



Mission Statement

Freedom to Belong and Discover

Strategic Priorities

*Connecting to Community Relevant and Responsive
Learning Organization*

HAMILTON PUBLIC LIBRARY BOARD

Regular Session Meeting

Wednesday, November 20, 2024

Central Library, Board Room, 5th Floor

6:00 PM Meeting

AGENDA

1. Discussion Period

1.1 Land Acknowledgement - NV

1.2 Introduction - Frank Stinellis, Facilities Coordinator - CR

1.3 Introduction - Ward 2 Councillor Cameron Kroetsch - PT

2. Acceptance of the Agenda

3. Minutes

3.1 [Minutes of the October 23, 2024 Hamilton Public Library Board Meeting - PT](#)

Suggested Action: Recommend

4. Declaration of Conflict

5. Presentations

5.1 Addressing Council Priorities and Community Needs - PT

6. Strategic Plan

7. Consent Items

7.1 [Upcoming and Outstanding Items - PT](#)

8. Business Arising

8.1 Meeting Dates for 2025 - PT

Suggested Action: Recommend

8.2 Capital Budget Amendment - PB

Suggested Action: Recommend

9. Correspondence

9.1 Budget Presentation Notice and Mayoral Directive to Staff on Budget- October 28, 2024 - PT

Suggested Action: Receive

9.2 City of Hamilton Motion - Hamilton Library Board of Directors, Resignation and Appointment - PT

Suggested Action: Receive

10. Report

10.1 2025 Operating Budget - PB/PT

Suggested Action: Recommend

10.2 Q3 Metrics - PT

Suggested Action: Receive

10.3 Chief Librarian's Report - PT

Suggested Action: Receive

11. New Business

12. Policies

12.1 Leave of Absence Policy (2nd Review) - LD

Suggested Action: Recommend

12.2 Copyright and Intellectual Policy (1st Review) - CP

Suggested Action: Receive

12.3 HPL Fees and Rates - SD

Suggested Action: Recommend

12.4 Health and Safety Policy (2nd Review) - LD

Suggested Action: Receive

13. Private and Confidential

13.1 In-Camera - Cyber Recovery Systems Update - PB

Suggested Action: Receive

14. Date of Next Meeting

December 11, 2024

15. Adjournment



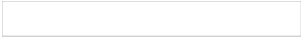
DATE: November 20, 2024
TO: Chair and Members of the Board
FROM: Paul Takala, CEO & Chief Librarian
SUBJECT: **Minutes of the October 23, 2024 Hamilton Public Library Board Meeting - PT**

RECOMMENDATION:

That the Hamilton Public Library Board approve the Minutes of the October 23, 2024 Board Meeting.

ATTACHMENTS:

October Board Minutes.pdf



Mission Statement
Freedom to Belong and Discover

Strategic Priorities
*Connecting to Community • Relevant and Responsive
Learning Organization*

HAMILTON PUBLIC LIBRARY BOARD

Regular Session
Wednesday, October 23, 2024
Central Library, Board Room, 5th Floor

6:00 PM Meeting

MINUTES

PRESENT: Gagan Batra, Paul Takala, Councillor Ted McMeekin, Alison Griggs, Brie Berry, Dayna Firth, Jennifer Horwath, Kojo Dampsey, Lynne Serviss

STAFF: Paul Takala, Chad Roglich, Cindy Poggiaroni, Dijia Qin, Simona Dinu, Lisa DuPelle, Pam Byrne, Meg DeForest, Sarah Gauthier, Callie Blackburn,

REGRETS: Nick van Velzen, Councillor Nrinder Nann, Carly Whitmore

1. Discussion Period

1.1 Land Acknowledgement - GB

2. Acceptance of the Agenda

3. Minutes

3.1 Hamilton Public Library Board September 18, 2024 Minutes
[September Minutes.pdf](#)

MOVED by Lynne Serviss, seconded by Alison Griggs

That the Hamilton Public Library Board approve the Meeting of September 18, 2024 Minutes.

MOTION Passed

4. Declaration of Conflict

5. Presentations

5.1 Safety and Security Update and Check-in - CR/SG

6. Strategic Plan

7. Consent Items

- 7.1 Upcoming and Outstanding Agenda Items - PT
[2024-10-UpcomingOutstandingAgendaItems.pdf](#)

MOVED by Jennifer Horwath, seconded by Kojo Dampsey

That the Hamilton Public Library Board approve the Upcoming and Outstanding Agenda Items.

MOTION Passed

- 7.2 Technology Use Policy for Staff / Users (2nd Review) - DQ
[TechnologyUsePolicy.pdf](#)

MOVED by Jennifer Horwath, seconded by Kojo Dampsey

That the Hamilton Public Library Board approve the Technology Use Policy for Staff/Users (2nd Review).

MOTION Passed

- 7.3 Service Fees Policy (2nd Review) - SD
[Service Fees Policy.pdf](#)

MOVED by Jennifer Horwath, seconded by Kojo Dampsey

That the Hamilton Public Library Board approve the Service Fees Policy (2nd Review).

MOTION Passed.

- 7.4 Working With Us Policy (2nd Review) - SD
[Working With us Policy.pdf](#)

MOVED by Jennifer Horwath, seconded by Kojo Dampsey

That the Hamilton Public Library approve the Working With Us Policy (2nd Review).

MOTION Passed

8. Business Arising

- 8.1 Minutes and Agenda Package of the September 25, 2024 West Harbour Site (WHS) Vision Board Committee Meeting - CP
[WHS Vision Committee Package.pdf](#)

[WHS September Minutes.pdf](#)

MOVED by Lynne Serviss, seconded by Jennifer Horwath

That the Hamilton Public Library Board approve the Minutes and Agenda Package of the September 25, 2024 West Harbour Site (WHS) Vision Board Committee Meeting.

MOTION Passed

8.2 West Harbour Site Discovery Centre Funding Update Honorariums (2nd Review)

MOVED by Lynne Serviss, seconded by Kojo Dampsey

That the Hamilton Public Library Board approve the West Harbour Site Discovery Centre Funding Update Honorariums (2nd Review).

MOTION Passed

8.3 Staff Day 2025 - LD

MOVED by Lynne Serviss, seconded by Dayna Firth

That the Hamilton Public Library Board approve Staff Day 2025.

MOTION Passed

9. Correspondence

10. Report

10.1 Reserve Update - PB

[24-10-ReserveUpdateReport.pdf](#)

[Reserves_Trusts Rebuilt YE 2024 - October.xlsx](#)

MOVED by Kojo Dampsey, seconded by Lynne Serviss

That the Hamilton Public Library Board receive the Reserve Update.

MOTION Passed

10.2 Capital Variance Report and Project Update - PB

[24-10-CapitalVarianceReport.pdf](#)

MOVED by Jennifer Horwath, seconded by Lynne Serviss

That the Hamilton Public Library Board receive the Capital Variance Report and Project Update.

