is similar to Hamilton Reads, but on a national scale and in digital format. It will run for four weeks, from May 1 to May 29, 2020. This is the second One eRead Canada; over 300 libraries across the country participated in 2019. We are excited to feature a bilingual book this year, *Vi* by Kim Thúy, published by Penguin Random House Canada in English and Libre Expression in French. This masterful book about the lives and experiences of Vietnamese refugees in Canada was a finalist for the 2019 Governor General's Literary Award in translation and longlisted for the 2018 Scotiabank Giller Prize. Featuring this title is another way for libraries to celebrate that [May is Asian Heritage Month in Canada](#). *Vi* will be available from May 1-29 in eBook and eAudio via Overdrive and RB Digital. The book is also already available to readers with print disabilities via CELA.

### Canadian Children's Book Center (CCBC) – Regional Collection

The library is thrilled to announce that a CCBC's regional collection will soon be housed at the Hamilton Public Library. The collection contains approximately 18,000 titles dating to the late 1970s, including Canadian classics like *Alligator Pie*, *Anne of Green Gables* and *The Paper Bag Princess*, with nearly 800 books added annually. The relocation of the regional collection will allow for greater access to the titles, preserving Canadian culture for future generations of aspiring authors, students, academics, educators and families.

Hamilton Public Library is honoured to accept this significant donation. As a library and community hub, early literacy is central to our mandate. The CCBC's ever-growing collection will serve as a great research archive, a positive resource for Hamilton's youngest readers, their parents and teachers, and offer future generations the opportunity to enjoy many great Canadian books by Canadian authors. Given the vast number of titles, the Library plans to launch the CCBC collection in 2021.

### Which Book Next

The Library has introduced a new online service called Which Book Next. Which Book Next is an email-based Readers Advisory (R.A.) service run by the AskHPL team. Customers will fill out a form on HPL.ca describing the type of material they are looking for, and members of the AskHPL team will respond. Sample feedback received from customers: "Wow, thank you so much for the speedy reply! I am very excited about your new service! I just put 3 of them on hold. You totally nailed the suggestions based on the summaries of these books. Thank you! I will use this service again, I love it!"

### Newcomer Online English Language Tutoring

To support both English Language Tutors and English Language Learners the Newcomer Learning Centre has a new online feature that allows Learners and Tutors to work together virtually. There is

also a [Teach English Learn English poster](#), translated into the top five languages used at HPL, to promote to students and volunteers in branches.

### Archives Awareness Week

Archives link the past, present and future by ensuring that the records of today are preserved for future generations to understand the life, ideas and thoughts of their original creators. The Archives Association of Ontario has designated April 6<sup>th</sup> to 12<sup>th</sup>, 2020 as Archives Awareness Week in Ontario. HPL is taking this annual opportunity to celebrate the importance of the LH&A collections and documentary heritage in the community by offering behind the scenes tours of LH&A. Join us Inside the Vaults on Tuesday, April 7<sup>th</sup> @ 10am, Wednesday, April 8<sup>th</sup> at 2pm.

### Development Charges Update

The Province of Ontario has released updated draft regulation related to the Development Charges Act and the new Community Benefits Charge. The new draft regulation allows public library services to continue within the Development Charges Act. The mandatory 10% deduction is also proposed to be removed for all services that remain eligible in the Development Charges Act. This would allow 100% of the portion of library growth-related projects to be collected from development charges vs a 90% capped maximum in the past. The new Community Benefits Charge would apply to services that are not included in the Development Charges Act, and therefore would not apply to public library services. The new draft regulation is open for public comment until March 30, 2020. <https://ero.ontario.ca/notice/019-1406>

### Cancelling of Events

On Friday, March 13, HPL announced we were cancelling all Library events until April 6. That is consistent with what the City has decided to do and follows the province cancelling school until April 5. We will reassess our status and there is a reasonable probability that we will need to cancel group activities for a longer period of time.

Paul Takala, Chief Librarian/CEO  
March 2020.

**Date:** March 18, 2020  
**To:** Chair and Members of the Board  
**From:** Tony Del Monaco, Director of Finance & Facilities  
**Subject:** **2019 Operating Budget Variance Report - TD**

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## RECOMMENDATION:

That the 2019 year-end net operating surplus of \$706,285 be transferred to the Library General Development Reserve #106007.

## FINANCIAL/STAFFING/LEGAL IMPLICATIONS:

*The budget variance as at December 31, 2019 is \$706,285 Favourable.*

Including the budgeted municipal contribution of \$30,891,430, total revenues in 2019 were \$33,113,734 and 2019 total expenses (including reserve transfers) were \$32,407,449.

Table 1 provides a summary breakdown of 2019 revenues, expenses, and corresponding surplus.

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

## BACKGROUND:

### REVENUES

#### **SENIOR GOV'T GRANTS AND SUBSIDIES**

*\$43,104 Favourable (2018 - \$127,035 Favourable)*

This line includes the annual operating grant from the Province of Ontario which is received annually for \$949,450 and other funding by Provincial and Federal governments for specific grant programs such as the Newcomer Learning Centre grant (NLC, formerly LINC). The claims for funding of the NLC program are submitted quarterly to the federal government.

The favourable variance is attributable to receiving more NLC grant than budgeted (\$27,000) and for the federal New Horizons grant (\$15,000) which was not budgeted. The main difference in the favourable variance from 2018 is because in

2018 we recognized \$63,000 of an unbudgeted one-time provincial grant for Improving Library Digital Services (ILDS).

### **FEES, GENERAL, & OTHER GRANTS**

*\$68,960 Favourable (2019 - \$94,921 Favourable)*

Major items contained in this line are revenues from library fines, photocopier & printer revenues and third-party grants and contributions.

The favourable variance is attributable to several factors. Unbudgeted grants from third parties were received and recognized for the Young Canada Works Program (\$37,000).

Donations are not budgeted for, however \$10,300 in donations were recognized in 2019. Of these donations, \$2,898 were not directed for a specific purpose and have been transferred to the Library Donations Reserve.

Printer/photocopier revenue continued to increase in 2019 coming in at \$25,000 more than budgeted. Total printer/photocopier revenues were \$170,785 in 2019. \$50,000 of this has been transferred to the Library General Development Reserve for future printer/ photocopier replacements.

Fine revenue was \$192,500 in 2019, down \$147,000 from 2018 and under-budget by \$137,000. This is a result of decreasing physical usage as digital usage increases, coupled with the introduction of auto-renewals for physical material that is not on hold for another customer.

In 2019, we entered into a funding agreement for the Google IT Support Professional Certificate Program aka "Grow with Google". The agreement runs to Jan 2021 and as part of that agreement we are receiving \$176,000. In 2019, we recognized \$78,600 of this unbudgeted revenue which is one of the main contributors to the favourable variance.

In 2019, HPL began operating the RedBook service, replacing services previously performed by Information Hamilton. To support this service, we have received \$59,500 in unbudgeted funding from Ontario 211 and \$8,000 from Information Hamilton upon closing of their operations to fund their outstanding reporting, legal, and close-out costs.

In November 2019 we started to receive the first of monthly lease payments related to TD Bank's continued operation of their automated teller machine (ATM) at the site of the new Carlisle branch (\$1,000 per month).

### **RESERVE RECOVERIES**

*\$15,830 Favourable (2018 - \$5,938 Favourable)*

The favourable variance is mainly attributable to reserve funding from the Library Youth Services Reserve of \$14,500. This is part of a previous Board approval to refresh Children's displays and learning materials across the system. Associated

expenses are recognized in the Materials and Supplies category.

## **EXPENSES**

### **EMPLOYEE RELATED COSTS**

*\$676,586 Favourable (2018 - \$424,534 Favourable)*

This line includes all the employee related costs such as salaries, wages, and government and employer benefits including medical, dental, OMERS, and WSIB. The variance is primarily due to the lower than expected salary and wage expenses as a result of gapping. As part of the 2019 budget process, a 2% cost of living adjustment (COLA) was included in the budget but the actual COLA was 1.6% which resulted in some savings. In early 2019, the Disability Income Support Worker position that was cost-shared with Hamilton Health Sciences was vacated and not filled, also contributing to the favourable variance.

### **CAPITAL FINANCING**

*\$192,067 Favourable (2018 - \$158,079 Favourable)*

This line reflects the repayment of debentures issued by the City of Hamilton to fund Library capital projects. Actual interest payments were lower than budgeted by \$192,067. This does not contribute to the Library's surplus however, since the entire surplus is transferred to City Reserves. There is an offsetting unfavourable variance in the Reserves/ Recoveries category below.

### **FINANCIAL**

*\$117,188 Favourable (2018 - \$41,350 Favourable)*

The favourable variance is primarily a result of budgeted savings in processing fees for library materials of \$118,800. \$24,000 in unbudgeted real estate fees were incurred and transferred to the City in relation to the renegotiated Red Hill Library lease. Legal fees also had a surplus of \$21,000. More detail on Financial expenses follows at the end of this report in Table 2.

### **MATERIALS AND SUPPLIES**

*\$172,127 Favourable (2018 - \$195,748 Unfavourable)*

Library materials and subscriptions make up the bulk of the budget for this area and are the primary reason for the favourable variance. Combined, the materials and subscriptions budget is \$3.2 million of the total \$3.8 million budget for the entire Materials & Supplies budget category. Together, materials & subscriptions expenses are contributing to \$260,000 of the favourable variance. With the 2018 overall variance coming in at very close to break-even (\$37,146 favourable), a more measured approach was taken in 2019 with respect to spending on collection materials to ensure expenses remained within budget.

Other major budget lines include Operating Supplies (\$8,000 unfavourable), Computer Software (\$49,000 favourable), and Operating Equipment (\$3,000 unfavourable). This was offset by an unfavourable variance related to Furniture & Fixtures (\$60,000 unfavourable) related to the payment of materials purchased for the Westdale Library flooring replacement project which was completed in 2019. More detail on Materials & Supplies follows at the end of this report in Table 2.

## **VEHICLE EXPENSES**

*\$23,988 Unfavourable (2018 - \$11,982 Favourable)*

This line includes vehicle expenses such as maintenance costs, fuel costs, and vehicle washing. Included are fleet related work orders done by the City to maintain our vehicles. The unfavourable variance is attributable to higher than budgeted vehicle repair charges related to the bookmobiles.

## **BUILDINGS AND GROUNDS**

*\$42,420 Favourable (2018 - \$174,910 Favourable)*

This line includes facility related costs that are paid directly by the Library and not through a cost allocation from the City. It includes costs for security guards and utilities costs for buildings that are not shared with other City facilities such as heating, hydro, data, and external telephone lines. The primary factor is lower than budgeted expenses in the Capital Enhancement account (\$95,000 favourable). This account surplus was transferred to the Library Capital Enhancement Reserve. Higher than budgeted security costs (\$30,000 unfavourable) is the main factor that is offsetting the variance.

## **CONSULTING**

*\$37,486 Unfavourable (2018 - \$28,041 Unfavourable)*

There is currently no budget for consulting, however consulting services were utilized in the year, mainly related to the Central Space Study.

## **CONTRACTUAL**

*\$29,246 Favourable (2018 - \$159,305 Unfavourable)*

This line includes expenditures for items such as computers, servers, photocopiers, advertising, service contracts, collection agency fees, access copyright fees, and programming.

Main contributors to the variance are related to higher than budgeted service contracts for sorter, self-check, and RFID maintenance (\$120,000 unfavourable). The budget for these costs has been increased by \$68,000 in the 2020 budget to bring the budget back in line with actual costs.

Programming expenses have been increasing over recent years and programming expenses were \$50,000 over budget in 2019. As part of the 2020 budget we have moved \$100,000 from the Collections budget to the Programming budget to address this. Savings in the Computers and Servers accounts of \$173,000 offset these expenses and contributing to the small favourable variance in this area. The surplus in the Computers and Servers accounts are transferred to the Library Computers Reserve each year.

## **RESERVES/RECOVERIES**

*\$589,769 Unfavourable (2018 - \$618,509 Unfavourable)*

This line includes expenses for City cost recoveries as well as reserve transfers.

There is a \$246,000 unfavourable variance for Direct Facilities recoveries from the City. This is to cover the cost of insurance, building repairs, contract cleaners, snow removal, landscaping, and utility allocations for heat and hydro in shared facilities. Also included are salary allocations for non-Library maintenance staff that work in-part for the Library. To bring the budget back in line with actuals, the City has increased the budget for Direct Facility recoveries as part of the 2020 budget.

The City's capital financing surplus transfer to City Reserves (\$192,067) is also another factor that results in an unfavourable variance for this line item. As mentioned above, this unfavourable variance is offset by the surplus of \$192,067 identified in the Capital Financing budget line, so there is not net impact to the Library.

Reserve transfers are also contributing to the unfavourable variance, but it is important to note that these transfers to reserve are a result of (and offset by) revenues and account surpluses in other budget lines. Transfers to reserve include those for printer/ photocopier revenues (\$50,000), undirected donations (\$2,898), Capital Enhancement account surplus (\$95,182) and the surplus in the computers & servers account (\$173,050).

A breakdown of the Reserves/Recoveries variance is provided in Table 3 to this report.

## **NET SURPLUS**

*\$706,285 Favourable (2018 - \$37,146 Favourable)*

Overall, the 2019 net operating surplus is \$706,285 and is recommended to be transferred to the Library's General Development Reserve #106007.

