

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, May 20, 2020
Central Library, Board Room

6:00 PM Meeting

AGENDA

- 1. Discussion Period**
- 2. Acceptance of Agenda**
- 3. Minutes**
 - 3.1 Minutes of the Hamilton Public Library Board Meeting of Wednesday, April 15, 2020 - Attachment #3.1
- 4. Declaration of Conflict**
- 5. Presentations**
- 6. Consent Items**
 - 6.1 Upcoming Agenda Items - PT - Attachment #6.1
Suggested Action: Receive
 - 6.2 Annual Report on Partnerships - PT/LW - Attachment #6.2
Suggested Action: Receive
- 7. Business Arising**
 - 7.1 COVID-19 Response and Planning Report - PT - Attachment #7.1
Suggested Action: Recommendation
 - 7.2 Working Assumptions and Phased Reopening Plan (2nd Review) - PT -

Suggested Action: Recommendation

8. Correspondence

9. Report

9.1 Chief Librarian Report - PT - Attachment #9.1

Suggested Action: Receive

9.2 Digital Usage Update Report - TD - Attachment #9.2

Suggested Action: Receive

9.3 Fines Follow-up Report - LW/DW/TD - Attachment #9.3

Suggested Action: Receive

10. New Business

10.1 Current Year Operating Budget Update - TD - Attachment #10.1

Suggested Action: Receive

10.2 Carlisle Renovation - TD - Attachment #10.2

Suggested Action: Receive

10.3 Parkdale Branch Update - TD - Attachment #10.3

Suggested Action: Receive

11. Policies

11.1 Working with Us - Policy on Partnerships, Program & Space Usage (1st Review) - PT/LW - Attachment #11.1

Suggested Action: Receive

11.2 Intellectual Freedom Policy (1st Review) - PT - Attachment #11.2

Suggested Action: Receive

11.3 NOTICE OF MOTION - Amendment to the Hamilton Public Library Board By-Laws - PT - Attachment #10.3

Suggested Action: Receive

12. Private and Confidential

12.1 Labour Relations Issue - PT/LM

13. Date of Next Meeting

13.1 Wednesday, June 17, 2020 - Virtual Meeting, 6:00 pm

14. Adjournment

Date: May 20, 2020
To: Chair and Members of the Board
From: Karen Dennie, Administrative Assistant
Subject: **Minutes of the Hamilton Public Library Board Meeting of Wednesday, April 15, 2020 - Attachment #3.1**

RECOMMENDATION:

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

ATTACHMENTS:

Description	Upload Date	Type
April 15, 2020 Library Board Minutes	5/19/2020	Cover Memo

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, April 15, 2020
Central Library, Board Room

6:00 PM Meeting

MINUTES

VIDEO

PRESENT:

Nick van Velzen, Elly Bowen, Robert Coruzzi, John Kirkpatrick,
Harjit Dhaliwal, Stu Laurie, Councillor Partridge, Councillor Pearson,
Lori-Anne Spence,

STAFF:

Paul Takala, Lisa Weaver, Dawna Wark, Tony Del Monaco, Sherry
Fahim, Lisa DuPelle, Karen Dennie, Rosann Francoeur, Jeff Comer.

REGRETS:

Vikki Cecchetto
C.A. Klassen

Time to Order:

N. van Velzen called the meeting to order at 6:00pm.

1. Discussion Period

1.1 Review of Process for Online Meeting

2. Acceptance of Agenda

MOVED by Stu Laurie, seconded by Maria Pearson,

THAT THE AGENDA BE ADOPTED AS PRESENTED.

MOTION Passed

3. Minutes

3.1 Minutes of the Hamilton Public Library Board Meeting of Wednesday, February 19, 2020 - RF - Attachment #3

MOVED by Stu Laurie, seconded by Elly Bowen,

THAT THE MINUTES OF THE HAMILTON PUBLIC LIBRARY BOARD MEETING OF WEDNESDAY, FEBRUARY 19, 2020 BE ADOPTED AS PRESENTED.

MOTION Passed

4. Declaration of Conflict

No library board members declared a conflict of interest.

5. Presentations

No presentations.

6. Consent Items

MOVED by Lori-Anne Spence-Smith, seconded by Stu Laurie,

THAT CONSENT ITEMS 6.1, 6.2, 6.3, 6.4 AND 6.5 BE ADOPTED AS PRESENTED.

MOTION Passed

6.1 Upcoming Agenda Items - PT - Attachment #6.1

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

6.2 Q1 Metrics Report - TD - Attachment #6.2

That the Hamilton Public Library Board receive the 2020 1st Quarter Metrics Report for information.

6.3 Reserve Report Update - TD - Attachment #6.3

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

6.4 Capital Variance Report - TD - Attachment #6.4

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

- 6.5 Internet Archive Digitization - Reserve Funding Request (2nd Review) - TD/LW - Attachment #6.5

that the Board approve up to \$41,000 in trust funding to support the Internet Archives 2020 pilot project.

7. Business Arising

- 7.1 COVID-19 and HPL's Pandemic Response - PT - Attachment #7.1

MOVED by Lori-Anne Spence-Smith, seconded by Judi Partridge,

THAT THE LIBRARY BOARD RECEIVE THIS REPORT FOR INFORMATION AND COMMENT.

MOTION Passed

- 7.2 Working Assumptions for 2020 (1st Review) - PT - Attachment #7.2

MOVED by Lori-Anne Spence-Smith, seconded by Judi Partridge,

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

MOTION Passed

8. Correspondence

There was no Hamilton Public Library Board correspondence.

9. Report

- 9.1 Chief Librarian Report - PT - Attachment #9.1

MOVED by Lori-Anne Spence-Smith, seconded by Maria Pearson,

THAT THE LIBRARY BOARD RECEIVE THE APRIL CHIEF LIBRARIAN REPORT.

MOTION Passed

- 9.2 2019 Operating Budget Variance Report - TD - Attachment #9.2

MOVED by Lori-Anne Spence-Smith, seconded by Stu Laurie,

THAT THE 2019 YEAR-END NET OPERATING SURPLUS OF \$706,285 BE TRANSFERRED TO THE LIBRARY GENERAL DEVELOPMENT RESERVE #106007.

MOTION Passed

10. New Business

10.1 Sherwood Lease Renewal - TD - Attachment #10.2

MOVED by Lori-Anne Spence-Smith, seconded by Stu Laurie,

THAT THE HAMILTON PUBLIC LIBRARY BOARD APPROVE A LEASE EXTENSION FOR THE SHERWOOD BRANCH WITH VLK INC. FOR A TEN-YEAR PERIOD COMMENCING FROM JANUARY 1, 2021 AND EXPIRING DECEMBER 31, 2030.

MOTION Passed

10.2 Greensville/Valley Park Project Update - TD - Attachment #10.1

Councillor Pearson asked that either Paul or Tony update Councillor Clark on VP funding and financing.

MOVED by Maria Pearson, seconded by Judi Partridge,

That the Hamilton Public Library Board approve the transfer of \$800,000 from the following Library reserves to the Greensville Project 7501741610: \$50,000 - Reserve 106006 Library Collections \$400,000 - Reserve 106007 Library General Development \$100,000 - Reserve 106008 Library Major Capital Projects \$200,000 - Reserve 106013 Library Capital Enhancements \$50,000 - Reserve 106014 Library Computer Equipment That the Hamilton Public Library Board approve the transfer of \$600,000 from the following Library reserves to the Valley Park Project 7501741601: \$50,000 - Reserve 106006 Library Collections \$400,000 – Reserve 106008 Library Major Capital Projects \$100,000 – Reserve 106013 Library Capital Enhancements \$50,000 – Reserve 106014 Library Computer Equipment

MOTION Passed

10.3 Library Page Staff Wage Rates - LD - Attachment #10.3

MOVED by Lori-Anne Spence-Smith, seconded by Stu Laurie,

THAT THE BOARD APPROVES THE FOLLOWING WAGE RATES FOR ALL LIBRARY PAGE (CASUAL) NON-UNION EMPLOYEES AND THAT THESE RATES WILL BE IMPLEMENTED EFFECTIVE JULY 1, 2020. NEW GRID EFFECTIVE JULY 1, 2020 RATE LIBRARY PAGE (CASUALS/SHELFREADERS) \$16.45 PER HOUR.

MOTION Passed

10.4 Print Management Report - SF - Attachment #10.4

MOVED by Lori-Anne Spence-Smith, seconded by Robert Coruzzi,

THAT THE HAMILTON PUBLIC LIBRARY BOARD APPROVES: - ITC SYSTEMS AS A VENDOR RECORD FOR THE SUPPLY AND MAINTENANCE OF SELF-SERVE CASH HANDLING EQUIPMENT AND SOLUTIONS FOR COMPUTER/PRINT SOLUTIONS; AND -THE PURCHASE OF AN INTEGRATED PRINT MANAGEMENT SOLUTION FROM ITC SYSTEMS AT A TOTAL COST OF \$102,914 AS DEMONSTRATED BY THE PROOF OF CONCEPT.

MOTION Passed

11. Policies

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

MOVED by Maria Pearson, seconded by Lori-Anne Spence-Smith,

THAT THE LIBRARY BOARD APPROVE THE DIVERSITY AND INCLUSION POLICY.

MOTION Passed

12. Private and Confidential

MOVED by L. Spence-Smith, seconded by S. Laurie,

THAT THE HAMILTON PUBLIC LIBRARY BOARD MOVE IN-CAMERA TO DISCUSS LABOUR RELATIONS ISSUES.

MOTION Passed.

MOVED by Lori-Anne Spence-Smith, seconded by Stu Laurie,

THAT THE IN-CAMERA SESSION BE ADJOURNED.

MOTION Passed

12.1 Labour Relations Issue - PT/LM

13. Date of Next Meeting

13.1 Wednesday, May 20, 2020, 6:00 pm Meeting

14. Adjournment

Meeting adjourned at 8:23pm.

Minutes recorded by Karen Hartog

Date: May 20, 2020
To: Chair and Members of the Board
From: Paul Takala, Chief Librarian/CEO
Subject: Upcoming Agenda Items - PT - Attachment #6.1

RECOMMENDATION:

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

ATTACHMENTS:

Description	Upload Date	Type
Upcoming Agenda Report	5/12/2020	Cover Memo

Date: May 20, 2020
To: Chair and Members of the Library Board
From: Paul Takala, Chief Librarian/CEO
Subject: **Upcoming Agenda Items**

2020 LIBRARY BOARD MEETING SCHEDULE

* Conflicts with Council Meeting

Note: Policies are listed for the month they are scheduled for 1st Review.

Month	Agenda Items
January 15	<ul style="list-style-type: none"> ✓ Election of Officers ✓ Operating Budget Presentation to Council ✓ Advocacy & Political Participation Policy
February 19	<ul style="list-style-type: none"> ✓ 2019 Year-End Metrics Report ✓ Presentation – Consolidated Policy Partnership, Program & Rental Space ✓ Diversity & Inclusion Policy ✓ Audit Committee Report ✓ Report on Safety and Security
March 18	MEETING CANCELLED DUE TO COVID-19
April 15	<ul style="list-style-type: none"> ✓ COVID-19 Response & Planning Reports ✓ Q1 Metrics Report ✓ Initial Report on Last Year Financials (Pre-Audit) ✓ Reserve Report Update
May 20	<ul style="list-style-type: none"> ✓ COVID-19 Response & Planning Reports ✓ Library Board By-Laws ✓ Carlisle Renovation Scope of Work ✓ Reducing Barriers - Fines and Fees Report ✓ Working with Us Policy ✓ Intellectual Freedom Policy ✓ Digital Usage Report
June 17	COVID-19 Response & Planning Report Report from the Audit Committee Mid-Year Progress Report on 2020 Goals Board Bylaws
September 16*	COVID-19 Response & Planning Report Q2 Metrics Report Holiday Closures for Following Year Capital Budget Submission
October 21	COVID-19 Response & Planning Report

	Operating Budget Next Year – 1 st Review Multi-Year Business Plan & 2020 Goals – 1 st Review
November 18	COVID-19 Response & Planning Report Meeting Dates for Following Year Nominating Committee Q3 Metrics Report Reserve Report
December 16*	COVID-19 Response & Planning Report Final Report 2020 Goals Access to Information & Communication Technology

ITEMS TO RE-SCHEDULED

Policies

Access by Design & Privacy by Design
Copyright & Intellectual Property Policy
Displays & Exhibits Policy
Donations & Sponsorship Policy
Library Board Statement on Sustainability
Purchasing Policy
Rights of Children & Teens in the Public Library
Safety of Children in the Public Library

Reports

Annual Report on Partnerships
Annual Report on Revenue Generation
Library Service Hours
Municipal Benchmarking Report

Date: May 20, 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 - Attachment #6.2**

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 increase the impact of our work and 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 organizations that our staff are great to work with and committed to working together to advance individuals and the community.

With the COVID-19 pandemic, many of our partnerships have been disrupted. We continue to work with partners to support the community response and partnerships will be critical to recovery response post COVID-19.

ATTACHMENTS:

Description	Upload Date	Type
Annual Report on Partnerships	5/14/2020	Cover Memo

Partner/ Organization Name	Project/Program Name	Description
Alzheimer Society	Programs - Dementia Friendly Programming	HPL partners with the Alzheimer Society on dementia friendly programs and caregiver support.
Ancaster Senior Achievement Centre	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.
BASEF - Bay Area Science and Engineering Fair	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.
Best Start Network/ Learning & Mobilization Network	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.
Canada Learning Code	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.
Centre for Equitable Library Access (CELA)	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.
Centre Francais	Program - Club de Lecture Francais (French Book Club)	The Club de Lecture Français is a long-standing partnership between HPL and the Centre Français. The Centre Français provides annual financial support for the purchase of several French language books to be added to HPL's book club kit collections. The Club de Lecture Français book club meetings are held at Central Library.
Chamber Music Hamilton	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.
CHCH	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.
COH - EarlyON	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.
COH - Enterprise Management and Revenue Generation Corporation	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.
COH - Neighbourhood Development Strategy	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.
COH - Recreation	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.
COH - Small Business Enterprise Centre	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.
COH - Tourism and Culture Division	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.
COH - Urban Indigenous Strategy	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.
COH - Youth Strategy	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.
COH/McMaster University Centre for Continuing Education	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.

Community Action Program for Children (CAPC)	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.
Concession Street BIA	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.
Downtown Hamilton BIA	Membership - Downtown Hamilton BIA	HPL is a member of the Downtown Hamilton BIA including the "Summer in the Park" initiative with the Bookmobile.
Evergreen	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.
First Book Canada	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.
Flamborough Archives	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.
Frontier College	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.
Grow with Google	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.
HA&L Magazine	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.
Hamilton Arts Council	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.
Hamilton Association for the Advancement of Literature Science and Art (HAALSA)	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.
Hamilton Community Foundation	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.
Hamilton Council on Aging	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.
Hamilton Health Sciences - Family Practice	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.
Hamilton Philharmonic Orchestra	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.
Hamilton Roundtable for Poverty Reduction	Programs, Support and Membership	Hamilton Public Library participates in programs and supports the HRPR. Space is provided for HRPR meetings.
Hamilton-Burlington SPCA	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
Hamilton-Wentworth Catholic District School Board	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.
Hamilton-Wentworth District School Board	Outreach Programs	The Hamilton-Wentworth District School Board and the Hamilton Public Library share the vision of students achieving their full potential.
HYP - Hamilton Youth Poets	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.

Immigration, Refugees and Citizenship Canada (IRCC)	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.
Industry Education Council (IEC)	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.
Les Chater YMCA	Operations and Maintenance Agreement	A formal partnership is in place for library and YMCA space in the Rymal Road facility.
McMaster Children and Youth University	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.
McMaster University - English Department	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.
Metis Nation of Ontario	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.
Mohawk College - Community Access and Engagement Department	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.
Music Industry Committee - City of Hamilton	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"> 1. Providing advice in the goals and priorities of the music industry to help support economic prosperity, growth, culture and tourism. 2. Promote Hamilton's music industry by monitoring and advising on marketing strategies to strengthen the viability of the music sector. 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. <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>
National Film Board	Program - NFB Film Program	HPL works in partnership with the NFB to offer film screenings at branches.

