

**Mission Statement**

*Freedom to Discover*

**Strategic Priorities**

*Strengthening Communities      Strengthening Individuals  
Strengthening Our Organization*

**HAMILTON PUBLIC LIBRARY BOARD**

**Regular Board Meeting  
Wednesday, April 20, 2011  
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 of Wednesday, March 9, 2011** **Attachment #3**
- 4. Presentations**
  - 4.1 Reference Study - RR
- 5. Consent Items**
- 6. Business Arising**
  - 6.1 Lynden Building Project – KR Oral Update
  - 6.2 Waterdown Building Project – KR Oral Update
- 7. Correspondence** **Attachment #7**
  - Letter from Brian Henley dated, March 20, 2011 to Santina Moccio
  - Response letter from Santina Moccio to Brian Henley dated March 29, 2011

## **8. Reports**

8.1 Chief Librarian's Report

Attachment #8.1

**Suggested Action: Receive**

8.2 Public Computing Report – PT

Attachment #8.2

**Suggested Action: Receive**

## **9. New Business**

9.1 Results of Library Buildings of the Future Survey – KR Attachment #9.1

**Suggested Action: Receive**

9.2 Naming Rights: Central Auditorium – KR

Attachment #9.2

**Suggested Action: Recommendation**

## **10. Private and Confidential**

## **11. Date of Next Meeting**

Wednesday, May 18, 2011

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

5:30 p.m. Dinner

6:00 p.m. Meeting

## **12. Adjournment**

**HAMILTON PUBLIC LIBRARY BOARD  
Regular Meeting**

**Wednesday, March 9, 2011  
Central Library, Board Room  
5:30 p.m. Dinner  
6:00 p.m. Meeting**

**MINUTES**

**PRESENT:** Santina Moccio (Chair), George Nakamura,  
Mary Ann Leach, Krzysztof Gumieniak, Jennifer Gautrey,  
George Geczy, Doreen Horbach, Councillor Pearson,

**REGRETS:** Suzan Fawcett, Maureen McKeating, Councillor Jackson

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

**GUESTS:** Mary Sakaluk, Dawna Wark, Caitlin Fralick, Jen Gal

Ms Moccio called the meeting to order at 6:05 p.m.

**1. DISCUSSION PERIOD**

- 1.1 Board Members were introduced and welcomed Caitlin Fralick and Jen Gal, new manager recruitments, to the meeting.
- 1.2 It is expected that the interviews for positions on the Library Board will be scheduled sometime in March.

**2. ACCEPTANCE OF THE AGENDA**

**MOVED** by Ms Gautrey, seconded by Councillor Pearson,

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

**MOTION CARRIED.**

**3. MINUTES OF THE HAMILTON PUBLIC LIBRARY BOARD MEETING OF WEDNESDAY, FEBRUARY 16, 2011**

Date should read "February 16, 2011". Add RFID Presentation.

**MOVED** by Mr. Gumieniak, seconded by Mr. Geczy,

**THAT THE HAMILTON PUBLIC LIBRARY BOARD MINUTES OF WEDNESDAY, FEBRUARY 16, 2011 BE ADOPTED AS AMENDED.**

**MOTION CARRIED.**

**4. PRESENTATIONS**

**4.1 ALA Mid-Winter Conference**

Mr. Roberts provided an overview of the architectural design discussions recently held at the ALA Mid-Winter Conference. Board Members participated in the survey.

**MOVED** by Councillor Pearson, seconded by Ms Horbach,

**THAT THE PRESENTATION BE RECEIVED FOR INFORMATION.**

**MOTION CARRIED.**

**5. CONSENT ITEMS**

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

**THAT CONSENT ITEMS 5.1 AND 5.2 BE APPROVED AS PRESENTED.**

**MOTION CARRIED.**

5.1 That the Attached report *AODA and Implications for the Hamilton Public Library* be received for information.

5.2 That the Hamilton Public Library Board authorize the one-day closure of the system on a date to be determined in 2011 by management in order that a staff professional development day be held.



**6. BUSINESS ARISING**

6.1 2011 Operating Budget

Board Members discussed the recent budget presentation provided to Council.

**7. CORRESPONDENCE**

No correspondence.

**8. REPORTS**

8.1 Chief Librarian's Report

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

**THAT THE MARCH 2011 CHIEF LIBRARIAN'S REPORT  
BE RECEIVED FOR INFORMATION.**

**MOTION CARRIED.**

**9. NEW BUSINESS**

No new business.