## **ATTACHMENTS:**

Description	Upload Date	Type
Table 1 - Year End Variance Summary	3/11/2020	Cover Memo
Table 2 - Financial, Materials & Supplies Detail	3/11/2020	Cover Memo
Table 3 - Breakout of Reserves & Recoveries	3/11/2020	Cover Memo

<b>Table 1: Year End Variance Report</b>				
<b>Year Ending December 31, 2019</b>				
	<b>Budget</b>	<b>Actual</b>	<b>Variance Favourable/ (Unfavourable)</b>	<b>% Spent</b>
<b>Revenues:</b>				
Municipal Contribution	30,891,430	30,891,430	-	100.0%
Gov't Grants & Subsidies	1,192,450	1,235,554	43,104	103.6%
Fees, General, & Other Grants	620,470	689,430	68,960	111.1%
Reserves/Capital Recoveries	281,490	297,320	15,830	105.6%
	<b>32,985,840</b>	<b>33,113,734</b>	<b>127,894</b>	<b>100.4%</b>
<b>Expenditures:</b>				
Employee Related Costs	22,005,410	21,328,824	676,586	96.9%
Capital Financing	472,730	280,663	192,067	59.4%
Financial	387,220	270,032	117,188	69.7%
Materials and Supplies	3,853,880	3,681,753	172,127	95.5%
Vehicle Expenses	82,790	106,779	(23,989)	129.0%
Building and Grounds	1,695,700	1,653,280	42,420	97.5%
Consulting	-	37,486	(37,486)	-
Contractual	2,125,100	2,095,854	29,246	98.6%
Reserves and Recoveries	2,363,010	2,952,779	(589,769)	125.0%
	<b>32,985,840</b>	<b>32,407,449</b>	<b>578,391</b>	<b>98.2%</b>
<b>Net Surplus</b>	<b>-</b>	<b>706,285</b>	<b>706,285</b>	<b>97.9%</b>

Table 2: Financial, Materials and Supplies Details				
Description	Budget	Actual	Variance	Explanation
Legal Fees	40,000	19,203	20,797	Expenses incurred for Controlled Digital Lending opinion, mediation & legal opinions.
Cash Over/Short	-	(163)	163	
Debit & Credit Card Processing Charges	14,680	11,564	3,116	Charges for customer use of eCommerce, credit, and debit cards. Fees declining as less fines incurred/paid.
Audit Fees	6,720	7,215	(495)	
Collections Fees	15,300	7,649	7,651	Fees charged by collection agency to recover overdue accounts. Fees declining with less fines being incurred.
Processing Fees	300,000	181,196	118,804	Variance a result of collection materials purchases which was under budget.
Other Fees & Services	10,520	43,368	(32,848)	Variance primarily relates to City Real Estate cost recoveries for work on Red Hill Lease renewal (\$24k); Other expenses include RedBook/ InfoHam close out and transition costs; Insurance premiums for room rentals
<b>FINANCIAL TOTAL</b>	<b>387,220</b>	<b>270,032</b>	<b>117,188</b>	
Operating Supplies	216,400	224,732	(8,332)	Various small dollar items
Computer Software	53,060	3,794	49,266	
Operating Equipment	135,020	137,722	(2,702)	Various equipment and related costs such as audio visual equipment (tv display screens, projectors, boardroom sound, etc.)
Furniture & Fixtures	50,000	109,634	(59,634)	Westdale flooring replacement causing the variance.
Merchandise	-	11,828	(11,828)	Purchase of headphones, USB sticks for resale at cost recovery
Library Materials	2,532,570	2,281,144	251,426	
Subscriptions	700,000	691,032	8,968	
Repairs-Equipment	4,440	2,759	1,681	
Service-Reader/Printer	3,100	-	3,100	Removed from 2020 budget
Postage/ Freight/ Courier	3,270	2,155	1,115	
Printing and Reproduction	82,000	79,074	2,926	Costs primarily related to seasonal guide books
Other Fees & Services	74,020	137,878	(63,858)	Variance related to office supplies, meeting expenses; expenses for Youth Services Renewal expenses recovered from reserve.
<b>MATERIAL &amp; SUPPLIES TOTAL</b>	<b>3,853,880</b>	<b>3,681,753</b>	<b>172,127</b>	
Processing Fee	300,000	181,196	118,804	
Library Materials	2,532,570	2,281,144	251,426	
Subscriptions	700,000	691,032	8,968	
<b>Total Collections</b>	<b>3,532,570</b>	<b>3,153,372</b>	<b>379,198</b>	

**Table 3 - Breakout of Reserve/ Recoveries Variance**

	Budget	Actual	Variance Favourable/ (Unfavourable)	Notes
<u>City Cost Recoveries</u>				
Direct Cost Recoveries	\$ 1,895,050	\$ 2,139,855	\$ (244,805)	Costs that City incurs and directly recovers from us based on actual related costs
Indirect Cost Recoveries	\$ 233,080	\$ 233,100	\$ (20)	Costs that City incurs and indirectly recovers from us based on cost allocation estimates.
Other Recoveries	\$ (38,100)	\$ (19,348)	\$ (18,752)	Recovery from Market for security
City Capital Financing Surplus	\$ -	\$ 192,067	\$ (192,067)	Fully funded and paid by the City (offset by favourable variance in the Capital Financing line)
<u>Budgeted Reserve Transfers</u>				
Transfers to Reserve	\$ 194,630	\$ 321,130	\$ (126,500)	See below for breakdown of actual transfers to reserve
Trsf To Veh/Equip Rsve	\$ 14,350	\$ 21,975	\$ (7,625)	Transfers to City Reserves for replacement of Library vehicles (excludes Bookmobiles)
Provision For Equipment	\$ 25,000	\$ 25,000	\$ -	Transfer to Library Collections Reserve
Replace Of Auto Equip	\$ 30,000	\$ 30,000	\$ -	Transfer to the Library Mobile Equipment Reserve (future Bookmobile replacements)
Provision-R & M Grounds	\$ 9,000	\$ 9,000	\$ -	Transfer to the Library Major Capital Reserve
<b>Reserves/ Recoveries Variance</b>	<b>\$ 2,363,010</b>	<b>\$ 2,952,779</b>	<b>\$ (589,769)</b>	
<u>Actual Transfers to Reserve</u>				
Donations		\$ 2,898		Revenue is recognized in the Fees, General & Other Grants line, contributing to that favourable variance.
Copier/Printer Revenues		\$ 50,000		Revenue is recognized in the Fees, General & Other Grants line, contributing to that favourable variance.
Capital Enhancement Account Surplus		\$ 95,182		Account surplus reflected in the Buildings & Grounds line
Computer/Servers Account Surplus		\$ 173,050		Account surplus is reflected in the Contractual Services line.
		<b>\$ 321,130</b>		

**Date:** March 18, 2020  
**To:** Chair and Members of the Board  
**From:** Tony Del Monaco, Director of Finance & Facilities  
**Subject:** **Capital Variance Report - T D**

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## **RECOMMENDATION:**

That the Hamilton Public Library Board receive the Capital Variance Report as at January 31, 2020 for information.

## **FINANCIAL/STAFFING/LEGAL IMPLICATIONS:**

See attached for a summary listing of projects and budget variances.

## **BACKGROUND:**

### ***Parkdale Landing – 7502041200***

The capital budget and associated development charge funding was approved by the City subject to associated operating budget enhancements getting approved. The operating budget enhancement was approved by the City's General Issues Committee (GIC) during 2020 Budget deliberations on Mar 2, 2020.

Parkdale Landing is in partnership with Indwell. Their construction is progressing, and they are now targeting December 2020 for project completion. Based on that, Library operations could begin Q1 2021.

Now that approvals are in place, we will be entering into a 10-year lease to operate out of the ground floor (approximately 1,500 sq ft) of the new space under construction at the corner of Parkdale and Melvin avenues which is part of Indwell's Parkdale Landing Phase 2 development.

### ***Mount Hope - 7501941800***

In 2019, the Board approved a feasibility to look at potential options for a new or renovated Mount Hope Library.

We are working with the City and their consultant to have the library added to the scope of work for the feasibility study for the quonset hut that is located on the same property as the Mount Hope branch, near the rear parking lot.

### ***Scheduling Software – 7501857202***

The new software provides a flexible solution to manage scheduling consistent across all branches and departments. The software has built-in Collective Agreement and Ministry of Labour rules and template-based schedules with automated procedures, and online and mobile access. The system integrates with email and the employee payroll system.

Project testing has been completed and a pilot rolled out to the Digital Technology Department late 2019. Several issues that were identified during the pilot have mostly been resolved as of today. The pilot will be re-instated with the identified changes and a branch pilot is planned for early Q2 2020. After that, a plan will be developed to phase the roll-out to the rest of the branches before the end of the year.

### ***Events Management Software – 7501857201***

Software provides an integrated Events Management, Room Booking and Digital Signage broadcasting system. The modules are flexible, easy to use for staff and customers, and has a proven track record in libraries across North America. The solution provides library customers with improved online access to HPL events, programs, spaces, and equipment. It enables customers to use multiple search features to find resources, register online for programs and receive automatic notification. At the same time, the system eliminates duplicate entries and information, automates back office processes and creates efficiencies for staff by utilizing a centralized application with consistent events definition system-wide.

Phase 1 for event management is complete. Events management has now gone live, allowing staff to streamline the Events and Programs Management process, and provide customers online access to programs offered and to online registration.

Phase 2 for room reservations is now live for internal use by staff to reserve rooms for programs and room booking at branches. Public access to online room booking for branches is underway, followed by booking for central rooms. The go live date is planned for mid-April.

Phase 3 for broadcasting events on library displays has been rolled out at central, Red Hill and Turner Park. A phased roll out is planned for all branches by end 2020.

### ***Printing Solutions Project – 7501851303***

Project includes a refresh of our print services over 3 years until 2020. Covers the cost of replacing 14 aging printers over that time. Four printers and one plotter have already been replaced in 2018 and another 4 printers replaced in 2019. Overall printer replacement is proceeding as planned for the 3-year term.

In addition, the project will look at updating our printing services to make printing more accessible, flexible and reliable to improve customer service and efficiency. Printing, scanning and photocopying services continue to experience high customer

demand and are trending up. While we currently have a robust service offering across the system, the current environment has some limitations that the new solution should address including wireless printing and more user-friendly payment options.

Most of the modules and features of the print management solution have been tested successfully however the payment module which required rework from the vendor to run smoothly in our virtual environment and to meet our needs has not proved successful. An alternative to the payment module has been identified and is currently being developed to allow us to proceed with the rest of the print solution implementation in 2020.

### ***Carlisle Branch Library – 7501841700***

TD Bank's donation of their building and property located at 277 Carlisle Road to the Library for use as the new Carlisle library branch has now been finalized. As part of the 2020 Capital budget process, an additional \$750,000 in project funding was approved, bringing the total project budget to \$1,750,000.

We are now working the City to secure a consultant from the City's roster to undertake and provide us with a detailed design for renovations that we can then put out for tender. We want to ensure the renovation is of sufficient scope to create a space that the Carlisle Community will be proud of for years to come.

We expect to have a consultant in place by April. The design, tender, and construction period are then expected to take about 16 months, but this schedule will be refined once the consultant is in place. The new branch will operate with the Rural Extended Hours Access model that has been popular and working well in Freelton and Lynden.

As part of the agreement with TD Bank, the automated teller machine (ATM) will remain active and in use at the branch. The ATM space is being leased back from us for \$12,000 annually.

### ***Westdale Library Improvements – 4241709108***

This project was funded via a participatory ward budgeting process. Remaining project funds are planned to be spent on a program room flooring refresh later this year.

Renovations completed include an installation of an electronic fireplace feature, new window coverings, interior painting, new outside benches, installation of a new projector and some storage units in the program room. The old service desk was removed and replaced with a new one. Installation of a barrier-free public washroom door operator and installation of a new privacy wall outside the bathroom were also completed.

A flooring replacement in the main part of the branch was also completed as part of the renovations (done outside the scope of this budget).

### ***Library Furniture Updates – 7501751701***

Board approved funds for use in the refresh and updating of public space furniture. Expenses to date relate to furniture for the renovated Dundas branch and a Saltfleet furniture refresh.

### ***Greensville Library – 7501741610***

Plans call for a 3,400 square foot library as part of a community hub featuring a new elementary school and daycare centre.

The City and Library have been working with the Public School Board and their contractor to have our portion of the project added to the scope of work. In December, the Library Board approved up to an additional \$600,000 in funding from library reserves to allow the library portion of the work to proceed. Since then, City Recreation funding has been formally approved and the City is now in the process of finalizing the Joint Development Agreement (JDA) with the School Board.

Once the JDA is finalized, work can begin on the library. A spring 2021 completion is expected.

### ***Central Windows Replacement – 3541741603***

Project was led by City Public Works Department. Windows from the 2<sup>nd</sup> floor up to and including the 6<sup>th</sup> floor along with mechanical tower were replaced as part of a lifecycle renewal.

Work commenced in Q3 2017. Phase 2 of 3 was completed in July 2018. The third and final phase began in Spring 2019 and ran through the summer.

Project has now been completed.

### ***Valley Park Library Expansion – 7501741601***

Plans call for a new LEED certified branch on the same site next to our existing location. Included are two 1500 sq ft multi-purpose rooms funded by a contribution from the Heritage Green Community Trust of \$1,250,000, a state-of-the-art Makerspace, and an open-to-above interior courtyard.

The Request for Tender (RFT) for construction of the new Library and Recreation space renovations came in over budget for the library portion of the work. In December 2019, the Board approved up to \$1 million in library reserve funding to allow the project to proceed.

Contractor mobilization is now underway. During construction we are operating out of a temporary location at 1050 Paramount Drive. The temporary location is nearby, about a ten-minute walk from our home location. The temporary location is now open.

We are expecting an 18 to 24 month construction period before we move back to the

new Valley Park Library.

***Locke Renovations – 4241609105***

Project has been completed. Work included a new vestibule, covered side patio area, along with interior renovations including a new service desk, and accessible washroom.

***York Entrance Door Replacement- 7501651601.***

Work Complete. Public Works contributing funds to cover cost overruns. Project to be closed.

***Logo & Brand Implementation - 7501451402***

Branches have been outfitted with new signs and materials updated with the new logo.

Up to \$29,000 has been approved by the Board to be funded from this project for the Terryberry tombstone display to be completed in 2020.

***Security Camera Installation - 3501351303***

Installation of new high resolution cameras at select locations. Camera installs at Saltfleet and Stoney Creek planned for 2020.

***Dundas Library Renovation - 7501341301***

Project in post-completion phase. Construction completed and branch re-opened in March 2018. Budget was increased in 2017 as a result of cost overruns due to asbestos abatement issues. Out of scope Roof & HVAC replacement also required an increase in the budget. Various deficiency items have been addressed. Security camera installation took place in 2019. Project now expected to finish on budget.