Ontario Genealogical Society - Hamilton Branch	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.
Outfront Media	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.
Rotary Club of Hamilton	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.
Skills Development Flagship	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.
Social Planning and Research Council (SPRC)	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.
Sonic Unyon	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.
Soroptimist International of Hamilton-Burlington	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.
St. Joseph's Healthcare	Psychology Month	Hamilton Public Library partners with St. Joseph's Healthcare for a series of Adult programs during February which is Psychology Month.
Telling Tales Festival	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.
The Hamilton Spectator	Archives Initiatives	Hamilton Public Library has partnered with the Hamilton Spectator for a variety of Local History & Archives related projects.
The Hamilton Spectator Library	Digitization	Working contract to digitize the daily content.
Vintage Hamilton	Image Awareness Project	A group of local historians creating awareness of LHA image collections via the Vintage Hamilton Facebook page.

Wesley Urban Ministries	Partner Program - Community Resource Worker	Hamilton Public Library works with Wesley Urban Ministries to provide and support Community Research Worker (CRW) services.
YMCA - Employment, Education and Immigrant Services	Program - Community Connections	YMCA staff assists with English Conversation Circles as well as one-to-one settlement services for newcomers.
Youth Serving Agencies Network	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: May 20, 2020
To: Chair and Members of the Board
From: Paul Takala, Chief Librarian/CEO
Subject: **COVID-19 Response and Planning Report - PT - Attachment #7.1**

RECOMMENDATION:

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

That the Library Board direct staff to continue to update the Board monthly on HPL's response during the COVID-19 pandemic.

FINANCIAL/STAFFING/LEGAL IMPLICATIONS:

The COVID-19 Pandemic is a public health emergency. Our first responsibility in this crisis is to protect the health of staff and the public. As an organization, we then need to support the broader emergency response as we enhance online services during the closure. Finally, we need to play a positive, leadership role in helping residents and the communities we serve recover.

In the coming months we will continue to investigate and report to the Library Board the potential financial, staffing and legal implications of the pandemic and the accompanying public health and economic challenges that this brings. Currently, we have Library Pages and Call-in staff on emergency leave.

ATTACHMENTS:

Description	Upload Date	Type
COVID-19 Response and Planning Report	5/15/2020	Cover Memo

Date: May 20, 2020
To: Library Staff & Board Members, Hamilton Emergency Operations Centre (EOC)
From: Paul Takala, CEO/Chief Librarian
Subject: Report on HPL's Response to COVID-19 to Date

Note on May 2020 updates to this report: Significant updates in this May update to the April report appear in **blue coloured text**. Some other edits have been made to the April report to remove outdated information and update text.

HPL EMERGENCY RESPONSE TEAM

HPL has a comprehensive **Pandemic Plan**¹. The 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 (SLT) reviewed and updated the plan. We also reached out to Public Health to offer our support for any public education efforts and have since offered volunteers to support the City of Hamilton's Emergency Operations Centre (EOC). HPL's Plan called for activating an **Emergency Response (ER)Team** during a pandemic.

PRIORITIES DURING THE PANDEMIC

During the Pandemic, HPL's efforts are shaped around the following three (3) areas of activity, listed here in order of priority. This report outlines activities around the first two (2). The accompanying report on **Working Assumptions and Reopening Plans** addresses the third priority.

1. Managing the Emergency Response – Immediate Issues
2. Online Service Enhancements during Closure Period
3. Preparing for Re-opening and Long-Term Challenges

SUMMARY OF CURRENT ACTIVITIES

DIRECTLY PROVIDING HPL STAFF TO ASSIST WITH CITY EOC

HPL's highest priority during the emergency is supporting the City's and Public Health's response, assisting with relief efforts and preparing to assist with the recovery. To this end, we are maintaining a list of staff that have offered to do tasks for the Emergency Operations Centre (EOC). A list of staff able to assist and respond has been developed and continues to grow. Staff currently assigned to EOC tasks include:

- One HPL driver is completing deliveries for Public Health
- Three HPL Courier vans and drivers are supporting deliveries and pick-ups for the EOC. Currently, EOC requests are our highest priority.
- Nine staff have been assigned to Public Health to assist with data entry.
- And we are working to assign staff to work with Horticulture department.

REMOTELY SUPPORTING INDIVIDUALS

The implementation of our new call support system Freshdesk (FD) has been launched. We have set-up the main contact forms through email and are forwarding the main library phone number (905-546-3200) to FD. We also rolled out chat, a new feature to our public communication system. We have extended the support hours to:

- Monday – Friday: 8:00am - 10:00pm
- Saturday: 8:00am - 5:00pm

- Sunday: 1:00pm - 5:00pm.

Extensive training of a wide range of staff has been completed and is ongoing. While this system will be essential while our branches are closed, we plan to continue to offer this enhanced service after we are able to reopen. On May 19 we will begin to promote this service to ensure there is awareness that the service is available. We have been reaching out to key partners to see how we can support community members needing assistance. For example, we are currently exploring with the City Economic Development Department to see how we can train a team of information staff to support small businesses looking for information about current programs available to them.

CALLING SENIORS OVER 75

Staff are calling customers 75+ to check-in and see how they are and if they need any assistance. They are also asked if they want a weekly check-in call, response have been overwhelmingly positive. As of May 14, over 4900 calls have been placed.

3D PRINTING OF PPE PARTS

To support access to personal protective equipment (PPE) our staff are using HPL 3D printers to print parts needed for masks. We have partnered with the City of Hamilton, Innovation Factory, Hamilton Wentworth District School Board, Hamilton Wentworth Catholic District School Board and shop3D.ca to source and print the PPE. We have moved all HPL [3D printers](#) to Central to support this work. We have also shared other equipment that might be helpful and are willing to lend during the emergency, if this is helpful. There are currently 30, 3D printers running 24/7 at Central Library. 7 from HPL, one from the City's Planning Department and 22 on loan from the Hamilton Wentworth District School Board.

- The finished face shields are distributed by the City's EOC to local health organizations, including Six Nations, that most need PPE. We've printed and delivered 117 (Apr 14, 2020) of the original design, 318 3D Printing Canada masks, 227 Shop 3D masks (+100 from their package), and 358 surgical mask ear savers. We aimed to print 100 PPE masks per week.

COMMUNITY INFORMATION & SERVICES

HPL maintains the [Red Book Hamilton](#) database of community information. Our staff are creating custom searches that lead directly to topical information for those in the community needing assistance. The information is updated dynamically, and staff are reaching out to community agencies to ensure we are providing up-to-date information. For example, see the list of agencies providing [Mental Health Hotlines](#). We can create custom lists for agencies or government services looking for specialized information to help their clients.

HPL WEBSITE & EXPANDING DIGITAL COLLECTIONS ACCESS

We created a [COVID-19](#) page with links to Public Health and other credible information that could be helpful. We have made several changes to our website to highlight access to free digital resources for anyone who lives, works or goes to school in Hamilton. Increased visibility and promotion of online card registration including a streamlined form for teachers to help students access library resources online. Increased focus on/promotion of digital resources and increasing access to digital resources by purchasing more titles and increasing limits. One place to search displayed on home page reducing number of clicks. Coordinating promotion for CELA customers who are without materials. Other changes include:

- **Home Access** - Improved access: move from in-branch databases to unlimited online databases (Ancestry.com)
- Promotion of partner-run online programs that benefit customers while at home (for example, HPO online concerts, YWCA in-home/online workouts)
- **National Emergency Library** as part of our partnership with the Internet Archives we have been able to support teachers, students and the community with resources from the National Emergency Library.

- **More to Borrow:** A much-anticipated reciprocal online borrowing program was launched between HPL, Mississauga Library and Burlington Public Library. Initial feedback from residents in all cities has been very positive.

SUPPORTING LEARNING FROM HOME

Several library eResource vendors are offering free access to new databases while schools and library branches remain closed. This will be helpful to parents and students while they continue their studies from home. We currently offer **remote technical support** to customers. As learning from home is going to be increasingly relied upon, we want students and their families to know they can get remote help from HPL staff.

- [Online Things to Do at Home](#) links to some of our most useful and popular online resources.
- A special page of [Resources for Learning](#) was also created.
- For learners of all ages, a rich collection of [Do-it-Yourself Resources](#)
- A new [simple online library card application](#) has been created for students

SUPPORTING OUR STAFF AND OTHER LIBRARIES

Prior to the emergency, we shared HPL's [Pandemic Plan](#) with other libraries trying to prepare for COVID-19. To ensure our staff can easily access information, we have created a [Staff Site](#) (available to everyone). With many of our staff working from home, completing online training and maintaining a weekly learning log, we created a list of [Professional Development Resources](#). Our staff are embracing this and we have other Library systems using our curated list of training as a basis for their own training. Digital Technology and Learning & Development Staff have rapidly deployed online learning and are supporting staff using MS Teams.

- Over 15 specialized staff online training sessions have taken place, ranging from specialized training with smaller groups to live training events for the entire organization, DT provided Microsoft Teams training to over 500 people. An average of 40 staff attended each of our live Q&A events, with over 100 staff for each session during our first week of training.
- In May HPL has participated in a Canadian Urban Library Council (CULC) Think Tank that will be releasing a report to assist libraries with plans for reopening. The report will be released May 21.

VIRTUAL BRANCH PROGRAMS AND LIVESTREAMING

Public programming is being provided through Microsoft Teams. Staff have been trained to provide programming from their homes with minimal technical support required. Staff can set up meetings and invite external presenters (for discussions like book clubs) or create public live events where customers can join without an invitation. For special events throughout the year, livestreaming will provide a live event feed on hpl.ca. After events are finished, event listings will be updated with the recorded video so that customers can quickly view events directly in Communico event listings for our new "Virtual Branch". This will also create an archive of past events which will be easy to access through hpl.ca.

- **Supporting Local Artists** - HPL has partnered with the Hamilton Arts Council and AGH to create online learning performance opportunities for local performers. These online events will pay local artists \$250 per performance to bring some needed live music and entertainment to our community. We will promote these virtual events to our customers.
- **Which Book Next** - The Library has introduced a new online service called Which Book Next. This is an email-based Reader Advisory (R.A.) service run by the AskHPL team. 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!"
- **Writer in Residence** – HPL, McMaster University and McMaster Library welcomed Janet Rodgers as our new Writer in Residence and we've moved the program online. Currently, Janet is holding a virtual community writing project, asking for videos from students and editing them into an "At Home"

podcast program. Janet is available for Hamilton writing and aspiring writers digitally via englwir@mcmaster.ca.

- **Code Club** – We have launched a 10-week Code Club Online program for children between 8 – 12 in different creative exercise sessions to learn and develop coding skills.
- **Volunteer Week** was celebrated online via videos, posts, customer and volunteer stories and was highlighted in a Hamilton Spectator article.
- **Supporting Literacy & Young Readers** – Summer Reading Club (SRC) programs publicly launch on May 25, storytimes, writing prompts, book club and other programs have begun to connect customers to their favourite HPL programs daily as we count down to SRC.
- In recognition of **Mental Health Awareness Week**, HPL partnered with City of Hamilton Public Health and Canadian Mental Health Association to increase awareness of mental health and well-being. Messages were shared across all online platforms and distributed to staff.
- LH&A's photos and information were featured in numerous articles and online events honouring the 75th anniversary of **V-E Day**.
- **Google (GISC) Project** – In total 52 learners in the program have completed their courses in different levels. We promoted a workshop about virtual interviews and workshops to the learners.
- **Preparing for Reduced Income** a practical webinar about planning for a reduction in your income, as well as how to deal with your bills and creditors, due to COVID-19. Hosted by the Credit Counselling Society.

BOOK DISTRIBUTION

The library is distributing book sale titles to 10 food banks across the city to share with customers with their food hampers.

NEWCOMER ONLINE ENGLISH LANGUAGE TUTORING

To support 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.

STAFF SCHEDULING SOFTWARE PROJECT

Significant progress has been achieved toward HPL's Synerion implementation in the past couple months. We created a new model for shift naming and design in Synerion. Next steps focus on the finalization of our current configuration environment, followed by its transfer into our live production environment, preceding expansion from DT into other branches and departments.

ADDITIONAL COMMUNITY SUPPORT ACTIVITIES

After addressing HPL and COH needs, during the Public Health emergency, we are engaging with community agencies for staff to support the community response where appropriate. While working from home, staff are accountable for their time to their manager. Any participation from staff supporting community partners during work time is pre-authorized by the ER Team and the individual's Manager or Director. Any activities that staff engage are reviewed by the Library's Health and Safety Coordinator. Ensuring staff stay safe and do not participate in activities that could spread the virus is of critical concern. Here are some of the activities staff are currently supporting:

- Dundas Community Services - friendly calling to isolated people in the Dundas Community:
- Kids Help Phone – staffing phones to answer calls from concerned children
- Hamilton CareMongering - grocery drop off to people in need
- Scrub Caps for Ont. Frontline Workers - sewing of scrub caps and headbands
- Canadian Blood Service – Donations of Blood, Plasma and Platelets

- Stinson Neighbourhood Association and St. Clair Community Church - preparing Care packages for Frontline workers (approx. 30)
- New Vision Church (Rest and Hygiene Centre) - assisting at rest and hygiene centre
- Wesley – sewing cloth masks for distribution to vulnerable individuals

OTHER IDEAS WE HAVE SUGGESTED TO THE CITY'S EOC

We connected with other Canadian Library systems to see how they are assisting their City's and community response to the pandemic. We do not want to duplicate efforts, rather we want to complement and strengthen existing supports and programs. Some ideas that we think are worth exploring with the City and community partners.

- Having Library Information Staff work as contact tracers for Public Health.
- Assisting with food distribution to vulnerable individuals using Library facilities.
- Working with vulnerable clients in City locations (shelter, community housing) to provide Wi-Fi hotspots for families living there.
- Deposit Libraries: Putting together packages including books, movies, etc., for local organizations serving the community, such as shelters for women, men, teens, newcomers, and group homes.
- Working with LHIN (Local Health Integrated Network in Ontario) on a platform for them to deliver the programs they were scheduled to deliver in person at our Library: "Powerful Tools for Caregivers" and "Understanding Blood Pressure".
- Creating a COVID-19 Response Community Archive with the City of Hamilton Museums.

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

Date: May 20, 2020
To: Chair and Members of the Board
From: Paul Takala, Chief Librarian/CEO
Subject: **Working Assumptions and Phased Reopening Plan (2nd Review) - PT - Attachment #7.2**

RECOMMENDATION:

That the Library Board endorse in principle the *Working Assumptions and Phased Reopening Plan*.

That the Library Board direct staff to work closely with the City of Hamilton to ensure HPL's phased reopening aligns with the City's.

That the Library Board direct staff to proceed with developing detailed plans and report regularly to the Library Board on the progress.

That the Library Board authorizes the Chief Librarian/CEO to execute on the reopening plan, provided it is in compliance with direction from Public Health and the City of Hamilton and is consistent with Library Board direction.

FINANCIAL/STAFFING/LEGAL IMPLICATIONS:

There are significant financial, staffing and legal implications of the COVID-19 pandemic. In regards to the operating budget, we will continue to work closely with the City of Hamilton. For 2020, the primary source of funds for any needed expenditures to respond to the crisis will be redirecting funds that are saved because of restrictions to our operations. Staff will continue to ensure we prioritize protecting health and safety and we follow all rules and regulations that may emerge as the COVID-19 pandemic unfolds. Staff will work with the City of Hamilton, the Library Board and CUPE 932 to effectively manage changes in staffing required to respond to the crisis.

BACKGROUND:

The attached *Working Assumptions and Phased Reopening Plan* has been significantly updated since the April Board meeting. The intention of this plan is to provide a high level overview of principles and considerations that will guide the development of a detailed plan. With the CULC Think Tank report due to be released on May 21 and the City of Hamilton currently developing its reopening plan, we are working towards the goal of having a much more detailed plan for the June Board meeting. We will need to be flexible and responsive as we execute on our plan. The intention is to identify what different phases of reopening will look like, but not attach specific timelines to the phases.

