

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, June 17, 2020
Central Library, Board Room

6:00 PM Meeting

AGENDA

Guests: Haney Mussa, Branch Manager

1. Discussion Period

1.1 Introduction of Haney Mussa

2. Acceptance of Agenda

3. Minutes

3.1 Minutes of the Hamilton Public Library Board Meeting of Wednesday,
May 20, 2020 - KD - Attachment #3.1

4. Declaration of Conflict

5. Presentations

6. Consent Items

6.1 Upcoming Agenda Items - PT - Attachment #6.1

Suggested Action: Receive

7. Business Arising

7.1 COVID-19 Response and Planning Report - PT - Attachment #7.1

Suggested Action: Receive

7.2 HPL's Phased Reopening Plan - PT - Attachment #7.2

Suggested Action: Recommendation

7.3 Fines and Fees - DW/LW/TD - Attachment #7.3

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 Report from the Audit Committee - EB/TD - Attachment #9.3

Suggested Action: Recommendation

10. New Business

10.1 CULC Statement on Race and Social Equity - PT - Attachment #10.1

Suggested Action: Recommendation

11. Policies

11.1 NOTICE OF MOTION - Amendment to the Hamilton Public Library
Board By-Laws (2nd Review) - PT - Attachment #11.1

Suggested Action: Recommendation

11.2 Intellectual Freedom Policy (2nd Review) - PT - Attachment #11.2

Suggested Action: Recommendation

12. Private and Confidential

12.1 Labour Relations Issue - PT/LM

13. Date of Next Meeting

13.1 Wednesday, September 16, 2020, 6:00 pm Meeting

14. Adjournment

Date: June 17, 2020
To: Chair and Members of the Board
From: Karen Dennie, Administrative Assistant to the Chief Librarian
Subject: **Minutes of the Hamilton Public Library Board Meeting of Wednesday, May 20, 2020 - KD - Attachment #3.1**

RECOMMENDATION:

THAT THE MINUTES OF THE HAMILTON PUBLIC LIBRARY BOARD MEETING OF MAY 20, 2020 BE ADOPTED AS PRESENTED.

ATTACHMENTS:

Description	Upload Date	Type
May 20, 2020 Library Board Minutes	6/11/2020	Cover Memo

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HAMILTON PUBLIC LIBRARY BOARD

Regular Board Meeting
Wednesday, May 20, 2020
Central Library, Board Room

6:00 PM Meeting

MINUTES

VIDEO

PRESENT:

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

STAFF:

Paul Takala, Lisa Weaver, Dawna Wark, Tony Del Monaco, Sherry Fahim, Lisa DuPelle, Karen Dennie, Alex Miller

REGRETS:

Vikki Cecchetto, Councillor Judi Partridge

Time to Order:

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

1. Discussion Period

2. Acceptance of Agenda

MOVED by Maria Pearson, seconded by Elly Bowen,

THAT THE AGENDA BE ACCEPTED AS PRESENTED.

MOTION Passed

3. Minutes

- 3.1 Minutes of the Hamilton Public Library Board Meeting of Wednesday, April 15, 2020 - Attachment #3.1

Correction to minutes: John Fitzpatrick should read John Kirkpatrick

MOVED by John Kirkpatrick, seconded by Elly Bowen,

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

MOTION Passed

4. Declaration of Conflict

No Library Board members declared a conflict of interest.

5. Presentations

6. Consent Items

Board member requested that item 6.2 Annual Report on Partnerships be removed from consent.

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

THAT CONSENT ITEMS 6.1 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.

7. Business Arising

- 7.1 COVID-19 Response and Planning Report - PT - Attachment #7.1

MOVED by Elly Bowen, seconded by Stu Laurie,

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.

MOTION Passed

- 7.2 Working Assumptions and Phased Reopening Plan (2nd Review) - PT - Attachment #7.2

MOVED by Stu Laurie, seconded by Elly Bowen,

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 AUTHORIZE 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.

MOTION Passed

7.3 Annual Report on Partnerships - PT/LW - Attachment #7.3

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

THAT THE HAMILTON PUBLIC LIBRARY BOARD RECEIVE THIS REPORT FOR INFORMATION AND FEEDBACK

MOTION Passed

8. Correspondence

There was no Library Board correspondence.

9. Report

9.1 Chief Librarian Report - PT - Attachment #9.1

MOVED by Stu Laurie, seconded by Elly Bowen,

THE THE LIBRARY BOARD APPROVE THE MAY 2020 CHIEF LIBRARIAN REPORT.

MOTION Passed

9.2 Digital Usage Update Report - TD - Attachment #9.2

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

THAT THE HAMILTON PUBLIC LIBRARY BOARD RECEIVE THE DIGITAL USAGE REPORT FOR INFORMATION.

MOTION Passed

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

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

THAT THE BOARD RECEIVE THE FINES FOLLOW-UP REPORT FOR INFORMATION AND COMMENT.

MOTION Passed

10. New Business

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

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

THAT THE HAMILTON PUBLIC LIBRARY BOARD RECEIVE THE 2020 OPERATING BUDGET VARIANCE REPORT FOR INFORMATION.

MOTION Passed

10.2 Carlisle Renovation - TD - Attachment #10.2

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

THAT THE HAMILTON PUBLIC LIBRARY BOARD RECEIVE THE CARLISLE BRANCH PROJECT UPDATE REPORT FOR INFORMATION.

MOTION Passed

10.3 Parkdale Branch Update - TD - Attachment #10.3

MOVED by Elly Bowen, seconded by Robert Coruzzi,

THAT THE HAMILTON PUBLIC LIBRARY BOARD RECEIVE THE PARKDALE BRANCH PROJECT UPDATE REPORT FOR INFORMATION.

MOTION Passed

11. Policies

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

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

THAT THE LIBRARY BOARD RECEIVE THE POLICY FOR REVIEW AND COMMENT.

MOTION Passed

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

MOVED by Robert Coruzzi, seconded by Elly Bowen,

THAT THE LIBRARY BOARD RECEIVE THE INTELLECTUAL FREEDOM POLICY FOR REVIEW AND COMMENT.

MOTION Passed

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

MOVED by Robert Coruzzi, seconded by Elly Bowen,

THAT THE HAMILTON PUBLIC LIBRARY BOARD RECEIVE THE REPORT FOR INFORMATION.

MOTION Passed

12. Private and Confidential

MOVED by R. Coruzzi, seconded by E. Bowen,

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

MOTION Passed.

MOVED by Stu Laurie, seconded by Elly Bowen,

THAT THE IN-CAMERA SESSION BE ADJOURNED.

MOTION Passed

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

The meeting was adjourned at 8:15 p.m.

MOVED by Robert Coruzzi, seconded by Stu Laurie,

THAT THE HAMILTON PUBLIC LIBRARY BOARD MEETING OF WEDNESDAY, MAY 20, 2020 BE ADJOURNED.

MOTION Passed

Minutes recorded by Karen Hartog

Date: June 17, 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 HAMILTON PUBLIC LIBRARY BOARD RECEIVE THE UPCOMING AND OUTSTANDING ITEMS REPORT FOR INFORMATION.

ATTACHMENTS:

Description	Upload Date	Type
Upcoming and Outstanding Agenda Items	6/11/2020	Cover Memo

Date: June 17, 2020
To: Chair and Members of the Library Board
From: Paul Takala, Chief Librarian/CEO
Subject: **Upcoming Agenda Items**

2020 LIBRARY BOARD MEETING SCHEDULE

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	<ul style="list-style-type: none"> ✓ COVID-19 Response & Planning Report ✓ Report from the Audit Committee ✓ Board Bylaws ✓ Fines and Fees Report
July, August	At this time no meetings have been scheduled. If circumstances related to the pandemic require a Board meeting, we will schedule a virtual meeting giving as much notice as possible. Staff will be providing the Library Board with periodic updates throughout the summer to ensure Board members are well informed about our phased reopening.
September 16	COVID-19 Response & Planning Report <i>Mid-Year Progress Report on 2020 Goals</i>

	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: June 17, 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.

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
HPL COVID-19 Report	6/12/2020	Cover Memo

DATE: JUNE 17, 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 June 2020 updates to this report: Updates in this June update from the May and April reports 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**ⁱ. 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
- One HPL driver is completing deliveries for Paramedics Services
- Two HPL Courier vans and drivers are supporting deliveries and pick-ups for the EOC.
- Nine staff have been assigned to work with the Horticulture department.
- A second team of nine staff have been assigned to Public Health to assist with the call center.

PHYSICAL REOPENING PREPARATIONS

- **TAKEOUT TASKFORCE**

A cross-organizational team of 10 staff developed recommendations for offering take-out service to library members. The plan examined all aspects of being able to initiate this service from health and safety concerns for staff and library members, communications, technology enhancements, needed in-branch preparatory work, the City area staff allocations and schedules. To start takeout service will be offered from 11:00am-7pm Tuesday to Thursday, with 11am-5pm service being

offered on Fridays and Saturdays. In phase 1, Terryberry, Central, Dundas and Red Hill will be first to offer this service. We will rollout to all other branches in phases. We are hoping to do this over several weeks but we need to ensure we have all our safety measures in place first.

- **FACILITIES PREPARATIONS**

Eased public health and safety restrictions have allowed cleaning and custodial staff to return to our branches and undertake cleaning and maintenance activities in preparation of our phased re-opening. Heating, Ventilation, and Air Conditioning (HVAC) assessments are currently in progress which will allow us to order and install new higher-grade air filters where needed and where possible. Enhanced cleaning procedures are being developed based on City-approved recommendations and will be in place for the Takeout phase.

- **TECHNOLOGY PREPARATIONS**

Changes to the Integrated Library System has been reviewed and is currently being implemented to accommodate a new delivery model. The website has been modified in preparation for the launch with a Takeout page that has instructions and access to a booking calendar. The team reviewed and implemented a solution for online takeout booking using library card and PIN.

- **MARKETING AND COMMUNICATION**

Created a launch plan for Take-Out services that includes internal communications, media relations, government relations, marketing and advertising, social media, customer communications and updates. In addition the design and print of the in-branch and exterior graphics and signage is underway.

COOLING CENTRES

In response to the two recent Heat Emergencies the library opened 3-4 branches as cooling and hydration centers in collaboration with the City. Media relations, social media outreach and partner outreach were done to communicate the centers. The May opening was covered by CBC Hamilton, CHCH and The Spectator. These were also covered in the Mayor's media briefings.

REMOTELY SUPPORTING INDIVIDUALS

The implementation of new call support system Freshdesk (FD) has been launched. We have set-up the main contact forms email and 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 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.

The system's Knowledgebase is being populated with standard responses and building content that would be available for staff use and some will be available online to customers such as hours of operation etc.

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. The Spectator published a recent article that highlighted our seniors programming and friendly calling and interviewed HPL senior customers who received the services.

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.
- An additional 750 masks shields were printed. 450 were delivered to COH EOC and HPL staff and the remaining 300 are being assembled. 1300 surgical mask strap ear savers are complete. There have been some challenges in acquiring plastic shields which has caused some delays.

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, [IELTS](#), [Open Library](#), [Kanopy Movies and Documentaries](#))
- Promotion of partner-run online programs that benefit customers while at home (for example, HPO online concerts, YWCA in-home/online workouts, Hamilton Arts Council Concerts)
- **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.
- **Ease of Access and Navigation:** HPL Home Page was optimized to make it easier for customers to navigate to virtual and live streamed events, book appointments, interact with HPL staff online by

submitting requests or through live chats. The events page was also redesigned to focus search to the virtual programs with embedded recording of the events and to showcase partner virtual events.

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 has released reports to assist libraries with plans for reopening. HPL Staff contributed to the Governance, Information Services and Programming documents.
- OneNote online training has taken place in May and June. After developing and collating the training material the DT team mirrored the training approach provided earlier for Microsoft Teams. The team hosted 3 sessions ranging from specialized training with smaller groups to live training Q&A events. The events were attended by over 254 staff. An average of 85 staff attended each of the live events.
- Staff Updates were moved to Microsoft teams allowing for an easy to update centralized location for staff to get latest news from HPL, Hamilton community, Helpful Tips and other relevant staff news.
- We are working with Six Nations Public Library staff to prepare the Library for opening by providing weekly cataloguing support.

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. [HPL is also sponsoring artist performances during Hamilton Art's Week and Cobalt Connects events.](#)

- **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. [Janet's "At Home" podcast received 50 entries which will be released in June.](#) 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 exercises sessions to learn and develop coding skills.
- **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.
- **Digital Literacy Programs** – this month saw an increase of online HPL digital literacy programs with the launch of events such as [Grow with Google](#), [3D print TinkerCad](#), [Create a Website](#) and others.

BOOK DISTRIBUTION

[The library completed a second distribution of book sale titles to 10 food banks across the city to share with customers with their food hampers.](#)

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

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: June 17, 2020
To: Chair and Members of the Board
From: Paul Takala, Chief Librarian/CEO
Subject: **HPL's Phased Reopening Plan - PT - Attachment #7.2**

RECOMMENDATION:

That the Library Board endorse HPL's *Phased Reopening Plan*.

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

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

That the Library Board authorizes staff to implement temporary changes including service hours, changes to material loan periods and other operational changes that support a phased reopening that protects the safety of staff and the public while also maximizing our impact as we proceed through the next phases of the pandemic. Further, that staff report back on status and impacts of the temporary changes and in Phase 3 works with the Library Board to implement more permanent service standards and rules that support the community needs going forward.

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 *Phased Reopening Plan* has been updated since the May Board meeting to ensure it follows the City of Hamilton's reopening plans and follows their template. The *Working Assumptions & Phased Reopening Plan* approved by the Library Board in May will continue to provide guidance as we work through different stages based on changing circumstances. As we execute on this plan, we will need to remain flexible and responsive to changing circumstances and direction. The plan identifies what different phases of reopening will look like, but not attach specific timelines to the phases.

Staff are directed to regularly report to the Library Board on progress on the implementation of the plan. We anticipate bi-weekly updates to the Board supplemented with updates when important developments occur.

No summer Board meetings are scheduled at this time. Although the scope of this plan necessarily provides for leeway in its implementation, staff will request, through the Board Chair, a special meeting if unforeseen circumstances require additional Board direction. Also, if Board members are concerned that the direction staff are taking is not consistent with the principles of the plan, Board members are encouraged to contact the Library Board Chair and Chief Librarian/CEO to request clarification and if necessary, a special Board meeting will be scheduled to ensure alignment between the Library Board and the Chief Librarian/CEO responsible for operations.

ATTACHMENTS:

Description	Upload Date	Type
HPL Phased Reopening Plan	6/12/2020	Cover Memo

To: Library Board Members
Date: June 17, 2020
From: Paul Takala, CEO/Chief Librarian
Subject: HPL Phased Reopening Plan

Contents

INTRODUCTION.....	1
A NEW LABEL FOR A NEW ERA.....	2
HPL REOPENS.....	2
PRINCIPLES.....	3
1. Protection of Public Health	3
2. Universal Design and Focus on the Vulnerable Sector.....	3
3. Maintenance of HPL Facilities and Assets	3
4. Community Priorities and Partnerships	3
5. Economic Recovery	3
6. Health, Well-Being and Productivity	3
7. Legal or Regulatory Requirements	3
8. Resource Availability	3
REOPENING PHASES	4
WORK ENVIRONMENTS	4
STAFFING STRATEGY	5
Phase 1 – The Early Stages.....	7
Phase 2 – Gradual Reopening	8
Phase 3 – Our New Reality	9
Appendix I – Board Approved Working Assumptions and Reopening Plan	11
REFERENCES.....	14

INTRODUCTION

This plan is adapted from the *City of Hamilton's (CoH) [COVID-19 Recovery Plan – A Road Map to our New Reality](#)*ⁱ. Its development is also informed by Hamilton Public Library's [Working Assumptions and Phased Reopening Plan](#)ⁱⁱ and the *Canadian Urban Library Council's (CULC) [Toolkit on Recovery & Reimagined Public Library Services Post COVID-19](#)*ⁱⁱⁱ.

