



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, October 21, 2020
Central Library, Board Room

6:00 PM Meeting

AGENDA

1. Discussion Period

- 1.1 Land Acknowledgement - NV
- 1.2 2021 Letter from the Board - NV/PT

2. Acceptance of Agenda

3. Minutes

- 3.1 Minutes of the Wednesday, September 16, 2020 Library Board Meeting
- Attachment #3.1

4. Declaration of Conflict

5. Presentations

6. Consent Items

- 6.1 Upcoming & Outstanding Issues Report - PT - Attachment #6.1

Suggested Action: Receive

7. Business Arising

8. Correspondence

9. Report

- 9.1 Chief Librarian Report - PT - Attachment #9.1

Suggested Action: Receive

9.2 COVID-19 Response & Planning Report - PT - Attachment #9.2

Suggested Action: Receive

10. New Business

10.1 Legal Review - Working With Us Policy (1st Review) - PT - Attachment #10.1

Suggested Action: Receive

11. Policies

11.1 Statement on Sustainability (1st Review) - PT - Attachment #11.1

Suggested Action: Receive

12. Private and Confidential

13. Date of Next Meeting

13.1 Wednesday, November 18, 2020, 6:00 pm Meeting

14. Adjournment

Date: October 21, 2020
To: Chair and Members of the Board
From: Karen Dennie, Administrative Assistant
Subject: **Minutes of the Wednesday, September 16, 2020 Library Board Meeting - Attachment #3.1**

RECOMMENDATION:

THAT THE MINUTES OF THE SEPTEMBER 16, 2020 HAMILTON PUBLIC LIBRARY BOARD MEETING BE ADOPTED AS PRESENTED.

ATTACHMENTS:

Description	Upload Date	Type
Minutes of the September 16, 2020 Library Board Meeting	10/16/2020	Cover Memo

Mission Statement
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HAMILTON PUBLIC LIBRARY BOARD

Regular Board Meeting
Wednesday, September 16, 2020
Central Library, Board Room

6:00 PM Meeting

MINUTES

VIDEO

PRESENT:

N. van Velzen, E. Bowen, R. Coruzzi, J. Kirkpatrick, H. Dhaliwal, S. Laurie, Councillor Pearson, L. Spence-Smith

STAFF:

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

REGRETS:

Councillor Partridge

Guests: Alyssa Seul

Time to Order:

N. van Velzen called the meeting to order at 6:01 pm.

1. Discussion Period

1.1 Land Acknowledgment - NV

The Hamilton Public Library is situated upon the traditional territories of the Erie, Neutral, Huron-Wendat, Haudenosaunee(pronounced “Hau-dee-no-sho-nay”) and

Mississaugas. This land is covered by the Dish With One Spoon Wampum Belt Covenant, which was an agreement between the Haudenosaunee and Anishinaabek (pronounced “Ah-nish-ih-naw-bek”) 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, 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.

- 1.2 Moment of Silence in memory of Vikki Cecchetto, former Library Board Trustee

Members of the Library Board shared their stories of Library Board Member, Vikki Cecchetto, who passed away on September 4, 2020.

- 1.3 Introduction of Alyssa Seul - DW

Ms Wark introduced Alyssa Seul a recently appointed HPL Manager.

2. Acceptance of Agenda

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

THAT THE HAMILTON PUBLIC LIBRARY BOARD ADOPT THE AGENDA AS PRESENTED.

MOTION Passed

3. Minutes

- 3.1 Minutes of the Hamilton Public Library Board Meeting of Wednesday, June 17, 2020 - KD - Attachment #3.1

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

THAT THE MINUTES OF THE HAMILTON PUBLIC LIBRARY BOARD MEETING OF WEDNESDAY, JUNE 17, 2020 BE ADOPTED AS PRESENTED.

MOTION Passed

4. Declaration of Conflict

No board members declared a conflict of interest.

5. Presentations

There were no presentations.

6. Consent Items

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

THAT CONSENT ITEM 6.1 BE ADOPTED AS PRESENTED.

MOTION Passed

6.1 Upcoming and Outstanding Agenda Items - PT - Attachment #6.1

That the Hamilton Public Library Board receive the upcoming and outstanding items report for information.

7. Business Arising

7.1 2020 Operating Budget Variance Report - TD - Attachment #7.1

MOVED by Robert Coruzzi, seconded by Elly Bowen,

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

MOTION Passed

7.2 COVID-19 Response and Planning Report - PT - Attachment #7.2

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

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

MOTION Passed

7.3 Service Hours Strategy Report - PT - Attachment #7.3

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

THAT THE LIBRARY BOARD ENDORSE THE SERVICE HOURS STRATEGY REPORT.

MOTION Passed

8. Correspondence

There was no library board correspondence.

9. Report

9.1 Mid-year Progress Report - PT - Attachment #9.1

MOVED by Stu Laurie, seconded by C.A. Klassen,

THAT THE LIBRARY BOARD RECEIVE THE MID-YEAR PROGRESS REPORT FOR REVIEW AND COMMENT.

MOTION Passed

9.2 Q2 Metrics Report - TD - Attachment #9.2

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

THAT THE HAMILTON PUBLIC LIBRARY BOARD RECEIVE THE 2020 2ND QUARTER METRICS REPORT FOR INFORMATION.

MOTION Passed

9.3 Chief Librarian Report - PT - Attachment #9.3

MOVED by Stu Laurie, seconded by Maria Pearson,

THAT THE LIBRARY BOARD RECEIVE THE CHIEF LIBRARIAN REPORT FOR SEPTEMBER 2020.

MOTION Passed

9.4 Capital Budget Variance Report - TD - Attachment #9.4

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

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

MOTION Passed

9.5 Reserves and Trust Status Update - TD - Attachment #9.5

MOVED by John Kirkpatrick, seconded by Robert Coruzzi,

THAT THE HAMILTON PUBLIC LIBRARY BOARD RECEIVE THE LIBRARY RESERVES & TRUSTS STATUS UPDATE REPORT FOR INFORMATION.

MOTION Passed

10. New Business

10.1 Capital Budget Submission - TD - Attachment #10.1

MOVED by Stu Laurie, seconded by Robert Coruzzi,

THAT THE HAMILTON PUBLIC LIBRARY BOARD APPROVE A 2021 CAPITAL BUDGET SUBMISSION TO THE CITY OF HAMILTON FOR \$1,000,000 IN DEVELOPMENT CHARGE FUNDING FOR THE VALLEY PARK LIBRARY EXPANSION PROJECT 7501741601. THAT THE FUTURE 10-YEAR CAPITAL BUDGET PROJECTION ATTACHED TO THIS REPORT BE SUBMITTED TO THE CITY OF HAMILTON FOR INCLUSION IN THE 2021 CAPITAL BUDGET 10-YEAR PLAN.

MOTION Passed

10.2 Printer Fleet Refresh and Central Sorter Expansion - SF/TD - Attachment #10.2

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

THAT THE HAMILTON PUBLIC LIBRARY BOARD APPROVES: 1. THE REPLACEMENT OF 29 PRINTERS IN THE SECOND WAVE OF THE PRINTER FLEET REFRESH CYCLE FOR A TOTAL COST NOT TO EXCEED \$97,000 TO BE FUNDED FROM THE LIBRARY'S GENERAL DEVELOPMENT RESERVE #106007. 2.

THE EXPANSION OF THE SORTER AT CENTRAL TO A 25 BIN-SORTER, AUTOMATIC HOLD-SLIP APPLICATOR, RELATED ENHANCEMENTS AND FACILITIES CHARGES TO ENABLE THE SAFE AND EFFICIENT MOVEMENT OF MATERIALS ACROSS THE LIBRARY SYSTEM FOR A TOTAL COST NOT TO EXCEED \$500,000 TO BE FUNDED FROM THE LIBRARY'S COLLECTIONS RESERVE #106006.

MOTION Passed

10.3 Holiday Closures for Following Year - LD - Attachment #10.3

MOVED by Elly Bowen, seconded by Stu Laurie,

THAT THE HAMILTON PUBLIC LIBRARY BOARD APPROVES THE FOLLOWING CHRISTMAS/NEW YEARS CLOSURE PERIODS FOR 2021: ALL LOCATIONS OF THE HAMILTON PUBLIC LIBRARY WILL CLOSE ON DECEMBER 24TH AND WILL REMAIN CLOSED THROUGH TO DECEMBER 27TH AND THAT THE LIBRARY REOPEN ON DECEMBER 28TH. ALL LOCATIONS OF THE HAMILTON PUBLIC LIBRARY WILL BE CLOSED DECEMBER 31, 2021 AT 1 PM AND WILL REOPEN JANUARY 4, 2022.

MOTION Passed

11. Policies

12. Private and Confidential

MOVED by L. Spence-Smith, seconded by E. Bowen,

THAT THE HAMILTON PUBLIC LIBRARY BOARD MOVE IN-CAMERA TO DISCUSS LABOUR RELATIONS CONTRACT NEGOTIATIONS AND A PERSONAL MATTER ABOUT AN IDENTIFIABLE INDIVIDUAL.

MOTION Passed.

MOVED by Robert Coruzzi, seconded by Maria Pearson,

THAT THE IN-CAMERA SESSION BE ADJOURNED.

MOTION Passed

12.1 Labour Relations - Contract Negotiations LD/PT

12.2 Personal Matter about an Identifiable Individual - LD

13. Date of Next Meeting

13.1 Wednesday, October 21, 2020, 6:00 pm Meeting

14. Adjournment

The meeting was adjourned at 8:40 pm.

MOVED by Robert Coruzzi, seconded by Elly Bowen,

**THAT THE HAMILTON PUBLIC LIBRARY BOARD MEETING OF
WEDNESDAY, SEPTEMBER 16, 2020 BE ADJOURNED.**

MOTION Passed

Minutes recorded by Karen Hartog

Date: October 21, 2020
To: Chair and Members of the Board
From: Paul Takala, Chief Librarian/CEO
Subject: **Upcoming & Outstanding Issues Report - 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 Agenda Report	10/15/2020	Cover Memo

Date: October 21, 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	No Meetings
September 16	<ul style="list-style-type: none"> ✓ 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 ✓ Update on Capital Projects

October 21	<ul style="list-style-type: none"> ✓ COVID-19 Response & Planning Report ✓ Legal Review – Working with Us Policy ✓ Library Board Statement on Sustainability <p><i>Operating Budget Next Year – 1st Review – Deferred to November</i></p> <p><i>Multi-Year Business Plan & 2020 Goals – 1st Review - Deferred to November</i></p>
November 18	<p>COVID-19 Response & Planning Report</p> <p>Meeting Dates for Following Year</p> <p>Nominating Committee</p> <p>Q3 Metrics Report</p> <p>Reserve Report</p>
December 16	<p>COVID-19 Response & Planning Report</p> <p>Final Report 2020 Goals</p> <p>Access to Information & Communication Technology</p>

ITEMS TO RE-SCHEDULED

Policies

Access by Design & Privacy by Design
 Copyright & Intellectual Property Policy
 Displays & Exhibits Policy
 Donations & Sponsorship Policy
 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: October 21, 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 October 2020 Chief Librarian Report.

ATTACHMENTS:

Description	Upload Date	Type
Chief Librarian Report - October 2020	10/16/2020	Cover Memo

Chief Librarian Report – October 2020

2021 Letter from the Library Board

Since 2018 the Board has approved an annual letter from the Library Board to provide guidance to staff for the coming year. This enables the Library Board to update the strategic direction that staff should focus on in the coming year. In the final year of the Board's term, the letter provides a legacy document for the Board to provide consensus advice for the incoming Library Board to consider. We are starting the October meeting with a discussion where we are asking the Library Board members to share key ideas and themes you would like incorporated into the 2021 letter. Staff will then develop a draft for first review and second review over the next few months. The Strategic Plan and the letters from 2018-2020 are available on the library website.

<https://www.hpl.ca/sites/default/files/HPLStrategicPriorities2018-2021-UpdatedJan2020.pdf>

COVID-19 and Challenges facing Urban Canada

The COVID-19 pandemic has created a public health and economic crisis that will require HPL to work in partnership with other groups and organizations to ensure the recovery creates a better community for all. A recent report from the *Canadian Urban Institute (CUI)* 200 days into the pandemic identified several core challenges facing Canadian cities. These include:

- *First, our main streets, local economies and downtowns are severely threatened.*
- *Second, systemic urban inequality is continuing to deepen.*
- *Third, the finance and governance arrangements for local governments are broken.*

HPL needs to focus on supporting economic renewal that creates opportunity for all while being mindful that our primary funder, the City of Hamilton, is facing serious burdens that will strain its ability to provide enough funding.

<https://canurb.org/wp-content/uploads/FINAL-Signpost-200-Sept-28-2020.pdf>

Educator and Learner's Page

The page will be updated monthly with new resources and activities. Teen Book Cloud, the October Literacy Calendar and updated 100 books to Read lists are now available. We are providing virtual tutoring through Brainfuse. Any library member can access online live tutoring in English and French linked to the Ontario Curriculum. English Language Learning, writing, career pathways, GED, SAT, GMAT, TOEFL study/test guides and supports via hpl.ca under the HPL Online Menu.

<https://www.hpl.ca/learning-at-hpl>

Collections in Branches

Fall new books, magazines and movies are hitting branch shelves and Winter titles are available for holds. HPL will continue to loan all items for 28-days for the coming months and work to resume 21-day loans, 7 day holds and Express Collections in January 2021. Currently the average loan is 21 days, with an average of 7 items checked out and 1 overdue per active member. And while the number of items at one item checked out has more than doubled, overdues remain the same and holds remain manageable. Titles continue to be quarantined after return. Remember the virtual

branch is open all day, every day and is updated with new audio, books, magazines, movies and newspapers daily.

New Hours

Both physical and virtual library services have been updated in October to support the community to access collections and services in branch and via phone, email and chat. Evening hours start to be phased in on October 19. Central, Dundas, Red Hill and Terryberry are open from 6 – 9 pm Monday to Thursday. In November the next round of evening hours will add additional locations. We are giving priority to large busy locations and branches located in areas that have higher access needs.

