Mission Statement
Freedom to Discover.

Strategic Priorities
Strengthening Communities   Strengthening Individuals-   Strengthening Our Organization

HAMILTON PUBLIC LIBRARY BOARD

Regular Board Meeting
Wednesday, February 17, 2010
Central Library, Board Room

5:30 p.m. Dinner
6:00 p.m. Meeting

AGENDA

1. **Discussion Period**

2. **Acceptance of the Agenda**

3. **Minutes of the Hamilton Public Library Board Meeting**   Attachment #3
    of Wednesday, January 20, 2010

4. **Presentations**

5. **Consent Items**

6. **Business Arising**

    6.1   Waterdown Consultations   Oral Report
    6.2   Bibliocommons   Attachment #6.2
    Suggested Action: Recommendation
    6.3   Audit Committee   Oral Report
    Suggested Action: Recommendation

7. **Correspondence**   Attachment #7

    • Letter from Shelley Scott, Flamborough Information and Community Services dated
      January 27, 2010
    • Letter from Sylvia Wray, Flamborough Archives dated January 21, 2010

8. **Reports**

    8.1   Chief Librarian's Report   Attachment #8.1
    Suggested Action: Receive

    8.2   AODA Report – B. Hovius   Attachment #8.2
    Suggested Action: Receive

9.   **New Business**

    9.1   Staff Professional Development Day – L DuPelle   Attachment #9.1

                                      Suggested Action: Recommendation

    9.2   Service Interruption Log – B. Hovius   Attachment #9.2

                                        Suggested Action: Receive

10.   **Private and Confidential**

    10.1   CUPE 932 Collective Agreement Ratification

11.   **Date of Next Meeting**

Wednesday, March 24, 2010
Central Library, Board Room, 5ᵗʰ Floor
5:30 p.m. Dinner
6:00 p.m. Meeting

12.   **Adjournment**

UPCOMING/OUTSTANDING ISSUES

Issue	Date Action Initiated	Admin Member/Staff Who Initiated	Month item will appear on Agenda

HAMILTON PUBLIC LIBRARY BOARD
Regular and Inaugural Meeting

Wednesday, January 20, 2010
Central Library, Board Room
5:30 p.m. Dinner
6:00 p.m. Meeting

MINUTES

PRESENT: Jennifer Gautrey, Santina Moccio, George Geczy, Suzan Fawcett,
Councillor Pearson, Krzysztof Gumieniak, Doreen Horbach,
Councillor Jackson, George Nakamura, Maureen McKeating,
Mary Ann Leach

STAFF: Beth Hovius, Lisa DuPelle, Paul Takala, Ken Roberts, Robin Hewitt,
Maureen Sawa, Karen Hartog, Robert Plant

Ms Gautrey called the meeting to order at 6:00 p.m.

1. **DISCUSSION PERIOD**

   1.1   Mr. Roberts introduced and welcomed Robin Hewitt, Director of Finance
   and Facilities.

   1.2   Board Members were informed of the situation regarding the elevators at
   Central. The replacement of the elevators was rejected by Council as part
   of the capital project budget deliberations for 2010. The Library is working
   with City Facilities in order to reduce costs.

   1.3   The Library has been informed in writing by the Ministry that the funding
   for the Job Discovery Centres has been extended until March 31, 2011.

2. **ACCEPTANCE OF THE AGENDA**

   Add under correspondence - Letter from Ministry of Culture regarding
   Government Act.

   MOVED by Ms Moccio, seconded by Councillor Pearson,

   THAT THE AGENDA BE APPROVED AS AMENDED.

   MOTION CARRIED.

3. **MINUTES OF THE HAMILTON PUBLIC LIBRARY BOARD MEETING OF WEDNESDAY, DECEMBER 16, 2009**

MOVED by Ms Leach, seconded by Ms McKeating,

THAT THE HAMILTON PUBLIC LIBRARY BOARD MINUTES OF WEDNESDAY, DECEMBER 16, 2009 BE ADOPTED AS PRESENTED.

MOTION CARRIED.

4. **REPORT OF THE NOMINATING COMMITTEE MEETING OF WEDNESDAY, JANUARY 20, 2010 AND ELECTIONS**

Nominating Committee members included Ms Gautrey and Ms Moccio, Mr. Geczy and Mr. Nakamura. Ms Moccio presented the report of the Nominating Committee from its meeting held January 20, 2010.

There were no nominations from the floor.

MOVED by Ms McKeating, seconded by Ms Leach,

THAT THE SLATE OF OFFICERS FOR THE 2010 LIBRARY BOARD BE AS FOLLOWS:

CHAIRPERSON:	**Santina Moccio**
VICE-CHAIRPERSON:	**George Nakamura**
EXECUTIVE COMMITTEE:	**Santina Moccio**
	Doreen Horbach
	Maureen McKeating
	Suzan Fawcett
	Alt: George Nakamura
	Alt: Jennifer Gautrey
AUDIT COMMITTEE:	**Santina Moccio**
	Jennifer Gautrey
	George Nakamura
	Mary Ann Leach
	Alt: George Geczy
SOLS REPRESENTATIVE:	**Krzysztof Gumieniak**

MOTION CARRIED.

5. **2010 Board Chairman Calls the Inaugural Meeting to Order**

Ms Moccio called the inaugural meeting to order at 6:30 p.m.

6. **PRESENTATIONS**

6.1   Sherwood Renovations

Ms Hovius provided a slideshow of the various stages of the Sherwood renovation. The shelving has arrived and the branch will reopen on January 27, 2010.

6.2   2010 Budget Presentation

Ms Gautrey showed the budget presentation provided to Council on January 13th.

6.3   Draft 2010 Projects

Ms Hovius provided an overview of the 2010 projects staff will be working on throughout 2010/11.

7.   CONSENT ITEMS

There were no consent items.

8.   BUSINESS ARISING

8.1   Waterdown Consultation

Mr. Roberts distributed a draft fact sheet to board members that will be given to the residents that evening. Pictures of the Turner Park and Ancaster locations will be on display. The consultations will take place on Tuesday, February 10th from 2:00 to 4:00 and 6:00 to 8:00 and Thursday, February 18th from 6:00 to 8:00.

Mr. Roberts also provided the details of his recent meetings with the Flamborough Information and Community Services and Flamborough Archives. A meeting with representatives from the Flamborough Chamber of Commerce is scheduled for January 27, 2010.

9.   CORRESPONDENCE

Correspondence from Ministry of Culture regarding Government Act

Mr. Roberts reviewed the changes that will be made to the Public Libraries Act as outlined in the letter received by the Ministry.

Received for information.

10.   REPORTS

10.1   Chief Librarian's Report

Received for information

11.   NEW BUSINESS

11.1   Public Computing Policy

Board Members made the following revisions:

-Definition of Scope to read:
-1st bullet – remove words "or City directive"

-3rd bullet – remove word "Email"

MOVED by Mr. Geczy, seconded by Ms Horbach,

THAT THE ATTACHED "COMPUTER USE POLICY" AS AMENDED BE ADOPTED AND REPLACE THE CURRENT "INTERNET USE POLICY".

