

Mission Statement

Freedom to Discover

Strategic Priorities

Strengthening Communities

Strengthening Individuals

Strengthening Our Organization

HAMILTON PUBLIC LIBRARY BOARD

Regular Board Meeting
Wednesday, September 22, 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 of Wednesday, June 23, 2010** **Attachment #3**
4. **Presentations**
 - 4.1 Central Library Reopening and Tour (conditional upon site approvals) – MS
5. **Consent Items**
 - 5.1 2011 Holiday Closures – LD **Attachment #5.1**
Suggested Action: Recommendation
 - 5.2 Public Printing Report – PT **Attachment #5.2**
Suggested Action: Recommendation
 - 5.3 Reserve for Summer Reading Program – MS **Attachment #5.3**
Suggested Action: Recommendation
6. **Business Arising**
 - 6.1 Central Library Renovation Phase III – MS **Attachment #6.1**
Suggested Action: Receive
 - 6.2 Facilities Update – KR (CE, LY, WA, SA, TE) **Oral Report**
Suggested Action: Receive
 - 6.3 Statement on Sustainability Final Report – KR **Attachment #6.3**
Suggested Action: Recommendation
 - 6.4 Meeting User Needs III: Thoughts on our Next Decade **Attachment #6.4**
Suggested Action: Receive

7. **Correspondence**

Attachment #7

- Letter from Don Morrow re library hours to Library Board dated August 16, 2010
- Response from Santina Moccio to Don Morrow dated August 23, 2010

8. **Reports**

8.1 Chief Librarian's Report

Attachment #8.1

Suggested Action: Receive

9. **New Business**

9.1 2010 Operating Budget – RH

Attachment #9.1

Suggested Action: Receive

9.2 2011 Operating Budget – RH

Attachment #9.2

Suggested Action: Receive

9.3 Reading and Homework Clubs – MS

Attachment #9.3

Suggested Action: Recommendation

10. **Private and Confidential**

10.1 Employee Related Matters

11. **Date of Next Meeting**

Wednesday, October 20, 2010

Central Library, Board Room, 5th Floor

5:30 p.m. Dinner

6:00 p.m. Meeting

12. **Adjournment**

**HAMILTON PUBLIC LIBRARY BOARD
Regular Meeting**

**Wednesday, June 16, 2010
Central Library, Board Room
5:00 p.m. Meeting
7:00 p.m. Chairmen's Dinner**

MINUTES

PRESENT: Santina Moccio, Suzan Fawcett, Krzysztof Gumieniak, Jennifer Gautrey,
Mary Ann Leach, George Nakamura, Doreen Horbach,
Maureen McKeating
REGRETS: George Geczy, Councillor Pearson, Councillor Jackson
STAFF: Beth Hovius, Lisa DuPelle, Paul Takala, Robin Hewitt, Maureen Sawa,
Karen Hartog, Robert Plant

Ms Moccio called the meeting to order at 5:00 p.m.

1. DISCUSSION PERIOD

2. ACCEPTANCE OF THE AGENDA

Add: 9.4 SOLS Report

MOVED by Ms Fawcett, seconded by Ms Gautrey,

THAT THE AGENDA BE APPROVED AS AMENDED.

MOTION CARRIED.

**3. MINUTES OF THE HAMILTON PUBLIC LIBRARY BOARD MEETING OF
WEDNESDAY, MAY 19, 2010**

MOVED by Ms Fawcett, seconded by Ms Leach,

**THAT THE HAMILTON PUBLIC LIBRARY BOARD MINUTES OF
WEDNESDAY, MAY 19, 2010 BE ADOPTED AS PRESENTED.**

MOTION CARRIED.

4. PRESENTATIONS

There were no presentations.

5. CONSENT ITEMS

MOVED by Ms McKeating, seconded by Ms Gautrey,

THAT THE CONSENT ITEM 5.1, 5.2, 5.3 and 5.4 BE APPROVED AS – PRESENTED.

MOTION CARRIED.

5.1 That the Library Board shifts the responsibilities associated with approval and program development for the following policies to the Administration Committee:

- Workplace Violence Prevention Policy/Program
- Workplace Harassment Policy
- No Smoking Policy

5.2 That \$29,500 US plus applicable taxes and delivery from the Reserve for Library Collections (106006) be allocated to purchase Collections HQ.

5.3 That up to \$125,000 from the Reserve for Library Major Capital Projects (106008) be allocated to replace the shelving at Terryberry Library.

5.4 Received for information.

6. BUSINESS ARISING

6.1 Lynden

It was reported that a small meeting will be held in early July with the three residents rejecting the project, Councillor Pasuta, two committee members and Library representatives.

7. CORRESPONDENCE

There was no correspondence.

8. REPORTS

8.1 Chief Librarian's Report

MOVED by Mr. Gumieniak, seconded by Ms Leach,

THAT THE HAMILTON PUBLIC LIBRARY RECEIVE THE REPORT FOR INFORMATION.

MOTION CARRIED.

Board Members requested that the Meeting User Needs III: Thoughts on Our Next Decade be added as an agenda item in September for further discussion.

8.2 Report from the Audit Committee

Mr. Nakamura provided an update regarding the discussions held at the Audit Committee meeting.

MOVED by Ms Leach, seconded by Ms Gautrey,

THAT THE 2009 FINANCIAL STATEMENTS FOR THE HAMILTON PUBLIC LIBRARY BOARD AND STATEMENTS FOR THE HAMILTON PUBLIC LIBRARY BOARD – TRUST FUNDS TO DECEMBER 31, 2009 ATTACHED TO THIS REPORT BE APPROVED.

MOTION CARRIED.

9. **NEW BUSINESS**

9.1 Central Library Renovation Update

Ms Sawa provided an update.

9.2 Central Hours

MOVED by Ms Leach, seconded by Ms Fawcett,

THAT THE ELECTRONIC VOTE ON THE FOLLOWING MOTION BE CONFIRMED: THAT DUE TO CONSTRUCTION ALONG YORK BOULEVARD AND THE LIMITATION THIS PLACES ON THE ABILITY OF CUSTOMERS TO ENTER AND EXIT THE LIBRARY, THE HOURS OF THE CENTRAL LIBRARY BE TEMPORARILY CHANGED TO 9:00 AM TO 6:00 PM, MONDAY TO FRIDAY AND 9:00 AM TO 5:00 PM SATURDAYS FOR A PERIOD OF UP TO EIGHT WEEKS STARTING MONDAY, JUNE 14, 2010.

7 in favour
1 opposed (McKeating)

MOTION CARRIED.

9.3 2010 Branch Renovations and Required Closures

MOVED by Ms McKeating, seconded by Ms Horbach,

THAT BARTON, KENILWORTH, RED HILL, AND SALT FLEET CLOSE AS REQUIRED FOR THE RENOVATIONS.

MOTION CARRIED.

9.4 SOLS Report

Mr. Gumieniak reported on the agenda items and discussions held at the recent SOLS meeting of April 24, 2010 at the Milton Library.

10. PRIVATE AND CONFIDENTIAL

There were no private and confidential items.

11. DATE OF NEXT MEETING

Wednesday, September 23, 2010
Central Library, Board Room, 5th Floor
5:30 p.m. Dinner
6:00 p.m. Meeting

12. ADJOURNMENT

MOVED by Ms Gautrey, seconded by Mr. Gumieniak,

**THAT THE HAMILTON PUBLIC LIBRARY BOARD MEETING OF
WEDNESDAY, JUNE 16, 2010 BE ADJOURNED.**

MOTION CARRIED.