Bookmobile

The bookmobile is back on the road. Members can access their holds via takeout services. Any member needing help placing holds is encouraged to contact the library. The first week of Bookmobile service re-launch re-engaged more than 100 Bookmobile members with the Library. That's over 100 smiles, re-connections, catch-ups and community-building opportunities. The new modified Takeout service worked well, with staff and Bookmobile members shedding happy tears of joy to be reunited with each other and materials after so many months apart. The new modified schedule allows for new opportunities to be explored, including, for the first time ever, a weekly stop at a Saturday morning farmer's market at McQuesten Urban Farms. Bookmobile staff and urban farmers are excited to promote this new "read and feed" opportunity!

Homebound Library Services

Bulk monthly deliveries have started to residences that are able to share collections with residents. Homebound members living independently have also started to be contacted about mail delivery.

Red Book

The Red Book of Community Information is a database resource of services provided by community and non-profit organizations to Hamiltonians. September 22, 2020 Ample Labs launched Chalmers in Hamilton, which runs on Red Book data. Chalmers is an interactive artificial intelligence chat bot that connects and recommends community services to those experiencing homelessness; services such as foodbanks, free meals, crisis lines and shelter space. Red Book staff presented as part of the launch. They addressed how HPL helps those experiencing homelessness. Chalmers will be a tool that HPL frontline staff can use and recommend to members.

<https://www.cbc.ca/news/canada/hamilton/chalmers-1.5734230>

Google Ad Words Grant

Communications continues to work with a Google Ad grants agency to increase awareness of library resources via Google searches. New additions to the ad grant strategy are the learning page, Cisco Academy and no fines/fees messaging, in addition to the already successful collection and programs content.

What's Cooking: HPL Cooking Series

Communications and the Adult Program Team are working on the next program series. Poems and Story Telling from home were successful online programs; the next one will support local restaurants as well as share new, healthy recipes members can make at home from local, easy-to-purchase ingredients.

Book Club Kits

Book Club Kits, "off the shelf" book club titles and OverDrive Book Club selections are now available via the library catalogue for community book clubs who continue to meet.

New and Historical News Collections Online

Access to Ancestry Library Edition has temporarily expanded to library cardholders working remotely, courtesy of ProQuest and its partner Ancestry. Remote access will be available until December 31st, 2020.

PressReader provides access to over 2000 newspapers from over 70 countries, updated daily for access anywhere online or via the PressReader app with your library card.

The library also provides access to the New York Times, Globe and Mail Historical as well as other Ontario dailies anywhere with your library card.

From October 19-November 1st we will join other libraries across Ontario in partnership with the Southern Ontario Library Service in the Together We Read Campaign via OverDrive to share *Coming Up for Air* by Sarah Leipziger for simulations use.

Career and Job Resources Online

HPL.ca online includes a Jobs and Careers menu which includes links to 18 local agencies providing job and career supports and programs, Jobs Now a live 1:1 service for resume and cover letter reviews and interview coaching, a Canadian Career exploration quiz, as well as Lynda.com which includes 1000s of online learning course in Office and other job related skills.

Hamilton Reads

Since the launch of the Hamilton Reads title *Moon of the Crusted Snow* over 3500 members have accessed the title online and 100s more in print at locations this summer. We look forward to hosting the author Waubgeshig Rice on November 28th. There is still time to read the timely title and participate in one of the 4 remaining online book clubs! The last Hamilton Reads program series for 2020 will be In The Kitchen with Esha which includes 5 sessions with 6 Nations Chef Esha and recipes that include rice, fish, squash and other local ingredients.

Online Programming

Events to recognize both Ontario Public Library Month and First Nations Public Library Week Oct 6-10, external events including Telling Tales continue. Story times, book clubs, Discover at Home activities, Hamilton's Covid Archive, Digital Learning and Courses, English Conversation Circles, Sit to be Fit, Concerts and more online.

Writer in Residence – Janet Rogers

Hamilton Public Library and McMaster University welcome back Writer in Residence Janet Rogers. Janet will be offering some programming as well as 1:1 review of local writer submission this Fall and Winter.

Cisco Learning Academy at the Library

The library is offering 7 courses via Cisco Learning Academy from August to mid-November. Internet of Things, Introduction to Cybersecurity, Cybersecurity Essentials, Linux Unhatched, Linux Essentials and Python Essentials courses will support members looking to improve their technology related skills, learn a new skill or introduce themselves to the world of Information Technology.

Internet Archives Advocacy

In response to a lawsuit challenging the right of libraries to own and lend digital books, the [Internet Archive](#) has launched #EmpoweringLibraries. The campaign raises awareness of the importance of digital borrowing for marginalized communities and the role of digitization in preserving knowledge for future generations. Find out more <http://blog.archive.org/empoweringlibraries/>

Paul Takala, Chief Librarian/CEO
October 2020

SEPTEMBER 2020 MEDIA COVERAGE HIGHLIGHTS

CORONAVIRUS PANDEMIC DELAYS UPPER STONEY CREEK INFRASTRUCTURE PROJECTS TO 2021

Coronavirus pandemic has pushed the deadline for the reopening of Valley Park and library until fall of 2021

September 17, 2020, *Stoney Creek News*

Source: <https://www.hamiltonnews.com/news-story/10203135-coronavirus-pandemic-delays-upper-stoney-creek-infrastructure-projects-to-2021/>

Upper Stoney Creek residents are experiencing what the coronavirus pandemic can do to long-awaited infrastructure projects.

One of the larger projects that had been anticipated to be completed was the renovations being made at Valley Park Recreation Centre, including the expansion of the library branch in the facility. Stoney Creek Coun. Brad Clark said work began on the facility in March 2020, but it was shut down after the coronavirus pandemic reached its height in the city.

He said work did resume in May and construction is continuing with an expected completion date of the fall of 2021.

Clark warned nearby residents that the noise from work on the library expansion will continue until the building is closed.

The recreation centre is having a \$2-million makeover that includes a new roof, new pool boiler and pumps, plus improved recreation space and resurfaced parking lot.

The last time the 37,024-square-foot Valley Park Arena and Recreation Centre at the corner of Paramount Drive and Mud Street had renovations done was 1990.

Meanwhile, the total cost of the library project is about \$8.1 million, with the library providing \$965,000 and the city about half a million dollars. The Heritage Green Community Trust is chipping in with \$1.25 million for the facility, which is going towards two multi-purpose rooms of at least 1,500 square feet. Development charges are expected to cover the rest of the cost.

The library will grow from the current 3,000 square feet to about 11,300 square feet.

The design is to construct a new building at the corner of Paramount Drive and Marston Street.

The architects have created a new space that incorporates glass and wood and uses the natural environment.

Inside amenities include a children's area, collaborative space, a makerspace that has proven popular at the downtown Central Library, multi-purpose rooms, washrooms and a general collection area.

Meanwhile, the pandemic has delayed construction of a 16,100-square-foot concrete wheeled sport facility near Valley Park's parking area beside a decommissioned baseball diamond.

The estimated cost of the facility is about \$1 million depending upon the size and what is incorporated into the skate park.

While the skate park had been scheduled to be constructed in time for the 2020 summer, Clark said work will begin in February 2021, with an opening date identified as September 2021.

"Construction was supposed to begin this fall," he said.

The Valley Park skate park will be the first one built in the city since the skateboard structure at Turner Park in 2005.

The design includes lighting for evening use, a water fountain, expanded washrooms and pedestrian walkways to the nearby transit stop, trails and sidewalks in the area.

The Mud Street resurfacing project has also been delayed by the pandemic. The work, which also includes bridge rehabilitation, on Mud Street West, east of Paramount Drive and Upper Centennial Parkway, was scheduled to begin this summer, said Clark.

But now, he said the work will start in 2021. The delay will mean the city is expected to save some money after adopting some "cost effective measures."

The project includes asphalt resurfacing, bridge deck waterproofing, deck, sidewalk, abutment and parapet wall repairs. The bridge's bearing and expansion joints will also be replaced.

The project will be issued for tender late 2020, with construction starting in late 2021. Once completed, "the life of the pavement and bridge infrastructure will be extended," said Clark. And finally, Cline Park, located on Highgate, will get upgraded amenities including new playground equipment, updated asphalt paving, paved parking lot, new sun shelter and drinking fountain and "lots of landscaping," said Clark.

The work was scheduled for 2020, but again because of the coronavirus pandemic, the project will be expected to be completed in time for the summer of 2021.

"We have had numerous meetings with the residents about the park," said Clark.

HAMILTON PUBLIC LIBRARY WILL BE BACK ON THE ROAD THIS WEEK

IntheHammer.com, Amy Kouniak, September 21, 2020

Source: <https://www.inthehammer.com/hamilton-public-library-will-be-back-on-the-road-this-week>

The Hamilton Public Library (HPL) is getting back out into the community, this week, with the relaunch of the bookmobile service.

Starting Tuesday (Sept. 22), the HPL Bookmobile will start making stops throughout the community with 12 weekly stops and eight biweekly stops, Tuesdays to Saturdays, an HPL press release issued Monday said.

The library on wheels will operate a little differently given the COVID-19 pandemic.

For starters, users will be able to pick up items they've placed on hold and return items to the bus, but browsing materials on the bus will no longer be permitted and returned items will be quarantined for 72 hours before returning to circulation.

"Members can begin placing new holds on Monday, September 28," the release says.

Hours for the bus have been modified to allow for contactless returns and holds pickup.

Users are asked to wear a mask and sanitize their hands upon arrival at the bus.

What you need to know about visiting the Bookmobile:

1. Visit our modified Bookmobile Schedule to find your nearest stop/time.
2. Bring your Library card and show it to staff.
3. Receive a paper bag with your holds already checked out.

For more information on the Bookmobile's stops, protocols and hours of operation, visit

HPL's [website](#).

HPL also recommends following them on [Facebook](#) or [Twitter](#) for updates and possible schedule changes on the service.

HAMILTON LIBRARY'S BOOKMOBILE IS BACK ON THE ROAD

CHCH.com, Andrea Lawson, September 22, 2020

Source: <https://www.chch.com/hamilton-librarys-bookmobile-is-back-on-the-road/>

The Hamilton Public Library is bringing back its bookmobile service on Tuesday.

The library on wheels will be making a dozen weekly stops and eight biweekly stops Tuesday to Saturday.

Hamilton Public Library members can pick up holds and return library materials at each stop, but there is no browsing allowed.

WHY COLLEGES IN CANADA ARE 'HARD-WIRED' TO THE COMMUNITIES THAT SURROUND THEM

Colleges, which are in Canada's biggest cities and smallest towns, work closely with local industry and community groups when designing their programs and research projects

Macleans Magazine, Stacy Lee Kong, September 21, 2020

Source: <https://www.macleans.ca/education/why-colleges-in-canada-are-hard-wired-to-the-communities-that-surround-them/>

It all started when Maple Leaf Foods added a second shift to its plant in Brandon, Man., the company's flagship facility in Canada, and needed more employees. It was able to find some

workers locally, but international recruiting became a big part of its strategy—and Assiniboine Community College, also in Brandon, saw a way to help.

“We decided we were going to go down the path of building a food processing centre for animal protein,” Assiniboine president Mark Frison says. In the past, the college had provided language training for Maple Leaf’s international recruits, as well as those hired by HyLife, a Manitoba-based pork producer. But a full-fledged training facility that covered everything from sausage-making to smoking meat to what it’s like to be on an actual meat-cutting line would help those companies expand their pool of applicants. Maple Leaf decided to invest, as did the province of Manitoba and the federal government. UFCW Local 832, the union that represents workers at the Maple Leaf plant, invested, too. The result was a 3,000-sq.-foot facility that opened in 2019.

This wasn’t just a smart business decision; it was also about the needs of Assiniboine’s community. Colleges are uniquely connected to the towns and cities where they’re located, and administrators often try to provide value to local residents, whether through industry-related research, services or job training. According to Denise Amyot, president and CEO of Colleges and Institutes Canada, this is partially because of sheer numbers. “Ninety-five per cent of Canadians and 86 per cent of Indigenous people live within 50 km of a college,” she says. That means colleges are literally everywhere. Unlike universities, which tend to cluster in major centres, colleges can be located in tiny communities. New Brunswick Community College, for example, has a campus in Fredericton, the provincial capital, but it also has outposts in St. Andrews and Woodstock. And B.C.’s Selkirk College has campuses in West Kootenay’s biggest cities—Castlegar, Nelson and Trail—as well as a learning centre in Kaslo (population 968). This type of proximity makes it easier for students to attend class, but it also means members of the wider community can access libraries, gym facilities, green space and other services.

At Assiniboine, the first class to learn in its brand-new meat-cutting facility were all international students—and they overwhelmingly wanted to stay in Canada once their training was done.

“Most of our students who come to us from other countries, their goal is really to be in Canada,” Frison says. “And so, this is not only a way that they can learn that skill, it’s pretty seamless for them then to be able to go work for those companies, or in other parts of the sector, such as retail.” According to Amyot, about half of the international students who study at Canadian colleges plan to apply for permanent residence upon graduation. But what is unique about Assiniboine’s meat-cutting program is that it isn’t just a vehicle for students who come to Canada to stay here. The school also began receiving inquiries from overseas family members of Maple Leaf employees, who saw the program as a way for them to immigrate, too.

“Right now, we have an interest list of 147 folks associated with people who already work in plants,” Frison says. “A lot of our international [recruitment] strategy is based around supporting the province’s immigration and population strategy.”

The meat-cutting program is also reflective of colleges’ ability to coordinate with employers and industries. Programs are often built in consultation with local professionals, a fact that contributes to these institutions’ high rates of post-graduation employment. “College is hard-wired to the community,” says Frison. “We’re hand-in-glove with how things work in the economy and the social fabric of the community. Every program that we would have has an advisory committee, made up of people from industry, typically in the province, who provide advice about how that program should meet the needs of the occupations and the sectors that it serves.”