ATTACHMENTS:

Description

Upload Date Type

Date: May 20, 2020
To: Chair and Members of the Board
From: Paul Takala, CEO/Chief Librarian
Subject: **Working Assumptions and Reopening Plan**

Table of Contents

Introduction.....	2
Working Assumptions for the Rest of 2020	2
1. 1 st Priority Supporting the Emergency Response.....	2
2. Solidarity with the City of Hamilton	2
3. Pandemic will not be a Brief Disruption, Phased Reopening	2
4. New Measures in Place when we can Reopen.....	2
5. Rapid Shift to Online	2
6. Taking Care of Staff and Proactively Helping the Community.....	2
7. Pivoting to a New Normal	3
Phased Re-opening Plan	3
1. Safely Providing Service.....	3
2. Enhanced Cleaning	3
3. Access to Sanitizers and Appropriate PPE	3
4. Physical Distancing	3
5. Enforcing Safety Rules & Supporting Contact Tracing.....	3
6. Reducing the Risk of Customer Contact through Shared Devices	4
7. Preventing Virus Contact through Library Materials.....	4
8. Protecting Staff at Customer Service Points	4
9. Other Measures.....	4
Helping Hamilton Adapt to New Challenges.....	4
1. Rapid Shift to Online Only during the Crisis.....	5
2. Focusing on Partnerships to Respond to the Crisis	5
3. Addressing Current and Future Needs	5
4. Maintaining our Positive Impact.....	5

INTRODUCTION

With COVID-19, our normal business planning processes have had to be set-aside temporarily, as we focus on responding to the public health emergency. In planning for our response, we have identified working assumptions to help us manage this effectively and provide some context for staff and the public around our thinking. These assumptions are not predictions. With the situation evolving quickly, these will need to be continually evaluated and updated to reflect changing circumstances and directions from the City and the Province. HPL will closely align our reopening plans to the City of Hamilton's. Throughout this period, we will work with the Library Board to ensure it is regularly informed of HPL's emergency response and the Board will play a critical role in establishing our programs and services when we are able to reopen.

WORKING ASSUMPTIONS FOR THE REST OF 2020

1. 1ST PRIORITY SUPPORTING THE EMERGENCY RESPONSE

HPL's highest priority during the emergency needs to be supporting the City's and Public Health's response, assisting with relief efforts and preparing to assist with the recovery.

2. SOLIDARITY WITH THE CITY OF HAMILTON

We will follow direction and advice from Public Health and ensure our decisions align with the City of Hamilton's. Doing otherwise would cause confusion and would not be helpful for clear messaging to support public safety.

3. PANDEMIC WILL NOT BE A BRIEF DISRUPTION, PHASED REOPENING

When we can reopen will depend on how effective mitigation efforts are, the amount of testing that happens and the state of the pandemic in Hamilton and other places. The likely timeline we will be following is a carefully phased reopening from June to September 2020, with enhanced restrictions in place well into 2021. The Ontario Government has released a *Framework for Reopening our Province*¹. The restart of the economy will be gradual, the restart phases will be accessed every two (2) to four weeks (4). After each phase, depending on progress being made, we need to be prepared for a continuation of the existing measures, further relaxing of restrictions, or step back to more restrictions. HPL will follow a similar approach, aligned with steps taken by the City of Hamilton.

4. NEW MEASURES IN PLACE WHEN WE CAN REOPEN

When we do reopen, we will need to have in place physical distancing and enhanced cleaning and other measures to ensure we minimize the risk that our spaces become a vector of virus spread. These measures will need to remain in place until well in 2021. Some measures, such as enhanced cleaning, will likely be beneficial to continue after the pandemic threat has passed. With a limited ability to do in person programming we will need to re-direct some staffing resources.

5. RAPID SHIFT TO ONLINE

After supporting the response to COVID-19, HPL needs to focus on enhancing online services, support and staff development.

6. TAKING CARE OF STAFF AND PROACTIVELY HELPING THE COMMUNITY

Our intention is to minimize staff layoffs during the emergency. We are focused on keeping staff working productively so we can maintain our dedicated staff and ensure as an organization we can stay focused on being a positive force in the emergency response and then the recovery. Depending on the duration and other changing circumstances HPL will adjust as needed. We will continue to

work closely with the City of Hamilton and CUPE 932 to ensure we minimize negative personal and organizational effects of laying off staff.

7. PIVOTING TO A NEW NORMAL

HPL needs to look at the COVID-19 crisis as a turning pointⁱⁱ. As an organization, our ability to adapt to changes brought on by the pandemic will be critical to maintaining our support after the public health emergency passes. HPL will need to work with the City and other partners to support the economic recovery process.

PHASED RE-OPENING PLAN

Just like our *Working Assumptions*, our *Re-opening Plan* will be updated monthly. The plan will be revised as evidence emerges about the virus. We will work closely with the City of Hamilton and Public Health to ensure the steps we have in place are consistent with their direction. HPL is participating in work the Canadian Urban Library Council (CULC) is doing to establish standards around safely reopening libraries. The standards established by CULC and City will be adapted to work in each location.

1. SAFELY PROVIDING SERVICE

While HPL will strive to provide as much service as possible to members and the community, however, we will only do things in ways that do not put the staff or the public at undue risk. Our standards will meet or exceed current direction given by Public Health.

2. ENHANCED CLEANING

We need to have in place frequent cleaning in our spaces that provides staff and customers with confidence that they will not come in touch contact with surfaces that might have virus traces that have a small probability of infecting them or others.

3. ACCESS TO SANITIZERS AND APPROPRIATE PPE

To complement enhanced cleaning and reduce risk further, we will provide staff and library members with hand sanitizers, and wipes to give people the opportunity to protect themselves. We will follow guidance from the City of Hamilton regarding access to Personal Protective Equipment (PPE) for staff and the public.

4. PHYSICAL DISTANCING

When we reopen, we will have in place physical distancing measures to ensure we do not put people at risk. We will align our measures with current direction and standards developed by Public Health. Elements of our physical distancing will include:

- **No group activities** in our spaces, until we are advised group activities are safe
- **Physical separation** of people enforced by reduced density of seating and computers
- **Reduced number of visitors** at any one time. We will assess each location and establish a new maximum number of individuals that can be in our spaces. This may require us to establish time limits on individual locations if the demand for visits exceed capacity. The established restrictions will be monitored on an ongoing basis.

5. ENFORCING SAFETY RULES & SUPPORTING CONTACT TRACING

Enforcing necessary safety rules will be critical for the duration of the pandemic. Being able to support contact tracing is a critical public health strategy to contain the pandemic. During the pandemic HPL fully support public health efforts. We will have in place appropriate measures to ensure that staff and

members of the public are screened to ensure those that have potential symptoms of COVID-19 do not enter our spaces. We will be requiring individuals to have a library card to enter our space. Individuals that violate any safety measures that we have in place will be required to leave.

6. REDUCING THE RISK OF CUSTOMER CONTACT THROUGH SHARED DEVICES

We will support customer's ability to ensure library computer keyboards and peripherals, self-check machines and other surfaces can be cleaned before they come in contact with them. This will be supported by our enhanced cleaning and the availability of cleaning products.

7. PREVENTING VIRUS CONTACT THROUGH LIBRARY MATERIALS

Although the risk of virus spread maybe relatively low, we know that COVID-19 can remain viable on surfaces. Hard surfaces like DVD cases and plastic book covers are a higher risk than paper and hardcover books. To ensure library materials do not become a vector of virus spread, we will employ the following strategies:

- **Ensuring staff have proper PPE** for emptying drop boxes and receiving material returns.
- **Sequestering returned material** for the recommended period so that individual coming in contact with materials in our spaces will not be a risk of exposure to latent virus.
- **Additional Steps** may be needed to provide customers with reassurance that it is safe to take home library materials. Self-service disinfecting machines that use ultra-violet (UV) light could be helpful for reassuring concerned individuals. These devices that are used in libraries in Asia and Europe could provide an additional protection. These could also be used to disinfect cell phones and other small items that are shared.

8. PROTECTING STAFF AT CUSTOMER SERVICE POINTS

Reducing the risk that staff do not contract or spread the virus, we will establish necessary measures to keep everyone safe. Steps to ensure this, currently under investigation:

- **Establishing physical distancing** at customer service points to ensure staff are able to maintain distancing between each other and customers. Plexiglass barriers would complement other measures.
- **Limiting sharing of phones and other equipment** so that staff don't come into contact with the virus through shared devices. Staff will be required to disinfect devices at the start of their shift.
- **Limiting the use of cash** could assist with potential contact with the virus. We will need to ensure this does not create undue barriers to individuals that do not have ready access to debit/credit methods of payment.

9. OTHER MEASURES

A crisis like COVID-19 requires creativity and experimentation. We will investigate, pursue and test promising steps not identified yet in this report that others are adopting. We will need to ensure that we assess the costs of measures compared to the potential benefits. We will also need to ensure we base decisions on the best available evidence and be prepared to adjust our response as needed.

HELPING HAMILTON ADAPT TO NEW CHALLENGES

The COVID-19 Pandemic is creating huge challenges to public health and the health of our economy. HPL has a long history of adapting to community challenges. It is likely that the changes brought on by the COVID-19 Pandemic will have some long-felt impacts. Our ability to adapt to help the communities we serve get through the crisis and then help with the economic recovery will be essential. One of our core strengths as a public library is our capacity to rapidly adapt our program

and services to respond to current and future needs. That strength will be needed now more than ever. Core elements of strategies we will be following:

1. RAPID SHIFT TO ONLINE ONLY DURING THE CRISIS

During the closure we have been shifting to online programs. We will use this experience to see how practical and effective they are and will continue to offer after we reopen where appropriate.

2. FOCUSING ON PARTNERSHIPS TO RESPOND TO THE CRISIS

HPL has a long history of successful partnerships. We need to embrace trusted partners and ensure we can act collaboratively with them to ensure our efforts are filling gaps and not duplicating efforts.

3. ADDRESSING CURRENT AND FUTURE NEEDS

We need to ensure our services and programs continue to focus on addressing the challenges individuals and families are facing today and tomorrow. The changes brought by the COVID-19 pandemic will require us to pivot quickly to ensure we are addressing urgent needs. We need to build on the past work that has been done but not be timid in adapting to new challenges.

4. MAINTAINING OUR POSITIVE IMPACT

The circumstances we are facing today and will be facing in the coming months require a clear focus on ensuring our positive impact on the communities and individuals we serve are not diminished. Our ability to proactively help with the emergency and the following recovery is essential to our future ability to maintain support in the coming years.

ⁱ <https://files.ontario.ca/mof-framework-for-reopening-our-province-en-2020-04-27.pdf>

ⁱⁱⁱ <https://blog.hypeinnovation.com/how-crisis-driven-innovation-can-help-your-organization>

Date: May 20, 2020
To: Chair and Members of the Board
From: Paul Takala, Chief Librarian?CEO
Subject: **Chief Librarian Report - PT - Attachment #9.1**

RECOMMENDATION:

That the Library Board approve the May 2020 Chief Librarian Report

ATTACHMENTS:

Description	Upload Date	Type
May 2020 Chief Librarian Report	5/15/2020	Cover Memo

Chief Librarian Report – May 2020

Library Board Meeting Schedule

After polling Library Board members, it became clear that we are not able to change the meeting day or time. With City Council now meeting at 9:30 am on the third Wednesday of each month, we will need to monitor to see if this creates a problem. Board members should be aware that we may be required to call a special virtual meeting this summer, to deal with COVID-19 pandemic related matters.

Problem with Digital Access in our Community

HPL, like other public libraries, plays an important role in digital access and inclusion. With our physical spaces closed, a lot of people do not have access to connectivity. We are exploring ways that we can address this problem in a meaningful and sustainable way. We continue to explore options for ways to address this critical issue.

Internet Archive Update

Over 40, 000 Internet Archive have been added to the library cataloguing providing access to digital content while the physical copy is on our shelves.

Hamilton Reads

Over 1000 customers have already downloaded Moon of the Crusted Snow and started tracking weekly achievements and participating in book clubs. An author presentation will be held in November and our first event will be on May 15th which will include drumming, a traditional dance and hoop dance. We are happy other Canadian libraries including Burlington have joined us in sharing this title as their Community Reads choice for 2020.

Noon Hour Concerts

Concerts have started and will also be airing on Cable 14 with local musicians. The Noon Hour Concerts are the 3rd most popular HPL videos viewed on the Library YouTube channel.

Book Clubs

Book Clubs several book clubs have met to discuss their April and May books. We have started **Scout's Book Club** to support readers of all ages. There are simultaneous use titles available for adults, youth and families with read a likes and new weekly discover at home activities.

Other Program News

- **Story Break Call-in Program** (Seniors call-in program) - In partnership with City Rec library is offering a call-in weekly program featuring stories and book talks.
- **Writing Program the Art of Writing Legacy Letters** is running this May, as well for youth a weekly Writing Wednesday activity is being posted.

- **Story Times** - weekly story times have started online and are being shared with Cable 14, Parks and Recreation and Early On Centers. These are the most popular videos on the Library's YouTube channel.
- **Film Forum** a weekly meet up about customer favourite movies has started online.
- **Literacy Calendar** a monthly calendar of activities for youth to focus on fun and literacy is being shared with customers.
- **Writer in Residence Podcast** the Mabel Pugh Taylor, Janet Rodgers will be hosting two podcasts based on Hamilton writer submissions about what Home Means.

March/April/May 2020 Media Coverage Highlights

May2020

LEED Gold-targeted library and community park has otherworldly appeal

In Habitat – May 1, 2020

<https://inhabitat.com/leed-gold-targeted-library-and-community-park-has-otherworldly-appeal/>

Media for PPE & 3D printing

Paper.li – May 4, 2020 By Larry Pattison

<https://t.co/OYCBcuinDc>

Would you open a new publishing house in a pandemic? This woman did. Here's why...

WhatsOn - May 06, 2020 by Deborah Dundas Toronto Star

<https://www.durhamregion.com/whatson-story/9971410-would-you-open-a-new-publishing-house-in-a-pandemic-this-woman-did-here-s-why/>

Five really cool photos from Hamilton's past

In the Hammer – May 6, 2020 By Amy Kouniak

<https://www.inthehammer.com/five-really-cool-photos-from-hamiltons-past>

Victory Europe Day marks 75 years

Thousands took to the streets in Hamilton on May 7 and 8, 1945

Hamilton Mountain News – May 4, 2020 By Mark Newman

<https://www.hamiltonnews.com/news-story/9969091-victory-europe-day-marks-75-years/>

"Ready to play?" What does COVID-19 mean for summer camps for Hamilton kids

Hamilton Spectator – May 7, 2020 By Kate McCullough

<https://www.thespec.com/news/hamilton-region/2020/05/07/ready-to-play-what-does-covid-19-mean-for-summer-camps-for-hamilton-kids.html>

Stay Positive, Active and Entertained with Mississauga's Virtual Programs

City of Mississauga News - May 6, 2020

<https://web.mississauga.ca/city-of-mississauga-news/news/stay-positive-active-and-entertained-with-mississaugas-virtual-programs/>

Flashbacks: Hamilton Cemetery tour guide shares his top 10 favourite tombstones

Hamilton Spectator – May 4, 2020 By [Mark McNeil](#)

[Flashbacks: Hamilton Cemetery tour guide shares his top 10 favourite tombstones](#)

Hamilton Public Library “accelerating” plans for pick-up service this summer

The Public Record – May 14, 2020 by Joey Coleman

<https://www.thepublicrecord.ca/2020/05/hamilton-public-library-accelerating-plans-for-pick-up-service-this-summer/>

April 2020

New McMaster writer-in-residence asking for Hamiltonians’ musings on ‘home’ amid a pandemic

Hamilton Spectator – April 25, 2020 By [Katrina Clarke](#)

<https://www.thespec.com/news/hamilton-region/2020/04/25/new-mcmaster-writer-in-residence-asking-for-hamiltonians-musing-on-home-amid-a-pandemic.html>

Sherwood library branch to remain at Upper Ottawa for another decade

Mountain News - April 24, 2020 by [Kevin Werner](#)

<https://www.hamiltonnews.com/news-story/9961666-sherwood-library-branch-to-remain-at-upper-ottawa-for-another-decade/>

Hamiltonians asked: “What does Hamilton mean to you?”