MOTION Passed

10.3 Capital Budget Submission - PB

[Capital Budget Submission .pdf](#)

[10-Year Forecast of Major Library Capital Facilities Projects](#)

MOVED by Lynne Serviss, seconded by Kojo Damptey

That the Hamilton Public Library Board approve the Capital Budget Submission.

MOTION Passed

10.4 Chief Librarian's Report - PT

[ChiefLibrarianReport.pdf](#)

MOVED by Kojo Damptey, seconded by Jennifer Horwath

That the Hamilton Public Library Board receive the Chief Librarian's Report.

MOTION Passed

11. New Business

11.1 Ward 14 Feasibility Study - CR

[Ward 14 Map.png](#)

MOVED by Lynne Serviss, seconded by Jennifer Horwath

That the Hamilton Public Library Board approve the Ward 14 Feasibility Study.

MOTION Passed

11.2 Vendor of Record Request - Software Licensing - DQ

MOVED by Kojo Damptey, seconded by Lynne Serviss

That the Hamilton Public Library Board approve the Vendor of Record Request - Software Licensing.

MOTION Passed

11.3 Vendor of Record Request Survey and Data Analysis - DQ

MOVED by Jennifer Horwath, seconded by Kojo Damptey

That the Hamilton Public Library Board approve the Vendor of Record Request Survey and Data Analysis.

MOTION Passed

11.4 Vendor of Record Request - Vinyl and Display/wayfinding - SD

MOVED by Lynne Serviss, seconded by Jennifer Horwath

That the Hamilton Public Library Board approve the Vendor of Record Request - Vinyl and Display/wayfinding.

MOTION Passed

11.5 Vendor of Record Request - Printing - SD

MOVED by Lynne Serviss, seconded by Kojo Damptey

That the Hamilton Public Library Board approve Vendor of Record Request - Printing.

MOTION Passed

12. Policies

12.1 Leave of Absence Policy (1st Review) - LD

[Leaves of Absence Policy.pdf](#)

MOVED by Kojo Damptey, seconded by Lynne Serviss

That the Hamilton Public Library Board receive the Leave of Absence Policy (1st Review).

MOTION Passed

12.2 Statement on Race and Social Equity (1st Review) - PT

[24-10-Statement_on_Race_and_Social_Equity.pdf](#)

MOVED by Lynne Serviss, seconded by Alison Griggs

That the Hamilton Public Library Board receive the Statement on Race and Social Equity (1st Review).

MOTION Passed

13. Private and Confidential

13.1 In-Camera - Labour Relations Update - PT/LD

MOVED by Lynne Serviss, seconded by Jennifer Horwath

That the Hamilton Public Library Board move in-camera to discuss Labour Relations Update.

MOTION Passed

14. Date of Next Meeting

November 20, 2024

15. Adjournment

MOVED by Lynne Serviss, seconded by Jennifer Horwath

That the Hamilton Public Library Board adjourn at 8:16pm

MOTION Passed



ADDRESSING COUNCIL PRIORITIES & COMMUNITY NEEDS *BUDGET BACKGROUND*

Paul Takala, CEO/Chief Librarian

November 2024

FREEDOM TO BELONG & DISCOVER

hpl.ca



CURRENT BUDGET CONTEXT - COUNCIL DIRECTION

- Often City Council gives specific targets for budget in terms of % increase/change
- 2025 Operating Budget – **Mayoral Directive to Staff** (Oct. 2024)
 - no specific target this year but
 - Budgets responsive to the economic challenge, provide clear options to consider
 - Staff demonstrate conducted a thorough review of core maintenance budget
 - New investment requests clearly demonstrate capacity to advance council-identified priorities...

Term of Council Priorities (Sept. 2023)



Sustainable Economic and Ecological Development



Safe and Thriving Neighbourhoods



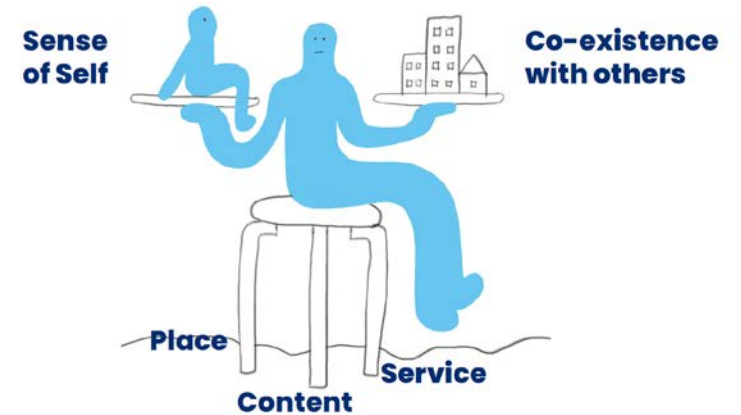
Responsiveness and Transparency



HOW DO WE AS A LIBRARY ADVANCE HAMILTON?

- “Freedom to **Belong and Discover**”
- Libraries support reading, learning and preserving knowledge
- Several core activities, together create dynamic public space that **attract diverse use from a wide range of residents**
- A successful City needs to create vibrant shared spaces where **differences are embraced**
- Discrimination and stereotyping flourish much easier when people don't see each other
- **Social cohesion** needs to be nurtured
- Thriving in life, being a more complete version of yourself, is more than educational attainment and job fulfillment

A library supports a sense of self and connections to others.