***Binbrook Library Branch - 7501241200***

Project in post-completion phase. Construction completed and branch re-opened in January 2018. Project expected to finish in a surplus position.

***RFID Project - 7500841800***

Project can now be closed out with a small surplus.

***Waterdown Branch Library - 7500641101***

Project in post-completion phase. Project expected to finish in a surplus position.

**ATTACHMENTS:**

Description	Upload Date	Type
Appendix 1 - Capital Variance Summary	3/11/2020	Cover Memo

PROJECT ID	DESCRIPTION	APPROVED BUDGET	ACTUAL REVENUES	ACTUAL EXPENDITURES LTD	COMMITMENTS	BUDGET VARIANCE INCLUDING COMMITMENTS	% COMPLETE	COMMENTS
<b>2020</b>								
7502041200	Parkdale Landing	\$ 250,000	25,000	-	-	250,000	0.00%	Capital budget and associated DC funding has been approved by the City subject to associated operating budget enhancements getting approved. Operating budget enhancement was approved by GIC during 2020 Budget deliberations on Mar 2, 2020. Indwell construction is progressing and they are now targeting Dec 2020 for project completion. Based on that, Library operations could begin Q1 2021.
<b>2019</b>								
7501941800	Mount Hope Library	\$ 75,000	75,000	8,115	-	66,885	10.82%	Feasibility study to investigate a new or renovated library on the site of the existing branch. Being co-ordinated with City Public Works. Study in the planning stages.
<b>2018</b>								
7501857202	Scheduling Software	\$ 65,000	65,000	42,329	22,671	-	100.00%	Project testing has been completed and a pilot rolled out to the DT Dept late 2019. Branch pilot is planned for early Q2 2020. After that, a plan will be developed to phase the roll-out to the rest of the branches before the end of the year.
7501857201	Events Management Software	\$ 65,000	65,000	62,779	1,000	1,221	98.12%	Phase 1 complete. Phase 2 is now live for internal use by staff to reserve rooms for programs and room booking at branches. Public access to online room booking for branches is underway, followed by booking for central rooms. The go live date is planned for mid-April. Phase 3 for broadcasting events on library displays has been rolled out at CE, RH & TP. A phased roll out is planned for all branches by end 2020.
7501851303	Printing Solutions Project	\$ 170,000	170,000	41,678	-	128,322	24.52%	Printer replacement proceeding as planned. The project will also look at updating our printing services to make printing more accessible, flexible and reliable. An alternative to the payment module has been identified and is currently being developed to allow us to proceed with the rest of the print solution implementation in 2020.
7501841700	Carlisle Branch Library	\$ 1,750,000	1,550,000	112,723	5,409	1,631,868	6.75%	City Capital Budget request for \$750,000 was approved as part of the 2020 Capital Budget process bringing the total project budget to \$1,750,000. Project to convert form TD Bank donation into the new Carlisle branch library. Feasibility study has been completed. In process of selecting a consultant to undertake a detailed design.
<b>2017</b>								
4241709108	Westdale Library Improvements	\$ 100,000	100,000	79,013	-	20,987	79.01%	Project funded via participatory budgeting process. Project was co-ordinated with a flooring replacement. Flooring was replaced, new service desk installed, barrier-free washroom door modifications done including installation of a privacy wall. Flooring replacement in the Program Room is planned with the remaining funds.
7501751701	Library Furniture Updates	\$ 250,000	250,000	130,892	3,773	115,335	53.87%	Expenses to date relate to furniture for renovated Dundas branch and a Saltfleet furniture refresh.
7501741610	New Library - Greensville	\$ 3,475,000	693,000	11,113	-	3,463,887	0.32%	In December, the Library Board approved up to an additional \$600,000 in funding from library reserves to allow the library portion of the work to proceed. Since then, City Recreation funding has been formally approved and the City is now in the process of finalizing the Joint Development Agreement with the School Board.
3541741603	Central Library Window Replacement	\$ 3,776,000	3,276,000	3,525,037	19,896	231,067	93.88%	Lifecycle window replacement. Project led by City Public Works Dept. Project is now complete.
7501741601	Valley Park Library Expansion	\$ 9,099,000	2,072,000	715,921	188,907	8,194,172	9.94%	Heritage Green Community Trust is contributing \$1.25M towards the construction of 2 multi-purpose rooms of 1500 sq ft each. Construction contract has been awarded and mobilization underway. A temporary leased location is now in operation at 1050 Paramount Dr. Up to \$1 million in additional funds were approved by the Board from Library reserves in December. 18 to 24 month construction period expected.
<b>2016</b>								
4241609105	Locke Renovations	\$ 597,071	597,071	594,277	-	2,794	99.53%	Project complete. Renovations included a new vestibule, covered side patio area, interior renovations including a new service desk, barrier-free washroom, new security cameras, outdoor benches, and exterior painting.

PROJECT ID	DESCRIPTION	APPROVED BUDGET	ACTUAL REVENUES	ACTUAL EXPENDITURES LTD	COMMITMENTS	BUDGET VARIANCE INCLUDING COMMITMENTS	% COMPLETE	COMMENTS
7501651601	York Entrance Door Replacement	\$ 100,000	100,000	117,746	-	(17,746)	117.75%	Work Complete. Public Works contributing funds to cover cost overruns. Project to be closed.
<b>2014</b>								
7501451402	Logo & Brand Implementation	\$ 135,000	40,000	84,408	-	50,592	62.52%	Up to \$29,000 has been approved by the Board to be funded from this project for the Terryberry tombstone display to be completed in 2020.
<b>2013</b>								
3501351303	Security Camera Installation	\$ 325,000	325,000	309,697	-	15,303	95.29%	Camera installs for Saltfleet and Stoney Creek planned for 2020. Project expected to finish on budget.
7501341301	Dundas Library Expansion	\$ 2,889,500	1,764,500	2,769,783	91,074	28,643	99.01%	Branch re-opened in March 2018. Budget was increased in 2017 as a result of cost overruns due to asbestos abatement issues. Out of scope Roof & HVAC replacement also required an increase in the budget. Various deficiency items have now been addressed. Installation of security cameras took place in 2019. Project in the post-completion phase and now expected to finish on budget.
<b>2012</b>								
7501241200	Binbrook Library Branch Renos	\$ 3,639,000	1,171,990	3,558,518	28,213	52,270	98.56%	Construction completed and branch re-opened in January 2018. Project now in post-completion phase. Project expected to finish in a surplus position.
<b>2008</b>								
7500841800	RFID Project	\$ 4,290,000	4,290,000	4,285,591	-	4,409	99.90%	Small surplus returned back to Library reserves in 2019. Project to be closed.
<b>2006</b>								
7500641101	Waterdown Branch Library	\$ 7,905,627	7,905,627	7,810,635	65,361	29,630	99.63%	Project in post-completion phase. Project expected to close in a surplus position.

**Date:** March 18, 2020  
**To:** Chair and Members of the Board  
**From:** Tony Del Monaco, Director of Finance & Facilities  
**Subject:** **Reserve Report Update - TD**

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## RECOMMENDATION:

That the Hamilton Public Library Board receive the 2019 Year End Library Reserves & Trusts Status report for information.

## FINANCIAL/STAFFING/LEGAL IMPLICATIONS:

The balance of Library reserves was \$7,145,552 on December 31, 2019. In addition, the balance of the Library Trusts was \$3,528,553 (The book value of the Trusts was \$2,936,875 net of \$591,678 in unrealized gains).

Previously approved Board commitments that have yet to be transferred from Reserves total \$3,827,500. A further \$1,194,628 in funds have been earmarked for specific purposes leaving an available and unallocated reserves balance of \$2,123,424.

With respect to the Trusts, \$15,000 has been approved by the Board from the Permanent Endowment Fund with a further \$41,000 pending Board approval from the M Waldon and F Waldon Trusts resulting in an available and unallocated balance of \$3,472,553 (market value) as of the end of the year.

A summary of 2019 Reserve and Trust activity is presented in Appendix 1 and Appendix 2 respectively.

## BACKGROUND:

### RESERVES

#### **Mobile Equipment Reserve 106005**

The year-end balance in the Mobile Equipment reserve was \$583,559. Transfers to reserve in the year included the annual budgeted provision to the reserve of \$30,000 and reserve interest earned in the year that amounted to \$14,176.

There are no commitments against the reserve at this time. Net available balance as

of the end of the year is \$583,559.

### **Library Collections 106006**

The year-end balance in the Library Collections reserve was \$994,204.

Transfers to reserve in the year included the annual budgeted provision to the reserve of \$25,000 and reserve interest earned in the year of \$25,106. A minor project closing surplus amount of \$895 was also transferred back into the reserve.

There was one transfer of \$67,990 from the reserve related to the Binbrook capital project. There is also a previously approved commitment relating to the Valley Park construction project of \$104,500. Additional Valley Park and Greensville funding of \$50,000 each has also identified as being funded from this reserve (pending formal Board approval).

The net available balance in the reserve is \$789,704.

### **Library General Development 106007**

The year-end balance in the General Development reserve was \$1,674,491.

Transfers to this reserve in 2019 included the annual year end surplus of \$706,285 (pending Board approval) along with reserve interest of \$23,016. Also transferred to this reserve was \$50,000 which was allocated for future printer/photocopier replacement.

One transfer from reserve was made in 2019 relating to the Binbrook construction project (\$21,500).

There are also several outstanding previously approved Board commitments that have not yet been transferred from this reserve as shown in Appendix 1 totalling \$640,000. Part of this relates to the additional funding required to cover the Valley Park and Greensville budget shortfalls (pending formal Board approval).

Proceeds received from the sale of the 2<sup>nd</sup> floor of the Saltfleet Library back to the School Board were deposited to this reserve and are still earmarked for future use at the Saltfleet branch (\$530,000). \$478,628 is earmarked for future replacement of printers/ photocopiers.

The available balance net of approved commitments is \$25,863.

### **Library Major Capital Projects Reserve 106008**

The year-end balance in this reserve was \$1,412,281.

Transfers to reserve in the year included the annual budgeted provision to the reserve of \$9,000 along with reserve interest of \$39,750. A project closing surplus of \$3,718 was also transferred back into the reserve.

The only transfer out from reserve in 2019 was \$470,000 related to the Binbrook construction project.

There are several outstanding commitments totalling \$1,625,000 relating to the Greenville, Valley Park, Carlisle, and Parkdale Landing projects. Part of this relates to the additional funding required to cover the Valley Park and Greenville budget shortfalls brought to the Board in December 2019 (pending formal Board approval).

Although appendix page 1 shows the reserve as over-drawn, based on future transfers to reserve and the timing of actual transfers, the reserve is expected to remain in a surplus position as shown on Appendix page 6.

#### **Youth Literacy Reserve 106009**

The year-end balance in this reserve was \$522,688.

Transfers in to this reserve included interest of \$12,937 and project closing surplus of \$1,838.

There were no transfers out of the reserve in 2019 and the only Board commitment that has yet to be transferred out is \$60,000 related to the Emergent Readers project.

Net available funds as of the end of the year were \$462,688.

#### **Redeployment, Training, & Restructuring Reserve 106011**

The year-end balance in this reserve was \$405,037.

The only transfer in to reserve was for interest of \$10,055. No transfers from reserve were made in 2019.

There is one Board commitment that has yet to be transferred out related to funds approved for use as part of HPL's RedBook transition.

Net available funds as of the end of the year were \$227,037.

#### **Youth Programming Reserve 106012**

The year-end balance in this reserve was \$70,551.

Transfer in to the reserve related to \$2,110 of interest revenue.

The transfer out of \$14,468 related to the last of the remaining unused funds of \$60,000 that were previously approved by the Board in December 2015 to fund a Youth Services Renewal initiative.

There are no Board approved commitments and the net available balance in the reserve is the year-ending balance of \$70,511.

### **Capital Enhancement Reserve 106013**

This reserve was renamed from the AODA Reserve to the Capital Enhancement Reserve in 2019. The year-end balance in this reserve was \$1,018,624.

Transfers in to the reserve in the year included the Capital Enhancement operating account surplus of \$95,182. Each year, any surplus amounts in this operating account are transferred to this reserve. A further \$24,320 in interest was earned in 2019.

There was one transfer out from this reserve in 2019 related to the Mount Hope feasibility study for \$75,000 and there are several Board approved commitments related to the Valley Park and Greenville projects as outlined in Appendix 1. Part of this relates to the additional funding required to cover the Valley Park and Greenville budget shortfalls brought to the Board in December 2019 (pending formal Board approval).

Although appendix page 1 shows the reserve as slightly over-drawn, based on future transfers to reserve and the timing of actual transfers, the reserve is expected to remain in a surplus position as shown on Appendix page 10.

### **Computers & Servers Reserve 106014**

The year-end balance in this reserve was \$436,836.

Transfers in to the reserve in the year included the Computer and Servers operating account surplus of \$173,050. Each year, any surplus amounts in these accounts are transferred to this reserve. A further \$10,563 in interest was earned in 2019. Also, a small \$915 project closing surplus was transferred back into the reserve.

There was one transfer out from the reserve in 2019 for outstanding funding of \$390,000 related to the RFID project (which has now been fully funded and closed).

Additional Valley Park and Greenville funding of \$50,000 each has also been identified as being funded from this reserve (pending formal Board approval).

The net available balance as of the end of the year was \$336,836.

### **Donations Reserve 106015**

The year-end balance in this reserve was \$27,281.

Transfers in to the reserve in the year included \$2,898 in undirected donations during 2019. It should be noted that \$10,299 in donations were received by HPL in 2019 but most of these were directed towards specific uses such as benches at Dundas or children's programming for example. A further \$10,976 related to donations to the Michael Johnstone Collection was also collected. \$9,462 of these Michael Johnstone Collection funds have been deferred to 2020 for use in the preparation, promotion and unveiling of the new collection in June 2020. Any remaining unspent funds from that would be transferred to the Donations reserve in 2020.