The meeting was adjourned at 7:30 p.m.

Minutes recorded by Karen Hartog.



Hamilton Public Library

DATE: September 22, 2010

REPORT TO: Chair and Members of the Board

FROM: Lisa DuPelle, Director of Human Resources

C.C.: Ken Roberts, Chief Librarian

SUBJECT: Christmas and New Year Service Closures

RECOMMENDATION:

**THAT THE HAMILTON PUBLIC LIBRARY BOARD APPROVE THE FOLLOWING
CHRISTMAS/NEW YEARS CLOSURE PERIODS FOR 2011:**

**ALL LOCATIONS OF THE HAMILTON PUBLIC LIBRARY WILL CLOSE DECEMBER 24TH, 2011 AT
1300HRS AND WILL REMAIN CLOSED THROUGH TO DECEMBER 27TH, 2011, AND**

**THAT THE LIBRARY REOPEN ON DECEMBER 28TH AND SERVICE HOURS BE ADJUSTED FROM
DECEMBER 28TH THROUGH DECEMBER 31ST (CLOSE 1300HRS) AS NOTED BELOW, AND**

THAT THE LIBRARY WILL RE-OPEN JANUARY 3, 2012.

BACKGROUND:

This closure schedule is following a similar schedule set in 2010 with closing over the days following Christmas and New Years. We have had few public complaints in the past related to closures over the holidays and the timing of the holiday this year makes a closure easier for the public. The City of Hamilton's schedule is not approved yet but the draft closing dates are the same time over the holidays.

Normally most locations would be closed on Fridays and with this schedule we are proposing that we open Friday December 30th, 2011 to ensure continuity of service. Please note that the Sunday before Christmas will be a regular public service day (December 18, 2011) and Sunday January 1st, 2012, which is New Years Day, we will be closed instead in 2012. Again, this was done to simplify operational concerns and reduce the number of service days closed to the public.



Hamilton Public Library

2011 Christmas / New Year Holiday Period

All locations of the Hamilton Public Library will close on December 24th, 2011 at 1p.m and will remain closed through to December 27th, 2011. The Library closure through to the 27th is to recognize the Christmas Day and Boxing Day as Christmas Day falls on a Sunday. The Library will reopen on December 28th and service hours will be adjusted from December 28th through January 2, 2012 as noted below:

➤ December 28th, 29th, 30th and 31st:

- Locations will open at the regularly scheduled hour except for locations scheduled to open at 4 p.m. Please note this includes locations normally closed on Fridays- we will be open on Friday, December 30th, 2011.
- Locations scheduled to open at 4 p.m. will not open.
- All locations will close at 5 p.m
- Exception: on the 31st all locations will close at 1p.m

➤ January 1st, 2nd

- All locations will remain closed. The closure on January 2nd is to recognize the New Year's Day holiday which falls on Sunday, January 1st, 2012.

Regular operations will resume on Tuesday, January 3, 2012.

City of Hamilton Schedule 2011- Not approved yet

Christmas Day (in recognition of)* - Monday, December 26

Boxing Day (in recognition of)* - Tuesday, December 27

Christmas Shutdown 2011

- Wednesday, December 28
- Thursday, December 29
- Friday, December 30

New Year's Day (2012)- (in recognition of)* - Monday, January 2, 2012



Hamilton Public Library

Date: September 16, 2010
To: Chair and Members of the Board
c.c. Ken Roberts, Chief Librarian
From: Paul Takala, Director Digital Technology
Subject: Public Printing Renewal

RECOMMENDATIONS:

That Library staff are authorized to use up to \$173,200 from the Library Major Capital Projects Reserve fund (106008) for the capital costs of renewing the public printing system.

That the Hamilton Public Library leverage the City of Hamilton's print contract with Ricoh, and that Ricoh be an authorized print vendor for the Hamilton Public Library.

That Comprise Technologies be the authorized vendor for the supply of print management, computer booking and cost recovery software for the Hamilton Public Library.

FINANCIAL/STAFFING/LEGAL IMPLICATIONS:

Revenue from public printing have been put into a reserve account to enable the capital replacement of equipment. There are sufficient funds in this account to cover the capital costs of both software and hardware to implement the new system.

The Ricoh contract negotiated by the City of Hamilton significantly reduces the costs of print equipment. In addition, management software available for the system will enable better tracking of costs. Photocopiers and network printers will be replaced with multi-function devices (MFD), resulting in overall costs saving and less environmental impact. The Ricoh contract with the City of Hamilton is for 5 years.

The SAM software solution from Comprise Technologies will enable the Library to utilize in a secure way, Library cards, as the method for tracking print charges and cost recovery. The SAM solution is PCI compliant, and will enable patrons, via a secure website, to both add money to their SAM print accounts and pay library fines. Libraries that have implemented online payment of fines have found increased fine revenue as patrons have a convenient and private mechanism for paying fines. The SAM SmartPay system has detailed financial reporting, integrates with our Horizon system and will reduce the amount of cash handled by Library staff. A privacy protection manager built into SAM ensures the system keeps necessary information for statistical tracking but allows Library Privacy Policy to control what private information is recorded.

Subject: Public Printing
Date: September 2010

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**BACKGROUND:**

The City of Hamilton recently completed an RFP process that resulted in Ricoh being awarded the City's print contract. The Hamilton Public Library was listed as an optional organization to be included in this contract. The pricing and services in the Ricoh contract are going to result in significant savings. If the Hamilton Public Library chooses to participate in this contract we will be given the same discounts awarded to the City of Hamilton.

In May of this year, Library staff issued an RFI (Request for Information) for Software for Print Release and Computer Booking for the Hamilton Public Library (Contract C4-02-10). We received eight (8) responses. Staff carefully reviewed the responses and have determined that Comprise's SAM solution provides the best fit for our environment and is more cost effective than other full featured systems.

Key advantages of the SAM system are:

- It has a centralized, web-based architecture that will allow for effective administration of the system.
- SAM is an account-based system that will allow HPL to utilize our existing library cards. This will reduce overall costs by enabling us to remove the additional equipment that is required to support our current magnetic card system.
- In addition to managing print charges, with the SmartPay system SAM integrates with our Horizon system and will allow secure payment of Library fines via a secure website.
- SAM provides an Integrated Computer Booking system that will enable HPL to reduce costs and support by phasing out our existing Computer Booking system.
- Core maintenance costs for SAM, including the secure online payment system which we do not currently offer, will be lower than our current maintenance costs for our computer booking system and print release hardware and software.
- SAM will enable HPL to support wireless printing at locations that require it.
- Protection of patron privacy is built into the system and will enable the Library to comply with our privacy policy.
- SAM is compatible with the thin client computers that we are deploying to reduce energy consumption and improve system support,

The purchase cost of the SAM system will be covered by the Public Printing capital fund, ongoing maintenance will be covered by the operating budget. The operating cost of the SAM system is less than our current operating costs for our existing systems which do not provide wireless printing and online payment of fines. The purchase cost for a system-wide implementation is \$33,000, with annual operating cost of \$9,720. The Smart Pay system is \$12,395 with annual operating costs of \$4,690. Self-service kiosks that take both cash and credit are \$7,900 each, will annual maintenance of \$869. Staff will be piloting the installation of the Library Payment Centre at Central, if successful, we

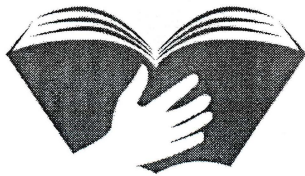
Subject: Public Printing
Date: September 2010

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will implement these are our busiest locations including: Central, Terryberry, and Turner Park.