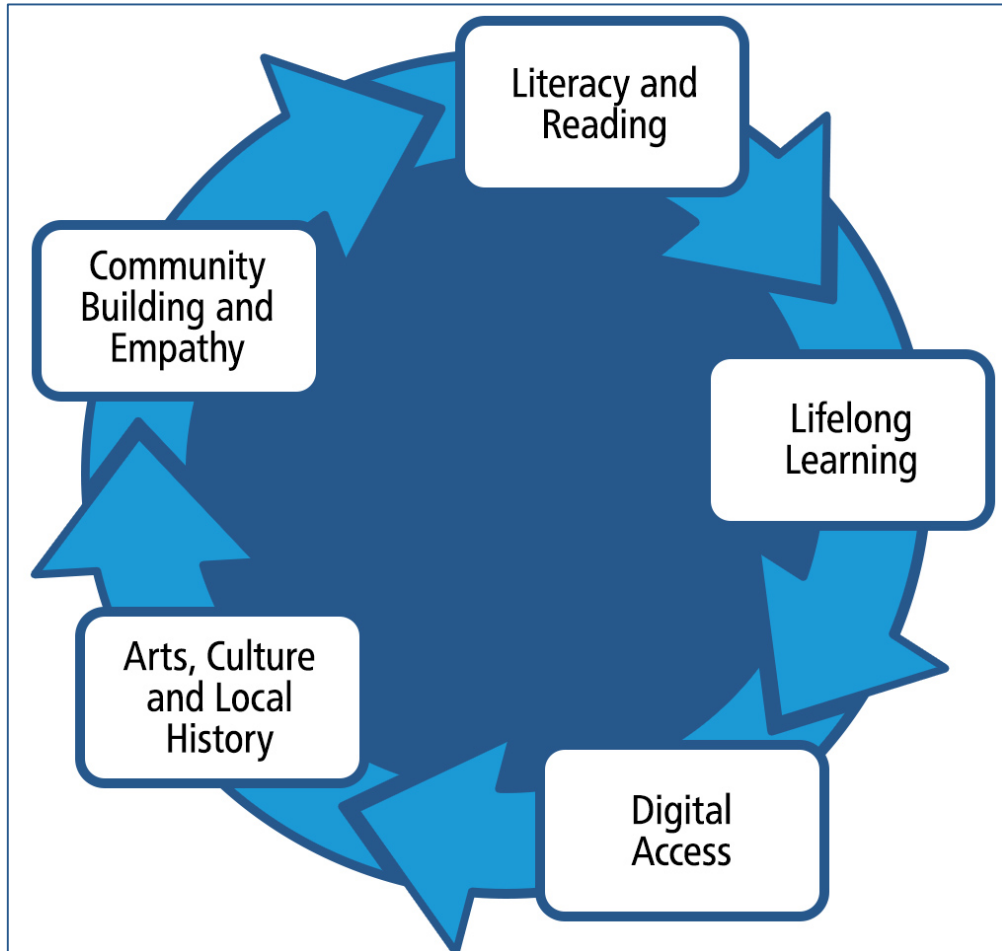
**UNESCO'S
LEARNING
CITY**



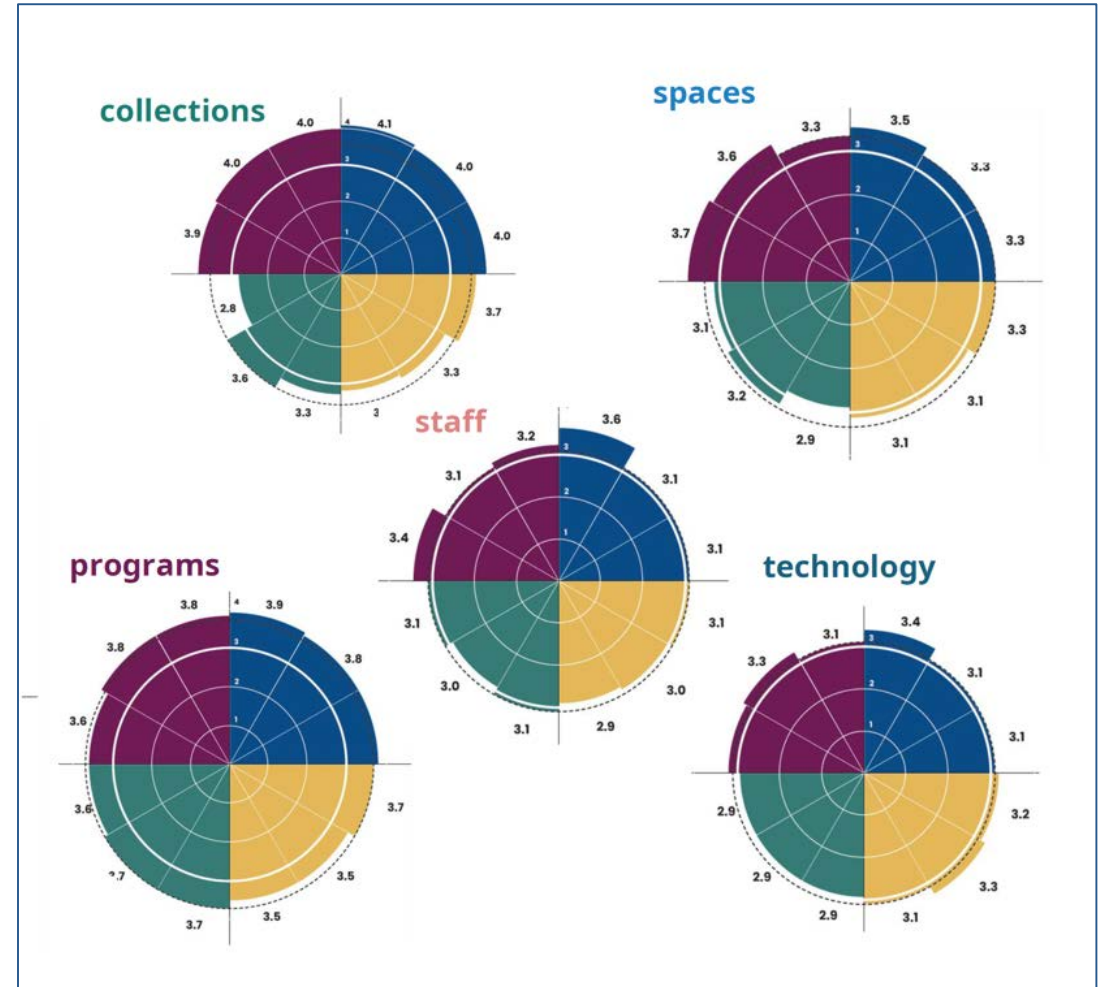


CORE PUBLIC LIBRARIES SERVICES TODAY