Interest was earned in the year was \$605.

There are currently no commitments against this reserve, so the entire \$27,281 is currently available for use.

## **TRUSTS**

### **Special Gifts Fund 106110**

The year-end balance in the Special Gifts Fund was \$2,388,231 (market value) which includes \$499,973 in unrealized investment gains. The Special Gifts Fund is held and invested for us by the Hamilton Community Foundation (market value of \$1,828,625 as of year-end) and in an RBC bank account (\$559,606 as of year-end).

Additions to the fund included \$81,123 in realized gains from investments held with the Hamilton Community Foundation (HCF). A further \$7,598 in bank interest was earned in the year. HCF administration fees amounted to \$25,887 in 2019.

During 2019, the fund experienced unrealized investment gains of \$173,763 bringing the funds' total unrealized gains to \$499,973 as of Dec 31, 2019.

There was one transfer out from the fund in 2019 of \$75,000 relating to the Dundas Capital project.

There are no commitments against the fund at this time meaning the entire \$2,388,231 (market value) is available and uncommitted.

### **Ketha McLaren Fund 106130**

The year-end balance in the Ketha McLaren Fund was \$53,745 (market value) which includes \$10,039 in unrealized investment gains. Funds are held and invested for us by the Hamilton Community Foundation.

Additions to the fund included \$2,367 in realized gains from investments held with the Hamilton Community Foundation (HCF). HCF administration fees were \$756 in 2019.

– There are currently no commitments leaving the entire \$53,745 (market value) available and uncommitted as of the end of 2019.

### **Waterdown Library Fundraising 106152**

The year-end balance in the Waterdown Library Fundraising Fund was \$49,940. Funds are held for us by the City of Hamilton.

– Additions to the fund in 2019 related to \$1,240 in interest earned.

There are currently no commitments and the entire \$49,940 is available and uncommitted as of the end of 2019.

### **M Waldon Thompson Fund 23161**

The year-end balance in the M Waldon Thompson Fund was \$23,558. Funds are held in an RBC bank account.

Additions to the fund in 2019 related to \$726 in interest earned. There were no withdrawals from the fund.

Although there were no commitments against the fund as of the end of 2019, there is a pending March 2020 Board recommendation to use the remaining funds for the Internet Archives project which would use up the remaining funds and bring the balance to \$0.

### **Permanent Endowment Fund (aka Library Legacy Fund) 23162**

The year-end balance in the fund was \$943,493 (market value) which includes \$81,666 in unrealized investment gains. Funds are held and invested for us by the Hamilton Community Foundation.

Additions to the fund included \$30,780 in dividends and realized gains from investments held with the Hamilton Community Foundation (HCF). HCF administration fees amounted to \$14,361 in 2019. No transfers were made out of the fund and there is currently one outstanding commitment related to the logo and branding project for \$15,000.

Because the fund is a permanent endowment fund, \$481,437 in inflation adjusted capital cannot be distributed for use. \$462,056 is available for use as of the end of the year. This becomes \$447,056 unallocated and available for use once the \$15,000 commitment is factored in.

### **F Waldon Estate Fund 23163**

The year-end balance in the F Waldon Estate Fund was \$69,585. Funds are held in an RBC bank account.

Additions to the fund in 2019 related to \$1,511 in interest earned. There were no withdrawals from the fund. Although there were no commitments against the fund as of the end of 2019, there is a pending March 2020 Board recommendation to use up to \$17,442 for the Internet Archives project, bringing the unallocated and available balance to \$52,143.

### **Project Closures**

The last page of the appendix lists projects that were closed in 2019 and the corresponding surpluses that were transferred back to reserves.

### **ATTACHMENTS:**

Description	Upload Date	Type
Appendix 1 - Reserve & Trust Status and Forecast	3/11/2020	Cover Memo

**APPENDIX 1 - HAMILTON PUBLIC LIBRARY RESERVES**

**As of Dec 31, 2019**

		<b>Total</b>	<b>106005 Mobile Equipment</b>	<b>106006 Library Collections</b>	<b>106007 Library General Development</b>	<b>106008 Library Major Capital Projects</b>	<b>106009 Youth Literacy</b>	<b>106011 Redeployment Training Restructuring</b>	<b>106012 Youth Programming</b>	<b>106013 Capital Enhancement</b>	<b>106014 Computers &amp; Servers</b>	<b>106015 Donations</b>
<b>Balance at January 1, 2019</b>		<b>(6,923,093)</b>	<b>(539,383)</b>	<b>(1,011,193)</b>	<b>(916,690)</b>	<b>(1,829,814)</b>	<b>(507,913)</b>	<b>(394,982)</b>	<b>(82,908)</b>	<b>(974,122)</b>	<b>(642,308)</b>	<b>(23,779)</b>
<b>Transfers to Reserve in 2019</b>												
Budgeted Provisions for R&M Grounds		(9,000)				(9,000)						
Budgeted Provisions for Auto Equipment		(30,000)	(30,000)									
Budgeted Provisions for Equipment		(25,000)		(25,000)								
Donations		(2,898)										(2,898)
Printer Revenues		(50,000)			(50,000)							
Capital Enhancement Account Surplus		(95,182)								(95,182)		
Computer & Server Surplus		(173,050)									(173,050)	
Reserve Interest		(162,637)	(14,176)	(25,106)	(23,016)	(39,750)	(12,937)	(10,055)	(2,110)	(24,320)	(10,563)	(605)
Project Closing Surplus		(7,365)		(895)		(3,718)	(1,838)				(915)	
Final Year End Surplus		(706,285)			(706,285)							
<b>Sub-total</b>		<b>(1,261,417)</b>	<b>(44,176)</b>	<b>(51,001)</b>	<b>(779,301)</b>	<b>(52,467)</b>	<b>(14,775)</b>	<b>(10,055)</b>	<b>(2,110)</b>	<b>(119,502)</b>	<b>(184,528)</b>	<b>(3,503)</b>
<b>Transfers from Reserve in 2019</b>	<b>Date Approved</b>											
Replace Self Check Units-RFID	Apr-15	390,000									390,000	
Youth Services Programming Resources	Dec-15	14,468							14,468			
Mount Hope	Sep-19	75,000								75,000		
Binbrook Construction	Sep-13	470,000				470,000						
BI Furniture	Jan-16	21,500			21,500							
BI Materials	Jan-16	67,990		67,990								
<b>Sub-total</b>		<b>1,038,958</b>	<b>-</b>	<b>67,990</b>	<b>21,500</b>	<b>470,000</b>	<b>-</b>	<b>-</b>	<b>14,468</b>	<b>75,000</b>	<b>390,000</b>	<b>-</b>
<b>Balance at Dec 31, 2019</b>		<b>(7,145,552)</b>	<b>(583,559)</b>	<b>(994,204)</b>	<b>(1,674,491)</b>	<b>(1,412,281)</b>	<b>(522,688)</b>	<b>(405,037)</b>	<b>(70,551)</b>	<b>(1,018,624)</b>	<b>(436,836)</b>	<b>(27,281)</b>
<b>Board Approved but not yet transferred</b>	<b>Date Approved</b>											
Logo Brand Implementation	Jun-14	80,000			80,000							
Greensville-New Branch	Sep-16	150,000				150,000						
Greensville-New Branch	Sep-18	95,000								95,000		
VP Construction	Sep-16	565,000								565,000		
VP Materials	Sep-16	104,500		104,500								
VP Construction	Sep-18	160,000			160,000							
VP Construction	Oct-18	60,000								60,000		
Emergent Readers Project	May-18	60,000					60,000					
New Carlisle Branch	Mar-18	200,000				200,000						
New Carlisle Branch	Sep-19	750,000				750,000						
RedBook HPL Transition	Feb-19	178,000						178,000				
Greensville Additional	Pending	800,000		50,000	400,000	100,000				200,000	50,000	
Valley Park Additional	Pending	600,000		50,000	-	400,000				100,000	50,000	
Parkdale Landing	Nov-19	25,000				25,000						
<b>Sub-total</b>		<b>3,827,500</b>	<b>-</b>	<b>204,500</b>	<b>640,000</b>	<b>1,625,000</b>	<b>60,000</b>	<b>178,000</b>	<b>-</b>	<b>1,020,000</b>	<b>100,000</b>	<b>-</b>
<b>Balance net of Board Approved Commitments</b>		<b>(3,318,052)</b>	<b>(583,559)</b>	<b>(789,704)</b>	<b>(1,034,491)</b>	<b>212,719</b>	<b>(462,688)</b>	<b>(227,037)</b>	<b>(70,551)</b>	<b>1,376</b>	<b>(336,836)</b>	<b>(27,281)</b>
<b>Funds Earmarked for Specific Purposes</b>												
Saltfleet Library (funds from sale of 2nd floor)		530,000			530,000							
Sherwood tenant allowance		186,000				186,000						
Printer Revenue for future Replacements		478,628			478,628	-						
<b>Sub-total</b>		<b>1,194,628</b>	<b>-</b>	<b>-</b>	<b>1,008,628</b>	<b>186,000</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Available Balance</b>		<b>(2,123,424)</b>	<b>(583,559)</b>	<b>(789,704)</b>	<b>(25,863)</b>	<b>398,719</b>	<b>(462,688)</b>	<b>(227,037)</b>	<b>(70,551)</b>	<b>1,376</b>	<b>(336,836)</b>	<b>(27,281)</b>

**APPENDIX 1 - HAMILTON PUBLIC LIBRARY TRUSTS**

**As of Dec 31, 2019**

		<b>Total</b>	<b>106110 Special Gifts Reserve</b>	<b>106130 Ketha McLaren Reserve</b>	<b>106152 Waterdown Library Fundraising</b>	<b>23161 M Waldon Thompson Fund</b>	<b>23162 Permanent Endowment Fund</b>	<b>23163 F Waldon Estate Fund</b>
<b>Balance at January 1, 2019</b>		<b>(2,927,535)</b>	<b>(1,900,425)</b>	<b>(42,095)</b>	<b>(48,701)</b>	<b>(22,832)</b>	<b>(845,408)</b>	<b>(68,074)</b>
<b>Transfers to Trusts in 2019</b>								
HCF Investment Earnings		(114,270)	(81,123)	(2,367)			(30,780)	
Other Interest Earnings		(11,074)	(7,598)		(1,240)	(726)		(1,511)
<b>Sub-total</b>		<b>(125,344)</b>	<b>(88,721)</b>	<b>(2,367)</b>	<b>(1,240)</b>	<b>(726)</b>	<b>(30,780)</b>	<b>(1,511)</b>
<b>Transfers from Trusts in 2019</b>								
HCF Admin Fees		41,004	25,887	756			14,361	
Dundas Renovations	Sep-14	75,000	75,000					
<b>Sub-total</b>		<b>116,004</b>	<b>100,887</b>	<b>756</b>	<b>-</b>	<b>-</b>	<b>14,361</b>	<b>-</b>
<b>Book Value Balance at Dec 31, 2019</b>		<b>(2,936,875)</b>	<b>(1,888,258)</b>	<b>(43,706)</b>	<b>(49,940)</b>	<b>(23,558)</b>	<b>(861,827)</b>	<b>(69,585)</b>
Unrealized Investment (Gains)/Losses as of end of 2019		(591,678)	(499,973)	(10,039)			(81,666)	
<b>Market Value of Trusts at Dec 31, 2019</b>		<b>(3,528,553)</b>	<b>(2,388,231)</b>	<b>(53,745)</b>	<b>(49,940)</b>	<b>(23,558)</b>	<b>(943,493)</b>	<b>(69,585)</b>
<b>Board Approved but not yet transferred</b>								
Logo Brand Implementation (Bookmobile Skins)	Jun-14	15,000					15,000	
Internet Archives	Pending	41,000				23,558		17,442
<b>Sub-total</b>		<b>56,000</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>23,558</b>	<b>15,000</b>	<b>17,442</b>
<b>Balance net of Board Approved Commitments (Mkt Value)</b>		<b>(3,472,553)</b>	<b>(2,388,231)</b>	<b>(53,745)</b>	<b>(49,940)</b>	<b>(0)</b>	<b>(928,493)</b>	<b>(52,143)</b>

**Reserve Number:** 106005  
**Reserve Name:** Reserve For Mobile Equipment  
**Purpose:** To fund new and replacement bookmobiles  
**Funding Source:** \$30,000 annual budgeted transfer to reserve from operating

	<u>2019</u>	<u>2020</u>	<u>2021</u>	<u>2022</u>	<u>2023</u>
<b>Opening Balance</b>	(539,383)	(583,559)	(625,577)	(668,414)	(712,072)
<b>Add:</b>					
Estimated Interest Earned	(14,176)	(12,018)	(12,838)	(13,658)	(14,478)
Provision for Mobile Equipment	(30,000)	(30,000)	(30,000)	(30,000)	(30,000)
<b>Sub-Total - To Reserves</b>	<u>(44,176)</u>	<u>(42,018)</u>	<u>(42,838)</u>	<u>(43,658)</u>	<u>(44,478)</u>
<b>Less:</b>					
<b>Sub-Total - From Reserves</b>	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>
<b>Ending Balance - Dec 31</b>	<u>(583,559)</u>	<u>(625,577)</u>	<u>(668,414)</u>	<u>(712,072)</u>	<u>(756,550)</u>

**Reserve Number:** 106006  
**Reserve Name:** Library Collections  
**Purpose:** To smooth out operating budget impacts of collection materials purchases  
**Funding Source:** \$25,000 annual budgeted transfer to reserve from operating