Staff plan to implement at least some of the new services available in SAM in time for the reopening of Central. Normally after an RFI process, staff would issue a full RFP (Request for Proposal). We are recommending the Library select SAM as a Single Source (Policy 11) because of the time constraints. While staff have been investigating print and cost recovery for some time, we needed to wait until the City printing contract was completed to ensure our print and cost recovery software would be compatible with the hardware. Council approved the awarding of the print contract to Ricoh at the July 8, 2010 meeting. The staff evaluation of the RFI responses show SAM is more cost effective than other full-service applications, its architecture is an excellent fit for HPL and it offers critical additional services such as online payment of library fines that will provide significant benefit to HPL and our customers.



Hamilton Public Library

Date: September 15, 2010

To: Chair and Members of the Board

c.c. Ken Roberts, Chief Librarian

From: Maureen Sawa, Director of Public Service & Community Development

Subject: Reserve for Summer Reading Program

RECOMMENDATION: That the Reserve for Summer Reading Program (#106009) be renamed as Youth Literacy Reserve.

BACKGROUND: The Reserve for Summer Reading Program was developed to ensure that sufficient funds would be available to continue the Summer Reading program in the event that current grants for Summer Reading are no longer available.

The sustainability of the Summer Reading Program is no longer primarily dependent upon grant revenue received from outside groups. This is due to streamlining processes and developing innovative reading and programming initiatives that can be more effectively integrated into regular library operations.

The need for youth literacy programming in our community is significant and not limited to the summer months. Through strategic utilization of this reserve fund, it would allow us to further develop youth literacy programs such as the Reading and Homework Clubs year round and further enhance the library's role in Making Hamilton the Best Place to Raise a Child.



Hamilton Public Library

DATE: September 15, 2010

REPORT TO: Chair and Members of the Board

FROM: Maureen Sawa, Director of Public Service and Community Development

C.C.: Ken Roberts, Chief Librarian

SUBJECT: Central Library Closure for Renovation Completion

RECOMMENDATION:

That the Hamilton Public Library Board allow for the closure of the Central Library for approximately 10 days in mid November as required for completion of Phase Three construction.

BACKGROUND:

We are proud of the fact that we have been able to keep the Central Library open for our customers during a major renovation project.

The renovation work for the Central Library is near completion and we will soon be at the end of Phase Two of the project. Before the first floor reopens to the public, the library will have a period of several weeks to set up the first floor. Then we must turn the site back to the contractor so that they may finish the work in Phase Three. As a result, the Central Library must close to the public for approximately 10 days to allow for this final phase of the project to be finished.

We will use this time for staff training and orientation related to the new technologies and services that will be introduced. The transformation of the first floor is dramatic and it is important that staff have ample opportunity to adjust and become comfortable with these significant changes so that they can most effectively introduce our customers to their new Central Library.

Phase Three is scheduled for mid November. A communications plan will be developed to ensure maximum public awareness of this closure and minimal inconvenience during the closure period.



Hamilton Public Library

Date: September 15, 2010

To: Chair and Members of the Board

From: Ken Roberts, Chief Librarian

Subject: Statement on Sustainability

Recommendation

That the Hamilton Public Library adopt the attached Statement of Sustainability as Board level policy

Background

I presented a draft Statement on Sustainability at the June Board meeting and have modified it over the summer. The only significant change is that I added a fifth element the fifth that speaks to the services that the Hamilton Public Library system delivers.

As mentioned in June, media reports coming from US and UK libraries sometimes show panicked reactions to sudden budget cuts, with decisions that are not sustainable. Just as Collection reconsideration process and policies are valuable tools that staff and Boards can use when they face the pressures of removing or adding controversial material, a Statement on Sustainability could be a valuable tool for a Board to use when faced with budget difficulties.

Hamilton Public Library Board Statement on Sustainability

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

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

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

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



Hamilton Public Library

Date: September 22nd, 2010
To: Chair and Members of the Audit Committee
c.c.: Ken Roberts, Chief Librarian
From: Karen Hartog, Administrative Assistant
Subject: Meeting User Needs III: Thoughts on our Next Decade

RECOMMENDATION:

That the Meeting User Needs III: Thoughts on our Next Decade report be received for information.

Summary

As per the June 16, 2010 minutes, the Library Board requested that the Meeting User Needs III: Thoughts on our Next Decade prepared by the Chief Librarian be placed on the September Board agenda.

Meeting User Needs III Thoughts on our Next Decade

Ken Roberts,
Chief Librarian,
Hamilton Public library
June, 2010

I have written two other documents under the banner *Meeting User Needs*. Both documents were written to highlight changes in the world around us and to identify how we would react. Both proved accurate. This is the third document in that series.

We are monitoring dramatic decreases in library funding in some U.S. cities. Ironically, these decreases are coming in the midst of a huge boom in library popularity. Nevertheless, library systems in major cities are reeling from significant budget cuts or proposed cuts.

Canadian libraries are faring better, but our funding model tends to see libraries struggle when there are periods of high inflation combined with local concentrations of low income or fixed income residents. Analysts are predicting a period of higher inflation. We are monitoring how American libraries are dealing with this crisis to see what lessons we can learn.

You all know that one of my favourite comments is that our best budget protection is the provision of great service. We need, always, to remain vital to people's lives.

Many of you remember the budget cuts that this library system endured in the early nineties. It was not a pleasant experience. Our way out of that dilemma was to become more customer focused. We launched system-wide holds and customer-placed holds and introduced public computers; Council began to fund us again.

This document represents my best guesses about our future over the next few years. This document outlines some of the challenges and pressures I expect us to face and the responses we are planning to make. This document is intended to help us face real challenges by developing strategies that allow us to flourish.

Contents of this report

1. Assumptions about the next ten years

When planning for the future, we all carry assumptions in our heads. Writing down these assumptions allows for unspoken factors that influence decisions to be shared. Assumptions are supposed to be the views of experts about *external factors* likely to affect an organization's future.

2. Board Strategic Priorities 2007 - 2011

All of our plans for the future must incorporate the Hamilton Public Library Board's Strategic Priorities.

3. Facilities Master Plan

The Library Board approved a Facilities Master Plan in 2007. It establishes the mood we are trying to achieve in all branches and it is the primary reason we have been able to attract funding for our buildings. The City of Hamilton is planning to produce a ten-year facilities plan this coming fall and we will update our Facilities Master Plan to mesh with what they produce.

4. Strategic focus for the next few years

This part of the report includes major actions we intend to take over the next few years.

5. Concluding Comments

1. Assumptions about the next ten years

Assumption #1: Our very survival as an organization is dependent upon us remaining relevant and vital to the lives of people

Libraries were one of the first public services to face external competition. As electronic information has proliferated, libraries have shown a remarkable ability to re-focus their business and to define it less by format (books) and more by content.