That’s also the case at Mohawk College in Hamilton, Ont. Its City School program makes college education accessible to local residents who are experiencing poverty. They access workshops, career exploration modules, non-credit courses that run for just a few weeks, and longer, for-credit courses. All are free, down to the cost of equipment and safety gear. Mohawk faculty develop these courses in conjunction with employers. “If an employer comes to us and says, ‘Look, I have a need for a fitter welder position,’ we will customize the curriculum to meet those specific skills,” says James Vanderveken, dean of the Centre for Community Partnerships and Experiential Learning at Mohawk College.

The program owes its existence to “*Code Red*,” a *Hamilton Spectator* series that debuted 10 years ago and looked at the ways poverty impacted the city’s residents. One news-grabbing stat

revealed by the project: residents of the wealthy Hamilton neighbourhood with the highest life expectancy lived, on average, 21 years longer than residents of the poorer neighbourhood with the lowest life expectancy. Faced with those statistics, “the college made a critical decision that we wanted to be a catalyst,” Vanderveken says. “We wanted to function as a leader in the community to address these issues.”

City School, which emerged out of this resolution, started as a mobile classroom program. Instead of asking people experiencing poverty to literally cross the city’s railway tracks to come to one of Mohawk’s three campuses, the college went to its potential students, offering free introductory courses for skilled trades. City School opened its first location at the Eva Rothwell Centre in Hamilton’s North End in 2015. **Over the next five years, the program would open three more locations—one at Hamilton Public Library’s central branch,** and the other two inside souped-up transport trucks. So far, the program has served almost 2,300 students. And while employment is an important goal, the courses can also help students find a pathway to college. In fact, nearly 200 former City School students have transitioned to full- or part-time studies, academic upgrading or language instruction for newcomers to Canada at Mohawk.

The project has been so successful that Vanderveken has started expanding City School beyond Hamilton. So far, the school has provided some services in Burlington, Ont., and has reached out to contacts in Caledonia, Ont. But the program might be getting much, much bigger. “We were invited by the Future Skills Centre [an arm’s-length government program run by Ryerson University, the Conference Board of Canada and Blueprint ADE] to consider launching our programs and engaging other communities across Canada,” he says.

Colleges are also playing a part in reconciliation. In B.C., North Island College’s Centre for Applied Research, Technology and Innovation (CARTI), is working on a research project on wild sea kelp with Kwiakah First Nation, the second-smallest First Nation in the province, with only 23 members. In 2014, the Nation realized there had been a profound change in the eelgrass beds in its territory. “We had a lot of talk with the Elders, and they made us aware that in the past, [eelgrass] was really abundant everywhere in our territory. But when we were out in our boats, we could hardly see any eelgrass beds,” says Frank Voelker, band administrator and economic development officer at Kwiakah First Nation. “So, we knew there was a discrepancy, over the last 100 years, [between] the abundance we have been told about and what the reality is.”

The Nation commissioned an environmental survey, and results proved them right: the eelgrass had basically vanished. While this was disappointing news, it was important information to have; Indigenous people’s traditional knowledge is often considered anecdotal evidence by Western scientists, and Voelker hoped this survey could help bolster the First Nation’s observations. And that would soon become necessary. In 2018, the provincial government started accepting applications from businesses that wanted to harvest wild bull kelp. (Kelp is a \$10-billion industry—it’s used in food products, makeup, toothpaste and even pharmaceuticals.)

“So now, knowing that ocean plants overall don’t do so well anymore in our coastal waters, and hearing that the government is actually supporting a wild harvest without having the means to monitor what these harvesters actually would do, we didn’t think this harvest actually was justified,” Voelker says. Around that time, he read an article about North Island College (NIC) and its work farming kelp. “I just made a cold call and said, ‘Would you be able and willing to work on a project with us to see what the real situation of the kelp is now in our territory?’ ”

That was two years ago. In the time since their initial meetings, Kwiakah and CARTI have been building a relationship and hashing out the project’s goals and objectives. Their plan is twofold: first, lead researcher Allison Byrne and her team will create an inventory of the wild kelp resources in Kwiakah’s traditional territory using a combination of drone, aerial surveys and boat surveys. They will be measuring and weighing kelp. Then, they will provide Kwiakah First Nation with information about the kelp’s role in carbon sequestration in the ocean. (Kelp is highly effective at carbon sequestration; it absorbs carbon dioxide and other forms of carbon from the atmosphere. In fact, kelp is better than trees at improving air quality.)

"We've really seen this as an opportunity to help [Kwihakah] diversify their economic businesses in a sustainable, long-term and traditional way," says Randall Heidt, NIC's vice-president of strategic initiatives.

Meanwhile, NIC benefits from access to the Nation's traditional knowledge. "As a researcher, I really enjoy going out and doing these projects and working in a collaborative team with members from the Nation and NIC students and industry personnel," Byrne says. "And I think it's just been an excellent learning opportunity. Every time we go out, we exchange knowledge."

This isn't the first time NIC has partnered with neighbouring First Nations. It has completed kelp aquaculture trials with First Nation-owned businesses, and it has received grants to send its nursing students into communities where they work on language revitalization and traditional ways of learning and knowing. From the college's perspective, these projects "help us to answer some of the calls that were issued in the Truth and Reconciliation Commission's report for community colleges to support capacity building and achieve some of those outcomes," says Naomi Tabata, manager of the college's Centre for Applied Research, Technology and Innovation.

In times of trouble—like the COVID-19 pandemic—colleges are uniquely positioned to pitch in. Colleges and institutes across Canada "supported the local health needs of the community with personal protective equipment that they had, because they are teaching in the health sector," Amyot says. "And they were able to graduate students faster, [so they could start to] work faster. But if there was not this synergy with the community, it would not have happened like that."

In April, Yukon University launched Pivot, a three-month program meant to help local businesses of all sizes and stages survive the pandemic. Participants were able to lean on a team of experts who helped them "rework, re-envision and revamp" their companies. At Cégep de Trois-Rivières in Quebec, 38 nursing students graduated early so they could work on the front lines, while Red River College loaned 14 students from its health information management program to Manitoba Health, where they collected and tracked data about COVID-19 throughout the province. And Canadore College in North Bay, Ont., did its part to keep its community occupied during the pandemic by offering modules from six general education courses free of charge. Topics ranged from astronomy to the science of everyday life, and with no marks or tests, the intention was purely to help people pass the time.

Back in Brandon, Assiniboine's next intake of meat-cutting students is getting started on their education. Part of their course will be delivered online because of COVID-19, but the college is working with employers to make sure their 12-week work placements still happen—after all, students can't really practise their meat-cutting skills at home.

"Eventually, they'll have to be in the shop," Frison says. "And that's how we're plotting our next year, as well. We expect that folks at the end will be able to step out in the industry."

And that includes newcomers to Canada. "Part of our interest in international students is to help pave a pathway for them to come to Canada and Manitoba, and for them to find ways to live and work here," he says.

HAMILTON PUBLIC LIBRARY BOOKMOBILE IS BACK

By: Mark Newman, Hamilton Mountain News. September 24

Source:

<https://www.hamiltonnews.com/community-story/10207948-hamilton-public-library-bookmobile-is-back/>

Hamilton Public Library Bookmobile is back

The Hamilton Public Library's Bookmobile was back on the street as of Sept. 22 offering pick-up and drop-off services for reserved books and other materials only. See hpl.ca for the Bookmobile...

NEW APP CONNECTS HOMELESS, POLICE AND WELL-MEANING FRIENDS TO HAMILTON SERVICES

Most people who are homeless have cell phones, and a group of Hamilton social service agencies are joining together to launch an app that will help them find food banks, clothing banks and other services.

Source: <https://www.cbc.ca/news/canada/hamilton/chalmers-1.5734230>

94% of people who are homeless have cellphones, and a lot access Chalmers at the library, developer says

[Samantha Craggs](#) · CBC News · Posted: Sep 23, 2020 4:01 AM ET | Last Updated: September 23
The United Way of Halton and Hamilton is unveiling a new app to help people who are homeless get help. (chalmers.app)

Most people who are homeless have cellphones, and a group of Hamilton social service agencies are joining together to launch an app that will help users find food banks, clothing banks and other services.

The United Way of Halton and Hamilton is partnering with the library, the mayor's office, Wesley Urban Ministries and Ontario 211 to work with Ample Labs, a non-profit developer that's created the [Chalmers app](#).

The app is already in use in Toronto and Barrie, and will roll out in York, Peel and Durham next month. In Hamilton, it will connect people to resources such as hot meals, shelters and free lawyers.

Say the word "homeless" to the average person, and "they will likely think of encampments set up across the city," said Cam Galindo, who's helping roll out the app locally. So is Todd White, former chair of the Hamilton-Wentworth District School Board.

But there's also hidden homelessness, which is people couch surfing with family or friends, in shelters, or about to be evicted, Galindo said.

Ample Labs surveyed people living rough in Toronto and found that 94 per cent of them had cellphones, and 77 per cent had smartphones, said founder CG Chen. She made the comments during a Tuesday unveiling for social service agencies.

Some users are using WiFi at places like shelters and the library, so Chalmers has a simple, easy-to-load interface, she said. Sixty per cent of people who have accessed in other cities used desktop computers, which means some were likely at the library or another place with free internet access.

Since last year, more than 75,000 people have used Chalmers, Chen said. Half were aged 15 to 30, and 56 per cent were women.

Thirty per cent of users were homeless, 38 per cent were concerned citizens looking up help for someone they knew, and 32 per cent were front-line responders like police officers.

In Barrie, Chen said, 172 police officers used Chalmers on their phones in the first two months. Galindo and White will spread the word about the app among agencies, the police service and potential users.

Initial funding of about \$50,000 came from a federal Emergency Community Support Fund grant to the United Way, the agency said. That money only lasts until March, Galindo said, but the group hopes to find other funding sources, or even for the city to take over ownership.

THIS APP CAN HELP YOU FIND FOOD, SHELTER AND OTHER SOCIAL SERVICES IN HAMILTON

By [Kate McCullough](#) Spectator Reporter

Source: <https://www.thespec.com/news/hamilton-region/2020/09/24/this-app-can-help-you-find-food-shelter-and-other-social-services-in-hamilton.html>

Fri., Sept. 25, 2020

A new app launched in Hamilton this week will help those facing homelessness — and anyone else in need — find and access social services more easily.

The idea was conceived after CG Chen, whose background is in tech, spent hours and hours scouring the internet to help a recently-evicted friend find the services he needed to get back on his feet.

“Like, what could be easier than Google?” said Chen, CEO of Ample Labs, a Toronto-based tech non-profit that empowers those facing homelessness through technology. “And when we did our research, the answer was nothing.”

So they developed a tool.

Chalmers, a web app that will ultimately be available on iOS and Android, is a chatbot that helps connects users with social services like food banks, overnight shelter, crisis hotlines, clothing banks and drop-in centres “in a few seconds.”

Research shows that 94 per cent of people experiencing homelessness in North America own a cellphone, and more than 75 per cent have a smartphone, she said. The app can be accessed both from mobile devices and desktop computers.

The goal is diversion — to help vulnerable people get the services they need and to prevent them from falling further into the system, she said. The app “took off” with police officers and local businesses, who often encounter community members in need and don’t know where to direct them.

Chen said Hamilton was an easy choice — open, innovative, and with consistently high poverty rates.

“We obviously care about impact as an organization and we care about working with cities that are open and collaborative,” she said.

Ample Labs received \$50,000 in government funding, distributed by United Way Halton and Hamilton (UWHH) for expansion of the app in Hamilton and \$30,000 for its expansion to Halton. Other partners include the Hamilton Public Library, Ontario 211, Wesley Urban Ministries, and the City of Hamilton.

Mike Mikulak, UWHH’s vice-president of community impact, said the app serves as a complement to Ontario 211, a crisis line and telephone directory for social services.

“For some people, that’s great,” he said. “But there’s also a lot of stigma around social services, and so sometimes something happens and they want to access something, but they don’t necessarily want to talk to a person.”

He said people will often turn to Google, rather than call a hotline.

“It can be really hard to sort of find and connect to those services,” he said.

The app uses data from the hotline, leveraging an existing investment to add a new “layer” to social services access, he said.

“This is a perfect opportunity to address this gap during the crisis when so many people are accessing these social services for the first time,” he said.

Chalmers has been available in Toronto and Barrie for more than a year. In Toronto alone, the app has had more than 75,000 unique users, and expects to hit 100,000 by November.

Chen said the data the app collects — age, housing status and location, among others — provides key information about poverty in cities, especially amid a pandemic.

In 2019, 37 per cent of users in Toronto said they were on the app looking for help for themselves, as opposed to helping someone else or checking out the app. In 2020, that number has jumped to 56 per cent.

“This was kind of a shock to us,” she said. “These numbers just really increased.”

In October, Chalmers will launch in Halton, and by the end of the year, it will be accessible in York, Peel and Durham regions, as well.

“It seems like COVID-19 has really sped up these conversations,” she said.

10 WAYS TO USE THE HAMILTON PUBLIC LIBRARY WITHOUT LATE FEES

LT. BOOKMAN ON YOUR HEELS? HAVE YOU HAD THAT LOAN FROM THE LIBRARY JUST A LITTLE LONGER THAN YOU CAN REMEMBER?

NEWS Sep 27, 2020 by [Jennifer Moore](#) Hamilton Spectator

Source: <https://www.flamboroughreview.com/news-story/10210180-10-ways-to-use-the-hamilton-public-library-without-late-fees/>

Fines for all library materials loaned from the Hamilton Public Library during the pandemic are waived until Dec. 31, 2021.

Just take it back.

Lt. Bookman on your heels? Have you had that book checked out from the library just a little longer than you can remember?

Hamiltonians have no need to fret. Fines for all library materials loaned from the Hamilton Public Library during the pandemic are waived until Dec. 31, 2021. That's materials borrowed between March 15 and on. Plus, the library is permanently eliminating fines and fees on materials for children and teens.

It's a new season at the HPL that we can all get excited about.