*Authors Note: This document takes significant text from the **Hamilton Reopens Plan** and adapts it for the Hamilton Public Library (HPL). The authors acknowledge the contribution of the individuals with the CoH who have strongly influenced this plan.*

A NEW LABEL FOR A NEW ERA

Before I start outlining our staffing strategy, I want to share with you how we are going to replace the term library customer with library member. When I started to work in libraries in the 1990s, we used the term patrons to describe the people who used the Library. That was replaced with the term customer in the 2000s. We needed to understand that in the digital age people had other options and that we needed to treat them like customers. I always felt the term patron was somewhat antiquated, but the term customer never fully captured our relationship with the people who use the Library.

Larry Pakin, a long-time HPL customer, is in his 80s and a member of the Gallery of Distinction. He recently said to me, *“I remember when I was a youth, we used to be called members”*. The term customer relates to transactions. Membership means being part of something larger than oneself. I have often said that we need to adopt the perspective of *doing things with people, not for them*. It is not that we do not provide services to people, it is that we do this because we value them as people, no matter the walk of life they come from. We learn from them and when we can look beyond differences, we see how other people enrich us as we interact with them. Therefore, I propose that as we enter this new era, we embrace tradition and replace library customer with the more encompassing term, **library member**.

HPL REOPENS

Our community will be forever changed as a result of the COVID-19 pandemic and the impacts it has had on our families, our businesses, and our city. HPL Reopens is the Library's phased plan in responding to the COVID-19 emergency. This document outlines a gradual, safe and measured reopening of Library facilities and restart of HPL services and programs.

Since COVID-19 began to spread in Hamilton in March 2020, HPL has followed the City's lead. HPL has prioritized the health and safety of residents and employees. We closed library facilities and cancelled programming and events. We quickly pivoted to offer programming and services online and reached out to support the City and community's emergency response.

The COVID-19 pandemic is not over. This virus will continue in our community for many months to come. HPL Reopens will serve as the roadmap during our new reality – one where COVID-19 is present in our community. It outlines the steps HPL will take to keep our residents and employees safe and provides a plan for the safe reopening of facilities and the restart of services and programs.

Alignment with the Hamilton's and Ontario's Reopening Framework

HPL Reopens is meant to align with the Province's framework for Reopening Ontario after COVID-19. The City of Hamilton's framework also uses a phased approach, enabling both the Province and the City to ensure appropriate measures are in place to reopen safely and limit risks to public health.

HPL will take guidance from the Province of Ontario as we move between phases. However, reopening in Hamilton will depend on the pandemic situation within our city, and may not align exactly with the Province's phases. We may choose to move through the phases of reopening at a different speed than the Province, based on the conditions in Hamilton and advice from our local Medical Officer of Health.

PRINCIPLES

Note about Principles: *In this section highlighted text, reflects where CoH's plan has been adapted for HPL's context and approach.* Reopening of HPL's physical spaces will be gradual, safe and measured. This framework is guided by the following principles:

1. PROTECTION OF PUBLIC HEALTH

The health of residents and HPL staff continues to be our highest priority. We will provide opportunities to maintain safe physical distance from others and follow good public health and occupational safety practices when reopening Library facilities and restarting programs and services.

2. UNIVERSAL DESIGN AND FOCUS ON THE VULNERABLE SECTOR

The principles of *Universal Design*^{iv} will inform our approach to ensure our services are provided as barrier free as possible. We will prioritize providing access to technology and learning supports to those most in need.

3. MAINTENANCE OF HPL FACILITIES AND ASSETS

We will consider which facilities and assets require maintenance or other actions to support Library business and operations.

4. COMMUNITY PRIORITIES AND PARTNERSHIPS

We will prioritize the services most valued and needed by the community. We will work with trusted partners to ensure our services complement their efforts. We will strive to provide informed referrals to those seeking information or assistance.

5. ECONOMIC RECOVERY

We will prioritize Library services and activities that contribute to the economic recovery of the City and the community. We will focus on supporting small businesses, job seekers and community members seeking information about supports and services available for them to help with their recovery. We will provide free online learning opportunities and supports (including technical support) to advance educational and skills advancement.

6. HEALTH, WELL-BEING AND PRODUCTIVITY

We will consider the health, well-being and productivity of employees when determining the most suitable location for them to do their best work. Through all reopening stages, staff will work remotely to support Hamilton residents. We will use specialized teams to maximize productivity and minimize staff exposure to other HPL staff members as we rapidly adapt our service model in response to COVID-19.

7. LEGAL OR REGULATORY REQUIREMENTS

We will consider whether a municipal service or activity supports a legal or regulatory obligation of HPL or the City.

8. RESOURCE AVAILABILITY

We will consider the availability of resources such as staff, physical and financial resources, Personal Protective Equipment and more when making decisions. We assume a tight funding environment for 2020 and 2021 and beyond. Except for non-levy funding, any emergency expenditures we incur in response to COVID-19 will need to be self-funded by savings we accrue through service restrictions. Any loss in fee revenue will need to be offset by cost savings.

REOPENING PHASES

HPL Reopens plan includes three overarching phases, each aligning generally with the Province of Ontario's [Reopening Framework](#)^v.

Through each phase, the health and safety of residents and Library staff will be the primary focus, continuing to balance the needs of the community, City Council, municipal business and community partners. Our plans will follow Library Board directions and strategic priorities.

Reopening HPL's physical spaces and services will be gradual, safe and measured. **Each progressive step will include a continuation of the services provided in previous stages**, however, some services and activities will be reduced to ensure approved services are adequately supported.

HPL will follow the Province of Ontario's lead and take direction from the provincial Chief Medical Officer of Health, our local Medical Officer of Health and other public health officials. Advice from these professionals will determine the speed that we proceed through the reopening phases and will help to determine if health and safety measures need to be adjusted at any time. No dates are referenced for any of the phases.

Everyday actions to protect the health of residents and Library staff – like physical distancing, frequent hand washing and staying home if feeling ill – will continue through each phase.

If required, HPL is prepared to implement more stringent public health measures or move backward in the phased approach to keep residents and staff safe. Some elements may move between phases faster than others based on public health advice and the situation in Hamilton.

WORK ENVIRONMENTS

HPL's reopening strategy will be a multipronged approach to ensure the health and safety of our employees, members and our community a top priority. This strategy will focus on the following key areas – eliminating exposure through physical distancing, adjusting the workplace by redesigning or modifying spaces to enable physical distancing, adjusting processes such as health screening, increasing hygiene controls and educating and training employees on best practices for a healthy and safe work environment, and the use of Personal Protective Equipment (PPE) where previous measures are not possible or effective.

Enhanced cleaning will be standard when branches reopen. Washrooms will be cleaned a minimum of twice per day and when visibly contaminated, as per Public Health recommendations. Frequently touched surfaces or "high touch points" (e.g. handrails, light switches, door handles and knobs, elevator buttons, etc.) will be cleaned at least twice each shift and will increase/decrease as needed. Workstations and service counters will be cleaned at the beginning of each use and multi-use work areas where sharing can't be avoided (e.g. staff rooms, kitchen areas, photocopier areas, meeting rooms etc.) will be cleaned and disinfected between users/uses. Contract cleaners will maintain overnight cleaning duties and may supplement daily duties, as needed. HPL will refer to City of Hamilton document: ["Pandemic Response – Environmental Cleaning of Workspaces – COVID-19"](#) as needed.

HPL will follow the City of Hamilton's guidance on [Working Environments](#)^{vi}. Where HPL has unique situations not covered by City guidance, we will develop policies consistent with City direction. If we need to deviate in a significant way, we will seek prior permission from the City EOC and the Library Board. As City guidance is updated, we will adjust our directions accordingly.

STAFFING STRATEGY

There are two key planning assumptions that informs our strategy around staffing:

Working Assumption # 6 Taking Care of Staff and Proactively Helping the Community states: *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 this may need to be revisited. If that happens, we will need to work closely with the City of Hamilton and CUPE 932 to ensure we minimize negative personal and organizational effects of laying off staff.*

Principle # 8 of HPL's Reopening Plan addresses **Resource Availability** says the following: *We will consider the availability of resources such as staff, physical and financial resources, Personal Protective Equipment and more when making decisions. We assume a tight funding environment for 2020 and 2021 and beyond. Except for non-levy funding, any emergency expenditures we incur in response to COVID-19 will need to be self-funded by savings we accrue through service restrictions. Any loss in fee revenue will need to be offset by cost savings.*

Both our commitment to our greatest resource, HPL staff, and being realistic about available funding will need to be balanced as we progress through the pandemic and then the recovery. There are many unknowns, and there are some things we can see clearly. As we move forward, we will strive to provide as much clarity as we can, recognizing achievements and being realistic about the situation we are facing. It is critical that during this time of uncertainty we commit to transparency and ensure we provide timely and frank updates to changing circumstances, whether positive or negative.

We will quickly develop new service delivery models based on necessary restrictions that are placed on how we can operate safely while the pandemic remains a threat to both staff and residents. As we develop, understand, refine and improve our new models, we will need to embrace innovation and support our staff to focus on assigned teams, so they are not overloaded with multiple new things to learn at once. As we progress through different phases of our plan, we will adjust to changing public health and CoH direction, as well as adapting to the evolving situations we face. As an organization, our most important focus is positively impacting and helping residents and the community get through the pandemic, and then helping the community recover from the economic, social, personal wellness and learning challenges COVID-19 has brought about.

As a public library that has a long history of partnerships, we need to ensure our services and programs complement other efforts from the City and trusted partners. We need to focus on filling gaps and helping to improve the coordination of the community response.

During the pandemic, we will assign staff to ensure we maximize positive community impact and maintain the strength of HPL and its mission:

Overall Staffing Levels

Thanks to support from the City of Hamilton, HPL has managed to avoid the same extent of layoffs that many other public library systems have faced; I know this is no comfort to our valued call-in staff and library pages who are currently not working. It is probable but not certain that we will not need to lay off additional staff. We will continue to be proactive about supporting critical City and community needs to reduce the likelihood of this happening.

Regarding recalling staff currently not working, we will call back staff as we are able. The reality is that the City of Hamilton (CoH) is facing extreme financial pressures, as are other municipalities,

and we will do this in a measured way based on funding and ensure a positive impact with our activities.

Adapting to Incorporate in Person Services Again

Until now, we have been very limited in what we can deliver in-person. As this begins to change, many staff will be reassigned from FreshDesk remote information service, programming and other duties to support our phased reopening. For staff pulled from these duties during the pandemic, as operations stabilize, we will re-engage these activities as circumstances allow.

We need to evolve service delivery in new ways and we don't yet know the staff resources required to deliver these services using the new models. The most effective way we can reliably gauge staff capacity required for each service is by dedicating specific staff teams to deliver these services. Should we find some services require more staff, then we will add to those teams. Alternatively, if we find some require less than planned, we will refocus that capacity on increasing our impact in other ways.

Compressed Planning Cycles and more Specific Duty Assignments

In the coming months, we face both fundamental challenges and great opportunities to cement our relevance in a post COVID-19 world. One challenge we face is compressed planning cycles. In a crisis like this, we do not have the luxury of standard planning cycles to think through services, test and train before launching. In our phased approach, we will start services (such as taking-out materials in a phased way) to learn and refine before adding other locations.

We have moved to a unified remote member support system (FreshDesk) that has significantly improved our ability to remotely support members system-wide. This has been critical for our ability to respond to an online-only environment and this innovation affords us the opportunity to work smarter, together. In the coming weeks and months, as we slowly reopen our physical spaces, we will use this ability to effectively schedule pick-up times for those who are unable to self-serve. It will also be critical as we safely provide support to members looking for public computer and printing assistance, while maintaining physical distancing.

During the last number of years, we have focused on supporting staff development. This ensured residents interacting with HPL receive a consistent level of service, regardless of location. To address compressed planning cycle challenges, we need to think differently about how we manage our work in this rapidly evolving environment. We need to take a pause on widely training staff to ensure members have a uniform experience and instead have staff working in teams on specific tasks, while we use our new-found system capabilities to ensure we triage questions based on skills. When things start to stabilize in *Phase 3-Our New Reality*, we will assess where we are and return to an increased focus on staff development and skills diversification.

Practical Information for Staff

- As we are able to perform more services in our spaces, more staff will be assigned to teams supporting work in the branches.
- Permanent staff will remain at their current level and status (Full-time & Part-time) and be assigned to appropriate teams based on their skills, job level and job description.
- Staff will be asked for geographic preferences, within operational constraints, although there is no guarantee we will try and accommodate staff to align with their preferences as best we can.
- PT staff assigned to in branch teams will spend most of their time focused on that activity. FT staff assigned to in-branch teams will spend a significant amount of time supporting those operations. Both FT and PT staff will report to the Manager responsible for that team.

- For worktime not covered by in-branch duties, staff will be assigned to other teams doing work remotely or to support another in-branch team. Where appropriate, this will include time for staff development. As the situation stabilizes the opportunity to dedicate time for staff development will be incorporated more consistently, to support work that needs to be done.
- While we are unable to provide in-person group events, specific staff will be assigned to program teams to deliver programs. Many staff previously engaged in programming will be assigned to other needed operational tasks.
- Staff who have concerns about being assigned to a specific team are asked to contact HR so we can work together on solutions that address both individual circumstances and HPL's operational needs.
- During phase 2, we are focused on keeping the same team of staff working together. There will be some exceptions to this.
- If an individual team has unplanned absences, we will reassign people to support, as needed.
- The team assignments will likely last until well into 2021. We will monitor activity levels and service impacts and increase staff to respond to increased demand as needed.
- After the pandemic is over, we will ensure staff are assigned based on the circumstances we are facing at the time, not assignments pre-COVID-19. This will likely mean that not everyone will return to their pre-pandemic location. Many will, but we do not want to create the expectation that it will be true for everyone.
- As we move into the post-pandemic period, we will not replicate pre-pandemic services. We are looking to create a greater degree of consistency in service hours system wide. This does not mean that all locations will have identical hours, however, we should anticipate greater consistency and it does mean that we will balance staff resources based on community needs and impacts at the time, and not pre-pandemic levels.

PHASE 1 – THE EARLY STAGES

Phase One of HPL Reopens is focused on delivering the highest priority Library services. Phase One, HPL operations include:

- All HPL facilities and offices remain closed to the public.
- In-person Library programs, events and room bookings remain cancelled.
- Limited return to the workplace for staff delivering high-priority services and prepare for future stages. Staff work in teams to limit exposure to multiple staff members. Many staff continue to work from home.
- Library staff redeployed to COVID-19 emergency response support efforts continue in their temporary positions.
- Restrictions on the number of people gathering to follow or surmount Provincial restrictions.
- Outdoor Wi-Fi service remains available at all HPL locations. We will monitor use to ensure this service does not encourage large gatherings in violation of physical distancing rules and provincial order.
- HPL's enhanced online services continue. Details of our services and emergency response are found in the [Report on HPL COVID-19 Response^{vii}](#). Phone, email, chat and online support is provided through the Library's new member support system that enables staff to support member from home. Service hours during this phase: Monday to Friday: 8 AM to 10 PM, Saturday: 8 AM to 5 PM, Sunday: 1 PM to 5 PM.