In the Hammer - April 27, 2020 By Amy Kouniak

[Hamiltonians asked: 'What does Hamilton mean to you?'](#)

Canadian Urban Institute Examines Role of Libraries in Light of COVID-19

Urban Toronto - April 27, 2020 By Marc Mitanis

[Canadian Urban Institute Examines Role of Libraries in Light of COVID-19](#)

Small Surpluses in City accounts but none for COVID

Bay Observer – April 30, 2020

<http://bayobserver.ca/2020/04/30/small-surpluses-in-city-accounts-but-none-for-covid/>

To cover COVID-19, the city says, it would have to raise taxes by 7 per cent

CBC – April 30, 2020 By Samantha Craggs

[Hamilton has \\$15M left over from last year, but that's not enough for a pandemic](#)

Hamilton Public Library and its partners making PPE for front-line workers

In the Hammer – April 29, 2020 By Amy Kouniak

<https://www.inthehammer.com/hamilton-public-library-and-its-partners-making-ppe-for-front-line-workers>

Hamilton emergency arts relief fund set up by arts council and library

The Hamilton Spectator – April 03, 2020 – An emergency arts relief fund and online performance series is being set up to help artists endure the COVID-19 crisis.

<https://www.thepeterboroughexaminer.com/whatson-story/9924345-hamilton-emergency-arts-relief-fund-set-up-by-arts-council-and-library/>

Civil and Considerate Architect Tony Butler Advocated for Hamilton

The Bay Observer – April 07, 2020 – If you've seen the Hamilton General Hospital, the library and central police station, then you have seen the work of architect Tony Butler. He died March 28, at the age of 88.

<http://bayobserver.ca/2020/04/07/civil-and-considerate-architect-tony-butler-advocated-for-hamilton/>

Library branch to be incorporated into east Hamilton affordable housing project

Globalnews.ca – April 10, 2020

Indwell, which is building a four-storey apartment complex at that location (Parkdale & Melvin Avenues), has announced that it is partnering with the **Hamilton Public Library** (HPL) to include a library branch within the development.

https://globalnews.ca/news/6804474/library-branch-east-hamilton-affordable-housing-project/ COVID-19: 1380 part-time city employees and library pages ...

TheSpec.com - April 17, 2020

Paul Takala, chief librarian at the **Hamilton Public Library**, said 180 library pages are expected to take unpaid leave. "It's a hard time," he said.

<https://www.thespec.com/news/council/2020/04/15/covid-19-1200-part-time-city-of-hamilton-workers-out-of-work-during-pandemic-freeze.html>

Can't find lettuce during COVID-19? Grow your own

TheSpec.com - April 17, 2020

A Hamilton Public Library card will unlock a wealth of video help for growing edibles, through their partnership with Kanopy. The Kanopy app opens an online streaming service stocked with documentaries. The gardening section is rich with videos on all horticultural subjects. While the library branches are closed, applying for a library card online at hpl.ca is easy.

<https://www.thespec.com/life/food-wine/2020/04/17/cant-find-lettuce-during-covid-19-grow-your-own.html>

New Carlisle library likely delayed by COVID-19

The Flamborough Review - April 17, 2020

The opening of the new **Hamilton Public Library** branch in Carlisle will ... building, has been handed over to the city, it needs to be renovated.

<https://www.flamboroughreview.com/news-story/9955222-new-carlisle-library-likely-delayed-by-covid-19/>

McQuesten Lofts development to feature library branch

StCatharinesStandard.ca – April 10, 2020

Hamilton Public Library's newest neighbourhood branch is "an exciting addition to the Parkdale neighbourhood," says Paul Takala, Chief Librarian and CEO, Hamilton Public Library.

<https://www.stcatharinesstandard.ca/news-story/9939602-mcquesten-lofts-development-to-feature-library-branch/>

Hamilton's must-read book for 2020: Waub Rice's Moon of the Crusted Snow

CBC.ca - April 16, 2020

The **city's public library** has launched its annual **Hamilton** Reads two months early this year with a novel by Waubgeshig Rice the host of CBC Radio's Up North program in Sudbury.

<https://www.cbc.ca/news/canada/hamilton/waub-rice-must-read-1.5531931>

Hamilton stops about 130 capital projects because of the coronavirus pandemic

HamiltonNews – April 16, 2020

Ancaster Arts Centre, Valley Park Arena are capital projects that have been stopped because of pandemic

A few of those projects include: the Ancaster Arts Centre; the Dundas Lawn Bowling roof repair; the former Stoney Creek City Hall improvements; Hamilton City Hall renovations; the Greensville Library/community centre; and Beverly Community Centre new construction.

<https://www.hamiltonnews.com/news-story/9953655-hamilton-stops-about-130-capital-projects-because-of-the-coronavirus-pandemic/>

March 2020

Urban Renewal, Then and Now: LRT and the Rental Housing Crisis, Part 2

Raise The Hammer – March 6, 2020 – Almost nobody but tenants in rental housing and the homeless in their camps actually feels the need for their right to housing to be met - affordable, secure, adequately sized and located housing, that is. Photo from LH&A.

<http://www.raisethehammer.org/article/3743/urban-renewal-then-and-now:lrt-and-the-rental-housing-crisis-part-2>

COVID-19: City-run rec programs - including March break camps - cancelled in Hamilton

The Hamilton Spectator – March 13, 2020 – <https://www.thespec.com/news/hamilton-region/2020/03/13/covid-19-city-run-rec-programs-including-march-break-camps-cancelled-in-hamilton.html>

Cities shut down many non-essential services in wake of COVID-19

CHCH News – March 16, 2020 –

<https://www.chch.com/cities-shut-down-many-non-essential-services-in-wake-of-covid-19/>

Stuck at home? Things to do around the house

The Hamilton Spectator – March 18, 2020 – From museum tours to playdates, here are five fun things to do around the house.

<https://www.thespec.com/news/hamilton-region/2020/03/18/stuck-at-home-things-to-do-around-the-house.html>

'Sleepless nights': A team of workers will hit Hamilton streets to help the homeless

CBC News – March 17, 2020 – The team has also been searching in vain for hand sanitizer for clients and volunteers

<https://www.cbc.ca/news/canada/hamilton/keeping-six-1.5499185>

Teachers adjust to instruction in a classroom-free world amid coronavirus

Hamilton News – March 27– Hamilton and area teachers are finding ways to stay connected to students, even when they lack face-to-face interaction

<https://www.hamiltonnews.com/news-story/9917777-teachers-adjust-to-instruction-in-a-classroom-free-world-amid-coronavirus/>

Paul Takala, Chief Librarian/CEO

May 2020

Date: May 20, 2020
To: Chair and Members of the Board
From: Tony Del Monaco, Director of Finance & Facilities
Subject: **Digital Usage Update Report - TD - Attachment #9.2**

RECOMMENDATION:

That the Hamilton Public Library Board receive the Digital Usage Report for information.

BACKGROUND:

Ensuring that HPL is relevant and responsive is one of the Library's strategic priorities. A key element in advancing this strategic priority is to gather, analyze and interpret our quantitative data.

As a result of the coronavirus pandemic HPL branches have been closed since March 15th however our digital collections and services remain available for use by our customers online and by phone. During this time, HPL has also taken steps to enhance our online programming, customer service, and other offerings.

These indicators help to demonstrate the nature of customer usage of the Library's collections, programs and services during this physical shutdown period.

Report

Digital Circulation

- Digital circulation has increased tremendously during the pandemic. Appendix 1 provides a snapshot of our digital circulation for the six week period from March 15th, when the physical shutdown began, to April 25th.
- Compared to the same 6-week period last year, digital circulation was up by 70%. That works out to about 400,000 digital circulations for the 6-week period.
- Overdrive is always one of our most popular digital resources. Overdrive usage during the period was up 50%. In total we saw 159,956 Overdrive checkouts for the 6 week period.
- Kanopy usage has increased by 253%. The 15,766 checkouts are 11,300 more than

the same period last year. Usage during the 6-week period represents more than 1/3 of all Kanopy checkouts last year.

- Another popular resource, PressReader, has seen usage increase to 41,858 during the period, a 10,208 increase compared to the same period last year. That's equal to a 32% increase.
- Tumblebook usage has increased dramatically with nearly 24,000 more uses than the same period last year. That's a tremendous 683% increase. Year-to-date usage has already surpassed usage all of last year.
- Zinio/RB Digital usage more than doubled during the period to 33,685 checkouts, a 107% increase.
- Lynda.com is up over 300% to 37,433 uses.
- Database Usage has more than doubled, mainly related to our Proquest Ancestry resource.

AskHPL

- Since the physical shutdown AskHPL has been ready to answer questions from our customers. For the 6 week period ending April 25th, AskHPL received a total of 643 questions (Appendix 2). Most days, the number of questions received range from 10 to 30 with a high of 65 recorded on April 14th.

Friendly Calling

- HPL staff have been calling seniors over the age of 75 to say hello and to offer help with online resources, book an appointment with library staff, or call back the following week to check in.
- The service started the week of April 13th and over 3,500 calls have been made up to and including May 1st.
- Most are appreciative of the check in and many welcome a weekly call that is offered.
- Many of the calls have resulted in a Book-An-Appointment referral and many others have resulted in customers getting help with our online resources.
- Some great comments have been received, a sample of which are included in Appendix 3.

Online Programs

- This new service has delivered 16 online programs as of April 25th. There have been 119 live views and a total of 584 views. See Appendix 4 for a breakdown by program type.

Social Media

- Video views on HPL's YouTube channel are up – activity for the 28 days leading up to May 8th indicate that there have been 2,905 views which is about 1,400 more than we

would typically expect.

- Top 10 videos for the period are listed in Appendix 5.

WiFi Usage

- The WiFi signals are still enabled at our branches. The signal typically bleeds outside the building into adjacent areas such as the parking lot. A total of 10,036 Wireless network sessions have been logged for the 6 week period ending April 25th.
- Central (2,077 uses), Barton (1,243) and Red Hill (1,131) were the top three locations by usage and made up over 40% of all Wireless network logins since the physical shutdown.

New Registered Cardholders

- Despite the physical closure, 1,750 people still signed up for a library card online between March 15th and April 25th. That compares to 3,365 new cardholders for the same period last year. This is something that wouldn't have been possible without the introduction of online card registration which was rolled out last April.

Other Key Metrics

- HPL.ca website visits and Bibliocommons catalogue visits are both down by about 50% during the physical shutdown period which is not surprising since many website and catalogue visits normally happen by our customers in the branches.
- Redbook visits however have remained steady at 22,833 which is only a small 4% decline compared to the same time last year.

Other – Supporting the Community Response

- HPL has teamed up with the City of Hamilton, Innovation Factory, Hamilton-Wentworth District School Board, Hamilton-Wentworth Catholic District School Board and Shop3D.ca to print Personal Protective Equipment (PPE) for local health workers. As of writing, HPL's 3-D Printers have helped to make 862 facemasks and 358 surgical mask ear savers.
- Many HPL staff have also volunteered to knit 130 fabric face masks for use by Wesley, one of our partner community services organizations.

ATTACHMENTS:

Description	Upload Date	Type
Appendix 1 - Digital Circulation	5/14/2020	Cover Memo
Appendix 2 - AskHPL	5/14/2020	Cover Memo
Appendix 3 - Friendly Calling	5/15/2020	Cover Memo
Appendix 4 - Online Programs	5/14/2020	Cover Memo
Appendix 5 - YouTube Data	5/14/2020	Cover Memo



March 15-April 25

2020, 2019

Digital Circulation				
	2020 Mar 15 - Apr 25	2019 Mar 15 - Apr 25	Difference	% Change
Total Digital Circulation	398,114	234,029	164,085	70.1%
Overdrive - eBooks	119,128	75,493	43,635	57.8%
Overdrive -eMagazine	854	2,953	(2,099)	(71.1%)
Overdrive -eAudio	39,974	26,909	13,065	48.6%
Overdrive Subtotal	159,956	105,355	54,601	51.8%
Open Library ¹	733	-	733	-
Archembault eBooks	56	30	26	86.7%
Ebook Subtotal	160,745	105,385	55,360	52.5%
Freegal	6,477	6,749	(272)	(4.0%)
Kanopy	15,766	4,466	11,300	253.0%
PressReader	41,858	31,650	10,208	32.3%
Summa	18	-	18	-
Summa Kids	15	-	15	-
Tumblebooks ¹	27,244	3,476	23,768	683.8%
Zinio/RB Digital	33,685	16,296	17,389	106.7%
Electronic Resources Subtotal	125,063	62,637	62,426	99.7%
Freegal Streaming	39,477	41,710	(2,233)	(5.4%)
G1 Driver's Education	229	51	178	349.0%
Lynda.com	37,433	8,982	28,451	316.8%
Mango	1,116	1,489	(373)	(25.1%)
Electronic Resources Subtotal	78,255	52,232	26,023	49.8%
Database Use ²	34,051	13,775	20,276	147.2%

¹ Open Library and Tumblebooks usage available monthly only. Figures are representative of April usage.

² Proquest and EBSCO database resource usage available monthly only. April figures used.



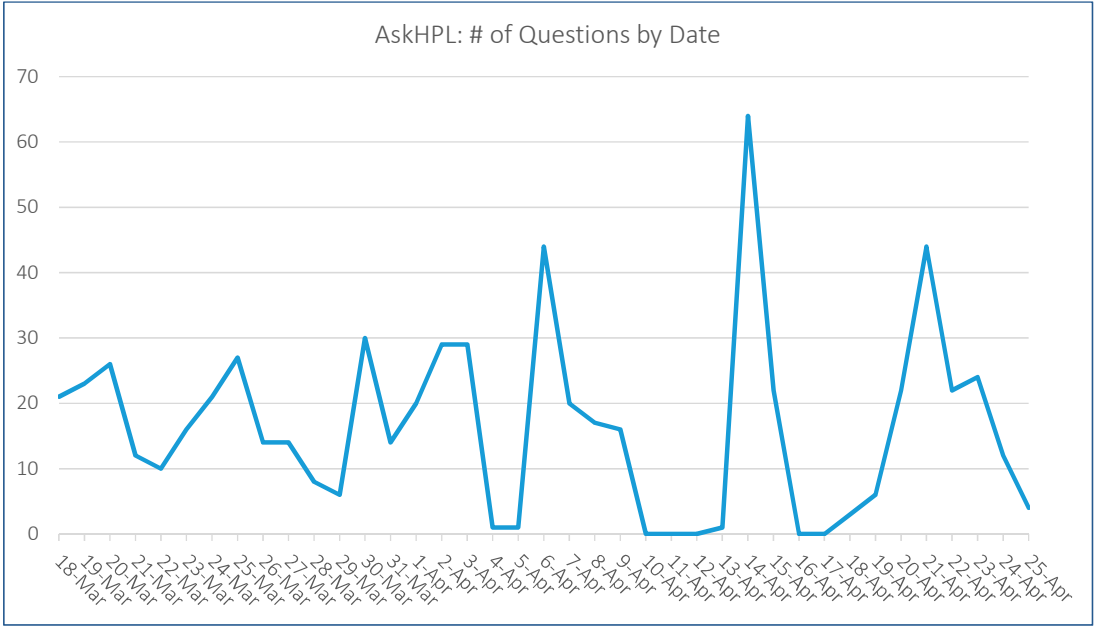
Monthly Report

March 18 - April 25, 2020

Total Questions: 643

AskHPL

Questions by Date





Monthly Report

March 18 - April 25, 2020

Friendly Calling

HPL staff are calling senior customers (75+) to say hello and to offer help with online resources, book an appointment with library staff, or call back the following week to check in.

# Staff Calling	# Calls	Yes to Weekly Call	No to Weekly Call	Referred to Book an Appt (BAA)	Helped with Online Resources
42	765	202	311	29	55
70	1469	313	658	29	153
70	1282	243	660	16	168
182	3516	758	1629	74	376

Staff Stories

A small sample of the many positive stories HPL staff are having with our seniors.

I talked to a woman with a "hole in her lung", so she is hesitant to go out. She has no internet or smart phone. We had a nice chat. She told me she had a non-serious, non-urgent medical question, but when she called her doctor she couldn't understand the phone message because of her hearing issues. She was pleasantly surprised that I called back with information (I suggested she call 211) and was very appreciative of the contact and concern.

The customer told me she and her spouse are doing well, but they miss the library desperately. They said this was the worst part of the pandemic for them. They would like the CEO of the library to know that they think the library is an essential service.

Most of the customers asked how the library staff were coping and that they truly MISSED us. They also missed coming into the physical branch, they missed their books and audio-books. They missed their interactions with us as for some, we are their lifeline.