Since March when [COVID-19](#) forced the closure of library operations, the folks over at your local branch have virtually hit the ground running, giving us all new ways to borrow and share. Known for storytime and quiet time, the HPL has a virtual and in house fresh start for us all this fall.

Here are 10 things going on at the library:

- As of Sept. 22, HPL's Bookmobile is offering a modified schedule for contactless returns and holds pickup (holds can be placed beginning Sept. 28). No appointment is necessary. Browsing the collection on the Bookmobile isn't possible right now, due to health precautions.
- Noon-hour concerts continue online at the HPL. Add a little culture to your life each Friday at noon. Watch a recording of performances by talented, local artists. The Mike Ricci Trio took the virtual stage on Sept. 25, watch it on [HPL's YouTube channel](#).
- This year, HPL has educators, students, kids, parents and caregivers covered with activities, online tutoring, print and digital resources for the new school year ahead. [Learning at HPL](#) has launched.
- Mabel Pugh Taylor Writer-in-eResidence, Janet Rogers, in an online reception on Oct. 7, 4 p.m. [Register to attend](#). Learn more about how Janet can help aspiring writers through one-on-one online consultations. Virtual office hours are 1-5 p.m., Monday-Thursday. Email Janet at englwir@mcmaster.ca
- Hamilton Reads 2020. Join in conversation with Waubgeshig Rice, author of this year's Hamilton Reads title. Stay tuned for the online author talk coming soon. Download "Moon of the Crusted Snow" on ebook or eaudiobook at hpl.ca. No holds. No wait-lists. Or pick up a copy at one of HPL's 22 branches. [Participate in the activities and programs](#).
- Looking for work? Need a boost to your resumé. Sign up now for self-paced, online tech courses through HPL. All free. Earn certificates as you complete each course and boost your resumé. Next session begins in November. Get started [here](#).
- Writing contests. 26th Annual Power of the Pen. Teens (ages 12 to 18) are invited to submit original poetry and short stories in both English and French. [Submit your entries](#) on or before Sept. 30. Enter this year's Short Works Prize writing competition for published, unpublished and young (ages 16-20) writers. [Submission deadline](#) is Oct. 17.
- Power Up Mondays return. Watch informative, professional sessions on HPL's YouTube channel [here](#). Mark your calendars for the next virtual events being held: [Sept. 28](#); [Oct. 5](#) (Lunch and Learn); [Oct. 26](#); [Nov. 2](#) (Lunch and Learn).
- We all want a little more knowledge. Digital literacy is becoming more and more important. Get creative with digital programs. Learn how to create podcasts, film videos and design websites for personal or professional use. Search digital literacy listings [here](#) to learn or improve your tech skills this fall.
- Then you have [programs](#) like Code Club, Shift 2020, [LUNAFEST Film Festival](#), and so much more.

There are no more late fees but of course, the loan period for all material is currently four weeks. When you check out material you will receive a receipt with the due date for the items you have borrowed. A receipt can also be emailed to you. You can also check [MyHPL](#) for due dates.

To borrow library material, you will need your [library card number](#) and your PIN. A PIN is assigned when you register for a card.

Have a question or need just a little direction? HPL staff is available to answer your questions by phone [905-546-3200](tel:905-546-3200) or online chat at hpl.ca: Monday to Thursday, 9 a.m. to 7 p.m.; Friday and Saturday, 9 a.m. to 5 p.m. Closed on Sunday. You can also fill out the [contact us](#) online form.

Virtual book clubs for the 2020 Hamilton Reads book, “Moon of the Crusted Snow,” written by Anishinaabe writer and journalist Waubgeshig Rice, will take place throughout the summer and fall. Just take it back.

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HAMILTON PUBLIC LIBRARY FORECASTS BUDGET SURPLUS, DUE TO CLOSURES AND SECONDMENTS

By Joey Coleman, Editor | September 19, 2020

Source: <https://www.thepublicrecord.ca/2020/09/hamilton-public-library-forecasts-budget-surplus-due-to-closures-and-secondments/>

Few municipal services provide the budget transparency of the Hamilton Public Library, and the Library's mid-year fiscal update gives us a picture of COVID impacts upon government services. Overall, the Library expects a end of the year surplus of \$879,000. With the reopening of branches, this is likely to be a one-time "surplus" due to increased cleaning and other COVID related costs. The surplus is primarily driven by position vacancies, operational cost decreases due to COVID closures and reduced hours of operation, and secondments of staff who are ultimately being paid by the Province for work in the Hamilton public health unit COVID response. While there is an overall surplus, the Library is experiencing some many increased costs and decreases in revenue.

Losses of revenue include:

- \$250,000 from ending fines at the HPL. (There is a decrease of \$24,000 in costs related to fee collections)
- \$115,000 lost printing and copying revenue.

Increased costs include:

- \$240,000 increase for extra cleaning measures.
- \$107,430 increase in collection purchases to meet demand for online resources. (physical purchasing is down due to many reasons)
- \$45,000 for PPE and cleaning supplies.
- \$10,000 for new hand sanitizing stations and physical distancing signage.
- \$20,000 for sneeze guards.
- \$10,000 for paper bags for curbside pickup service.

Savings include:

- \$200,000 in staff secondments. 18 HPL staff were seconded during COVID.
- Approximately \$50,000 in decrease bookmobile costs due to suspension of service.
- \$500,000 due to lay-off of part-time library pages.
- \$100,000 due to delay in opening the new Parkdale branch.
- \$900,000 due to vacancies, cancelled training, and cancelled travel. (The HPL is maintaining vacancies due to "the lack of clarity around the 2021 operating budget and the need to pay for COVID-19 related expenses")
- \$57,000 in decrease security guard costs due to branch closures and reduced hours.

Hamilton City Hall denied requests from *The Public Record* for public financial ledger information during the summer.

FRIENDLY CALLS FROM LIBRARY STAFF CREATE SPECIAL CONNECTION WITH SENIORS DURING COVID-19

'When you phoned them they were in their glory,' said Sue Leger

By: Dan Taekema · CBC News · October 5

Source:

<https://www.cbc.ca/news/canada/hamilton/library-friendly-call-covid-1.5750081>

As COVID-19 closed library branches across Hamilton, staff members started picking up the phone and connecting with seniors in a new way.

The calls began as a way to help older cardholders access the Hamilton Public Library's (HPL) online offerings, but for many it became something more — a friendly voice and link to the rest of the world as everything around them seemed to be shutting down.

"When you phoned them they were in their glory," said Sue Leger, who typically provides clerical support.

"Sometimes it was strictly the fact talking to another human being was amazing."

The callers contacted those with electronic devices as well as those without. Conversations happened weekly or monthly, depending on the interest level of the person picking up.

"People talked about knitting patterns, we connected with members who used to work at the library and they told us how the library used to serve during previous flu epidemics and things like that," said Lisa Radha Weaver, director of collections and program development for HPL.

"They would end up talking about appointments that were being missed, celebrations that were being missed, changes in the weather, stories about ... war time periods that these members had lived through."

Writing notes to keep tabs

Leger is a self-described "people person" and said she was struggling with the quiet of being cooped up at home because of the virus.

She was excited to start calling, but said the first few people she dialled up were a bit confused when she nervously started reading from her script.

"They at first thought I was a tape recorder," she said with a laugh.

Once she got a bit more comfortable, Leger said she managed to loosen up and conversation started to flow.

"They were very receptive of it. They thought it was amazing and I do too."

Leger said she ended up speaking somewhat regularly with roughly 30 people.

In order to keep everyone straight, she started writing herself notes during each call so she could ask them things like how their family was doing or how that Zoom with the grandkids went.

Weaver described the friendly calls as a "whole new twist to member services," adding the way members welcomed staff into their homes was "gracious and humbling."

It meant a lot to staff, too.

"As much as the public missed the library, equally, or possibly even more, the staff missed their members," she said.

A rewarding experience

More-traditional library business was also covered off during the calls.

Leger said some seniors were concerned about not being able to return borrowed material, but relieved to find out late fees had been waived during the first wave.

Staff also walked them through how to find newspaper, music, e-books and even movies online.

"I think it was amazing how the older generation were ready to learn how to go into the online site," she said. "They wanted to learn. They had no idea how much we offered."

Follow up calls revealed how excited they were to discover the digital options and the joy they felt at mastering the website.

All library branches are open again and Leger is back at work with her colleagues, but says she still thinks about the cardholders she connected with.

"It was just as rewarding for me as it was for the people you call because I so enjoyed the contact that I was missing through COVID," she said.

"You felt like you really accomplished something rewarding for the day."

LIBRARIES ARE FINDING NEW WAYS TO HOUSE COMMUNITY

Arts & Culture, October 8, 2020

Source: <https://www.thesil.ca/libraries-are-finding-new-ways-to-house-community>

Hamilton Public Library's virtual programming is supporting the community and helping them stay connected

Community is a crucial component of [well-being](#). It is also something that many are missing as traditional gatherings such as city-wide events have been [cancelled](#) due to the pandemic. Libraries have long since been [gathering places](#) for communities but due to the pandemic, many [closed](#) for months. While nothing will likely be able to replace this missing connection, libraries have found ways to adapt and forge new kinds of connections.

The [Hamilton Public Library](#) has created new avenues for connection while still maintaining the high quality and range associated with their traditional programming. In mid-March, shortly after the first pandemic [closures](#), HPL transitioned its programs to a virtual environment, initially using Microsoft Teams. Since then, they have expanded to YouTube and Hamilton TV channel Cable 14. They have also added a number of new programs in light of the pandemic, such as a learning database, job search events and social events like [Poems from Home](#).

So far, HPL's virtual programs have been very successful, with many of their livestreamed events continuing to get views weeks after they're released. Their online platforms, such as Cisco Academy and Mango, have seen dramatic increases in use since the pandemic closures. HPL serves not just those who live in Hamilton but those who work and learn in the city as well. They want to ensure that all members of the community, whether or not they are able to come to Hamilton now, still feel connected and supported. Community is very much top of mind for Lisa Radha Weaver, the director of collections and program development at HPL, as well as the rest of the HPL's program team.

"I really hope that all HPL library members are able to walk away with the thing that they were looking for. So, if they were looking for social interaction with a sit and stretch, or a book club conversation, I hope that they got that engagement, especially if they've been isolated since March. I hope the people who are logging on to our Cisco Academy and are hoping to apply for that dream job are able to have the confidence . . . [to] have a successful interview and for any member who is looking for something and isn't able to necessarily find it on our website. I hope that they're going to call [in] to Ask HPL or email us and let us know that they're looking for this kind of programming," said Weaver.

"I really hope that all HPL library members are able to walk away with the thing that they were looking for. So, if they were looking for social interaction with a sit and stretch, or a book club conversation, I hope that they got that engagement, especially if they've been isolated since March..." said Weaver.

All their programs can be accessed with an HPL library card. If community members do not have a card as of yet, they are able to register for one through the HPL [website](#). Weaver especially encourages students to get a library card if they do not already have one, as this is a way by which they can connect with the Hamilton community during a time when they may feel particularly isolated. Even if they are not living in Hamilton currently but still attending university virtually, students are eligible for an HPL card.

Many of their programs featuring local musicians and authors can offer students a glimpse into the culture and history of the city they're studying in. Other programs, such as book clubs, knitting circles and music circles can help students connect with the larger Hamilton community.

Additionally, the library's many online learning platforms can offer students support through various tutoring, language learning, computer coding and other skill programs.

"We really do appreciate being part of the McMaster community and are happy to support, just as McMaster libraries are, all . . . student learners and instructors at McMaster . . . [W]e look forward to engaging with all the students, especially the new students at Mac this year who we haven't been able to meet in person yet . . . We look forward to meeting them online and supporting them throughout this academic year," said Weaver.

"We really do appreciate being part of the McMaster community and are happy to support, just as McMaster libraries are, all . . . student learners and instructors at McMaster . . ." said Weaver.

HPL has faced some challenges, the chief one being accessibility. Many people rely on libraries for computer and internet [access](#). Currently, some branches are open for restricted hours and

computers can be accessed then. However, many of the virtual programs they offer take place after hours and if community members do not have a device and stable internet access at home, they cannot access these events.

One of the challenges that HPL has been able to surmount is the number of community members who were not online or comfortable navigating the virtual environment before this pandemic. Through the Ask HPL service on their website, they have been able to help many of these people transition online.

“So there are book clubs that have been meeting for decades in person, and transitioning them online for some people has been a challenge, whether it’s a device challenge or a software challenge but again, with our amazing Ask HPL service . . . we’ve been able to help members transition to those services online. We look at every challenge as an opportunity and we’re fortunate that we’ve had the staff capacity and community interest in addressing those challenges and helping people stay engaged with the library,” explained Weaver.

Libraries have always been places for people to gather and feel connected, held and supported. So it is fitting that HPL are among those fostering a digital sense of community during these trying times.

EXPLORING OPTIONS FOR A HAMILTON MUSEUM

OCTOBER 9, 2020, Bay Observer

Source: <https://bayobserver.ca/2020/10/09/exploring-options-for-a-hamilton-museum/>

A city staff report is suggesting Hamilton consider establishing a Civic museum. The report notes “Though the City of Hamilton owns and operates eight civic museums, each has a specific site-based interpretive mandate and offers related programming. There is at present no dedicated space for city-wide exhibits or programs that are not part of an existing historic site.”

“Dundurn Castle served as Hamilton’s Civic Museum from 1900 to 1967 before opening as a restored historic house museum in 1968. Since that time, there has been public interest in the idea of a museum which would once again engage with the history of the whole city.”

The report says the Tourism and Culture division has engaged a consultant to develop a museum strategy and to engage with the community and found there was broad support for a Hamilton museum. Council will get a look at a strategy report next year.

The Art Gallery of Hamilton (AGH) has also expressed interest in a Museum of Hamilton. They received funding from the Canada Cultural Spaces fund to support a feasibility study for a significant renovation of the Art Gallery of Hamilton and an expansion of the AGH’s mandate to further educate visitors about the community’s history. As noted by AGH President and CEO Shelly Falconer in the media release, “this grant will also pave the way for a civic museum that will facilitate the celebration of Hamilton’s history by our citizens and visitors alike.”