Phase 1 – Early Stages

Phase	Permitted Activities and Services	Key Considerations & Requirements
1A – Online Only <i>CURRENT PHASE.</i>	<ul style="list-style-type: none"> • FreshDesk remote support • Friendly calling • Delivery to City Housing & Food Banks • Activities approved by ER Team and EOC work 	<ul style="list-style-type: none"> • Work from home, support for staff who require tech support for home access • Implementation of Freshdesk
1B – Online & Take-out Only <i>SCHEDULED FOR THE WEEK OF JUNE 15, PENDING EOC & BOARD APPROVAL.</i>	<ul style="list-style-type: none"> • Scheduled pick-up of library material • Materials handling to support holds system • Preparation of physical distance measures in all locations 	<ul style="list-style-type: none"> • New cleaning standards in place • All locations will follow the CoH's 1-week plan of facilities restarting so cleaning and HVAC systems are reset • Planned hours Tuesday to Thurs 11:30 AM to 6:30PM; Friday, Saturday 11:30 AM to 4:30 PM • Quarantine library materials for 72 hours before handling • Branch couriers accelerate shipping
1C – Add Take-out of Print Jobs AFTER 1B WHEN SYSTEMS IN PLACE	<ul style="list-style-type: none"> • Includes paper & 3D print jobs • Members picking up activities guides for youth to support learning and discovery 	<ul style="list-style-type: none"> • Print management system • Increased free printing in place and online payment

PHASE 2 – GRADUAL REOPENING

Phase Two of HPL Reopens is focused on safely expanding Library services available to residents and returning more staff to work. Phase Two, HPL operations include:

- Library facilities and offices reopen to the public in stages to enable physical distancing measures and health screening upon entry.
- In-person Library programs and events remain cancelled. (In later Phase Two stages, we may allow access to program rooms for partners working with vulnerable individuals, provided all safety measures are in place.)
- Where required, staff will return to the workplace under enhanced health and safety guidelines with strict adherence to physical distancing, health screening upon entry, and restrictions on gatherings. Many staff continue to work from home.
- Staff who were redeployed to support COVID-19 emergency response efforts will continue in their temporary positions.
- Restrictions on the number of people gathering to follow or surmount Provincial restrictions.
- Outdoor Wi-Fi service remains available at all HPL locations. We will monitor use to ensure this service does not create large gatherings in violation of physical distancing rules and provincial order. HPL's enhanced online services continue to be available online.
- In person service will be provided with enhanced health and safety measures in place for staff and residents accessing Library facilities and services.

- Giving priority to seniors and other vulnerable during the first hour or two of opening is a potential measure we are investigating.
- Throughout Phase Two, computers stations will be cleaned by staff between each session. We are exploring ways to do this, including allowing 50-minute sessions, then spending 10 minutes cleaning keyboards, mice and other touched surface before the next set of people can use them.
- Support contact tracing during all stages of Phase Two.

Phase 2 – Gradual Reopening

Phase	Permitted Activities and Services	Key Considerations & Requirements
2A – Phased Reopening as Cooling Centres WHEN THE COH MOVES TO STAGE 2	<ul style="list-style-type: none"> • Provide a safe Cooling Centre for Residents • Quiet study with safety measures • Access to public computers with safety measures 	<ul style="list-style-type: none"> • Strict physical distancing enforced • Enhanced cleaning of shared services • Remote support for public computers
2B – Relief Support DEPENDING IF NEEDED BY THE COH AND/OR HAVE PARTNER'S SUPPORT	<ul style="list-style-type: none"> • Pick-up of food baskets and other relief supplies 	<ul style="list-style-type: none"> • Partner with CoH and/or other trusted partners. Our geographic spread would enable us to support these efforts in all or parts of the City.
2C – Limited Browsing Collections	<ul style="list-style-type: none"> • Access to browsing collections, book kits and other physical materials • Resume print orders and serials 	<ul style="list-style-type: none"> • Bins distributed throughout the Library to ensure items that members touch but do not check out are put in quarantine
2D – Programs for vulnerable group(s)	<ul style="list-style-type: none"> • VLS, pilot mail service • Supports for at-risk individuals working with partners 	<ul style="list-style-type: none"> • Recruit new volunteers for VLS (rely less on older adults who are at greater health risk)

PHASE 3 – OUR NEW REALITY

Phase Three of HPL Reopens focuses on continuing to deliver Library services in a safe and responsible manner while the risk of COVID-19 infection remains in our community. Phase Three will continue until a COVID-19 vaccine or other treatments are available and in widespread use. Phase Three, HPL operations include:

- Library facilities and offices reopen to the public with measures to enable physical distancing and health screening upon entry.
- Most library programs continue to be offered virtually. In-person programs and training that can be provided under enhanced health and safety guidelines will be gradually introduced.
- More staff may return to the workplace under enhanced health and safety guidelines. As much as possible we will schedule staff to work in cohorts of teams, working with the same individuals. The locations that people work at will try to accommodate staff preferences; this may not be their previous work location. Priority will be given to staff who require public transit to get to work. This staff will be assigned to locations safest for travel.

- Some staff continue to work from home.
- Staff redeployed to COVID-19 emergency response support efforts may continue in their temporary positions.
- Restrictions on the number of people gathering to follow or surmount Provincial Orders.
- Outdoor Wi-Fi service remains available at all HPL locations. We will monitor use to ensure this service does not create large gatherings in violation of physical distancing rules and provincial order.
- Many Library services are available both online and in-person with health and safety measures in place for staff and residents accessing services.
- Giving priority to seniors and other vulnerable during the first hour or two of opening is a potential distancing measure.
- Contact tracing may be relaxed depending upon direction from Public Health.
- Sometime during Phase Three we will likely be able to provide Oxivir wipes to members to supplement periodic cleaning of shared computers.

Phase 3 – Our New Reality

Phase	Permitted Activities and Services	Key Considerations & Requirements
3A - All Branches Open with Enhanced Safety Measures WHEN THE COH MOVES TO STAGE 3	<ul style="list-style-type: none"> • Local History and Archives • Service Desks are open, practicing physical distancing 	<ul style="list-style-type: none"> • Accelerated digitization of LH&A • Continue enhanced online services and programming
3B - Extended Access	<ul style="list-style-type: none"> • Extended Access service provided at FR, LY 	<ul style="list-style-type: none"> • Ensure physical distancing is enforced and monitored
3C - Phased In-person Programs	<ul style="list-style-type: none"> • Newcomer Learning Centre 	<ul style="list-style-type: none"> • Programs focusing on high needs, partner provided
3D - Coordinated Outreach for Collection access	<ul style="list-style-type: none"> • Resume bookmobile 	<ul style="list-style-type: none"> • Members pick-up holds and request items • Members not permitted on the Bookmobile
3E - Interlibrary Loan	<ul style="list-style-type: none"> • Sharing of materials with other Library systems and suggested purchases form 	<ul style="list-style-type: none"> • Will partly depend on what other systems are doing. Depending on capacity, this may start earlier.

APPENDIX I – BOARD APPROVED WORKING ASSUMPTIONS AND REOPENING PLAN

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

This plan was approved by the Library Board at its May 20, 2020 Library Board meeting. The principles articulated in this document have been incorporated into the HPL Reopens Plan. The HPL Reopens plan has been developed based on the City of Hamilton's template. The principles articulated in this plan will continue to inform HPL's response to the pandemic and recovery.

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*^{viii}. 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 point^{ix}. 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 members 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 Member Contact through Shared Devices

We will support member'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 members 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 Member 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 member service points to ensure staff are able to maintain distancing between each other and members. 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.

REFERENCES

ⁱ City of Hamilton Recovery Roadmap - <https://www.hamilton.ca/reopens>

ⁱⁱ HPL's Working Assumptions and Phased Reopening Plan - <https://www.hpl.ca/sites/default/files/20-05-HPLWorkingAssumptionsfor2020.pdf>

ⁱⁱⁱ CULC Think Tank Tool Kit - <http://culc.ca/advocacy/thinktank/>

^{iv} Universal Design - https://en.wikipedia.org/wiki/Universal_design

^v Ontario Reopening Framework - <https://www.ontario.ca/page/reopening-ontario-after-covid-19>

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- vi Hamilton Reopens Direction on Work Place Environments - <https://www.hamilton.ca/reopens/work-environments>
- vii HPL May 2020 Report on COVID-19 Response: <https://www.hpl.ca/sites/default/files/20-05-HPLReportonCOVID-19Response.pdf>
- viii <https://files.ontario.ca/mof-framework-for-reopening-our-province-en-2020-04-27.pdf>
- ixix <https://blog.hypeinnovation.com/how-crisis-driven-innovation-can-help-your-organization>

Date: June 17, 2020
To: Chair and Members of the Board
From: Dawna Wark, Director Public Service, Branches
Lisa Radha Weaver, Director Collections and Programs Development
Tony Del Monaco, Director of Finance and Facilities
Subject: **Fines and Fees - DW/LW/TD - Attachment #7.3**

RECOMMENDATION:

To support new and long-time members to access collections and services, to borrow and return resources without the fear of fines and to help both youth and adults in the community experience the *Freedom to Discover* at the library while the community lives through the pandemic and pivots to the post-pandemic recovery.

That the Board approve the removal of physical collection related fines and fees from March 15, 2020 until the end of December 2021.

That staff offset lost revenue by savings in operating costs and that staff are also instructed to develop a *pay-it-forward* donation system to support library efforts to support literacy.

That staff develop a system to ensure that customers with 20 items or more that are overdue, will have their borrowing privileges for physical materials suspended until they can resolve the matter.

That staff are instructed in Q4 2021 to report to the Library Board a report on the impact of this community initiative related to materials lost, overdue, new members and stories from members using the library for the first time or returning to the library after more than two years.

FINANCIAL/STAFFING/LEGAL IMPLICATIONS:

Largely due to the digital shift, fine revenue has been gradually declining as a 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 estimated operating budget impact of eliminating all fines and fees from March 15, 2020 – until the end of December 31, 2021 in response to the COVID-19 pandemic would be approximately \$90,000.

The estimated annual operating budget impact of eliminating youth material overdue fines would be approximately \$25,600 and eliminating youth material lost charges would be approximately \$32,000.

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.

BACKGROUND:

At the May Board meeting, staff presented a Fines & Fees Follow-up Report that presented five (5) different options to consider. At that meeting staff were instructed to focus on the recommendation included in this report and to explore this issue with the Library Board Councillors. In the discussion with the Board Councillors, the issue of the extremely challenging funding environment was a key focus.

Aside from the positive impact of reducing barriers, especially during a time of hardship for many, there are two core reasons, why from a strictly financial perspective, the rationale for supporting this recommendation now are clear:

- With the restrictions on our operations during the pandemic period, the retirements we have already had in 2020 will fully fund the lost revenue from materials fines and fees.
- As a report of the Customer Experience Taskforce on fines and fees in October 2018 stated: 217,278 fine transactions in 2017 generated a total of \$206,391 in revenue. When you factor in the staff time it took to collect those fines, the cost of collecting the fines exceeded the revenue they generated.

The social and economic costs and impacts of the global COVID-19 pandemic has created new social and economic realities for many members and eliminating fines for the term of the pandemic would allow members greater opportunity to have the Freedom to Discover at HPL. Discovery and Inspire card holders borrowing materials would not accrue overdue or lost fees.

Library member accounts will be limited from borrowing additional physical materials if 20 items are overdue beyond 2 months. Also, limiting cash transaction is a good safety measure and the reduction in revenue we receive from material fines and fees is a very modest part of our budget.

Pay-it Forward for Adult Fines/Lost Fees - For adults, we are proposing we turn overdue fines away from a punitive system to a positive one, where fines/fees 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 report back on the Pay-It Forward System in 2021. That would give us sometime to assess the impact of removing youth overdue fines.

Previous Barrier Reduction Actions Taken

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 members 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 transform member services, 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 member service barriers:

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

HPL's current Strategic Plan includes:

- Reducing barriers for members to access and use the library
- Process improvements related to member service

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 check-out at Extended Access locations
- Study Hall space at Red Hill and Terryberry branches (normally open weekdays 9 pm – 12 midnight)

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

Barriers addressed in 2019

- Auto-renewal of library items
- Language translation services at all service desks
- Early start hours 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 members every four years
- 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 feasibility study
- Branch renovations – Valley Park, Greensville and Carlisle
- Community hub partnership – Indwell at Parkdale Landing

Articles on Going Fine Free

"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

Customer Testimonials for our Survey



Community Survey 2017

Fines concerned members of the community who identified as those who “never think” about using the library and who were infrequent or non-users of library services.

“Fine forgiveness. I am an adult that didn’t realize I never returned a book as a kid, 10 years ago roughly. I’m afraid to see the fine. I have avoided the library because of it.”

- Age 18-24, with children under 12

“Less fines. We’re busy and all four of my family are big readers. It’s hard to keep track of everyone’s books.”

- Age 25-34, with children under 12



Grace Haven

June 7 at 7:33am

Hi! We love the HPL!! But we have some young moms that are afraid to use library services because they have fees from when they were very young. What can we tell them?



Like



Comment

Date: June 17, 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 receive the Chief Librarian Report for June 2020.

ATTACHMENTS:

Description	Upload Date	Type
June 2020 Chief Librarian Report	6/12/2020	Cover Memo

Chief Librarian Report – June 2020

Annual Land Acknowledgement

Past Library Board Chair, Lori-Anne Spence Smith, asked about HPL doing a land acknowledgment at our Board meetings. We currently do a land acknowledgment at special events at HPL but adding this to Board meetings would be an important step. Staff continue to work with the *Urban Indigenous Strategy* to carry out the *Calls to Action* from the *Truth and Reconciliation Commission of Canada*. Public libraries can play an important role in promoting a better understanding among all residents about Indigenous histories, cultures, experiences and contributions. Annually reading out a land acknowledgment at the inaugural meeting of a Board is a good practice. We are recommending beginning in January 2021; the Library Board will start each calendar year with an annual verbal land acknowledgment. Each board package will also include the land acknowledgment at the beginning of the agenda. Here is the draft text:

The City of Hamilton is situated upon the traditional territories of the Erie, Neutral, Huron-Wendat, Haudenosaunee and Mississaugas. This land is covered by the Dish With One Spoon Wampum Belt Covenant, which was an agreement between the Haudenosaunee and Anishinaabek to share and care for the resources around the Great Lakes. We further acknowledge that this land is covered by the Between the Lakes Purchase, 1792, between the Crown and the Mississaugas of the Credit First Nation.

Today, the City of Hamilton is home to many Indigenous people from across Turtle Island (North America) and we recognize that we must do more to learn about the rich history of this land so that we can better understand our roles as residents, neighbours, partners and caretakers.

Mid-Year Progress Report on Goals

Normally, in June, the Library Board receives the Mid-Year Report on goals for the year. After discussion with the Board Chair and Vice-Chair, it was agreed that we will bring the report to the Library Board in September. The COVID-19 pandemic has brought on a lot of changes that have necessarily been our major focus since March. The report on our COVID-19 response provides a good overview of the activities that we have been engaged in. In September we will be providing an update on the goals and will be exploring with the Library Board looking ahead to the rest of 2020 and what we should be focusing on in 2021.

Hamilton Gallery of Distinction

In light of the ongoing COVID-19 crisis and with an eye to the future, the Board of Directors of the Gallery of Distinction have decided to refrain from holding the annual Gallery of Distinction nomination process and hosting the induction dinner in 2020.

Instead, the Gallery is taking this year as an opportunity to consider its role in our community, its meaning and impact, and how the Gallery might continue to evolve to most meaningfully recognize exceptional Hamiltonians. Community members are invited to share thoughts and feedback by participating in the following survey which is open until June 30th: [Gallery of Distinction Survey](#)

More information about the Gallery can be found at: <https://www.hpl.ca/articles/call-nominations>

Summer Reading

Library Members are invited to join Scout and the other Hamilton readers for a range of online programming this summer supporting literacy and fun tracking activities with digital badge recognition.

Hamilton Reads

Moon of the Crusted Snow program and book discussions continue this summer including a reading artist lead program.

Discover at Home

To help limit screen time there are many activities posted to encourage discovery at home with common items as well as writing prompts. Share your creative creations with us online to inspire other Hamiltonians and consider submitting some of your writing to the Short Works Prize.

Story Times

The library YouTube channel continues to grow with new stories and sing-alongs to enjoy on your own schedule.

Digital Literacy Programs

The library is now offering a larger selection of Digital literacy online programs covering both introductory and more advanced options. The programs are delivered online every Tuesdays, Wednesdays and Fridays. Code Club online is offered every Monday.