I contacted a woman who would like follow-up calls. We talked socially and she was incredibly supportive of the library. I talked about HPL online and helped her navigate the website. She was incredibly happy with the call. We talked about books and I made some recommendations - she also recommended some books to me!

During my second return call to a household, I spoke with an overwhelmed spouse who's husband just returned home from hospital after spinal surgery - their daughter is staying with them to help right now, thank goodness. They are all extremely stressed and our customer has run out of books to read, and asked when was the library opening. She had asked briefly about eBooks during our last Friendly call. The senior customer is very happy of the idea of having an audio book at her fingertips for when she is awake at night; I told her it was like someone reading her a bedtime story to help her get back to sleep. I spoke with the daughter and helped her put Libby and the HPL apps on her mom's iPad.

Customer: "I don't answer numbers I don't know!"

Silence. I thought this was the answering message and paused.

HPL: Hello? My name is E. and I'm calling from HPL.

Customer: "What?"

HPL: "We are calling our customers and checking in with them at this challenging time."

Customer: "Really?"

HPL: "Yes! We understand that this can be very isolating for some of our customers and we wanted to reach out and connect. Make sure that you had some resources to help pass the time."

Customer: "I haven't spoken to anyone in weeks. I haven't seen anyone. I just watch tv."

HPL: "That must be really challenging and hard. If you'd like I can call you weekly and check in? Would that be appreciated? We can talk about books?"

Customer: "Yes, I would like that very much. I thank you for calling and caring. I have no one."



Monthly Report

March 15 - April 25, 2020

Program Type

Online Programs				
Title	# Programs	# Live Views	# On-Demand Views	# Total Views
Hobbies				
Guitar Pickers Online	3	22	n/a	22
True Crime Meetup Online	1	18	n/a	18
Literary				
Book Club	6	35	n/a	35
Hamilton Reads Book Club	1	7	n/a	7
Hamilton Reads Announced	1	n/a	68	68
Storybreak	1	12	n/a	12
Newcomers				
English for Seniors	3	25	n/a	25
Storytime				
Baby Storytime #1	1	n/a	397	397
Totals	16	119	465	584

Views

2.9K ↑

1.4K more than usual

Watch time (hours)

150.5 ↑

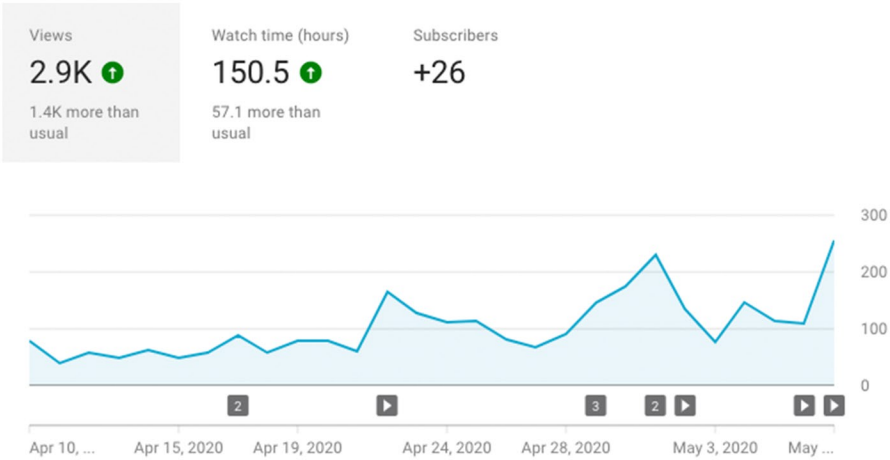
57.1 more than usual

Subscribers

+26

Views are up! Your channel got 2,905 views in the last 28 days.

That's more than the 1,000–1,500 your channel usually gets.



Traffic source types

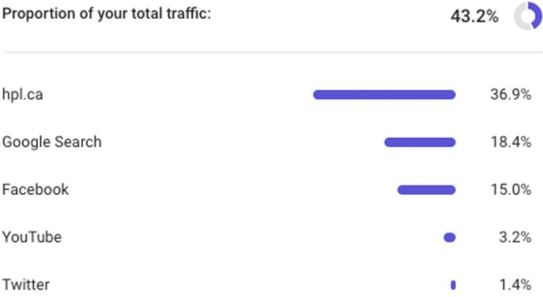
Views · Last 28 days



External	43.2%
Suggested videos	18.1%
YouTube search	12.5%
Channel pages	6.4%
Direct or unknown	5.5%
Others	14.4%

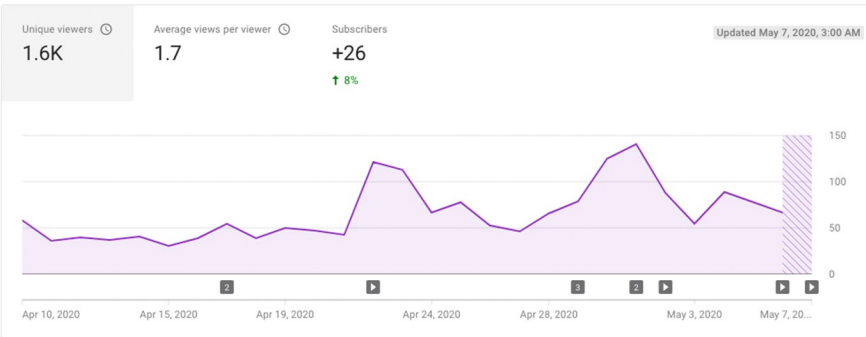
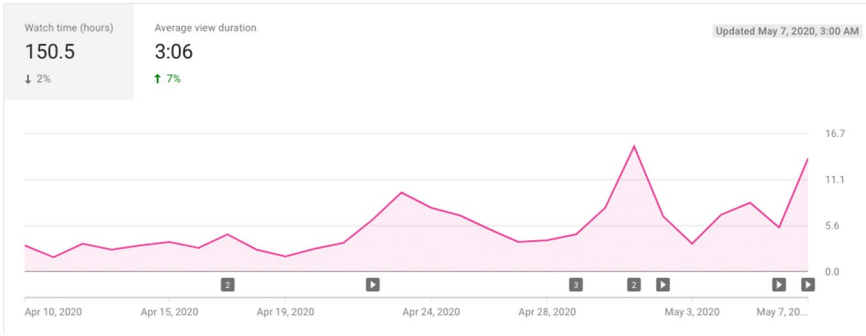
Traffic source: External

Views · Last 28 days



Your top videos in this period

Video	Average view duration	Views
1	3:48 (24.1%)	368
2	5:34 (37.0%)	230
3	2:03 (49.3%)	193
4	1:22 (57.3%)	184
5	3:41 (23.3%)	166
6	4:52 (11.2%)	135
7	4:21 (41.1%)	108
8	6:37 (49.8%)	107



Date: May 20, 2020
To: Chair and Members of the Board
From: Dawna Wark, Director of Public Service, Branches
Lisa Radha Weaver, Director Collections and Program Development
Tony Del Monaco, Director of Finance and Facilities
Subject: **Fines Follow-up Report - LW/DW/TD - Attachment #9.3**

RECOMMENDATION:

That the Board receive the Fines Follow-up Report for information and comment.

FINANCIAL/STAFFING/LEGAL IMPLICATIONS:

Prior to the COVID-19 pandemic, 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.

The COVID-19 pandemic has placed restrictions on our ability to circulate physical materials. It is hard to predict future revenue because of the uncertainty we are facing. Because all of our Library Pages and Call-in staff are currently not working and are receiving the Canada Emergency Response Benefit (CERB), our employee related costs for 2020 are projected to have a positive variance of \$968,730. That variance is 5 times the fine revenue we received in 2019.

Five options are presented in this report. The financial implications of each of the options were estimated based on pre-pandemic conditions. It should be noted that our ability to collect fines will be very limited for the duration of the crisis. We also should anticipate some period of economic hardship and recovery that will put financial strain on many Hamiltonians.

Option 1 – The estimated 2020 operating budget impact of **eliminating all material fines and fees from March 15th, 2020 – until the end of the pandemic phase** in response to the COVID-19 pandemic would be approximately \$20,000 in 2020. That is assuming HPL will be able to re-start circulating physical materials in September.

Option 2 – Based on pre-pandemic conditions, the estimated annual operating budget impact of eliminating **youth material overdue fines** would be approximately \$25,600.

Option 3 - Based on pre-pandemic conditions, the estimated annual operating budget impact of eliminating **youth material lost charges** would be another \$6,400. (Eliminating both overdue fines and lost charges on youth materials would be estimated to be \$32,000).

Option 4 - Based on pre-pandemic conditions, the estimated annual operating budget impact of eliminating **adult material overdue fines** would be approximately \$102,400.

Option 5 - Based on pre-pandemic conditions, 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 options 2-4 permanently would have the effect of eliminating all fines and lost charges and would have an estimated impact of \$160,000 pre-pandemic.

Cost estimates are based on the whole year and would be half as much if options were implemented midway through the year due to the closure of physical locations from March 15 until further notice.

The above estimates are based on expected overall annual fine revenue of \$160,000 under 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 was expected. The fine revenue estimates were pre-pandemic. Actual fine revenues in 2020 will be lower than stated in the report. The figures above provide an order of magnitude estimated impact we would expect in a typical year.

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 the above information, staff are requesting permission to report to the Board in June with the plan for moving forward with option 1. Then in Q1 of 2021, with more information obtained from the option 1 implementation, we can discuss further possibilities for moving forward.

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

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

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

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

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

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

HPL's current Strategic Plan includes:

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

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

Barriers addressed prior to 2018

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

Barriers addressed in 2019

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

Barriers that continue to be addressed:

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

Potential Additional 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 and 3, it is harder to know the impact of 3 & 4 because of voluntary payments we may receive. Implementing steps 1, 2 and 3 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 5 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. **Eliminating all fines and fees from March 15th, 2020 – until the end of the pandemic phase** – The social and economic costs and impacts of the global COVID-19 pandemic has created new social and economic realities for many people and eliminating fines for the term of the pandemic would allow customers greater opportunity to have the Freedom to Discover at HPL. Limiting cash transactions for the duration of the pandemic is a recommended risk mitigation step. We need to be aware that preventing cash transactions, without other measures in place, would create a barrier to some of our most vulnerable customers. An alternative would be eliminate all fines and fees for youth materials and move adult fines and fees to Pay-it Forward for the duration of the pandemic.

- Discovery and Inspire card holders borrowing materials would not accrue overdue or lost fees
- Estimated cost \$20,000

2. **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

3. **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

4. **Pay-it Forward for Adult Fines** - For adults, we are proposing we turn overdue fines away from a 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.

5. **Pay-it Forward for Adults Lost Charges** - For adults, we are proposing we turn lost charges away from a punitive system to a positive one, where lost charges 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.

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: May 20, 2020
To: Chair and Members of the Board
From: Tony Del Monaco, Director of Finance & Facilities
Subject: **Current Year Operating Budget Update - TD - Attachment #10.1**

RECOMMENDATION:

That the Hamilton Public Library Board receive the 2020 Operating Budget Variance Report for information.

FINANCIAL/STAFFING/LEGAL IMPLICATIONS:

The budget variance as at December 31, 2020 is projected to be \$383,473 Favourable.

Including the budgeted municipal contribution of \$31,577,600, total revenues in 2020 are projected to be \$33,101,400 and 2020 total expenses (including reserve transfers) are projected to be \$32,717,928.

Table 1 provides a summary breakdown of 2020 revenues, expenses, and corresponding surplus projections.

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

\$10,000 Unfavourable (2019 - \$43,104 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 (NLC, formerly LINC). The claims for funding of the NLC program are submitted quarterly to the federal government. We are not anticipating that we will receive the Canada Summer Jobs grant this year which is the reason for the variance.

FEES, GENERAL, & OTHER GRANTS

\$245,310 Unfavourable (2019 - \$68,960 Favourable)

Major items contained in this line are revenues from library fines, photocopier &

printer revenues and third-party grants and contributions.

The main factors in the variance are related to Fine revenues and Photocopier/ Printing revenues which are projected to be much lower than budgeted as a result of the physical shutdown of our branches due to the pandemic. Fine revenue is projected to be \$230,000 under budget and Photocopy/ Print revenues are projected to be \$100,000 under budget.

We are still expecting to receive unbudgeted grants related to the Grow with Google program and Ontario 211 funding to support the HPL Redbook totalling \$135,000. This will help to offset the variance. Other factors such as decreased room rentals and merchandise sales are expected to bring the overall variance for this budget category to \$245,310 unfavourable.

RESERVE RECOVERIES

\$4,720 Favourable (2019 - \$15,830 Favourable)

The small variance is a result of funding from the City's Sick Leave Reserve to offset expenses in the Employee Related Costs line for unused sick bank payouts made to eligible employees at retirement.

EXPENSES

EMPLOYEE RELATED COSTS

\$968,730 Favourable (2019 - \$676,586 Favourable)

This line includes all the employee related costs such as salaries, wages, and government and employer benefits including medical, dental, OMERS, and WSIB.

About \$500,000 of the expected variance is attributable to savings as a result of the leave for Library pages & casual staff which became effective May 4th. Another \$100,000 relates to Parkdale Landing staffing expenses. Staffing expenses were budgeted for half of the year, but the Parkdale Landing branch is no longer expected to be operational until at least the end of this year. The remaining variance is attributable to staffing vacancies that are expected to go unfilled for a period of time, some benefit cost reductions related to the leave and other vacancies, and some expected cost reductions for training and travel-related expenses.

CAPITAL FINANCING

\$0 (2019 - \$192,067 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 last year. This does not contribute to the Library's surplus however, since any surplus is transferred to City Reserves.

FINANCIAL

\$86,025 Favourable (2019 - \$117,188 Favourable)

The main contributor to the favourable variance is expected to be related to collection materials processing fees (\$97,600). Physical collection purchases are expected to be lower than usual which should result in lower processing fees.

Savings in legal fees, credit & debit card payment processing fees and collection agency fees for recovering overdue accounts are all expected to come in under budget this year (about \$27,000). Those saving will be offset in part by City Real Estate cost recovery fees for their time & effort spent of Library leases in 2020 (\$42,000).

More detail on Financial expenses follows at the end of this report in Table 2.

MATERIALS AND SUPPLIES

\$102,678 Unfavourable (2019 - \$172,127 Favourable)

Library materials and subscriptions make up the bulk of the budget for this area and are the primary reason for the unfavourable variance. Combined, the materials and subscriptions budget is \$3.1 million of the total \$3.7 million budget for the entire Materials & Supplies budget category. Together, materials & subscriptions expenses are expected to come in \$87,000 over budget. While physical materials purchases are expected to be lower than usual, digital collection purchases are expected to be higher than usual to support the increase in digital usage of library resources we've been experiencing during this physical shutdown period.

We anticipate that we will be incurring higher than usual costs relating to operating equipment and fixtures to support re-opening safely later in the year (\$60,000). This should be offset somewhat by savings in day-to-day supplies expenses, meeting expenses, and expected savings in computer software (\$45,000).

More detail on Materials & Supplies follows at the end of this report in Table 2.

VEHICLE EXPENSES

\$11,960 Favourable (2019 - \$23,989 Unfavourable)

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. With the Bookmobiles being out of service for a good part of the year we are expecting to incur lower than usual maintenance costs. Associated fuel expenses should also be lower.

BUILDINGS AND GROUNDS

\$200,195 Favourable (2019 - \$42,420 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.

We're currently forecasting that Security costs will come in \$85,000 under budget related to the pandemic shutdown of our branches. We're also expecting hydro and gas costs to come in \$60,000 under budget also due to the shutdown. We're also expecting to have to use the Capital Enhancement account for possible fit-ups to allow for safe physical distancing when we re-open but we're planning for a \$50,000 surplus in the capital enhancement account.

CONSULTING

\$45,000 Unfavourable (2019 - \$37,486 Unfavourable)

There is currently no budget for consulting, however consulting services of \$45,000 are currently estimated to be utilized in the year.

CONTRACTUAL

\$77,510 Favourable (2019 - \$29,246 Favourable)

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

We're currently forecasting a savings of \$115,000 in the Computers & Servers accounts. We are not expecting in-person programming to resume this year which is also contributing to \$65,000 savings in related programming expenses. Expenses relating to Lease & Service contracts for sorter, self-check, and RFID maintenance are still expected to result in a \$125,000 unfavourable variance similar to last year, offsetting the overall surplus for this budget category.

