

Mission Statement
Freedom to Discover

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

HAMILTON PUBLIC LIBRARY BOARD

Regular Board Meeting
Wednesday, April 15, 2020
Central Library, Board Room

6:00 PM Meeting

AGENDA

1. Discussion Period

1.1 Review of Process for Online Meeting

2. Acceptance of Agenda

3. Minutes

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

4. Declaration of Conflict

5. Presentations

6. Consent Items

6.1 Upcoming Agenda Items - PT - Attachment #6.1

Suggested Action: Receive

6.2 Q1 Metrics Report - TD - Attachment #6.2

Suggested Action: Receive

6.3 Reserve Report Update - TD - Attachment #6.3

Suggested Action: Receive

6.4 Capital Variance Report - TD - Attachment #6.4

Suggested Action: Receive

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

Suggested Action: Recommendation

7. Business Arising

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

Suggested Action: Receive

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

Suggested Action: Receive

8. Correspondence

9. Report

- 9.1 Chief Librarian Report - PT - Attachment #9.1

Suggested Action: Receive

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

Suggested Action: Recommendation

10. New Business

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

Suggested Action: Recommendation

- 10.2 Sherwood Lease Renewal - TD - Attachment #10.2

Suggested Action: Recommendation

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

Suggested Action: Recommendation

- 10.4 Print Management Report - SF - Attachment #10.4

Suggested Action: Recommendation

11. Policies

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

Suggested Action: Recommendation

12. Private and Confidential

- 12.1 Labour Relations Issue - PT/LM

13. Date of Next Meeting

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

14. Adjournment

Date: April 15, 2020
To: Chair and Members of the Board
From: Karen Dennie, Administrative Assistant
Subject: **Minutes of the Hamilton Public Library Board Meeting of Wednesday, February 19, 2020 - RF - Attachment #3**

RECOMMENDATION:

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

ATTACHMENTS:

Description	Upload Date	Type
Minutes of the February 19, 2020 Meeting	4/7/2020	Cover Memo

Mission Statement
Freedom to Discover

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

HAMILTON PUBLIC LIBRARY BOARD

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

5:00 PM Dinner

6:00 PM Meeting

MINUTES

VIDEO

PRESENT:

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

STAFF:

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

REGRETS:

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

Guests:

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

Services and Sherry Fahim introduced him to the Board.

Amir Feridooni, Manager Digital Technology Services

Time to Order:

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

1. Discussion Period

2. Acceptance of Agenda

THAT THE AGENDA BE ADOPTED AS PRESENTED.

MOVED by Stu Laurie, seconded by John Kirkpatrick,

MOTION Passed

3. Minutes

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

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

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

MOTION Passed

4. Declaration of Conflict

No Board Members declared a conflict of interest.

5. Presentations

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

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

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

6. Consent Items

6.1 Upcoming Agenda Items - PT

That the Library Board receive the Upcoming Agenda Items report.

THAT THE LIBRARY BOARD APPROVE THE UPCOMING AGENDA ITEMS REPORT.

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

MOTION Passed

7. Business Arising

There was no business arising.

8. Correspondence

There was no Library Board correspondence.

9. Report

9.1 Report from the Audit Committee - EB

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

THAT THE REPORT FROM THE AUDIT COMMITTEE BE RECEIVED.

MOVED by Stu Laurie, seconded by Robert Coruzzi,

MOTION Passed

9.2 2019 Year-End Metrics Report - TD

THAT THE 2019 YEAR-END METRICS REPORT BE RECEIVED.

MOVED by John Kirkpatrick, seconded by Robert Coruzzi,

MOTION Passed

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

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

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

MOTION Passed

9.4 Chief Librarian Report - PT

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

MOVED by Elly Bowen, seconded by Stu Laurie,

MOTION Passed

9.5 Removing Barriers Report - LW/DW

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

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

MOTION Passed

10. New Business

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

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

MOVED by John Kirkpatrick, seconded by Elly Bowen,

MOTION Passed

11. Policies

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

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

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

MOTION Passed

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

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

MOVED by Elly Bowen, seconded by Robert Coruzzi,

MOTION Passed

12. Private and Confidential

THAT THE MEETING GO IN CAMERA FOR TWO MATTERS.

MOVED by Stu Laurie, seconded by John Kirkpatrick,

MOTION Passed

12.1 Partner Contract Negotiations - PT/TD

12.2 Potential Acquisition of Property - PT/TD

13. Date of Next Meeting

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

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

MOTION Passed

14. Adjournment

The meeting was adjourned at 8:14pm

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

Minutes recorded by Rosann Francoeur

MOVED by Robert Coruzzi, seconded by Stu Laurie,

MOTION Passed

Date: April 15, 2020
To: Chair and Members of the Board
From: Paul Takala, Chief Librarian/CEO
Subject: **Upcoming Agenda Items - PT - Attachment #6.1**

RECOMMENDATION:

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

ATTACHMENTS:

Description	Upload Date	Type
Upcoming Agenda Report	4/9/2020	Cover Memo

Date: April 15, 2020
To: Chair and Members of the Library Board
From: Paul Takala, Chief Librarian/CEO
Subject: **Upcoming Agenda Items**

2020 LIBRARY BOARD MEETING SCHEDULE

* Conflicts with Council Meeting

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

Month	Agenda Items
January 15	<ul style="list-style-type: none"> ✓ Election of Officers ✓ Operating Budget Presentation to Council ✓ Advocacy & Political Participation Policy
February 19	<ul style="list-style-type: none"> ✓ 2019 Year-End Metrics Report ✓ Presentation – Consolidated Policy Partnership, Program & Rental Space ✓ Diversity & Inclusion Policy ✓ Audit Committee Report ✓ Report on Safety and Security
March 18	MEETING CANCELLED DUE TO COVID-19
April 15	<ul style="list-style-type: none"> ✓ COVID-19 Response & Planning Reports ✓ Q1 Metrics Report ✓ Initial Report on Last Year Financials (Pre-Audit) ✓ Reserve Report Update
May 20	COVID-19 Response & Planning Reports Library Board By-Laws Carlisle Renovation Scope of Work
June 17	COVID-19 Response & Planning Report Report from the Audit Committee Mid-Year Progress Report on 2020 Goals Working with Us Policy Intellectual Freedom Policy
September 16*	COVID-19 Response & Planning Report Q2 Metrics Report Holiday Closures for Following Year Capital Budget Submission
October 21	COVID-19 Response & Planning Report Operating Budget Next Year – 1 st Review Multi-Year Business Plan & 2020 Goals – 1 st Review

November 18	COVID-19 Response & Planning Report Meeting Dates for Following Year Nominating Committee Q3 Metrics Report Reserve Report
December 16*	COVID-19 Response & Planning Report Final Report 2020 Goals Access to Information & Communication Technology

ITEMS TO RE-SCHEDULED

Policies

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

Reports

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

Date: April 15, 2020
To: Chair and Members of the Board
From: Tony Del Monaco, Director, Finance & Facilities
Subject: **Q1 Metrics Report - TD - Attachment #6.2**

RECOMMENDATION:

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

BACKGROUND:

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

The 1st Quarter statistical report included as Appendix 1 provides the Library Board with 1st quarter figures of key metrics along with comparable figures from the same time period in each of the last two years. Year-to-date figures are also shown along with comparable 2019 year-to-date figures and corresponding percentage changes. These indicators help to demonstrate the nature of customer usage of the Library's collections, programs and services.

Report

As usual, a quarterly summary is provided in Appendix 1 but to provide more context on the numbers, a Jan/Feb summary has been provided along with a March summary. Also, a summary on digital circulation for March 2020 with year-to-date details has been provided as Appendix 2.

Staff have reviewed the figures and have the following observations and comments:

New Registered Cardholders

- There were 7,104 new cardholders registered in the 1st quarter. That's a 3.4% decline from this time last year but still substantially higher than what we've experienced in recent years. Last year we experienced a substantial jump in new cardholders in the 1st quarter as a result of the new initiative that allows library cards to be used as museum passes starting in mid-February 2019.
- New card registrations in March are down 45% in part because of the surge in new card holders we experienced last year and partly due to the closure of our branches

which limited in-person registrations for March.

Active Cardholders

- The number of Active Library Cardholders has improved by 5.4% and now stands at 169,021. "Active cardholders" refers to the number of cardholders that have used their library card within the previous 2-year period.
- Our active cardholders now represent 29.5% when compared to the population of Hamilton. New initiatives to promote membership have helped push this figure closer to the 30% threshold, a ratio that has not been achieved in the last several years at least.

Circulation

- Overall year-to-date total circulation has decreased by 3.4% but was actually up by 10.6% in Jan/Feb prior to the branch closures.
- Physical circulation was down 11% in the quarter but was actually up by 10.3% in the Jan/Feb period prior to the branch closures. It should be noted that the new "auto-renewal" feature we have had in place since Q2 of 2019 had an inflationary impact on the 1st quarter physical circulation.
- Digital circulation was up 17.3% in Q1 compared to Q1 last year. In Jan/Feb the percentage increase was 11.6% over usage in Jan/Feb last year. In March 2020, digital usage increased significantly by 27.5% vs March 2019 as people took more advantage of our digital offerings with our physical spaces and access to our physical collections being closed mid-March.
- Overdrive, which represented 50% of all digital usage in Q1, was up 18.4% in the quarter. Overdrive eBook, eMagazine, and eAudio usage was 99,766 in March alone.
- Kanopy received 7,133 uses in March and 15,015 year to date. The year to date usage is a 77% increase over last year.
- Press Reader usage has been increasing steadily over the last several years. Press Reader received 27,468 uses in March alone and usage increased by 23.9% quarter over quarter.
- Tumblebooks usage was 9,938 in March and 16,379 in the quarter, an increase of 12.6% over Q1 2019.
- Zinio/RB Digital saw a large increase in Q1 with 48,232 uses which represented a 38.4% increase.
- Lynda.com also saw a substantial increase of 59.3% in Q1 representing 28,937 uses in the quarter.