Programs offered includes How to instructions on using eBooks/eAudiobooks and other online resources such as Kanopy, PressReader and Lynda.com. Also, more advanced offerings such as Create A Website Online with Wix, Grow Your Business with Google, 3D Design, Code Club Online, and Create your Podcast and How to Film a Video from Home are added.

Cable 14 Programs Partnership

HPL partnered with Cable 14 to re-air HPL programs to increase the reach of HPL virtual programs such as Storytimes, poetry readings, author talks, etc. These programs are now broadcast weekly in partnership with Cable 14.

Partner Programs

The Library continues to work with the Arts Council of Hamilton to promote Arts Week and Artist's Relief fund events online as well as working with McMaster to promote this year's Writer in Residence programs.

Book, Film and Podcast Clubs

Online Book, Film and Podcast clubs are happening each week. Library members can register online and we look forward to seeing you online soon.

Collection Lists in BiblioCommons and OverDrive

In recognition of the many critical conversations happening, collection lists are posted at HPL.ca and HPL's OverDrive collections on Black Lives Matter, 2SLGTBQ+ literature and Indigenous authored titles.

Takeout and Delivery

As the library prepares for takeout, we are thankful to be able to connect library collections with Food Bank distribution organizations over the last many months.

Conversation Circles

The library continues to host weekly conversation circles and invites new library members to join or express interest in participation so that we can host at times convenient for participants.

Volunteer Recruitment

The library encourages members to express interest in volunteering as we are exploring new opportunities as operational capacity allows post-COVID

Meal Delivery

Thank you to our partners at Wesley who have been supporting meal delivery to outside of libraries while physical locations are closed.

Telling Tales

Telling Tales is going virtual at the Library this summer. Starting with a June Graphic Novel Celebration, followed by programs this summer and a celebration online in the Fall. The Telling Tales Programs are live streamed on HPL home page with recording available for later views.

Paul Takala, Chief Librarian/CEO
June 2020

June 2020 Media Coverage Highlights

Telling Tales Festival Moves Online

CHCH-TV – June 2, 2020

Due to social distancing restrictions, “Telling Tales,” a popular children’s festival normally held at Westfield Heritage Centre, is moving online this year.

Organizers say that physical distancing shouldn’t stop people from enjoying the festival’s amazing lineup of authors, illustrators, performers and storytellers from across Canada and further abroad.

This year’s theme is ‘stories that connect us.’

“We are so excited to have the opportunity to bring Telling Tales to not only our local community, but to all of Canada and the world,” says Susan Jasper, Executive Director of Telling Tales.

“We love that bringing our festival online allows us the opportunity to reach more children and families and share the gift of stories that connect us.”

Telling Tales is teaming up with the Hamilton Public Library and the Hamilton-Wentworth District Catholic and Public School Boards to present the popular “Celebrating Graphic Novels” event, which kicks off June 10 and runs until June 12.

This year’s presenters include Kevin Sylvester, Tory Woolcott and Sylv Chiang.

They will be leading an interactive online workshop focusing on different aspects of the creative process.

Participants are encouraged to submit questions in advance via the Telling Tales website and the presenters will do their best to answer as many questions as they can.

“I think the thing that makes celebrating graphic novels such a great and important event is that it encourages creativity in a really fun way,” says presenter Tory Woolcott.

“It lets young people play with their creativity, and learn different ways to access literature and art.”

Telling Tales is a Canadian, not-for-profit organization committed to delivering outstanding literary programming for children and youth that raises awareness of the importance of literacy in our communities.

For more information on the event visit the [Telling Tales website](https://www.chch.com/telling-tales-festival-moves-online/).

<https://www.chch.com/telling-tales-festival-moves-online/>

HPL’S 2020 Summer Reading Club Goes Virtual

Bay Observer – May 29, 2020

Hamilton Public Library’s annual Summer Reading Club for kids and teens launches online this year.

Head to hpl.ca/src for plenty of activities, experiments, programs, how-to videos, games and of course, eBooks and eAudiobooks to enjoy this summer. Vote for your Top Novel, earn online badges, try a new hobby led by our young experts, watch performances and more.

Kids, teens, parents and caregivers are invited to head to hpl.ca/src for entertaining events, reading lists, videos and new pastimes, to do at home. The program launches this week and runs to Labour Day, September 7, 2020.

<http://bayobserver.ca/2020/05/29/hpls-2020-summer-reading-club-goes-virtual/>

Beating the pandemic blues by chatting with librarians

Hamilton Spectator – May 29, 2020

Most days, 76-year-old Anne Collins takes a walk around her Dundas neighbourhood while listening to a novel on Libby, the smartphone app that allows library cardholders to download audiobooks for free.

“I’m reading ‘Dracula’ now, which is really absolutely fabulous. It’s really a classic,” she said.

If she’s not in the mood for an audiobook, Collins downloads music using Freegal, the library’s streaming service that has more than seven million songs and music videos.

“It’s good company. I’m pretty isolated because I have chronic illness and am one of the seniors that should stay away from shops and things,” she said.

“It really enhances my quality of life to listen to some nice music sitting in the park or just walking.”

Collins, who is originally from England, has been able to watch British crime series on the library's Acorn TV, which she was able to access thanks to a check-in phone call from a staff member at her local branch.

"When I got my first call, I was so surprised," she said. "It was like a long-lost friend calling."

The Hamilton Public Library (HPL) launched a "friendly calling" program last month to reach out to senior library users who may be experiencing isolation during the pandemic. Since mid-April, staff have phoned nearly 6,500 clients age 75 and up to both say hello and provide tech support as needed.

"(It's) recognizing that a lot of our customers that were over a certain age were being isolated and maybe relied on the library a lot, but didn't necessarily have access to join the library programs and participate in the online things," said Erica Conly, the library's manager of adult programming. "We thought, 'How can we get in touch with them and just let them know we're still thinking about them?'"

Seniors can choose to have regular check-in calls from their local librarians and set up longer followup appointments for help using the library's digital resources. So far, more than 20 per cent have opted in to weekly or monthly check-in calls from staff at their local branches.

"The library becomes a touchpoint for a lot of people," Conly said. "It's a place where they go every day, where they meet their friends, where they read the newspaper, and it's part of their routine."

Gail James, 75, and her husband normally visit the Westdale branch once or twice a week. Now, because of the COVID-19 pandemic, they are connecting with a staff member from their local library from the safety of their home.

"As soon as I talked to her, I knew exactly who it was," she said. "It's a very friendly branch."

<https://www.thespec.com/news/hamilton-region/2020/05/29/beating-the-pandemic-blues-by-chatting-with-librarians.html>

Hamilton Public Library to launch new take-out service

In the Hammer.com, June 11, 2020

The Hamilton Public Library (HPL) is launching a new take-out service later this month.

HPL said in a press release sent out Thursday (June 11) that customers who put content on hold before March 14 and since services were paused will be able to pick those items up in the coming weeks.

"While we know many residents have utilized our enhanced online services and collections, we understand Hamilton residents miss their library and we thank you for your patience," said Paul Takala, HPL's Chief Librarian.

"The take-out service provides customers with new materials while putting in place safety precautions to slowly reopen."

Library users are encouraged to check their library accounts starting the week of June 15, to adjust any holds they've read/listened to over the pause and will have the opportunity to pick up holds placed before March 14 and over the pause, as well as add new holds to their account.

The Central Library, as well as Red Hill, Terryberry and Dundas branches, are the first four locations where take-out services will be offered initially.

How it will work is that when library users put their items on hold and they're notified of their availability they will then have to schedule a time for pick up.

Pick-up appointments begin June 23 and can be scheduled 11:30 am - 6:30 pm Tuesday through Thursday or 11:30 am - 4:30 pm Friday and Saturday.

An HPL library card and personal identification number (PIN) is needed to reserve and pick up items and users can schedule and pick up holds for two family members/friends during their appointment.

Step-by-step instructions on how to pick up holds are available at hpl.ca/takeout.

"It's vital to keep reading, watching and learning, while maintaining our community's health and safety," Takala said.

"We are in this together."

HPS said that library staff will not accept returned items at pick-up appointments and items need to be returned to designated drop boxes. Returned items will then be held for 72 hours to ensure customer and staff safety.

HPL says they are working on opening more branches in the next phase of reopening: Ancaster, Kenilworth, Saltfleet, Sherwood, Turner Park and Waterdown branches.

All locations will eventually be open for this service when enhanced cleaning and other safety protocols that are in place, they say in the release.

For more information about HPL and its services and reopening, visit their website [here](#).

<https://www.inthehammer.com/hamilton-public-library-to-launch-new-take-out-service>

Date: June 17, 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 Update 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. This report provides an update to the Digital Usage Report from last month's May Board meeting.

Digital Circulation

- Digital circulation has continued to increase during the physical shutdown period. The appendix to this report provides a summary of our digital circulation for the eleven week period from March 15th, when the physical shutdown began, to May 31st.
- Compared to the same time period last year, digital circulation was up by 71.3%. That works out to about 722,650 digital circulations for the period.
- Overdrive (eBooks, eAudio, & eMagazines) is always one of our most popular digital resources. Overdrive usage during the period was up 55.9%. In total we've experienced 302,125 Overdrive checkouts for the 11 week period, the vast majority of which is related to eBooks and eAudio usage.
- Kanopy (films & documentaries) usage has increased by 233%. The 28,349 checkouts are 19,834 more than the same period last year.
- Another popular resource, PressReader (newspapers & magazines), has seen usage increase to 75,246 during the period, a 23,515 increase compared to the same period last year. That's equal to a 45.5% increase. \

- Tumblebooks (children's e-books) usage has increased five-fold with over 33,000 more uses than the same period last year. That's a tremendous 400% increase. Year-to-date usage has more than surpassed usage all of last year.
- Zinio/RB Digital (digital magazines) usage more than doubled during the period to 62,600 checkouts, a 106.5% increase.
- Lynda.com (online courses & training) usage was up 277% to 57,635 uses.
- Database Usage has increased by 159%, mainly related to our Proquest Ancestry resource.
- Year to date (to the end of May), 2.2 million items have been checked out both digitally and physically. Forecasting to the end of this year, we estimate overall circulation to be in the 4.8 million to 5 million range.

AskHPL

- Since the physical shutdown AskHPL has been ready to answer questions from our customers. Up to and including May 31st, AskHPL has received a total of 5,399 questions. The volume of questions received has been increasing week to week.

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 6,900 calls have now been made up to and including May 31st.
- 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.

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 78,700 hours of use have been logged during the physical shutdown up to the end of May.
- That includes 18,349 sessions or logins with 32,796 Gb of data usage.
- Central (12,425 hours), Barton (9,877) and Red Hill (8,056) were the top three locations by hours of use and made up almost 40% of all wireless network hours usage since the physical shutdown.
- Peak usage time is from 8am to 7pm.

Online Programs

- This new service has now delivered 162 online programs as of May 31st. There have been 1,735 live views and 3,767 on-demand views. A breakdown by program type is included in the appendix to this report.

Social Media

- Video views on HPL's YouTube channel are up – over 10,000 views have been logged during the physical shutdown period. Views by date and Top 10 videos for the period are listed in the appendix.

New Registered Cardholders

- Despite the physical closure, 2,561 new people still signed up for a library card online between March 15th and the end of May. This is something that wouldn't have been possible without the introduction of online card registration which was rolled out last year.

HPL RedBook

- Redbook visits have increased by 4.8% with 46,949 visits 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 over 1,400 face shields and 1,600 surgical mask ear savers.
- Many HPL staff have also volunteered to knit 443 cloth face masks for use by Wesley and for use at our HPL Cooling Centres for members of the community who do not have access to a mask.

ATTACHMENTS:

Description	Upload Date	Type
Appendix 1	6/11/2020	Cover Memo



March 15-May 31

2020, 2019

	Digital Circulation			
	2020 Mar 15 - May 31	2019 Mar 15 - May 31	Difference	% Change
Total Digital Circulation	722,650	421,875	300,775	71.3%
Overdrive - eBooks	222,856	134,218	88,638	66.0%
Overdrive -eMagazine	1,375	5,252	(3,877)	(73.8%)
Overdrive -eAudio	77,894	54,337	23,557	43.4%
Overdrive Subtotal	302,125	193,807	108,318	55.9%
Open Library ¹	1,217	55	1,162	2112.7%
Archembault eBooks	89	58	31	53.4%
Ebook Subtotal	303,431	193,920	109,511	56.5%
Freegal	12,170	12,202	(32)	(0.3%)
Kanopy	28,349	8,515	19,834	232.9%
PressReader	75,246	51,731	23,515	45.5%
Summa	30	-	30	-
Summa Kids	35	-	35	-
Tumblebooks ¹	41,517	8,297	33,220	400.4%
Zinio/RB Digital	62,602	30,320	32,282	106.5%
Electronic Resources Subtotal	219,949	111,065	108,884	98.0%
Freegal Streaming	75,306	75,042	264	0.4%
G1 Driver's Education	246	85	161	189.4%
Lynda.com	57,635	15,284	42,351	277.1%
Mango	2,794	2,074	720	34.7%
Electronic Resources Subtotal	135,981	92,485	43,496	47.0%
Database Use ²	63,289	24,405	38,884	159.3%

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

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



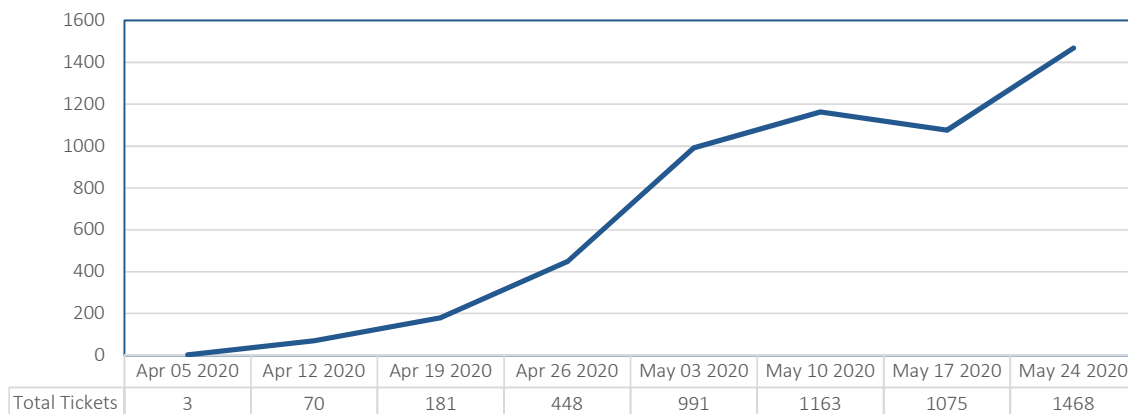
Monthly Report

March 18 - May 31,

Total Tickets:
5,399

AskHPL

AskHPL: # of Questions by Week



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	Ref to Book an Appt (BAA)	Helped with Online Resources	Ref to Comm'ty Resource	Completed Reference Work
April	195	3677	792	1702	80	416	1	14
May	102	3240	421	1599	90	565	57	493
Totals	297	6917	1213	3301	170	981	58	507

A sample of the interactions HPL staff are having with our seniors.

One customer uses our wi-fi to run her self-employed business, as she has only dial up internet at her home. I explained to her that she could sit in her car in Lynden's parking lot, and access the WiFi from there to process her email. She was very pleased and said this would help her keep her business running during COVID-19.

A customer tells staff: "You don't have to call me back but it was so nice that you called me today. Please let someone else who needs you to check in on them receive calls going forward."

