

## **Mission Statement**

*Freedom to Discover*

## **Strategic Priorities**

*Strengthening Communities*

*Strengthening Individuals*

*Strengthening Our Organization*

## **HAMILTON PUBLIC LIBRARY BOARD**

**Regular Board Meeting  
Wednesday, November 17, 2010  
Central Library, Board Room**

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

### **AGENDA**

**1. Discussion Period**

- 1.1 Introduction of Lesley Muirhead
- 1.2 OLA Conference

**2. Acceptance of the Agenda**

**3. Minutes of the Hamilton Public Library Board Meeting  
of Wednesday, October 20, 2010**

**Attachment #3**

**4. Presentations**

**5. Consent Items**

- 5.1 Chief Librarian's Report – KR
- 5.2 Fines and Fees Policy – MC

Attachment #5.1

**Suggested Action: Receive**

Attachment #5.2

**Suggested Action: Recommendation**

**6. Business Arising**

- 6.1 2010/2011 Operating Budget – RH
- 6.2 Facilities Update (WA/LY) – KR
- 6.3 Renovation Closures – RR

Attachment #6.1

**Suggested Action: Receive**

Oral Report

**Suggested Action: Receive**

Oral Report

**Suggested Action: Receive**

**7. Correspondence**

8. Reports

9. New Business

9.1 2011 Meeting Dates – KH

Attachment #9.1

**Suggested Action: Recommendation**

9.2 Print Cost Recovery – PT

Attachment #9.2

**Suggested Action: Recommendation**

9.3 Central Hours – RR/KR

Oral Discussion

**Suggested Action:**

10. Private and Confidential

11. Date of Next Meeting

Wednesday, December 15, 2010

**Central Library, Board Room, 5<sup>th</sup> Floor**

5:00 p.m. Dinner

6:00 p.m. Meeting

12. Adjournment

**HAMILTON PUBLIC LIBRARY BOARD  
Regular Meeting**

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

**MINUTES**

**PRESENT:** Santina Moccio (Chair), Suzan Fawcett, Krzysztof Gumieniak, Jennifer Gautrey, George Nakamura, George Geczy, Maureen McKeating, Mary Ann Leach

**REGRETS:** Doreen Horbach, Councillor Pearson, Councillor Jackson

**STAFF:** Ken Roberts, Lisa DuPelle, Paul Takala, Robin Hewitt, Michael Ciccone, Rebecca Raven, Karen Hartog, Robert Plant

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

**1. DISCUSSION PERIOD**

- 1.1 Ms Moccio welcomed Mr. Michael Ciccone, Director of Collections, and Ms Rebecca Raven, Director of Public Service to the Senior Administration Team and Library Board meeting.
- 1.2 The Hamilton Gallery of Distinction Awards Dinner is to be held on Wednesday, November 3<sup>rd</sup>. Board Members interested in attending are asked to contact Ms Hartog.

**2. ACCEPTANCE OF THE AGENDA**

Defer: 4.2 Preview Demonstration

**MOVED** by Ms McKeating, seconded by Mr. Gumieniak,

**THAT THE AGENDA BE APPROVED AS AMENDED.**

**MOTION CARRIED.**

**3. MINUTES OF THE HAMILTON PUBLIC LIBRARY BOARD MEETING OF  
WEDNESDAY, SEPTEMBER 22, 2010**

**MOVED** by Ms Gautrey, seconded by Ms Fawcett,

**THAT THE HAMILTON PUBLIC LIBRARY BOARD MINUTES OF  
WEDNESDAY, SEPTEMBER 22, 2010 BE ADOPTED AS PRESENTED.**

**MOTION CARRIED.**

**4. PRESENTATIONS**

**4.1 Digital Technology Update**

Mr. Takala provided Library Board Members with an update on the Library's digital technology plans.

**5. CONSENT ITEMS**

**MOVED** by Ms Leach, seconded by Ms Gautrey,

**THAT THE CONSENT ITEMS 5.1 and 5.2 BE APPROVED AS PRESENTED.**

**MOTION CARRIED.**

5.1 That the Hamilton Public Library Board replace its existing policy statement regarding the Friends of the Hamilton Public Library with the following: That the Hamilton Public Library Board endorse the establishment and existence of a benevolent, voluntary and charitable association to be called "The Friends of the Hamilton Public Library Board" so long as such an association act to the benefit of the library system and so long as any profits are used to support the goals of the Hamilton Public Library.