MOTION CARRIED.

12. PRIVATE AND CONFIDENTIAL

No private and confidential items.

13. DATE OF NEXT MEETING

Wednesday, February 17, 2010
Central Library, Board Room, 5th Floor
5:30 p.m. Dinner
6:00 p.m. Meeting

14. ADJOURNMENT

MOVED by Ms McKeating, seconded by Mr. Gumieniak,

THAT THE HAMILTON PUBLIC LIBRARY BOARD MEETING OF WEDNESDAY, JANUARY 20, 2010 BE ADJOURNED.

MOTION CARRIED.

The meeting was adjourned at 8:05 p.m.

Minutes recorded by Karen Hartog.

Hamilton
Public Library

Date: February 11, 2010

To: Chair and Members of the Board

c.c. Ken Roberts, Chief Librarian

From: Paul Takala, Director Digital Technology

Subject: **BiblioCommons Implementation**

RECOMMENDATION:

In accordance with the Library's current Strategic Plan:

The Hamilton Public Library proceed with its intended implementation of the BiblioCommons catalogue.

That staff are authorized to sign the *Library Services Agreement* with BiblioCommons negotiated by Knowledge Ontario.

FINANCIAL/STAFFING/LEGAL IMPLICATIONS:

By signing on to BiblioCommons prior to April 30, 2010 we will avoid a $10,000 one-time set-up/installation fee and we will receive the service for no charge until July 2011. Knowledge Ontario is currently negotiating with BiblioCommons a pricing model for the service. The final rates have not yet been set, however, we are confident the ongoing cost of this service will be reasonable and will be incorporated into the operating budget.

The utilization of this service will require that some patron information is stored on the BiblioCommons servers. The servers are located in Canada and BiblioCommons has been developed so that it complies with privacy legislation throughout Canada, including Ontario. The agreement with BiblioCommons ensures that our patron's privacy will be protected.

BiblioCommons will not impact on staffing.

BACKGROUND:

The Library's current Strategic Plan identifies implementation of the BiblioCommons Catalogue as a key objective for the priority of *Strengthening Individuals.*

BiblioCommons is a next generation online catalogue that is already live at several Canadian Public Libraries including: Edmonton, Oakville, Ottawa, and Stratford. It provides a much improved and more interactive way to discover library materials. There are several enhancements that BiblioCommons provides that are not available in our current catalogue. These enhancements include:

- Improved search results

- Ability for patrons to create a unique username, this will enable people to access their library account information without typing their 14 digit barcode. (The system will still require their PIN).

- Easy to use – significant usability testing has gone into developing the current BiblioCommons interface

- Enables patron to track their reading if they choose.

- BiblioCommons is much more interactive, it allows patrons to: rate books, post reviews, collect their own lists of materials and share these lists with others

Although our BiblioCommons catalogue will be branded as HPL's, the site will reside on the BiblioCommons servers. BiblioCommons offers a catalogue for our customers that is both cost effective and feature rich because it has been developed cooperatively with several libraries and all the systems are on the same shared infrastructure.

When BiblioCommons launches it will integrate with our new website. BiblioCommons is developing additional products that will enable us to pull content from BiblioCommons onto web pages. This and the development of single sign-on will ensure a much fuller integration between our website and catalogue.

The first time our customers use BiblioCommons they will be required to register. This is necessary to ensure customers agree to the terms of use and they are able to select the features they want. During this process they are able to update their information and create an easy to remember login name. HPL staff plan to do significant communication around the registration process to ensure we have up to date information and we have patron email addresses. Our current catalogue will continue to be available as a back-up system.

Flamborough Information and Community Services
Box 240 Waterdown ON. LOR 2H0 905 689 7880 fax 905 689 6828
fics@infoflam.on.ca www.infoflam.on.c

DATE: January 27. 2010

To: Chair, Ms Santina Moccio
             Members of the Hamilton Public Library Board

CC: Ken Roberts, Chief Librarian

FROM: Board of Directors – Flamborough Information and Community Services

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LETTER OF INTENT:

1. **To inform The Hamilton Public Library that Flamborough Information and Community Services is interested in using space in the proposed new building on the site of the former Flamborough Town Hall. We understand that the proposed new building will be constructed by means of a partnership between the City of Hamilton and the Hamilton Public Library. As a community partner who has supported the residents of Flamborough for the past 32 years, we feel that this combination of services would enhance the quality of life for all who live in Flamborough.**

2. **That the Hamilton Public Library Board and the City of Hamilton explore the feasibility of including dedicated space for seniors in the proposed new building on the site of the former Flamborough Town Hall.** .
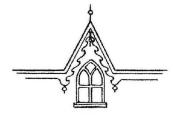
RATIONAL

Over the past several years, many organizations and political representatives have conducted surveys and workshops to determine the needs for seniors in Flamborough. Examples of such are Ted McMeekin MPP Seniors Advisory Committee, Social Planning Research Council of Hamilton, Hamilton Council on Aging, Flamborough Church Network, and McMaster University research group. All studies have had the same recommendation; *that a senior's centre needs to be created in Flamborough.* To this date, the recommendation remains unmet.

Sincerely,

Shelley Scott, (Executive Director)   Heather Kane (Board Chair)

The Flamborough Archives

163 Dundas Street East, P.O. BOX 1044
WATERDOWN, ONTARIO L0R 2H0

Ms. Santina Moccio
Chair, Hamilton Public Library Board
55 York Boulevard
Hamilton, Ontario.   21 January 2010

Dear Ms. Santina Moccio

On Thursday, January 14, 2010, Mr. Ken Roberts, Chief Librarian for the City of Hamilton met with representatives of Flamborough Information & Community Services and the Flamborough Archives to update them on the proposed changes regarding the present Waterdown Library and the Flamborough Municipal Service Centre at 163 Dundas Street East, Waterdown.

As a result of that meeting and the information presented, the Flamborough Archives is requesting that the Hamilton Public Library Board consider including the Flamborough Archives as a partner within the proposed new Waterdown Public Library building so as to ensure its continuation and ability to service the Flamborough community.

I will be pleased to meet with members of the Library Board and to answer any questions or concerns regarding the operations of the Flamborough Archives and the services it provides to the community at large. Please keep me informed of any Library Board meetings when this project will be discussed, so I am aware of the progress with this project.

Yours Sincerely,

Sylvia Wray

Sylvia Wray,
Archivist, Flamborough Archives.

cc. Mr. Ken Roberts, Chief Librarian & Secretary, Hamilton Public Library Board

Telephone: 905-689-4074   **E-mail**: wefhs@hpl.ca   **Web-site**: http://www.wefhs.hamilton.ca/

Chief Librarian's Report
February, 2010

Larry Moore Challenge Award
We want to congratulate Central librarian Sophie Gorski for winning the Ontario Library Association's first Larry Moore Award Challenge. Sophie's submission for establishing a Human Library project at HPL was selected for the inaugural award, with OLA hoping it will become a model for province-wide programs. Based upon the original concept which began in Copenhagen, Denmark in the mid-90s, Sophie plans to evolve the concept here at HPL and to take it to a broader audience. Watch for more details coming soon as plans are underway. Great work Sophie!