There is an ad hoc community group called the Hamilton Museum Citizen’s Committee formed to support the creation of a permanent Hamilton Museum to present and preserve local history. City staff met with the group several times during the year. Its members participated in stakeholder sessions and focus groups during the Hamilton Civic Museum Strategy citizen engagement.

The report appears to lean towards an on-line museum as a first step noting, “a virtual museum approach offers significant and cost-effective potential for not just responding to COVID19, but also for offering content and experiences that will complement and expand in person offerings at the existing civic museums. With additional resources dedicated to the development, facilitation and sharing of broad Hamilton stories, this online engagement approach could be expanded into a virtual Museum of Hamilton.”

There are already significant online resources in the community. The Hamilton Public Library Special Collections Department has local newspapers, photographs and other resources in digital format. Whitehern has digitized most of the McQuesten Family photographs and letters. McMaster University also has significant digital historical resources.

THE TRAGIC STORY OF ROSE AT THE HAMILTON ASYLUM FOR THE INSANE

By: Mark McNeil, The Hamilton Spectator, Tuesday October 13, 2020

Source:

<https://www.thespec.com/life/local-history/2020/10/13/the-tragic-story-of-rose-at-the-hamilton-asyum-for-the-insane.html>

It happened more than a century ago, but Julie Belles is still haunted by the lingering shame in her family.

On Sept. 26, 1902, her great-great grandmother Rose Fielding (nee Silverstein) was checked into the Hamilton Asylum for the Insane by her husband James. She suffered from “melancholia,” and according to oral history in her family, he was a drunk.

James moved to the U.S. and Rose never checked out.

For 32 years she was patient 4151, living at the institution until she died in 1934, abandoned by her husband and four adult children.

How could the people closest to her have been so callous?

For more than a decade, Belles, 59, has been trying to answer that question.

And it's become a renewed focus for her in recent months with fears by heritage advocates that Century Manor — the last remaining building from the Mountain brow asylum and built in 1884 — could be torn down to make way for a housing development.

Belles, who lives in Schenectady, N.Y., feels people today need to better understand how mental illness was treated in the past, by preserving artifacts and buildings as well as by shining light on individual stories.

In a fascinating, well-researched blog, Belles writes about the ancestor on her mother's side: “This is not a story about a woman's descent into madness. Rather, it is a story of a family falling apart and the lies told to keep it secret for generations,” she begins.

Belles believes Rose was by and large treated compassionately at the asylum, and feels she probably would have been on the street if the institution hadn't taken care of her.

During the early decades of the 1900s, asylums were gravitating away from the use of restraints and Hamilton's asylum in particular was marked by keeping “everyone clean, giving them a job and some activities in an effort to try to soothe their mind,” she says.

Her issue is more about the behaviour of her family and how the asylum seems to have been used as a place to get rid of her.

“What bothers me the most is that we were always told that Rose died very shortly after she was admitted. But it turned out she was there for 32 years and nobody went to visit her ... There was nothing in the patient visitor logs that she had a visitor.”

“On her death certificate, there was no record of anyone being notified. It's heartbreaking,” she said. Her body was buried in an unmarked grave at Woodland Cemetery in a row set aside for the poor.

Belles believes the family might have avoided visiting the asylum partly out of fear of receiving a large bill for Rose's care. But Belles also feels Rose was an outcast within her family because of her Jewish heritage. Rose grew up in Jewish ghetto in England, after being born in 1854, but converted to Christianity as a teenager. She eventually immigrated to Canada, and became Methodist, the religion of her husband.

Belles notes that marriage documents of three of Rose's children misrepresented Rose's maiden name, using Martin or Felstaff, instead of Silverstein.

“They weren't even owning the name. In my horror I wonder if they tried to separate themselves from her because she was crazy or because she was Jewish,” she said. “Probably it was a bit of both.”

As a young girl growing up, Belles would hear about Rose and how she ended up in a mental hospital but details were scarce. Then in 2009, Belles decided to use resources at Ancestry.com and other online sources to see if she could find more.

But, there wasn't much. She had to dig further. She reached out to her uncle Jim Merry in Florida to find out what he knew — by then he was the only survivor of that generation — and she turned to paper records.

"I spent three full weekends at Hamilton Public Library (Local History and Archives Section). I went through tax rolls, city directories and newspaper articles. The biggest breakthrough was with the Ontario Archives. They had the asylum records."

She filed a Freedom of Information request for medical records that was granted and "little by little I pieced things together."

Among the papers was the original admission document. As well as saying Rose suffered from melancholia, it noted that her "attack" had lasted a week and that she was anxious about her children moving to the U.S.

"It sounds to me like they were describing what would be called 'Empty Nest Syndrome' today," she says.

The document also states that Rose claimed "that people next door had an electric battery attached to her ear and were playing (a) tune on it," suggesting her mental illness might have been severe.

Belles is still trying to unearth further details. Sadly, many records are missing. She gained a sense of what the asylum was like through the Hamilton Museum of Mental Health Care on West 5th Street, which is currently closed because of the pandemic.

Belles wants to return to Hamilton to do further research but will have to wait for the Canadian-American border to reopen. Eventually, she hopes to put Rose's story together in a book for family and friends as well as to arrange a memorial bench or tree.

But for now, she says, she remains "haunted by what happened. I will never understand it."

Spectator links 'creepy' encounter with alleged Uber driver to Hamilton police sex assault investigation

By [Susan Clairmont](#) Spectator Columnist, Tue., Sept. 29, 2020 *timer* 4 min. read

Source: <https://www.thespec.com/news/crime/opinion/2020/09/29/spectator-links-creepy-encounter-with-alleged-uber-driver-to-hamilton-police-sex-assault-investigation.html>

A woman who had a creepy encounter with an alleged Uber driver reported it to police but was never called back — until The Spectator connected her to an ongoing sexual assault investigation. Two other women were sexually assaulted by a man claiming to be an Uber driver and police asked the public for help. Meanwhile, they had a potentially valuable witness already in their records — but nobody had bothered to talk to her.

"I feel so bad for these other women," says Amanda Prowse, 35. "It could have been me."

On Sept. 16, Prowse went to the Barton Street branch of the Hamilton Public Library. She was looking for books on human trafficking, an issue she is interested in because of her job as a social worker. Prowse works with people with addictions and in men's homeless shelters.

As she was leaving the library to catch a bus home, a man walked toward her at the corner of Barton and Fullerton Avenue, his phone in his hand.

She thought he needed directions.

"Miss?" he said. "I need your help. I really need to get my stars on Uber up. I'll give you a free ride if you give me five stars."

He told her he was a new Uber driver and lots of people had taken him up on his offer.

Uber, the popular ride-sharing platform, says it has "a two-way rating system: drivers and riders give each other ratings based on their trip experience. Your driver rating is an average of the last 500 ratings from your riders."

Five stars is the highest rating.

Prowse's response likely wasn't what he was expecting.

"Are you a sex trafficker?" she asked.

She says the man stammered that he was an Uber driver. “But he could not keep eye contact with me.”

He walked back to his car. The whole encounter lasted 30 seconds.

She describes him as “clean-cut” with glasses, Asian, in his early 20s, five-foot-five to five-foot-six with a thin build.

“A cute dude.”

Once on the bus, Prowse posted a message at 1:45 p.m. to the East End Hamilton Neighbourhood Watch Facebook group:

“... Guy in a white Honda Civic at the corner of Barton and Fullerton just pulled me aside and said he needed my help getting him ‘stars’ on Uber and offered me a free ride. Clearly I didn’t take it. Could definitely be a sex trafficker ready to damn well kidnap me. Young, clean-cut dude but still ... pimps have no definite description.”

“Warrant a non-emerge police call you think?”

Immediately she had responses urging her to call police. So, when she got off the bus a few minutes later, she called the non-emergency police phone number and spoke with a woman. Prowse explained what happened and gave her name and contact information.

“I was concerned not just for me, but for the rest of the women.”

A week passed and she heard nothing.

Then, on Sept. 23, the sexual assault unit issued a news release saying two women had been sexually assaulted by a man who said he was an Uber driver and offered them free rides.

The first assault was Aug. 20 during daylight hours. A woman was walking near Barton Street East and Gage Avenue North when a man in a car stopped her.

The woman got into his car and was sexually assaulted before he dropped her off “at her destination.”

The second assault happened Sept. 16 — the same day Prowse was approached. This time the woman was walking near Parkdale Avenue and Queenston Road.

The description of the suspect matched the man Prowse encountered. And police described the car as a “white, medium-sized sedan.”

Prowse learned of the other victims after she was alerted to the news release.

“I was never sexually assaulted,” she says. “But I am concerned for the rest of the women. I can’t get over it. It really shook me up.”

The detective leading the investigation told The Spectator he didn’t know about Prowse until her Facebook post was referred to in a Spec story. He reached out to her for the first time on Sept. 24. Police spokesperson Jackie Penman says Prowse’s original call was reported as a suspicious person “and it was investigated that day.”

It is unclear how it was investigated, since Prowse was not contacted.

It is also unclear if the man being sought actually works for Uber, according to Hamilton police.

Uber is working closely with the victims of crime unit, investigators say.

The Spectator’s attempts to reach an Uber spokesperson were unsuccessful.

Prowse warns other women to be cautious of this Uber ploy.

“This is the new ‘Help me find my puppy,’” she says.

COVID-19 Pandemic Leadership & Response

Hamilton Public Library, Ontario

Organizational Change and Strategic Management - 2020

Source: <https://www.urbanlibraries.org/innovations/covid-19-pandemic-leadership-response>

Innovation Summary

HPL leveraged a pre-COVID-19 pandemic plan to transform local operations and mentor the broader library community during the pandemic. With organizational resiliency and leadership HPL has increased service to the Hamilton community by transforming existing programs and resources while staff built new responsive services.

Problem Statement

The COVID-19 pandemic has disrupted our communities. An unprecedented public health emergency required a library-specific roadmap. Our communities needed services to address isolation and eventually return to a “new normal” in safe spaces. Key challenges faced during the crisis include:

- Uncertainty and fear.
- Resource constraints.
- Restrictions on public spaces, requiring online service.
- Services needed to rapidly evolve.

Innovation

- Created an Emergency Response Team (ERT) to coordinate operations.
- Shared “HPL’s Pandemic Plan” in webinars with libraries and museums, more than 3,000 attended.
- Members can now connect with staff over social media, phone or email through a new customer support system.
- Partnerships and programs evolved to reach members in their homes through phone, TV and devices.
- Local COVID-19 resource lists on hpl.ca saw over 22,000 visits during lockdown.
- Increased equity with new consistent hours for all 22 branches.

Progress

HPL re-imagined services and leveraged existing infrastructure to connect with the community in new ways. We’ve called over 6,500 local seniors to reduce isolation and our programs have a new audience through a consistent TV timeslot. Over 3,000 participants attended our pandemic plan and crisis communication webinars. The local resources saw more than 22,000 visits. We’re continuing to increase equity in our branches as we reopen by creating uniform hours and co-planning programming with partners.

[How grassroots efforts are creating more diverse libraries](#)

Across the province, Ontarians are working to highlight BIPOC voices in public libraries — and building their own

By [Elianna Lev](#) - Published on Oct 14, 2020

When the Black Lives Matter movement took to the streets this past spring, many across the province were inspired to protest racism and police brutality against Black, Indigenous, and BIPOC communities. It also sparked several grassroots efforts across Ontario that aim to promote the literature and culture of these communities.

Dinah Murdoch, a Kitchener-Waterloo area-based teacher, had been scrolling through Instagram in June when she came across the page of Sarah Kamya, a school counsellor who started [the Little Free Diverse Libraries](#) in Arlington, Massachusetts. The project followed the same format as other Little Free Libraries, a non-profit initiative that promotes book exchanges in neighbourhoods around the world. People can take books for free from the small, enclosed bookshelves and drop them off, too. Kamya’s project filled these spaces exclusively with books by Black authors. “I thought, we can definitely do that here in Kitchener-Waterloo,” Murdoch says. “I was looking for ways to take action, so I just started.”

That same month, Murdoch created an [Instagram account](#) and an Indigo book registry, then put up messaging on neighbourhood chalkboards and on local media. So far, she’s raised \$2,500 in donations and received about 600 donated books from publishers and volunteers. Half of the funds Murdoch raised will be spent on books at local independent bookstores, while the other will go to inventory from Black and Indigenous-owned bookstores in the Greater Toronto Area. Though she had intended to purchase books from used bookstores, Murdoch says, she was startled by the lack of diversity she found there. “There’s no quicker way to realize how white the publishing industry is than to go into a used book store,” she says. “It’s more a reflection of the past, since you don’t see as many new books.”

Murdoch has so far donated three to five books each to 150 different Little Free Libraries across her region. She also received a grant from the City of Kitchener that will go toward installing 10

new Little Free Diverse Libraries, with new books, in lesser-served areas. “Little libraries tend to be most present in neighbourhoods with homes and homeowners and less present where there are apartments and low-income housing,” she says.

Like Murdoch’s project, the Toronto Peoples’ Library was launched as an Instagram account this summer. The result of an idea from musician Dennis Passley, it’s an effort to make the work of BIPOC authors more accessible through the sale of T-shirts. Passley had had his first child earlier in the year; when he began looking at the library for reading materials that represented his experience and culture as a Black man, Passley noticed that the works of BIPOC authors were not as easily accessible. While material was available, there was usually a long waiting list. Passley wanted to change that, says long-time friend Graeme Mathieson (Passley was not available for an interview.)

Mathieson volunteered to design a T-shirt that played on the Toronto Public Library logo — but with Black and Indigenous symbolism. On the back is a crowdsourced list of BIPOC authors. The plan was to raise enough money through sales to buy books by BIPOC authors to donate to the Toronto Public Library. But they soon realized that there were other libraries outside the public system that needed the resources. “There’s lots of really interesting community-based libraries,” Mathieson says. “We got an Excel sheet of people that have reached out to us and potential places we’d like to reach out to.” Since the project’s launch, different organizations, such as the Centre for Addiction and Mental Health and First Nations Public Library, have reached out to express interest in the donation of books. In the coming months, they’re aiming to confirm partnerships with community-based libraries.