**10. PRIVATE AND CONFIDENTIAL**

**MOVED** by Ms Horbach, seconded by Ms Gautrey

**THAT THE HAMILTON PUBLIC LIBRARY BOARD MOVE IN-  
CAMERA TO DISCUSS STAFFING REVIEW AND CENTRAL  
LIBRARY RENOVATIONS.**

**MOTION CARRIED.**

**6 in favour**

**1 opposed (Mr. Geczy)**

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

**THAT THE IN-CAMERA SESSION BE ADJOURNED.**

**MOTION CARRIED.**



10.1 Staffing Review/Central Library Renovation

**MOVED** by Ms Horbach, seconded by Ms Leach,

**THAT THE HAMILTON PUBLIC LIBRARY APPROVE  
THE EXPENDITURE OF UP TO \$600,000 FROM  
RESERVES FOR THE PHASE I RE-DESIGN AND RE-  
PURPOSING OF THE CENTRAL LIBRARY'S FLOORS  
2-4.**

**MOTION CARRIED.**

**11. DATE OF NEXT MEETING**

Wednesday, April 20, 2011

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

5:30 p.m. Dinner

6:00 p.m. Meeting

**12. ADJOURNMENT**

**MOVED** by Ms Leach, seconded by Ms Horbach,

**THAT THE HAMILTON PUBLIC LIBRARY BOARD MEETING  
OF WEDNESDAY, MARCH 9, 2011 BE ADJOURNED.**

**MOTION CARRIED.**

The meeting was adjourned at 7:40 p.m.

Minutes recorded by Karen Hartog.

Ms. Santina Moccio,

Chair,

Hamilton Public Library Board,

Email note sent via Karen Hartog,

Administrative Assistant,

Hamilton Public Library.

I am writing to you in reference to my concerns regarding the security of materials held in the Hamilton Public Library's Local History and Archives (formerly Special Collections.)

To be clear, this department houses not only Hamilton history materials in a wide variety of formats, but also a Canadiana book collection of national renown, rare books, historic maps, artwork and much more .

With the recent renovations to the 1st floor of the Central Library, I can say with

absolute certainty that the new security gates which were installed at the 1st floor exits do not recognize the old security labels in place on the materials mentioned above.

I would ask two questions at this point.

Was this situation the result of a simple oversight, or was there a specific managerial decision to allow the materials mentioned be left vulnerable to theft?

Secondly, is this situation to remain as is, or is there a plan to responsibly safeguard the holdings of the Local History and Archives department before any serious losses take place?

I would respectfully request that my letter be placed in an upcoming agenda of the Hamilton Public Library Board, and after discussion of the matter, that I receive answers to my questions in writing, from the Board, not from library staff.

In conclusion, I would be prepared to attend a Hamilton Public Library Board

meeting in person to discuss my concerns with the Board if deemed necessary.

Thank you for your attention in this matter.

Yours truly,

J. Brian Henley +

19 Alexander Street,

Hamilton, ON

L8P 2B1

cc. Brian McHattie, Councillor, Ward 1,

Tom.Jackson, Councillor, Ward 6

Maria Pearson, Councillor, Ward 10





March 29, 2011

Mr. J. Brian Henley  
19 Alexander Street  
Hamilton, ON L8P 2B1

Dear Mr. Henley,

I am responding to your letter written to me, as Chair of the Hamilton Public Library Board.

Although the Central Library used a Checkpoint security system for more than thirty years, only a very small percentage of items in the Local History and Archives Collection were ever tagged for Checkpoint. No tags have been attached to new Local History material for a number of years. The practice was reviewed and stopped by a trained archivist who cited it as poor archival policy.

As you know, two of the main causes for loss of archival material at other libraries come from theft by staff and the razoring of individual pages from original source material. Neither of these abuses can be stopped by Checkpoint. In fact, there is no record of Checkpoint having stopped any attempted theft of HPL Local History material. The only reported loss of Local History material within the past ten years came recently and involved a missing photocopied scrapbook. It was easily replaced, using the original scrapbook.

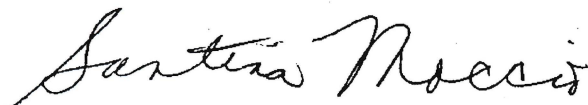
The Hamilton Public Library has been taking steps recommended in literature to improve security of archival material. This includes the use of video surveillance, better checking of customer identification and hardening of the immediate site.