Visits

- In-person visits were down by 18.4% in the quarter but were actually up 4.9% in

Jan/Feb period. Last year Q1 visits were down by about the same percentage due to inclement weather. Prior to the branch closure in March, visits were back to their 2018 levels and nearly all branches experienced increased visits in Jan & Feb.

- Jan/Feb YTD numbers represented an increase in visits of 29,327 with Barton, Carlisle, Concession, Red Hill, and Stoney Creek experiencing increased visits of over 15% compared to the same time last year.
- 981 Extended Access Hours visits were made to Freelon and Lynden in Jan/Feb, an increase of 70 visits or 7.7%. Of the more than 6,000 visits to Lynden and Freelon in Jan/Feb, 15% of those visits were during Extended Access Hours.

Other Key Metrics

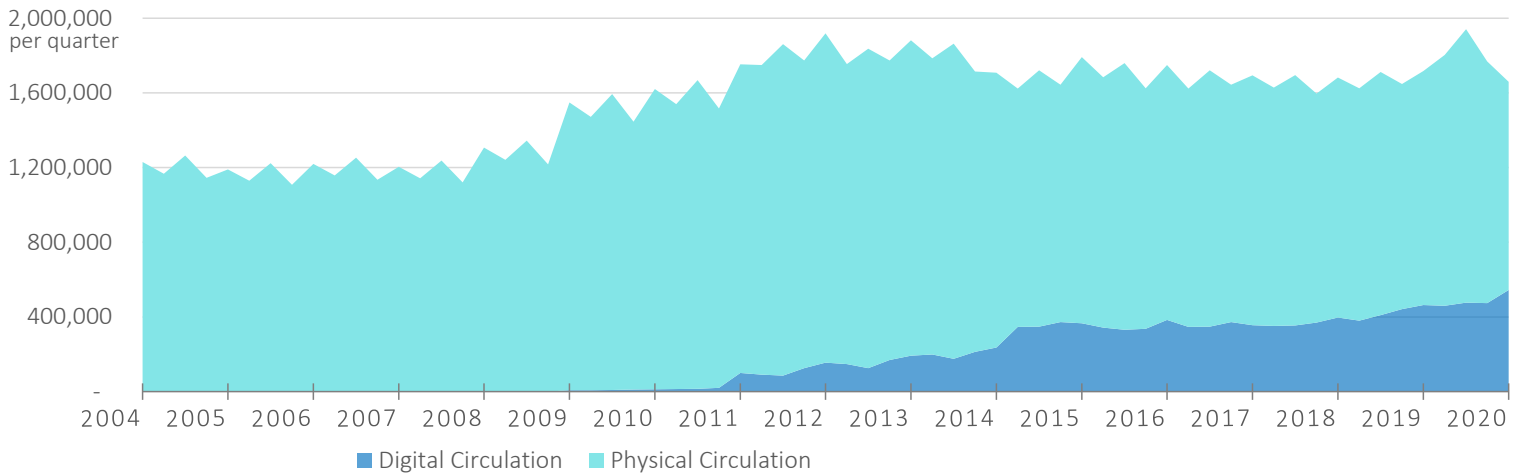
- HPL.ca website visits declined by 8.9% in Q1. Website visits were on par with 2019 for Jan & Feb but dropped in March to 170,928 uses. Catalogue visits decreased by 15.3% in Q1 and were down 7.8% in the Jan/Feb period.
- Program Attendance was up by 13% in Jan/Feb until the March closure resulted in an 18.8% drop overall for the quarter.
- Similarly, Computer Sessions were up 9.2% in Jan/Feb but the closure caused the Q1 total figure to decline by 13.5% compared to Q1 2019.
- Wireless network use was also affected by the shutdown, up 9.7% in Jan/Feb before closing Q1 down 11.6%.
- Social Media fans continue to trend up with 24,584 fans as of the end of Q1. That is an increase of 22.9% vs the of Q1 2019.

The Library Board will continue to be provided with quarterly updates of key performance indicators. It is a means to monitor trends in the use of Library facilities, collections, programs and services and plan for future strategic opportunities and developments. These performance indicators will continue to evolve as library service evolves.

ATTACHMENTS:

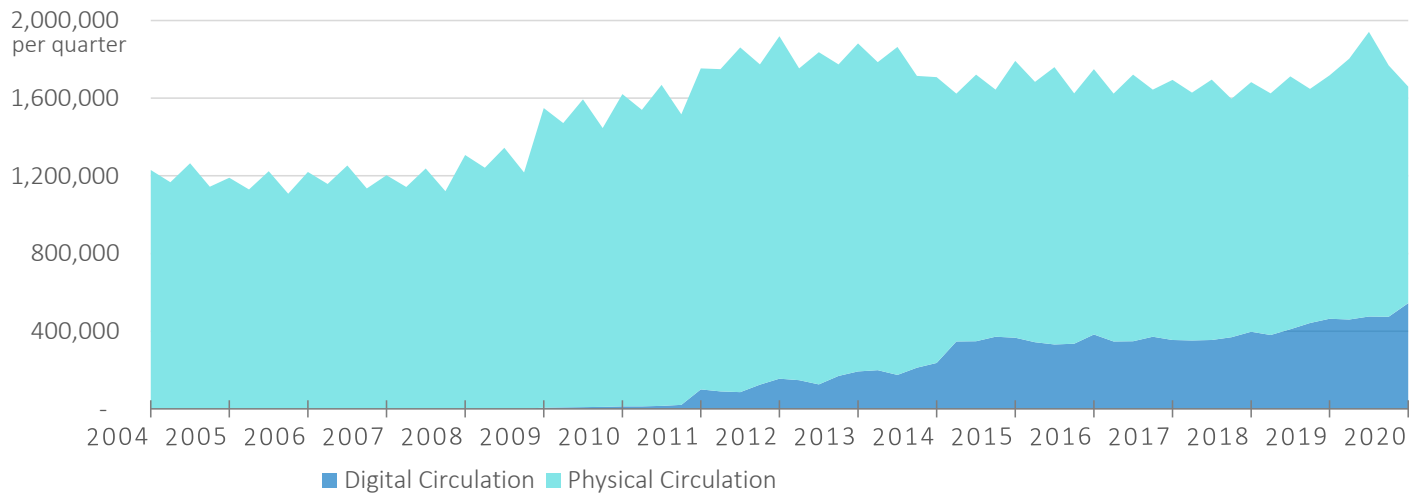
Description	Upload Date	Type
Appendix 1 - Q1 2020 Summary	4/8/2020	Cover Memo
Appendix 2 - March 2020 Digital Circulation	4/8/2020	Cover Memo

Borrower Statistics	2020 YTD	2019 YTD	% Change 2019 YTD	Q1, 2020	Q1, 2019	Q1, 2018	Q1 % Change 2020 to 2019
New Registered Cardholders	7,104	7,355	-3.4%	7,104	7,355	5,688	-3.4%
Active Library Cardholders	169,021	160,367	5.4%	169,021	160,367	156,657	5.4%



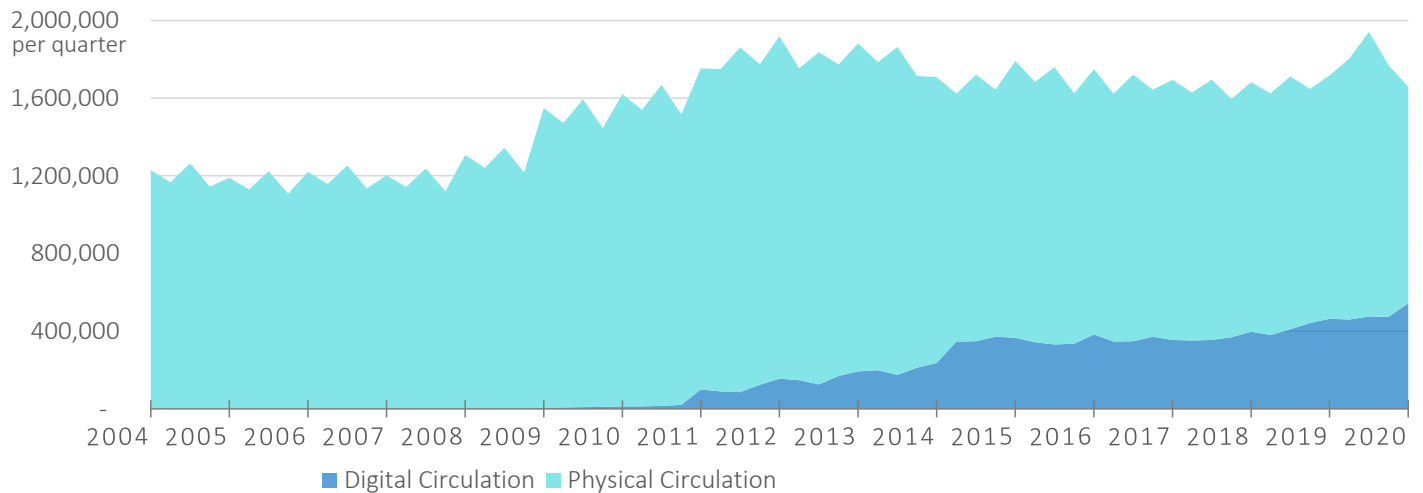
Performance Statistics	2020 YTD	2019 YTD	% Change 2019 YTD	Q1, 2020	Q1, 2019	Q1, 2018	Q1 % Change 2020 to 2019
Circulated Items (Physical)	1,114,991	1,252,966	-11.0%	1,114,991	1,252,966	1,339,276	-11.0%
Circulated Items (Digital)	544,440	464,215	17.3%	544,440	464,215	355,255	17.3%
Circulated Items (Total)	1,659,431	1,717,181	-3.4%	1,659,431	1,717,181	1,694,531	-3.4%
In Person Visits	770,980	945,126	-18.4%	770,980	945,126	966,406	-18.4%
Website Visits	609,864	669,215	-8.9%	609,864	669,215	582,009	-8.9%
Catalogue Visits	462,556	546,361	-15.3%	462,556	546,361	498,724	-15.3%
Number of Programs	2,225	2,368	-6.0%	2,225	2,368	2,816	-6.0%
Program Attendance	32,588	40,150	-18.8%	32,588	40,150	41,419	-18.8%
Computer Sessions	167,154	193,193	-13.5%	167,154	193,193	199,806	-13.5%
Wireless Network Uses	293,276	331,581	-11.6%	293,276	331,581	315,045	-11.6%
Social Media Fans	24,584	20,009	22.9%	24,584	20,009	14,346	22.9%