5.2 Received for information.

**6. BUSINESS ARISING**

**6.1 2010/2011 Operating Budget**

**MOVED** by Ms Leach, seconded by Ms Gautrey,

**THAT THE ATTACHED 2011 DRAFT OPERATING BUDGET – 2<sup>ND</sup> DRAFT AND 2010 ESTIMATES BE ACCEPTED FOR INFORMATION.**

**MOTION CARRIED.**

**6.2 Facilities Update**

Mr. Roberts provided a facilities update for Terryberry, Lynden, Waterdown and Central.

**7. CORRESPONDENCE**

Letter from Dana Robbins, Publisher, Hamilton Spectator dated August 17, 2010

Received for information.

**8. REPORTS**

No reports.

**9. NEW BUSINESS**

**9.1 Board Renewal**

Received for information.

**9.2 Board Position on Draft Copyright Legislation**

**MOVED** by Mr. Geczy, seconded by Ms Leach,

**THAT THE HAMILTON PUBLIC LIBRARY BOARD ENDORSE THE ATTACHED LETTER AS ITS CONTRIBUTION TO THE DISCUSSION ON NEW COPYRIGHT LEGISLATION AND THAT THE LETTER BE DISTRIBUTED, AS APPROPRIATE, TO MEMBERS OF THE FEDERAL GOVERNMENT AND TO THE LIBRARY COMMUNITY.**

**MOTION CARRIED.**

**10. PRIVATE AND CONFIDENTIAL**

No private and confidential items.

**11. DATE OF NEXT MEETING**

Wednesday, November 17, 2010  
**Central Library, Board Room, 5<sup>th</sup> Floor**  
5:30 p.m. Dinner  
6:00 p.m. Meeting

**12. ADJOURNMENT**

**MOVED** by Ms McKeating, seconded by Ms Gautrey,

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

**MOTION CARRIED.**

The meeting was adjourned at 7:20 p.m.

Minutes recorded by Karen Hartog.



## Chief Librarian's Report November, 2010

### Leslie Muirhead

Leslie Muirhead, Branch Manager at Red Hill, is "Director of Public Service" to her responsibilities on a temporary basis. Leslie will help to coordinate the activities of the branch managers. Leslie was responsible for branches in the former Wentworth Libraries and has experience in helping branch managers to deal with issues.

### Retirement of Jane Lindsay

Jane Lindsay is the Manager of Youth Services. She has decided to retire at the end of the year, for personal reasons. Jane has spent her most of her career at the Hamilton Public Library, working as a youth services librarian. She is frequently praised as a puppeteer. She will be missed. It is hard to imagine Hamilton's Youth Services without Jane's voice.

### Silver Birch Express

My children's novel, *Thumb and the Bad Guy*, was nominated for the Silver Birch Express Award. This award is determined by the votes of young people across Canada. The results will be announced in the Spring of 2011.

### Central Library Re-Opening

We are hoping to re-open the Central Library on December 8<sup>th</sup> or 9<sup>th</sup>. It will be a soft launch, with little advance fanfare. We are experiencing the normal number of last minute issues. The final phase of this renovation affects the daily delivery of material shipped to all library branches. We are trying to minimize the disruption this will cause.

### Mobile App for Catalogue

Working with BiblioCommons, we are planning to launch a mobile app for the catalogue. The app, which will work with iPhones and mobile devices running Android, will be branded as an HPL app. It should be operational early in 2011. The app will allow customers to manage their accounts, search the collection, place holds, renew items and download content. It will also allow the BiblioCommons elements, such as tracking a customer's areas of interest and will provide a scannable barcode on screen. A mobile site, aimed primarily at Blackberry users, is promised in late Spring of 2011.

### e-books/downloads

E-book downloads continue to climb. We are increasing our content. Our vendor is hopeful that customers with iPads will be able to download content in the near future. We are aware that Christmas will bring more users to our collections and that we need to be ready with content that they can borrow, with as few frustrations as possible.

### Touch-a-truck

The bookmobile took part in the local "Touch-A-Truck program, where people could visit various unusual vehicles. We were located beside the police 'paddy' wagon and across from the blaring speakers of Y108. It is estimated that almost a 1,000 people came onto the bookmobile to look around.