HPL – Core Activities



TPL – Social Impact Study

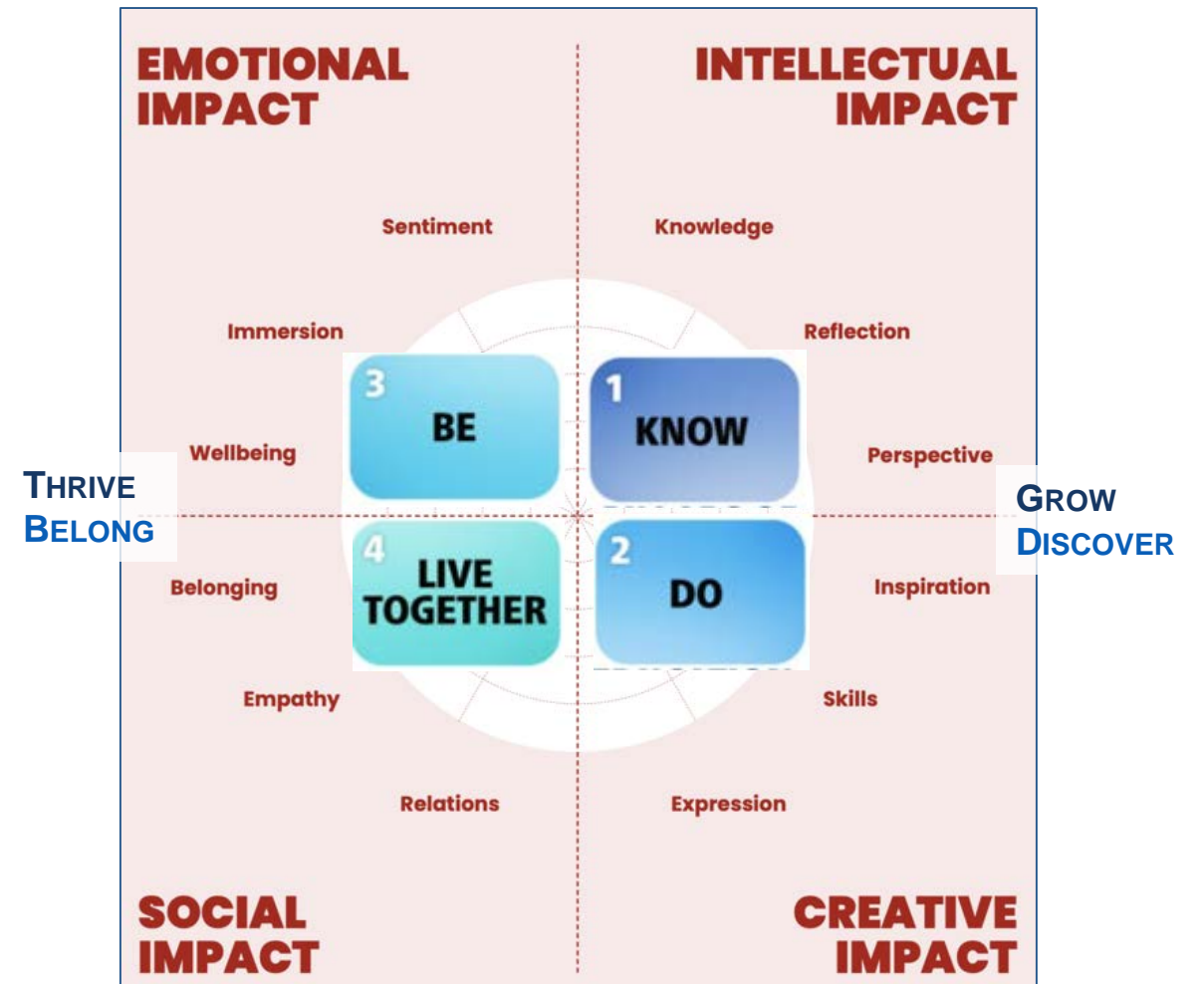
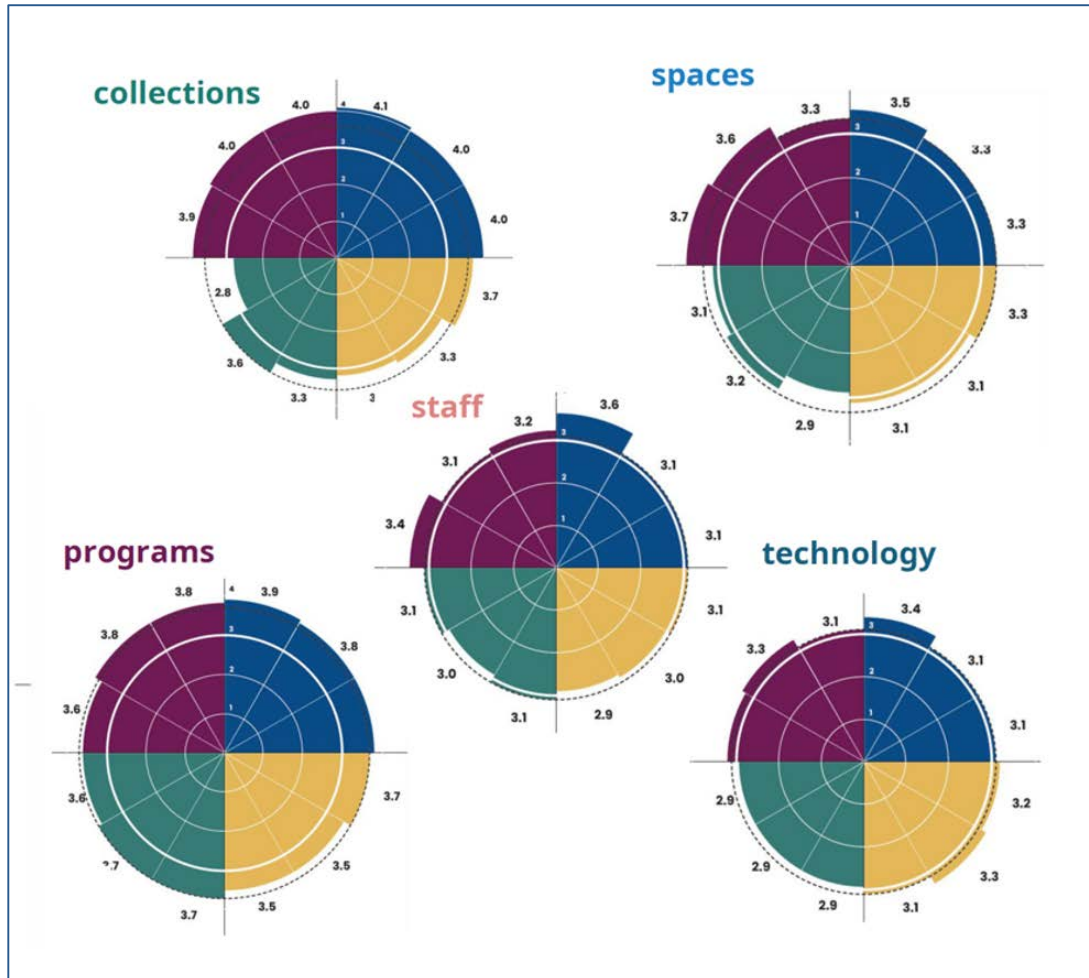