Borrower Statistics	Feb 2020 YTD	Feb 2019 YTD	% Change 2019 YTD	Jan-Feb 2020	Jan-Feb 2019	Jan-Feb %Change 2020 to 2019
New Registered Cardholders	5,399	4,222	27.9%	5,399	4,222	27.9%
Active Library Cardholders	169,836	161,244	5.3%	169,836	161,244	5.3%



Performance Statistics	Feb 2020 YTD	Feb 2019 YTD	% Change 2019 YTD	Jan-Feb 2020	Jan-Feb 2019	Jan-Feb %Change 2020 to 2019
Circulated Items (Physical)	887,551	804,893	10.3%	887,551	804,893	10.3%
Circulated Items (Digital)	334,354	299,486	11.6%	334,354	299,486	11.6%
Circulated Items (Total)	1,221,905	1,104,379	10.6%	1,221,905	1,104,379	10.6%
In Person Visits	623,456	594,129	4.9%	623,456	594,129	4.9%
Website Visits	438,936	437,222	0.4%	438,936	437,222	0.4%
Catalogue Visits	336,283	364,890	-7.8%	336,283	364,890	-7.8%
Number of Programs	1,874	1,527	22.7%	1,874	1,527	22.7%
Program Attendance	27,927	24,707	13.0%	27,927	24,707	13.0%
Computer Sessions	134,277	122,958	9.2%	134,277	122,958	9.2%
Wireless Network Uses	235,446	214,550	9.7%	235,446	214,550	9.7%
Social Media Fans	23,582	19,296	22.2%	23,582	19,296	22.2%

Borrower Statistics	Mar 2020	Mar 2019	Mar %Change 2020 to 2019	Mar 2020	Mar 2019	Mar %Change 2020 to 2019
New Registered Cardholders	1,705	3,133	-45.6%	1,705	3,133	-45.6%
Active Library Cardholders	169,021	160,367	5.4%	169,021	160,367	5.4%



Performance Statistics	Mar 2020	Mar 2019	Mar %Change 2020 to 2019	Mar 2020	Mar 2019	Mar %Change 2020 to 2019
Circulated Items (Physical)	227,440	448,073	-49.2%	227,440	448,073	-49.2%
Circulated Items (Digital)	210,086	164,729	27.5%	210,086	164,729	27.5%
Circulated Items (Total)	437,526	612,802	-28.6%	437,526	612,802	-28.6%
In Person Visits	147,524	350,997	-58.0%	147,524	350,997	-58.0%
Website Visits	170,928	231,993	-26.3%	170,928	231,993	-26.3%
Catalogue Visits	126,273	181,471	-30.4%	126,273	181,471	-30.4%
Number of Programs	351	841	-58.3%	351	841	-58.3%
Program Attendance	4,661	15,443	-69.8%	4,661	15,443	-69.8%
Computer Sessions	32,877	70,235	-53.2%	32,877	70,235	-53.2%
Wireless Network Uses	57,830	117,031	-50.6%	57,830	117,031	-50.6%
Social Media Fans	24,584	20,009	22.9%	24,584	20,009	22.9%



Monthly Report

March 2020

	Digital Circulation				Past 5 Years					
	2020 Mar.	YTD	YTD Difference	YTD Change	2019	2018	2017	2016	2015	5-Yr Avg
Total Digital Circ	210,086	544,440	80,225	17.3%	1,874,764	1,628,717	1,430,728	1,449,909	991,801	1,475,184
Overdrive - eBooks	72,545	192,707	32,644	20.4%	646,505	594,118	512,447	485,266	486,906	545,048
Overdrive -eMagazine	421	1,101	(4,908)	(81.7%)	16,908	13,594	-	-	-	15,251
Overdrive -eAudio	26,800	77,052	14,421	23.0%	269,379	190,409	141,346	116,534	97,690	163,072
Overdrive Subtotal	99,766	270,860	42,157	18.4%	932,792	798,121	653,793	601,800	584,596	714,220
Open Library	754	1,168	1,168	0.0%	-	-	-	-	-	-
Archembault eBooks	34	74	17	29.8%	239	-	-	-	-	239
CloudLibrary eBooks	-	-	(3,224)	(100.0%)	9,475	1,377	-	-	-	5,426
Ebook Subtotal	100,554	272,102	40,118	17.3%	942,506	799,498	653,793	601,800	584,596	716,439
Freegal	4,956	13,926	(359)	(2.5%)	56,019	63,452	69,367	78,642	88,076	71,111
Hoopla - eBooks	-	-	-	0.0%	-	17,622	12,321	6,485	1,569	9,499
Kanopy	7,133	15,015	6,539	77.1%	40,762	5,729	-	-	-	23,246
PressReader	27,468	79,808	15,408	23.9%	257,151	210,770	121,096	101,487	77,471	153,595
Summa	4	7	7	0.0%	16	-	-	-	-	16
Summa Kids	9	10	10	0.0%	7	-	-	-	-	7
Tumblebooks	9,938	16,379	1,835	12.6%	43,920	34,867	13,293	59,676	106,909	51,733
Zinio/RB Digital	18,619	48,232	13,386	38.4%	150,004	75,507	72,752	81,146	92,120	94,306
Electronic Resources Subtotal	68,127	173,377	36,826	27.0%	547,879	407,947	288,829	327,436	366,145	387,647
Freegal Streaming	24,199	67,351	(7,901)	(10.5%)	303,169	273,351	353,077	424,598	-	338,549
G1 Driver's Education	121	295	150	103.4%	656	215	-	-	-	436
Digital Music - Hoopla	-	-	-	0.0%	-	13,011	11,770	9,953	10,886	11,405
eAudio - Hoopla	-	-	-	0.0%	-	19,621	14,534	7,644	4,871	11,668
Digital Video - Hoopla	-	-	-	0.0%	-	35,359	24,941	21,075	22,012	25,847
Lynda.com	16,276	28,937	10,770	59.3%	71,266	72,840	77,915	51,695	-	68,429
Mango	809	2,378	262	12.4%	9,288	6,875	5,869	5,708	3,291	6,206
Electronic Resources Subtotal	41,405	98,961	3,281	3.4%	384,379	421,272	488,106	520,673	41,060	371,098

Date: April 15, 2020
To: Chair and Members of the Board
From: Tony Del Monaco, Director of Finance & Facilities
Subject: **Reserve Report Update - TD - Attachment #6.3**

RECOMMENDATION:

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

FINANCIAL/STAFFING/LEGAL IMPLICATIONS:

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

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

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

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

BACKGROUND:

RESERVES

Mobile Equipment Reserve 106005

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

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

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

Library Collections 106006

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

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

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

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

Library General Development 106007

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

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

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

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

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

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

Library Major Capital Projects Reserve 106008

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

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

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

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

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

Youth Literacy Reserve 106009

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

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

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

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

Redeployment, Training, & Restructuring Reserve 106011

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

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

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

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

Youth Programming Reserve 106012

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

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

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

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

Capital Enhancement Reserve 106013

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

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

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

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

Computers & Servers Reserve 106014

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

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

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

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

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

Donations Reserve 106015

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

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

Interest earned in the year was \$605.

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

TRUSTS

Special Gifts Fund 106110

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

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

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

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

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

Ketha McLaren Fund 106130

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

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

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

Waterdown Library Fundraising 106152

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

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

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

M Waldon Thompson Fund 23161

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

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

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

Permanent Endowment Fund (aka Library Legacy Fund) 23162

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

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

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

F Waldon Estate Fund 23163

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

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

Project Closures

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

ATTACHMENTS:

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

APPENDIX 1 - HAMILTON PUBLIC LIBRARY RESERVES

As of Dec 31, 2019

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

APPENDIX 1 - HAMILTON PUBLIC LIBRARY TRUSTS

As of Dec 31, 2019

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Date: April 15, 2020
To: Chair and Members of the Board
From: Tony Del Monaco, Director of Finance & Facilities
Subject: **Capital Variance Report - T D - Attachment #6.4**

RECOMMENDATION:

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

FINANCIAL/STAFFING/LEGAL IMPLICATIONS:

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

BACKGROUND:

Parkdale Landing – 7502041200

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

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

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

Mount Hope - 7501941800

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

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

Scheduling Software – 7501857202

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

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

Events Management Software – 7501857201

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

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

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

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

Printing Solutions Project – 7501851303

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

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

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

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

Carlisle Branch Library – 7501841700

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

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

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

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

Westdale Library Improvements – 4241709108

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

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

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

Library Furniture Updates – 7501751701

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

Greensville Library – 7501741610

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

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

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

Central Windows Replacement – 3541741603

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

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

Project has now been completed.

Valley Park Library Expansion – 7501741601

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

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

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

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

new Valley Park Library.

Locke Renovations – 4241609105

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

York Entrance Door Replacement- 7501651601.

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

Logo & Brand Implementation - 7501451402

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

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

Security Camera Installation - 3501351303

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

Dundas Library Renovation - 7501341301

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

Binbrook Library Branch - 7501241200

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

RFID Project - 7500841800

Project can now be closed out with a small surplus.