So far, the project has sold more than 200 T-shirts and received \$500 in direct donations; musicians including Chantal Kreviazuk and the Arkells have pitched in to help. “It’s important to know all our stories,” says Mathieson. “You need a much more rounded story to tell the Canadian experience and Canadian history.”

Lisa Radha Weaver, a volunteer with the Ontario Library Association and director of collections and program development at the Hamilton Public Library, says that libraries have always worked to be inclusive but that efforts have been especially strong in the last year. When it comes to popular titles by BIPOC authors, she explains, most libraries have a hold ratio that they work toward: “We do watch our holds list closely and are as responsive as our budget allows, both in print and digital, to pay for additional copies.”

For the Sankofa Book Store, in Ottawa, educating the community on Afrocentric literature and media is nothing new. First opened in 2006, it launched a mobile bookstore about five years ago, setting up a table at community events and even nightclubs and displaying titles about such figures as Marcus Garvey, Malcolm X, and J.A. Rogers. Confidence Survival, an employee and educator with Sankofa, explains that the program was started as a way to share knowledge with different parts of the city. “Most people don’t regularly cross over from one neighbourhood to another,” she says. “So they’re not easily exposed to our bookstore and the services we offer. By being mobile, we are able to bridge that gap by bringing the knowledge to them.”

The mobile bookstore was last active in February, during Black History Month, but has been put on hold since the COVID-19 pandemic. They’re aiming to get back out in the community by 2021. In the meantime, the store and its employees are using other mediums, such as [Youtube videos](#), to continue their mission of education.

“We’re big on passing on the knowledge that we value,” says Survival.

Date: October 21, 2020
To: Chair and Members of the Board
From: Paul Takala, Chief Librarian/CEO
Subject: COVID-19 Response & Planning Report - PT - Attachment #9.2

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 adapt our services to respond to challenges the pandemic poses. 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 are part way through the process of recalling Library Pages and Call-in staff. We have a number of vacant positions that we are being cautious about replacing because of the current restrictions we are under, the lack of clarity around the 2021 operating budget and the need to pay for COVID-19 related expenses.

BACKGROUND:

The attached report provides an update from our September 2020 report on our response to the pandemic and our plans.

ATTACHMENTS:

Description	Upload Date	Type
Report on COVID-19 Response	10/15/2020	Cover Memo

Date: October 21, 2020
From: Paul Takala, CEO/Chief Librarian
To: Library Board
Subject: **HPL Phased Reopening Plan – October Update**

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OCTOBER UPDATE

On **Monday, October 5th** the **Daytime Service hours** shifted to add Mondays and start at 10 am (indicated in the table below). On **Monday, October 19th** we started **Evening Service** hours at **Group 1** locations. **Group 2** locations are scheduled to be added starting on Monday, November 9. Bookmobile service has been restarted in a modified form.

DAYTIME & EVENING SERVICE HOURS

Location	M	T	W	T	F	S	S
GROUP 1 – Central, Dundas, Red Hill, Terryberry <i>Evening Hours to start Oct. 19</i>	10 - 6 6 - 9	10 - 6 6 - 9	10 - 6 6 - 9	10 - 6 6 - 9	10 - 6	10 - 5	-
GROUP 2 - Barton, Concession, Kenilworth, Sherwood, Turner Park, Waterdown. (<i>Parkdale opening 2021</i>) <i>Evening Hours to start Nov. 9</i>	10 - 6 6 - 9	10 - 6 6 - 9	10 - 6 6 - 9	10 - 6 6 - 9	10 - 6	10 - 5	-
GROUP 3 - Ancaster, Binbrook, Locke, Saltfleet, Stoney Creek, Valley Park, Westdale	10 - 6	10 - 6	10 - 6	10 - 6	10 - 6	10 - 5	-
GROUP 4 – Bookmobile, Carlisle, Freelon, Greenville, Lynden, Mount Hope	-	10 - 6	10 - 6	10 - 6	10 - 6	10 - 5	-

FreshDesk (AskHPL) hours were expanded to:

- Monday to Thursday - 9 AM to 9 PM
- Friday - 9 AM to 6 PM
- Saturday – 9 AM to 5 PM

NEXT STEPS IN COVID-19 RESPONSE

We continue to follow City and Public Health guidance, adjusting operations and planning based on evidence. With the potential for a worsening local situation, we have further refined our opening stages and added several steps. We've provided a guide below detailing these steps, at the time of writing this report HPL is on **Phase 3 – STEP B**.

Steps A-B are to prepare staff and Library members for increased restrictions and awareness around in-branch behaviour and risk. There is no timeline for Steps C to F. These are only possible next steps, should circumstances warrant.

Phase 3 - STEP A: Based on Local Capacity

Branch specific length of stay restrictions based on local computer capacity.

Phase 3 - STEP B: System-wide Two (2) Hours Daily Recommended Time Limit

On Monday, October 5 we moved to a 2-hour recommended maximum daily duration. This is a guideline, except where capacity is locally exceeded, then it will be enforced.

- Shorter visits mitigate potential exposure to COVID-19 for Library members and staff.

- This guideline will be for staff to encourage shorter stays; staff are instructed to show flexibility, such as allowing a 2.5-hour visit if the branch is not too busy.
- Discourage eating and drinking in the library.

Phase 3 - STEP C: System-wide One (1) Hour Daily Time Limit

- Time-limit is enforced system-wide.
- No food or drink.

Phase 3 - STEP D: System-wide 20-minute Daily Time Limit

Phase 3 - STEP E: System-wide 5-minute Daily Time Limit

- No in-branch use of computers and spaces.

Phase 3 - STEP F: Online Service Exclusively – Closure of Physical Spaces

SUPPORTING CONTACT TRACING

Since moving to Phase 3 HPL has supported contact tracing by requiring library visitors to have a library card and identify who they are. This is the most effective way HPL can enforce accountability. We are mindful that during the pandemic, reckless behaviour can result in serious health consequences for individuals and undermine our community's success at controlling the virus.

Initially our plan called for us to stop contact tracing in Phase 3. With the colder weather approaching, the return to school and a modest increase in virus spread we recommend keeping contact tracing and reassess in December 2020. We continue to explore new ways to streamline the check-in process and ensure we limit queues as the weather becomes less welcoming. We will adapt to changing circumstances to keep our spaces safe.

CONTACT TRACING AT HPL

Contact tracing is for the health of our community. HPL actively works to reduce barriers for members and potential members. HPL is contact tracing for our community and its health, we have consciously chosen to encourage low barrier to entry cards like the Inspire Cards to enable every member of our community to join the Library. To date this has not posed an issue for members and only a few people have left unwilling to identify who they are. We should be aware that some individuals may hear or see the check-in process and be deterred from identifying themselves. We will continue to track this closely. On a positive note, we have recently seen an increase in new library cards that is largely attributed to people visiting our locations and deciding to get a library card.

ENFORCING PPE RULES & PHYSICAL DISTANCING

We have all staff supplied with reusable facemasks and face shields. We also have supplies of disposable masks. We strongly encourage the public to wear facemasks and give them a disposable mask if they do not have one.

Enforcing the local mask mandate has been largely successful, although we have had instances where staff have had to address members not adhering to the rule. While we continue to track non-compliance and address it with staff and management, most mask conversations are with members reporting concerns around other members not respecting the mandate.

To support physical distancing, we have made changes to our spaces. We will not, nor should we, enforce members of the same household to practice physical distancing. We need to be flexible, but our main goal is to prevent these groups from entering the space of others.

LIBRARY MATERIALS

We are continuing to keep returned materials in quarantine for 72 hrs. We will continue to monitor this issue in partnership with other library systems. We will continue to look for guidance from Public Health officials as the science evolves on surface testing and transmission.

- **Newspapers** – For now, we are not putting newspapers out for in-library use.
- **Toys, Children's Equipment** – Have been put in storage and are not currently allowed.
- **Magazines** – If branches want to have in-house reading of magazines those are being quarantined after each use.

CAPACITY AND DURATION OF VISITS

Capacity – Each location has a maximum public capacity based on a formula of estimated square public footage/144 (12ft X 12ft per person). Each location will be asked to keep an eye if that number is working and be prepared to revise the Adjusted Capacity up or down.

Monitoring Capacity – All locations are monitoring their capacity. We have been conservative in how we have set our Adjusted Capacity; the capacity limit is lower than what regulations and Public Health have advised.

Duration of Visits – Our goal is to provide the most service we can but also ensure it is reasonably distributed between members.

APPENDIX I: HPL PHASED REOPENING PLAN – APPROVED JUNE 2020

Introduction

This Appendix includes key parts of the **Phased Reopening Plan**. The full version is available here: <https://www.hpl.ca/sites/default/files/HPLReopeningPlanJune2020.pdf>

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.*

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

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.

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](#)^{vi}. 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 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.
- 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 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.
- 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.

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>

^{vi} HPL May 2020 Report on COVID-19 Response: <https://www.hpl.ca/sites/default/files/20-05-HPLReportonCOVID-19Response.pdf>

Date: October 21, 2020
To: Chair and Members of the Board
From: Paul Takala, Chief Librarian/CEO
Subject: Legal Review - Working With Us Policy (1st Review) - PT - Attachment #10.1

RECOMMENDATION:

That the Library Board receive this draft legal advice on the *Working With Us Policy* for review and comment.

BACKGROUND:

After first review in May 2020 of the *Working with Us Policy: HPL'S Policy on Partnerships, Programs & Space* staff were instructed to get a legal opinion on the draft policy. We have engaged a local lawyer, Wade Poziomka, to provide that review. We were advised that it is important we get advice from someone with experience in Human Rights and the Charter. Among other qualifications Wade is the Chair of the Constitutional, Civil Liberties & Human Rights Section Executive of the *Ontario Bar Association*, is an Executive Member on the Constitutional and Human Rights Section for the *Canadian Bar Association* and is an Applicant-side Representative to the Tribunal's Practice Advisory Committee for the *Human Rights Tribunal of Ontario*. We are asking Wade to provide the Board with a legal opinion that we will be apart of the public record. <https://www.rossmcbride.com/Lawyers/Wade-Poziomka>

The attached draft opinion will be finalized and brought back to the Library Board at the November meeting. At that time we will be discussing with the Library Board the necessary follow-up and actions we should take in response to it.

ATTACHMENTS:

Description	Upload Date	Type
DRAFT - Legal Opinion	10/16/2020	Cover Memo

DRAFT LEGAL OPINION ON WORKING WITH US POLICY

October 14, 2020 prepared by Wade Poziomka

Introduction

The Hamilton Public Library (the “HPL”) has requested a legal opinion to provide clarity around aspects of its policy entitled *Working With Us – HPL’s Policy on Partnerships, Programs and Space Use* (the “Policy”), especially with regards to the *Charter of Rights and Freedoms* (the “Charter”) and Ontario law such as the Ontario *Human Rights Code* (the “Code”).

The area of library policy has not attracted a large amount of litigation and so there is a paucity of caselaw that is directly relevant to the Policy on which this opinion has been sought. Much of this opinion is therefore rendered on the basis of legal first principles applicable to the *Charter* and *Code*.

This opinion is divided into four sections:

1. Applicability of the *Charter* to public libraries
2. Legal implications of giving preference in room bookings
3. Additional ways to enforce the Diversity and Inclusion Policy
4. Legal implications of requiring a library card during the Pandemic

Applicability of the Charter

Whether the *Charter* applies to public libraries generally, or to public libraries when exercising functions such as the implementation of the Policy does not appear to have been answered conclusively.

It is well established that the *Charter* explicitly applies to government actors:

... s. 32 of the Charter specifies the actors to whom the Charter will apply. They are the legislative, executive and administrative branches of government. It will apply to those branches of government whether or not their action is invoked in public or private litigation. ... It would also seem that the *Charter* would apply to many forms of delegated legislation, regulations, orders in council, possibly municipal by-laws, and by-laws and regulations of other creatures of Parliament and the Legislatures. It is not suggested that this list is exhaustive.¹

What constitutes government activity has been delineated by the Supreme Court of Canada in several subsequent decisions.

In *McKinney*, several university professors challenged the University’s imposition of mandatory retirement on the basis that it violated the equality provision in Section 15(1) of the *Charter*. The Court found that the University’s relations with its employees was not a matter governed by the *Charter*. In reaching its conclusion, the Court placed particular emphasis on the lack of governmental control over the University’s Board and day-to-day operation:

... the universities' fate is largely in the hands of government and that the universities are subjected to important limitations on what they can do, either by regulation or because of their dependence on government funds. It by no means follows, however, that the universities are organs of government. There are many other entities that receive government funding to accomplish policy objectives governments seek to promote. The fact is that each of the universities has its own governing body. Only a minority of its members (or in the case of York, none) are appointed by the Lieutenant-Governor in Council, and their duty is not to act at the direction of the government but in the interests of the university (see, for example, s. 2(3) of *The*

¹ *RWDSU v. Dolphin Delivery Ltd.*, 1986 CanLII 5 (SCC), [1986] 2 SCR 573, at paras 34 and 39.

University of Toronto Act, 1971). The remaining members are officers of the Faculty, the students, the administrative staff and the alumni.

The government thus has no legal power to control the universities even if it wished to do so. Though the universities, like other private organizations, are subject to government regulations and in large measure depend on government funds, they manage their own affairs and allocate these funds, as well as those from tuition, endowment funds and other sources. ...