SOCIAL IMPACT STUDY – MEASURING 4 QUADRANTS

TPL – ENABLING TORONTONIANS TO GROW & THRIVE

HPL – FREEDOM TO BELONG & DISCOVER





HPL OPERATING BUDGET INCREASES – RECENT HISTORY

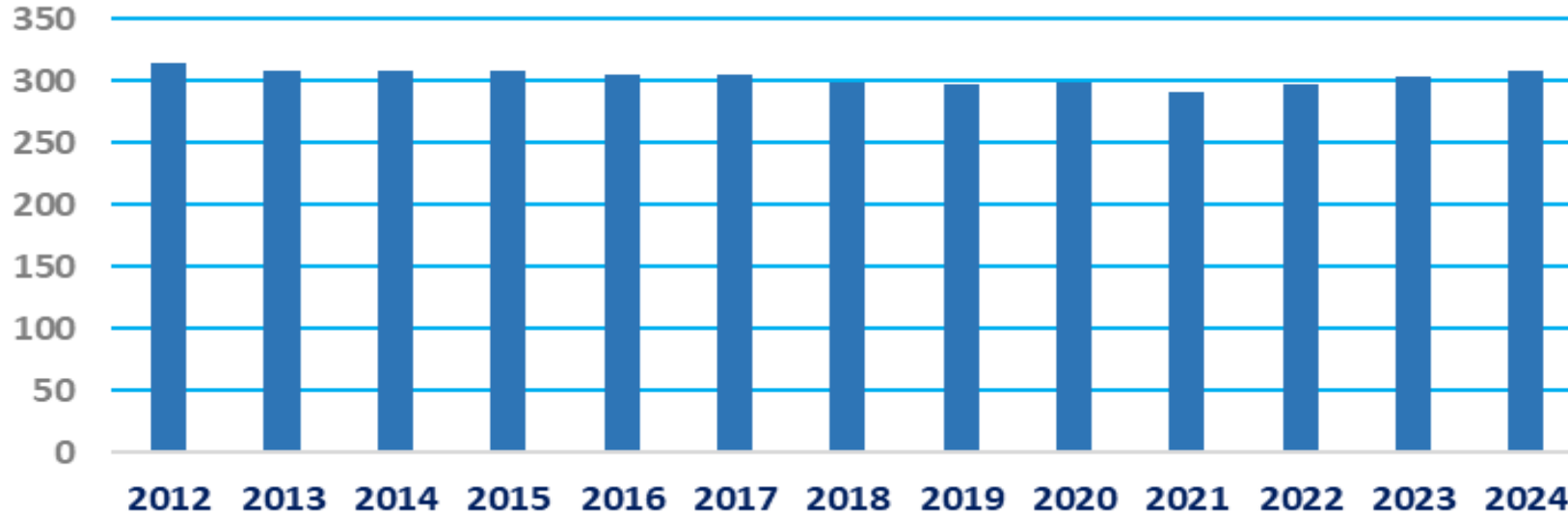
**2025 Proposed
Submission – 6.8%**

BUDGET YEAR	DIRECTION	LIBRARY
2014	0.0%	0.2%
2015	—	1.5%
2016	1.0%	1.0%
2017	1.8%	1.8%
2018	1.5%	1.8%
2019	—	2.4%
2020	2.0%	2.5%
2021	2.0%	1.5%
2022	2.0%	2.0%
2023	—	3.5%
2024	—	4.4%



CONTROL OF STAFFING LEVELS

2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024
314	309	309	309	306	305	299	298	299	291	297	304	309



	2020	2021	2022	2023	2024
Weekly Open Hours	1,071	1,148	1,314	1,364	1,364
Full Time Equivalent Staff	299	291	297	304	309
Full Time Headcount	156	157	160	165	176
Part Time Headcount	113	112	121	121	118
Pages Headcount	Varies – Currently at about 130 Pages				

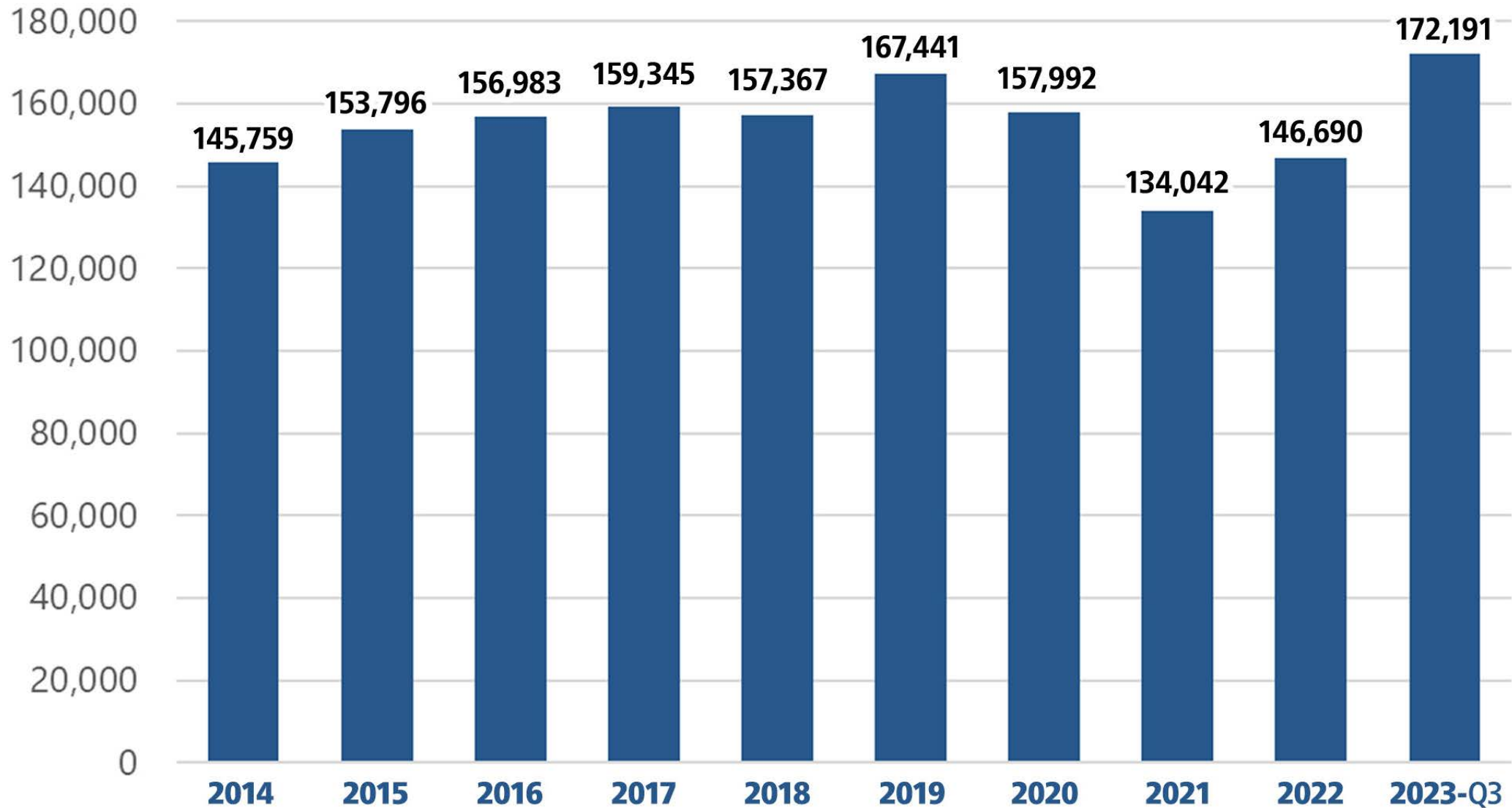


STAFFING AND ACTIVITY SUMMARY

	2001	2019	2022	2023	% Change from 2001
Staffing in FTE	320	298	297	304	-5%
Weekly Open Hours	948	1,226	1,314	1,336	40%
In-Person Visits	3.3 million	3.6 million	1.7 million	2.7 million	-18%
Circulation of Material	4.5 million	6.4 million	5.1 million	5.4 million	20%
Computer Sessions	294,350	776,777	315,000	440,000	49%
Programs Attendance	34,792	189,732	65,445	153,982	343%
Wi-Fi Sessions	NA	1.3 million	767,000	1.7 million	