Waterdown Branch Library - 7500641101

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

ATTACHMENTS:

Description	Upload Date	Type
Appendix I - Capital Variance Report	4/9/2020	Cover Memo

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

PROJECT ID	DESCRIPTION	APPROVED BUDGET	ACTUAL REVENUES	ACTUAL EXPENDITURES LTD	COMMITMENTS	BUDGET VARIANCE INCLUDING COMMITMENTS	% COMPLETE	COMMENTS
4241609105	Locke Renovations	\$ 597,071	597,071	594,277	-	2,794	99.53%	Project complete. Renovations included a new vestibule, covered side patio area, interior renovations including a new service desk, barrier-free washroom, new security cameras, outdoor benches, and exterior painting.
7501651601	York Entrance Door Replacement	\$ 100,000	100,000	117,746	-	(17,746)	117.75%	Work Complete. Public Works contributing funds to cover cost overruns. Project to be closed.
<u>2014</u>								
7501451402	Logo & Brand Implementation	\$ 135,000	40,000	84,408	-	50,592	62.52%	Up to \$29,000 has been approved by the Board to be funded from this project for the Terryberry tombstone display to be completed in 2020.
<u>2013</u>								
3501351303	Security Camera Installation	\$ 325,000	325,000	309,697	-	15,303	95.29%	Camera installs for Saltfleet and Stoney Creek planned for 2020. Project expected to finish on budget.
7501341301	Dundas Library Expansion	\$ 2,889,500	1,764,500	2,769,783	91,074	28,643	99.01%	Branch re-opened in March 2018. Budget was increased in 2017 as a result of cost overruns due to asbestos abatement issues. Out of scope Roof & HVAC replacement also required an increase in the budget. Various deficiency items have now been addressed. Installation of security cameras took place in 2019. Project in the post-completion phase and now expected to finish on budget.
<u>2012</u>								
7501241200	Binbrook Library Branch Renos	\$ 3,639,000	1,171,990	3,558,518	28,213	52,270	98.56%	Construction completed and branch re-opened in January 2018. Project now in post-completion phase. Project expected to finish in a surplus position.
<u>2008</u>								
7500841800	RFID Project	\$ 4,290,000	4,290,000	4,285,591	-	4,409	99.90%	Small surplus returned back to Library reserves in 2019. Project to be closed.
<u>2006</u>								
7500641101	Waterdown Branch Library	\$ 7,905,627	7,905,627	7,810,635	65,361	29,630	99.63%	Project in post-completion phase. Project expected to close in a surplus position.

Date: April 15, 2020
To: Chair and Members of the Board
From: Tony Del Monaco, Director Finance and Facilities
Lisa Radha Weaver, Director Collections and Programs Development
Subject: **Internet Archive Digitization - Reserve Funding Request (2nd Review) - TD/LW - Attachment #6.5**

RECOMMENDATION:

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

FINANCIAL/STAFFING/LEGAL IMPLICATIONS:

Estimated cost of \$41,000 is made up of \$5,000 for equipment costs and \$36,000 for digitizing services. Staff are proposing to use the M Waldon Trust #23161 and the F Waldon Trust #23163 up to a maximum of \$41,000. The M Waldon Trust would be used first (\$23,558 as of the end of 2019) and the F Waldon funds (\$69,585 as of the end of 2019) would be used once M Waldon funds have been exhausted.

BACKGROUND:

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

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

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

Depending on the capacity of the machine and staff, the library hopes to set up a crowd-sourced scanning initiative as well to add to our and global Internet Archives collection. The Walden Trusts have sufficient funds for this special project and this one-time funding request aligns with the purpose of the funds.

M Waldon Thompson Fund - This trust fund was established by the Hamilton Public Library Board to hold funds from the Estate of M. Waldon Thompson in memory of her sister Freda Farrell Waldon. The will stipulated that the funds are not to be used for normal operating expenses, but to be expended on the local history section of the Canadiana collection, for special furniture or

equipment, rare books, or documents, microfilming of research material, or for any purpose which will promote the study of local history, sociology or ecology.
There is currently \$23,558 in the fund which is held in an RBC bank account.

F Waldon Estate Fund - This trust fund was established to hold funds from the Estate of Freda Farrell Waldon. The will stipulated that the funds are not to be used for normal operating expenses, but to be expended on the local history section of the Canadiana collection, for a mural or other work of art, special furniture or equipment, rare books or documents, microfilming of research material, assistance with the publication of books about Hamilton and district, or for any purpose which will promote the study of local history, sociology or ecology, or the dissemination of the result of such research.
There is currently \$69,585 in the fund which is held in an RBC bank account.

Date: April 15, 2020
To: Chair and Members of the Board
From: Paul Takala, Chief Librarian/CEO
Subject: **COVID-19 and HPL's Pandemic Response - PT - Attachment #7.1**

RECOMMENDATION:

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

FINANCIAL/STAFFING/LEGAL IMPLICATIONS:

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

In March City Council approved our 2020 operating budget. In the coming months we will 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.

BACKGROUND:

The report focuses on activity that has happened to date in response to the COVID-19 Pandemic.

ATTACHMENTS:

Description	Upload Date	Type
HPL Report on COVID-19 and Response	4/9/2020	Cover Memo

Date: April 15, 2020
To: Library Staff & Board Members, Hamilton Emergency Operations Centre (EOC)
From: Paul Takala, CEO/Chief Librarian
Subject: Report on HPL's Response to COVID-19 to Date

Priorities During the Pandemic.....	1
Activating the Library Emergency Response Team	1
Priorities Before Hamilton & Ontario called a Public Health Emergency	2
Managing the Emergency Response – Immediate Issues.....	2
Directly Providing HPL Staff to Assist with City EOC	2
Supporting the Broader Pandemic & Emergency Response.....	2
Supporting Staff Working from Home	3
Summary of other HPL Activities During the Emergency	4
Online Service Enhancements during Closure Period.....	4
Other Ideas we have suggested to the City's EOC	5

PRIORITIES DURING THE PANDEMIC

During the Pandemic, HPL's efforts are shaped around the following three (3) areas of activity, listed here in order of priority. This report outlines activities around the first two (2). The accompanying report on **Working Assumptions for 2020** addresses the third priority.

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

ACTIVATING THE LIBRARY EMERGENCY RESPONSE TEAM

HPL has a comprehensive **Pandemic Plan**¹. The Plan has two (2) parts: A *System Pandemic Plan* and detailed *Departmental Plan*. When it appeared that COVID-19 had the potential of reaching a global pandemic, the Senior Leadership Team (SLT) reviewed and updated the plan. We also reached out to Public Health to offer our support for any public education efforts and have since offered volunteers to support the City of Hamilton's Emergency Operations Centre (EOC).

HPL's Plan called for activating an **Emergency Response (ER)Team** during a pandemic. We started formal preparations at the February 25 Senior Leadership Team (SLT) meeting and officially activated the ER Team on March 13. During an emergency period, the SLT is expanded to include key system staff in the ER Team to assist with the response and communication. The goal is to gather accurate and up-to-date information so informed decisions can be made promptly and then communicated to all appropriate stakeholders. The frequency of ER Team meetings is dependent on the scale of emerging issues and changing circumstances. Normally, SLT meets weekly but the ER Team has been meeting

daily since March 13 from Monday to Friday and we are ready to call an emergency/special meeting at any time including weekends.

PRIORITIES BEFORE HAMILTON & ONTARIO CALLED A PUBLIC HEALTH EMERGENCY

Consistent with our Plan, we first focused on supporting efforts to **reducing disease spread**. We did this by proactively taking steps to reduce the risk that HPL would become a vector where the virus spreads. We also made it a high priority to support public health and emergency management efforts, to support the health and well-being of everyone in our community. We also focused on **reducing misinformation** and **promoting community cohesion**. We did this by ensuring employees and the public were well informed with accurate, up-to-date and reliable information about the risks of a Pandemic; steps to reduce the risk of exposure; steps to take if you or someone you know becomes ill and other useful information about planning for and coping with a pandemic. We created a webpage with links to credible information.ⁱⁱ

Specific actions taken were based on the best information available. Our Pandemic Plan has a few overriding strategies. The Level to which we act depends on the facts on the ground, Public Health advice and other credible sources' information and input. The strategies included increased **cleaning** and **promotion of personal hygiene**, practicing **physical distancing in our spaces** and **keeping Infected or potentially infected people at home**. We encouraged all staff to stay home if ill and placed special signage at entrances to encourage those potentially COVID-19 positive to stay home. We also increased access to our digital collections and encouraged more remote usage.

MANAGING THE EMERGENCY RESPONSE – IMMEDIATE ISSUES

DIRECTLY PROVIDING HPL STAFF TO ASSIST WITH CITY EOC

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

- One HPL driver is completing deliveries for Public Health
- One HPL driver is supporting PPE collection for EOC
- Two HPL Courier vans and drivers are supporting deliveries and pick-ups for the EOC. Currently, EOC requests are our highest priority.

SUPPORTING THE BROADER PANDEMIC & EMERGENCY RESPONSE

3D Printing of PPE Parts – To support access to personal protective equipment (PPE) our staff are using HPL 3D printers to print parts needed for masks. We have been in contact with McMaster and are currently printing parts for Canadian medical students that are directing the effort. We are working with the COH on this effort and exploring ways we can work with the school boards. We have moved all HPL [3D printers](#) to Central to support this work. We have also shared other equipment that might be helpful and are willing to lend during the emergency, if this is helpful.

Community Information & Services – HPL maintains the [Red Book Hamilton](#) database of community information. Our staff are creating custom searches that lead directly to topical information for those in the community needing assistance. The information is updated dynamically and staff are reaching out

to community agencies to ensure we are providing up-to-date information. For example, see the list of agencies providing [Mental Health Hotlines](#). We can create custom lists for agencies or government services looking for specialized information to help their clients.

Virtual Appointments to Support the Community – HPL staff are working from home and are providing remote support [via online and phone](#). We are reaching out to other service providers that may be overloaded, such as Ontario Works, to direct clients to us for non-COVID-19 or other information needs or technical support questions. Our Librarians are trained researchers and able to assist with specialized research questions for students, businesses and residents of Hamilton.

HPL Website – We created a [COVID-19](#) page with links to Public Health and other credible information that could be helpful. We have made updates to our website to highlight access to free digital resources for anyone who lives, works or goes to school in Hamilton.

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

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

SUPPORTING STAFF WORKING FROM HOME

Our staff in the Digital Technology Division, Learning and Development, Librarians, Managers and other staff have been focused on supporting staff working effectively from home. HPL is a public service-oriented organization so moving most staff to work from home is new to us. Using *Microsoft Teams* and other technology, including equipment, have been rolled out very quickly and successfully. Our Managers have been reaching out and supporting staff in our departments and branches to ensure staff are able to effectively work from home. Regular check-ins and team debriefs are occurring virtually online and by telephone. We have included Library Pages in this effort. Overall, the response has been very positive and has been working well.