For example, an architect is being hired to do schematic drawings of floors 2 – 4 and we plan to start renovations later this year (as part of Phase II). The mandate includes a larger Local History and Archives with a hardening of the area for security concerns. This decision was made well before you wrote to staff or to me.

Mr. Henley, you probably now realize that you accidentally copied Councillor Jackson, Mr. Roberts and me on a personal email to your friend "Gerry." This email, which speaks of an "admin attack", makes it hard for me to accept your letter as objective. While you ask that this issue to be placed on the Board's meeting agenda and state that you are available to speak to the Board if deemed necessary, I see no need to have the issue presented to the Library Board at this time. I am confident that all appropriate measures are being taken.

For your information, Board correspondence is handled in one of two ways. Letters that need to be retained for archival purposes or that need to be discussed at Board meetings are attached to the agenda. All other correspondence is circulated to Board members at the meeting. Your letter and my response will be circulated to Board members. Board members can, if they wish, ask for more information about the item and the issue.

Thank you for your letter:

A handwritten signature in cursive script, reading "Santina Moccio".

Santina Moccio,  
Chair,  
Hamilton Public Library Board

c.c. Ken Roberts, Chief Librarian and Secretary to the Board  
Councillor Brian McHattie  
Councillor Tom Jackson  
Councillor Maria Pearson

## **Chief Librarian's Report April, 2011**

### **The McMaster Discovery Program**

Several Canadian Universities have introduced certificate programs aimed at people who had never finished high school and, as adults, have a low sense of their personal capabilities. Graduates of these programs have gone on to attend university or college. The local public library is often involved. McMaster University is interested in starting a similar program, working both with City of Hamilton Community Services and with the Hamilton Public Library. The program is receiving the highest level of attention at McMaster and is seen as one of McMaster's contributions to the Poverty Roundtable initiative. We have been approached about providing space and I have expressed a willingness to assist.

### **Urban Libraries Council: Allies in Education**

The Urban Libraries Council, whose members include most of the large US library systems as well as a number of Canadian libraries (Toronto, Edmonton, Calgary, Vancouver, Ottawa and Hamilton) is doing a North American webinar on school/library partnerships. I will be the moderator and two cities will be featured – Hamilton and Houston, Texas (the other HPL). I will represent the public library in Hamilton and Jennifer Powell-Fralick will represent the Hamilton-Wentworth District School Board.

### **Ontario Association of Architects Excellence in Design Award**

As reported informally at the March Board meeting, the Library/Farmers Market has received the Ontario Association of Architect's Excellence in Design Award for 2011. This is an award given to the architect, David Premi, for his concept and design. A handful of buildings receive this award each year. This is the first time in more than 25 years that such an award has been given to a Hamilton building. The award will be presented at a dinner in Toronto on May 20<sup>th</sup>. Mayor Bratina will attend. Remarkably,



Maureen Sawa, who helped to manage the project, will be in Toronto the evening of the dinner and will also attend.

### **Waterdown Partners**

The two Waterdown agencies for which we bear some responsibility to house when a new Waterdown Library is constructed are the East Flamborough Archives and Flamborough Information and Community Services. The City had assumed that during construction it would have room to house these two services in the Clappison's Corners Incubation Centre. They do not have room. The two agencies have been given notice to vacate the current building by the end of May but have no funding to move elsewhere. These are, of course, two strong partners who have helped us to acquire the needed land in Waterdown.

Karen Anderson, Ania Van Minnen and I met with representatives from each agency early in April. Neither partner needs substantial room but they need to be connected to the City's network. Flamborough Information and Community Services uses City IP phones.

We are working with each agency to find a solution. It appears, right now, that we may be able to house Flamborough Information and Community Services inside the Millgrove Branch, without affecting library operations there. We are investigating the possibilities for housing the Archives. There are potentially positive elements to each move.

### **Paul Lisson**

Library and Archives Canada has launched an on-line exhibit of political poster and broadsides. It can be found at :

<http://www.collectionscanada.gc.ca/posters-broadsides/index-e.html>

Jim Burant, senior archivist at Library and Archives Canada, sent out a email congratulating the various partners and individuals who worked on the project. His note starts with this comment. "... this has been an extraordinary effort, initiated almost five years ago as a result of an

exchange I initially had with a staff member from the Hamilton Public Library, Paul Lisson, in August 2006.”