RESERVES/RECOVERIES

\$562,680 Unfavourable (2019 - \$589,769 Unfavourable)

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

We're expecting higher than normal cost recoveries this year related to additional expenses to prepare for and re-open our spaces for things like extra cleaning measures, associated expenses related to cleaning supplies and possibly protective equipment and a contingency for other unknown costs (\$240,000). The Facilities allocation has been over budget the past couple years related to phase in of the cost re-allocation related to the Central Utilities Plant and we have included a healthy provision for \$250,000 for that and other unanticipated expenses.

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

NET SURPLUS

\$383,473 Favourable (2019 - \$706,285 Favourable)

Overall, the 2020 net operating surplus is projected to be \$383,473.

ATTACHMENTS:

Description	Upload Date	Type
Table 1 - BVR Summary	5/13/2020	Cover Memo

Table 2 - Financial & Materials and Supplies Details
Table 3 - Breakout of Reserves/Recoveries Variance

5/13/2020
5/13/2020

Cover Memo
Cover Memo

Table 1: Year End Variance Report				
Year Ending December 31, 2020				
	Annual Budget	Estimated Actual	Variance Favourable/ (Unfavourable)	% Spent
Revenues:				
Municipal Contribution	31,577,600	31,577,600	-	100.0%
Gov't Grants & Subsidies	1,219,450	1,209,450	(10,000)	99.2%
Fees, General, & Other Grants	554,940	309,630	(245,310)	55.8%
Reserves/Capital Recoveries	-	4,720	4,720	-
	33,351,990	33,101,400	(250,590)	99.2%
Expenditures:				
Employee Related Costs	22,484,340	21,515,610	968,730	95.7%
Capital Financing	-	-	-	-
Financial	390,720	304,695	86,025	78.0%
Materials and Supplies	3,751,280	3,853,958	(102,678)	102.7%
Vehicle Expenses	85,640	73,680	11,960	86.0%
Building and Grounds	2,524,640	2,324,445	200,195	92.1%
Consulting	-	45,000	(45,000)	-
Contractual	1,529,710	1,452,200	77,510	94.9%
Reserves and Recoveries	2,585,660	3,148,340	(562,680)	121.8%
	33,351,990	32,717,928	634,062	98.1%
Net Surplus	-	383,473	383,473	98.8%

Table 2: Financial, Materials and Supplies Details				
Description	Budget	Actual	Variance	Explanation
Legal Fees	40,000	30,000	10,000	
Cash Over/Short	-	-	-	
Debit & Credit Card Processing Charges	14,680	8,000	6,680	Charges for customer use of eCommerce, credit, and debit cards. Fees declining as less fines incurred/paid.
Audit Fees	7,220	7,215	5	
Collections Fees	15,300	5,000	10,300	Fees charged by collection agency to recover overdue accounts. Fees declining with less fines being incurred.
Processing Fees	300,000	202,400	97,600	
Other Fees & Services	13,520	52,080	(38,560)	Variance primarily relates to City Real Estate cost recoveries for work on Sherwood & Greenville Lease renewals (\$42k)
FINANCIAL TOTAL	390,720	304,695	86,025	
Operating Supplies	216,900	210,000	6,900	Various small dollar items
Computer Software	53,060	15,000	38,060	
Operating Equipment	135,020	170,000	(34,980)	Various equipment and related costs such as audio visual equipment (tv display screens, projectors, boardroom sound, etc.)
Furniture & Fixtures	50,000	75,000	(25,000)	
Merchandise	-	-	-	Purchase of headphones, USB sticks for resale at cost recovery
Library Materials	2,432,570	2,530,000	(97,430)	
Subscriptions	700,000	690,000	10,000	
Repairs-Equipment	4,440	4,000	440	
Postage/ Freight/ Courier	3,270	3,000	270	
Printing and Reproduction	82,000	80,000	2,000	Costs primarily related to seasonal guide books
Other Fees & Services	74,020	76,958	(2,938)	
MATERIAL & SUPPLIES TOTAL	3,751,280	3,853,958	(102,678)	
Processing Fee	300,000	202,400	97,600	
Library Materials	2,432,570	2,530,000	(97,430)	
Subscriptions	700,000	690,000	10,000	
Total Collections	3,432,570	3,422,400	10,170	

Table 3 - Breakout of Reserve/ Recoveries Variance

	Budget	Actual	Variance Favourable/ (Unfavourable)	Notes
<u>City Cost Recoveries</u>				
Direct Cost Recoveries	\$ 2,087,300	\$ 2,610,470	\$ (523,170)	Costs that City incurs and directly recovers from us based on actual related costs
Indirect Cost Recoveries	\$ 232,600	\$ 232,600	\$ -	Costs that City incurs and indirectly recovers from us based on cost allocation estimates.
Other Recoveries	\$ (38,100)	\$ (20,000)	\$ (18,100)	Recovery from Market for security
City Capital Financing Surplus	\$ -	\$ -	\$ -	
<u>Budgeted Reserve Transfers</u>				
Transfers to Reserve	\$ 194,630	\$ 216,040	\$ (21,410)	See below for breakdown of actual transfers to reserve
Trsf To Veh/Equip Rsve	\$ 21,230	\$ 21,230	\$ -	Transfers to City Reserves for replacement of Library vehicles (excludes Bookmobiles)
Provision For Equipment	\$ 49,000	\$ 49,000	\$ -	Transfer to Library Collections Reserve (\$25k) and Computer Equipment Reserve (\$24k)
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
Reserves/ Recoveries Variance	\$ 2,585,660	\$ 3,148,340	\$ (562,680)	
<u>Actual Transfers to Reserve</u>				
Donations		\$ 1,000		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		\$ 50,000		Account surplus reflected in the Buildings & Grounds line
Computer/Servers Account Surplus		\$ 115,040		Account surplus is reflected in the Contractual Services line.
		\$ 216,040		

Date: May 20, 2020
To: Chair and Members of the Board
From: Tony Del Monaco, Director of Finance & Facilities
Subject: **Carlisle Renovation - TD - Attachment #10.2**

RECOMMENDATION:

That the Hamilton Public Library Board receive the Carlisle Branch Project Update report for information.

FINANCIAL/STAFFING/LEGAL IMPLICATIONS:

Capital Project #7501841700 Carlisle Branch Library has an approved budget of \$1,750,000.

As part of the 2020 Capital Budget process, the City of Hamilton approved \$750,000 to be added to the Carlisle Branch Capital Project budget. This is in addition to the \$1,000,000 in funds that were previously secured by Councillor Partridge for use on this project.

BACKGROUND:

The Carlisle branch is currently located in a double portable building structure and is situated adjacent to the Carlisle Arena. The branch has been identified in the Facilities Master Plan as one of two branches that are not viable in their current buildings. The library building which dates from 1989, is in poor condition and is not sustainable for long term library use.

In 2018, discussions with TD Bank began about donating the land and building located at 277 Carlisle Road (located on the corner of Carlisle Road and Centre Road) to the Library for use as the new Carlisle library branch. In late 2019 the donation agreement was finalized.

A separate lease agreement has also been entered into that allows TD to continue to operate their ATM in the vestibule of the new branch. Lease provides us with \$12,000 annually.

While the donation agreement was being drafted, Grguric Architects were retained to perform a feasibility study to look at what would be required to convert the bank into

a library. As part of the feasibility study a high-level Class D costing estimate was also provided for two options – a minor and more extensive renovation option. The minor renovation estimate was \$243,000. The more extensive renovation cost estimate was \$786,000. We are currently working towards a hybrid of both options that would allow the new Carlisle branch to serve the community for the long-term.

The feasibility study showed that the building is in good condition. The roof is in good condition and does not need to be replaced. Both options included new flooring and ceiling finishes and a new outdoor reading patio. The more extensive renovation includes new insulation which is recommended to provide better thermal value. The current heating, ventilation and air conditioning system would be changed from a floor-based system to a ceiling hung-duct system which is preferable for libraries to better accommodate shelving and furniture space. The bank vault was also priced for removal in the more extensive option.

Cost estimate for the more extensive renovation is as follows:

Budget Item #	Description	Based on Class D Estimate	Comments
1.00	Consultants	\$ 100,500	Feasibility Study, Detailed Designs
2.00	Permits & Approvals	\$ 8,000	
3.00	FF&E	\$ 287,000	Furniture, Shelving, A/V Components, etc.
4.00	Miscellaneous Expenses	\$ 10,000	
5.00	Construction	\$ 786,350	Interior & Exterior renovation costs
6.00	Construction Contingency	\$ 157,250	
7.00	Project Contingency	\$ 12,500	
8.00	PW Project Management	\$ 107,460	Internal City Cost Recovery
	Taxes	\$ 23,964	
	TOTAL PROJECT ESTIMATE	\$ 1,493,024	

Now that the budget has been secured and the donation agreement finalized we can proceed with the detailed design for the renovations. Grguric has been retained to provide the detailed design to get us to a point where we can tender the renovation work. Design meetings are now being held on a regular basis. We are aiming for a hybrid of the minor vs more extensive renovation options.

One of the major differences of the more extensive renovation option is the removal of the old bank vault. We are proposing to keep the vault and repurpose it as a meeting room or quiet study room. This would help to keep costs down and possibly allow for some additional landscape and environmental features to be added to the scope of work – something that wasn't originally factored into the feasibility study.

Attached to this report is the proposed library floor plan. The space is 2,350 square feet. TD's ATM would remain in the entrance vestibule. The existing ATM will be replaced with a free-standing unit which will not require access into the branch. The Children's area is located next to a large bank of windows overlooking the new

outdoor patio area. Mobile shelving is planned for the centre of the space to allow flexibility for programming. A Reading Area with magazine shelving is proposed. A Meeting Room/ Quiet Study space is shown located in the existing vault area. The staff workroom, washrooms, and back-of-house electrical/storage area are located in the back portion of the building. An exterior book drop bin is located outside the building next to the parking lot.

The design is still being worked on and refined.

The new Carlisle branch will operate with the new Extended Access Hours model that has been successful at both Freelon and Lynden. The Extended Access Hours model adds new service hours and will significantly improve access to this brand-new library space. Under the Extended Access Hours model the branch would be open 60 hours per week compared to the current 32 open hours per week.

The detailed design will continue to be worked on and finalized this summer. Permit application and project tendering would follow. Construction would then be anticipated to start in 2021 and be completed for late 2021 or early 2022. This is a high-level timeline at the moment. We will continue to refine and update the Board as we move through the process.

ATTACHMENTS:

Description	Upload Date	Type
Updated Carlisle Floor Plan	5/13/2020	Cover Memo

Date: May 20, 2020
To: Chair and Members of the Board
From: Tony Del Monaco, Director of Finance & Facilities
Subject: **Parkdale Branch Update - TD - Attachment #10.3**

RECOMMENDATION:

That the Hamilton Public Library Board receive the Parkdale Branch Project Update report for information.

FINANCIAL/STAFFING/LEGAL IMPLICATIONS:

Capital Project #7502041200 Parkdale Branch Library has an approved budget of \$250,000.

As part of the 2020 Capital Budget process, the City of Hamilton approved \$225,000 in development charge funding for the Parkdale Branch Capital Project budget. This is in addition to the \$25,000 in library reserve funds that were approved by the Library Board.

As part of the 2020 Operating Budget, the library submitted and was approved for a budget enhancement request of 50% of the annual operating costs related to the new Parkdale branch in the amount of \$145,000. The remaining 50% budget enhancement request was identified as a future need and will be submitted as part of the 2021 Operating Budget process.

BACKGROUND:

Parkdale will be HPL's 23rd branch and will be located in 1,500 square feet of leased space on the ground floor of Indwell's McQueston Lofts building which is part of their Parkdale Landing Phase 2 affordable housing community complex. The new branch will be located on Parkdale Avenue between Barton Street and Melvin Avenue.

Details of the new branch include:

- Approximately 1,500 square feet
- Passive House design will be energy efficient to help keep operating costs low
- Meets space specifications as per our Library Facilities Master Plan including:
 - o One-story that meets accessibility standards.
 - o Designed with energy efficiency and environmental sensitivity in mind.
 - o Flexible space that allows for easy adaptation for future library services.

Branch amenities include:

- Popular collection
- Public computers

- Free WiFi
- Programming
- Community meeting rooms
- Partner space
- Barrier-free universal washroom
- Staffing complement to be open about 60 hours per week

A proposed floor plan is attached to this report. The branch will have a main entrance off of Parkdale Avenue and an accessible entrance on the side of the building. The Children's area is located to the right on the Information desk where a small Children's collection will be located with a Children's computer station along with tables and chairs for seating. The main collection and moveable shelving are located in the centre of the space with public computer stations along the eastern wall. More tables and seating are located to the left of the information desk. The space also contains a kitchenette which will allow for some new programming options. As we continue through the space, there is a reading bar located on the other side of the main vestibule before we get to two meeting rooms/ study spaces. A staff workroom is located in the top-right of the diagram.

Parkdale Landing will also have two garden areas that will allow for some fun outdoor programming options.

Indwell will be providing the library with finished space and the library will be furnishing the space with the \$250,000 capital budget. This includes furniture, shelving, collection materials, operating equipment, security cameras, and signage.

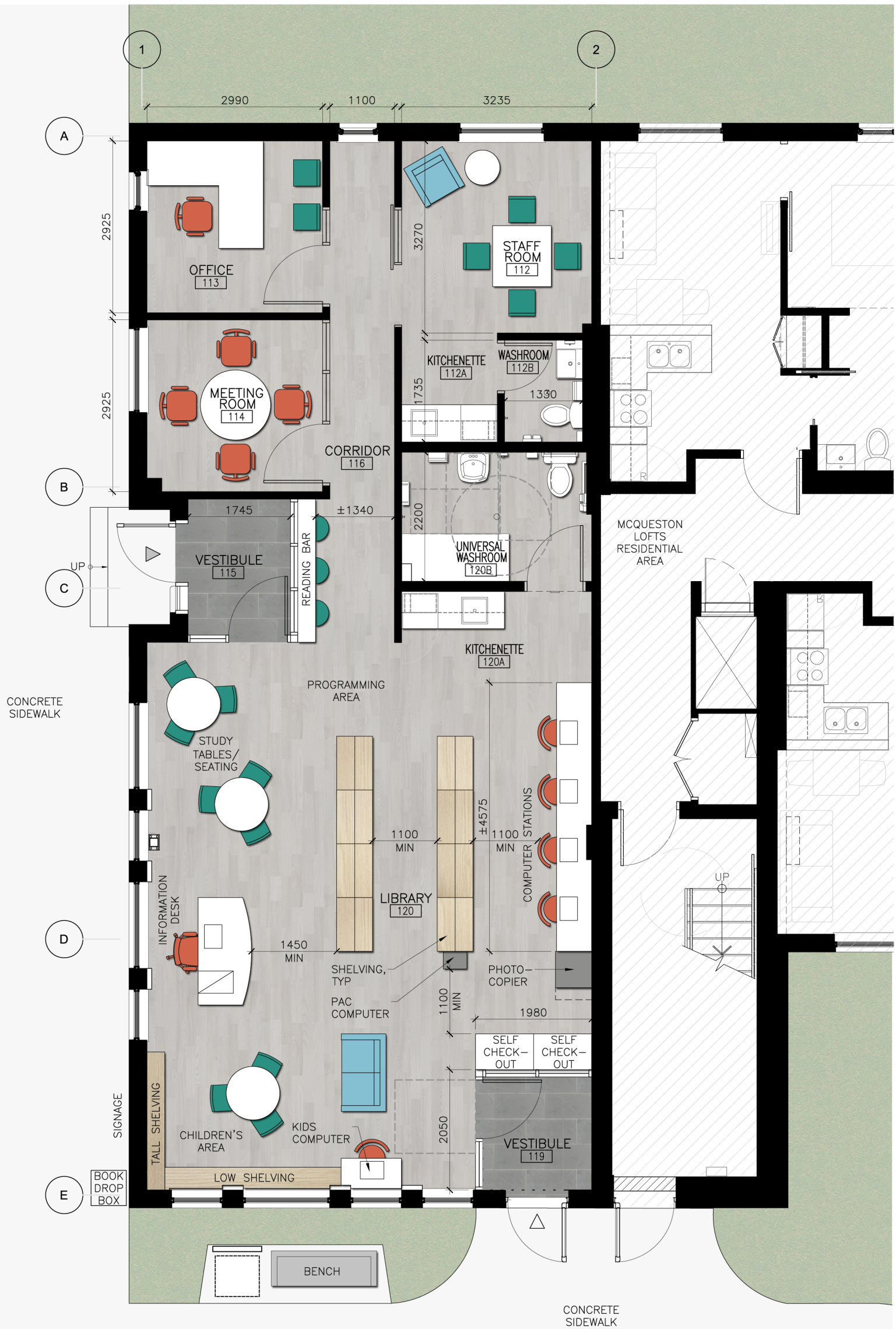
Construction is already well under way on site and Indwell now anticipates that construction is expected to continue to the end of this year. Assuming things remain on schedule, we would be in a position to move in and begin operations in Q1 2021.