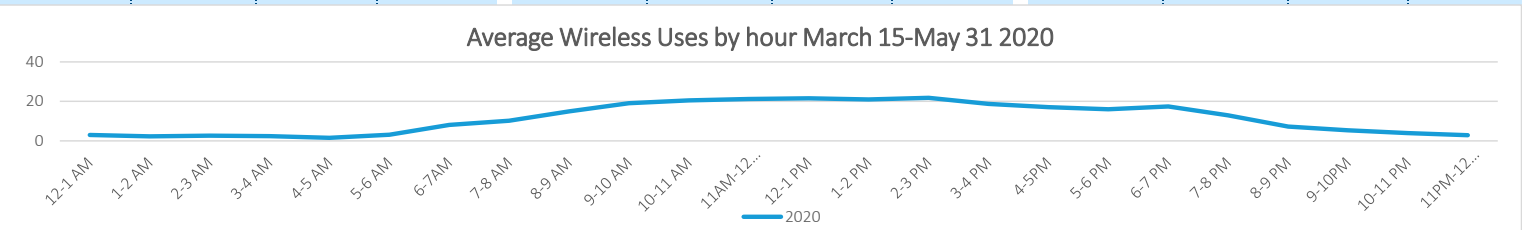
A staff member recently called back a customer to wish her a "Happy Birthday" - she turned 93! She is currently reading from her stash of books but misses the library. We talked about her history with the library over the years and I will be calling her back to keep her updated with material access when it begins.

A staff member reports: This senior said that I was the first to call from outside his family and friends and we had a great conversations. I highlighted all of the resources and numbers available to him as he doesn't have a computer and normally comes to the library to use ours. His words: " You've been a treasure trove of information, I am so grateful you have called!"



Monthly Report

March 15-May 31
2020, 2019

	Wifi Uses				Wifi Hours of Use (Hrs)				Wifi Data Use (Gb)			
	2020 March 15 - May 31	2019 March 15 - May 31	Difference	% Change	2020 March 15 - May 31	2019 March 15 - May 31	Difference	% Change	2020 March 15 - May 31	2019 March 15 - May 31	Difference	% Change
<p>Average Wireless Uses by hour March 15-May 31 2020</p> 												
System Total	18,349	272,863	(254,514)	(93.3%)	78,704	925,528	(846,825)	(91.5%)	32,796	263,198	(230,402)	(87.5%)
Ancaster	1,606	12,943	(11,337)	(87.6%)	6,511	45,644	(39,133)	(85.7%)	1,927	15,546	(13,618)	(87.6%)
Barton	2,246	5,811	(3,565)	(61.3%)	9,877	22,078	(12,200)	(55.3%)	2,972	4,639	(1,667)	(35.9%)
Binbrook	935	5,581	(4,646)	(83.2%)	3,436	16,860	(13,425)	(79.6%)	3,160	11,533	(8,373)	(72.6%)
Bookmobile	-	-	-	-	-	-	-	-	-	-	-	-
Carlisle	162	223	(61)	(27.4%)	1,101	1,604	(502)	(31.3%)	133	405	(272)	(67.0%)
Central	3,953	104,993	(101,040)	(96.2%)	12,425	268,064	(255,639)	(95.4%)	2,983	109,911	(106,929)	(97.3%)
Concession	473	2,145	(1,672)	(77.9%)	3,360	15,461	(12,101)	(78.3%)	835	3,541	(2,706)	(76.4%)
Dundas	778	9,505	(8,727)	(91.8%)	3,633	34,320	(30,687)	(89.4%)	906	8,557	(7,651)	(89.4%)
Freelton	114	266	(152)	(57.1%)	699	1,797	(1,098)	(61.1%)	272	875	(604)	(69.0%)
Greenville	221	204	17	8.3%	2,221	507	1,714	338.1%	1,239	74	1,165	1583.7%
Kenilworth	203	3,130	(2,927)	(93.5%)	906	9,548	(8,641)	(90.5%)	296	6,938	(6,641)	(95.7%)
Locke	364	571	(207)	(36.3%)	2,385	2,741	(356)	(13.0%)	4,214	867	3,347	385.9%
Lynden	1,082	1,363	(281)	(20.6%)	4,674	7,203	(2,529)	(35.1%)	4,510	3,472	1,037	29.9%
Mount Hope	82	395	(313)	(79.2%)	471	3,155	(2,684)	(85.1%)	16	196	(180)	(91.9%)
Red Hill	1,890	14,601	(12,711)	(87.1%)	8,056	54,754	(46,698)	(85.3%)	4,904	12,559	(7,655)	(61.0%)
Saltfleet	230	3,816	(3,586)	(94.0%)	1,471	21,739	(20,269)	(93.2%)	191	4,825	(4,634)	(96.0%)
Sherwood	373	7,055	(6,682)	(94.7%)	2,206	37,213	(35,007)	(94.1%)	172	8,250	(8,078)	(97.9%)
Stoney Creek	240	2,193	(1,953)	(89.1%)	2,068	20,197	(18,129)	(89.8%)	345	3,045	(2,701)	(88.7%)
Terryberry	1,031	16,726	(15,695)	(93.8%)	3,532	97,089	(93,557)	(96.4%)	805	15,549	(14,744)	(94.8%)
Turner Park	379	69,760	(69,381)	(99.5%)	1,224	206,825	(205,600)	(99.4%)	748	37,045	(36,297)	(98.0%)
Valley Park	144	1,906	(1,762)	(92.4%)	880	12,781	(11,901)	(93.1%)	310	1,854	(1,544)	(83.3%)
Waterdown	12	3,930	(3,918)	(99.7%)	34	15,358	(15,325)	(99.8%)	4	8,998	(8,994)	(100.0%)
Westdale	1,831	5,746	(3,915)	(68.1%)	7,534	30,590	(23,056)	(75.4%)	1,852	4,518	(2,666)	(59.0%)



Monthly Report

March 15 - May 31, 2020

Program Type

Online Programs					
	Title	# Programs	# Live Views	# On-Demand Views	# Total Views
Arts & Culture					
	Artist Studio Tours	4	n/a	260	260
	Film Forum	4	16	n/a	16
	Noon Hour Concerts	4	580	672	1252
	Writer-in-eResidence	1	n/a	17	13
	Hamilton Reads Concert	1	111	149	260
Digital Literacy					
	3D Design	1	8	n/a	8
	Create a Website	1	3	n/a	3
General Interest					
	Conversation Commons	2	6	n/a	6
	HPL for Young Professionals	1	23	n/a	23
	Podcast Club	2	8	n/a	8
Hobbies					
	Colouring Circle	1	7	n/a	7
	Cross Stitch Club	4	39	n/a	39
	Guitar Pickers	8	57	n/a	57
	True Crime Meetup	6	74	n/a	74
	Watercolour Mother's Day Card	1	61	n/a	61
Literary					
	Book Clubs	15	81	n/a	81
	Hamilton Reads Book Club	11	60	721	781
	Poems from Home	5	n/a	384	384
	Storybreak	6	40	n/a	40
	Stories of Home	1	50	n/a	50
	Art of Writing Legacy Letters	2	18	n/a	18
Newcomers					
	English Conversation Circle	10	32	n/a	32
	English for Seniors	22	196	n/a	196
Child & Youth					
	Code Club	2	4	n/a	4
	Discover @ Home	9	261	n/a	n/a
	Family Storytime	6	n/a	1149	1149
	Recreation @ Home	25	n/a	n/a	n/a
	Summer Reading Club	3	n/a	415	415
	Writing Wednesdays	4	n/a	n/a	n/a
Totals		162	1,735	3,767	5,502

Notes:

Programs with n/a live views are pre-recorded for on-demand viewing.

Programs with n/a on-demand views are not posted to YouTube.

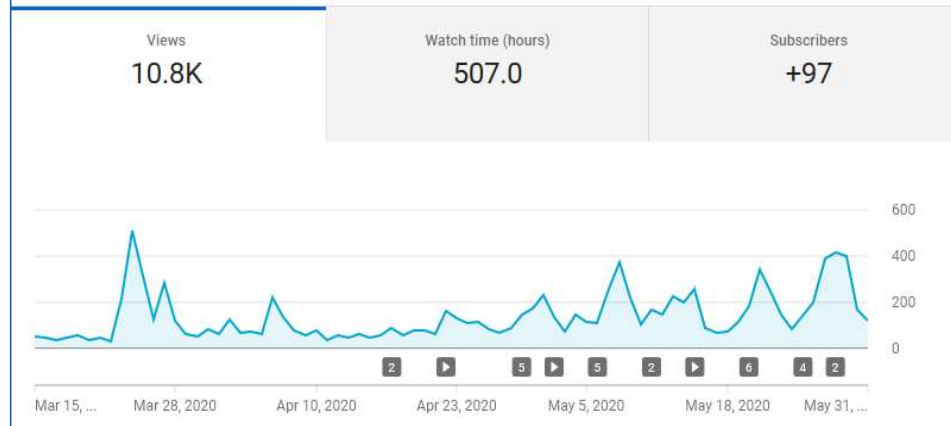
All Child and Youth programs are pre-recorded; live views occur at scheduled program time.

The Discover @ Home program posts activity sheets for kids twice weekly.

The Recreation @ Home program, a partnership with the City of Hamilton, posts suggestions for families to stay active and healthy.

HPL YouTube Channel

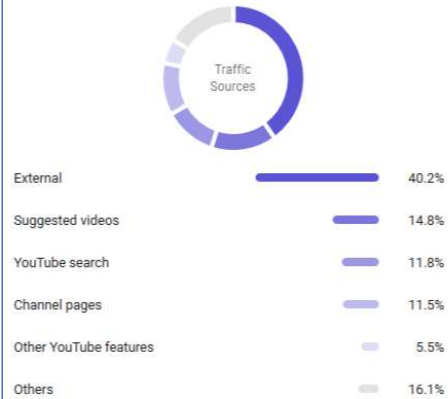
**People watched your videos 10,818 times during the dates
you selected**



Traffic Sources

Traffic source types

Views - Mar 15 - May 31, 2020



Traffic source: External

Views - Mar 15 - May 31, 2020



Top Ten Videos

Video	Impressions	Impressions click-through rate	Views	Average view duration	Watch time (hours)
<input type="checkbox"/> Total	64,629	5.1%	10,818	2:48	507.0
<input type="checkbox"/> The Buildings of the Gore: Part One	3,420	6.6%	779	5:16	68.5
<input type="checkbox"/> Hamilton 1946	3,703	9.0%	1,752	1:51	54.3
<input type="checkbox"/> The Buildings of the Gore: Part Two	1,390	8.5%	325	6:37	35.8
<input type="checkbox"/> Storytime #1 with HPL's Erin	93	72.0%	452	3:54	29.4
<input type="checkbox"/> The Buildings of the Gore: Part Three	1,142	6.3%	209	6:53	24.0
<input type="checkbox"/> James Street North Episode 1	2,620	4.8%	312	4:07	21.4
<input type="checkbox"/> VE Day	1,103	5.1%	307	3:54	20.0
<input type="checkbox"/> Noon Hour Concert with Rod Nettag...	1,095	4.9%	149	6:37	16.5
<input type="checkbox"/> Noon Hour Concert With Michael M...	460	10.9%	172	5:41	16.3
<input type="checkbox"/> The Buildings of the Gore: Part 4	743	7.0%	146	6:24	15.6

Date: June 17, 2020
To: Chair and Members of the Board
From: Tony Del Monaco, Director Finance & Facilities
Elly Bowen, Chair Audit Committee
Subject: **Report from the Audit Committee - EB/TD - Attachment #9.3**

RECOMMENDATION:

THAT THE HAMILTON PUBLIC LIBRARY BOARD APPROVE THE AUDIT COMMITTEE REPORT FROM ITS MEETING OF WEDNESDAY, JUNE 3, 2020.

BACKGROUND:

After the Audit Committee meeting, we received a message from our auditor that the following note regarding COVID-19 was inadvertently omitted from the notes to the financial statements and will be included as Note 12 in the final signed and issued financial statements:

12. Subsequent event:

Subsequent to December 31, 2019 the COVID-19 outbreak was declared a pandemic by the World Health Organization. This has resulted in governments worldwide, including the Canadian and Ontario governments, enacting emergency measures to combat the spread of the virus. These measures, which include the implementation of travel bans, self-imposed quarantine periods and social distancing, have caused material disruption to businesses globally and in Ontario resulting in an economic slowdown. Governments and central banks have reacted with significant monetary and fiscal interventions designed to stabilize economic conditions however the success of these interventions is not currently determinable. The current challenging economic climate may lead to adverse changes in cash flows and working capital levels which may also have a direct impact on the Corporation's operating results and financial position in the future. The situation is dynamic and the ultimate duration and magnitude of the impact on the economy and our business are not known at this time.

ATTACHMENTS:

Description	Upload Date	Type
Audit Committee Minutes of June 3, 2020	6/11/2020	Cover Memo

Mission Statement
Freedom to Discover

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

HAMILTON PUBLIC LIBRARY BOARD

Special Meeting
Wednesday, June 3, 2020
Central Library, Board Room

5:15 PM Meeting

MINUTES

Present: E. Bowen, R. Coruzzi, H. Dhaliwal, N. van Velzen, P. Takala, T. Del Monaco, S. Al-Rawee (KPMG), K. Dennie

1. Acceptance of Agenda

MOVED by Robert Coruzzi, seconded by Harjit Dhaliwal,

THAT THE HAMILTON PUBLIC LIBRARY BOARD AUDIT COMMITTEE ACCEPT THE AGENDAAS PRESENTED.

MOTION Passed

2. Minutes from previous meeting approved at February 2020 Library Board Meeting

Received for information.

3. Audit Finding Report - TD - Attachment #3

Saman Al-Rawee, KPMG, reviewed the Audit Finding Report with the committee members.

MOVED by Elly Bowen, seconded by Robert Coruzzi,

THAT THE HAMILTON PUBLIC LIBRARY BOARD AUDIT COMMITTEE RECEIVE THE AUDIT FINDINGS REPORT FOR INFORMATION.

MOTION Passed

4. Draft Financial Statements Hamilton Public Library Board December 31, 2019 - TD - Attachment #4

The draft audited financial statements were reviewed with committee members.

MOVED by Elly Bowen, seconded by Harjit Dhaliwal,

THAT THE HAMILTON PUBLIC LIBRARY BOARD AUDIT COMMITTEE RECEIVE THE DRAFT FINANCIAL STATEMENTS FOR INFORMATION.

MOTION Passed

5. Auditor and Audit Committee Meet Without Staff

MOVED by E. Bowen, seconded by R. Coruzzi,

THAT THE AUDIT COMMITTEE MOVE IN-CAMERA TO DISCUSS PRIVATELY WITH THE AUDITOR.

MOTION Passed.

MOVED by Robert Coruzzi, seconded by Elly Bowen,

THAT THE IN-CAMERA SESSION BE ADJOURNED.

MOTION Passed

6. Adjournment

The meeting was adjourned at 6:08 pm.

MOVED by Robert Coruzzi, seconded by Harjit Dhaliwal,

THAT THE HAMILTON PUBLIC LIBRARY BOARD AUDIT COMMITTEE BE ADJOURNED.

MOTION Passed

Minutes recorded by Karen Hartog

Mission Statement
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Strategic Priorities
A Community Beacon Relevant and Responsive
Learning and Innovative Organization

HAMILTON PUBLIC LIBRARY BOARD

Special Meeting
Wednesday, June 3, 2020
Central Library, Board Room

5:15 PM Meeting

AGENDA

Present: E. Bowen, R. Coruzzi, H. Dhaliwal, N. van Velzen, P. Takala, T. Del Monaco, S. Al-Rawee (KPMG), K. Dennie

1. **Acceptance of Agenda**
2. **Minutes from previous meeting approved at February 2020 Library Board Meeting**
3. **Audit Finding Report - TD - Attachment #3**
4. **Draft Financial Statements Hamilton Public Library Board December 31, 2019 - TD - Attachment #4**
5. **Auditor and Audit Committee Meet Without Staff**
6. **Adjournment**

Mission Statement

*Freedom to
Discover*

Strategic Priorities

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

HAMILTON PUBLIC LIBRARY BOARD

Special Meeting

**Wednesday February 12,
2020**

**Central Library, Admin
Committee Room**

Time: 5:00pm

**MINUTE
S**

Audit Planning Committee – Saman

Al-Rawee

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

Regrets: H. Dhaliwal

2. **Acceptance of the Agenda**

MOVED by Nick van Velzen, Seconded by Rob Coruzzi.