We, too, want to acknowledge Paul's contributions – both as a contributor to this project and to many others in the local and national arts community.

### **Library “Vending” Machines**

As we have stated, “vending” machines that are RFID enabled are becoming increasingly sophisticated. We believe that they offer realistic options to provide excellent material dispensing services to rural areas and to other areas of the City. In order to validate our impressions, we will be investigating the potential of these machines over the summer and coming to the Board with a recommendation in the Fall. If we continue to feel that they can provide good service in places where none exists or where branches are too small, open too few hours or in danger of closing then we will need to develop a pilot. We will want to install one in a location where we can test its capabilities and understand any limitations.

### **Integrated Library System**

The Integrated Library System (ILS) is the core software system that operates the customer database, the circulation system, the acquisitions system and the catalogue. We use a product supplied by Sirsi-Dynix. The product was selected by a staff committee shortly before amalgamation. It has been upgraded several times over the past ten years.

We believe it is now time to review our relationship with Sirsi-Dynix and to explore all other options. Our maintenance costs for the system seem, to us, to be high. We may have an opportunity to introduce new features and to reduce our costs. Changing or even exploring the possibility of changing an ILS is a complicated process. By the end of this year we expect to have recommendations about whether or not we should go to market and seek bids for a new system.

## **2011 Operating Budget Update**

On March 28<sup>th</sup>, 2011, the Hamilton Public Library's 2011 budget was presented to the General Issues Committee. A motion was carried to approve the budget as submitted, indicating a 1% budget increase. The budget will now be forwarded to Council for final approval.





# Hamilton Public Library

**Date:** April 14, 2011

**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 OFFERING UP TO 2 FREE BLACK & WHITE PRINT OR PHOTOCOPIES PER DAY (NON-CUMULATIVE) SYSTEM WIDE.**

## **BACKGROUND:**

At the September 2010 meeting 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.

At the November 2010 meeting the Library Board passed the following motion regarding cost recovery for printing and photocopying:

*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 three-month trial at Central of offering customers up to 2 free black & white prints or photocopies per day (non-cumulative) to evaluate the cost versus benefit. If that trial is successful, staff are authorized to implement this as a standard part of the printing service and that a report following the trial period be prepared for the Library Board.*

Since the reopening of Central on December 8<sup>th</sup>, staff have been tracking the implementation of the new computers and printers. Overall the response to the changes has been very positive. Staff have been conducting an online survey as each location goes live with the new system. To date we have received 279 responses to our survey. Key findings from the survey are:

- Ease of use of the new system is the most frequent comment we receive
- The increase in the number of computers has reduced wait times and customer conflicts. 46% of customers report there is normally no wait time to get on a computer, 92% report waiting 10 minutes or less
- 95% report logging on to a computer is easy or very easy
- 86% agree that library computers work well for what they need them to do

Here is a sample of some of the comments people have made"

- *"The atmosphere at the new Central is awesome having a well naturally lit space, the desks and computers themselves are brilliant!"*
- *"Very clean and bright room, lots more machines, less wait time"*

## **FINANCIAL IMPACT OF RECOMMENDATION**

In 2011 we have seen a modest increase in revenue from printing and copying at the locations where we have implemented the new system. To understand the potential financial impact, we compared 3 locations that are on the new system.

### **Print Copy Revenue Comparison\***

<b>Location</b>	<b>March 2010 Revenue</b>	<b>March 2011 Revenue</b>	<b># of Computer Sessions (March 2011)</b>	<b>Revenue Per Session</b>
<b>Barton</b>	182.18	200.28	2,499	0.08
<b>Central</b>	1497.73	1531.26	32,719	0.05
<b>Redhill</b>	381.01	546.45	5,482	0.10

\* Central Offers 2 free black & white prints, Barton and Redhill do not

\* Barton & Redhill both have Job Discovery centres which see a very high rate of printing

\* 2011 revenue increase would have been higher, however, the figures listed reflect HST removed from revenue total

The current purpose of the print cost recover charges is to replenish the capital cost of the equipment and to cover operating expenses. It is clear that offering the free prints has some impact on revenue received. At Central in March customers accessed 2,376 free prints. This would have resulted in an additional \$237.60 in revenue if all those prints were made. Without that additional revenue, the rate of revenue at Central will still result in full cost recover at less than half the life cycle of the equipment. This will also be true at other locations because Central has multiple floors and the amount of equipment place in this location is more than in other branches.