	<u>2019</u>	<u>2020</u>	<u>2021</u>	<u>2022</u>	<u>2023</u>
<b>Opening Balance</b>	(1,011,193)	(994,204)	(889,635)	(885,959)	(931,624)
<b>Add:</b>					
Interest Earned	(25,106)	(24,931)	(21,324)	(20,665)	(21,715)
Provision for Equipment	(25,000)	(25,000)	(25,000)	(25,000)	(25,000)
Project Closing Surplus	(895)				
<b>Sub-Total - To Reserves</b>	<u>(51,001)</u>	<u>(49,931)</u>	<u>(46,324)</u>	<u>(45,665)</u>	<u>(46,715)</u>
<b>Less:</b>					
Binbrook Materials Board Sept 2016	67,990				
Greensville Additional		50,000			
Valley Park Additional			50,000		
Valley Park Materials Board Sept 2016		104,500			
<b>Sub-Total - From Reserves</b>	<u>67,990</u>	<u>154,500</u>	<u>50,000</u>	<u>-</u>	<u>-</u>
<b>Ending Balance - Dec 31</b>	<u>(994,204)</u>	<u>(889,635)</u>	<u>(885,959)</u>	<u>(931,624)</u>	<u>(978,339)</u>

**Reserve Number:** 106007  
**Reserve Name:** Library General Development  
**Purpose:** To fund initiatives that further the general development and provision of library services  
**Funding Source:** No dedicated funding source  
 Printer & Photocopy revenues up to \$50,000 transferred annually to fund future replacements

	<u>2019</u>	<u>2020</u>	<u>2021</u>	<u>2022</u>	<u>2023</u>
<b>Opening Balance</b>	(916,690)	(1,674,491)	(1,032,089)	(1,106,402)	(1,182,424)
<b>Add:</b>					
Interest Earned	(23,016)	(47,598)	(24,313)	(26,022)	(41,670)
Year End Surplus	(706,285)				
Printer & Copier Revenue	(50,000)	(50,000)	(50,000)	(50,000)	(50,000)
<b>Sub-Total - To Reserves</b>	<u>(779,301)</u>	<u>(97,598)</u>	<u>(74,313)</u>	<u>(76,022)</u>	<u>(91,670)</u>
<b>Less:</b>					
Binbrook Furniture Board Jan 2016	21,500				
Greensville Additional		400,000			
Valley Park Additional		-			
Valley Park Construction Board Sept 2016		160,000			
Logo Brand Implement Board June 2014		80,000			
Digitize Project Equipment Board Oct 2013		100,000			
Dundas Renovation Board Sept 2017					
Funds Earmarked for Printers					678,628
Funds Earmarked for Saltfleet					530,000
<b>Sub-Total - From Reserves</b>	<u>21,500</u>	<u>740,000</u>	<u>-</u>	<u>-</u>	<u>1,208,628</u>
<b>Ending Balance - Dec 31</b>	<u>(1,674,491)</u>	<u>(1,032,089)</u>	<u>(1,106,402)</u>	<u>(1,182,424)</u>	<u>(65,466)</u>

**Reserve Number:** 106008  
**Reserve Name:** Library Major Capital Projects  
**Purpose:** To fund major capital projects  
**Funding Source:** \$9,000 annual budgeted transfer to reserve from operating

	<u>2019</u>	<u>2020</u>	<u>2021</u>	<u>2022</u>	<u>2023</u>
<b>Opening Balance</b>	(1,829,914)	(1,412,381)	(443,057)	(266,951)	(282,194)
<b>Add:</b>					
Interest Earned	(39,750)	(46,676)	(14,894)	(6,243)	(8,733)
Year End Surplus		(200,000)	(200,000)		
Provision to Reserve	(9,000)	(9,000)	(9,000)	(9,000)	(9,000)
Project Closing Surplus	(3,718)				
<b>Sub-Total - To Reserves</b>	<u>(52,467)</u>	<u>(255,676)</u>	<u>(223,894)</u>	<u>(15,243)</u>	<u>(17,733)</u>
<b>Less:</b>					
New Library Greenville Board Sept 2016		150,000			
Greenville Extra		100,000	-		
Valley Park Extra			400,000		
Binbrook Library Branch Board Sept 2013	470,000				
Funds Earmarked for Sherwood					186,000
New Carlisle Branch Board Mar 2018		200,000			
New Carlisle Branch Board Sept 2019		750,000			
Parkdale Landing Board Nov 2019		25,000			
<b>Sub-Total - From Reserves</b>	<u>470,000</u>	<u>1,225,000</u>	<u>400,000</u>	<u>-</u>	<u>186,000</u>
<b>Ending Balance - Dec 31</b>	<u>(1,412,381)</u>	<u>(443,057)</u>	<u>(266,951)</u>	<u>(282,194)</u>	<u>(113,927)</u>

**Reserve Number:** 106009  
**Reserve Name:** Youth Literacy Program  
**Purpose:** To fund initiatives related to Youth Programming & Services  
**Funding Source:** No dedicated funding source

	<u>2019</u>	<u>2020</u>	<u>2021</u>	<u>2022</u>	<u>2023</u>
<b>Opening Balance</b>	(507,913)	(522,688)	(475,399)	(486,334)	(497,519)
<b>Add:</b>					
Interest Earned	(12,937)	(12,712)	(10,934)	(11,186)	(11,443)
Project Closing Surplus	(1,838)				
<b>Sub-Total - To Reserves</b>	<u>(14,775)</u>	<u>(12,712)</u>	<u>(10,934)</u>	<u>(11,186)</u>	<u>(11,443)</u>
<b>Less:</b>					
Emergent Readers Project Board May 2018		60,000			
<b>Sub-Total - From Reserves</b>	<u>-</u>	<u>60,000</u>	<u>-</u>	<u>-</u>	<u>-</u>
<b>Ending Balance - Dec 31</b>	<u>(522,688)</u>	<u>(475,399)</u>	<u>(486,334)</u>	<u>(497,519)</u>	<u>(508,962)</u>

**Reserve Number:** 106011  
**Reserve Name:** Library Redeployment, Training, & Restructuring  
**Purpose:** This reserve was set up to fund costs of redeployment, training, restructuring  
**Funding Source:** None. Was funded from monies saved through the OMERS contribution holiday.

	<u>2019</u>	<u>2020</u>	<u>2021</u>	<u>2022</u>	<u>2023</u>
<b>Opening Balance</b>	(394,982)	(405,037)	(238,399)	(243,883)	(249,492)
<b>Add:</b>					
Interest Earned	(10,055)	(11,363)	(5,483)	(5,609)	(5,738)
<b>Sub-Total - To Reserves</b>	<u>(10,055)</u>	<u>(11,363)</u>	<u>(5,483)</u>	<u>(5,609)</u>	<u>(5,738)</u>
<b>Less:</b>					
RedBook HPL Transition Board Feb 2019		178,000			
<b>Sub-Total - From Reserves</b>	<u>-</u>	<u>178,000</u>	<u>-</u>	<u>-</u>	<u>-</u>
<b>Ending Balance - Dec 31</b>	<u>(405,037)</u>	<u>(238,399)</u>	<u>(243,883)</u>	<u>(249,492)</u>	<u>(255,230)</u>

**Reserve Number:** 106012  
**Reserve Name:** Youth Programming Reserve  
**Purpose:** Youth Programming  
**Funding Source:** No dedicated funding source

	<u>2019</u>	<u>2020</u>	<u>2021</u>	<u>2022</u>	<u>2023</u>
<b>Opening Balance</b>	(82,908)	(70,550)	(72,173)	(73,833)	(75,531)
<b>Add:</b>					
Interest Earned	(2,110)	(1,623)	(1,660)	(1,698)	(1,737)
<b>Sub-Total - To Reserves</b>	<u>(2,110)</u>	<u>(1,623)</u>	<u>(1,660)</u>	<u>(1,698)</u>	<u>(1,737)</u>
<b>Less:</b>					
Youth Services Renewal      Board Dec 2015	14,468				
<b>Sub-Total - From Reserves</b>	<u>14,468</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>
<b>Ending Balance - Dec 31</b>	<u>(70,550)</u>	<u>(72,173)</u>	<u>(73,833)</u>	<u>(75,531)</u>	<u>(77,269)</u>

**Reserve Number:** 106013  
**Reserve Name:** Capital Enhancement Reserve  
**Purpose:** To fund capital enhancements to facilities including accessibility, health, and safety issues  
**Funding Source:** Supluses in the \$100,000 annual capital enhancement budget account

	<u>2019</u>	<u>2020</u>	<u>2021</u>	<u>2022</u>	<u>2023</u>
<b>Opening Balance</b>	(974,122)	(1,018,624)	(183,207)	(154,146)	(65,566)
<b>Add:</b>					
Interest Earned	(24,320)	(34,583)	(5,939)	(6,420)	(3,233)
New Provision for Building Refreshes			(15,000)	(55,000)	(105,000)
Capital Enhancement Account Surpluses	(95,182)	(50,000)	(50,000)	(50,000)	(50,000)
<b>Sub-Total - To Reserves</b>	<u>(119,502)</u>	<u>(84,583)</u>	<u>(70,939)</u>	<u>(111,420)</u>	<u>(158,233)</u>
<b>Less:</b>					
Valley Park Construction Board Sept 2016		565,000			
Greensville Additional		200,000			
Valley Park Additional		-	100,000		
Valley Park Construction Board Oct 2018		60,000			
Greensville Board Sept 2018		95,000			
Mount Hope Feasibility Board Sept 2019	75,000				
Mount Hope Construction				200,000	100,000
<b>Sub-Total - From Reserves</b>	<u>75,000</u>	<u>920,000</u>	<u>100,000</u>	<u>200,000</u>	<u>100,000</u>
<b>Ending Balance - Dec 31</b>	<u>(1,018,624)</u>	<u>(183,207)</u>	<u>(154,146)</u>	<u>(65,566)</u>	<u>(123,799)</u>

**Reserve Number:** 106014  
**Reserve Name:** Computer Equipment & Servers Replacement Reserve  
**Purpose:** To fund new and replacement computers and related equipment  
**Funding Source:** Annual surpluses in the Computer and Servers operating budget accounts  
 New budgeted reserve transfer of \$24,000 starting in 2020.

	<u>2019</u>	<u>2020</u>	<u>2021</u>	<u>2022</u>	<u>2023</u>
<b>Opening Balance</b>	(642,308)	(436,836)	(555,551)	(689,847)	(917,117)
<b>Add:</b>					
Interest Earned	(10,563)	(12,715)	(15,296)	(18,270)	(24,072)
Computer & Servers Surplus	(173,050)	(145,000)	(145,000)	(145,000)	(145,000)
New Budgeted Transfer		(24,000)	(24,000)	(64,000)	(114,000)
Capital Project Closing Surplus	(915)				
<b>Sub-Total - To Reserves</b>	<u>(184,528)</u>	<u>(181,715)</u>	<u>(184,296)</u>	<u>(227,270)</u>	<u>(283,072)</u>
<b>Less:</b>					
Digitization-Online Access Board Oct 2013		13,000			
Greenville Extra		50,000			
Valley Park Extra		-	50,000		
Radio Frequency Identification Board Apr 2015	390,000				
<b>Sub-Total - From Reserves</b>	<u>390,000</u>	<u>63,000</u>	<u>50,000</u>	<u>-</u>	<u>-</u>
<b>Ending Balance - Dec 31</b>	<u>(436,836)</u>	<u>(555,551)</u>	<u>(689,847)</u>	<u>(917,117)</u>	<u>(1,200,189)</u>

**Reserve Number:** 106015  
**Reserve Name:** Library Unallocated Donations Reserve  
**Purpose:** For general use. Distinct reserve so donors can see where their funds are spent.  
**Funding Source:** Undirected donations that are received through the year.

	<u>2019</u>	<u>2020</u>	<u>2021</u>	<u>2022</u>	<u>2023</u>
<b>Opening Balance</b>	(23,779)	(27,282)	(32,966)	(43,840)	(54,963)
<b>Add:</b>					
Interest Earned	(605)	(685)	(873)	(1,123)	(1,379)
Donations	(2,898)	(5,000)	(10,000)	(10,000)	(10,000)
<b>Sub-Total - To Reserves</b>	<u>(3,503)</u>	<u>(5,685)</u>	<u>(10,873)</u>	<u>(11,123)</u>	<u>(11,379)</u>
<b>Less:</b>					
<b>Sub-Total - From Reserves</b>	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>
<b>Ending Balance - Dec 31</b>	<u>(27,282)</u>	<u>(32,966)</u>	<u>(43,840)</u>	<u>(54,963)</u>	<u>(66,342)</u>

**Reserve Number:** 106110  
**Reserve Name:** Special Gift Fund  
**Purpose:** Special Improvements  
**Funding Source:** Various Past Donations

	<u>2019</u>	<u>2020</u>	<u>2021</u>	<u>2022</u>	<u>2023</u>
<b>Opening Balance</b>	(1,900,425)	(1,888,259)	(1,903,259)	(1,953,259)	(2,008,259)
<b>Add:</b>					
HCF Investment Earnings	(81,123)	(70,000)	(75,000)	(80,000)	(85,000)
Bank Interest	(7,598)				
<b>Sub-Total</b>	<u>(88,721)</u>	<u>(70,000)</u>	<u>(75,000)</u>	<u>(80,000)</u>	<u>(85,000)</u>
<b>Less:</b>					
HCF Administration Fees	25,887	25,000	25,000	25,000	25,000
Fundraising Strategy Board Jan 2020		30,000			
Dundas Renovations Board Sept 2014	75,000				
<b>Sub-Total</b>	<u>100,887</u>	<u>55,000</u>	<u>25,000</u>	<u>25,000</u>	<u>25,000</u>
<b>Ending Balance at Book Value - Dec 31</b>	<u>(1,888,259)</u>	<u>(1,903,259)</u>	<u>(1,953,259)</u>	<u>(2,008,259)</u>	<u>(2,068,259)</u>
Unrealized Gains	(499,973)	(499,973)	(499,973)	(499,973)	(499,973)
<b>Ending Balance at Market Value - Dec 31</b>	(2,388,232)	(2,403,232)	(2,453,232)	(2,508,232)	(2,568,232)

**Reserve Number:** 106130  
**Reserve Name:** K McClaren Memorial Fund  
**Purpose:** To fund staff development out of interest earned on the fund  
**Funding Source:** Past Donation