The Hamilton Public Library Board's shift to a Mission Statement stating "Freedom to Discover" is more than the adoption of a new slogan. It represents a commitment to the reason libraries are a societal necessity and must remain strong. There is a danger that, without libraries, a technology-driven world could see people with money have access to incredible amounts of information while people without money have access to almost nothing.

We have to demonstrate, repeatedly, that our city is stronger and more vibrant when its library system is strong. We can only prove this point by continuing to provide value to customers each and every day.

Assumption#2: All of our funding is vulnerable

This is probably our safest assumption. It is being made by almost all analysts. The reasoning is simple. Baby boomers are getting older and health care costs will continue to increase well above inflation. In addition, governments will have to repay their debts, creating pressures on all public funded services. There are fears of increased inflation. Inflation is hard for property-tax driven municipalities to manage since it severely affects residents on fixed income.

Assumption #3: More library buildings require renovations than our funding will allow

Regulations for the *Ontarians with Disabilities Act* will make it hard for many small and older library buildings across the province to offer services. We will see more emphasis on the development of multi-use facilities so that the costs of accessible washrooms, etc, can be shared by partners. It is possible that library systems may have fewer buildings but larger ones. As we know, there is a growing tension between the desire of some customers for quiet spaces and the fact that many newer, computer-based services are noisy. This makes the construction of libraries, particularly smaller ones, challenging.

Older cities such as Hamilton will also have to invest more heavily in roads and sewage treatment, creating additional competition for limited Capital funds.

We are learning valuable lessons by watching how many American libraries are facing their current budget problems. Our Library Board is committed to the concept that library systems are healthy when there is a balance between our spending on staff, buildings, and collections.

Assumption #4: Electronic material will soon form a significant portion of our circulation.

The length of this explanation does not mean that this assumption is more important than others. It means that it has emerged so quickly that it requires more discussion.

Amazon sold an estimated 500,000 Kindles in 2008 and more than 1,500,000 in 2009. The launch of Apple's iPad and of the HP tablet later this summer is expected to speed the trend toward people reading books on electronic screens. Apple had been hoping to sell 3,000,000 iPads in 2010 but will exceed that figure in less than three months. We know that school systems and universities are turning to electronic textbooks as a means of reducing costs. My daughter's Grade 9 math book is on-line. Students are going to become even more comfortable with reading from screens instead of paper.

Early indications suggest that many dedicated print readers of fiction are likely to gravitate to electronic formats. It is easy to increase the size of print in electronic readers, making many

more books available to senior citizens and to those with vision problems. It is easy to carry more books when travelling or to download books from home when needed.

We assume that printed books will continue to be the prevalent format for fiction for some time but that electronic formats will gain a strong and dedicated following far more quickly than had been expected even a year ago. We also assume that e-book customers will demand that libraries provide free access to virtually anything ever published, creating both an opportunity and an expectation that will be hard to meet.

We will have to monitor this assumption closely since the trend is relatively new. There is concern that the use of e-readers may explode so quickly that it will be hard for libraries to react before dedicated readers gravitate to other ways to get material. There is also concern within the publishing and book distribution industry that, if e-books are quickly accepted by more than 10 – 20% of consumers, the price of printed books may rise dramatically and cause the shift to e-publishing to escalate.

There is also the possibility of a related trend. Some major publishers are beginning to consider publishing some titles (e.g. new authors) in electronic formats only – no print at all. If this occurs, the demand for electronic access may speed up even more.

Without doubt, libraries need to understand this trend and to be prepared to support electronic readers, just as we have supported people as they shifted to newer music and video formats. This trend has been more obvious in academic libraries over the past few years. It does not result in smaller libraries or fewer staff but it does mean a shift in expectations and services.

Assumption #5: Current services and processes will continue to change repeatedly.

This is a safe assumption. The services provided by libraries have changed enormously over the past ten years. There are fewer in-person reference questions and fewer telephone questions but these reductions are balanced by increases in electronic use. All analysts predict that the shift toward electronic services is accelerating, not slowing down.

It seems that there is no longer any opportunity to take a deep breath and re-group. The changes that we are likely to face will be driven by customer expectations and by economics. The management of constant change will become a priority for all library systems.

Assumption #6: Future jobs will be less repetitive and will focus more on public service.

This is also a safe assumption. It is one made by analysts in virtually all industries. Computers and even robotics will take on more and more repetitive tasks. We have seen this in the past (remember calling all customers about picking up their holds?) and we will see it escalate in the future. The impact is clear. Future jobs will be more focused on direct customer service and less focused on off-desk activities.

Assumption #7: Competition from the private sector for services we once considered our exclusive domain will continue to increase.

This seems a safe assumption. Google Book Settlement, the potential for database providers to sell through delivery agents other than libraries, and the emergence of inexpensive downloadable movies and books all point to a future where the traditional services of libraries will face even more “competition.” Those libraries that best survive such pressures will be those that remain relevant and that develop an organizational culture of adaptation.

Assumption #8: privacy/intellectual property issues will become more complex.

Libraries distribute copyright material. New media make it easier for copyright material to be shared, modified and edited. New media sites often reject responsibility for the ways customers modify copyright material but international law (WIPO) is attempting to provide limitations. There is enormous pressure from entertainment oriented corporations to add

restrictions to fair use components of copyright law. It is hard to anticipate the affect on public libraries but easy to assume there will be an impact. New Canadian copyright legislation was introduced just last week and if it passes, as written, will have an impact on libraries.

2. Board Strategic Priorities 2007 - 2011

The Hamilton Public Library Board has adopted the following strategic priorities.

Strengthening the Community

The Hamilton Public Library will be a source of civic pride. We will offer welcoming public spaces where ideas are freely explored, events take place and people of diverse backgrounds feel equally at home. The library will make a positive social and economic impact. The library will preserve Hamilton's historic past and help community members to shape our future.

Strengthening Individuals

The Hamilton Public Library will serve people in ways that are relevant to their unique circumstances. The library will make it easy for users to find what they are looking for and to delight in the discovery of things that are new. We will unite people, information and ideas using technology and personal service. The library will search for exciting ways for community members to become engaged in the development of library services.

Strengthening our Organization

The Hamilton Public Library will be a global leader, helping to ensure that public libraries remain relevant institutions. With a strong culture of leadership, the Hamilton Public Library will be both dynamic and resourceful. The library will embrace change to ensure that we are both relevant and effective. Staff will be encouraged to think, to contribute and to grow as knowledge workers.

3. Facilities Master Plan

The Library Board approved a Facilities Master Plan in 2007. It says a great deal about the mood that board members expect all physical and virtual libraries spaces to provide. Here is a key quote.

"Public libraries have learned that the public likes facilities that look attractive and that make them feel comfortable. While inside library branches, people want to use cell phones, eat, drink, and stay connected. At the same time, others demand space that allows them to escape. The nature and the quality of the space that is provided affects the way that people use that space, the frequency with which they will use that space, and their attitudes toward the library system. There is an expectation that facilities will be cleaned, maintained, and upgraded on a regular basis."

4. Strategic focus for the next few years

Here are a number of potential changes to our library system that recognize the assumptions we have made, the Library Board's strategic priorities, and the directive statements found in the Facilities Master Plan.

Public spaces

Recent construction and renovation projects all adhere to the Library Board's Facilities Master Plan. Ancaster and Turner Park create the mood that customers expect. Plans for Central and for the Lynden Branch contain these elements as will Waterdown. We have used as many of these elements as possible, given budgets, in the Westdale, Concession, Dundas and Sherwood renovations and will do the same at Terryberry, Red Hill, Barton and Kenilworth.