### **STAFF IMPACT OF RECOMMENDATION**

As the collections and services we provide continue to grow in popularity we need to ensure staff are engaged in activities that add value to the customers. We know that collecting money from customers and adding to the system usually takes about a minute



and sometimes more depending on the nature of the interaction. For small transactions the staff cost of collecting that money exceeds the income we receive. Our marginal cost for providing a black and white print ranges from 1.2 cents to 0.89 cents depending on the device. It therefore costs the Library less than \$28.00 to provide a month of free printing at Central, but that saved several hundred staff interactions. At our Information Commons the level of staff activity is already very high and at peak times we need to schedule 2 staff members to keep up with the demand for service. Scheduling a staff member 2 extra hours on only one day a month to keep up with increased activity would exceed the cost of providing the free print.

### **CUSTOMER SERVICE IMPACT**

Customers have responded very positively to our new computers and printing system. In our survey 86% of customers reported they were satisfied with the level of service. It should be noted that the response to the new system (and more computers) was also very positive at Barton and Red Hill where no free prints were offered. Staff at Central report that when customers come to the desk to add money so they can print and are told they get 2 free prints a day, they respond very positively. Here are a few of the comments we have received:

- *"I like the fact that jobs for printing job resumes and cover letters is free for a certain number of printings."*
- *"I like that I have 3 hours a day now, the free 2 page printing and the courteous help.(most government workers help you with that resigned, pulling teeth tone etc)Thank You."*
- *"Adequate substitute for lack of person resources – I have no computer at home and am restructured on available services by my employer's computer."*

Subject: Cost Recovery Charges for Printing and Photocopying  
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One customer reported to staff that she uses the library everyday and uses her free prints to print coupons for things she needs to save money.



# Hamilton Public Library

**Date:** April 13, 2011  
**To:** Chair and Members of the Board  
**From:** Ken Roberts, Chief Librarian  
**Subject:** **Results of Libraries Survey**

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At the March Board meeting I gave a presentation based on my attendance at the ALA symposium on library buildings of the future. I had distilled some of the key points and created survey questions asking how respondents felt HPL was doing on each of the key issues. The questionnaire was given to all Branch and Department managers, to senior administration members and to Board members. I had asked that only libraries renovated or built since the Ancaster expansion be considered when responding.

The results are interesting. Branch and Department Heads tend to grade HPL lower than either administration or the Library Board. Some Branch and Department Head members stated, clearly, that they found it impossible to rate renovations conducted in other areas of the city when they know their own locations so well.

In general, since the symposium and the survey were intended to get libraries to think about directions they needed to pursue, we tend to score well.



**Manager Results – 17 respondents**

DESIGN CONSIDERATIONS	Nil	1	2	3	4	5
<b>Technology</b>						
Apple lifestyle		0	6	5	4	2
Apple Service Concept		0	5	8	3	1
Data and Power Everywhere		1	3	8	4	1
Interactive Devices, Walls and Space	1	5	7	3	1	0
Less Shelving and More Living		0	3	8	5	1
Self Service and RFID		0	0	3	10	4
<b>Mobility</b>						
Buildings are only part of our story		1	4	7	5	0
Re-figurable Spaces		2	8	4	2	1
Re-figurable Service points		5	5	5	2	0
Pick-up “in & Out Quickly”		0	1	8	6	2
<b>Socialization</b>						
Create Environments for Social Networking		0	2	10	5	0
Some People Need to Escape		1	0	10	6	0
Space for Contemplation		0	6	6	5	0
Lounges, Cafes, Retail, Galleries	1	2	8	2	3	1
Mix of Seating Types		0	2	10	5	0
<b>Collaboration</b>						
Support Interactions	2	1	4	9	1	0
One-Stop Service & No Silos		1	3	10	3	0
Group Study Space	1	0	6	8	2	0
<b>Accommodation</b>						
Build for Readers/Not Shelving	1	1	3	8	4	0
Comfortable and Convenient Seating		0	2	12	3	0
Flexibility – Always!		0	7	7	2	1
Light Filled Spaces		0	1	4	8	4
Create an Atmosphere		1	1	3	9	3