- **Focusing on Learning & Development:** We have been able to rollout a comprehensive online learning plan to ensure staff, not otherwise engaged in Library work, are able to spend this time expanding their skills. This will ensure we are able to provide effective support to residents and the community recovery.
- **Supporting Customers Remotely:** We have been adding systems and procedures to ensure that staff can remotely support customers. This effort will continue to be expanded.

SUMMARY OF OTHER HPL ACTIVITIES DURING THE EMERGENCY

- **Enhanced Personal Protective Equipment (PPE) and Procedures:** The vast majority of staff are currently working from home, however, for the few that do need to we have developed enhanced procedures to ensure anyone visiting our spaces is protected from possible COVID-19 infection.
- **Central Library:** Security staff and contract cleaners continue to be present at Central. Their efforts need to be recognized. We need to keep Central open as we need to ensure our Digital Technology Services division can support remote work and the City of Hamilton's (COH) Information Technology Division is located on Central Library's sixth floor.
- **Drop Boxes:** Our Security contractors empty drop boxes weekly. We have implemented enhanced Personal Protective Equipment (PPE) to ensure this is done safely. (Many libraries have closed drop boxes, but experience has shown us that customers continue to return materials. We are discouraging that but do not want people dropping library materials outside of our drop boxes.)
- **Picking-up Litter:** Our outside cleaning contractor, Power Properties is scheduled to pick-up litter at all locations once a week. Every other day the company will visit a few locations where outside litter tends to accumulate quickly. We will continue to monitor and adjust as needed.
- **Regular Branch Inspections:** Our Courier Drivers and Maintenance staff are visiting branches weekly to do internal and external inspections and reporting any problems. We also have volunteers from the Management Team and SLT to assist with this. We have a schedule that people are signing-up for with each location receiving at least 2 additional visits a week. Because we are trying to minimize the number of people in our spaces these visits are currently on the outside only. We will adjust weekly, as needed.

ONLINE SERVICE ENHANCEMENTS DURING CLOSURE PERIOD

A lot of team and collective effort have enabled us to accomplish a number of online service enhancements. Those efforts will continue in the coming weeks.

Changing Website & Expanding Digital Collections Access to Respond to Remote Access Only:

Staff have been working daily to update our website to ensure it reflects the current situation where in person visits, programs and support are currently unavailable. Some example of this work includes:

- Increased visibility and promotion of online card registration
- Increased focus on/promotion of digital resources and increasing access to digital resources by purchasing more titles and increasing limits.
- One place to search displayed on home page reducing number of clicks
- Coordinating promotion for CELA customers who are without materials
- Improved access: move from in-branch databases to unlimited online databases (Ancestry.com)
- Promotion of partner-run online programs that benefit customers while at home (for example, HPO online concerts, YWCA in-home/online workouts)
- Easier-to-find website resources

Supporting Learning from Home - Several library eResource vendors are offering free access to new databases while schools and library branches remain closed. This will be helpful to parents and students while they continue their studies from home. [Online Things to Do at Home](#) links to some of our most useful and popular online resources. A special page of [Resources for Learning](#) was also created. We are now pleased to offer access to [Ancestry.com](#) from home. For learners of all ages, we offer a

rich collection of free [Do-it-Yourself Resources](#).

Implementation of New Remote Support System – Staff are currently implementing a new customer support system called [Freshdesk](#). This tool will enable staff to remotely answer phone calls, online chat and email. Within the next couple weeks we will be offering remote technology and research support to students and community members from 8 am to 10 pm, Monday to Friday; 8 am to 5 pm Saturdays and 1 pm to 5 pm Sundays. While this system will be essential while our branches are closed, we plan to continue to offer this enhanced service after we are able to reopen.

Newcomer Online English Language Tutoring - To support English Language Tutors and English Language Learners, the Newcomer Learning Centre has a new online feature that allows Learners and Tutors to work together virtually. There is also a Teach English/Learn English poster, translated into the top five languages used at HPL, to promote to students and volunteers.

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

Bringing Popular Programs Online: Our free programs provide opportunities for residents to learn, experience arts and culture and connect with others. While we are unable to provide in-person activities, we are identifying which programs we can successfully offer remotely. In the coming weeks we will offer the following activities:

- **Supporting Literacy & Readers** – Online story times, book clubs, and summer reading activities. From mid-April to November we will offer this year's **Hamilton Reads** virtually. Digital copies of a title that was chosen last year will be available in eBook and eAudio via Overdrive. We are excited to work with our Ontario-based author and look forward to sharing the title with the community soon.
- **Writer in Residence** – HPL, McMaster University and McMaster Library are happy to welcome Janet Rodgers our new writer in Residence. Janet is available for the Hamilton writing and aspiring writer community digitally via englwir@mcmaster.ca.
- **Supporting Local Artists** - HPL is partnering with the Hamilton Arts Council and AGH to create online learning performance opportunities for local performers. These online events will pay local artists \$250 per performance to bring some needed live music and entertainment to our community. We will promote these virtual events to our customers.
- **Digital Learning** – Expanding our programs to help people get the most out of quality digital resources.
- **Technology Support** – We currently offer remote technical support to customers. As learning from home is going to be increasingly relied upon, we want students and their families to know they can get remote help from HPL staff.
- **Calling Library** – Staff in the Visiting Library and Bookmobile are calling customers who opt-in to a weekly check-in call, response have been overwhelmingly positive.

OTHER IDEAS WE HAVE SUGGESTED TO THE CITY'S EOC

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

- Library staff helping Community Services make calls to check in on seniors and other people needing social/mental support and companionship. The calls help to assess how they are doing, supports that they may require and to provide a friendly ear for those who are isolated.
- Assisting with food distribution to vulnerable individuals; possibly using closed library locations.
- Working with vulnerable clients in City locations (shelter, community housing) to provide Wi-Fi hotspots for families living there.
- Working with the City to use library property to support hygiene stations to serve the needs of the unsheltered population.
- Deposit Libraries: Putting together packages including books, movies, etc., for local organizations serving the community, such as shelters for women, men, teens, newcomers, and group homes.
- Working with LHIN (Local Health Integrated Network in Ontario) on a platform for them to deliver the programs they were scheduled to deliver in person at our Library: "Powerful Tools for Caregivers" and "Understanding Blood Pressure".
- Creating a COVID-19 Response Community Archive with the City of Hamilton Museums.
- Having staff volunteer for community agencies providing support or relief to the community.

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

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

Date: April 15, 2020
To: Chair and Members of the Board
From: Paul Takala, Chief Librarian/CEO
Subject: **Working Assumptions for 2020 (1st Review) - PT - Attachment #7.2**

RECOMMENDATION:

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

FINANCIAL/STAFFING/LEGAL IMPLICATIONS:

An updated version of this report will be brought back to the Library Board at the May meeting. The Board will be asked to endorse the general direction of the planning proposed in the report with the understanding that the *Working Assumptions* will be reviewed regularly and updated as appropriate. Also, that staff will bring back to the Library Board, for input and approval, major changes in service that we may be required to undertake to respond to any new mandated rules and/or proactive changes we can make to ensure HPL is able to support individuals and the communities we serve, as effectively and impactfully as we are able.

ATTACHMENTS:

Description	Upload Date	Type
Working Assumptions and Longer Term Challenges	4/9/2020	Cover Memo

Date: April 15, 2020
To: Chair and Members of the Board
From: Paul Takala, CEO/Chief Librarian
Subject: **Working Assumptions for 2020 and Longer-Term Challenges/Opportunities**

With COVID-19, our normal business planning processes have had to be set-aside temporarily, as we focus on responding to the public health emergency. In planning for our response, we have identified working assumptions to help us manage this effectively and provide some context for staff and the public around our thinking. These assumptions are not predictions. With the situation evolving quickly, these will need to be continually evaluated and updated to reflect changing circumstances and directions from the City and the Province.

Throughout this period, we will work with the Library Board to ensure it is regularly informed of HPL's emergency response and the Board will play a critical role in establishing our programs and services when we are able to reopen.

WORKING ASSUMPTIONS FOR THE REST OF 2020

1. HPL's highest priority during the emergency needs to be supporting the City's and Public Health's response, assisting with relief efforts and preparing to assist with the recovery.
2. We will follow direction and advice from Public Health and ensure our decisions align with the City of Hamilton's. Doing otherwise would cause confusion and would not be helpful for clear messaging to support public safety.
3. When we can reopen will depend on how effective mitigation efforts are, the amount of testing that happens and the state of the pandemic in Hamilton and other places. Any assumptions we make now about the timing of things could be wrong. Currently, a reasonable planning assumption is we will not be able to reopen until sometime between June and September of this year.
4. When we do reopen, we will need to have in place physical distancing and enhanced cleaning and other measures to ensure we minimize the risk that our spaces become a vector of virus spread. These measures will need to remain in place until well in 2021. Widely available safe treatment and/or vaccination would have a significant impact on the timing of when we can relax some of our precautions. Some measures, such as enhanced cleaning, will likely be beneficial to continue after the pandemic threat has passed. With a limited ability to do in person programming we will need to re-direct some staffing resources to temporary cleaning positions and other positions that may be needed to support other measures we will need to have in place.
5. After supporting the response to COVID-19, HPL needs to focus on enhancing online services, support and staff development and planning for safely reopening. We need to use this pause in service, as much as practical, to review our services and programs to ensure we reopen better equipped to effectively support the recovery.

6. Our intention is to try to minimize staff layoffs during the emergency, rather we are hoping to keep them working productively so we can maintain our dedicated staff and ensure as an organization we can stay focused on being a positive force in the emergency response and then the recovery. Depending on the duration and other changing circumstances this may need to be revisited. If that happens, we will need to work closely with the City of Hamilton and CUPE 932 to ensure we minimize negative personal and organizational effects of laying off staff. Our commitment is to, as much as we can, treat all staff equitably. This includes Union and Non-Union staff, including Library pages.