Virtual space such as the library's website and myhamilton.ca will adhere to the Board's desire for space that the public finds attractive and easy to use. Virtual and physical spaces will promote the library's collections, highlighting the work of our Collections Management staff. It is assumed that funding will be harder to find in the future and that it is important to upgrade our spaces whenever opportunities present themselves.

Almost all major studies on the future of libraries focus on the importance of quality library space and the concept of libraries as community hubs located in visible sites. Studies also focus on the changing nature of our clientele. For example, the generation of parents that willingly registered for storytimes is decreasing in numbers. The generation of parents that expect to drop-in and to attend storytimes is getting larger. We have to adjust, not try to force our clientele to adjust to us.

RFID

Radio Frequency Identification technology addresses issues that arise from a number of assumptions and Board directives. We know that business is increasing and that Holds have rapidly climbed from less than 5% of all circulations to more than 20%. We know that Holds require more staff handling than a simple check-out. RFID enables us to maintain services that people expect. The intent is to help existing staff to handle increased business.

Electronic Formats

We are an early adopter of new electronic formats such as downloadable audio and downloadable books. One of our Values is Innovation. We want to make sure that we are prepared to integrate new formats into our service model and are aware of their potential and their problems. We want to be prepared to handle electronic books as more and more customers purchase readers and demand services. We do not want to be surprised. We want to integrate new services that people will increasingly desire.

hpl.ca and myhamilton.ca

Re-casting the portal is a key element in helping us to meet strategic priorities. It helps us to build community partnerships and to build stronger technology skills for staff. It helps our City's economy and reputation to grow, making it easier for residents to find and understand services that are available to them. The new portal is our first use of open source software, making it extremely inexpensive. This, in itself, has been a good learning experience.

partnerships

Community partnerships have been a strength of the Hamilton Public Library for decades. We must continue to explore partnerships where they help us to advance our services and our aspirations. For example, partnering with other agencies to construct multi-use facilities allows us to share accessible washrooms and services. It also helps to create buildings that are more secure. We plan to strengthen our partnerships with key community agencies.

Central Library

The Central Library is in the midst of its renovations and will re-open in the Fall, 2010. The literature on Central Libraries indicates that large Central libraries are moving away from an emphasis on "research" towards an emphasis on "public." We fully expect the renovations to the first floor to meet the Library Board's directions in terms of inviting space and we fully expect it to become a magnet for increased use.

BiblioCommons

BiblioCommons will allow our customers to add reviews to the catalogue, to create reading lists in their own accounts, and to keep track of books they have read or want to read. We are now playing with a live site and we plan to implement the BiblioCommons product this summer. BiblioCommons addresses the concern that current library catalogues provide little

“value” to customers and do not respond in ways that people expect when they search and use commercial websites. BiblioCommons is an important tool to help us stay relevant to customers.

Change and Job security

Services, jobs and responsibilities will change repeatedly over the next decade. We have increased our training budgets and supported all aspects of re-training. We plan to use every retirement or departure as a way to review staffing models. The roles of staff will certainly change and we will hire staff that we feel can adapt to new situations. Librarians, for example, will be hired as much for their future management potential as for their initial responsibilities.

The Library Board has committed to ensure that RFID does not eliminate jobs. This is not a promise that all jobs will remain the same or that other factors (such as municipal economics or the changing ways that customers use libraries) might cause job loss. We will continue to work hard to minimize any and all impacts that change might bring.

As stated in the Assumptions, it is clear that the amount of time that staff spend on repetitive activities will decrease. For example, as downloads become more and more popular (and they will) there may be less staff time required to check out, check in or to re-shelf material.

At the same time, there is huge potential for staff to help customers more formally with questions they are already asking – how to upload and download pictures and send them to relatives and friends or how to download material found on our own website.

Urban and Rural Service Delivery Plans

The Library Board has now passed an Urban Service Delivery Plan and accepted the directions for our emerging Rural Service Delivery Plan. Each plan attempts to expand library services to designated areas of the city. The Board recognizes that it is not possible to maintain or replace all of our library buildings but also recognizes that service can be provided in other ways.

5. Concluding comments

We are in good shape. So far, we have done a good job of anticipating trends and we have adapted to customer needs. Whenever I talk to customers, they continually tell me of their delight in our Holds system and in our ability to deliver good, new material quickly and efficiently. They repeatedly compliment staff and the service you provide.

People genuinely recognize the value we bring to our city. We should be proud. Our services are strong. Our community support is high. We have been able to retain most of our staffing levels and this, in itself, is an accomplishment. We are widely viewed as a responsive organization that continues to focus on customer needs.

You are welcome to ask questions and I will certainly answer whatever I can. We commit to treat staff with respect and to try to protect jobs by ensuring that the Hamilton Public Library continues to provide relevant services that are of high value to our city and its residents.

Monday August 16th 2010

45 Krieghoff Dr.
Hamilton, Ontario
L9B 2L4

Ms. Karen Hartog
Hamilton Public Library Board
55 York Blvd. Hamilton, Ontario
L8N 4E4

Dear Ms. Hartog,

I am writing this letter to express concerns about library hours of operation in Hamilton. It is my understanding, having talked with Mr. Robert Plant, that you are the liaison person who will facilitate this communication coming to the attention of the library board.

I drafted this letter in May, but decided not to send it. However, over the summer, I have continued to think about the issue and have decided to follow through.

On Mother's Day, my wife and I visited the Turner Park Library. It was closed. All book return slots were filled to the limit. We drove to Terryberry Library, because we were leaving town and we wanted to return our books on time. Once there, we read a sign on the door. It stated that this library was also closed and directed us to go to Turner Park Library, where we had just been.

In my conversation with Mr. Plant, I learned that Central Library is open on Fridays and Concession Street Library is open on Sundays. Having this information will help me in the future.

My concern is the closing of most libraries on Sunday. This is a family day, the day in the week when one or both parents might be free to accompany a child to the library. Students have the day off and have time to make their own way to the library. The doors should not be locked.

During July and August, children can use the library on weekdays but in May and June, all libraries should be open on Sunday.

I realize that budget restraints play a large part in the restriction of hours. However, there are ways of cutting back on hours, without closing full days. Libraries should be open in all communities, during the hours that clients are most likely to use them.

I was Principal of Bennetto Middle School, when the Picton Street Library closed. What a shame that was! It is a very needy community, where children would really benefit by

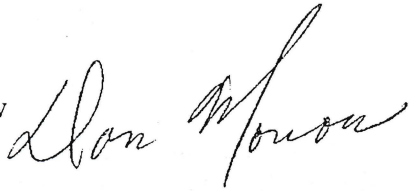
having a local library. Children who are less privileged should have access to a library on foot, if at all possible.

Please give careful thought to changing the present practice of closing Sundays, during May and June. Please consider keeping more branches open, on Fridays and Sundays.

I would appreciate a response.

Sincerely,

Don Morrow

A handwritten signature in cursive script that reads "Don Morrow". The signature is written in dark ink and is positioned to the right of the printed name "Don Morrow".



August 23, 2010

Mr. Don Morrow
45 Krieghoff Drive
Hamilton, ON L9B 2L4

Dear Mr. Morrow:

My name is Santina Moccio and I am the Chair of the Hamilton Public Library Board.