ATTACHMENTS:

Description	Upload Date	Type
Parkdale Branch Layout	5/14/2020	Cover Memo



PARKDALE AVE. N.



PROPOSED FLOOR PLAN: OPTION B

LIBRARY BRANCH AT MCQUESTON LOFTS
256 PARKDALE AVENUE, HAMILTON, ONTARIO

Date: May 20, 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 - Attachment #11.1**

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 four 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 bookings from third parties we need to ensure we do not restrict free speech by denying bookings to groups 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?
4. Are their legal implications for HPL enforcing the need to have a library card during the pandemic if this is required?

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.

After legal review and input from Board members, the policy will be brought back for 2nd review. Once the pandemic is over, this will likely need to be updated again to reflect changing circumstances. The policy also, now begins with a **Special Statement During the COVID-19 Pandemic** (see below). The intention is to update this statement as circumstance change and then eventually remove it.

During the COVID-19 Pandemic there will be restrictions on how many people we can accommodate and restrictions on group gathering in our spaces. The restrictions that we have in place will be consistent with direction and guidance we receive from Public Health authorities, the City of Hamilton and the Ontario Government.

- Our overarching goal during the pandemic will be to keep the risk of exposure to COVID-19 by customers and staff, as low as possible, while striving to provide as much service as we can, provided we can do so safely.
- The restrictions we have in place will respond and change based on circumstances and direction. They will be reviewed on a monthly basis.
- Until further notice, we will not be able to accommodate any group activities in our spaces.
- To protect staff and the public, during the pandemic, we will need to hold everyone accountable for their behaviour to support public health efforts. With our Inspire Card program, every Hamiltonian should be able to get a Library card, even if they have limited identification. To ensure accountability and to support contact tracing during the pandemic, HPL will require people entering our spaces to have a library card. Out of town visitors with identification will be given a visitor pass. HPL staff will be focused on issuing cards to everyone that lives, works or goes to school in Hamilton.
- During the Pandemic and post-Pandemic recovery period, we will focus our services and programs on helping people get through the emergency and supporting individuals and communities recover.

ATTACHMENTS:

Description	Upload Date	Type
Working with us Policy - 1st Review	5/14/2020	Cover Memo



Draft – Last Updated May 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 May 2020 (1st Review)

<i>SPECIAL STATEMENT DURING THE COVID-19 PANDEMIC</i>	2
1. POLICY PURPOSE	2
2. OUR APPROACH TO CREATING LEARNING OPPORTUNITIES	3
3. REASONS FOR ENGAGING IN PARTNERSHIP	4
4. PRINCIPLES & PROCESSES THAT SHAPE OUR APPROACH TO SPACE USAGE	4
5. PRIORITY ORDER OF USE FOR LIBRARY SPACES & ROOMS	5
6. PREFERENCE FOR CO-PLANNING PROGRAMS	5
7. CRITERIA FOR ENGAGING IN PARTNERSHIPS	6
8. PARTNERSHIP LEVELS	6
9. PRIORITY FOR FREE ACTIVITIES & SPECIAL CASES	7
10. WHAT IS NOT ALLOWED IN LIBRARY SPACES	8
11. RULES AND CONDITIONS REGARDING BOOKINGS	9
12. ROOM AND RENTABLE SPACES RENTAL FEES & PROCESS	10
13. ABOUT HPL LEARNING & SOCIAL INCLUSION PROGRAMS	11

SPECIAL STATEMENT DURING THE COVID-19 PANDEMIC

During the COVID-19 Pandemic there will be restrictions on how many people we can accommodate and restrictions on group gathering in our spaces. The restrictions that we have in place will be consistent with direction and guidance we receive from Public Health authorities, the City of Hamilton and the Ontario Government.

- Our overarching goal during the pandemic will be to keep the risk of exposure to COVID-19 by customers and staff, as low as possible, while striving to provide as much service as we can, provided we can do so safely.
- The restrictions we have in place will respond and change based on circumstances and direction. They will be reviewed on a monthly basis.
- Until further notice, we will not be able to accommodate any group activities in our spaces.
- To protect staff and the public, during the pandemic, we will need to hold everyone accountable for their behaviour to support public health efforts. With our Inspire Card program, every Hamiltonian should be able to get a Library card, even if they have limited identification. To ensure accountability and to support contact tracing during the pandemic, HPL will require people entering our spaces to have a library card. Out of town visitors with identification will be given a visitor pass. HPL staff will be focused on issuing cards to everyone that lives, works or goes to school in Hamilton.
- During the Pandemic and post-Pandemic recovery period, we will focus our services and programs on helping people get through the emergency and supporting individuals and communities recover.

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 website¹.
- **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.

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

- **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, 4th 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.

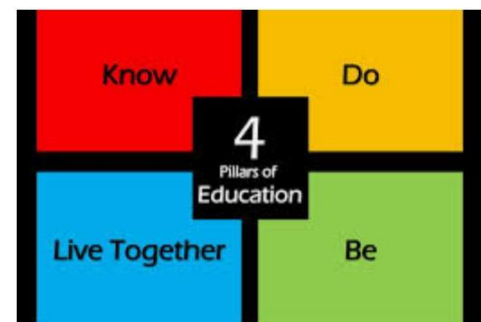
2. OUR APPROACH TO CREATING LEARNING OPPORTUNITIES

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.*”² 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**³.



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**⁴ 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.

² https://www.brainyquote.com/quotes/william_butler_yeats_101244

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

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

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:



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**⁵. 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 is 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 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 would confirm the

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

decision. They 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.
 - 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

Currently, no group activities are allowed in HPL spaces.

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 alternate space suggestions may be suggested in the community by Library staff.
- 2 HPL's 1st priority for space use is library managed or co-managed activities. Then we look for opportunities for aligned partners to provide free learning opportunities in our spaces. Our 3rd & 4th priorities are providing the space for free to authorized groups and then paid room rental respectively.
- 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:

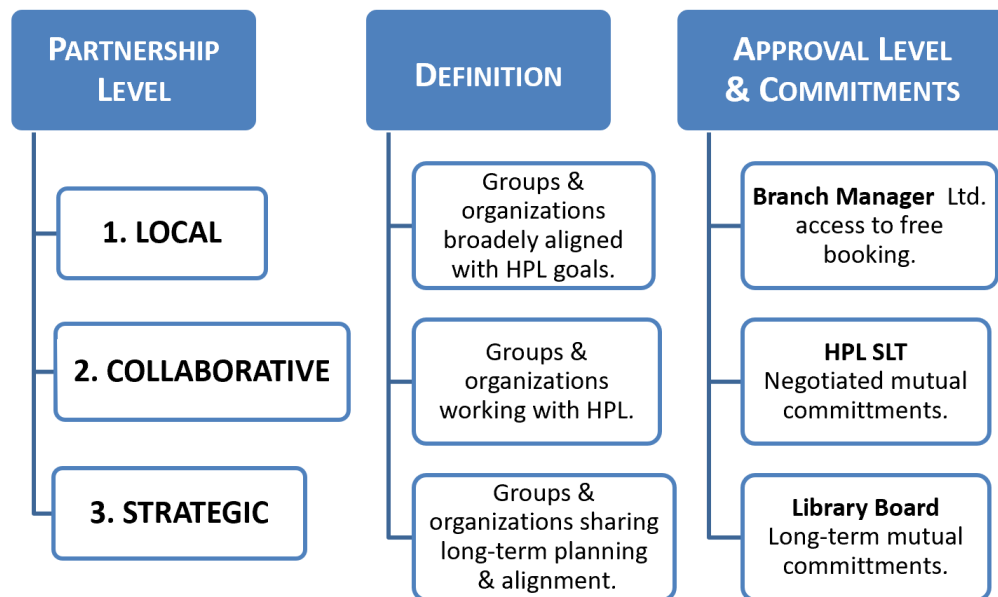
1. **Aligns** with our **core organizational values** (Intellectual Freedom, Inclusiveness, Innovation, Respect and Accountability) and/or shares **common goals** or objectives with HPL.
2. Is committed to looking for **mutual benefit** and a **reciprocal approach to levels of commitment**.
3. Demonstrated 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.

- 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 is 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.

- 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.
- 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***⁶
4. **Art Exhibits** – if they are not co-managed by HPL see our ***Displays and Exhibits Policy***⁷
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.



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

⁷ <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 allowance.
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. To coordinate activities across our 22 locations and two bookmobiles, library staff can assist with this if needed.
 - 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

All room rentals involving group activities and meeting are currently suspended.

Additional 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
	50-person capacity; 4hrs: \$150
4th floor Program Room 15-person capacity; 4hrs: \$100	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.	
Security: \$50 per hour, per guard. minimum four hours	Technology Support: \$50 per hour, minimum four hours
Equipment Rental (where available): technology and audio/visual items: \$25 per item	Room layout set-up and reset: \$500 one-time cost Reset room layout: \$250 one-time cost
Cleaning: \$50 per hour, minimum four hours	
Loss or damage: 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 which works out to 3.59 million annually. In recent years we have averaged around 10,000 programs with attendance around 190,000 people⁸. 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.

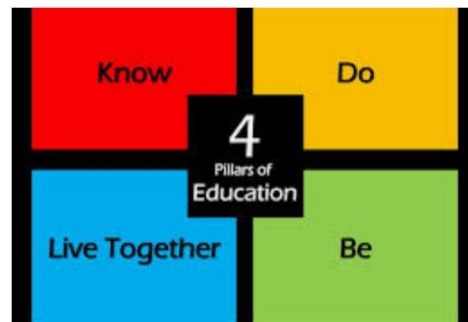


2. Challenging Thinking – Sometimes advancing our understanding can be uncomfortable. The Library may present programs that some individuals find controversial. Holding a program does not indicate an endorsement of its contents by the Hamilton Public Library, but rather is an affirmation of the principle 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 include: 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 of 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.
- Enhance **access to arts, music & culture**. Support people to find and improve artistic forms of expression.
- Support **civic engagement** and participation.



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

- 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**⁹.
5. **Target Age Groups** – HPL programs target people of all ages and backgrounds. In particular, we focus on early literacy supporting school readiness, childrens, 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 circumstances 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 prenegotiated.

⁹ <http://creativeage.ca/>

Date: May 20, 2020
To: Chair and Members of the Board
From: Paul Takala, Chief Librarian/CEO
Subject: Intellectual Freedom Policy (1st Review) - PT - Attachment #11.2

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. Our Diversity and Inclusion Policy calls HPL to adopt a perspective of cultural humility and “to ensure that people can enjoy services free from attempts by others to impose values, customs or beliefs”[i].

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*[ii]. Their *Challenged Works List*[iii] illustrated the point of the kinds of voices that have been censored in Canada. To keep up on current news in Canada is Ryerson’s *Centre for Free Expression Blog*[iv] and the American Library Association *Office of Intellectual Freedom*[v] publishes a journal and has *Intellectual Freedom News* that can be subscribed.

In January 2020, OLA added the following section to their statement on Intellectual Freedom:

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.

[i] <https://www.hpl.ca/articles/diversity-and-inclusion-policy>

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

[iii] 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	5/13/2020	Cover Memo

2.4.1 INTELLECTUAL FREEDOM POLICY

Policy Level: Library Board

Author: Chief Librarian/CEO

Review Period: 4 Years

Approval: May 2017, Draft May 2020 (1st 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.

Source: Approved by the Ontario Library Association, January 30, 2020

<https://www.accessola.org/web/Documents/Advocacy/OLAIntellectualFreedomStatement2020.pdf>

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

Date: May 20, 2020
To: Chair and Members of the Board
From: Paul Takala, Chief Librarian/CEO
Subject: **NOTICE OF MOTION - Amendment to the Hamilton Public Library Board By-Laws - PT - Attachment #10.3**

RECOMMENDATION:

THAT THE HAMILTON PUBLIC LIBRARY BOARD APPROVE THE ATTACHED REVISED BY-LAWS AT ITS MEETING OF JUNE 17, 2020.

FINANCIAL/STAFFING/LEGAL IMPLICATIONS:

Section 8 of the Board Bylaws governs how the Bylaws are amended. Amendment may be made at any regular meeting provided that Notice of Motion in writing shall have been given at the previous meeting. Such amendments shall require a two-thirds majority vote of the Board.

BACKGROUND:

With changes in provincial legislation enacted in late 2019 and the recent COVID-19 pandemic emergency there have been legislative changes that impact public libraries in Ontario. The proposed changes to the Bylaws address the following:

- Cleaning up language around elections
- Providing clearer language around enabling electronic participation and scheduling special meetings
- Reducing the minimum numbers of meetings the Board needs to have each year to align with the Public Library Act

The proposed language regarding electronic participation when the declared emergency is over, is not very precise. This is intentional, as we do not know what new rules the Province and City of Hamilton will adopt on an ongoing basis. I recommend the Library Board review this language after the pandemic is over, and update it based on what protocols are established.

ATTACHMENTS:

Description	Upload Date	Type
HPL Board Bylaws with Proposed Changes	5/13/2020	Cover Memo

HAMILTON PUBLIC LIBRARY BOARD BY-LAWS FOR THE REGULATION OF THE BUSINESS OF THE BOARD

Policy Level: Library Board

Author: Library Board

Review Period: 4 Years

Approval Date: December 2016, **Draft May 2020**

Notes: **New text is highlighted in blue.** **Moved text highlighted in yellow.** ~~Deleted grey strikethrough.~~

The Hamilton Public Library Board is duly constituted as a corporation and governed by the provisions of the Public Libraries Act, Statutes of Ontario, 1990, Chapter P. 44 and is established by the provisions of City of Hamilton By-Law 04-019.

The Hamilton Public Library Board, hereinafter called “the Board”, enacts the following by-laws for regulation of the business of the Board.

TABLE OF CONTENTS

- Section 1 - Governance Vision of the Hamilton Public Library Board
- Section 2 - Corporation
- Section 3 - Officers
- Section 4 - Board Members Code of Conduct
- Section 5 – Inaugural Meetings and Elections
- Section 6 - Meetings and Notice of Meetings; Special Meetings; Attendance; Quorum; Voting; Agenda Procedure; Meeting Procedural Rules; Order of Business; Delegations; In Camera Sessions; Committees; Standing Committees –Nominating Committee, Audit Committee
- Section 7 - Payment of Board Expenses
- Section 8 - Amendment of the By-Laws
- Section 9 - Board Self-Assessment
- Section 10 - Effective Date
- Appendix 1 - Audit Committee Terms of Reference

1.0 Governance Vision of the Hamilton Public Library Board

The Hamilton Public Library Board oversees the purpose, plans and policies of the Hamilton Public Library. It is the responsibility of the Library Board to ensure that the funding it receives provides the best possible library service to Hamilton residents. In addition, it is committed to providing effective governance for the Hamilton Public Library to ensure services and programs offered by HPL remain relevant to the changing needs of the communities we serve. The Library Board has four main functions:

- 1) To establish the mission and strategic directions.
- 2) To hire and evaluate the Chief Executive Officer/Chief Librarian.
- 3) To ensure resources are in place to achieve the mission.
- 4) To monitor and audit results of programs and resources.

2.0 Corporation

In accordance with the Corporations Act, the Board shall have a corporate seal, which shall be under the control and responsibility of the Chief Executive Officer. This seal shall be affixed under the direction of the Board to all deeds, contracts, or documents requiring the seal, which seal shall be attested to by the signatures of the Chair and the Secretary, or by such other member and/or other officer as the Board shall direct.