PREPARING FOR RE-OPEN AND LONG-TERM CHALLENGES

The City of Hamilton, Ontario and Canada are well equipped to respond to this crisis. As an organization, we need to continue to be a positive force in helping our community and its residents adapt to the changes that COVID-19 brings. Key things we need to think about:

PREPARING OUR SPACES FOR RE-OPENING

HPL needs to be ready to provide services to support the community as soon as it is safe to do so. We need to prepare for the possibility that physical distancing may need to be in place and we need to be proactive about reducing the risk of HPL becoming a vector of community spread, to this we should plan for the following:

- **Frequent Cleaning:** We need to have in place frequent cleaning in our spaces that provides staff and customers with confidence that they will not come in touch contact with surfaces that might have virus traces that have a small probability of infecting them or others. We likely will not be able to do this with 100% confidence, so we will also need to provide staff and customers with necessary PPE and cleaning products that gives people the opportunity to protect themselves and by doing that supports customers and staff that we all can reduce the risk of in person spread. We should look at innovative ways to keep the risk as low as possible, such as using UV light to disinfect surfaces and library materials in book drops.
- **Physical Distancing:** To support this we will to have set-up our branches to support people using our spaces while respecting physical distancing. This will require us to space individuals differently and to hold people accountable for adhering to the new rules. For example, we may need to look at things like clear plexiglass sneeze guards to protect staff. The service implications of changes to our physical layout will need to be considered carefully and ensure they do not undermine the Library as place.

RESETTING OUR PROGRAMS

All in person programs, that involve the gathering of people together, for the rest of 2020 have been cancelled. When it is safe to offer in person programs, we will be looking at starting to schedule based on priorities the community needs at the time. As we start to reschedule programs, we will be looking at more standardization to times and other processes that will enable us to more effectively plan and promote.

- **Focus on Virtual Programs:** During the closure we will be implementing online programs. We will use this experience to see how practical and effective they are and will continue to offer after we reopen where appropriate.
- **Focus on Partner Provided Programs:** As we start to offer programs again, we will be working with key partners to assist with providing relevant programs to our customers.

ADAPTING TO CHANGES

HPL has a long history of adapting to community changes. It is likely that the changes brought on by the COVID-19 Pandemic will have some long-felt impacts. For example, if we are limited in our program delivery and our spaces cannot accommodate as many customers at one time, then we will need to look for alternative ways to ensure our positive impact on individuals and the communities we serve is not diminished. One way of addressing this could be keeping our branches open longer so usage can be spread out over longer periods. We will also need to look at reformatting summer reading programs, renegotiating how we provide extension services to senior residences. We look forward to working with the Library Board, the City and our partners to ensure we make the necessary changes to stay relevant and responsive.

Date: April 15, 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 April Chief Librarian Report.

ATTACHMENTS:

Description	Upload Date	Type
Chief Librarian Report - April 2020	4/9/2020	Cover Memo

Chief Librarian Report – April 2020

A Big Thank You to Staff

The last number of weeks have been a challenging time for everyone. As our community and the world deals with the COVID-19 Pandemic, library staff have been working hard to rapidly pivot to an online only service environment. I want to thank all staff for stepping up to embrace virtual service and online learning. I especially want to thank the staff that are currently reporting to work to support the emergency response. Members of the Library's Emergency Response (ER) Team have all stepped up to work together to help the organization adapt. The Hamilton Public Library Board has a long history of supporting innovation and investing in technology to improve operations and expand services. Those commitments have been highly beneficial to HPL staff's ability to respond. Finally, I want to acknowledge and thank the dedication and efforts of City staff and everyone involved in the City's Emergency Operations Centre (EOC).

Reviewing the Library Board Bylaws

With changes in provincial legislation enacted in late 2019 and the recent COVID-19 Pandemic Emergency, further changes were made that impact us. With the changes it would be a good idea for us to review and update our By-Laws. I will be working with the Library Board Chair, Nick van Velzen, to propose some changes to the By-Laws that will more clearly outline how virtual meetings are held. Also, with the need to cancel the March meeting we should implement some more flexibility in our By-Laws, otherwise we will be in technical violation of our By-Laws. Please contact the Board Chair and me if you have ideas about what you would like changed. We will be presenting the changes at the May meeting and having them passed at the June meeting. Amendments to the By-Laws require a two-thirds majority vote of the Board (Section 8). Here is background information on the legislated changes and the current wording of the most relevant section of our By-Laws.

- Library boards are now authorized through this legislation to conduct meetings electronically (teleconference, web meetings, etc.).

[Employment Standards Amendment Act \(Infectious Disease Emergencies\), 2020](#)

- The Public Library Act (PLA) was amended to permit **Canadian permanent residents** to serve as public library board members. Prior to this amendment, only Canadian citizens were permitted to serve on public library boards. Another amendment reduces the **minimum number** of annual public library board meetings from **ten per year** to **seven per year**. This amendment provides more flexibility for public library boards to determine the appropriate number of meetings needed for their local circumstance.

[Better for People, Smarter for Business Act, 2019.](#)

- 6.0 MEETINGS AND NOTICE OF MEETINGS

A regular meeting of the Board shall be held on the third Wednesday of the month (except July and August) at 6:00 p.m. in the Board Room at the Central Library, 55 York Boulevard, Hamilton or at such other day or time or such other place as may be agreed upon by the Board

6.1 SPECIAL MEETINGS

Electronic Voting: In cases where a prompt decision is required and scheduling a meeting may not be practical, or expeditious for the issue at hand, the Chair may opt to seek a vote electronically, by open and transparent electronic communication means. Instructions for public participation in the

electronic meeting will be included in the website notice. In such cases, motions will be carried by a simple majority of the entire Board. Items decided by electronic voting will be reported as part of the next scheduled Board meeting.

[Hamilton Public Library Board By-Laws](#)

Cancelling of In-Person Group Events

On April 3 we announced we were cancelling all in-person group activities until the end of 2020. We look forward to launching a full suite of online programs for all Hamiltonians in the coming weeks. When we restart in-person programs, we will ensure they are safe to hold and they are meeting current needs.

Archives Awareness Week

Archives link the past, present and future by ensuring that the records of today are preserved for future generations to understand the life, ideas and thoughts of their original creators. The Archives Association of Ontario has designated April 6th to 12th, 2020 as Archives Awareness Week in Ontario. HPL is taking this annual opportunity to celebrate the importance of the LH&A collections and documentary heritage in the community online.

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

The library is thrilled to announce that a CCBC's regional collection will soon be housed at the Hamilton Public Library. The collection contains approximately 18,000 titles dating to the late 1970s, including Canadian classics like *Alligator Pie*, *Anne of Green Gables* and *The Paper Bag Princess*, with nearly 800 books added annually. The relocation of the regional collection will allow for greater access to the titles, preserving Canadian culture for future generations of aspiring authors, students, academics, educators and families. Hamilton Public Library is honoured to accept this significant donation. As a library and community hub, early literacy is central to our mandate. The CCBC's ever-growing collection will serve as a great research archive, a positive resource for Hamilton's youngest readers, their parents and teachers, and offer future generations the opportunity to enjoy many great Canadian books by Canadian authors. Given the vast number of titles, the Library plans to launch the CCBC collection in late 2021 or early 2022.

Development Charges Update

The Province of Ontario has released updated draft regulation related to the Development Charges Act and the new Community Benefits Charge. The new draft regulation allows public library services to continue within the Development Charges Act. The mandatory 10% deduction is also proposed to be removed for all services that remain eligible in the Development Charges Act. This would allow 100% of the portion of library growth-related projects to be collected from development charges vs a 90% capped maximum in the past. The new Community Benefits Charge would apply to services that are not included in the Development Charges Act, and therefore would not apply to public library services.

<https://ero.ontario.ca/notice/019-1406>

Paul Takala, Chief Librarian/CEO
April 2020.

Date: April 15, 2020
To: Chair and Members of the Board
From: Tony Del Monaco, Director of Finance & Facilities
Subject: **2019 Operating Budget Variance Report - TD - Attachment #9.2**

RECOMMENDATION:

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

FINANCIAL/STAFFING/LEGAL IMPLICATIONS:

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

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

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

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

BACKGROUND:

REVENUES

SENIOR GOV'T GRANTS AND SUBSIDIES

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

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

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

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

FEES, GENERAL, & OTHER GRANTS

\$68,960 Favourable (2018 - \$94,921 Favourable)

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

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

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

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

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

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

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

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

RESERVE RECOVERIES

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

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

expenses are recognized in the Materials and Supplies category.

EXPENSES

EMPLOYEE RELATED COSTS

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

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

CAPITAL FINANCING

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

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

FINANCIAL

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

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

MATERIALS AND SUPPLIES

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

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

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

VEHICLE EXPENSES

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

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

BUILDINGS AND GROUNDS

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

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

CONSULTING

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

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

CONTRACTUAL

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

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

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

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

RESERVES/RECOVERIES

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

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

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

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

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

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

NET SURPLUS

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

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

ATTACHMENTS:

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

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

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

Table 3 - Breakout of Reserve/ Recoveries Variance

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

Date: April 15, 2020
To: Chair and Members of the Board
From: Tony Del Monaco, Director, Finance and Facilities
Subject: **Greenville/Valley Park Project Update - TD - Attachment #10.1**

RECOMMENDATION:

That the Hamilton Public Library Board approve the transfer of \$800,000 from the following Library reserves to the **Greenville Project 7501741610**:

- \$50,000 - Reserve 106006 Library Collections
- \$400,000 - Reserve 106007 Library General Development
- \$100,000 - Reserve 106008 Library Major Capital Projects
- \$200,000 - Reserve 106013 Library Capital Enhancements
- \$50,000 - Reserve 106014 Library Computer Equipment

That the Hamilton Public Library Board approve the transfer of \$600,000 from the following Library reserves to the **Valley Park Project 7501741601**:

- \$50,000 - Reserve 106006 Library Collections
- \$400,000 - Reserve 106008 Library Major Capital Projects
- \$100,000 - Reserve 106013 Library Capital Enhancements
- \$50,000 - Reserve 106014 Library Computer Equipment

FINANCIAL/STAFFING/LEGAL IMPLICATIONS:

In December 2019, the Library Board approved the use of up to \$1,600,000 from library reserves to be used towards the Greenville and Valley park capital projects to keep them moving forward. Staff were also directed to report back on the actual reserve funding required and other potential sources of revenue.