### **Week of the Child**

Sue Ramsay of the Hamilton Public Library will be honored at this year's Week of the Child banquet for her work with young people.

### **Northern Exposure to Leadership**

Kathleen Shannon, Youth Services Librarian, has been selected for the 2010 Northern Exposure to Leadership to take place in Yoho National Park this coming December. This is a high honor. Ania Van Minnen, also a Youth Services Librarian, has learned that she will be attending the 2011 Northern Exposure to Leadership program. The dates have not yet been established for the 2011 NEL.

### **Collective Agreement Retroactive Wage Settlement CUPE Local 932**

Active and retired staff that are eligible for retroactive wage adjustments with the collective agreement settlement (April 1, 2009- December 31, 2012) this year will receive the payout by the end of November 2010 in its entirety. These payments include all final outstanding pay equity and internal equity adjustments. Janice Chong has done a tremendous amount of work with the assistance of other Human Resources staff to ensure that eligible staff will receive their retroactive payment prior to Christmas. I would like to take this opportunity to thank her and her colleagues.

### **Urban Libraries Council**

The Urban Libraries Council has produced their report on ways that public libraries can develop partnerships within their communities and with local government in order to remain relevant. It is an excellent report, filled with many practical suggestions. The Hamilton Public Library is cited for the myhamilton project.

### **Facilities Master Plan II**

I have completed a draft of an updated Facilities Master Plan, one that lists what has happened since the 2007 Facilities Master Plan was approved and that sets out updated priorities. We are circulating this draft plan to managers for their comments and will submit it, as a draft, at the December Board meeting. I would expect discussion on the plan to take place at several Board meetings in early 2011.



**DATE:** Friday, November 12, 2010  
**REPORT TO:** Chair and Members of the Board  
**C.C.:** Ken Roberts, Chief Librarian  
**FROM:** Michael Ciccone  
**SUBJECT:** Fines for Games

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**RECOMMENDATION:** That fines for the late return of items in new game collection be set at \$1.00/day for adult-level material and 50¢/day for children's material

**FINANCIAL/STAFFING/LEGAL IMPLICATIONS:**

Financial  
Staffing  
Legal

None.

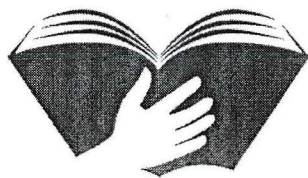
**BACKGROUND:** HPL will begin circulating games for the Nintendo Wii, Microsoft X-Box, and Sony Playstation3 sometime in early December. Because of the expected demand, we are limiting the number to be checked out to 2 per customer and have established a 7-day borrowing period with no renewals and no holds. The borrowing restrictions are the same as for Bestseller Express, and therefore we are suggesting the \$1.00/day fines for adult-level material to remain consistent. However, we are recommending 50¢/day charge for Children's material because we feel \$1.00/day is overly punitive for children and lighter fines for children is consistent with past policy.



# Hamilton Public Library Fines and Fees Draft - 11/12/10

FINES AND FEES			
Daily	Max	Borrowing Suspension	Overdue Fines
\$0.25	\$5.00	Adult/Young Adult Material + (non print)	\$10.00
\$0.10	\$2.50	Juvenile Material (E, J) + (non print)	\$5.00
\$0.50	\$5.00	Juvenile Level Games	
\$1.00	\$10.00	Interlibrary Loans	
\$1.00	\$10.00	Express Collections and Adult-level Games	

BORROWING GUIDELINES			
Material	Loan Period	Limit	Renewals
Adult	21 days	50	2
Children's	21 days	50	2
Videos	14 days	50	2
Seasonal & High Demand	14 days	3	None
Magazines	14 days	50	None
DVDs	7 days	50	2
DVD Express	3 days	2	None
Bestseller Express (books), and Games	7 days	2	None



# Hamilton Public Library

**Date:** November 17<sup>th</sup> 2010  
**To:** Chair and Members of the Board  
**c.c.** Ken Roberts, Chief Librarian  
**From:** Robin Hewitt, Director, Finance and Facilities  
**Subject:** 2011 Draft Operating Budget and 2010 Estimates

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## **RECOMMENDATION:**

That the attached 2011 Draft Operating Budget – 2<sup>nd</sup> Draft and 2010 Estimates be accepted for information

## **BACKGROUND:**

### 2011 Draft Operating Budget

The City of Hamilton has requested that Boards and Agencies (including the Hamilton Public Library Board) submit a 2011 budget based on an inflationary increase estimated to be 2.0% or less increase over the 2010 Budget.