	<u>2019</u>	<u>2020</u>	<u>2021</u>	<u>2022</u>	<u>2023</u>
<b>Opening Balance</b>	(42,095)	(43,706)	(34,506)	(35,406)	(36,406)
<b>Add:</b>					
HCF Investment Earnings	(2,367)	(1,600)	(1,700)	(1,800)	(1,900)
<b>Sub-Total</b>	<u>(2,367)</u>	<u>(1,600)</u>	<u>(1,700)</u>	<u>(1,800)</u>	<u>(1,900)</u>
<b>Less:</b>					
HCF Admin Fees	756	800	800	800	800
Staff Development		10,000			
<b>Sub-Total</b>	<u>756</u>	<u>10,800</u>	<u>800</u>	<u>800</u>	<u>800</u>
<b>Ending Balance - Dec 31</b>	<u>(43,706)</u>	<u>(34,506)</u>	<u>(35,406)</u>	<u>(36,406)</u>	<u>(37,506)</u>
Unrealized Gains	(10,039)	(10,039)	(10,039)	(10,039)	(10,039)
<b>Ending Balance at Market Value - Dec 31</b>	(53,745)	(44,545)	(45,445)	(46,445)	(47,545)

**Reserve Number:** 106152  
**Reserve Name:** Waterdown Library Fund  
**Purpose:** To hold funds raised by Wentworth Library for the Waterdown Branch Library  
**Funding Source:** Past Donations

	<u>2019</u>	<u>2020</u>	<u>2021</u>	<u>2022</u>	<u>2023</u>
<b>Opening Balance</b>	(48,701)	(49,941)	(51,089)	(52,264)	(53,466)
<b>Add:</b>					
Interest Earned	(1,240)	(1,149)	(1,175)	(1,202)	(1,230)
<b>Sub-Total</b>	<u>(1,240)</u>	<u>(1,149)</u>	<u>(1,175)</u>	<u>(1,202)</u>	<u>(1,230)</u>
<b>Less:</b>					
<b>Sub-Total</b>	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>
<b>Ending Balance - Dec 31</b>	<u>(49,941)</u>	<u>(51,089)</u>	<u>(52,264)</u>	<u>(53,466)</u>	<u>(54,696)</u>

**Account Number:** 23161  
**Account Name:** M Waldon Thompson Estate  
**Purpose:** For any purpose which will promote the study of local history, sociology or ecology  
**Funding Source:** Past Donation

	<u>2019</u>	<u>2020</u>	<u>2021</u>	<u>2022</u>	<u>2023</u>
<b>Opening Balance</b>	(22,832)	(23,558)	(471)	(492)	(513)
<b>Add:</b>					
Interest Earned	(726)	(471)	(9)	(10)	(10)
<b>Sub-Total</b>	<u>(726)</u>	<u>(471)</u>	<u>(20)</u>	<u>(21)</u>	<u>(22)</u>
<b>Less:</b>					
Internet Archives		Pending	23,558		
<b>Sub-Total</b>	<u>-</u>	<u>23,558</u>	<u>-</u>	<u>-</u>	<u>-</u>
<b>Ending Balance - Dec 31</b>	<u>(23,558)</u>	<u>(471)</u>	<u>(492)</u>	<u>(513)</u>	<u>(535)</u>

**Account Number:** 23162  
**Account Name:** Permanent Endowment Fund  
**Purpose:** The Bookmobile Service of the Hamilton Public Library  
**Funding Source:** Past Donations

	<u>2019</u>	<u>2020</u>	<u>2021</u>	<u>2022</u>	<u>2023</u>
<b>Opening Balance</b>	(845,408)	(861,827)	(885,609)	(925,462)	(967,107)
<b>Add:</b>					
HCF Investment Gains - Realized	(30,780)	(51,710)	(53,137)	(55,528)	(58,026)
<b>Sub-Total</b>	<u>(30,780)</u>	<u>(51,710)</u>	<u>(53,137)</u>	<u>(55,528)</u>	<u>(58,026)</u>
<b>Less:</b>					
HCF Admin Fees	14,361	12,927	13,284	13,882	14,507
Logo & Branding (Bookmobile) Board June 2014		15,000			
<b>Sub-Total</b>	<u>14,361</u>	<u>27,927</u>	<u>13,284</u>	<u>13,882</u>	<u>14,507</u>
<b>Ending Balance at Cost - Dec 31</b>	<u>(861,827)</u>	<u>(885,609)</u>	<u>(925,462)</u>	<u>(967,107)</u>	<u>(1,010,627)</u>
Unrealized Gains	(81,666)	(81,666)	(81,666)	(81,666)	(81,666)
<b>Ending Balance at Market Value - Dec 31</b>	(943,493)	(967,275)	(1,007,128)	(1,048,773)	(1,092,293)

**Account Number:** 23163  
**Account Name:** F Walden Estate  
**Purpose:** Promote the study & research of local history, sociology, or ecology  
**Funding Source:** Past Donation

	<u>2019</u>	<u>2020</u>	<u>2021</u>	<u>2022</u>	<u>2023</u>
<b>Opening Balance</b>	(68,074)	(69,585)	(52,838)	(53,367)	(53,901)
<b>Add:</b>					
Interest	(1,511)	(696)	(528)	(534)	(539)
<b>Sub-Total</b>	<u>(1,511)</u>	<u>(696)</u>	<u>(528)</u>	<u>(534)</u>	<u>(539)</u>
<b>Less:</b>					
Internet Archives		17,442			
<b>Sub-Total</b>	<u>-</u>	<u>17,442</u>	<u>-</u>	<u>-</u>	<u>-</u>
Ending Balance - Dec 31	<u>(69,585)</u>	<u>(52,838)</u>	<u>(53,367)</u>	<u>(53,901)</u>	<u>(54,440)</u>

<b>PROJECT ID</b>	<b>DESCRIPTION</b>	<b>SURPLUS</b>	<b>RESERVE NUMBER</b>	<b>RESERVE NAME</b>
7501859400	Digital Collections Project	257.84	106006	Library Collections Reserve
7500841800	RFID Project	637.19	106006	Library Collections Reserve
7500841800	RFID Project	2,857.08	106008	Library Major Capital Projects
7500841800	RFID Project	914.67	106014	Computers & Servers Reserve
7501741602	Rural Service Model Pilot	860.88	106008	Library Major Capital Projects
7501851401	Childrens Computer Replacement	1,837.55	106009	Youth Literacy Reserve

**Date:** March 18, 2020  
**To:** Chair and Members of the Board  
**From:** Dawna Wark, Director of Public Service, Branches  
Lisa Radha Weaver, Director Collections and Programs Development  
Tony Del Monaco, Director of Finance and Facilities  
**Subject:** **Fines Follow-up Report - LW/DW/T D**

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## RECOMMENDATION:

That the Board receive the Fines Follow-up 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. Currently there are just under 56,000 youth materials overdue.

Four options are presented in this report. The financial implications of each of the options is estimated to be as follows:

Option 1 - The estimated annual operating budget impact of eliminating **youth material overdue fines** would be approximately \$25,600.

Option 2 - The estimated annual operating budget impact of eliminating **youth material lost charges** would be another \$6,400 based. (Eliminating both overdue fines and lost charges on youth materials would be estimated to be \$32,000).

Option 3 - The estimated annual operating budget impact of eliminating **adult material overdue fines** would be approximately \$102,400.

Option 4 - The estimated annual operating budget impact of eliminating **adult material lost charges** would be another \$25,600. (Eliminating both overdue fines and lost charges on adult materials would be estimated to be \$128,000).

Implementing all four options would have the effect of eliminating all fines and lost charges and would have an estimated impact of \$160,000.

Cost estimates are based on the whole year and would be half as much if options were implemented midway through the year.

The above estimates are based on expected overall fine revenue of \$160,000 in 2020 with our existing policies. Last year's fine revenue was \$192,546. With the continued shift to digital and auto-renewals in place for the whole year, \$160,000 is expected.

About 80% of fines incurred in 2019 related to overdue fees for materials returned late. The remaining 20% related to lost charges for materials not returned. About 20% of fines outstanding relates to youth materials and about 80% relates to adult materials. These estimates were used to arrive at estimated cost impacts.

Based on this information staff are requesting permission to report to Board in April with a plan to move forward with option 1 below and report back to Board in Q1 of 2021 with information about possibilities for the other 3 options listed below.

## **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.

### **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.

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 Options for the Board to Consider**

The following are additional barrier reducing steps the Board could take. In considering these, the Board could opt to act all at once, or approve some changes then consider additional steps in the future. While the operating budget impact is modest for steps 1 & 2, it is harder to know the impact of 3 & 4 because of voluntary payments we may receive. Implementing steps 1 & 2 this year, perhaps for summer reading, would give staff more time to assess the financial impact and prepare for the 2021 operating budget. Variations of these 4 basic options could be considered. For example, the Board could opt for removing youth material fines but adopting a Pay-it-Forward system for Youth Lost Charges.

1. **Remove Youth Materials 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.

- Discovery and Inspire card holders borrowing youth materials would not accrue overdue fines
- Estimated cost \$25,600

2. **Remove Youth Materials Lost Charges** – as requested by Board in February of 2020 we have included this option and financial considerations. This option creates a completely barrier free way for Hamiltonians to access youth materials from the library starting in the summer of 2020 when school libraries are closed, and the library's Adult and Youth summer reading programs are running.

- Discovery and Inspire card holders borrowing youth materials would not accrue overdue and lost fees
- Estimated cost Option \$32,000

**3. Pay-it Forward for Adult Fines** - 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.

**4. Pay-it Forward for Adults Lost Charges** - 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.

**The research states:**

“checkouts rose 10% at Salt Lake City Public Library, and the number of new cardholders rose 3.5%. Getting rid of fines brought new people into the library and allowed previous users to return” *Imagining A Fine-Free Future* <https://americanlibrariesmagazine.org/blogs/the-scoop/imagining-fine-free-future/> 2018

“doing away with fines, more people returned books on time, and others felt more welcome in the library space” *Doing Fine(s)?* <https://www.libraryjournal.com/?detailStory=doing-fines-fines-fees> 2017

**Date:** March 18, 2020  
**To:** Chair and Members of the Board  
**From:** Paul Takala, Chief Librarian/CEO  
**Subject:** **Diversity & Inclusion Policy (2nd Review) - PT**

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## RECOMMENDATION:

That the Library Board approve the Diversity and Inclusion Policy.

## 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.*"

## ATTACHMENTS:

Description	Upload Date	Type
Diversity and Inclusion Policy Draft	3/13/2020	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 March 2020 (2<sup>nd</sup> Review)

#### Policy Purpose

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.

#### Key Points Summary

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.

- The Hamilton Public Library acts to ensure that people can enjoy services free from attempts by others to impose values, customs or beliefs.
- The Hamilton Public Library pursues mutual respect, inclusion and celebrations of differences by embracing **cultural humility**<sup>i</sup> as a key foundation to our approach.
- The Hamilton Public Library makes **equity, diversity and inclusion**<sup>ii</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.
- 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 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, programs 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.
- **Equity-** Definitions of equity can vary but all focus on the ideals of justice and fairness. Social equity has traditionally focused on ensuring the administration of services are delivered equitably. The key difference with equality is that equity requires taking into account historical and current inequalities among groups and individuals.<sup>iii</sup>

- **Inclusion:** is the act of creating environments in which any individual or group can feel welcomed, valued, respected, supported and can fully participate. An inclusive and welcoming climate embraces differences and offers respect in words and actions for all people.<sup>iv</sup>

## 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

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 **cultural humility** 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.

## CFLA Position Statement on Diversity & Inclusion<sup>v</sup>

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.

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.

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.

**Approval History:** Replaced Religious Seasonal Displays Policy - March 1997; April 2001; May 2015; March 2017

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

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

<sup>iii</sup> [https://en.wikipedia.org/wiki/Social\\_equity](https://en.wikipedia.org/wiki/Social_equity)

<sup>iv</sup> <https://www.hamilton.ca/sites/default/files/media/browser/2019-02-28/equity-diversity-inclusion-handbook-draft.pdf>

<sup>v</sup> <http://cfla-fcab.ca/en/programs/guidelines-and-position-papers/position-statement-on-diversity-and-inclusion/>

Approved February 1, 2017.

**Date:** March 18, 2020  
**To:** Chair and Members of the Board  
**From:** Paul Takala, CEO/Chief Librarian  
**Subject:** Intellectual Freedom Policy (1st Review) - PT

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## RECOMMENDATION:

That the Library Board receive the *Intellectual Freedom Policy* for review and comment.

## FINANCIAL/STAFFING/LEGAL IMPLICATIONS:

Public Libraries have a long history of supporting Intellectual Freedom. This policy states the Library Board endorses the statements made by the Ontario and Canadian library associations. Other policies, such as the *Diversity and Inclusion*, *Collections* and *Working with Us* policies help inform how Intellectual Freedom is exercised at HPL.

## BACKGROUND:

Intellectual Freedom is a cornerstone of public libraries. Our purpose in advancing Intellectual Freedom is based on a fundamental belief in human rights and of the need for society to continue to advance through the free exchange of ideas. At HPL Intellectual Freedom is our first core value. Our core values also include Respect and Inclusion. We aim to present people with materials and activities that present a diversity of opinions and appeal to a wide range of tastes. In terms of dialogue we work to ensure all parties are respected. We try to approach this with humility and “to ensure that people can enjoy services free from attempts by others to impose values, customs or beliefs”<sup>[i]</sup>.

Public Libraries have long been champions of Intellectual Freedom because we know that attempts to impose censorship have historically been used to silence the voices of those from groups that have often been marginalized. Every year libraries work with the *Book and Periodical Council* to celebrate *Freedom to Read Week*<sup>[ii]</sup>. Their *Challenged Works List*<sup>[iii]</sup> illustrates the point of the kinds of voices that have been censored in Canada. To keep up on current news in Canada there is Ryerson’s *Centre for Free Expression Blog*<sup>[iv]</sup> and the American Library Association *Office of Intellectual Freedom*<sup>[v]</sup> publishes a journal and has *Intellectual Freedom News* that can be subscribed to.