Potential Drop-In Centre
We are working with staff at the City of Hamilton to see if it might be possible to establish a daytime drop-in centre at the Central Library aimed at the homeless and unemployed downtown population. The proposal would see the library provide space and computers with the City of Hamilton providing staff. It is very much in the conceptual stage.

Sherwood Opening
The Sherwood branch re-opened on January 27th. Public reaction has been extremely positive. We had been hoping to stage renovations for the Terryberry Branch just after Sherwood re-opened. City staff who have been working on the project are currently focused on the City Hall project, forcing some delays.

RFID
RFID installation continues on its time schedule. It is hoped to have all branches operational this summer, adding Central when renovations are complete.

OLA session
Board Chair Santina Moccio and Past Chair Jennifer Gautrey are speaking at this year's OLA Super Conference. Their topic is community consultation and the lessons learned after many such consultations in Hamilton.

Gale Strategic Partnership
Gale is one of the major database suppliers. Many of their products are licensed for use at the Hamilton Public Library, mostly as part of our Knowledge Ontario agreements. Gale is attempting to partner with selected libraries to help develop some of their products, transforming them from passive databases to products that offer resources as customers

Youth Services Librarian
Kathleen Drennan-Scace has been hired as Youth Services Librarian. Kathleen comes to us from the Vaughan Public Library where she has been working in youth services. She has several years of experience. We are delighted to welcome Kathleen to the Hamilton Public Library. She starts on March 8th.

Mango Languages
We have acquired a license for Mango Languages. Mango provides basic and complete courses in 36 guided language learning experiences including 22 Foreign Language and 14 English as a Second Language courses.

AODA AND IMPLICATIONS FOR THE HAMILTON PUBLIC LIBRARY

DRAFT Prepared by Beth Hovius

February 2010.

CONTENTS

BACKGROUND

The Hamilton Public Library is committed to accessibility and a leader in the public library field with respect to the development of services for people with disabilities, their families and caregivers. This Library system has endeavoured to address access issues in the built environment proactively, meeting and at times exceeding existing standards. Nonetheless, as with the introduction of standards there will be areas for improvement.

This report provides a baseline description of the Hamilton Public Library and its services for disabled persons, within the framework of the current and expected future legislation.

Public sector organizations are required to prepare and publicize annual accessibility plans. Beginning with the 2010 report, the Library will post its own *Accessibility Plan* instead of being included with the City of Hamilton. The 2009 and 2010 Accessibility Plans are attached as Appendices.

THE LEGISLATION

On May 10, 2005, the Provincial Government passed the Accessibility for Ontarians with Disabilities Act, 2005 (AODA). The AODA is a provincial law that recognizes the history of discrimination against persons with disabilities in Ontario and will require the "... development, implementation and enforcement of standards" for accessibility to goods, services, facilities, employment, accommodation, buildings, structures and premises for persons with disabilities". The AODA standards apply to private and public sector organizations across Ontario. Persons with disabilities and representatives of the Ontario government, specific industry sectors and various groups to whom the standards will apply have been involved in the development of the accessibility standards.

There are five different accessibility standards pursuant to the AODA, which are at various stages of development and approval. Each of the standards is designed to detail the measures, policies, practices and other steps needed to identify, remove and prevent barriers for people with disabilities, addressing the needs of people with a wide range of disabilities, including physical, sensory, hearing, mental health, developmental and learning disabilities.

The accessibility standards being developed by the Ontario government are as follows:

- **Customer Service Standards** – Ontario's first accessibility standard for customer service came into effect on January 1, 2008. The standard states what businesses and other organizations in Ontario must do to provide their goods and services in ways that are accessible to people with disabilities. The standards were to be implemented by municipalities by January 1, 2010.

- **Information and Communications Standard** – It was released for public review from November 17, 2008 to February 6, 2009. The committee used the feedback received during the review period to shape the final proposed standard, which was submitted to the government for consideration in summer 2009. This standard addresses diverse aspects of the library service such as web site access, provision of the collection, reports, etc. in alternate formats. A number of difficulties with the legislation, including conflicts with other legislation (e.g. copyright) hare resulted in this being sent back to committee for further review. The consequences of this standard on public library operations would be significant if the concerns are not adequately addressed.

- **Employment Standard** – This was released for public review from February 18, 2009 to May 22, 2009. The committee used the feedback received during the review period to shape the final proposed standard, which was submitted to the government for consideration in fall 2009. It is now in the hands of the Minister of Community and Social Services.

- **Built Environment Standard** – From July 14 to October 16, 2009, the Ontario government released the initial proposed Accessible Built Environment Standard for public review. The goal of the proposed standard is to break down barriers in buildings and other structures for people with disabilities by proposing requirements in areas such as:

  - entrances, doorways and ramps

  - parking spaces

  - signs and displays

  - recreation, such as parks and trails.

  The committee is now revising the proposed standard to reflect the public's input. It will then submit a final proposed standard to the government for consideration as law. Hamilton Public Library responded to the public consultation with concerns regarding the proposed retrofit recommendation to apply the standards retrospectively within a 5 year window This has major consequences for the Hamilton Public Library and other public institutions.

There is some overlap among these standards.

LEGAL

Legal obligations under the *Ontarians with Disabilities Act, 2001* remain in force until such time that the Act is repealed. Legislation is being developed which describes expectations in more detail.

The Accessibility Standards for Customer Service, O.Reg. 429/07, is the only regulation, established under the AODA which the Library is required to implement. Fines for non-compliance under the regulation are up to $100,000 per day or part of the day, if the Library is found to be non-compliant. The other regulations will follow.

CUSTOMER SERVICE STANDARD, O.REG. 429/07

The *Accessibility for Customer Service Standard, O.Reg. 429/07* came into effect on January 1, 2008, with a 2 – year window for implementation by municipalities. The Regulations, effective for public sector organizations, on or after January 1, 2010 address the following areas:

- Establishment of policies, practices and procedures

- Use of service animals and support persons

- Notice of temporary disruptions

- Training for staff

- Feedback process for providers of goods or services

- Notice of availability of documents

- Format of documents

ESTABLISHMENT OF POLICIES, PRACTICES AND PROCEDURES

The *Accessibility for Hamilton Public Library Customers with Disabilites Policy*, was passed by the Library Board, November 2009. As other policies are reviewed or revised, AODA requirements will be addressed.

In 2010, all other policies will be reviewed for AODA compliance since a review and re-write of all policies and procedures which is underway.

Budget Impact: unknown.

USE OF SERVICE ANIMALS AND SUPPORT PERSONS

Guide animals are permitted, under the *Rules of Conduct*, as well as under the Accessibility Policy, as above.