I am writing to let you know that we have received your letter and will circulate it to Board members at the September Board meeting.

I would like to offer several comments and will start with Sunday hours.

We are a unionized library system and, as you mention, Sunday is a family day. Our collective agreement limits the number of Sundays that staff can be required to work, but it does offer staff the ability to volunteer for additional Sundays and to receive additional pay. We have increased the number of branches that are open on Sundays. From amalgamation in 2000 to 2008 only two branches were open on Sundays. Now, four branches are open on Sundays. These four branches are Central, Turner Park, Dundas and Red Hill. It is doubtful that we could find the appropriate number of volunteer staff for additional branches.

We do close Sundays during the summer months. This is being reviewed. At the same time, use statistics both from our past and from other library systems show a dramatic decrease in Sunday use from May to September. If we open on Sundays during the summer or even during May and June it will rely upon our budget and our ability to find staff willing to volunteer to work on those Sundays. Staff cannot simply be assigned.


Library branches are closed on either Mondays or Fridays, with most closed on Fridays. We do ensure that there is at least once branch open each weekday within every area of the city. Council members and library administration would love to see the hours increased. We had some hope that this might happen several years ago. Given the current economy, service enhancements are not something that is practical. Use statistics both here and in other municipalities show that library weekday use is greatest on Mondays and decreases each weekday, Tuesdays – Fridays. This is why we keep most branches open on Mondays.

I am sorry to hear of the book drop situation you experienced at Turner Park on Mother's Day. Staff work hard to keep the book drops emptied over weekends and do clear them on a regular basis. We do know that there are times when books accumulate. The sign at Terryberry directing people to Turner Park was a mistake. Staff will try to ensure that it is corrected on future weekends.

It was a shame that no reasonable solution could be found as an alternative to the former Picton Branch. As a public administrator, I am sure you understand that it was not possible to operate a location that did not meet minimum accessibility requirements.

Thank you for your letter.

Yours,

A handwritten signature in cursive script that reads "Santina Moccio".

Santina Moccio,
Chair, Hamilton Public Library Board

cc: Board Members
Library Administrators

Chief Librarian's Report September, 2010

Maureen Sawa Appointed as Chief Librarian of the Greater Victoria Public Library

As you know, Maureen Sawa will be leaving the Hamilton Public Library in early October in order to assume the position of Chief Librarian for the Greater Victoria Public Library system. Maureen has been with HPL for the past 8 years and is a part of our family. Maureen's departure, coupled with Beth Hovius' retirement, creates vacancies in both public service director positions. We have advertised each position and have started the process of interviewing candidates.

As you know, Beth Hovius has agreed to return to the library, temporarily, beginning on September 27th. We greatly appreciate the fact that Beth will be helping us during a period when we have four Capital projects (Central, Waterdown, Terryberry and Lynden) in the works.

Saltfleet

We are currently using only one floor of the Saltfleet Branch. The second floor is easily accessible to the connected Cardinal Newman School. The Hamilton Wentworth District Catholic School Board is interested in leasing the second floor and is also interested in reviewing our relationship. We have experienced a number of problems that relate to our physical connection with the high school. We have raised the issues over the past ten years and are pleased to see that they are receiving attention.

Waterdown

As you know, Council approved our use of the former Town Hall site. Council also approved the sale of the existing library building once it is vacated. The City has now assigned a project manager, Sam Gargarello, and we will immediately begin to create a building program, working with the partners in the building. It is my hope that we can assign an architect this fall and be ready for demolition and construction by late next spring or early next summer.

Lynden

Three objections to our proposed site plan were filed by neighbors to the property. In July we held a meeting with those neighbors and with members of the local library citizen's committee, representatives from the City of Hamilton, the architect, and the Ward Council. Santina Moccio also attended as Board Chair. The issues raised by two of the neighbors were satisfactorily addressed at the meeting. The neighbor with whom we share a property line still had concerns, mostly concerning a large tree that straddles the property line and drainage problems that he has experienced in the past and that he fears may become worse when we construct a library. We suggested the outlines of an agreement that, we hoped, might address his concerns. It does not appear that we can reach an agreement and the plans will be going to Committee of Adjustment fairly soon. I may have a date by the Board meeting. We are confident that our plans will be approved.

East Flamborough Book Fair

The East Flamborough Heritage Society is holding its 20th annual book fair on Saturday, November 13th in the Fellowship Hall at St. James United Church in Waterdown. It lasts from 9 am – 3:00 pm. We have purchased a exhibit table and want to use it as a place where we can interact with community members and tell them more about what we hope to accomplish when building a library in Waterdown. We will be looking for Board volunteers to spend time at the table.

Northern Exposure to Leadership

The 10th Northern Exposure to Leadership is to be hold in Yoho National Park from December 1 – 8th this year. I am extremely pleased to have been asked to act as a mentor for the fourth time. This is a passion-based leadership program aimed at helping young librarians to direct their careers toward leadership positions in the profession. Maureen Sawa is a graduate of the NEL program and her career has followed the path that NEL organizers want and expect for their graduates. I am thrilled to participate in this astonishing program. Each time, I have probably learned and grown more than the participants. It has acted as a tremendous connection to younger professional librarians.

Orion

Orion is Ontario's arm of the national, Internet-based research network. It is the network that most colleges, universities and research hospitals use and it is an extremely high speed network with enormous capacity. Several years ago Orion expanded its membership criteria to include school boards and public libraries. We are currently working with the City of Hamilton and Orion to determine if we can increase our public Internet connectivity at an acceptable cost by moving all of part of our Internet connectivity to Orion. Without Orion, our Internet costs could increase substantially over the next year.

Digital Technology Division & Virtual Library Branch

During the summer months we re-structured Electronic Services and the Virtual Library Branch. The restructuring was done to accommodate two things – 1) to better position the library to respond to the rapid changes in technology that we are currently seeing and anticipate will continue 2) to respond to the fact that the renovated library will have a large Information Commons on the first floor and that it needs to be staffed with people who can provide appropriate assistance. We are using the fact that the number of "quick" telephone reference calls has decreased to transfer staff to support the new Information Commons.

Staff in the Digital Technology Department are working on establishing a Technical Liaison Team that will focus on improving staff computer expertise system wide. In addition, we are providing VLB staff with more computer training so that they can work the Information Commons desk on the first floor. These changes will help staff better respond to technical questions on the phone and in person. We hope and expect these changes will enable our ES technicians to spend more of their time on more complex issues and problems.

Facilities Master Plan II

I am hoping to have a draft FMP II for the Library Board to consider later this Fall. The objective is not to re-create all of the details research that went into the original plan. It is to visit each of the branches and the options/recommendations and to update Board direction.

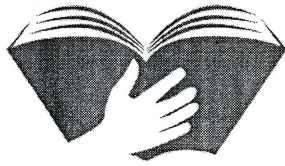
BiblioCommons

We have moved BiblioCommons past the pilot stage, making it the default view for accounts and the catalogue. There are always a few people who don't like to make an adjustment but the overall reaction is extremely positive. We are excited with the fact that BiblioCommons is working on a mobile app and that BiblioCommons is working on ways to integrate electronic and other library resources into their product.