**Administration Results – 7 respondents**

DESIGN CONSIDERATIONS	1	2	3	4	5
<b>Technology</b>					
Apple lifestyle	1	0	1	3	2
Apple Service Concept	0	3	3	0	1
Data and Power Everywhere	0	2	2	3	0
Interactive Devices, Walls and Space	2	1	2	1	0
Less Shelving and More Living	0	0	3	3	1
Self Service and RFID	0	0	0	3	4
<b>Mobility</b>					
Buildings are only part of our story	0	0	3	2	2
Re-figurable Spaces	0	1	3	2	1
Re-figurable Service points	0	2	3	1	1
Pick-up “in & Out Quickly”	0	0	0	4	3
<b>Socialization</b>					
Create Environments for Social Networking	0	0	4	0	3
Some People Need to Escape	0	1	2	1	3
Space for Contemplation	1	2	1	1	2
Lounges, Cafes, Retail, Galleries	0	3	3	0	1
Mix of Seating Types	0	2	2	1	2
<b>Collaboration</b>					
Support Interactions	1	1	3	1	1
One-Stop Service & No Silos	0	1	3	2	1
Group Study Space	0	0	4	1	2
<b>Accommodation</b>					
Build for Readers/Not Shelving	0	0	3	3	1
Comfortable and Convenient Seating	0	0	3	4	0
Flexibility – Always!	0	0	5	0	2
Light Filled Spaces	0	0	1	3	3
Create an Atmosphere	0	0	1	3	3



**Library Board Results – 8 respondents**

DESIGN CONSIDERATIONS	Nil	1	2	3	4	5
<b>Technology</b>						
Apple lifestyle	0	0	0	0	6	2
Apple Service Concept	0	0	0	0	7	1
Data and Power Everywhere	2	0	0	1	4	1
Interactive Devices, Walls and Space	1	3	0	1	2	1
Less Shelving and More Living	2	0	0	1	3	2
Self Service and RFID	1	0	0	0	1	6
<b>Mobility</b>						
Buildings are only part of our story	0	0	0	3	4	1
Re-figurable Spaces	0	0	0	2	5	1
Re-figurable Service points	0	0	0	4	4	0
Pick-up "in & Out Quickly"	0	0	0	0	3	5
<b>Socialization</b>						
Create Environments for Social Networking	1	1	0	1	3	2
Some People Need to Escape	0	0	1	4	3	0
Space for Contemplation	0	0	3	2	3	0
Lounges, Cafes, Retail, Galleries	0	2	0	3	2	1
Mix of Seating Types	0	1	1	3	3	0
<b>Collaboration</b>						
Support Interactions	0	0	1	2	4	1
One-Stop Service & No Silos	0	0	0	3	4	1
Group Study Space	1	1	0	1	2	3
<b>Accommodation</b>						
Build for Readers/Not Shelving	0	0	0	2	5	1
Comfortable and Convenient Seating	0	0	1	0	5	2
Flexibility – Always!	0	0	1	0	5	2
Light Filled Spaces	0	0	0	2	3	3
Create an Atmosphere	0	0	0	0	4	4

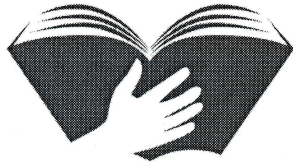
### Comments

DESIGN CONSIDERATIONS	
Technology	
Apple lifestyle	<p>4 (5 at Central)</p> <p>Getting there – Central</p> <p>Not there yet – good start</p> <p>Should be priority for future projects</p> <p>3 (except CE1)</p> <p>2 (CE is a 5 on 1<sup>st</sup> and TP a 4)</p> <p>Especially Turner Park and Central</p>
Apple Service Concept	<p>Current service not as proactive as needed</p> <p>Moving people away from circ</p> <p>Staff don't all get it yet</p> <p>Making progress</p> <p>3 (except CE1)</p> <p>4 (CE and TP, rest is below)</p> <p>Especially Turner Park and Central</p>
Data and Power Everywhere	<p>Progress but limited</p> <p>5 – CE, TP</p> <p>Want to waffle a bit here – 3<sup>rd</sup>/4<sup>th</sup> still some issues – printing speed at TP</p> <p>Electrical outlets 3 or 2 – Wi-Fi 4</p> <p>Not a lot of flexibility</p>
Interactive Devices, Walls and Space	<p>Thinking of screens at CE – small, not full utilization – interactive has lots of room to grow</p> <p>Making a start – needs more emphasis</p> <p>Very important for group study</p>
Less Shelving and More Living	<p>Progress but lots of work still to do</p> <p>5 – CE, TP</p> <p>Making progress</p> <p>Removing circ desks in several locations has created additional open and inviting space</p>
Self Service and RFID	Ongoing – becoming part of every reno
Mobility	
Buildings are only part of our story	<p>A lot of work to do</p> <p>Making progress with 'virtual branch'</p> <p>3 and growing, med size branch</p> <p>Catalogue and other apps – YEAH!</p>