Budget Impact: none

NOTICE OF TEMPORARY DISRUPTIONS

Templates for signage and notification of closures have been developed and available electronically for ease of access at all locations, when needed. The Library's web site provides information about any closure of service disruption.

Budget impact: minimal. Signs are printed locally for posting.

TRAINING FOR STAFF

All staff were trained in 2009 to meet the requirements of the legislation. This was the topic for the 2009 General Staff meeting. On an ongoing basis, ensuring that staff offer appropriate service will always be a challenge until all staff have internalized the messages.

A Senior Director attended the mid-winter 2010 American Library Association Conference in Boston to participate in the Institute for Human Centred Design's program, 'Breaking Down Barriers: Best Practices in Universal Design for Libraries' which focused on how to create physical and information spaces that are accessible to all library patrons regardless of their abilities. This workshop for senior public library administrators included speakers from the Perkins School's Braille and Talking Book Library, the Massachusetts Commission for the Deaf and Hard of Hearing, the WGBH National Center for Accessible Media and many others.

Budget Impact: The ongoing costs for training of new staff and refresher training has been incorporated into the Staff Training budget and calendar, and as a legislated requirement will require the commitment of funds on an annual basis.

FEEDBACK PROCESS FOR PROVIDERS OF GOODS OR SERVICES

Hamilton Public Library uses Comment Forms to encourage and receive comments from customers regarding services. More recently *ASKhpl* does this electronically. Comment forms related to access and disabilities are collected and analyzed to ensure that issues are addressed. The responses to customers are tracked.

2009 Issues: only one comment form focused on an accessibility issue was received. and that was with respect of the use of the bottom shelves for library materials. These shelves are kept empty where possible, but seasonally, or when floor space is limited they are used. Staff retrieve materials, upon demand for any customer who requests assistance. The customer was contacted directly about her concerns, and advised of her options, and that staff training addresses this issue.

2010: Built Environment Audits of four library branches highlighted some issues related to the customer service standard which can be addressed. In 2010, these issues will be further reviewed and prioritized to determine which can be fixed within normal operating procedures and which will need to be deferred until funds can be found.

Budget Impact: none

NOTICE OF AVAILABILITY OF DOCUMENTS

The regulations require organizations to notify persons that documents are available upon request. HPL.CA provides this information.

FORMAT OF DOCUMENTS

We are obligated to provide documents in a format appropriate to an individual's disability when requested.

Budget Impact: Additional costs related to requests for conversion of documents to large print or Braille, as well as, the possible need for American Sign Language interpreters are difficult to estimate without knowing the volume of requests.

RELATED SERVICES TO THE CUSTOMER SERVICE STANDARD

Information Service: The Accessible Canadian Library provides guidelines for ensuring that customers can access the collection. Staff assistance is recognized as an appropriate solution where the environment cannot be changed to meet the needs of a variety of disabilities. Library staff will locate and retrieve materials since at most locations the size of the collection cannot be accommodated within the space constraints of the building if only the three middle shelves are used. In addition, staff have been trained to recognize invisible barriers (e.g. literacy) and provide alternate or additional services.

Remote information service is available for those who cannot visit our locations in person. Information is delivered through our Virtual branch by telephone, email and real-time chat.

Self Service Check Outs/ Returns: This is being introduced to all libraries to improve speed and privacy. Installation should be complete by 2010. Staff will continue to be available to assist individuals who cannot, or choose not to, use the self service kiosks. Self help kiosks are provided at two heights to meet AODA requirements.

Disability Service Helpline (DISH): This telephone information and referral service was introduced in 1986 and provides information service to disabled persons, caregivers and family. It is now operated jointly with the Chedoke Hospital.

Computers: all public computers are equipped with Microsoft built-in accessibility options. These include a magnifier and on-screen keyboard.

Inter-branch Delivery: The Library delivers materials upon request to a location convenient to the customer. All customers may use this service.

Visiting Library Service: Library materials are delivered to homebound individuals (for 3 months or longer) who are unable to come to the library. Library staff selects, and volunteers deliver and pick up selected materials each month.

TTY/teletype service: When the Bell Relay system was created, the Hamilton Public Library stopped providing direct TTY access. This service was available for 25 years, and in that time no calls had been received. The Bell Relay service enables individuals who are deaf or speech impaired, to call a single TTY number, and a specially trained Operator will make the call on behalf of the individual and relay the information. Staff training includes information about how to use this service.

2010 Action: Some specialized equipment such as magnifiers, reachers, scanners etc. is being ordered.

Budget Impact: A grant from the Southern Ontario Library Service will cover the costs of the specialized equipment.

THE BUILT ENVIRONMENT

In anticipation of the forthcoming *Built Environment Standards*, Corporate Facilities has undertaken a complete accessibility audit of sixteen City facilities, including four libraries, based on the City's current *Barrier Free Design Guidelines*. Some of these *Guidelines* cannot be fully implemented, as they stand because of operational concerns. Nonetheless, this audit gives some indication of the level of costs associated with compliance.

For the four branches audited, the cost of meeting the *Barrier Free Guidelines* would be approximately $815,000. If only the most immediate concerns (building access, entrances and washrooms) are addressed (priority 1) the cost would be about $200,000, the majority of which is capital in nature.

Budget Impact: Significant. There are no funds specially committed to the implementation of these guidelines, except through the capital and operating budget processes.

Cost Summary to meet City's Barrier Free Guidelines for Sample branches

	Dundas	Kenilworth	Terryberry	Locke
A. Exterior Environment (e.g. pedestrian paths, parking lots, exterior lighting, signage)	$46,950	$33,225	$64,445	$39,760
B. Interior Environment (e.g. public spaces and furnishings, door widths, washrooms, security gates)	$113,810	$97,750	$137,500	$44,550
C. Building Systems, Controls & Communications (e.g. lighting, emergency alarm systems, signage, etc.)	$20,500	$17,950	$50,250	$11,850
D. Special Facilities, Spaces & Environments (e.g. service counters, kitchenettes,)	$29,500	$53,000	$28,000	$24,000
Total Cost	$210,760	$201,925	$280,195	$120,160

The City prioritized these using the following criteria (four branches only). The chart below shows how the costs could be phased in over a 10 year window:

- Priority 1 (High): items giving immediate concern for safety or a significant barrier that requires prompt attention. Generally relates to a building code issue as well as actions that have minor cost implications (e.g., temporary obstructions, maintenance issues). Time period for implementation: Year 1 to 2

- Priority 2 (Medium): essential items required to provide an acceptable level of access for persons with disabilities, and to be completed within the short term

- Priority 3 (Low): Items of best practice (e.g., Guidelines & CSA) and/or to be implemented when relevant area/element of the building is renovated, maintained, or upgraded. Often refers to actions that require significant structural alterations and construction costs, which would only be possible to implement over a long-term works schedule. Time period for implementation: Year 6 to 8