... Though the legislature may determine much of the environment in which universities operate, the reality is that they function as autonomous bodies within that environment. ... there is nothing here to indicate any participation in the decision by the government and, as noted, there is no statutory requirement imposing mandatory retirement on the universities.²

In *Douglas College*, a companion case released at the same time as *McKinney*, the Court reached a different conclusion and found that colleges created by statute and subject to a high degree of government control were bound by the *Charter*:

As its constituent Act makes clear, the college is a Crown agency established by the government to implement government policy. Though the government may choose to permit the college board to exercise a measure of discretion, the simple fact is that the board is not only appointed and removable at pleasure by the government; the government may at all times by law direct its operation. Briefly stated, it is simply part of the apparatus of government both in form and in fact. In carrying out its functions, therefore, the college is performing acts of government, and I see no reason why this should not include its actions in dealing with persons it employs in performing these functions. Its status is wholly different from the universities in the companion cases of *McKinney v. Univ. of Guelph* and *Harrison v. Univ. of B.C.*, both *supra*, which, though extensively regulated and funded by government, are essentially autonomous bodies. Accordingly, the actions of the college in the negotiation and administration of the collective agreement between the college and the association are those of the government for the purposes of s. 32 of the *Charter*. The *Charter*, therefore, applies to these activities.³

Later, in *Eldridge*, the Court reviewed this earlier jurisprudence and articulated the two bases by which the *Charter* could be found to apply to an entity:

... the *Charter* may be found to apply to an entity on one of two bases. First, it may be determined that the entity is itself "government" for the purposes of s. 32. This involves an inquiry into whether the entity whose actions have given rise to the alleged *Charter* breach can, either by its very nature or in virtue of the degree of governmental control exercised over it, properly be characterized as "government" within the meaning of s. 32(1). In such cases, all of the activities of the entity will be subject to the *Charter*, regardless of whether the activity in which it is engaged could, if performed by a non-governmental actor, correctly be described as "private". Second, an entity may be found to attract *Charter* scrutiny with respect to a particular activity that can be ascribed to government. ... If the act is truly "governmental" in nature - for example, the implementation of a specific statutory scheme or a government program - the entity performing it will be subject to review under the *Charter* only in respect of that act, and not its other, private activities.⁴

In this case, the Court noted that it had earlier determined in the *Stoffman* case⁵ (another companion case with *McKinney*) that a hospital's mandatory retirement policy was not subject to the *Charter* because

² *McKinney v. University of Guelph*, 1990 CarswellOnt 1019, [1990] 3 S.C.R. 229, at paras 40–42 and 45. [“*McKinney*”]

³ *Douglas/Kwantlen Faculty Assn. v. Douglas College*, 1990 CarswellBC 766, [1990] 3 S.C.R. 570, at para 49. [“*Douglas College*”]

⁴ *Eldridge v. British Columbia (Attorney General)*, 1997 CarswellBC 1940, [1997] 3 S.C.R. 624, at para 44. [“*Eldridge*”]

⁵ *Stoffman v. Vancouver General Hospital*, 1990 CarswellBC 765, [1990] 3 S.C.R. 483. [“*Stoffman*”]

... the hospital's mandatory retirement policy ... was a matter of internal hospital management. Notwithstanding the requirement of ministerial approval, the Regulation was developed, written and adopted by hospital officials. It was not instigated by the government and did not reflect its mandatory retirement policy. Hospitals in British Columbia, moreover, exhibited great variety in their approaches to retirement. That each of these policies obtained ministerial approval reflected the large measure of managerial autonomy accorded to hospitals in this area.⁶

However, a different result obtained in *Eldridge*, where the hospital was delivering a government program mandated by statute:

The purpose of the *Hospital Insurance Act* is to provide particular services to the public. Although the benefits of that service are delivered and administered through private institutions - hospitals - it is the government, and not hospitals, that is responsible for defining both the content of the service to be delivered and the persons entitled to receive it. ... moreover, hospitals are *required* to furnish the general hospital services specified in the Act. ...

The structure of the *Hospital Insurance Act* reveals, therefore, that in providing medically necessary services, hospitals carry out a specific governmental objective. The Act is not, as the respondents contend, simply a mechanism to prevent hospitals from charging for their services. Rather, it provides for the delivery of a comprehensive social program. Hospitals are merely the vehicles the legislature has chosen to deliver this program. ... in the present case there is a "direct and ... precisely-defined connection" between a specific government policy and the hospital's impugned conduct.⁷

In *Godbout*, the Supreme Court determined that the *Charter* unquestionably applies to municipalities because their councils are democratically elected, they have general taxing power, they are empowered to make law, and all of their powers are conferred upon them by the provincial government:

... most significantly, municipalities derive their existence and law-making authority from the provinces; that is, they exercise powers conferred on them by provincial legislatures, powers and functions which they would otherwise have to perform themselves. Since the Canadian *Charter* clearly applies to the provincial legislatures and governments, it must, in my view, also apply to entities upon which they confer governmental powers within their authority.⁸

Similarly, in *Multani*, the Court found that there was "no question" that the *Charter* applied to a school board:

There is no question that the *Canadian Charter* applies to the decision of the council of commissioners, despite the decision's individual nature. The council is a creature of statute and derives all its powers from statute. Since the legislature cannot pass a statute that infringes the *Canadian Charter*, it cannot, through enabling legislation, do the same thing by delegating a power to act to an administrative decision maker⁹

As stated in the Introduction to this opinion, there do not appear to be any cases that directly address the question of whether the *Charter* applies to public libraries, either generally or in their execution of certain functions. The matter came before the Divisional Court in *Weld v. Ottawa Public Library*, wherein the applicant sought to judicially review a decision of that library to deny her a room booking for a film screening on the basis that the film was likely to promote hatred and discrimination. However, the Court decided that the matter was not amenable to judicial review, and it left for another day the question of whether the *Charter*'s Section 2(b) protections of freedom of expression were applicable.

⁶ *Eldridge*, at para 48.

⁷ *Ibid* at paras 49–51.

⁸ *Godbout c. Longueuil (Ville)*, 1997 CarswellQue 884, [1997] 3 S.C.R. 844, at para 51. [*"Godbout"*]

⁹ *Multani c. Marguerite-Bourgeoys (Commission scolaire)*, 2006 SCC 6, at para 22. [*"Multani"*]

With reference to the aforesaid cases of the Supreme Court, there appear to be several factors weighing in favour of the *Charter* applying to public libraries. On the one hand, libraries in Ontario may be creatures of the *Public Libraries Act* (the “Act”) that are created and have their boards appointed by municipal councils, which are themselves subject to the *Charter*. Additionally, libraries/boards receive grants from the provincial Minister of (pursuant to Section 30) and may receive grants from the municipal council (pursuant to Section 27). Finally, Section 20 of the Act is largely mandatory and refers mainly to what the Board “shall” do; Sections 23(1) and 23(2) of the Act specifically require libraries to make their reference materials available to the public without charge. This is indicative of libraries carrying out a specific government objective.

On the other hand, the Court in *McKinney* noted that government funding and regulation are not sufficient to demonstrate that an entity is “government” for the purpose of *Charter* application. Library board members do not serve at the pleasure of the municipal council but, under Section 10(3), instead serve for a term concurrent with that of their appointing council. Additionally, as the Court in *Weld* stated, the library’s “core functions are to make books and other materials available to the public, and not to make space available to the public for screening films or other private events”; and the decision to cancel a private room booking “was not based on any legal obligation or on the exercise of a statutory power.”¹⁰

While those comments are instructive, it must be remembered that they were made in the context of whether the decision could be judicially reviewed, and the Court in *McKinney* was careful not to equate amenability to judicial review with the application of the *Charter*: “[universities] may be subjected to the judicial review of certain decisions, but this does not in itself make them part of government within the meaning of s. 32 of the *Charter*.”¹¹

At a minimum, the *Charter* likely applies to public libraries when executing their core function of making materials available to the public, and it may or may not apply when public libraries are dealing with room bookings for private events. As the question cannot be definitively answered, this opinion will proceed on the basis that the *Charter* may well apply to public libraries, including HPL.

Legal implications of giving preference in room bookings

As stated, it is possible that the *Charter*’s freedom of expression protections may apply to room bookings in a public library; that was precisely the question left open by the Divisional Court in *Weld*. Section 2(b) of the *Charter* guaranteeing freedom of expression is reproduced as follows:

2. Everyone has the following fundamental freedoms: ... (b) freedom of thought, belief, opinion and expression, including freedom of the press and other media of communication;

Section 1 of the *Charter* makes clear that this right is not absolute, but instead is “subject only to such reasonable limits prescribed by law as can be demonstrably justified in a free and democratic society.”

While the applicability of the *Charter* to HPL is an open question, there is no question that the *Code* applies to HPL as an entity providing a service, which “encompasses those activities which provide a benefit from one person to another or to the public” and “is not restricted to benefits which are generally available to the public.”¹² The HRTO has specifically found that “a public library offers a variety of services to the public within the meaning of the *Code*, and that, therefore, the respondent cannot discriminate against a user of its facilities in violation of the *Code*’s provisions.”¹³

Section 1 of the *Code* entitles individuals to be free from discrimination in the provision of services:

Every person has a right to equal treatment with respect to services, goods and facilities, without discrimination because of race, ancestry, place of origin, colour, ethnic origin, citizenship, creed,

¹⁰ *Weld v. Ottawa Public Library*, 2019 ONSC 5358, at para 15. [“*Weld*”]

¹¹ *McKinney*, at para 34.

¹² *Thavarajasoorier v. Incorporated Synod of the Diocese of Toronto*, 2009 HRTO 314, at para 6. [“*Thavarajasoorier*”]

¹³ *MacDonald v. Cornwall Public Library*, 2011 HRTO 1323, at para 3. [“*MacDonald*”]

sex, sexual orientation, gender identity, gender expression, age, marital status, family status or disability.

Section 15 of the *Charter* also contains an equality provision that explicitly does not apply to policies designed to ameliorate discrimination:

Equality before and under law and equal protection and benefit of law

15. (1) Every individual is equal before and under the law and has the right to the equal protection and equal benefit of the law without discrimination and, in particular, without discrimination based on race, national or ethnic origin, colour, religion, sex, age or mental or physical disability.

Section 10 of HPL's policy is on solid footing to the extent that states that it will refuse to book a room for illegal activity or events that discriminate. (Some changes may be necessary to make this basis for refusal clearer – see Part 3 of this opinion.)

In *R. v. Keegstra*, the Supreme Court specifically found that the hate speech prohibitions contained in the *Criminal Code* are an acceptable infringement on the *Charter*'s freedom of expression protections. HPL is thus entitled to refuse room bookings to events that would be considered hate speech without running afoul of the *Charter*, should it apply.

Meanwhile, the HRTO has previously found that “in certain circumstances, it is a violation of the right to be free from discrimination protected under Part I of the *Code* where a respondent fails to take appropriate steps to respond to an allegation of discrimination.”¹⁴ HPL must therefore be responsive to concerns about discrimination; while its obligation here is to respond to complaints, it would be valid to be proactive and avoid booking rooms for discriminatory events.

Accordingly, HPL's Policy with respect to room bookings is not unlawful on its face. Where HPL must be cautious is in the manner by which it chooses its partners and thereby grants free room bookings to certain groups while mandating a charge for others. This may not be discriminatory *per se*, but would become discriminatory if HPL's implementation of this Policy is shown to habitually disadvantage certain groups on the basis of their *Code*-protected grounds. This is referred to as “indirect” or “constructive” discrimination, which is proscribed by Section 11 of the *Code*:

Discrimination can be direct or indirect. Direct discrimination occurs when an individual is treated adversely because of a personal characteristic covered by the *Code* such as disability. See *Andrews v. Law Society of British Columbia*, 1989 CanLII 2 (SCC), [1989] 1 S.C.R. 143.

Indirect discrimination, as provided for in section 11 of the *Code*, recognizes the reality that discrimination can occur when neutral rules that do not appear to be discriminatory have a disproportionate and adverse impact on a group identified by one of the personal characteristics covered by the *Code*. An example of indirect or “constructive discrimination” (as it is referred to in the *Code*) is the case of *British Columbia (Public Service Employee Relations Commission) v. BCGSEU*, 1999 CanLII 652 (SCC), [1999] 3 S.C.R. 3 (“Meiorin”), in which an aerobic standard that disproportionately prevented women from obtaining firefighter jobs was found to be discriminatory. See also *Ontario Human Rights Commission v. Simpsons-Sears Ltd.*, 1985 CanLII 18 (SCC), [1985] 2 S.C.R. 536 in which the requirement to work Friday evenings was found to be discriminatory for an employee who, for religious reasons, was prohibited from working on Friday evenings.¹⁵

Where a seemingly neutral policy is found to constitute indirect discrimination, the policy may nevertheless be valid if it is a *bona fide* requirement adopted in good faith to serve a legitimate end. The test to be applied in this scenario is set out by the Supreme Court in its *Meiorin* decision:

¹⁴ *Moore v. Ferro (Estate)*, 2019 HRTO 526, at para 183–84. [“*Moore*”]

¹⁵ *Contini v. Rainbow District School Board*, 2012 HRTO 295, at paras 17–18. [“*Contini*”]

Having considered the various alternatives, I propose the following three-step test for determining whether a *prima facie* discriminatory standard is a BFOR [*bona fide* occupational requirement]. An employer may justify the impugned standard by establishing on the balance of probabilities:

- (1) that the employer adopted the standard for a purpose rationally connected to the performance of the job;
- (2) that the employer adopted the particular standard in an honest and good faith belief that it was necessary to the fulfilment of that legitimate work-related purpose; and
- (3) that the standard is reasonably necessary to the accomplishment of that legitimate work-related purpose. To show that the standard is reasonably necessary, it must be demonstrated that it is impossible to accommodate individual employees sharing the characteristics of the claimant without imposing undue hardship upon the employer.¹⁶

While this test was clearly established in the employment context, it applies equally outside of that context, and has in fact been applied by the HRTO to the policies of public libraries. In *MacDonald*, the HRTO considered the library's "one person, one computer" policy and determined that this indirectly discriminated against those with disabilities who required the assistance of another individual:

The "one person – one computer" rule adopted by the respondent discriminates *prima facie* against those with disabilities who are unable, for whatever reason, to use a computer without assistance. The rule is neutral on its face but it could have adverse effects for those who are disabled and who require the assistance of another person to use the respondent's computers. Thus, the onus now shifts to the respondent to establish that it has met both the procedural and substantive components of its duty to accommodate to the point of undue hardship as required by section 11 of the *Code*.