The attached draft budget was prepared by staff with a view to follow this guideline without a reduction in the level of service.

The 2<sup>nd</sup> draft of the 2011 Draft Operating Budget is currently at a requested municipal contribution of \$27,621,759 which is an increase of \$248,033 or 0.9% over the 2010 Operating Budget of \$27,373,726. Currently, this budget does not include a contingency for salary and wage increases, which are subject to the determination of City contract negotiations.

In order to limit the increase in the operating budget for 2011 the staff complement has been reduced by 4.94 FTE.

This draft budget was built using the following:

- A contingency is included to account for the second quarter of the 50<sup>th</sup> percentile increase.
- Increase in Furniture and Fixtures of \$50,000.
- Inclusion of RFID maintenance costs of \$150,000.
- Inclusion of costs for BiblioCommons of \$7,000.



- Increase in bandwidth costs of \$40,000.
- Inclusion of Green Wall and Aquarium maintenance of \$12,000.
- Increase in security costs of \$75,540.
- Increase in the recovery from the Farmer's Market for Security of \$20,140.
- Increase in transfers to reserves for computers.
- Increase in direct costs, and a decrease in indirect costs (cost allocations) from the City.
- Guidelines issued by the City of Hamilton.

#### Estimates for 2010

The estimated status of our operating budget as at December 31<sup>st</sup> 2010 has also been included in the attached spreadsheet. Currently based on what has been recorded as of September 31<sup>st</sup>, 2010 and estimates of amounts owing and expected to be expended by December 31<sup>st</sup> 2010, an operating surplus of \$183,243 based on a Council approved Net Levy Budget of \$27,124,193. This estimated projected surplus of \$183,243 would represent 99.3% of the Net Levy Budget. A report submitted to the Board in October 2010 based on August 31<sup>th</sup> 2010 recorded amounts estimated a projected surplus of the same amount at \$183,243.

# Hamilton Public Library

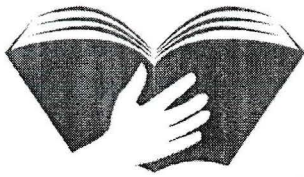
## 2011 Draft Operating Budget and 2010 Estimates

### Cost Category Report - Draft/Requested

Year: 2011  
Version: Draft  
Dept: Library  
Details at: Section

Department	Account	2009 Actual	2010 Budget Council Approved	2010 Budget Restated	2010 Forecast	2011 Budget Draft	2011 Requested vs. 2010 Restated Budget	
							\$	%
Library	Net Levy	26,537,573	27,124,193	27,373,726	26,940,950	27,621,759	248,033	0.9%
	Expense	28,952,244	29,224,273	29,473,806	29,128,084	29,721,839	248,033	0.8%
	EMPLOYEE RELATED COST	19,101,652	20,342,240	20,342,240	19,731,973	20,139,453	(202,787)	(1.0)%
	MATERIAL AND SUPPLY	4,070,413	3,882,618	3,882,618	3,956,388	3,932,618	50,000	1.3%
	VEHICLE EXPENSES	2,886	60,730	60,730	53,442	62,510	1,780	2.9%
	BUILDING AND GROUND	658,632	1,357,190	1,357,190	1,425,050	1,637,733	280,543	20.7%
	CONTRACTUAL	630,415	1,522,840	1,521,494	1,519,874	1,691,840	170,346	11.2%
	RESERVES / RECOVERIES	954,414	1,944,815	1,944,835	2,333,778	1,911,508	(33,327)	(1.7)%
	COST ALLOCATIONS	3,451,379	-	250,859	-	232,337	(18,522)	(7.4)%
	FINANCIAL	82,452	113,840	113,840	107,579	113,840	-	0.0%
	Revenue	(2,414,671)	(2,100,080)	(2,100,080)	(2,187,134)	(2,100,080)	-	0.0%
	FEES AND GENERAL	(676,967)	(569,350)	(569,350)	(626,285)	(569,350)	-	0.0%
	GRANTS AND SUBSIDIES	(1,583,910)	(1,530,730)	(1,530,730)	(1,530,730)	(1,530,730)	-	0.0%
	RESERVES	(153,794)	-	-	(30,119)	-	-	0.0%





# Hamilton Public Library

**Date:** November 17, 2010

**To:** Chair and Members of the Board

**c.c.** Ken Roberts, Chief Librarian

**From:** Karen Hartog, Administrative Assistant

**Subject:** 2011 Meeting Dates

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## **RECOMMENDATION:**

That the Hamilton Public Library schedule its 2011 Board meetings on the following dates.