- Priority 4: A fourth is also considered, where no reasonable solution could be identified, or major structural limitations were found that would have significant cost implications. Use of this priority level is typically required for older facilities that may not have a long term future and generally require major upgrades not directly related to accessibility issues. Time period for implementation: Year 9 to 10 (or more)

Total Cost by Priority

Priority	1	2	3	4
Year	2009/10	12/13/2011	2014/15	2016/17/18
Dundas	$34,810	$25,450	$123,000	$27,500
Kenilworth	$24,225	$9,950	$101,500	$66,250
Terryberry	$84,995	$30,500	$133,750	$31,000
Locke	$47,310	$30,000	$12,500	$30,350

Total Cost $191,340 $95,900 $370,750 $155,100

THE ACCESSIBLE CANADIAN LIBRARY GUIDELINES

The Library adheres to the guidelines of the *Accessible Canadian Library: a resource tool for Libraries Serving Persons with Disabilities* (The National Library of Canada) to ensure that library facilities, furnishings and services are accessible to all. These *Guidelines*, applied since 1985, are more nuanced than the City *Barrier Free Design Guidelines*, as they address conflicts between the needs of different disabilities, provide alternate means of meeting needs, and strive to balance needs within the normal space constraints of a public library. These guidelines are used to inform decisions regarding the placement and design of furnishings, shelving, service desks, etc. as well as when identifying service improvements to optimize services and balance the needs of a persons with differing disabilities.

As a rule of thumb, the Library applies the *City Barrier Free Design Guidelines* for the building envelope (entrances, washrooms, parking, etc.) and the *Accessible Canadian Library Guidelines* within the building..

RELATED ACTIVITIES TO THE BUILT ENVIRONMENT STANDARD

June 2005: the Library Board adopted the *Principles for Library Facilities* as part of the *Facilities Report*. It includes these statements:

- Library branches should be accessible and should meet provincial and city building accessibility requirements. The Library also adheres to the guidelines of the *Accessible Canadian Library II* (National Library of Canada) to ensure that library facilities, furnishings and services are accessible to to all.

- The Library increasingly provides services through means that do not necessarily rely on physical space. Library service delivery must accommodate new service models and the changing demands of new customers.

- The sustainability of the entire system is dependent on balancing the resources that are spent on services, collections, staff and facilities.

2007: A $100,000 annual reserve fund was established to address issues of accessibility and ergonomics. Some access issues are being addressed, as RFID is installed and branches are updated.

January 2007: The *Facilities Master Plan* outlines the Library Board's strategic directions for the 24 locations. Accessibility was a key determinant in determining if our buildings met user needs. It states the fact that:

- Many of the small, rural branches do not meet even minimal standards for accessibility and are not capable of meeting such standards;

- No funds have been set aside to correct the library's accessibility and ongoing refurbishing and maintenance issues;

- The Library Board operates too many small branches: Correcting accessibility issues might mean that some small branches would offer more floor space devoted to washrooms than to library services.

The *Facilities Master Plan* identified seven branches as unsuitable for continuing to providing services in their current location. The Board has held community consultations to address alternate facilities for these communities.

2008: the Library commissioned McCallum Sather Architects to develop a prototype for a rural library building which fully met both the accessibility standards as they currently exist, and the service standards for a small community. It was determined that a building with a minimum size of 3,500 sq. ft was required to meet the needs. The estimated cost of such a building would be approximately $1,300,000 for construction only. If the expected *Built Environment Standard* is applied retrospectively and all buildings must be made fully accessible then as many as 10 branches could be negatively affected, as they would be too small to provide accessibility features and library service.

2008 – 2009:

- Two new fully accessible branches opened: Turner Park and Ancaster.

- Branches: By the end of 2009, entrances and service desks were changed at the following branches, within the constraints of the building: Dundas, Concession, Westdale, Sherwood.

2010 and after:

- Central Library (first floor) will be fully accessible, when renovation is complete, fall 2010.

- Branches: Terryberry, Saltfleet, Red Hill, Kenilworth, and Barton are scheduled for renovations or modifications in 2010.

- Lynden branch, replacing two inaccessible branches, will open fall, 2010.

- Waterdown branch, replacing two partly accessible branches, is in the development stage, and should opening 2012, or 2013.

- In order to reconcile service provision to library customers of all abilities with operational needs, the Library may need to develop its own guidelines where there are differences between the City's *Barrier Free Design Guidelines,* and operational requirements. For example, while the City *Guidelines* require a 37.5" clearance for security gates, the maximum recommended by the manufacturer is 36" for reliable service. Both of these still exceed the proposed entrance size proposed in the *Built Environment Standards* which call for a 35" entrance. To further compound matters, library equipment is generally manufactured to meet the requirement of the *Americans with Disabilities Act* which can vary from the Ontario counterpart.

INFORMATION AND COMMUNICATIONS

The proposed standard outlines how businesses and organizations may be required to create, provide and receive information and communications in ways that are accessible for people with disabilities.

DAILY OPERATIONS

This could include such actions as producing minutes, reports, etc. in alternate formats such as paper-based Braille, and making sign language interpreters, etc. available for programs and meetings. Whether this would be made available upon demand or by request is unclear, but the budget impact between the two is significant. The best way forward to provide this type of service, is to work with the City to utilize sign language interpreters, etc.

Budget Impact: Unknown, but could be very severe.

LIBRARY COLLECTIONS

The draft standard, circulated for consultation, was very troubling for libraries, because it could be interpreted that each library item will be required to be available in all formats. This is problematic for three reasons: the cost would be prohibitive; not all materials are produced in all formats; the Library cannot break copyright law by reproducing works on demand. The library community has expressed its concerns and we will need to wait for the standards to determine the impact.

E-books have the capability of meeting the needs for a variety of disabilities since they work with all types of computer applications that translate them into the appropriate format (e.g. electronic or print Braille, voice, etc.) required by the customer. These applications are widely available for individual use.

Budget Impact: Prohibitive, as circulated in the draft version

ELECTRONIC COMMUNICATIONS

In anticipation of the forthcoming regulations which will impact on services such as the web site, the Hamilton Public Library has been proactive in improving access to the new Community Portal/ Web Site

The Library recognizes that the accessibility of the Library's (and portal) web site is extremely important. Improvements are ongoing and in accordance with AODA guidelines. The new HPL.ca site includes the following accessibility features:

- myHamilton uses css rather than tables for layout. Layout tables can cause problems for some assistive technologies.