In order to determine if a rule relating to the delivery of services is reasonable or *bona fide* in the circumstances as required by section 11(1) it is necessary to apply the analysis set out by the Supreme Court of Canada in *British Columbia (Public Service Employee Relations Commission) v. British Columbia Government and Service Employees' Union (B.C.G.S.E.U.)*, 1999 CanLII 652 (SCC), [1999] 3 S.C.R. 3 ("Meiorin") and *British Columbia (Superintendent of Motor Vehicles) v. British Columbia (Council of Human Rights)*, 1999 CanLII 646 (SCC), [1999] 3 S.C.R. 868 at para. 20 ("Grismer"). As summarized by the Tribunal at para. 10 in *Wozenilek v. Guelph (City)*, 2010 HRTO 1652, the respondent must show that:

- (1) it adopted the standard for a purpose or goal that is rationally connected to the function being performed;
- (2) it adopted the standard in good faith, in the belief that it is necessary for the fulfillment of the purpose or goal; and
- (3) the standard is reasonably necessary to accomplish its purpose or goal, in the sense that the defendant cannot accommodate persons with the characteristics of the claimant without incurring undue hardship.

I find that the "one person – one computer" rule is rationally connected to the delivery of library services. It is designed to ensure that the noise level in the library is kept sufficiently low to ensure that library users can read, research, and study in conditions appropriate to such work without being disturbed by those around them. Computer use may provide more opportunities for discussion and noise than traditional printed material because of the wide variety of material available on the Internet and the format in which it is delivered. It also requires a different form of attention than printed materials. The rule also helps prevent congestion in one area of the

¹⁶ *British Columbia (Public Service Employee Relations Commission) v. B.C.G.E.U.*, 1999 CarswellBC 1907, [1999] 3 S.C.R. 3, at para 54. ["Meiorin"]

library and ensures that the privacy of users of computer stations is respected. While the rule adopted may not be the only possible rule, it is rationally connected to the stated goal.

I have no doubt, based on the evidence before me, that the respondent adopted the “one person – one computer” rule in good faith in the belief that this rule is necessary to the achievement of this goal. There is no evidence to suggest that the respondent adopted the rule for any purpose other than ensuring an appropriate noise level in the library, avoiding congestion and protecting privacy.

Even if a rule was adopted in good faith and is rationally connected to a valid purpose, this does not in itself lead to the necessary conclusion that there is no discrimination. A rule which is neutral on its face can amount to discrimination because an ostensibly neutral rule can have disparate adverse effects on different groups. The fact that the respondent adopted the rule for legitimate purposes (to reduce noise, avoid congestion and protect privacy) does not in itself mean that the application of the rule is not discriminatory. The application of the same rule – one person per computer station only – to all users regardless of their abilities would amount to discrimination if the respondent made no effort to accommodate those who, because of their disability, would otherwise be unable to use the computer. The respondent must make reasonable efforts to accommodate disabled persons seeking to use its computers.¹⁷

In our opinion, there is little doubt that HPL has adopted its room booking policy in good faith for the objective of furthering its goal (as stated at Section 1 of the Policy) of using library space to “maximize” its impact on the community it serves and of establishing and maintaining “strong community partnerships that are focused on advancing Library, City, and community goals.”

However, HPL must be careful to ensure that it is not engaging in partnerships and thereby renting rooms free of charge in a way that habitually excludes and/or disadvantages certain groups on the basis of their *Code*-protected grounds.

An example of how this could happen is found in the HRTO decision of *R.C. v. District School Board of Niagara*, which concerned a school board policy of limiting the permissible distribution of religious literature to the distribution of seminal or authoritative religious texts. The HRTO found that to do so would adversely impact atheists, who are protected by the *Code* ground of “creed” but do not disseminate their belief in a seminal or authoritative text such as the Bible:

The Board suggests that if the new policy is discriminatory, it is justified under s. 11 of the *Code* as a reasonable and *bona fide* requirement in order to promote the objective of giving students and their families access to seminal texts from religions. The Board argues that it would undermine its objective if the Board had to distribute materials that were not seminal texts such as “Just Pretend”. The Board argues that the new policy therefore complies with the *Code* and remedies the 2009 discrimination, and that the Tribunal should therefore not order that it be changed.

I need not engage in an extensive analysis of whether the respondent has met each aspect of the test for justification under *British Columbia (Public Service Employee Relations Commission) v. BCGSEU*, 1999 CanLII 652 (SCC), [1999] 3 S.C.R. 3 (“*Meiorin*”). The third step of that test requires that the requirement be reasonably necessary to accomplish its purpose or goal, and that the respondent could not accommodate the differences without experiencing undue hardship. Assuming that the other steps in the test are met, there is no evidence or reason why the respondent’s objective of giving students access to texts of creeds would be undermined by permitting optional attendance, with parental permission, at a distribution of atheist literature or materials that discuss traditional native spirituality. The desire to restrict the policy to the manner

¹⁷ *MacDonald*, at paras 33–34 and 37–39.

in which some creeds convey their core beliefs (seminal or authoritative texts) cannot justify an exclusion of creeds that convey their core message in other ways.

I understand that some parents and students may not agree with some of the content of atheist literature like “Just Pretend”. However, the applicant and others do not agree with some of the content of the Gideon Bible. If the Board decides to have a policy permitting distribution of religious literature, it must be prepared to accept that some parents and students might object to materials that others, with parental permission, are receiving. If it is prepared to distribute permission forms proposing the distribution of Christian texts to committed atheists, it must also be prepared to distribute permission forms proposing the distribution of atheist texts to religious Christians. It cannot design its criteria in a way that would permit communication of materials setting out their beliefs by some, but not all creeds.¹⁸

Therefore, should HPL’s policy of giving preference to its partners have the effect (regardless of the fact that this is unintended, as intention need not be shown to establish discrimination) of habitually excluding certain *Code*-protected groups, HPL must be prepared to either accommodate the disadvantaged group (e.g. by allowing them a measure of charge-free bookings) or demonstrate that these groups could not be accommodated to the point of undue hardship (e.g. by demonstrating that allowing additional charge-free booking is not financially feasible for HPL).

It should also be noted that Section 10 of the Policy refers to “Discrimination” as events that limit attendance based on *Code*-protected grounds. HPL should be mindful that there may occasionally be valid reasons for such limitations. Specifically, Section 14 of the *Code* allows for such distinctions when they are ameliorative:

A right under Part I is not infringed by the implementation of a special program designed to relieve hardship or economic disadvantage or to assist disadvantaged persons or groups to achieve or attempt to achieve equal opportunity or that is likely to contribute to the elimination of the infringement of rights under Part I.

Should the *Charter* be found to apply, Section 15(2) contains a similar ameliorative provision:

Affirmative action programs

(2) Subsection (1) does not preclude any law, program or activity that has as its object the amelioration of conditions of disadvantaged individuals or groups including those that are disadvantaged because of race, national or ethnic origin, colour, religion, sex, age or mental or physical disability.

HPL should therefore consider re-wording this part of Section 10 of the Policy from an absolute prohibition to a discretionary one. HPL may wish to say that it will not allow events or meetings where attendance is limited on *Code*-protected grounds, except where the prospective renter satisfies HPL that such limitations are consistent with the ameliorative provisions of the *Code* and/or *Charter*.

Should the *Charter* be found to apply to HPL, there is also a process by which any infringement on a *Charter* right (whether Section 2(b) or Section 15) may be justified. This is known as the *Oakes* test, and it was summarized by the Court in *McKinney* (notwithstanding that the *Charter* was found to not apply in that case):

The approach to be followed in weighing whether a law constitutes a reasonable limit to a *Charter* right has been stated on many occasions beginning with *R. v. Oakes*, *supra*, and I need merely summarize it here. The onus of justifying a limitation to a *Charter* right rests on the parties seeking to uphold the limitation. The starting point of the inquiry is an assessment of the objectives of the law to determine whether they are sufficiently important to warrant the limitation of the constitutional right. The challenged law is then subjected to a proportionality test

¹⁸ *R.C. v. District School Board of Niagara*, 2013 HRTO 1382, at paras 71–73. [“R.C.”]

in which the objective of the impugned law is balanced against the nature of the right, the extent of its infringement and the degree to which the limitation furthers other rights or policies of importance in a free and democratic society.¹⁹

This is different, although not dissimilar, to the test mandated in *Meiorin*. HPL could likely show there is a sufficiently important objective to its Policy, that being to “maximize” its impact on the community it serves and of establishing and maintaining “strong community partnerships that are focused on advancing Library, City, and community goals.”

The onus is then on HPL to show that its Policy is proportional to that objective, in that “the limiting measures must be carefully designed, or rationally connected, to the objective; they must impair the right as little as possible; and their effects must not so severely trench on individual or group rights that the legislative objective, albeit important, is nevertheless outweighed by the abridgement of rights.”²⁰

HPL’s policy certainly appears to be rationally connected to its objective; partnerships are encouraged and HPL’s impact on the community maximized where it is able to increase free public programs in its spaces. It is also apparent on the face of HPL’s Policy and its endorsement of the statement on Intellectual Freedom set out by the Canadian Federation of Library Association and the Ontario Library Association that it is making every reasonable effort to balance the *Charter* rights at stake with the fulfillment of its Policy goals.

The crucial part of this test is likely to be minimal impairment. HPL must be able to show that its policy impairs the *Charter* rights at issue (freedom of expression, equality) as little as possible. HPL may be able to do this by demonstrating that it considers all potential partners equally and in good faith.

HPL should thus be vigilant to ensure that its Policy is constantly being implemented in a way that permits the broadest variety of partnerships possible, such that free room bookings are available to the groups of as many beliefs and opinions as possible (short of actual hate speech or discrimination).

Additional ways to enforce the Diversity and Inclusion Policy

As stated in Part 2 of this opinion, HPL is on solid footing where it refuses to rent space to groups that engage in hate speech as proscribed by the *Criminal Code* or promote discrimination contrary to the *Human Rights Code*.

As currently written, Section 10 of the Policy refers broadly to “Illegal Activity” that contravenes local, provincial, and national laws. HPL should consider explicitly stating under this heading that it will not rent space to groups or events that do or are likely to engage in hate speech as proscribed by the *Criminal Code*.

As currently written, Section 10 of the Policy refers to “Discrimination” as events that limit attendance based on *Code*-protected grounds. As stated in Part 2 of this opinion, HPL may wish to consider re-wording this part of Section 10 of the Policy from an absolute prohibition to a discretionary one. HPL may wish to say that it will not allow events or meetings where attendance is limited on *Code*-protected grounds, except where the prospective renter satisfies HPL that such limitations are consistent with the ameliorative provisions of the *Code* and/or *Charter*.

HPL may also wish to add to Section 10 that space will not be rented to groups or events that do or are likely to engage in activity that promotes discrimination contrary to the *Code*. If HPL chooses to do so, it must ensure that this is not used as a vehicle for indirect discrimination. HPL should ensure that this prohibition targets overt discrimination (i.e. speech that advocates for the disadvantage to groups or individuals based on their *Code*-protected grounds) rather than unpopular opinions that some groups may find distasteful.

¹⁹ *McKinney*, at para 56.

²⁰ *R. v. Edwards Books and Art Ltd.*, [1986] 2 S.C.R. 713, as cited in *McKinney* at para 60.

Legal implications of requiring a library card during the Pandemic

The library board is plainly entitled to set rules “for the admission of the public to the library” pursuant to Section 23(4) of the Act, which of course is subject to the *Code* (and may be subject to the *Charter*).

It is our opinion that this section of the Policy likely does not engage any *Code* or *Charter* grounds. In fact, HPL has explicitly taken steps to ensure that as many people as possible are able to obtain either a library card or a guest pass, regardless of, *inter alia*, age, race, disability, or income level. Additionally, this part of the Policy is clearly instituted for a pressing objective in the midst of a public health emergency.

However, should HPL have concerns, it may wish to consider whether the type of contact tracing we have seen implemented at restaurants and shops whereby patrons leave their name and some type of contact details (e.g., phone number, email) is sufficient to accomplish its contact tracing goals.

Date: October 21, 2020
To: Chair and Members of the Board
From: Paull Takala, Chief Librarian/CEO
Subject: **Statement on Sustainability (1st Review) - PT - Attachment #11.1**

RECOMMENDATION:

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

BACKGROUND:

In 2010, following the financial crisis, the Library Board saw some library systems, mainly in other countries, face severe budget pressures. Some of the strategies libraries adopted included severe cuts in certain areas, leading to a decline in Library service, usage and support. At the time the Library Board decided to pass this policy on sustainability should HPL ever face severe budget pressures. This policy was previously scheduled for review this year. Since its adoption, the policy has helped us answer questions from Council about potential impacts of budget reductions.

ATTACHMENTS:

Description	Upload Date	Type
Statement on Sustainability	10/15/2020	Cover Memo

LIBRARY BOARD STATEMENT OF SUSTAINABILITY

Policy Level: Library Board

Author: Chief Librarian/CEO

Review Period: 4 Years

Approval Date: October 2020 Draft (1st Review)

POLICY STATEMENT

It is the responsibility of the Hamilton Public Library Board to ensure that the funding it receives provides the best possible library service to Hamilton residents. It is the responsibility of the library to ensure that all residents have access to the information and the resources required to enhance their lives. Libraries thrive when five core elements are present. These elements are:

1. Collections that are relevant and that are available when people need them;
2. Facilities that are busy, attractive, accessible and open sufficient hours to justify their costs;
3. Technological infrastructure that is robust and capable of adapting to changing customer demands and expectations;
4. Staff that are knowledgeable, trained and who perform work that provides relevant value to those they serve.
5. Services and programs that remain relevant to those they serve and that are modified, added or eliminated to reflect changing customer needs.

When too much or too little of the available funding is disproportionately spent on any single element or elements, a library system cannot operate effectively or provide relevant on-going service to the municipality it serves.

The Hamilton Public Library Board is committed to seeking a delicate balance between these elements when it sets budgets and when it reviews the operations of the library system.

Approval History: September 2010