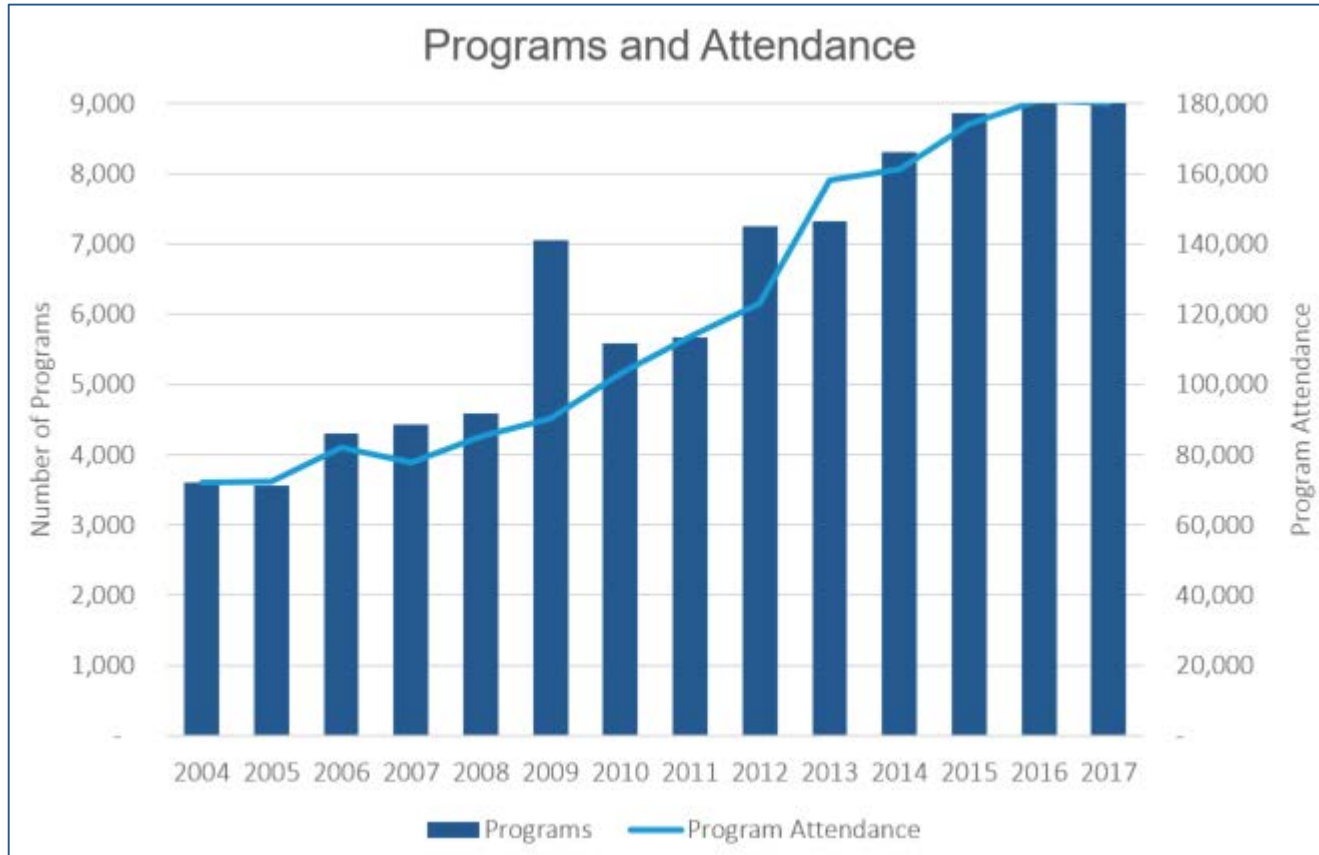


ACTIVE CARDHOLDERS





GROWTH IN (LEARNING) PROGRAMS



Type	% of all programs
Storytimes	18.8%
Children's programs	26.2%
Teen programs	5%
Class Visits	4%
Adult programs	39%
Seniors programs	7%



GETTING RESOURCES FOR CURRENT CHALLENGES

- Redirecting existing resources to solve current & future challenges is the best place to start
- Equipping existing staff & departments to take on new challenges is orders of magnitude more sustainable than getting new funding
- We look for new resources and funding as well
- Embrace self-service technologies to improve customer service & shift to higher value work
- Make-sure what you are doing is really necessary – sometimes work create a costly barrier – program registration only when necessary
- Balance investments in innovation in service with capacity creation

City of Hamilton
Our City Survey





HPL's SELF-SERVICE JOURNEY

- Registration – Member registration, account update
- Borrowing Physical Materials – Place holds, shelf checkout, check-in, check status
- Digital Materials – Library card enables remote access
- Public computers – reserve, manage time
- Rural Extended Access – Library card gets members into rural locations at times when the system is open but no staff at that location
- Public printing – add funds, print, photocopy
- Online payment – add funds via ecommerce





EXPANDED OPEN HOURS POST PANDEMIC

Branch	Prior	New	Increase	Branch	Prior	New	Increase
Ancaster	51	57	6	Mount Hope	18	29	11
Barton	43	57	14	Parkdale	---	57	57
Binbrook	51	57	6	Red Hill	60	65	5
Carlisle	32	66	34	Saltfleet	48	57	9
Central	69	76	7	Sherwood	48	57	9
Concession	43	57	14	Stoney Creek	48	57	9
Dundas	60	65	5	Terryberry	55	65	10
Freelton	60	66	6	Turner Park	63	65	2
Greensville	17	66	49	Valley Park	47	65	18
Kenilworth	43	57	14	Waterdown	55	65	10
Locke	35	57	22	Westdale	56	57	1
Lynden	60	66	6	TOTAL			324