- myHamilton and its 'subsites' (e.g. jpc) are based on the 'zen' subtheme with was developed with accessibility as a priority

- Text alternatives have been provided, wherever possible, for non text content (e.g. all images have alternate text, this is enforced by our cms)

- Avoided technologies that require plug-ins or are not part of most standard browsers where possible

- Critical features are built in HTML or using Javascript with an HTML alternative

- Font size can be increased; however this is a work in progress

- Navigation friendly - all efforts have been made to address this, includign the adding of a skip navigation link (first tab stop on all pages) which improves the experience for people using screen readers

- The navigation tab order is predictable, making the site easy to navigate with a keyboard

- A minimum colour contrast has been maintained between text and backgrounds

CULC SOCIAL INCLUSION AUDIT

In a parallel process, the Hamilton Public Library was one of 4 pilot library sites in Canada to work with the Canadian Urban Library Council to develop a social inclusion audit and tool-kit to assist non-profit organizations to develop, implement and evaluate their efforts to remove barriers to inclusion for marginalized members of their communities. Social inclusion is the participatory, authentic and accountable manner in which organizations uphold and reinforce the principles of access, equity and thus social inclusion, for all. The Social Inclusion Audit tool will be introduced by CULC and the Hamilton Public Library to the public library community at the Ontario Library Association's annual conference in February, 2010. The audit tool will be applied to HPL's ongoing assessment of policies, practices and procedures, and will enhance our ability to continuously improve all policies and procedures to remove barriers for customers, whether related to accessibility or other barriers such as poverty, language, etc.

RELATED SERVICES TO THE INFORMATION AND COMMUNICATION STANDARD

Much of a public library's normal business operations could be impacted by this standard, which was loosely defined in its original version.

The draft standard circulated for consultation had proposed that everything must be available in all formats. This Library provides materials in a variety of alternate formats to address a variety of disabilities. To date, there has been no attempt to provide each title, in each format and this is not possible through supply/demand, or for budgetary reasons. We will wait for the standards to determine what is necessary.

- E-books: may be downloaded from the Library's web site, and are the format which will best able to meet the needs of a variety of customers with differing disabilities.

- E-audio may also be downloaded from the Library's web site.

- Large Print: The 45,000 item collection will continue to grow to support an aging population. These books have a 14 pt typefact to provide access to recreational reading for adults who find regular print a challenge.

- Talking books: Full-text talking books are provided under a licensing agreement with the CNIB. The newest format – Daisy – was introduced in 2007; Daisy readers available for 3 month loans

- Books on CD: These are also available for use by visually impaired persons. Sometimes abridged, the copyright agreements permit their use by anyone.

- Electronic Collections: This expanding collection of information from a variety of databases can be accessed from home or school. The individual's computer can provide voice and print modifications.

- Disability Information: The Library also provides information about disabilities, and lifestyle issues. This information is collected in depth, and the Disability Information Services Helpline shapes this collection according to community need.

- DVD and CD collections: DVDs and CDs: These collections (many with captions) are expanding.

- Braille Books: while the library no longer provides Braille materials for adults, because of lack of use, it does have an introductory collection for children at Terryberry and the Central Library

- Signed English: A small collection of signed English children's books are available at the Central Library

- Toys: The library purchases toys that are adaptable for various needs. Circulating toys are available at some library locations.

EMPLOYMENT AND ACCOMODATION

The objective of the proposed employment accessibility standard is to set out policies, procedures and requirements for the prevention, identification and removal of barriers across all stages of the employment life cycle for persons with disabilities. All employees would be covered but volunteers and interns or cooperative work placements would not be covered. However, the Library does provide field placement opportunities for coop students with disabilities, as workflow and time permits.

This standard establishes employment accessibility requirements for

- Employment policies and training

- Recruitment, assessment, selection and hiring requirements

- Retention

- Progress indicators

The timelines for implementation of employment accessibility requirements range from one year to three years and are concerning because standards that impact the employment accessibility standards including the Information and Communication and Built Environment standards are still under discussion and have timelines that are more distant than those of the proposed Employment Accessibility Standard.

EMPLOYMENT POLICIES AND TRAINING

The proposed standard would require the Library within a one-year timeline to

- prevent, identify and remove barriers at every stage of employment – from hiring to separation;

- include everyone when they design employment systems and processes;

- support people with disabilities during recruitment, assessment, selection, hiring, separation and termination;

- support people with disabilities through Individual Accommodation Plans;

- respect the privacy of information of potential and existing employees;

- provide information and communications in accessible formats and through accessible methods; and

- provide disability awareness training to employees.

In some policy areas there would be no change as privacy provisions are in place and accommodations do occur. Employee training for customer service standard compliance has increased staff awareness of disability and accommodation.

Currently the Library does have some employment policies that would need to be modified. More information is needed about the requirements of individual accommodations. The disability definition though unchanged from the current *Human Rights Act* is broad and case law trends internationally are broadening definition, especially in area of hidden disabilities. Providing support for self-identifying individuals is required and documenting disability is not addressed. Additionally, there are questions about whether employers would be required to have PDA and cognitive analysis done for all jobs, activities that would have budget impact.

Budget Impact: unknown.

RECRUITMENT, ASSESSMENT, SELECTION AND HIRING REQUIREMENTS

The proposed standard would require the library, within a three-year timeline, for all posted jobs to
- Provide and develop a process to accommodate potential employees with job information requirements such as the essential duties of the job, provide accessible formatted job posts, applications, testing, interviewing etc.

- Communicate hiring requirements including the accommodations procedure

- Notify external job-finding agencies that work with persons with disabilities about available jobs and accessibility related processes and accommodations

The *Human Rights Act* deals with ensuring that there is equal opportunity/workplace accommodation for all people during the recruitment and retention process.

Since the information and communication standards are still under discussion and will have a huge impact in this area it makes it difficult to fully understand how compliance will be supported. The Library's current job posting process for example does not include adaptation for Braille. Notification of external agencies is expected but there is a question of which agencies, how many agencies, how notification would occur, etc.

Budget Impact: Unknown. There could be budget impacts to create or change current practices but without further information projections of those costs are difficult.

RETENTION

The proposed standard would require the Library to review, revise, adopt, document and maintain procedures for

- individual accommodation plans

- orientation requirements,

- performance management,

- career development and advancement requirements,

- Returns to work,

- redeployment requirements and

- separation and termination requirements

- accessible information and communications

- accessible emergency and public safety information

The standard proposes a three year timeline for implementation of all except the emergency and public safety notification which is immediate. Again, the implementation of the Information and Communication Standard will impact on this standard. There would need to be assistance from our digital technologies department.

Budget Impact: Significant. There is a significant cost to providing policies and information in numerous accessible formats.

PROGRESS

There is a requirement to identify indicators of progress towards accessible employment and collect data that measures performance against selected indicators.

Budget Impact: Unknown, and ongoing.