Central Library Phase IV

After we open, attention for the Central Library will move to other areas. Lighting upgrades have already been approved, In addition, we will investigate:

1. Adjustments to the space that the City IT Department occupies on the sixth floor and that we occupy as well;
2. Potentially moving the computer labs from the mezzanine area in order to "free" this space for use by non-profit organizations;
3. Potentially changing the reference desks on the floors to make it easier for staff to show electronic resources to the people they serve and to highlight their availability and presence;
4. Using the space that has been occupied by circulation on the second floor for public use after the renovations are complete.



Hamilton Public Library

Date: September 22nd, 2010
To: Chair and Members of the Audit Committee
c.c. Ken Roberts, Chief Librarian
From: Robin Hewitt, Director, Finance and Facilities
Subject: Budget Variance Report – July 31st, 2010

RECOMMENDATION:

That Budget Variance Report as at July 31, 2010 and Estimate to December 31, 2010 be received.

Summary

Estimated variance at December 31, 2010 - \$108,597 + .4%

The total 2010 annual operating budget for the Hamilton Public Library has a net expenditure of \$27,124,193 (gross expenditures of \$29,505,763 less gross revenues of \$2,381,570). The current estimated variance as at December 31, 2010 is favourable by \$108,597 which is ninety-nine point six percent of the budgeted net expenditure. An explanation of the type of revenues and expenditures contained with each line of the Budget Variance Report is provided below along with an explanation of the significant variances.

Grants and Subsidies

Estimated variance at December 31, 2010 - \$0.00 - 0.0%

This line includes the annual operating grant from the Province of Ontario which is budgeted at \$949,450 and funding by Provincial and Federal governments for specific grant programs such as Literacy Instruction for New Canadians (LINC) and Job Discovery Centres (JDC). The annual operating grant is paid in one lump sum and is normally received in the last quarter of the year. The claims for the funding for the grant programs are submitted monthly to the funding governments.

Fees and General

Estimated variance at December 31, 2010 - \$56,935 Favourable - 10%

The major items contained in this line are revenues from library fines, book sales, photocopiers, printers and donations. The estimated revenue for this line for the end of December 2010 shows a positive variance of \$56,935 of which the major cause is



represented by donations received since we do not include a figure for donations in our budget.

Reserves/Capital Recoveries

Estimated variance at December 31, 2010 - \$30,119 Favourable - 10.7%

This line currently contains two types of transfers from City of Hamilton reserve funds to cover specific costs charged to the Hamilton Public Library. Only one of the transfers has been budgeted – namely transfers from the City's Development Charge reserve fund to cover the repayment of debentures that were issued by the City for a Library capital project instead of being funded directly from the Development Charge reserve. The other transfer from City reserves represents the funding by the City of Hamilton of the Vested Sick Leave benefits paid to Library employees on their retirement. The favourable variance consists entirely of this funding of Vested Sick Leave Benefits. The payout of the Vested Sick Leave is reported under Employee Related Costs in the Expenditure section of the Budget Variance Report.

Employee Related Costs

Estimated variance at December 31, 2010 - \$610,267 Favourable - 3.0%

This line includes all the employee related costs such as salaries, wages and government and employer benefits including medical, dental, OMERS, WSIB and Vested Sick Leave payouts. Provisions have been included in the estimate for rate increases resulting from current negotiations with CUPE 932.

Capital Financing

Estimated variance at December 31, 2010 - \$0 - 0.0%

This line reflects the repayment of debentures issued by the City of Hamilton to fund Library capital projects.

Financial

Estimated variance at December 31, 2010 - \$6,261 Favourable - 5.5%

The main costs included in this line are legal, audit and collection fees.

Materials and Supplies

Estimated variance at December 31, 2010 - \$73,770 Unfavourable - 1.9%

The major items in this line are Library Materials, operating supplies and furnishings. Library Materials represents \$3,396,700 or 85.5% of the amount budgeted under this line. The estimated unfavourable variance results from unexpected increased costs related to the processing of library material and computer equipment.

Page 3 of 4

Subject: Budget Variance Report – July 31st, 2010

Date: September 22nd, 2010



Vehicle Expenses

Estimated variance at December 31, 2010 - \$7,288 Favourable - 12%

This line includes those vehicle expenses that are paid directly by the Library and not through a cost allocation from the City.

Buildings and Grounds

Estimated variance at December 31, 2010 - \$142,505 Unfavourable - 10.5%

This line includes building associated costs that are paid directly by the Library and not through a cost allocation from the City. Examples are relocation costs, data and external telephone lines and security guards. Security guard costs are estimated to be approximately \$30,000 unfavourable as a result of a higher than anticipated rate increase. The balance of the unfavourable variance relates to relocation costs that were not budgeted.

Contractual

Estimated variance at December 31, 2010 - \$2,965 Favourable - .2%

This line includes the expenditures for items such as rental of photocopiers, rental of store front space in Jackson Square, advertising, service contracts and inter-branch courier service.

Transfer to Reserves

Estimated variance at December 31, 2010 - \$388,963 Unfavourable - 20.0%

This line includes both budgeted and unbudgeted transfers from operating to Library reserve funds and recoveries related to security service provided to the Hamilton Farmer's Market. Although this is shown as an unfavourable expenditure it is not a true expense since the funds are still held by the Library in the reserve funds. Approximately \$12,100 of the unfavourable variance relates to a lower than the budgeted estimated recovery from the Hamilton Farmers' Market for the provision of security services. Since the Farmers' Market has moved out of the building we are no longer providing the same level of security service.

Page 4 of 4

Subject: Budget Variance Report – July 31st, 2010

Date: September 22nd, 2010



Cost Allocations

Estimated variance at December 31, 2010 - \$0 - 0.0%

The City undertook a cost allocation review and moved charges from this category and applied them as direct charges distributed in the categories above.

HAMILTON PUBLIC LIBRARY

BUDGET VARIANCE REPORT

As At July 31, 2010 and Estimate to December 31, 2010

	YEAR TO DATE			
	YTD BUDGET	YTD ACTUAL	YTD VARIANCE	% SPENT
REVENUE				
Grants and Subsidies	\$ 338,544	\$ 286,574	\$ (51,970)	84.6%
Fees and General	328,945	369,384	40,439	112.3%
Reserves/Capital Recoveries	164,203	177,249	13,047	107.9%
	\$ 831,692	\$ 833,207	\$ 1,516	100.2%

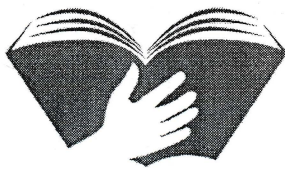
ALL YEAR			
ANNUAL BUDGET	ESTIMATED ACTUAL	ANNUAL VARIANCE	% SPENT
\$ 1,530,730	\$ 1,530,730	\$ -	100.0%
569,350	626,285	56,935	110.0%
281,490	311,609	30,119	110.7%
\$ 2,381,570	\$ 2,468,624	\$ 87,054	103.7%

EXPENDITURES				
Employee Related Cost	\$ 12,180,643	\$ 10,793,593	\$ 1,387,050	88.6%
Capital Financing	281,490	-	\$ 281,490	0.0%
Financial	60,368	5,713	\$ 54,655	9.5%
Materials and Supplies	2,266,571	2,265,055	\$ 1,516	99.9%
Vehicle Expense	35,491	10,456	\$ 25,035	29.5%
Building and Grounds	790,883	682,468	\$ 108,415	86.3%
Contractual	952,236	844,752	\$ 107,484	88.7%
Trf to Reserves	1,192,430	820,335	\$ 372,095	68.8%
Cost Allocations	-	687	\$ (687)	0.0%
	\$ 17,760,112	\$ 15,423,059	\$ 2,337,053	86.8%