- January 19<sup>th</sup>
- February 16<sup>th</sup>
- March 9<sup>th</sup> (March Break is week of March 14<sup>th</sup>. There will be a conflict with the Council meeting also held on March 9<sup>th</sup>)
- April 20<sup>th</sup>
- May 18<sup>th</sup>
- June 22<sup>nd</sup> (Council meeting being held on June 15<sup>th</sup>. Chairmen's Dinner to be held following meeting)
- September 21<sup>st</sup>
- October 19<sup>th</sup>
- November 23<sup>rd</sup> (Council meeting being held on November 16<sup>th</sup>)
- December 21<sup>st</sup>

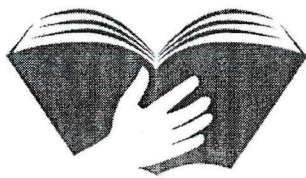
## **FINANCIAL/STAFFING/LEGAL IMPLICATIONS:**

There are no financial implications.

## **BACKGROUND:**

The above-noted Board meeting schedule has been compared to the Council meetings in order to avoid any conflicts. Council meets on the 2<sup>nd</sup> and 4<sup>th</sup> Wednesdays of the month. Usually, there will be a conflict during the months where there are five Wednesdays. This conflict will occur during the months of June and November. It is being recommended that the Library Board meet on June 22<sup>nd</sup> and November 23<sup>rd</sup>.





# Hamilton Public Library

**Date:** November 12, 2010

**To:** Chair and Members of the Board

**c.c.** Ken Roberts, Chief Librarian

**From:** Paul Takala, Director Digital Technology

**Subject:** **Cost Recovery Charges for Printing and Photocopying**

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## **RECOMMENDATION:**

That staff are authorized to implement the following cost recovery charges on the new public printing and photocopying system:

- 10 cents for black & white print or photocopy
- 25 cents for colour print or photocopy
- Conduct a trial of offering customers up to 2 free black & white prints or photocopies per day (non-cumulative) to evaluate the cost verses benefit. If the trial is successful, staff are authorized to implement this as a standard part of the printing service.

## **BACKGROUND:**

In September 2010 the Library Board authorized the implementation of a new print management system using hardware from Ricoh and SAM (Smart Access Manager) software from Comprise Technologies. Staff have been working on the implementation of these systems in advance of the reopening of the Central first floor.

The implementation of SAM and the new Ricoh system is enabling the Library to improve services while reducing the amount of hardware we need. Network printers and photocopiers are being replaced with multi-function devices that do both. Our magnetic card reading system is being replaced by a barcode based system that will enable customers to securely add value to an account using their library card. This will remove the need for customer to pay \$1 to get a magnetic copy card.

As the new system is implemented a key goal of staff is to ensure the system is customer friendly and easy to understand. Previously we have charged different rates for different kinds of printing: photocopying 20 ¢ per copy (cash), 15 ¢ per copy (with Copy Card) and 10 ¢ for printing from a computer. Because of the reduced cost of the equipment and consumables we are able to reduce the rate on all black & white photocopies to 10 ¢. To date we have not offered colour printing but are recommending 25 ¢ for colour printing and photocopying which will help ensure we recover our costs.

Staff are working to ensure the implementation is environmental friendly and cost effective. A simple way of doing this is making duplex (double-sided) printing the default. To help build customer support for this and other changes staff plan to implement on a trial basis 2 free black & white prints or photocopies per customer per day (non-cumulative). The trial will evaluate the financial impact of this offering, as well as the time saved by staff and the customer service benefits. At the time of preparing this report, staff are investigating providing a limited number

Subject: Cost Recovery Charges for Printing and Photocopying  
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of scans free to customers. This would offer customers an environmentally friendly alternative to paper.

In spring of 2011 staff will be reporting back to the Board on how the system implementation is going and what adjustments, if any, need to be made to the fee structure for printing.