Staff have updated the budgets for the capital projects and investigated other possible funding sources and are now reporting back. \$1,000,000 of additional DC funding is being secured for Valley Park. We have not yet identified additional funding for Greenville.

BACKGROUND:

Greenville

In 2019, the Public School Board issued a stand-alone tender for construction of the new Greenville school. Previous attempts to issue a combined tender were not

successful. At the time, Bill 66 (which would allow us to work with contractors that were not signatory to the Carpenters Union) had still not been passed and to prevent further delays the School Board tendered the work as a stand-alone project. The tender has since closed and been awarded by the School Board. Construction on the new Greenville school site has now started.

Since then, the Bill 66 legislative changes have passed as well. The City, working with the School Board, have since had the contractor quote on the work to allow for the City and Library components of the project to be added to scope and built at the same time. The original quote from the contractor came in over budget for the Library and Community Centre portion of the work.

The project consulting team then reviewed the contractor's submission and the scope of work and have come up with some value engineering options which have since been costed by the contractor for potential project savings. Savings were found in the replacement of finishes, decorative elements, site works and landscaping. A decorative clerestory window originally planned has been removed. Exterior aluminum composite panels have been replaced with less expensive metal wall panels. Some interior acoustic wall panels have been removed. An interior folding grille to help support Extended Hours Access usage has been removed from the plans. Based on our Extended Hours Access experience at other sites, this is not necessary. The outdoor patio remains but with hard surfaces changed out for sod. There was no reduction in usable square footage.

The revised quote as a result of value engineering brought construction costs within our overall approved project budget of \$2,875,000. This allowed us to proceed with awarding the contract for construction and proceeding with the work at the same time as the school is being built.

There is still a budget gap to bridge however, related to other project costs such as consultants, project management, furniture & equipment, and contingencies. In December, the Library Board approved use of additional reserve funds with direction for staff to report back on actual amounts needed and funding sources.

Since then, the project budget has been updated and refined. We are recommending that the Greenville project budget be increased by \$800,000 to accommodate library scope of work and have an adequate contingency.

Below is an updated budget breakdown.

Description	Original Budget	Budget Update	Comments
Consultants & Shared Costs	\$246,375	\$333,500	Includes shared costs with School Board
Permits & Approvals	\$0	\$0	included in Shared costs with School Board
Furniture & Equipment	\$153,000	\$299,539	
Construction	\$2,306,000	\$2,632,000	
Contingency	\$113,625	\$346,400	
Net Taxes	\$56,000	\$63,561	
TOTAL PROJECT BUDGET	\$2,875,000	\$3,675,000	

-

The additional budget increase would be funded as follows:

\$50,000 - Reserve 106006 Library Collections

\$400,000 - Reserve 106007 Library General Development

\$100,000 - Reserve 106008 Library Major Capital Projects

\$200,000 - Reserve 106013 Library Capital Enhancements

\$50,000 - Reserve 106014 Library Computer Equipment

-

The updated project funding breakdown would be as follows:

Project	Library Reserves	DCs	City Funding	Total
Greenville Budget	\$1,245,000	\$1,152,000	\$1,278,000	\$3,675,000

The updated Joint Development Agreement has now been executed between the City and the School Board. The City is now processing the purchase order to issue to the School Board. The School Board can then direct the project architect to formally issue the change order to the contractor to add our scope of work to the project.

This should happen within the next two weeks. Recent provincial announcements around essential service operations may impact on-site construction work.

Valley Park

The Request for Tender (RFT) for the new Valley Park Library and renovations to the adjoining Community Centre was issued and closed in late 2019. Overall, the tender was within budget, however the Library portion of the work was quoted over budget.

In December 2019, to keep the project on track, the Board approved using reserve funding with the expectation that staff report back on actual funding required and sources of funding once it was known in more detail.

Since then, the project budget has been updated and refined. We are recommending that the Valley Park project budget needs to be increased by \$1,600,000 to accommodate library scope of work and have an adequate contingency. This would be funded \$1,000,000 by development charges and \$600,000 from Library Reserves.

Below is an updated budget breakdown.

Description	Based on Class A Estimate	Update Based on Tender Award
Consultants	\$899,735	\$899,235
Permits & Approvals	\$58,834	\$55,769
Furniture & Equipments	\$808,000	\$836,246
Miscellaneous Expenses	\$170,000	\$100,000
Construction	\$5,564,600	\$7,000,000
Contingency	\$462,411	\$640,000
Net Taxes	\$135,420	\$167,750
TOTAL PROJECT BUDGET	\$8,099,000	\$9,699,000

The additional budget increase would be funded as follows:

\$50,000 - Reserve 106006 Library Collections

\$400,000 - Reserve 106008 Library Major Capital Projects

\$100,000 - Reserve 106013 Library Capital Enhancements

\$50,000 - Reserve 106014 Library Computer Equipment

City of Hamilton Finance has been consulted and an additional \$1,000,000 in development charge funding can be applied to this project. The funding request will form part of the Library's 2021 Capital Budget submission.

The updated budget allocation for the Valley Park Library would be as follows:

Project	Library Reserves	DCs	City Funding	Heritage Green Trust	Total
Valley Park Approved Budget	\$1,900,000	\$3,712,000	\$2,838,000	\$1,250,000	\$9,699,000

The contractor and their electrical subcontractors have been on site since April 1st. They are following the latest health and safety guidelines for construction sites. Once the electrical & mechanical demolition is completed, they will begin structural demolition. Recent provincial announcements around essential service operations may impact on-site construction work.

Date: April 15, 2020
To: Chair and Members of the Board
From: Tony Del Monaco, Director of Finance & Facilities
Subject: **Sherwood Lease Renewal - TD - Attachment #10.2**

RECOMMENDATION:

That the Hamilton Public Library Board approve a lease extension for the Sherwood branch with VLK Inc. for a ten-year period commencing from January 1, 2021 and expiring December 31, 2030.

FINANCIAL/STAFFING/LEGAL IMPLICATIONS:

The annual base rent would remain the same for the entire 10-year term at \$346,800 per year plus HST. Rentable square footage remains at 20,400 square feet (cost of \$17 per square foot plus tax).

All other terms and conditions remain as existing.

City Real Estate negotiated the lease extension on behalf of the library. As per existing terms and conditions, in addition to the base rent, we pay our proportionate share of the Common Area Maintenance (CAM) charges. The 2019 CAM charges were \$2.50 per square foot which would bring our gross rent to \$19.50 per square foot or \$405,003 annually net of HST payable. The leased premises are also realty tax exempt with a municipal capital facility being in place.

Total annual lease expenses will continue to be \$405,003 per year over the ten-year term subject to CAM adjustments. This is inclusive of net HST payable. We have sufficient operating budget to continue with the lease. CAM charges are subject to review by the property owner and may change over the term of the lease. CAM charges have not increased since 2015.

BACKGROUND:

The existing lease for the Sherwood Branch located at 467 Upper Ottawa Street in Hamilton is set to expire as of December 31, 2020 and needs to be renewed.

The Sherwood Branch was opened as a storefront in a small plaza on Upper Ottawa Street near the corner of Fennell Avenue in November 1966. It expanded in 1981 and then moved a larger and brighter facility in June 1991. Sherwood underwent extensive renovations in 2010 adding a much-needed computer lab.

The branch has been identified in the Facilities Master Plan as being in good overall

condition and the long-term plan is to maintain operations at this location. A 10-year lease extension is recommended.

As part of the lease extension, the landlord is committing to:

1. repair all windows, notably exterior windows with broken seals where condensation is an issue;
2. repair the roof, addressing leaks that occur during heavy rains and spring melt and;
3. repair water leaking into the women's staff washroom during heavy rains;

The terms and conditions of this lease extension are deemed to be fair and reasonable by the City Real Estate Section.

Date: April 15, 2020
To: Chair and Members of the Board
From: Lisa DuPelle, Director of Human Resources
Subject: **Library Page Staff Wage Rates - LD - Attachment #10.3**

RECOMMENDATION:

That the Board approves the following wage rates for all Library Page (casual) non-union employees and that these rates will be implemented effective July 1, 2020.

New Grid effective July 1, 2020 Rate Library Page (Casuals/Shelfreaders) \$16.45 per hour

FINANCIAL/STAFFING/LEGAL IMPLICATIONS:

The cost associated with this change will have an impact on our 2020 budget and we working with the City to increase our base budget for this change. As per our normal course of business we will be looking for efficiencies across the system to assist with the budget shortfall.

BACKGROUND:

In March 2020, City Council approved the new Living Wage rate for staff that had been paid the minimum wage in *The Employment Standards Act*. As the Hamilton Public Library uses these positions as comparators in relation to pay equity we are recommending we move to the new rate as of July 1, 2020. This rate is not inclusive of vacation pay.

The City has confirmed this rate will be subject to a cost of living increase yearly as approved by Council. We normally apply the same cost of living increase to this position that we apply to non-management professional exempt staff and management staff.

Date: April 15, 2020
To: Chair and Members of the Board
From: Sherry Fahim, Director of Digital Technology & Creation
Tony Del Monaco, Director of Finance & Facilities
Subject: **Print Management Report - SF - Attachment #10.4**

RECOMMENDATION:

That the Hamilton Public Library Board approves:

- ITC Systems as a vendor record for the supply and maintenance of self-serve cash handling equipment and solutions for computer/print solutions; and
- The purchase of an integrated print management solution from ITC Systems at a total cost of \$102,914 as demonstrated by the proof of concept.

FINANCIAL/STAFFING/LEGAL IMPLICATIONS:

The Hamilton Public Library Board approved at its meeting on April 18, 2018 the allocation of up to \$170,000 from the Library General Development Reserve #106007 to transfer to capital project #7501851303 Printing Solution Project to refresh print services.

An estimated \$60,000 from this amount was approved to cover the cost of replacing 14 aging printers and up to \$110,000 to implement a new print management solution which includes, hardware, installation and software to enable WiFi and flexible printing service, payment and enhanced and secure services from anywhere for customers and staff.