\$ 20,342,240	\$ 19,731,973	\$ 610,267	97.0%
281,490	281,490	\$ -	100.0%
113,840	107,579	\$ 6,261	94.5%
3,882,618	3,956,388	\$ (73,770)	101.9%
60,730	53,442	\$ 7,288	88.0%
1,357,190	1,499,695	\$ (142,505)	110.5%
1,522,840	1,519,875	\$ 2,965	99.8%
1,944,815	2,333,778	\$ (388,963)	120.0%
-	-	\$ -	0.0%
\$ 29,505,763	\$ 29,484,220	\$ 21,543	99.9%

NET EXPENDITURES	\$ 16,928,421	\$ 14,589,852	\$ 2,338,569	86.2%
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\$ 27,124,193	\$ 27,015,596	\$ 108,597	99.6%
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Hamilton Public Library

Date: September 22nd, 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

RECOMMENDATION:

That the attached 2011 Draft Operating Budget – 1st Draft be accepted for information.

BACKGROUND:

The following resolutions were presented to and approved by the Committee of the Whole for the City of Hamilton at its meeting on June 23rd 2010.

14. 2011 Tax Levy Guidelines and Schedule (FCS10005) (City Wide)

- (a) That user fees (excluding golf, transit and ice fees) be increased by inflation and that any user fee adjustments, other than inflationary, be forwarded for consideration with appropriate explanation;
- (b) That Legislated Boards and Agencies be directed to submit the 2011 budget with an increase not to exceed inflation and any increase exceeding inflation be documented with reasons, and those Non Legislated Boards and Agencies be requested to submit a 2011 budget at 0 percent increase;
- (c) That the budget schedule as identified in Appendix A to report FCS10055 be approved;
- (d) That staff be directed to report back to Council on the ongoing Provincial download deficit to the City of Hamilton of \$129.3 million dollars equating to 21.5% in municipal taxes and formulate a plan of action to mitigate the financial impact to the residents of the City of Hamilton.

The Hamilton Public Library is legislated under the Ontario Public Libraries Act.

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



The 1st draft of the 2011 Draft Operating Budget is currently at a requested municipal contribution of \$27,854,510 which is an increase of \$504,483 or 1.8% over the 2010 Operating Budget of \$27,124,193.

In order to limit the increase in the operating budget for 2011 the staff complement will be reduced by 4.94 FTE. This will be accomplished mainly by staff attrition.

This draft budget was built using the following:

- A contingency is included to account for the second quarter of the 50th 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.
- Increase in Employee and Family Assistance Program of \$10,000.
- Increase in Long Term Disability premiums of \$28,762.
- 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 both direct and indirect costs (cost allocations) from the City.
- Guidelines issued by the City of Hamilton.

2011 Operating Budget - First Draft

Hamilton Public Library

22-Sep-10

Department	Account	Actual	Budget Council Approved	Budget Restated	Forecast	Budget Draft	vs. Restated Budget	
							\$	%
Library	Net Levy	26,537,573	27,124,193	27,370,027	27,124,194	27,563,543	193,516	0.7%
	Expense	28,952,244	29,224,273	29,470,107	29,224,274	29,663,623	193,516	0.7%
	EMPLOYEE RELATED COST	19,101,652	20,342,240	20,342,240	20,342,241	20,145,770	(196,470)	(1.0)%
	MATERIAL AND SUPPLY	4,070,413	3,882,618	3,882,618	3,882,618	3,932,618	50,000	1.3%
	VEHICLE EXPENSES	2,886	60,730	60,730	60,730	62,510	1,780	2.9%
	BUILDING AND GROUND	658,632	1,357,190	1,357,190	1,357,190	1,572,730	215,540	15.9%
	CONTRACTUAL	630,415	1,522,840	1,522,840	1,522,840	1,691,840	169,000	11.1%
	RESERVES / RECOVERIES	954,414	1,944,815	1,944,835	1,944,815	1,915,478	(29,357)	(1.5)%
	COST ALLOCATIONS	3,451,379	-	245,814	-	228,837	(16,977)	(6.9)%
	FINANCIAL	82,452	113,840	113,840	113,840	113,840	-	0.0%
	Revenue	(2,414,671)	(2,100,080)	(2,100,080)	(2,100,080)	(2,100,080)	-	0.0%
	FEES AND GENERAL	(676,967)	(569,350)	(569,350)	(569,350)	(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)	-	-	-	-	-	0.0%

The above draft budget does not include a contingency for salary and wage increases, and is subject to the determination of City contract negotiations.



Hamilton Public Library

Date: September 15, 2010

To: Chair and Members of the Board

c.c. Ken Roberts, Chief Librarian

From: Maureen Sawa, Director of Public Service & Community Development

Subject: Reading and Homework Clubs

RECOMMENDATION: That up to \$12,000.00 be allocated from the Reserve for Youth Literacy (#106009) to pilot Fall Reading and Homework Clubs.

FINANCIAL IMPACT: There are sufficient funds in the Reserve to support this request.

BACKGROUND: The Hamilton Public Library has run Reading and Homework Clubs at select locations for the last three years from January to May with funding support from the Hamilton Wentworth District School Board (HWDSB). For the past three years we have managed to operate some of these sites in the fall months with volunteer coordinators who have assumed the paid positions when funding was secured. Starting the program at full capacity in October would meet a huge need in the community for programs of this nature. This would allow us to carry the momentum from the Summer Reading Club straight into the fall, making it easier to recruit volunteers and children. The number of participants in our 'Enjoy Summer Learning' and Reading Buddies' programs has significantly increased over the past few summers, which indicates the high interest in library programs of this nature.

The funding required to pilot a full roster of these programs in the fall until the HWDSB funding traditionally begins in January will be approximately 12,000.00.

Each site offered a consistent schedule and program that allowed for a portion of the time to be spent reading and/or doing homework, followed by educational games and activities and a healthy snack. All of the volunteers were trained with materials developed specially for the Reading and Homework Club.

35.4 % (75 out of 212) of registered students came from schools on the HWDSB's list of moderate/high needs schools. HPL's programs are open to everyone, so we attract students from all schools in the public school board, the Hamilton Wentworth Catholic District School Board, private schools and home-schooled children as well. Our volunteers are largely high school and university students, with some community members

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and parents. We would not be able to run the programs without the generous donation of our close to 200 volunteers' time. The community's support for this program has been overwhelming, and only continues to grow. When we finish the term at the end of May there are always parents who immediately want to know when it is starting up again, and request that it be run every single day.

Frontier College has worked with the Hamilton-Wentworth District School Board OFIP (Ontario Focused Intervention Partnership) program for the past 4 years. This involvement has included program evaluation, staff and tutor training, and program consultation. Frontier College research findings reflect the positive impact the library's Reading and Homework Help Clubs have on reading assessment results.

If reserve funding is made available, the Reading and Homework Club programs can begin in October at 12 locations:

Barton
Central
Concession
Dundas
Kenilworth
Red Hill
Saltfleet
Sherwood
Terryberry
Turner Park
Valley Park
Westdale