THAT THE HAMILTON PUBLIC LIBRARY AUDIT COMMITTEE

ACCEPT THE AGENDA AS PRESENTED.

MOTION Passed.

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

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

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

Tony Del Monaco introduced Saman Al-Rawee from KPMG. He

reviewed the audit

report with the Library Board's Audit Committee.

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

MOTION Passed

5. Auditor and Audit Committee meet without Staff

Auditor and Audit Committee met without Staff.

6. Adjournment

The meeting was adjourned at 5:45pm.

MOVED by Nick van Velzen, seconded by Rob Coruzzi.

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

MOTION Passed

Minutes recorded by Rosann Francoeur

Date: June 3, 2020
To: Chair and Members of the Board
From: Tony Del Monaco, Director, Finance & Facilities
Subject: **Audit Finding Report - TD - Attachment #3**

RECOMMENDATION:

That the Audit Committee receive the draft financial statements as presented by KPMG.

ATTACHMENTS:

Description	Upload Date	Type
Audit Findings Report	5/27/2020	Cover Memo

Hamilton Public Library Board

Audit Findings Report
for the year ended
2019

KPMG LLP

May 12, 2020

kpmg.ca/audit



Table of contents

EXECUTIVE SUMMARY	2
AUDIT RISKS AND RESULTS	3
FINANCIAL STATEMENT PRESENTATION AND DISCLOSURE	8
UNCORRECTED DIFFERENCES AND CORRECTED ADJUSTMENTS	9
COVID-19 RESPONSE AND RESOURCES	10
CURRENT DEVELOPMENTS AND AUDIT TRENDS	11
APPENDICES	13
APPENDIX 1: OTHER REQUIRED COMMUNICATIONS	14
APPENDIX 2: AUDIT QUALITY AND RISK MANAGEMENT	15

KPMG contacts

The contacts at KPMG in connection with this report are:



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Lead Audit Engagement Partner

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Saman Al-Rawee, CPA, CA

Audit Manager

Tel: 905-972-2108

salrawee@kpmg.ca

Executive summary

Purpose of this report¹

The purpose of this Audit Findings Report is to assist you, as a member of the audit committee, in your review of the results of our audit of the financial statements as at and for the year ended December 31, 2019.

This Audit Findings Report builds on the Audit Plan we presented to the Audit Committee.

Changes from the Audit Plan

There have been no significant changes regarding our audit from the Audit Planning Report previously presented to you.

Finalizing the Audit

As of May 12, 2020 we have completed the audit of the financial statements, with the exception of certain remaining procedures, which include amongst others:

- Completing our discussions with the audit committee
- Completing our discussions with management regarding subsequent events
- Obtaining evidence of the Board's approval of the financial statements

We will update the audit committee, and not solely the Chair, on significant matters, if any, arising from the completion of the audit, including the completion of the above procedures. Our auditors' report will be dated upon the completion of any remaining procedures.

Independence

We affirmed our independence in the Audit Planning Report presented to the Audit Committee on February 3, 2020.

Significant accounting policies and practices

There have been no initial selections of, or changes to, significant accounting policies and practices to bring to your attention.

¹ This Audit Findings Report should not be used for any other purpose or by anyone other than the audit committee. KPMG shall have no responsibility or liability for loss or damages or claims, if any, to or by any third party as this Audit Findings Report has not been prepared for, and is not intended for, and should not be used by, any third party or for any other purpose.

Audit risks and results

We highlight our significant findings in respect of significant financial reporting risks as identified in our discussion with you in the Audit Plan, as well as any additional significant risks identified.

1 Professional requirements	Fraud risk from revenue recognition
Risk	Why is it significant?
Fraud risk from revenue recognition	<p>This is a presumed fraud risk.</p> <p>We have not identified a fraudulent revenue recognition risk for each significant revenue account.</p> <p>We have not identified any specific additional risk of fraud with respect to revenue recognition relating to this audit.</p>

Our response and significant findings

- As part of our audit approach over revenue recognition, KPMG tested the library's revenue through substantive analytical procedures and substantive testing procedures, which included agreeing grants to the appropriate agreements.
- There were no significant differences found as a result of our audit work.

Audit risks and results

2 Professional requirements Fraud risk from management override of controls.

Risk	Why is it significant?
Fraud risk from management override of controls.	This is a presumed fraud risk. We have not identified any specific additional risks of management override relating to this audit.

Our response and significant findings

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

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

There were no significant findings as a result of our audit work.

Audit risks and results

Significant findings from the audit regarding other areas of focus are as follows:

Operating Expenditures

Other Areas of Focus	Why are we focusing here?
Operating expenditures including salaries and benefits	Completeness, existence and accuracy of expenses and completeness of related accounts payable and accrued liabilities.

Our response and significant findings

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

We performed substantive analytical procedures over payroll and non-payroll expenditures.

There were no significant differences found as a result of our audit work.

Audit risks and results

Significant findings from the audit regarding other areas of focus are as follows:

Government Grants and Prepaid Expenses

Other Areas of Focus	Why are we focusing here?
Government Grants	Risk related to completeness and accuracy of timing of revenue recognition.
Prepaid expenses	Completeness and accuracy of prepaid subscriptions. The Library continues to introduce more digital media resulting in more subscriptions.

Our response and significant findings

We performed substantive procedures to address relevant risk. This included agreeing significant receivables to subsequent receipts and confirming significant grant balances as well as determining if the recognition criteria have been met. There were no significant differences found as a result of our audit work.

We performed a review of significant subscription agreements and assessed the prepaid portion as of the year end date, based on the period covered by the subscription agreements. There were no significant differences found as a result of our audit work.

Audit risks and results

Significant findings from the audit regarding other areas of focus are as follows:

Tangible Capital Assets and Employee Future Benefits

Other Areas of Focus	Why are we focusing here?
Tangible capital assets	Completeness and accuracy of tangible capital assets. Risk also related to existence, presentation and disclosure of any commitments related to the capital projects that may be on the City's financial statements.
Employee future benefits	Completeness and accuracy of the post retirement liability and related expenses. Reliance is placed on the actuarial valuation and extrapolations performed by the actuaries in determining the accrued postemployment benefit liability at the end of the fiscal year. Actuarial determination of both post-employment benefits and sick leave benefits is required under PSAB standards.

Our response and significant findings

Tangible capital assets

We performed a review of significant capital additions including vouching to supporting documentation

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

There were no significant differences found as a result of our audit work.

Liability for future benefits

We obtained external confirmation from management's expert and evaluated the expert for competence and independence. We also reviewed the actuarial valuations performed on post-employment and retirement benefits to assess the estimates set up for the accrued benefit obligation.

There were no significant differences found as a result of our audit work.

Financial statement presentation and disclosure

The presentation and disclosure of the financial statements are, in all material respects, in accordance with the Company's relevant financial reporting framework. Misstatements, including omissions, if any, related to disclosure or presentation items are in the management representation letter.

We also highlight the following:

Form, arrangement, and content of the financial statements

The financial statements are, in all material respects, in accordance with the applicable financial accounting framework. The disclosures in the notes to the financial statements are adequate.

Application of accounting pronouncements issued but not yet effective

There are no concerns at this time regarding future implementations. See Page 11 for new standards that will impact the Library for the December 31, 2020 year-end and beyond.

Uncorrected differences and Corrected Adjustments

Differences and adjustments include disclosure differences and adjustments.

Professional standards require that we request of management and the audit committee that all identified differences be corrected. We have already made this request of management.

Uncorrected differences

We did not identify differences that remain uncorrected.

Corrected adjustments

We did not identify any adjustments that were communicated to management and subsequently corrected in the financial statements.

COVID-19 Response and Resources

The rapid advancement of COVID-19 has left many businesses assessing cash flow requirements, resource capacity, staffing levels, and business continuity plans while adapting to new ways of work and managing customer and shareholder expectations. The immediate change in time-of-use pricing outside the usual timing for updating rates further highlight the ever-changing impact of COVID-19. This is no doubt an unprecedented and challenging time. We are here to help. Should you require any further information do not hesitate to reach out. Please visit [KPMG's COVID-19 Insights](#) for up-to-date information.

Thought Leadership	Overview	Links
COVID-19 Podcasts	KPMG is releasing a series of podcasts aimed at discussing relevant and important topics as COVID-19 continues to evolve on matters ranging from tax (HST), cash flow strategy and insurance considerations.	<u>Please reach out to us and we would be happy to share the podcasts with you as they become available</u>
Business Continuity Guide	For many businesses, a continuity plan to minimize disruption is just simply not available or adequate. KPMG has compiled a series of business continuity insights to help businesses across all sectors stay on course.	<u>Link to report</u>
Legal considerations	For everything employee, HR, contracts and credit discussions, KPMG's in-house legal counsel have summarized key information to consider in your decision making.	<u>Link to report</u>
The Board's perspective	COVID-19 response and assessment does not stop at management. The Board must be involved in assessing risks, impacts, and future operations. The Board must understand current implications while balancing long-term strategic goals and become more adaptive than ever.	<u>Link to report</u>

Current developments and audit trends

Standard	Summary and implications
Financial Instruments	<p>A standard has been issued, establishing a standard on accounting for and reporting all types of financial instruments including derivatives. This standard is effective for fiscal periods beginning on or after April 1, 2021 (the Library's December 31, 2022 year-end).</p> <p>Implications: This standard will require the Library to identify any contracts that have embedded derivatives and recognize these on the statement of financial position at fair value. Portfolio investments in equity instruments are required to be recorded at fair value. Changes in fair value will be reported in a new financial statement – statement of re-measurement gains and losses. This standard sets out a number of disclosures in the financial statements designed to give the user an understanding of the significance of financial instruments to the Library. These disclosures include classes of financial instruments and qualitative and quantitative risk disclosures describing the nature and extent of risk by type. The risks to be considered include credit, currency, interest rate, liquidity, and market risk.</p>
Revenue	<ul style="list-style-type: none"> – A new standard has been approved that is effective for fiscal years beginning on or after April 1, 2022 (<i>for the Library's 2023 year end</i>). – The new standard establishes a single framework to categorize revenues to enhance the consistency of revenue recognition and its measurement. – The standard notes that in the case of revenues arising from an exchange, a public sector entity must ensure the recognition of revenue aligns with the satisfaction of related performance obligations. – The standard notes that unilateral revenues arise when no performance obligations are present, and recognition occurs when there is authority to record the revenue and an event has happened that gives the public sector entity the right to the revenue.
Employee Future Benefit Obligations	<ul style="list-style-type: none"> – PSAB has initiated a review of sections PS3250 <i>Retirement Benefits</i> and PS3255 <i>Post-Employment Benefits, Compensated Absences and Termination Benefits</i>. Given the complexity of issues involved and potential implications of any changes that may arise from this review, the project will be undertaken in phases. Phase I will address specific issues related to measurement of employment benefits. Phase II will address accounting for plans with risk sharing features, multi-employer defined benefit plans and sick leave benefits. – Three Invitations to Comment were issued and have closed. The first Invitation to Comment sought guidance on whether the deferral provisions in existing public sector standards remain appropriate and justified and the appropriateness of accounting for various components of changes in the value of the accrued benefit obligation and plan assets. The second Invitation to Comment sought guidance on the present value measurement of accrued benefit obligations. A third Invitation to Comment sought guidance on non-traditional pension plans. The ultimate objective of this project is to issue a new employment benefits section to replace existing guidance.

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

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

Appendices

Content

Appendix 1: Required communications

Appendix 2: Audit Quality and Risk Management



Appendix 1: Other Required Communications

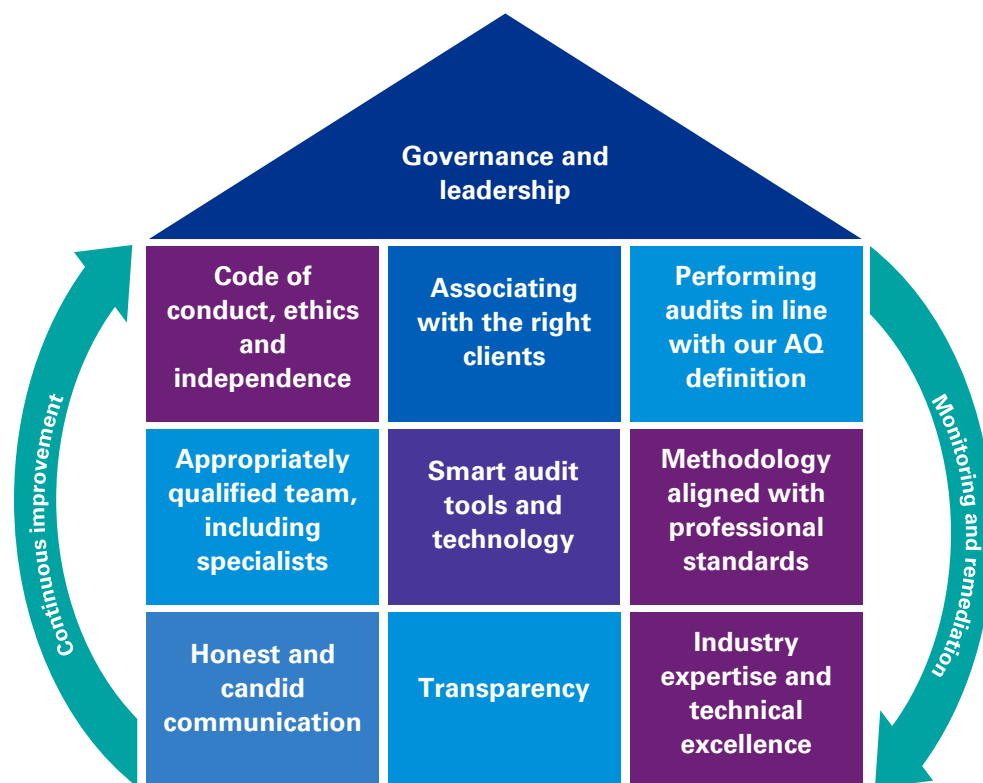
In accordance with professional standards, there are a number of communications that are required during the course of and upon completion of our audit. These include:

Auditor's report	Management representation letter
The conclusion of our audit is set out in our draft auditors' report attached to the draft financial statements	In accordance with professional standards, a copy of the management representation letter are provided to the audit committee.
Annual independence letter	
In accordance with professional standards, we have confirmed our independence.	

Appendix 2: Audit Quality and Risk Management

KPMG maintains a system of quality control designed to reflect our drive and determination to deliver independent, unbiased advice and opinions, and also meet the requirements of Canadian professional standards.

Quality control is fundamental to our business and is the responsibility of every partner and employee. The following diagram summarizes the key elements of our quality control system.



Audit Quality Framework

What do we mean by audit quality?