APPENDICES

2009 ACHIEVEMENTS

See Attached

AODA Standards Compliance

All Sites

🔍 Advanced Search

HPLNET > Committees > AODA Standards Compliance > AODA Project List

AODA Project List

| New ▾ | Actions ▾ | Settings ▾ | | | | | View: | **All Items** |

📎	Project Title	Description: AODA Standard	Details	Location	Date for legislated compliance	Estimated Date for Completion	Completed ↑▼	Assigned Responsibility
	AODA Customer Service Policy	Customer Service	Policy describing services and expections with respect to the rights and services to be expected by persons with disabilities written, and adopted by the HPL Board.	All; Library Board	Annual Reporting Requirement - March 31, 20xx	2009	Yes	kdeiter; bhovius
	Customer Service Staff Training	Customer Service	All staff (+500) to be trained on Customer Service expections, and related background information	All	Annual Reporting Requirement - March 31, 20xx	2009	Yes	kdeiter
	Concession Renovation	Built Environment	Service desk relocated, improved accessibility, marketplace creeated to make materials more accessible. SEIf check technology introduced.	Concession	Annual Reporting Requirement - March 31, 20xx	2009	Yes	agrinval
	Libraray Collections - Playaways	Customer Service	Portable ebooks introduced to collections, mid-2009 replacing the older format of books on cassette. Convenient low-tech access for persons with visual or	All; Collections Department	Annual Reporting Requirement - March 31, 20xx	2009	Yes	mciccone

mobility issues.

Westdale Renovation	Built Environment	Branch mini-renovation which created more accessible entrances, self check and market place completed in 2009. Automated returns introduced early 2010.	All	Annual Reporting Requirement - March 31, 20xx	2009	Yes	mjohnson
Central Library Renovation/ temporary Storefront	Built Environment	Created a storefront library in Jackson Square for easy access to holds pick up and high-demand collections when the Central Library's first floor is under renovation (to October 2010). Customers with limited mobility can access their materials without entering the library (2nd floor entrance.)	All; Central - 1st floor; Central - circulation	Annual Reporting Requirement - March 31, 20xx	2009	Yes	msawa
hpl.ca and screen reader accessibility	Customer Service	The new myhamilton.ca site is fully screen reader accessbile. All images are fully described. Accessibility guidelines were applied consisently throughout its design and execution. Myhamilton.ca (version 2) was launched fall, 2009 and includes library,	All; The Virtual Branch	Annual Reporting Requirement - March 31, 20xx	2009	Yes	ptakala

		business, government, and community information in one searchable location.					
hpl.ca	Customer Service	following accessability items are in place on hpl.ca:	All; The Virtual Branch	Annual Reporting Requirement - March 31, 20xx	2010 - 1st Q	Yes	ptakala

- tableless layout: myHamilton uses css rather than tables for layout. (layout tables can cause problems for some assistive technologies)

- myHamilton 'subsites' (e.g. jpc) are based on the 'zen' subtheme with was developed with accessibility as a priority

- whenever possible, text alternatives have been provided for non text content (e.g. all images have alternate text, this is enforced by our cms)

- where possible, we have avoided technologies that require plug-ins or are not part of most standard browsers

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a keyboard

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Communication Standard Consultation	Communication	Hamilton Public LIbrary submitted a response to the public consultation process for the Communications Standard.	All; The Virtual Branch; Central - CCD	Annual Reporting Requirement - March 31, 20xx	2009	Yes	
Built Environment Consultation	Built Environment	Hamilton Public Library participated in and responded to the draft Built Environment Standards, circulated fall 2009 for public response.	All	Annual Reporting Requirement - March 31, 20xx	2009	Yes	
Training NEW	AODA legislation (overall)	Participation in the Institute for Human Centred Design's program, *Breaking Down Barriers: Best Practices in Universal Design for Libraries* (Feb. 2010) which focused on the creation of physical and information spaces that are accessible to all library patrons regardless of their abilities.	Selected	2010	2010 - 1st Q	Yes	msawa

2010 ACCESSIBILITY PLAN

See attached

AODA Standards Compliance

All Sites

Advanced Search

HPLNET > Committees > AODA Standards Compliance > AODA Project List

AODA Project List

New ▾   Actions ▾   Settings ▾   View: **All Items**

Project Title	Description: AODA Standard	Details	Location	Date for legislated compliance	Estimated Date for Completion	Completed	Assigned Responsibility
Inventory of Equipment and Services	Customer Service	Initial inventory of all equipment and services provided by the Hamilton Public Library as of 2010 - 1st Q	All	2010	2010 - 1st Q	No	sgorski
Comment Form Review	Customer Service	All comment forms regarding accessibllity (services, collections, web site, built environment) to be compiled. Review and analysis of comment forms to determine action plan. 2009 forms to be collected retrospectively; 2010 - process established to collect info on ongoing basis; Anual report to ministry.	All	Annual Reporting Requirement - March 31, 20xx	2010 - 1st Q	No	khartog; bhovius
Sherwood Renovation	Built Environment	Entrance, service desks, self check out - all compliant with AODA; public areas of building	Sherwood	TBD	2010 - 1st Q	No	rraven

fully refurbished.

Terryberry Renovation	Built Environment	Branch fully refurbished, 1st and 2nd floor. Access to collections improved; new entrance, service desks, and self check technology added compliant with legislation.	Terryberry	TBD	2010 - 2nd Q	No	kpeter
Barton Renovation	Built Environment	Entrance and service desks reconfigured to improve accessibility and introduce self check technologies.	Barton	TBD	2010 - 2nd Q	No	muttangi
Red Hill Renovation	Built Environment	Entrance to be made accessible; self-check technologies introduced. Computer Lab to be added.	Red Hill	TBD	2010 - 2nd Q	No	lmuirhea
Kenilworth REnovation	Built Environment	Entrance to be made more accessible; self check technology to be introduced.	Kenilworth	TBD	2010 - 2nd Q	No	muttangi
hpl.ca Accessibility Landing Page	Customer Service	Crreate site on hpl.ca describing accessbility, limitations, services for specific disabilities provided by the Hamilton Public Library.	The Virtual Branch; Central - CCD	Annual Reporting Requirement - March 31, 20xx	2010 - 1st Q	No	rfoster; dqin
Customer	Customer Service	Standards for	All	Annual Reporting	2010 - 1st Q	No	bhovius; kdeiter

Service Guidelines		services provided and meeting customer expectations to be developed as companion document to the AODA Customer Service Policy.		Requirement - March 31, 20xx; 2010			
Purchase of Specialized Acessiblity Equipment	Customer Service	Development of service plan; Purchase of specialized accessiblity equipjment (magnifiers, readers) for appropriate branches in early 2010.	All	Annual Reporting Requirement - March 31, 20xx; 2010	2010 - 1st Q	No	rraven; dglidden; kpeter
Board Report re: AODA Legislation	AODA legislation (overall)	Annual Report to Board describing directions and accomplishments with respect to implementation of the intent of the AODA legislation, including cost projections and funding when appropriate.	Library Board	Annual Reporting Requirement - March 31, 20xx	2010 - 1st Q	No	bhovius
Saltfleet Renovation - phase 1	Customer Service	Entrance to be reconfigured and disabled access door buttons to be relocated. Self check technology introduced. Design for a replacement for	Saltfleet	2010	2010 - 1st Q	No	cwilkins