There are sufficient funds remaining in the capital project to move forward with the recommendation. Staff are recommending that ITC Systems be approved as a vendor of record to allow for seamless end to end continuity for the supply and maintenance of self-serve cash handling equipment and solutions for computer/print solutions.

BACKGROUND:

The Hamilton Public Library Board approved project #7501851303 Printing Solution Project to cover the cost of replacing 13 printers and 1 plotter over three years by

2020. In addition, the project approved updating the library's printing services to make printing more accessible, flexible and reliable and improve customer experience and system efficiency.

These 14 printers were 9 years old, had large print volumes, and have been experiencing failures that have caused disruption of service to the public. Eight printers and one plotter have been replaced with the remaining proceeding as planned. The remaining inventory of 50 printers will be reviewed in future to determine the next replacement cycle based on their life expectancy, usage, and maintenance history.

Printing, scanning and photocopying services continue to experience high customer demand with the trend going upwards. While we currently have a robust service offering across the system, the current environment has limitations that the new solution will address such as wireless printing and user-friendly payment options.

In 2018, the library joined efforts with 8 other libraries in Southwestern Ontario to identify needs, research products and identify vendors that could offer a solution that enhances the overall customer experience. The new solution will make printing and public computer reservations more accessible, flexible, secure and reliable.

We would like to leverage the current branch closure to complete the project as approved by the Board in April of 2018.

Solution Features:

The current system has limitations that will be addressed by the new solution as follows:

- Wi-Fi printing is not available for customers to print from their mobile devices, laptop or when using the Laptop Kiosks at Binbrook and Dundas branches.
 - *The new solution will allow customers to print from any device anywhere and anytime, while paying online and picking up their print from any branch.*
- There is no authentication before releasing print jobs which creates privacy concerns to customers and may limit staff use of the same devices.
 - *The new solution will enable customers and staff to release their documents using their library card in a secure manner.*
- The use of release stations is limited to photocopying and is not cost effective. The copy controller is a standalone service to pay and copy documents. There is no support to embed barcode scanners directly to the devices.
 - *The new solution will enable customers to print, copy and scan documents directly at the printer by scanning their library card on embedded barcode scanners and deducting payment from balance without need of controllers.*
- Scanning to email is disabled and use of USB scanning is very manual and causes lots of errors resulting in numerous demands on staff to support it.

- *The new solution will validate library card holder information in Polaris and allow them to securely scan directly to emails and to easily accessible ports.*
- The current system does not maintain secure and confidential logs for security but provides basic reporting that is not customizable to meet staff needs.
 - *The new solution will provide better reporting features to securely reconcile data while maintaining customer confidentiality and accountability.*
- The current system limits options for payment, photocopying and scanning and provides basic reporting of financial that is not customizable to meet staff needs.
 - *The new solution will allow Customers to use their fund balances across services. Customers will have online access to their funds information and will be able to generate reports and choose payment*
- No self-serve capability for customers to book computer sessions without staff.
 - *The new solution will upgrade the public computer management system to provide customers the flexibility to book a computer from anywhere and to have their personalized account attached to their library card. It will also be more efficient and easier for staff to manage computer session bookings.*

Solution Cost

Overall the solution will cost \$102,914 excluding taxes - Breakdown as follows:

Hardware and implementation of BarCode Scanners	
Integration and development services	\$ 52,695
One-time license costs for NetZCore -Payment Module, PaperCut - Print Module, and My PC - Computer Booking	\$ 34,770
Annual subscription Fee for PrinterOn (WiFi Printing)	
Annual support for NetZCore, PaperCut and My PC	\$ 15,449

The new solution will improve services, add new print features and reduce annual costs by an estimated \$22,000 to be redirected to cover other technology pressures.

Proof of Concept

To ensure that the selected solution will meet the library needs, staff reached out to numerous vendors requesting to see a pilot or proof of concept before committing funds. ITC Systems offered to work with the library to develop, free of charge, the proof of concept for the proposed solution.

All the modules and features presented in the proof of concept was tested successfully except for one component which is the PCI compliant credit card processing application. This component did not run smoothly in our virtual

environment.

To avoid further delays an alternative to the payment module has been identified which allows us to proceed with the print solution in 2020. ITC Systems integrated their solution with HPL's payment processing, Comprise Smart Money Manager.

About ITC Systems <https://itcsystems.com/>

ITC Systems is an international company with offices in Toronto. The company specializes in Integrated Transaction Control Systems specifically provides customized solutions for university campuses, academic libraries and public libraries.

They specialize in offering public libraries end to end integrated print systems which includes print, payment and computer management solutions. ITC Systems therefore has the experience to provide a comprehensive system for the library that would improve services and enhance customer experience – Diagram 1. They provide value added services by integrating various software technologies to create a seamless customer experience.

Through their extensive distribution network, they offer localized responsive service and competitive pricing. HPL has worked with ITC Systems for years and are satisfied with their responsiveness and quality of service. Additionally, ITC Systems is the successful vendor for Toronto Public Library print services RFP.

Library staff would like to replace the current Comprise solution with the new system demonstrated by the proof of concept that was developed by ITC Systems. The new solution provides enhanced features, has lower annual costs and better maintenance.

As a system integrator ITC Systems work directly with Ricoh, our current printer supplier, the library's ILS system (Polaris) and were able to negotiate to integrate payment with Comprise Smart Money Manager (they are a vendor of Comprise)

Finally, and most importantly, we recommend working with ITC Systems on this solution given our assurance of the success of the proposal to meet our needs. The proof of concept demonstrated its fulfillment of the required features. It was presented and tested by management, staff and the other library systems.

ATTACHMENTS:

Description	Upload Date	Type
Diagram 1 - Features Diagram	4/8/2020	Cover Memo



Date: April 15, 2020
To: Chair and Members of the Board
From: Paul Takala, Chief Librarian/CEO
Subject: **Diversity & Inclusion Policy (2nd Review) - PT - Attachment #11.1**

RECOMMENDATION:

That the Library Board approve the Diversity and Inclusion Policy.

BACKGROUND:

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

- It has been updated to comply with the current policy template standard.
- The concept of *Cultural Humility* is introduced as foundation to our approach to embracing differences, along with *Equity, Diversity and Inclusion*.

- In addition to referencing the Canadian Federation of Library Association's (CFLA) **Statement on Diversity and Inclusion**, the revised policy also states: "*Our belief in the inherent dignity of all individuals is grounded in the United Nation's **Universal Declaration of Human Rights**, Canada's **Charter of Rights and Freedoms** and Ontario's **Human Rights Code**.*"

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

ATTACHMENTS:

Description	Upload Date	Type
Diversity and Inclusion Policy	4/9/2020	Cover Memo

2.4.3 DIVERSITY AND INCLUSION POLICY

Policy Level: Library Board

Author: Chief Librarian/CEO

Review Period: 4 Years

Approval Date: March 2017, Draft April 2020 (2nd Review)

Policy Purpose

To ensure that the Hamilton Public Library recognizes and affirms the dignity of those it serves and works with, regardless of heritage, education, beliefs, race, income, religion, gender, age, sexual orientation, gender identity, gender expression, physical or mental abilities.

Key Points Summary

The Hamilton Public Library is committed to fostering an environment of understanding and respect. As a public library we support everyone's learning regardless of their backgrounds or personal beliefs.

- The Hamilton Public Library acts to ensure that people can enjoy services free from attempts by others to impose values, customs or beliefs.
- The Hamilton Public Library pursues mutual respect, inclusion and celebrations of differences by embracing **cultural humility**ⁱ as a key foundation to our approach.
- The Hamilton Public Library makes **equity, diversity and inclusion**ⁱⁱ a priority in planning and decision making for staffing, collections, training and service development. We strive to develop services and programs in partnership with others. As we deliver our services, we embrace the fact that we have much to learn from those we work with.
- We work with our city's many communities to develop inclusive consultation and engagement processes and to develop services in appropriate ways. We seek to understand how diverse community groups define and describe themselves and we listen directly with communities rather than relying on indirect sources.
- In the spirit of diversity and inclusion for all members, the Hamilton Public Library welcomes the exhibit of displays and provision of programs that fit into the location's communities at the appropriate times (e.g. seasonal Christmas displays, menorahs displayed during Hanukkah, programs celebrating other cultures or religious backgrounds)

Definitions

- **Cultural Humility:** The process of self-reflection to understand personal and systemic biases and to develop and maintain respectful processes and relationships based on mutual trust.
- **Diversity:** the range of human differences, including but not limited to race, ethnicity, gender, gender identity, sexual orientation, age, social class, physical ability or attributes, religious or ethical values system, national origin, and political beliefs.
- **Equity-** Definitions of equity can vary but all focus on the ideals of justice and fairness. Social equity has traditionally focused on ensuring the administration of services are delivered equitably. The key difference with equality is that equity requires taking into account historical and current inequalities among groups and individuals.ⁱⁱⁱ

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

Policy Statements

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

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

The Hamilton Public Library believes that respectful dialogue builds understanding and stronger communities. We strive to encourage mutual respect, inclusion and celebrations of differences by embracing **cultural humility** as a key foundation to our approach. We encourage the community to recognize, respect and embrace each individual's diversity. We believe that by working together we can move from the acknowledgement of diversity and inclusion to enabling an environment that is supportive, accessible and equitable in its practices.

CFLA Position Statement on Diversity & Inclusion^v

The Canadian Federation of Library Associations (CFLA-FCAB) believes that a diverse and pluralistic society is central to our country's identity. Libraries have a responsibility to contribute to a culture that recognizes diversity and fosters social inclusion.

Libraries strive to deliver inclusive service. Canada's libraries recognize and energetically affirm the dignity of those they serve, regardless of heritage, education, beliefs, race, religion, gender, age, sexual orientation, gender identity, physical or mental capabilities, or income.

Libraries understand that an acceptance of differences can place individual and collective values in conflict.

Libraries are committed to tolerance and understanding. Libraries act to ensure that people can enjoy services free from any attempt by others to impose values, customs or beliefs.

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

ⁱ https://en.wikipedia.org/wiki/Cultural_humility

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

ⁱⁱⁱ https://en.wikipedia.org/wiki/Social_equity

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

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

Approved February 1, 2017.