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[i] <https://hpl.novusagenda.com/AgendaWeb/CoverSheet.aspx?ItemID=758&MeetingID=76>

[ii] <https://www.freedomtoread.ca/who-we-are/#.Xmk-kqhKhaQ>

[iii] [https://www.freedomtoread.ca/censorship-in-canada/challenged-works-list/#.Xmk\\_B6hKhaQ](https://www.freedomtoread.ca/censorship-in-canada/challenged-works-list/#.Xmk_B6hKhaQ)

[iv] <https://cfe.ryerson.ca/blog>

[v] <http://www.ala.org/advocacy/intfreedom>

**ATTACHMENTS:**

Description	Upload Date	Type
Intellectual Freedom Policy Draft 1st Review	3/13/2020	Cover Memo

## **2.4.1 INTELLECTUAL FREEDOM POLICY**

**Policy Level:** Library Board

**Author:** Chief Librarian/CEO

**Review Period:** 4 Years

**Approval:** May 2017, Draft March 2020 (1<sup>st</sup> Review)

The Hamilton Public Library Board endorses the **Statement on Intellectual Freedom** as set out by the **Canadian Federation of Library Associations (CFLA)** and the **Ontario Library Association (OLA)** statement on the Intellectual Rights of the Individual.

### **CANADIAN FEDERATION OF LIBRARY ASSOCIATIONS STATEMENT ON INTELLECTUAL FREEDOM AND LIBRARIES**

The Canadian Federation of Library Associations recognizes and values the Canadian Charter of Rights and Freedoms as the guarantor of the fundamental freedoms in Canada of conscience and religion; of thought, belief, opinion, and expression; of peaceful assembly; and of association.

The Canadian Federation of Library Associations supports and promotes the universal principles of intellectual freedom as defined in the Universal Declaration of Human Rights, which include the interlocking freedoms to hold opinions and to seek, receive and impart information and ideas through any media and regardless of frontiers.

In accordance with these principles, the Canadian Federation of Library Associations affirms that all persons in Canada have a fundamental right, subject only to the Constitution and the law, to have access to the full range of knowledge, imagination, ideas, and opinion, and to express their thoughts publicly. Only the courts may abridge free expression rights in Canada.

The Canadian Federation of Library Associations affirms further that libraries have a core responsibility to support, defend and promote the universal principles of intellectual freedom and privacy.

The Canadian Federation of Library Associations holds that libraries are a key institution in Canada for rendering expressive content accessible and affordable to all. Libraries are essential gateways for all persons living in Canada to advance themselves through literacy, lifelong learning, social engagement, and cultural enrichment.

Libraries have a core responsibility to safeguard and facilitate access to constitutionally protected expressions of knowledge, imagination, ideas, and opinion, including those which some individuals and groups consider unconventional, unpopular or unacceptable. To this end, in accordance with their mandates and professional values and standards, libraries provide, defend and promote equitable access to the widest possible variety of expressive content and resist calls for censorship and the adoption of systems that deny or restrict access to resources.

Libraries have a core responsibility to safeguard and foster free expression and the right to safe and welcoming places and conditions. To this end, libraries make available their public spaces and services to individuals and groups without discrimination.

Libraries have a core responsibility to safeguard and defend privacy in the individual's pursuit of expressive content. To this end, libraries protect the identities and activities of library users except when required by the courts to cede them.

Furthermore, in accordance with established library policies, procedures and due process, libraries resist efforts to limit the exercise of these responsibilities while recognizing the right of criticism by individuals and groups.

Library employees, volunteers and employers as well as library governing entities have a core responsibility to uphold the principles of intellectual freedom in the performance of their respective library roles.

**Source:** <http://cfla-fcab.ca/en/programs/guidelines-and-position-papers/statement-on-intellectual-freedom-and-libraries/> Approved February 1, 2017.

## **ONTARIO LIBRARY ASSOCIATION**

### **STATEMENT ON INTELLECTUAL FREEDOM AND THE INTELLECTUAL RIGHTS OF THE INDIVIDUAL**

#### **Introduction**

The Ontario Library Association and its divisions are committed to the fundamental rights of intellectual freedom, the freedom to read and freedom of the press, as embodied in the Canadian Charter of Rights and Freedoms.

Ontario Libraries have the important responsibility to facilitate expressions of knowledge, creativity, ideas, and opinion, even when viewed as unconventional or unpopular.

The Ontario Library Association declares its acceptance of the following principles for libraries:

1. Equitable access to library service to the public is based upon the right of the citizen, under the protection of the law, to judge individually on questions of politics, religion and morality.
2. Intellectual freedom requires freedom to critically examine and create other ideas, opinions, views, and philosophy of life, other than those currently approved by the local community or by society in general and including those ideas and interpretations which may be unconventional, uncommon or unpopular.
3. The free traffic in ideas and opinions is essential to the health and growth of a free society and that the freedom to read, listen, view, and create is fundamental to such free traffic.
4. Library governance ensures that the principles of intellectual freedom and expression of thought are upheld.

#### **Library Service, Collections and Resources:**

5. It is the responsibility of libraries to maintain the right of intellectual freedom and to implement it consistently in the selection of books, periodicals, films, recordings, and other materials including the provision of access to electronic sources of information and access to the internet. Materials are not excluded from library collections based on race, place of birth, origin, ethnic origin, ethnicity, citizenship, age, creed, disability, family structure, sex, and sexual orientation.
6. It is part of the library's service to its public to resist any attempt by any individual or group within the community it serves to abrogate, censor or curtail access to information, the freedom to read, view,

listen or participate by demanding the removal of, or restrictions to library information sources in any format.

### **Library Programming, Events, and Space Bookings**

7. It is the responsibility of libraries to maintain the right of intellectual freedom and expression by implementing it consistently when hosting programs and events within the public space of the library including rented public space by individuals and community organizations.
8. Libraries create welcoming community spaces where community members are free from discrimination and may engage in peaceful assembly. Libraries may cancel or deny permits to individuals or organizations when speech or displays are used in a way that is unlawful.

### **Applicable legislation:**

- [Canadian Charter of Rights and Freedoms](#): Section 2(b) of the *Charter of Rights and Freedoms* protects "freedom of thought, belief, opinion and expression, including freedom of the press and other media of communication".
- [Criminal Code](#): Section 63 pertains to Unlawful Assemblies and Riots. Section 297 pertains to defamatory libel. Section 318 pertains to hate propaganda.
- [Ontario Human Rights Code](#): Sub-section 13 pertains to infringing on freedom from discrimination.

Approved by the Ontario Library Association, January 30, 2020

**HPL Approval History:** *March 2003; March 2014; May 2017*

**Date:** March 18, 2020  
**To:** Chair and Members of the Board  
**From:** Paul Takala, Chief Librarian/CEO  
Lisa Weaver, Director Collections and Program Development  
**Subject:** **Working with Us - Policy on Partnerships, Program & Space Usage (1st Review) - PT/LW**

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## RECOMMENDATION:

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

## FINANCIAL/STAFFING/LEGAL IMPLICATIONS:

Because of the complexity of the issues involved in space usage, free speech and inclusion, we are recommending, after first review, we seek a legal opinion on the draft policy on behalf of the Library Board. We are proposing we seek legal advice on the following three questions:

1. Are there elements of the policy that violate Charter Rights or Canadian/Ontario laws?
2. An underlying assumption in the policy is with Library programs and co-planned programs, HPL is able to ensure we can create programs consistent with our values and strategic plan, however, with room booking from third parties we need ensure we do not restrict free speech by denying bookings to group because their views might be inconsistent with our organizational values. Are we violating Charter Rights or Canadian/Ontario laws by giving room booking lower priority than our own programs?
3. Are there additional legal steps that we could take to ensure our spaces are used consistent with our *Diversity and Inclusion Policy* without undermining Charter Rights or Canadian/Ontario laws?

## BACKGROUND:

This policy combines and supersedes the following policies:

- Rules and Conditions Regarding Booking
- Meeting Rooms
- Partnership
- Program Development

The *Working with Us policy* is intended to inform staff and external partners or potential partners the policies we follow when determining how our spaces are used. One underlying goal is to work more collaboratively with partners to bring learning opportunities into our spaces.

**ATTACHMENTS:**

Description	Upload Date	Type
Working with Us Policy 1st Review Draft	3/13/2020	Cover Memo

**Draft** – Last Updated March 13, 2020

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

**Policy Level:** Library Board

**Author:** Chief Librarian/CEO

**Review Period:** 4 Years

**Date Approved:** Draft March 2020 (1<sup>st</sup> Review)

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## 1. 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 policies.**

### 1.1 DEFINITIONS

- **Managers** – Each branch or department has a Manager that oversees their location within their approved mandate. The Library Management and Senior Leadership Team is listed on the Library website<sup>1</sup>.
- **Co-Planned Programs** – Are activities that take place in HPL spaces that are offered by Library partners. Generally, HPL provides its space for free and the partner offers a learning activity for free. The partner is able to brand the program, but they work with HPL to make sure it gets promoted by HPL and that relevant library resources are identified when appropriate.
- **Learning Program** - Is defined as a coordinated activity or event with a specific purpose, such as developing reading skills, learning to utilize technology skills, understand something or gain a skill. or sharing knowledge and expertise.
- **Library Managed** – An event or program that is offered by HPL staff.
- **Library Partner** – A community group or organization whose mission aligns with HPL's and is listed as active in the "Partnership List". Generally, HPL partners with not for profit organizations, educational institutions and governmental entities. HPL also partners with for profit organizations in special circumstances.
- **Meeting Space** – A part of a library building that can be used to hold special events (i.e. Central Living Room, 4<sup>th</sup> Floor Zones)
- **Partnership** is defined as a mutually beneficial collaboration between the Library and an external organization(s). Partner contributions provide support for and/or promote activities, services, events and programs to the public in ways that are mutually beneficial. (See section 9 -Partnership Levels)
- **Program Room** – A room at the Library that is mainly used for programs and meetings.
- **Senior Leadership Team (SLT)** – Comprised of the Chief Librarian/CEO and Library Senior Directors.

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<sup>1</sup> <https://www.hpl.ca/articles/management>

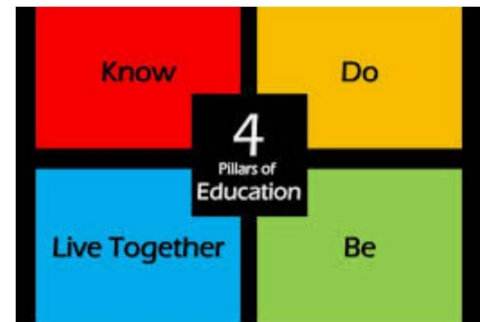
## 2. OUR APPROACH TO CREATING LEARNING OPPORTUNITIES

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.

HPL's Mission is **Freedom to Discover**. The public library approach to learning is based on helping people learn things that can ignite this imagination and inspire them. Put another way: *"Education is not the filling of a pail, but the lighting of a fire."*<sup>2</sup> Three (3) key frameworks shape the development of our learning program:

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**<sup>3</sup>.



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**<sup>4</sup> 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.

## 3. REASONS FOR ENGAGING IN PARTNERSHIP

The Hamilton Public Library is committed to working with aligned individuals and organizations to create a better future by working together. There are three (3) core reasons we engage in partnerships:



<sup>2</sup> [https://www.brainyquote.com/quotes/william\\_butler\\_yeats\\_101244](https://www.brainyquote.com/quotes/william_butler_yeats_101244)

<sup>3</sup> <https://unesdoc.unesco.org/ark:/48223/pf0000227208>

<sup>4</sup> <https://www.tamarackcommunity.ca/collectiveimpact>

#### 4. 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**<sup>5</sup>. 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.

- 1 **Spaces are Community Assets**: The 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.
- 2 **Manager Authorization for Other Uses**: 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.
- 3 **Approvals are Not Open Ended**: Library operational needs and strategic priorities change over time. Past approval for something should not be assumed to be an ongoing commitment from HPL.
  - Library staff are required to regularly review priorities. Commitments are reviewed annually.
  - Priority to space if given to groups that work in collaboration and follow our policies.
  - When arrangements are required to change, the Library is committed to giving advanced notice.
- 4 **Resolving Disagreements**: 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 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 base decisions on:
  - The perspectives from both parties and relevant written documentation, including email.
  - Has the party honoured past commitments?
  - Has the party worked within agreed to parameters?
  - Has the party adhered to this policy and used appropriate channels for communication?
  - What are the impacts on operations and other uses?
  - Has enough warning been given for the change?In special circumstances the appeal may be referred to the Library Board. The Library Board's would assess whether the Chief Librarian/CEO and SLT followed Library Board policy in making their determination. If they determine that staff did follow the policy then the Board's would confirm the decision. The could also opt for the policy to be reviewed and updated.
- 5 **Transparency**: The Library will publish on its website the name of the organization or group offering an authorized program or room booking in our spaces.
- 6 **Non-endorsement by HPL**: The use of library space by a group or organization does not constitute the Library Board's endorsement of the group's policies or beliefs, any particular program, position or purpose of any person or organization.
  - Co-Planned programs will be promoted by HPL recognizing the hosting partner.

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<sup>5</sup> <https://www.hpl.ca/articles/customer-service-commitment>

- Where an outside group is using library space, promotional and other materials should not imply HPL sponsoring of the event unless it is agreed to in advance.

## 5. PRIORITY ORDER OF USE FOR LIBRARY SPACES & ROOMS

The following is the **order of priority** for use of the program rooms and meeting spaces.



- 1 At some locations the community demand outstrips operational capacity and that alternate space suggestions may be suggested in the community by Library staff.
- 2 HPL's 1<sup>st</sup> 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 3<sup>rd</sup> & 4<sup>th</sup> priorities are providing the space for free to authorized groups and then paid room rental respectively.
- 3 **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**: Program rooms and meeting spaces have standard set-ups that are posted in the rooms/space. Groups are expected to restore rooms and spaces to the standard set-up and leave them clean and in good order. Special set-up is normally restricted to paid rentals and must be agreed to in advance subject to the Library's ability to accommodate the request. Failure to comply will result in losing privileges.
  - **Follow the Proper Channels** – HPL has online systems to manage programs and room bookings. Staff can assist with the process if necessary.