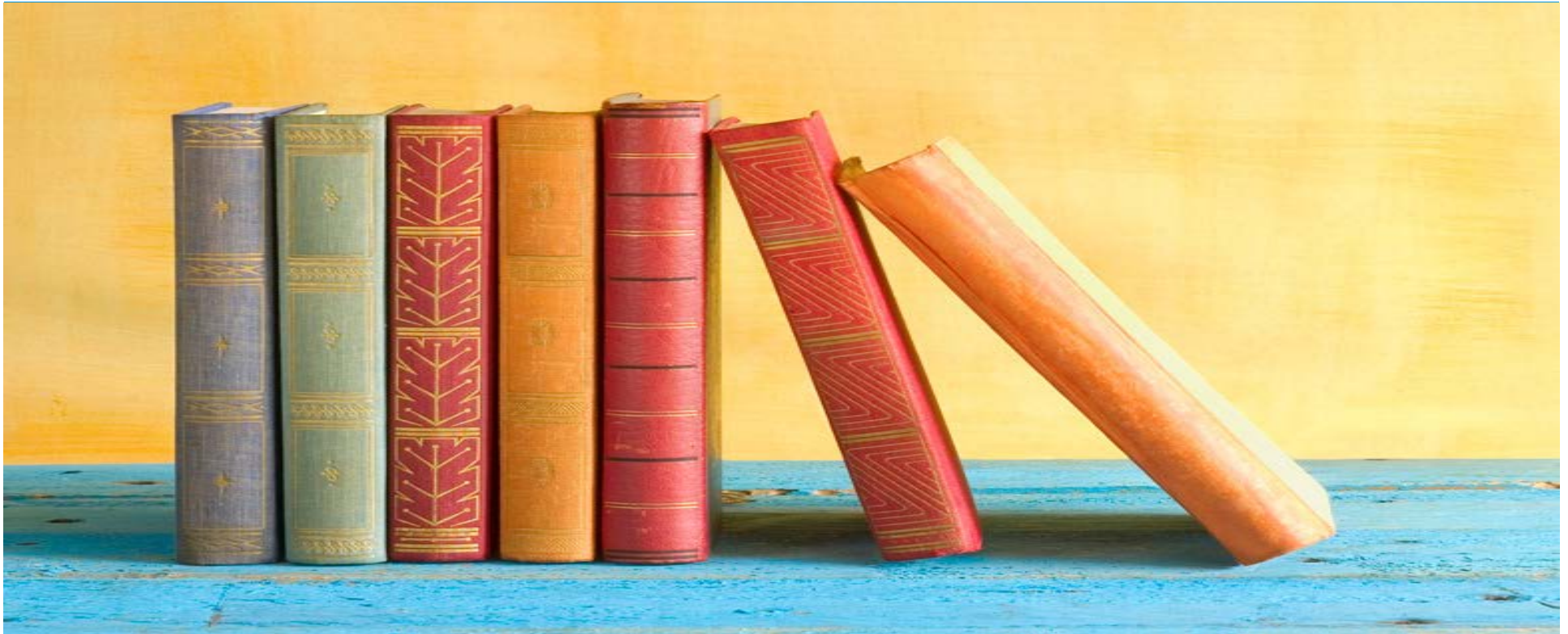
Audit Quality (AQ) is at the core of everything we do at KPMG.

We believe that it is not just about reaching the right opinion, but how we reach that opinion.

We define 'audit quality' as being the outcome when audits are:

- Executed consistently, in line with the requirements and intent of applicable professional standards within a strong system of quality controls and
- All of our related activities are undertaken in an environment of the utmost level of **objectivity, independence, ethics, and integrity**.

Our AQ Framework summarises how we deliver AQ. Visit our [Audit Quality Resources page](#) for more information including access to our [Audit Quality and Transparency report](#).



kpmg.ca/audit



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Date: June 3, 2020
To: Chair and Members of the Board
From: Tony Del Monaco, Director, Finance and Facilities
Subject: **Draft Financial Statements Hamilton Public Library Board December 31, 2019 - TD - Attachment #4**

RECOMMENDATION:

That the Audit Committee receive the draft financial statements as presented by KPMG.

ATTACHMENTS:

Description	Upload Date	Type
Draft Financial Statements as of December 31, 2019	5/27/2020	Cover Memo

Financial Statements of

**THE HAMILTON PUBLIC
LIBRARY BOARD**

Year ended December 31, 2019

THE HAMILTON PUBLIC LIBRARY BOARD

Financial Statements

Year ended December 31, 2019

Page

Independent Auditors' Report

Financial Statements

Statement of Financial Position	1
Statement of Operations and Accumulated Surplus.....	2
Statement of Changes in Net Financial Assets	3
Statement of Cash Flows	4
Notes to Financial Statements	5
Schedule of Tangible Capital Assets	14



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INDEPENDENT AUDITORS' REPORT

To the Board Members, Members of Council, Inhabitants and Ratepayers of the Corporation of the City of Hamilton

Opinion

We have audited the financial statements of The Hamilton Public Library Board (the "Entity"), which comprise:

- the statement of financial position as at December 31, 2019
- the statement of operations and accumulated surplus for the year then ended
- the statement of changes in net financial assets
- the statement of cash flows for the year then ended
- and notes to the financial statements, including a summary of significant accounting policies

(Hereinafter referred to as the "financial statements").

In our opinion, the accompanying financial statements present fairly, in all material respects, the financial position of the Entity as at December 31, 2019, and its results of operations, its changes in net financial assets and its cash flows for the year then ended in accordance with Canadian public sector accounting standards.

Basis for Opinion

We conducted our audit in accordance with Canadian generally accepted auditing standards. Our responsibilities under those standards are further described in the "***Auditors' Responsibilities for the Audit of the Financial Statements***" section of our auditors' report.

We are independent of the Entity in accordance with the ethical requirements that are relevant to our audit of the financial statements in Canada and we have fulfilled our other ethical responsibilities in accordance with these requirements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Responsibilities of Management and Those Charged with Governance for the Financial Statements

Management is responsible for the preparation and fair presentation of the financial statements in accordance with Canadian public sector accounting standards and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, management is responsible for assessing the Entity's ability to continue as a going concern, disclosing as applicable, matters related to going concern and using the going concern basis of accounting unless management either intends to liquidate the Entity or to cease operations, or has no realistic alternative but to do so.

Those charged with governance are responsible for overseeing the Entity's financial reporting process.

Auditors' Responsibilities for the Audit of the Financial Statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditors' report that includes our opinion.

Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with Canadian generally accepted auditing standards will always detect a material misstatement when it exists.

Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of the financial statements.

As part of an audit in accordance with Canadian generally accepted auditing standards, we exercise professional judgment and maintain professional skepticism throughout the audit.

We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion.
- The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for



the purpose of expressing an opinion on the effectiveness of the Entity's internal control.

- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by management.
- Conclude on the appropriateness of management's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Entity's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditors' report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditors' report. However, future events or conditions may cause the Entity to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.
- Communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

Chartered Professional Accountants, Licensed Public Accountants

Hamilton, Canada

(date)

THE HAMILTON PUBLIC LIBRARY BOARD

Statement of Financial Position

December 31, 2019, with comparative information for 2018

	2019	2018
Financial assets		
Cash	\$ 677,606	\$ 348,645
Accounts receivable	94,982	90,493
Investments held with the Hamilton Community Foundation (note 2)	2,234,185	2,225,110
Due from City of Hamilton (note 3)	7,159,747	7,235,337
	10,166,520	9,899,585
Liabilities		
Accounts payable and accrued liabilities	749,447	639,548
Liability for future benefits (note 4)	2,409,800	2,434,000
Deferred revenue (note 5)	1,018,126	966,593
	4,177,373	4,040,141
Net financial assets	5,989,147	5,859,444
Non-financial assets		
Prepaid expenses	728,509	620,869
Tangible capital assets (Schedule)	10,908,752	11,501,008
	11,637,261	12,121,877
Commitments (note 8)		
Accumulated surplus (note 9)	\$ 17,626,408	\$ 17,981,321

See accompanying notes to financial statements.

On behalf of the Board:

Director

Director

THE HAMILTON PUBLIC LIBRARY BOARD

Statement of Operations and Accumulated Surplus

Year ended December 31, 2019, with comparative information for 2018

	Budget 2019 (note 10)	Actual 2019	Actual 2018
Revenue:			
Municipal contribution (note 3)	\$ 30,891,430	\$ 30,891,430	\$ 30,166,680
Province of Ontario grants	949,450	949,451	949,451
Fines	330,000	192,546	339,942
Photocopier revenue	145,000	170,785	160,136
Donations	—	10,299	12,994
Other grant revenue	243,000	482,402	432,700
Other – rentals, sales and recoveries	145,470	119,501	122,252
Interest	—	269,326	288,842
Contributions from Municipal reserves (note 3)	281,490	282,852	287,428
	32,985,840	33,368,592	32,760,425
Expenditures:			
Employee related expenses	22,005,410	21,304,624	21,095,234
Contractual	1,827,060	1,970,864	2,013,389
Building and grounds	1,695,700	1,653,280	1,482,779
Materials and supplies	1,083,230	1,149,459	1,037,996
Financial	387,220	270,032	343,870
Capital Financing (note 6)	472,730	280,663	280,701
Vehicle expenses	82,790	106,779	68,658
Other	—	41,004	39,884
Consulting	—	37,486	28,041
Amortization	—	3,249,540	3,335,490
Municipal cost recoveries (note 3)	2,348,660	2,353,604	2,128,806
	29,902,800	32,417,335	31,854,848
Annual surplus before reserve transfers	3,083,040	951,257	905,577
Reserves transfer to Municipal capital fund (notes 3 and 11)	—	1,092,125	1,734,897
Contribution to Municipal reserves (note 3)	14,350	214,045	194,745
Contribution to Municipal capital fund (note 3)	—	—	30,000
Annual surplus (deficit)	3,068,690	(354,913)	(1,054,065)
Accumulated surplus, beginning of year	17,981,321	17,981,321	19,035,386
Accumulated surplus, end of year	\$ 21,050,011	\$ 17,626,408	\$ 17,981,321

See accompanying notes to financial statements.

THE HAMILTON PUBLIC LIBRARY BOARD

Statement of Changes in Net Financial Assets

Year ended December 31, 2019, with comparative information for 2018

	2019	2018
Annual deficit	\$ (354,913)	\$ (1,054,065)
Purchase of tangible capital assets	(2,657,284)	(3,154,391)
Amortization of tangible capital assets	3,249,540	3,335,490
	237,343	(872,966)
Net (increase) decrease in prepaid expenses	(107,640)	(280,075)
Change in net financial assets	129,703	(1,153,041)
Net financial assets, beginning of year	5,859,444	7,012,485
Net financial assets, end of year	\$ 5,989,147	\$ 5,859,444

See accompanying notes to financial statements.

THE HAMILTON PUBLIC LIBRARY BOARD

Statement of Cash Flows

Year ended December 31, 2019, with comparative information for 2018

	2019	2018
Cash provided by (used in):		
Operating activities:		
Annual deficit	\$ (354,913)	\$ (1,054,065)
Items not involving cash:		
Amortization	3,249,540	3,335,490
Liability for future benefits	(24,200)	(44,900)
Change in non-cash assets and other liabilities:		
Accounts receivable	(4,489)	16,414
Prepaid expenses	(107,640)	(280,075)
Accounts payable and accrued liabilities	109,899	270,054
Change in Due from City of Hamilton	75,590	564,782
Deferred revenue	51,533	(87,189)
	2,995,320	2,720,511
Capital activities:		
Purchase of tangible capital assets	(2,657,284)	(3,154,391)
Investing activities:		
Change in investments	(9,075)	418,868
Net change in cash	328,961	(15,012)
Cash, beginning of year	348,645	363,657
Cash, end of year	\$ 677,606	\$ 348,645

See accompanying notes to financial statements.

THE HAMILTON PUBLIC LIBRARY BOARD

Notes to Financial Statements

Year ended December 31, 2019

The financial statements of the Hamilton Public Library Board (the "Board") are prepared by management in accordance with Canadian public sector accounting standards.

1. Significant accounting policies:

Significant accounting policies adopted by the Board are as follows:

(a) Basis of accounting:

The Library follows the accrual method of accounting for revenues and expenses. Revenues are recognized in the year in which they are earned and measurable. Expenditures are recognized as they are incurred and measurable as a result of a receipt of goods or services and the creation of a legal obligation to pay.

(b) Government transfers:

Government transfers received are from federal and provincial governments and the City of Hamilton. Government transfers paid relate to surplus repayment and future reserves to the City of Hamilton. Government transfers are recognized as revenue in the financial statements when the transfer is authorized, any eligibility criteria are met and a reasonable estimate of the amount can be made except, when and to the extent that, stipulations by the transferor give rise to an obligation that meet the definition of a liability. Government transfers that meet the definition of a liability are recognized as revenue as the liability is extinguished.

(c) Investment income:

Investment income is reported as revenue in the period earned.

(d) Other income:

Other income is reported as revenue in the period earned.

(e) Non-financial assets:

Non-financial assets are not available to discharge existing liabilities and are held for use in the provision of services. They have useful lives extending beyond the current year and are not intended for sale in the ordinary course of operations.

(i) Tangible capital assets

Tangible capital assets are recorded at cost which includes all amounts that are directly attributable to acquisition, construction, development or betterment of the asset. Contributed or donated tangible capital assets are recorded at their fair value at the date of receipt.

THE HAMILTON PUBLIC LIBRARY BOARD

Notes to Financial Statements (continued)

Year ended December 31, 2019

1. Significant accounting policies (continued):

(e) Non-financial assets (continued):

(ii) Amortization

Amortization is recorded to reflect the cost, net of anticipated salvage value, associated with the use of the asset in providing library services over the estimated useful life of the asset. Amortization expense is calculated on a straight-line basis over the assets' estimated useful lives as follows:

Asset	Number of years
Collections (asset pool)	7 years
Furniture and equipment	10 years
Computer hardware	3 years
Computer software	5 years

One half of the annual amortization is charged in the year of acquisition and in the year of disposal. Assets under construction are not amortized until the asset is available for productive use.

Library land and buildings are owned and controlled by the City of Hamilton and are therefore not reflected in these financial statements.

(f) Liability for future benefits:

The Library provides certain employee benefits which will require funding in future periods. The cost of self-insured retirement and other employee future benefits that vest or accumulate over the periods of service provided by the employees, such as retirement health and dental benefits for retirees, is actuarially determined using the project benefit method prorated on service. Under this method, the benefit costs are recognized over the expected average service life of the employee group. Any actuarial gains and losses related to the past service of employees are amortized over the expected average remaining service life of the employee group.

The costs of multi-employer defined contribution pension plan benefits, such as the Ontario Municipal Employees Retirement System (OMERS) pensions, are the employer's contributions due to the plan in the period. These contributions are recognized in the period in which the contributions are earned.

(g) Deferred revenue:

Deferred revenue represents funds collected for which related services have yet to be performed. These amounts will be recognized as revenue in the fiscal year in which the related services are performed.

THE HAMILTON PUBLIC LIBRARY BOARD

Notes to Financial Statements (continued)

Year ended December 31, 2019

1. Significant accounting policies (continued):

(h) Investments held with the Hamilton Community Foundation:

Investments held with the Hamilton Community Foundation are stated at cost. When the investments incur a loss in value that is other than temporary, the investments are written down to their fair value and the loss is recognized in the statement of operations.

(i) Use of estimates:

The preparation of financial statements in accordance with public sector accounting standards requires management to make estimates and assumptions that affect the reported amounts of assets and liabilities and disclosure of contingent assets at the date of the financial statements and the reported amounts of revenues and expenditures during the reporting period. Significant estimates include assumptions used in performing actuarial valuations of liability for future benefits. Actual results could differ from those estimates.

2. Investments held with the Hamilton Community Foundation:

Investments of \$2,234,185 (2018 - \$2,225,110) are carried at cost. The investments have a market value of \$2,826,000 at the end of the year. The market value represents the realizable value of the investments if they were to be sold at December 31, 2019.

3. Related party transactions:

(a) Transaction with related parties:

The Board had the following transactions with the City of Hamilton, its controlling party.

	2019	2018
Revenue:		
Municipal contribution	\$ 30,891,430	\$ 30,166,680
Contribution from municipal reserves	282,852	287,428
	<u>\$ 31,174,282</u>	<u>\$ 30,454,108</u>
Expenses:		
Municipal cost recoveries	\$ 2,353,604	\$ 2,128,806
Reserves transfer to municipal capital fund	1,092,125	1,734,897
Contribution to municipal reserves	214,045	194,745
Contribution to municipal capital fund	—	30,000
	<u>\$ 3,659,774</u>	<u>\$ 4,088,448</u>

THE HAMILTON PUBLIC LIBRARY BOARD

Notes to Financial Statements (continued)

Year ended December 31, 2019

3. Related party transactions (continued):

(a) Transaction with related parties (continued):

The City of Hamilton does not charge the Board rent for the use of its buildings.