HOURS ACROSS THE SYSTEM

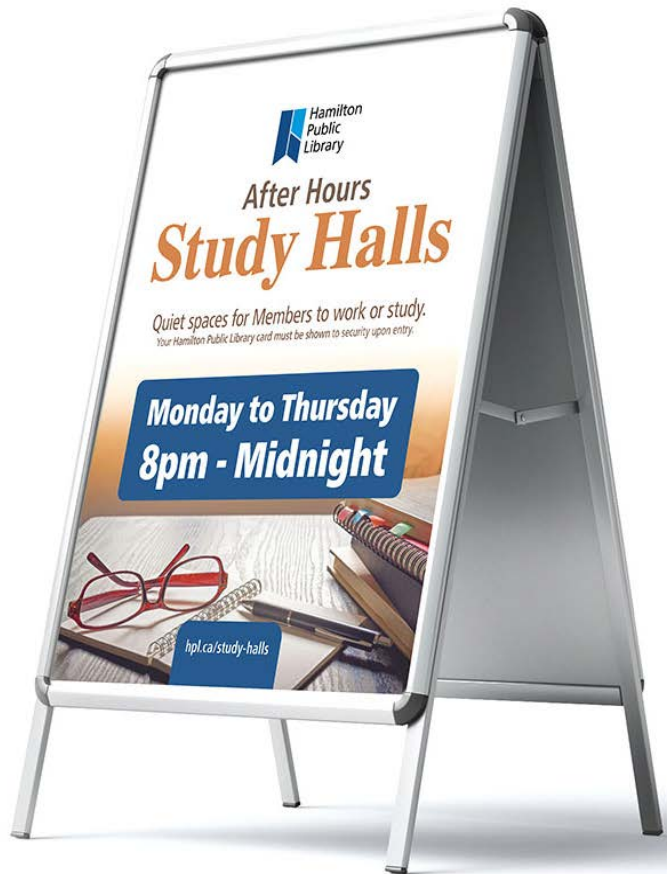
Current Open Hours

	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Total Hours/ Week
Central Library	8-8	8-8	8-8	8-8	8-6	8-5	12-5	72
Regional Branches	9-8	9-8	9-8	9-8	9-6	9-5	1-5	65
Community Branches	9-7	9-7	9-7	9-7	9-6	9-5	---	57
Rural – Extended Access	9-8	9-8	9-8	9-8	9-6	9-5	---	63
Rural – No Extended Access (Mount Hope)	1-6	10-3	1-6	10-3	1-6	12-5	---	30



EXPANDED STUDY HALL HOURS

- Many residents face challenges studying at home, including accessing the internet, adequate bandwidth and a computer.
- First offered at Terryberry Branch in 2015. Now offered at Central Library and all Regional locations. Open Monday - Thursday 8pm - Midnight for quiet, independent study.



Location	Study Hall Hours	Days Per Week	Hours Per Week
Central	8pm - midnight	Mon – Thurs	16
Dundas	8pm - midnight	Mon - Thurs	16
Red Hill	8pm - midnight	Mon - Thurs	16
Terryberry	8pm - midnight	Mon - Thurs	16
Turner Park	8pm - midnight	Mon – Thurs	16
Valley Park	8pm - midnight	Mon - Thurs	16
Waterdown	8pm - midnight	Mon - Thurs	16



COUNCIL PRIORITIES



Sustainable Economic and Ecological Development

- Reduce the burden on residential taxpayers
- Facilitate the growth of key sectors
- Accelerate our response to climate change
- Protect green space and waterways



Safe and Thriving Neighbourhoods

- Increase the supply of affordable and supportive housing and reduce chronic homelessness
- Make sure people can safely and efficiently move around by foot, bike, transit or car
- Provide vibrant parks, recreation and public spaces



Responsiveness and Transparency

- Prioritize customer service and proactive communications
- Get more people involved in decision making and problem solving
- Build a high performing public service
- Modernize city systems



HPL'S ALIGNMENT WITH CITY PRIORITIES

CITY PRIORITY	HPL ACTION
Reduce Burden on Residential Taxpayers	<ul style="list-style-type: none">✓ Use of Library Reserves to offset tax impact✓ Rural Extended Access, Study Halls other innovations to control costs
Healthy & Safe Communities	<ul style="list-style-type: none">✓ Onsite Social Workers & Peer Support Workers✓ Staff trained in De-escalation✓ Friendly Security Guards✓ Community Table✓ Partnerships – Experience Annex, City School
Accelerate Our Response to Climate Change	<ul style="list-style-type: none">✓ Public library is built around a culture of sharing✓ PA Branch Passive House Certified✓ VP Branch built to LEED Gold standard✓ Plans for MH to be built to Net Zero standard✓ Internal review of processes



HPL'S ALIGNMENT WITH CITY PRIORITIES

CITY PRIORITY	HPL ACTION
Provide Vibrant Parks, Recreation, and Public Spaces	<ul style="list-style-type: none">✓ 1,364 Open Hours per Week✓ Rural Extended Access Hours & After Hours Study Hall Access✓ WiFi and seating outside in recently renovated locations
Sensational Service	<ul style="list-style-type: none">✓ Free Public Computing and Printing✓ Free WiFi utilization increasing year over year
Community Engagement & Participation	<ul style="list-style-type: none">✓ Free PRESTO Cards for Children Aged 6 to 12✓ Newcomer Integration Services✓ Library Card gets access to Museums, Galleries and Conservation Areas
Economic Prosperity & Growth	<ul style="list-style-type: none">✓ Supporting Entrepreneurs & Small Business✓ Open Central At 8 am✓ Extended Access Hours & Study Hall Hours
Culture & Diversity	<ul style="list-style-type: none">✓ Learning Partnerships✓ Advancing Indigenous Reconciliation



HPL'S ALIGNMENT WITH CITY'S EDAP

EDAP PRIORITY	HPL ACTION
FACILITATING A SKILLED AND ADAPTABLE WORKFORCE	<ul style="list-style-type: none"> ✓ Expand Study Hall Access ✓ Learning Partnerships ✓ Online Learning Resources ✓ Newcomer Integration Services
ENHANCING DIGITAL INFRASTRUCTURE AND SERVICES	<ul style="list-style-type: none"> ✓ Add IT Service Staff To Larger Branches ✓ Investing in resilient IT Infrastructure – separation from City ✓ Free WiFi utilization increasing year over year
MOVING GOODS AND PEOPLE	<ul style="list-style-type: none"> ✓ Free PRESTO Cards for Children Aged 6 to 12 with a Library Card
REVITALIZING PRIORITY AREAS and PLACEMAKING	<ul style="list-style-type: none"> ✓ Sustainable Facility Renewal ✓ Open Central At 8am ✓ Extended Access Hours & Study Hall Hours



2021-2025 ECONOMIC DEVELOPMENT
ACTION PLAN

- ▶ **FACILITATING A SKILLED AND ADAPTABLE WORKFORCE**
- ▶ **ENHANCING DIGITAL INFRASTRUCTURE AND SERVICES**
- ▶ **GROWING BUSINESS AND INVESTMENTS**
- ▶ **MOVING GOODS AND PEOPLE**
- ▶ **REVITALIZING PRIORITY AREAS AND PLACEMAKING**
- ▶ **BUILDING TRANSFORMATIONAL PROJECTS**