		the Customer Service Desk to be completed for future construction.					
Saltfleet Renovation - phase 2	Customer Service	Customer service desk to be rebuilt to provide access. Funding must be determined. Actual plans for desk to be developed in phase 1, renovation.	Saltfleet	TBD		2012	No	cwilkins
Lynden Library Construction	Customer Service	Build a fully accessible branch - 4000 sq. ft. meeting or exceeding all current guidelines for accessibility.	Lynden	2010	2010 - 4th Q	No	bhovius; rfoster
Central Library - 1st floor renovation	Built Environment	Renovation of first floor will meet, or exceed all current standards for accessiblity.	Central - 1st floor	2010	2010 - 4th Q	No	msawa
Comment Form 2010 Analysis	Customer Service	Review and analysis of 2010 comment forms for inclusiion in March 31, 2011 Annual AODA report	All	Annual Reporting Requirement - March 31, 20xx	2011 - 1st Q	No	bhovius; khartog
Facilities Report, 2007	Built Environment	The Report reviewed all branch facilties with respect to long-term sustainability and is guiding the renewal and replacement of facilities. Branches	Library Board	Annual Reporting Requirement - March 31, 20xx	2015	No	kroberts

		with AODA limitations were identified. Ongoing Board initiative whcih will be included in the annual report.					
Training: Customer Service Standards	Customer Service	Staff, new to the system or identified as requiring Customer Service Training with respect to Accessibility will be offered training throughout the year. This training has been incorporated into the annual training calendar.	Selected	Annual Reporting Requirement - March 31, 20xx; 2010	2010 - 4th Q	No	kdeiter
CULC Social Inclusion Audit	Communication	Hamilton Public Library was one of 4 pilot library sites in Canada to work with the Canadian Urban Library Council to develop a social inclusion audit and tool-kit to assist non-profit organizations to develop, implement and evaluate their efforts to remove barriers to inclusion for marginalized members of their communities. Social inclusion is the participatory,	All		2010 - 1st Q	No	msawa

authentic and
accountable
manner in which
organizations
uphold and
reinforce the
principles of
access, equity and
thus social
inclusion, for all.
The Social
Inclusion Audit tool
will be introduced
by CULC and the
Hamilton Public
Library to the
public library
community at the
Ontario Library
Association's
annual conference
in February, 2010.
The audit tool will
be applied to HPL's
ongoing
assessment of
policies, practices
and procedures.

Hamilton
Public Library

Date: February 11, 2010

To: Chair and Members of the Board

c.c.   Ken Roberts, Chief Librarian

From: Lisa DuPelle, Director Human Resources

Subject: **Staff Professional Development Day**

RECOMMENDATION:

That the Hamilton Public Library Board authorize the one-day closure of the system on Thursday, June 17, 2010 in order that a staff professional development day be held.

FINANCIAL/STAFFING/LEGAL IMPLICATIONS:

The Hamilton Public Library conducted a one-day training session in 2007 and a half-day session in 2009. The purpose of the closure is to allow all staff to attend various training sessions simultaneously.

Hamilton
Public Library

Date: February 11, 2010

To: Chair and Members of the Board

c.c.   Ken Roberts, Chief Librarian

From: Beth Hovius, Director of Public Service

Subject: **Service Incident Reports**

RECOMMENDATION:

That the 2009 Service Disruption Report be received for information.

FINANCIAL/STAFFING/LEGAL IMPLICATIONS:

None

Background

This report, prepared quarterly for the Library Board, summarizes all closures of a service point.

Description	Location	Cause of Disruption	Impact – Service Days	Impact – Service Hours	Start Time of Disruption	End Time of Disruption	Service Impact
Delay to branch reopening	Sherwood	Prescheduled closure (e.g. renovation)	82		10/2/2009 0:00	1/27/2010 0:00	The scheduled 6 week renovation was extended by 10 weeks.
Website Outage	Website/Virtual Branch	Network/Server Failure		51	11/14/2009 19:00	11/30/2009 13:00	Between November 14 and November 30 we experienced 5 outages on the website. All occurred over the weekends resulting in a delayed response to restoring service. Staff have been investigating the problems and have addressed several issues. The problem has now been escalated with our vendor Acquia. Also, we are working at ensuring a much faster response time on the weekends.
Delay to branch reopening	Valley Park	Prescheduled closure (e.g. renovation)	5	47	9/28/2009 0:00	10/5/2009 10:00	Branch will remain closed for an additional week to allow for delay in the completion of renovations to the Valley Park Community Centre complex. The branch will now open on Oct. 5.
Power out at Westdale Branch	Westdale	Utility disruption (e.g. lack of electricity, water)	0.5	5	9/12/2009 12:00	9/12/2009 17:00	Westdale had a power issue on Saturday at noon. The Branch closed around 2pm. Hamilton Hydro was not able to get it back up, so the decision was made by Astrid (backing up Maureen) that the branch would be closed for the day.

Power Failure	Saltfleet	Utility disruption (e.g. lack of electricity, water)		0.5	8/27/2009 16:50	8/27/2009 17:15	Branch remained opened and staff manually recorded patron checkouts. Daylight permitted customers to view collections as we continued to monitor the situation. Customers lost Computer booking time and all left the branch but one gentleman who persevered. I called Horizon Utilities in an attempt to obtain an update and asked staff to call Red Hill and Valley Park – both OK.
Internet Down	System (Not Location Specific)	Network/Server Failure		0.5	8/10/2009 13:00	8/10/2009 13:05	The internet was not available for staff and patrons. Note that it happened twice – for about 5-10 minutes each time.
Computers and Phones not Working	Waterdown	Network/Server Failure		1.5	8/8/2009 10:00	8/8/2009 11:15	The branch had power but the computers and phones were not working. The branch remained opened and PC Reliance was used to check out books. All other circ and computer related activity was unable to be done until the network was restored at approx. 11:15.
Phone System Problem	System (Not Location Specific)	Network/Server Failure		0.5	7/29/2009 9:40	7/29/2009 10:05	Today we had problems with our voice system (phones). The problem was intermittent but was especially effecting Stoney Creek (Technical Services) and VBS was offline for answering calls. Calls from public were getting a busy signal for several minutes.
Fire Alarm	Saltfleet	Facility Problems (e.g. flooding)		0.25	7/9/2009 11:20	7/9/2009 11:35	Building vacated of all staff and customers.

Closure for Collections Move	Saltfleet	Prescheduled closure (e.g. renovation)		4	1/21/2009 17:00	1/21/2009 21:00	Computer Booking Unavailable
Squirrels in the building	Waterdown	Facility Problems (e.g. flooding)	1	7	3/7/2009 10:00	3/9/2009 17:00	Squirrels had entered the building through the roof and broken through a ceiling tile into the library.
Inclement weather	Freelton	Weather disruption		1	1/28/2009 19:00	1/28/2009 20:00	
Inclement weather	Lynden	Weather disruption		0.75	1/28/2009 19:15	1/28/2009 20:00	
Inclement weather	Waterdown	Weather disruption		2	1/28/2009 18:00	1/28/2009 20:00	Closed at 6pm.
Inclement weather	Carlisle	Weather disruption		2.5	1/28/2009 17:30	1/28/2009 20:00	Weather disruption.