These transactions have been reflected in annual surplus for the current year and were measured at the exchange amount of consideration established and agreed to be the related parties.

(b) Outstanding balances due from related parties:

	2019	2018
City of Hamilton	\$ 7,159,747	\$ 7,235,337

These balances are non-interest bearing with no fixed repayment terms.

4. Liability for future benefits:

In accordance with Canadian public sector accounting standards, the Board is required to report obligations for retirement benefits earned over the employment period of its employees. Retirement benefits have been determined by an actuarial valuation completed December 31, 2017.

Employees who have retired either under the OMERS early retirement provisions or otherwise are eligible to receive drug, extended health services and dental benefits for the lifetime of the retiree. Effective January 1, 2002 new retirees only receive benefits until age sixty-five.

The Board recognizes the post employment benefits costs as they are earned during the year. The Board's obligation under the post-employment provisions of employment agreements will be funded out of current revenue.

Accrued benefit obligation:

	2019	2018
Vested sick leave liability	\$ 10,400	\$ 17,200
Retirement benefits	2,972,500	3,057,500
	2,982,900	3,074,700
Net unamortized actuarial loss	(573,100)	(640,700)
Accrued liability	\$ 2,409,800	\$ 2,434,000

THE HAMILTON PUBLIC LIBRARY BOARD

Notes to Financial Statements (continued)

Year ended December 31, 2019

4. Liability for future benefits (continued):

The continuity of employee benefits and other obligations are summarized as follows:

	2019	2018
Liability for employee future benefits and other obligations		
balance at beginning of the year	\$ 2,434,000	\$ 2,478,900
Benefit expenditure	101,300	97,700
Interest expenditure	113,300	116,900
Amortization of actuarial loss	67,600	67,600
Benefit payments	(306,400)	(327,100)
Liability for employee benefits and other obligations		
balance at end of the year	\$ 2,409,800	\$ 2,434,000

Actuarial valuations are performed on post-employment and retirement benefits to provide estimates of the accrued benefit obligations. These estimates are based on a number of assumptions about future events including interest rates, inflation rates, salary and wage increases, medical and dental cost increases and mortality. The assumptions are determined at the time of the actuarial valuations and are reviewed annually.

	Discount Rate	Return on Assets	Inflation Rate	Salary Increases	Dental Increases	Life Expectancy (years)
Vested sick leave	3.50%	NA	2.0%	3.0%	NA	13.0
Retirement Benefits - Health and Dental	3.75%	NA	2.0%	3.0%	4.0% ⁽¹⁾	13.0

⁽¹⁾ Medical costs are assumed to increase at a rate of 7.8% in 2019 (2018 – 8.0%), decreasing 0.2% per annum to 4.0% in 2038.

(a) Liability for vested sick leave:

Effective May 1, 1982 the Income Protection Plan was adopted and sick leave credits earned under the Sick Leave Benefit Plan were frozen. Under the Sick Leave Benefit Plan unused sick leave would accumulate and employees were entitled to cash payment upon termination of services after ten continuous years. Entitlement to cash payment continues to apply to those employees who accumulated days prior to May 1, 1982, to the extent that they have vested and could be taken in cash by an employee on termination. The estimated accrued benefit obligation at December 31, 2019 is \$10,400 (2018 - \$17,200). The Board expects the liability to be paid out by 2024.

THE HAMILTON PUBLIC LIBRARY BOARD

Notes to Financial Statements (continued)

Year ended December 31, 2019

4. Liability for future benefits (continued):

(b) Liability for retirement benefits:

The Board provides certain health, dental and life insurance benefits between the time an employee retires under OMERS or the normal retirement age and up to the age of 65 years. The estimated accrued benefit obligation at December 31, 2019 is \$2,972,500 (2018 - \$3,057,500).

5. Deferred revenue:

Deferred revenue consists of grants and funds received in advance which are expected to be earned in future periods. Continuity of deferred revenue is as follows:

Balances	2019	2018
Grants and donations	\$ 63,156	\$ 30,279
M. Waldon Thompson estate	23,558	22,832
Permanent fund	861,827	845,408
F. Waldon Library bequest	69,585	68,074
	\$ 1,018,126	\$ 966,593

Continuity	2019	2018
Balance, beginning of year	\$ 966,593	\$ 1,053,782
Add:		
Transfers in – grants and donations	48,156	30,279
Transfers in – estate donations	33,017	41,279
Less:		
Amounts recognized in revenue – grants and donations	(15,279)	(81,787)
Amounts recognized in revenue – estate donations	(14,361)	(76,960)
	\$ 1,018,126	\$ 966,593

THE HAMILTON PUBLIC LIBRARY BOARD

Notes to Financial Statements (continued)

Year ended December 31, 2019

6. Long term debt held by the City of Hamilton:

The City charges the Board principal and interest for long term debt related to Library facilities and other capital. These charges are funded by the City through its annual contributions. The debt is not disclosed on the statement of financial position as the City of Hamilton is legally responsible for the repayment of the debt.

(a) The net long term debt to which these charges are related is as follows:

Debenture number	Purpose	Interest rates	Maturity date	2019	2018
08-120	South Mtn Complex	4.728%	2023	\$ 898,298	\$ 1,129,103

(b) Principal charges in each of the next four years are as follows:

2020	\$ 241,847
2021	253,416
2022	265,539
2023	137,496
	<hr/>
	\$ 898,298

(c) The Board was charged \$280,663 (2018 - \$280,701) for long term debt charges during the year as follows:

	2019	2018
Principal	\$ 230,805	\$ 220,268
Interest	49,858	60,433
	<hr/>	<hr/>
	\$ 280,663	\$ 280,701

7. Pension agreements:

The Hamilton Public Library makes contributions to OMERS, which is a multi-employer plan, on behalf of 255 members of its staff. The plan is a defined benefit plan, which specifies the amount of the retirement benefit to be received by the employees based on the length of service and rates of pay.

The latest actuarial valuation as at December 31, 2019 reported a funding deficit of \$3.4 billion (2018 - \$4.2 billion). OMERS expects the contributions and policy changes made in response to the deficit to return the plan to a fully funded position by 2025. Contributions were made in the 2019 calendar year at rates ranging from 9.0% to 14.6% depending on the level of earnings. As a result, \$1,287,937 was contributed to OMERS (2018 - \$1,292,006) for current service.

THE HAMILTON PUBLIC LIBRARY BOARD

Notes to Financial Statements (continued)

Year ended December 31, 2019

8. Commitments:

Minimum future lease payments for various premises are as follows:

2020	\$	756,294
2021		314,385
2022		320,364
2023		325,903
2024		293,582
2025 and thereafter		3,909,586
	\$	5,920,114

The City of Hamilton is ultimately responsible for the Board's lease obligations.

9. Accumulated surplus:

Accumulated surplus consists of individual fund surplus and reserve and reserve funds as follows:

	2019	2018
Reserves and reserve funds	\$ 9,127,456	\$ 8,914,313
Unfunded liability for future benefits	(2,409,800)	(2,434,000)
Tangible capital assets	10,908,752	11,501,008
	\$ 17,626,408	\$ 17,981,321

Reserves and reserve funds:

	2019	2018
Library general development	\$ 1,674,491	\$ 916,690
Library major capital projects	1,412,281	1,829,814
Capital enhancement	1,018,624	974,122
Library collections	994,204	1,011,193
Redevelopment, training and restructuring	405,037	394,982
Youth literacy	522,688	507,913
Computer reserve	436,836	642,308
Mobile equipment	583,559	539,383
Youth programming	70,551	82,908
Special gift fund	1,888,258	1,900,425
Ketha McLaren fund	43,706	42,095
Waterdown Library fundraising	49,940	48,701
Donations	27,281	23,779
	\$ 9,127,456	\$ 8,914,313

THE HAMILTON PUBLIC LIBRARY BOARD

Notes to Financial Statements (continued)

Year ended December 31, 2019

10. Budget data:

The budgets originally approved by the Library for 2019 are reflected on the statement of operations and do not include amounts related to public sector accounting standards reporting requirements such as amortization of tangible capital assets.

Accumulated surplus consists of individual fund surplus and reserve and reserve funds as follows:

	2019
Revenues:	
Operating budget	\$ 32,985,840
Capital budget	—
Total revenue	32,985,840
Expenses:	
Operating budget	29,917,150
Capital budget	3,068,690
Less:	
Capital expenses	(3,068,690)
Total Expenses	29,917,150
Annual surplus	\$ 3,068,690

11. Contribution to Reserves of Municipality:

Historically, there has been no budgeted amount for transfers to the Municipality. This is due to the fact that impending projects are not necessarily known or approved at the time of the budget preparation.

12. Subsequent event:

Subsequent to December 31, 2019 the COVID-19 outbreak was declared a pandemic by the World Health Organization. This has resulted in governments worldwide, including the Canadian and Ontario governments, enacting emergency measures to combat the spread of the virus. These measures, which include the implementation of travel bans, self-imposed quarantine periods and social distancing, have caused material disruption to businesses globally and in Ontario resulting in an economic slowdown. Governments and central banks have reacted with significant monetary and fiscal interventions designed to stabilize economic conditions however the success of these interventions is not currently determinable. The current challenging economic climate may lead to adverse changes in cash flows and working capital levels which may also have a direct impact on the Corporation's operating results and financial position in the future. The situation is dynamic and the ultimate duration and magnitude of the impact on the economy and our business are not known at this time.

THE HAMILTON PUBLIC LIBRARY BOARD

Schedule of Tangible Capital Assets

Year ended December 31, 2019, with comparative information for 2018

December 31, 2019

Cost	Computer hardware	Computer software	Collections	Furniture and equipment	Total
Beginning of year	\$ 461,710	\$ 186,007	\$ 20,005,611	\$ 2,520,350	\$ 23,173,678
Add: Additions during the year	124,990	3,794	2,281,144	304,403	2,714,331
Less: disposals during the year	(185,743)	(4,569)	(2,975,569)	(139,199)	(3,305,080)
End of year	\$ 400,957	\$ 185,232	\$ 19,311,186	\$ 2,685,554	\$ 22,582,929
Accumulated Amortization	Computer hardware	Computer software	Collections	Furniture and Equipment	Total
Beginning of year	\$ 242,631	\$ 106,268	\$ 10,116,602	\$ 1,264,216	\$ 11,729,717
Add: amortization during the year	143,779	37,124	2,808,342	260,295	3,249,540
Less: amortization on disposals	(185,744)	(4,569)	(2,975,569)	(139,199)	(3,305,081)
End of year	\$ 200,666	\$ 138,823	\$ 9,949,375	\$ 1,385,312	\$ 11,674,176
Net book value	\$ 200,291	\$ 46,409	\$ 9,361,811	\$ 1,300,241	\$ 10,908,752

December 31, 2018

Cost	Computer hardware	Computer software	Collections	Furniture and equipment	Total
Beginning of year	\$ 407,252	\$ 278,604	\$ 20,424,868	\$ 2,605,872	\$ 23,716,596
Add: Additions during the year	150,416	19,657	2,781,627	145,644	3,097,344
Less: disposals during the year	(95,958)	(112,254)	(3,200,884)	(231,166)	(3,640,262)
End of year	\$ 461,710	\$ 186,007	\$ 20,005,611	\$ 2,520,350	\$ 23,173,678
Accumulated Amortization	Computer hardware	Computer software	Collections	Furniture and Equipment	Total
Beginning of year	\$ 193,762	\$ 172,061	\$ 10,429,595	\$ 1,239,071	\$ 12,034,489
Add: amortization during the year	144,827	46,461	2,887,891	256,311	3,335,490
Less: amortization on disposals	(95,958)	(112,254)	(3,200,884)	(231,166)	(3,640,262)
End of year	\$ 242,631	\$ 106,268	\$ 10,116,602	\$ 1,264,216	\$ 11,729,717
Net book value	\$ 219,079	\$ 79,739	\$ 9,889,009	\$ 1,256,134	\$ 11,443,961
Works-in-progress	—	—	—	57,047	57,047
Total	\$ 219,079	\$ 79,739	\$ 9,889,009	\$ 1,313,181	\$ 11,501,008

The Library has no contributed assets and no tangible capital assets recognized at nominal value. The Library has works of art, historical treasures, sculptures, and murals that are preserved by the Library but are not recorded as tangible capital assets.

Date: June 17, 2020
To: Chair and Members of the Board
From: Paul Takala, Chief Librarian/CEO
Subject: **CULC Statement on Race and Social Equity - PT - Attachment #10.1**

RECOMMENDATION:

That the Library Board endorse its endorsement of the Canadian Urban Library Council's *Statement on Race and Social Equity*.

BACKGROUND:

In April 2020 the Library Board updated its *Diversity and Inclusion Policy* (<https://www.hpl.ca/articles/diversity-and-inclusion-policy>). That policy was developed after months of consideration. The policy added the concept of *Cultural Humility* as a core foundation on which HPL engages in along with diversity, equity and inclusion.

The recent tragic death of George Floyd in the USA has challenged libraries in North America and beyond to reflect on racism and social inequities in our own communities. Public Libraries have increasingly realized the positive role we must play in improving equity and inclusion in the communities we serve.

The Canadian Urban Library Council (CULC) is asking Library Boards to endorse CULC's statement on *Race and Social Equity*. Here is the statement:

STATEMENT ON RACE & SOCIAL EQUITY

As leaders of North America's public libraries, we are committed to achieving racial and social equity by contributing to a more just society in which all community members can realize their full potential. Our libraries can help achieve true and sustained equity through an intentional, systemic and transformative library-community partnership. Our library systems are working to achieve equity in the communities we serve by:

- Eliminating racial and social equity barriers in library programs, services, policies and practices
- Creating and maintaining an environment of diversity, inclusion and respect both in our library systems and in all aspects of our community role
- Ensuring that we are reaching and engaging disenfranchised people in the community and helping them express their voice
- Serving as a convener and facilitator of conversations and partnerships to address community challenges
- Being forthright on tough issues that are important to our communities

Libraries are trusted, venerable and enduring institutions, central to their communities and an essential participant in the movement for racial and social equity.

Reference: <http://www.culc.ca/advocacy/positions/>

Originally endorsed by the Urban Libraries Council:

<https://www.urbanlibraries.org/initiatives/statement-on-race-and-social-equity>

Date: June 17, 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 (2nd Review) - PT - Attachment #11.1**

RECOMMENDATION:

THAT THE HAMILTON PUBLIC LIBRARY BOARD APPROVE THE ATTACHED REVISED BY-LAW.

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	6/11/2020	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, June 2020 – (2nd Review)

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.

~~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.~~

6.2 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.

6.3 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;

Date: June 17, 2020
To: Chair and Members of the Board
From: Paul Takala, CEO/Chief Librarian
Subject: **Intellectual Freedom Policy (2nd Review) - PT - Attachment #11.2**

RECOMMENDATION:

That the Library Board approve the *Intellectual Freedom Policy*.

FINANCIAL/STAFFING/LEGAL IMPLICATIONS:

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

BACKGROUND:

Intellectual Freedom is a cornerstone of public libraries. Our purpose in advancing Intellectual Freedom is based on a fundamental belief in human rights and of the need for society to continue to advance through the free exchange of ideas. At HPL Intellectual Freedom is our first core value. Our core values also include Respect and Inclusion. We aim to present people with materials and activities that present a diversity of opinions and appeal to a wide range of tastes. In terms of dialogue we work to ensure all parties are respected. We try to approach this 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 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.

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

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

[iii] https://www.freedomtoread.ca/censorship-in-canada/challenged-works-list/#.Xmk_B6hKhaQ

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

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

ATTACHMENTS:

Description

Upload Date Type

Intellectual Freedom Policy Draft 2nd Review

6/11/2020

Cover Memo

2.4.1 INTELLECTUAL FREEDOM POLICY

Policy Level: Library Board

Author: Chief Librarian/CEO

Review Period: 4 Years

Approval: Draft June 2020 (2nd 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