## 6. PREFERENCE FOR CO-PLANNING PROGRAMS

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

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

## 7. CRITERIA FOR ENGAGING IN PARTNERSHIPS

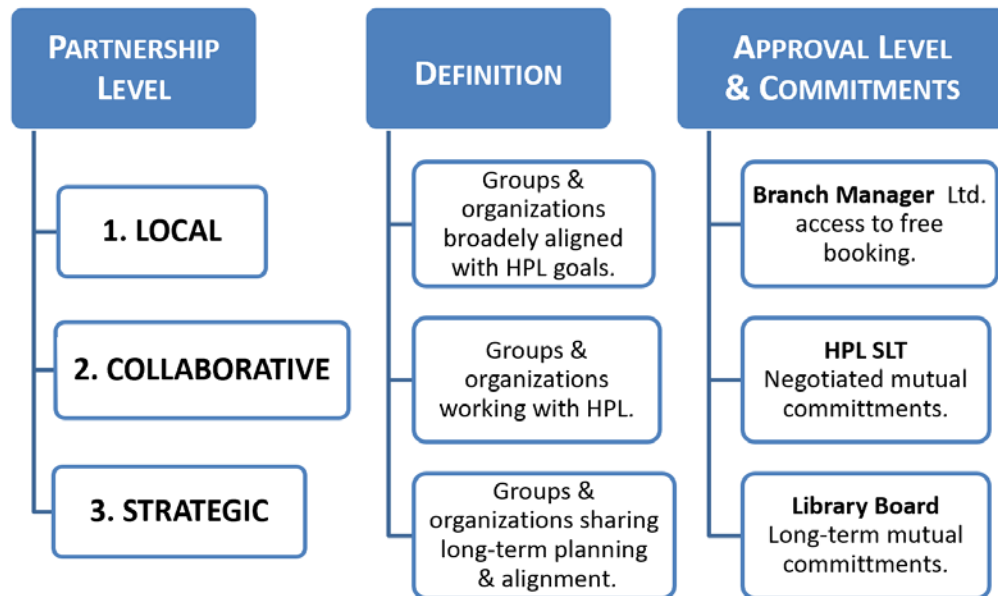
The following criteria govern how HPL approaches partnerships and related activities. Not all criteria will apply in every case, however, they will be used to inform decision making. Priority will be given to organizations and initiatives that meet multiple criteria from the following list:

1. **Aligns** with our **core organizational values** (Intellectual Freedom, Inclusiveness, Innovation, Respect and Accountability) and/or shares **common goals** or objectives with HPL.
2. Is committed to looking for **mutual benefit** and a **reciprocal approach to levels of commitment**.
3. Demonstrated commitment to **collaboration** and **shared planning**
4. Demonstrated commitment to **ongoing evaluation** and **continuous improvement**
5. Demonstrated commitment to **collective impact** and **long-term strategies**
6. In some cases, we are looking for partners that can provide an **activity/service** at **multiple locations**.

## 8. PARTNERSHIP LEVELS

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 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 **implementing processes and systems** to **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.



## 9. PRIORITY FOR FREE ACTIVITIES & SPECIAL CASES

**Most programs** offered by the Library or in partnership with others **are free to attend**. This rule also applies to space rentals. 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 to be informative learning opportunities and social inclusion opportunities, not to be used as a vehicle for commercial ventures.

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, program or rental to proceed.

1. **Charging Entry Fees in our Spaces:** In some circumstances HPL allows for events to charge an entry fee. When this is approved, we look to negotiate mitigating steps to offset obstacles created by charging. SLT considers the following when approving charging for events:
  - The partner has already offered free co-planned programs with HPL in our spaces.
  - The price is reasonable and less than what might be charged at other venues. Focuses on covering costs, not making a large profit.
  - Makes available a limited number of free tickets for free distribution through a lottery.
2. **Closed Meetings** – If a group wants to restrict access to a meeting, whether a free learning program, group meeting or space rental we require an explanation that is reasonable and does not violate HPL policies or any applicable laws. We reserve the right to have HPL staff observe any closed meeting to ensure it is consistent with its intended purpose and does not violate our policy or applicable laws.

3. **Political Gatherings** – These are governed by our **Advocacy & Political Participation Policy**<sup>6</sup>

4. **Art Exhibits** – if they are not co-managed by HPL see our **Displays and Exhibits Policy**<sup>7</sup>

5. **Alcohol Consumption** at programs/events is considered on an individual basis. An appropriate permit along with Smart Serve servers is required. A copy of the permit/license must be provided in advance of the event. Game Day insurance of \$5 million in coverage is required.

6. **Last Minute Booking:** We normally plan uses of our spaces in advance, so we can use our promotion channels to advance public awareness of activities. To also be responsive to current needs and to remain effective and accountable to our funding partners we strive to work one (1) quarter in advance.



## 10. WHAT IS NOT ALLOWED IN LIBRARY SPACES

The following restrictions exist on the use of Library spaces:

1. **Illegal Activity:** HPL will not knowingly permit any individual or group to use its facilities in contravention of Canadian or Ontario laws, and local Bylaws.

2. **Discrimination:** HPL will not allow events or meetings where attendance is limited on the basis of race, colour, religion, gender, age, sexual orientation, gender identify or expression, mental or physical disability. We will not approve of events that are intended to advocate actions that contravene Canadian or Ontario laws.

3. **Sales Promotion:** Events promoting the purchase of specific brands/products/service are not allowed. General consumer education from knowledgeable professionals are not included in this category.

4. **Also prohibited:** private social gatherings and gambling.



<sup>6</sup> <https://www.hpl.ca/articles/advocacy-and-political-participation-policy>

<sup>7</sup> <https://www.hpl.ca/articles/displays-and-exhibits-policy>

## 11. RULES AND CONDITIONS REGARDING BOOKINGS

The following are the basic rules and expectations about space usage and bookings:

1. **Respect the Space, People and Rules:** HPL wants to work with others to bring positive experiences to people. Allowing other groups to use our space creates demands on our resources. To manage this, we need to ensure that we agree in advance on what is expected, commitments are honoured, people work within our planning cycles and are respectful to staff and the public.
  - **Attendance** must not exceed the posted room capacities is not allowed.
2. **Restore Room/ Space Condition:** Program rooms and meeting spaces have standard set-ups that are posted in the rooms/space. Groups are expected to restore rooms and spaces to the standard set-up and leave them clean and in good order. Special set-up is normally restricted to paid rentals and must be agreed to in advance subject to the Library's ability to accommodate the request.
3. **Equipment:** Availability of equipment is specific to the room or space and on a case by case basis. Arrangements for equipment need to be made in advance.
4. **Use Online System** Whether proposing a co-planned program, renting space, or requesting a free booking, everyone is encouraged to use the library online system to initiate the process. Library staff can assist with this if needed. To coordinate activities across our 22 locations
  - To make a room rental, an active HPL Library Card is required. To be eligible for free partner bookings a **Partner/Community Library Card** is required. This requirement exists so we can use our online Event Calendar System.
5. **Observation:** To ensure meetings do not violate Library policies, HPL reserves the right to observe in person any meeting or event held in its facilities.
6. **Public Performance Rights:** Viewing of films must have appropriate Public Performance Rights in place. Films may be shown if a license has been purchased by the organizer from a rights holder such as Audio Cine Film or Criterion Pictures. Proof of the purchased film licence must be provided in advance of the booking
7. **Charges & Cancellations:** Payment is due at the time of booking confirmation. Two (2) weeks' (10 business days) written notice is required to cancel a room booking. A full refund will be provided if appropriate notice is given.
8. **Declining Room Bookings:** The Library reserves the right to decline bookings that could negatively impact library operations or stress library resources. The Library reserves the right to cancel bookings when this policy is violated or in special circumstances. If HPL cancels an event that involves a room rental, a full refund will be issued by HPL.
9. **Violations of Policy:** Violation of this policy could lead to cancellation of events and a future prohibition on room or space bookings. Groups will be held financially responsible for any damage done.

## 12. ROOM AND RENTABLE SPACES RENTAL FEES & PROCESS

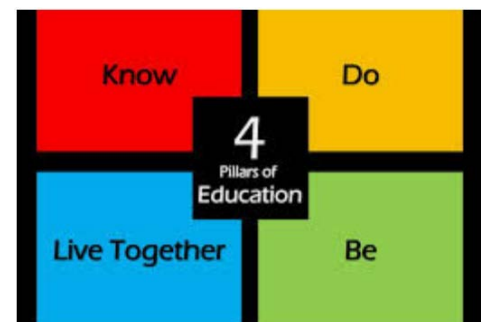
Addition Room Rental Rules	Rooms/space capacity is capped by fire regulations and based on theatre style layout.
Booking the rooms does not include technical support for any technology or audio/visual equipment unless previously arranged and paid for at the time of booking.	Fees are based on four-hour blocks and this block include half-hour for set up and half-hour for reset. Customers can rent multiple blocks if available.
Central Library	Sherwood
Hamilton Room 170-person capacity; 4hrs: \$400	Rooms A – B 100-person capacity; 4hrs: \$150
Wentworth Room and 2nd Floor Program Room 40-person capacity; 4hrs: \$150	Red Hill, Westdale
4th floor Program Room 15-person capacity; 4hrs: \$100	50-person capacity; 4hrs: \$150  Other branch rentable spaces will be added in the future using above rates on hpl.ca
Circuit 4.0 - individual zones on the 4th floor 50-person capacity; 4hrs: \$150	
Circuit 4.0 all zones on the 4th floor 350-person capacity; 4hrs: \$700	
Central Library – Board Room on the 5th floor 30-person capacity; 4hrs: \$450	
Room and Rentable Spaces Additional Fees	
Groups are expected to restore rooms and spaces to the standard set-up and leave them clean and in good order. Customers may be billed for added services requested at the time of booking or for the cost of restoring the rooms/spaces and equipment to its original form as needed.	
<b>Security:</b> \$50 per hour, per guard. minimum four hours	<b>Technology Support:</b> \$50 per hour, minimum four hours
<b>Equipment Rental</b> (where available): technology and audio/visual items: \$25 per item	<b>Room layout set-up and reset:</b> \$500 one-time cost <b>Reset room layout:</b> \$250 one-time cost
<b>Cleaning:</b> \$50 per hour, minimum four hours	
<b>Loss or damage:</b> customers will be billed the cost of replacing or repairing lost or damaged equipment or facilities including cables, microphones, piano, furniture, etc.	

### 13. ABOUT HPL LEARNING & SOCIAL INCLUSION PROGRAMS

HPL has 22 locations, weekly we average over 69,000 in person visits a which works out to 3.59 million annually. In recent years we have averaged around 10,000 programs with attendance around 190,000 people<sup>8</sup>. Broadly speaking our programs are about advancing learning, literacy, the love of reading and about creating opportunities to reduce social isolation and promote mutual understanding. Here are some key things to understand how we develop our programs:



- 1. Preference for Co-Planned Programs** – HPL is looking for aligned organizations serving Hamilton to provide more free learning opportunities in our spaces. We are seeking to work with organizations that are looking to create mutual benefits and share our reciprocal approach to levels of commitment.
- 2. Challenging Thinking** – Sometimes advancing our understanding can be uncomfortable. The Library may present programs that some individuals find controversial. Holding a program does not indicate an endorsement of its contents by the Hamilton Public Library, but rather is an affirmation of the principle of intellectual freedom as embodied in the Canadian Federation of Library Associations Statement on Intellectual Freedom.
- 3. Covering Gaps in Community Needs** – With our flexible program, we are looking to fill in gaps that exist in our community. When those gaps are addressed elsewhere, we focus on new needs. To assess if a program is filling a need, HPL looks to multiple points of information to evaluate the alignment with our mission, these includes: Evidence of attendance and participation in existing programs; When reliable research or information indicates a gap in general public knowledge or awareness of an issue that impacts our health, mutual understanding, security or prosperity; We also consider recommendations from residents and other organizations.



- 4. Topics of Programs we Focus On**
  - Supporting **literacy for all** and promoting school readiness and the love of reading. Helping families grow the next generation of readers.
  - Supporting people in their **life-long learning journeys** and enhancing academic success.
  - Supporting **digital inclusion**; knowledge and access to technology skills needed to successfully participate in work and online forums in responsible ways that protect personal privacy and reduce personal risk.
  - Supporting **work force development**, including locating, applying and successfully interviewing for jobs. Helping entrepreneurs find paths to success.
  - Strengthening **community cohesion** bringing people together to increase understanding our diverse histories, heritages, culture and experiences in ways that bring us together.
  - Provide information and skills that **empowers people to improve their** own health, wellness, financial security, sense of self and social belonging.

<sup>8</sup> <https://hpl.novusagenda.com/agendapublic/CoverSheet.aspx?ItemID=737&MeetingID=76>

- Enhance **access to arts, music & culture**. Support people find and improve artistic forms of expression.
  - Support **civic engagement** and participation
  - Provides **information about** education, health, cultural, recreational and social services opportunities that address the people's needs.
  - Supporting seniors age successfully. With seniors we are inspired by **creative aging**<sup>9</sup>.
5. **Target Age Groups** – HPL programs target people of all ages and backgrounds. In particular, we focus on early literacy supporting school readiness, children's, teens, adults of all ages and we have an increasing focus on seniors' programs. HPL strives to create spaces and programs that are family friendly and create **inter-generational experiences**. In some cases, the Library may set age or other guidelines for participation in a program, such as a children's program, when the program is designed and best suited for specific audience.
6. **Liability Insurance** - is required for all programs taking place in Library premises and is purchased by the Library prior to the date of the activity/event. Certain activities require additional insurance. If that is required, we will discuss and normally require the organizers to provide that insurance and proof in advance that has the Library and City of Hamilton named on the certificate.
7. **Pre-registration** - Where possible we offer programs that do not require pre-registration, this is generally our preference since it can create a barrier to participation and creates administrative overhead. We recognize in some circumstance's pre-registration is required. HPL's event management system has a registration function which should be used. If partners want to handle registration themselves this should be

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<sup>9</sup> <http://creativeage.ca/>