The Head Office of the Board shall be at the Central Library, 55 York Boulevard, Hamilton, Ontario L8R 3K1.

3.0 Officers

The Board shall have the following officers:

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

3.1 CHAIR

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

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

The Chair's responsibilities include:

- 1) Presiding at regular and special meetings of the Board in the manner and extent prescribed by the Board.
- 2) Preparing the Board agenda with the Vice-Chair and Secretary.
- 3) Committing the Board to no course of action unless specifically authorized by the Board to do so.
- 4) Serving as an ex officio member of all Board committees.
- 5) Only the Chair may represent and speak for the Board in an official capacity to outside parties in announcing Board-stated positions and in stating Chair decisions.
- 6) Acting as one of the authorized signing officers of all documents pertaining to Board business.
- 7) Representing the Board, alone or with other members of the Board, at any public or private meetings for the purpose of conducting, promoting or completing the business of the Board.
- 8) Notifying the Vice-Chair and the Secretary, if for any reason, the Chair is unable to perform these functions.

3.2 VICE-CHAIR

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

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

The Vice-Chair shall participate in agenda review with the Chair and Secretary.

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

3.3 SECRETARY

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

3.4 TREASURER

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

3.5 CHIEF EXECUTIVE OFFICER

The Board shall appoint the Chief Executive Officer, who shall be its Chief Librarian, and who shall hold office until the Board rescinds the appointment or a new appointment is made. The Chief Executive Officer shall be responsible, under the supervision of the Board, for the general conduct and management of the Hamilton Public Library.

Only decisions of the Board are binding on the CEO.

1. Decisions or instructions of individual Board Members, officers or committees are not binding on the CEO except in rare circumstances when the Board has specifically authorized or delegated such exercise of authority.
2. In the case of Board Members or committees requesting information or assistance without Board authorization, the CEO can refuse such requests.

Operational achievement and conduct of library staff are the responsibility of the CEO, to whom the Board has delegated authority over and accountability for staff performance.

1. The Board will never give instructions to persons who report directly or indirectly to the CEO.
2. The Board will refrain from evaluating, either formally or informally, any staff other than the CEO.

Systematic and rigorous monitoring of the CEO's job performance will be conducted in accordance with the Chief Librarian/ CEO Performance Appraisal document.

(<http://www.hpl.ca/articles/chief-librarianceo-performance-appraisal-policy>)

4.0 Board Members' Code of Conduct

Board Members must avoid any conflict of interest with respect to their fiduciary responsibility by adhering to the regulations of the Municipal Conflict of Interest Act (R.S.O. 1990, Chapter M.50 (<https://www.ontario.ca/laws/statute/90m50>))

There will be no self-dealing or any conduct of private business or personal services between any Board Member and the organization except as procedurally controlled to assure openness, competitive opportunity and equal access to inside information.

Board Members will not use their positions to obtain employment in the organization for themselves, family members or close associates. In the event that a Board Member accepts employment with either the City of Hamilton or the Hamilton Public Library during their term, they shall resign immediately upon acceptance of said employment.

Any Board Member who declares their candidacy for public office, whether at the municipal, provincial or federal level, shall resign from the Board upon public declaration of their candidacy. This provision

does not apply, however, to the Councillors of the City of Hamilton who are appointed to serve on the Hamilton Public Library Board.

Members will annually disclose their involvements with other organizations, with vendors, or any other associations that might produce a conflict.

Members will respect the confidentiality appropriate to issues of a sensitive nature and understand that it is the Chair's role to represent and speak on behalf of the Board.

4.1 VACANCIES

In the event of a vacancy occurring on the Board, the Secretary, upon instructions from the Board in session, shall advise the Clerk of the City of Hamilton and request that a new member be appointed to fill the vacancy under the conditions contained in the Public Libraries Act.

In the event of a vacancy occurring during the year in the office of Chair or Vice-Chair, the Board at its first regular meeting thereafter shall elect a new Chair or Vice-Chair to serve for the remainder of the elected time in that office.

4.2 RESIGNATION

Members of the Board who must resign before the end of their term of appointment on the Board shall inform both the Clerk of the City of Hamilton and the Secretary of the Board in writing, specifying the effective date of their resignation.

5.0 Inaugural Meeting and Elections

5.1 INAUGURAL MEETING

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

5.2 ELECTIONS

In the first year of a new Board's term the Officers Chair shall be elected at the inaugural meeting of the Board and serve until the following January, when there will be the election of the Officers Chair for that year. In each subsequent year of a Board's term, the election of the Officers Chair shall take place in January.

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

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

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

1. Nominations shall be made with no seconder required.
2. Nominations shall be closed by a motion made and seconded.
3. Voting shall be by secret ballot.
4. The nominee receiving a clear majority of the votes cast shall be declared elected by the Chief Executive Officer.

5. Should no member receive a clear majority, balloting shall proceed with the nominee's name receiving the smallest number of votes being dropped.

6.0 Meetings and Notice of Meetings

The Library Board shall meet, at least 7 times a year. Board meetings will take place in the Board Room at the Central Library, 55 York Boulevard and be live streamed. Normally, the Board will hold its regular meetings on the third Wednesday of each month, except July and August, at the Central Library and through Live Stream. The Board may agree to reschedule a meeting to another time or place.

~~A regular meeting of the Board shall be held on the third Wednesday of the month (except July and August) at 6:00 p.m. in the Board Room at the Central Library, 55 York Boulevard, Hamilton or at such other day or time or such other place as may be agreed upon by the Board.~~ The dates of Board and committee meetings will be listed on the Library's website. The upcoming meeting dates will be posted as they get scheduled; however, a minimum of three days' advance notice on the website is required. Written notice of all regular meetings together with the proposed agenda and the minutes of the immediately preceding regular meeting and of any special meetings shall be communicated to each member of the Board at least three days in advance of such meetings.

6.1 ELECTRONIC PARTICIPATION

All Board meetings will be live streamed. Except during declared emergencies, Board members are encouraged to participate in-person, however, they may opt to participate electronically. Members of the public will be able to watch the meetings live by following the link on the website. Instructions for public participation in the electronic meeting will be posted on the website.

6.2 SPECIAL MEETINGS

The Chair may, or upon the written request of any two members of the Board, call a Special Meeting by giving, through the Secretary or designate, at least three days written notice to each member, specifying the purpose for which the meeting is called. The purpose of a Special Meeting shall be specific. No business shall be transacted or considered at such a meeting other than that specified in the notice.

~~Electronic Voting: In cases where a prompt decision is required and scheduling a meeting may not be practical, or expeditious for the issue at hand, the Chair may opt to seek a vote electronically, by open and transparent electronic communication means. Instructions for public participation in the electronic meeting will be included in the website notice. In such cases, motions will be carried by a simple majority of the entire Board. Items decided by electronic voting will be reported as part of the next scheduled Board meeting.~~

6.3 ATTENDANCE

Board Members are expected to attend all scheduled monthly meetings of the Board, **either in person or through online participation.** Any member who must be absent from a meeting must advise the Secretary in advance. In any event, absence from three consecutive scheduled meetings (according to the Public Libraries Act, section 13 (c)) will result in the member's disqualification from the Board unless the member is 'excused for cause' by a motion of the Board. **Library Board members that are City Councillors are excused for Council duties. Board members may be excused for longer periods for medical reasons or other personal emergencies.**

The Secretary shall record the names of members in attendance in each meeting of the Board and of its committees.

6.4 QUORUM

A quorum, which shall be a majority of the Board, must be present for the transaction of business at a meeting. If a quorum is not present within fifteen minutes after the hour for which any Board meeting has been called, the Secretary shall record the names of such members present and the Board shall stand adjourned. Any member declaring a conflict of interest in a matter to be discussed during the meeting will not be counted in establishing the quorum for that matter.

Nothing in the foregoing shall prohibit the members in attendance for a regular meeting, when no quorum is present, from constituting themselves as a committee dealing with such agenda items as they see fit.

However, no decisions taken at such a meeting may be executed until ratified by motion at a regular meeting of the Board or, when time is of the essence, written approval of such decisions may be obtained from a majority of the members of the Board.

6.4 VOTING

All members of the Board (including the Chair) - unless they have declared a conflict of interest on a matter and are therefore ineligible to vote on that matter - shall vote on all questions. Any motion on which there is an equality of votes shall be deemed to be lost. Abstentions are counted as a negative or no vote. **Board members may request their vote be recorded in the minutes.**

Motions shall be carried by a simple majority (more than one half the total members present eligible to vote), except as otherwise provided for in this By-Law.

Notice of motion given at the previous meeting and two-thirds majority vote is required for:

1. A motion to reconsider a lost motion.
2. A motion to amend the by-laws.

6.5 AGENDA PROCEDURE

The Secretary will work with the Chair and Vice Chair to determine the Agenda for any meeting of the Board. The standard process for getting items added to the agenda is for Board Members to communicate with the Chair and Secretary, preferably with a ten (10) day notice prior to a meeting.

The Secretary and Chair will then develop draft motions, presentations and reports as needed. Other than routine business or those arising out of reports from committees, the Chair may rule items out of order.

Board Members, in extraordinary circumstances where they deem the standard process unsatisfactory, may submit a formal notice of motion to the Chair and Secretary who will ensure their motion is attached to the Board package unedited. Notice of such a motion will be sent to the Chair and Secretary with at least ten (10) days' notice before the meeting.

6.6 MEETING PROCEDURAL RULES

The rules and practice set out in *Robert's Rules of Order* shall govern wherever applicable in all cases not specifically provided for in these by-laws.

6.7 ORDER OF BUSINESS

The order of business at regular meetings of the Board shall be as follows, subject to the discretion of the Chair:

1. Discussion
2. Acceptance of the Agenda

3. Minutes
4. Declarations of Conflict of Interest
5. Presentations
6. Consent Items
7. Business Arising from the Minutes
8. Correspondence
9. Reports
10. New Business
11. Private and Confidential
12. Date of Next Meeting
13. Adjournment

6.8 DELEGATIONS

Members of the public may make verbal presentations to the Board as a delegation with the permission of the Chair or upon written notification to the Secretary, received seven (7) days in advance of the meeting.

6.9 MINUTES

The Secretary or designate shall keep Minutes of every meeting of the Board.
The Minutes shall be confirmed by motion at the next following Board meeting.

6.10 IN CAMERA SESSIONS

An *in camera* session of the Board shall be held when it is expedient to consider all or part of an agenda *in camera* because “intimate financial or personal matters” may be disclosed in debate and the desirability of protecting against the consequences of such disclosure outweighs the desirability of holding the meeting in public.

The decision must be confirmed by the Board or Board Committee in the form of a motion “THAT item(s) #___ be considered during an *in camera* session”. Such a motion shall be non-debatable and, if it is carried, the Chair shall designate a time for the session to be held. An *in camera* session shall be ended by a motion that the regular session be resumed.

Any actions determined during an *in camera* session must be authorized by a Board motion passed during the regular open session and recorded in public minutes. However, the Board’s Secretary may designate the minutes of *in camera* sessions as confidential if Section 28(2) of the Public Libraries Act applies.

6.11 COMMITTEES

The Board has two standing Committees: The Nominating Committee and the Audit Committee, but may also appoint Ad Hoc Committees

1. Ad Hoc Committees may be appointed by the Board to deal with special issues assigned by the Board. Such committees report to the Board and shall be dissolved immediately upon making their final report to the Board.
2. A committee may have any number of members. The Board shall name a chair for each Ad Hoc committee.

A quorum for all committees shall be the majority of members. Committees meet when required at the call of the committee chair.

The Chair of the Board shall be a member of all Committees of the Board *ex officio*.

The Secretary of the Board (or designate) shall attend all committee meetings and shall be the Secretary of all committees.

6.12 STANDING COMMITTEES

6.12.1 NOMINATING COMMITTEE

The **Nominating Committee** will be composed of four (4) members, - the Secretary of the Board plus three (3) elected Board Members. It shall be established annually **during the election of Officers**, by the Board at its November meeting to present the slate of officers for the ensuing year at the January Meeting.

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

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

Duties of the Nominating Committee:

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

6.12.2 AUDIT COMMITTEE

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

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

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

Members will be appointed at the first meeting in each year of the Board's term and will serve until the end of the year. The members of the Audit Committee will appoint one of the members as Chair who will chair the meeting of the Audit Committee and perform such other duties as required to ensure the proper functioning of the Committee. (See Audit Committee Terms of Reference, Appendix 1, for further information about the duties and responsibilities of this committee).

7.0 Payment of Board Expenses

Citizen appointees shall be paid no salary, fees or honorarium for their services. However, any member of the Board may be reimbursed for their actual, out of pocket expenses and travel costs, incurred as a result of their acting either within or outside the municipality in their capacity as members of the Board. Such payments must be allowed for in the budget that is approved by the Board and Council and the expenses must have been incurred with the prior approval of the Board.

8.0 Amendment of the By-Laws

Amendments to these by-laws may only be made at a regular meeting provided that Notice of Motion in writing shall have been given at the previous meeting. Such amendments shall require a two-thirds majority vote of the Board.

9.0 Board Self-Assessment

A Board self-assessment demonstrates that it believes in the values of accountability, learning and development and establishes its credibility not only with the funding agencies, but also with the public being served. In order to monitor how well it is fulfilling its responsibilities, there will be periodic self-assessments carried out by the Board according to the procedures/ processes and timing agreed upon by the Board.

10.0 Effective Date

These By-Laws shall come into effect on ~~December 21, 2016~~ June 17, 2020 and all former By- Laws and Rules of Procedure of predecessor Boards are hereby repealed.

APPENDIX 1: AUDIT COMMITTEE TERMS OF REFERENCE

Purpose

The Committee is to oversee the financial reporting process, to monitor the choice of accounting policies and procedures and to monitor internal control procedures to ensure the effective development and maintenance of adequate financial controls and reporting. The Committee is to be independent of the auditing function and ensure appropriate actions are taken with audit findings. The Committee has no direct responsibility for the operations and functions of audit areas. It does, however, make recommendations to the Board regarding both factors.

Appointment of External Auditors

Under the authority of the Municipal Act, the City of Hamilton shall appoint the external auditor for the Hamilton Public Library.

Membership

The Audit Committee will be composed of four members of the Hamilton Public Library Board one of whom shall be the Chair of the Hamilton Public Library Board. A quorum shall be two members.

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

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

Meetings

The Committee will meet at least twice in each year – to meet the external auditors to review the scope of the audit and, after the audit has been done, to review the results.

Additional meetings may be held at the Call of the Chair of the Audit Committee, request by a Committee member or by the external auditors. Notice of each meeting confirming the venue, time and date of the meeting together with an agenda of items to be discussed shall be forwarded to each member of the Committee prior to the date of the meeting in a timely manner.

The external auditors, Chief Librarian and the Director, Finance and Facilities will be invited to attend meetings and, at least once a year, the Committee will meet with the external auditors without Library staff present. The Audit Committee may invite such other persons to its meetings as it deems necessary.

Duties

The duties of the Committee will be:

1. To meet with the external auditors before the audit commences and to discuss and approve the nature and scope of the audit
2. To discuss with external auditors issues such as compliance with accounting standards and proposals by external auditors

3. To monitor the integrity of the financial statements of the Library and to review, and challenge where necessary, the actions and judgements of management in relation to financial statements before submission to the Board, focusing particularly on:
 1. Significant accounting policies and practices and any changes in them
 2. Major judgemental areas
 3. The extent to which the financial statements are affected by any unusual transactions in the year and how they are disclosed
 4. The clarity of disclosures
 5. Significant adjustments resulting from the audit
4. To meet with the external auditors post-audit, at the reporting stage, to discuss the audit, including problems and reservations arising from the audit, and any matters the auditor may wish to discuss;
5. To review the management representation letter, the external auditors' management letter and management's response.
6. To monitor and review the internal audit programme (if any) and its effectiveness;
7. To monitor and review the Library's systems for internal financial control, financial reporting and risk management;
8. To consider any major audit recommendations and to consider the major findings of internal investigations and management's response.

Reporting

The Chair of the Committee shall report to the Board on all meetings of the Committee.

The Committee shall make whatever recommendations to the Board it deems appropriate on any area within its responsibility where action or improvement is needed.

The Committee members shall conduct an annual review of their work and these *Terms of Reference* and make recommendations to the Board.

Approval History: March 2005; November 2007; December 2016;