	4 – 3 Web
Re-figurable Spaces	Making progress – flexibility ‘shoe box’ Furniture not moveable at CE
Re-figurable Service points	Still rigid Still millwork Can change look and feel of displays but difficult to reconfigure heavy shelves
Pick-up “in & Out Quickly”	Trying to facilitate this Drop boxes, holds, parking – “no drive thru, access points” Except DVD’s at CE – too cramped
<b>Socialization</b>	
Create Environments for Social Networking	Wi-fi (Bar @ Central) Not enough plugs – not enough tables – group work – isolated for sound – lack of quick spaces Yes, physical, no social Public access computer and also human interaction “meeting @the library”
Some People Need to Escape	Not enough space at smaller branches
Space for Contemplation	
Lounges, Cafes, Retail, Galleries	TP and soon WA – yes – need more 4 @ CE, TP Very limited Good start with TP & CE Only TP & CE
Mix of Seating Types	
<b>Collaboration</b>	
Support Interactions	Have a way to go with staff
One-Stop Service & No Silos	Single service point, roving. Yes – Central, no – most other locations 4 (branches), less so @ CE 5 @ branches and “in progress” at CE. Much better since circ desks removed and RFID introduced
Group Study Space	We’re on the right track Not at mini renos 2 – higher @ TP but not much that is bookable Can always have lots more – good design in current construction

Accommodation	
Build for Readers/Not Shelving	<p>Moving in right direction</p> <p>Merchandising</p> <p>Getting better</p> <p>Not sure what this would look like – books grouped by colour?</p> <p>Gondolas are a great discovery feature</p>
Comfortable and Convenient Seating	<p>Embedding seating for customers</p> <p>5! New branches and Refreshed ones</p> <p>Not at mini renos</p> <p>Okay, can be better</p> <p>Comfortable – not at CE</p> <p>More comfortable seating</p>
Flexibility – Always!	
Light Filled Spaces	New construction yes – renos could be brighter in some cases
Create an Atmosphere	<p>5 – Central 1<sup>st</sup> floor</p> <p>Good progress with new construction; less progress with renos</p> <p>New atmosphere tend to read cool + modern, rather than “warm &amp; encasing”</p>





# Hamilton Public Library

**Date:** April 13, 2011  
**To:** Chair and Members of the Board  
**From:** Ken Roberts, Chief Librarian  
**Subject:** Naming Rights – Central Auditorium

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## **Recommendation:**

**That Administration be given the directive to work with potential donors to determine if Capital funds sufficient to cover the cost of renovating the Central Library Auditorium can be donated to the Library Board, and**

**That Administration be given the directive to offer the possibility of time-durated Naming Rights for the auditorium, subject to Board approval, as an acceptable condition for such a donation.**

## **Financial Implications:**

The first floor auditorium was not within the scope of the Central Library's recent first floor renovations. There is little likelihood that we can obtain City Capital funding for renovations, given other library needs and priorities.

## **Background:**

The auditorium has received no significant work since the Central Library opened more than thirty years ago. Family washrooms were added during the recent first floor renovations and the projection booth was removed. Wiring was partly updated. Glass doors were added.

While still useable space, some aspects of the auditorium are aging (such as the movable divider) while others will eventually require correction under AODA (such as the "pit" in front of the auditorium). The space is dark appearing and, as a part of the first floor, gives even more appearance of being "old".

The Central Library auditorium offers a unique opportunity. I have had conversations with people associated with fundraising and have received good feedback, suggesting that we stand an excellent chance of receiving a donation, if the proper ask is made.

With Board approval, we would work with David Premi on conceptual drawings, receive a cost estimate and prepare a Business Case/Prospectus that could be given to potential donors. I have commitments from people with knowledge of likely donors to assist us in finding an appropriate match.