KEY REFERENCES

- **Mayoral Directive to Staff regarding 2025 Operating Budget**
https://www.hamilton.ca/sites/default/files/2024-10/MDI-2024-03_Mayoral%20Directive%20to%20Staff_2025%20Budget.pdf
- **Term of Council Priorities**
<https://www.hamilton.ca/city-council/council-committee/2022-2026-council-priorities-outcomes-measures-success>
- **UNESCO – 4 Pillars of Education**
https://www.researchgate.net/publication/353572280_The_Four_Pillars_of_Education_and_the_Models_of_Teaching
- **Toronto Public Library (TPL) – Social Impact Study**
<https://www.torontopubliclibrary.ca/about-the-library/social-impact.jsp>
- **City of Hamilton – Our City Survey**
<https://engage.hamilton.ca/ourcitysurvey>
- **City of Hamilton Economic Development Action Plan**
<https://investinhamilton.ca/edap/>
- **Meeting Community & Member Needs - 2022: Thoughts on the Next Decade**
<https://www.hpl.ca/sites/default/files/MeetingCommunityMemberNeeds2022.pdf>
- **Major Accomplishments of the 2018-2021 Strategic Plan**
https://www.hpl.ca/sites/default/files/Update_Report_on_Strategic_Plan_2018-2021.pdf



DATE: November 20, 2024
TO: Chair and Members of the Board
FROM: Paul Takala, CEO & Chief Librarian
SUBJECT: **Upcoming and Outstanding Items - PT**

RECOMMENDATION:

That the Hamilton Public Library Board approve the Upcoming and Outstanding Items.

ATTACHMENTS:

2024-11-20UpcomingOutstandingAgendaItems

Date: November 20, 2024
To: Chair and Members of the Library Board
From: Paul Takala, Chief Librarian/CEO
Subject: **Upcoming and Outstanding Agenda Items**

2024 LIBRARY BOARD MEETING SCHEDULE

Items Yet to be Scheduled

- Report from the Audit Committee
 - Artificial Intelligence (AI) Policy
 - Donations, Sponsorship & Fundraising Policy
 - Library Board Statement on Service Continuity
- Items are listed for the month they are scheduled for 1st Review.

Month	Agenda Items
February 21	<ul style="list-style-type: none"> ✓ Election of Officers ✓ Letter from the Board 2024 Direction ✓ Safety and Security Update ✓ 2023 Year-End Metrics Report ✓ Discovery Centre Sub-Committee
March 20	<ul style="list-style-type: none"> ✓ Cyber Incident Update ✓ Initial Report on Last Year's Financials (Pre-Audit) ✓ Capital Variance and Project Update Report ✓ Reserve Update Report ✓ Annual Report on Partnerships • <i>Audit Committee Report (deferred)</i>
April 17	<ul style="list-style-type: none"> ✓ Procurement Policy ✓ Disposal of Surplus Goods Policy
May 15	<ul style="list-style-type: none"> ✓ Q1 Metrics Report ✓ Diversity and Inclusion Policy Statement ✓ Advocacy and Political Participation Policy ✓ Library Service Hours Policy ✓ Intellectual Freedom Policy
June 19	<ul style="list-style-type: none"> ✓ Mid-Year Progress Report on 2024 Goals (1st Review)
July and August	No Meetings Scheduled
September 18	<ul style="list-style-type: none"> ✓ Mid-Year Progress Report on 2024 Goals (2nd Review) ✓ 2024 Operating Budget Variance Report

	<ul style="list-style-type: none"> ✓ Holiday Closures 2025 ✓ Q1 & Q2 Metrics Reports ✓ Collections Policy ✓ Service Fees Policy ✓ Health & Safety Policy ✓ Working with Us Policy ✓ Technology Use Policy
October 23	<ul style="list-style-type: none"> ✓ 2025 Capital Budget Submission ✓ Capital Variance & Project Update Report ✓ Reserve Update Report ✓ Report on HPL Safety and Security Strategy ✓ Statement on Race and Social Equity
November 20	<ul style="list-style-type: none"> ✓ 2025 Operating Budget ✓ Meeting Dates for Following Year ✓ Copyright & Intellectual Property Policy
December 11	<ul style="list-style-type: none"> • 2025 Budget Presentation • Board Nominating Committee • Multi-Year Business Plan • Access & Security Control Policy • Records Management Policy



DATE: November 20, 2024
TO: Chair and Members of the Board
FROM: Paul Takala, CEO & Chief Librarian
SUBJECT: **Meeting Dates for 2025 - PT**

RECOMMENDATION:

That the Hamilton Public Library Board approve the following meeting dates for 2025:

January 15, 2025

February 19, 2025

March 19, 2025

April 16, 2025

May 21, 2025

June 18, 2025

September 17, 2025

October 22, 2025*

November 19, 2025

December 10, 2025*

FINANCIAL/STAFFING/LEGAL IMPLICATIONS:

The presented meeting date schedule has been created based on the Library Board Bylaws. The Bylaws state:

The Library Board shall meet, at least 7 times a year. Board meetings will take place in the Board Room at the Central Library, 55 York Boulevard and be live streamed. Normally, the Board will hold its regular meetings on the third Wednesday of each month, except July and August, at the Central Library and through Live Stream. The Board may agree to reschedule a meeting to another time or place.

BACKGROUND:

We are proposing two changes to this regular schedule (marked with asterisks):

- The October meeting date will be moved to the fourth Wednesday of the month due to the Canadian Thanksgiving statutory holiday.
- The December meeting date be moved one week earlier.

ATTACHMENTS:

N/A



DATE: November 20, 2024
TO: Chair and Members of the Board
FROM: Pam Byrne, Director of Finance
SUBJECT: **Capital Budget Amendment - PB**

RECOMMENDATION:

That the Hamilton Public Library Board approve the Capital Budget Amendment as presented.

FINANCIAL/STAFFING/LEGAL IMPLICATIONS:

Since the October Board meeting when the capital budget submission was approved, we have learned that there are a few necessary updates and amendments need to be made.

BACKGROUND:

The changes we are proposing are as follows:

Mount Hope Capital Project – *Clarification/Additional Information*

Total project costs are estimated to be approximately \$5.3M a total of \$2.4M has been pre-approved from various sources. An additional \$2.9M is required and is being estimated to be derived from the Green and Inclusive Community Buildings (GICB) Grant. This has expanded the project from its original scope of work. Going from an interior renovation to a full building renovation. If the GICB Grant is not approved, then we may need to revert to the original project scope and work with the City on how to proceed.

New Maintenance Van - *Remove*

This capital project is not proceeding at this time and therefore the request for capital funds is being withdrawn.

Information Technology Infrastructure - *Correction*

The submission incorrectly listed the \$1.5 million request for funds would be derived from DC revenues. DC revenues or Development Charges would only be derived from an expansion into a new area – a new development. This is not the case these are critical upgrades to an existing network. The funds if approved for such a capital project would come from the City Levy Reserve.

ATTACHMENTS:

2025.11.20 Capital Budget Amendment.pdf

Appendix 1 - 10-year Forecast of Major Library Capital Facilities Projects

											10-YR PLAN										
											2025	2026	2027	2028	2029	2030	2031	2032	2033	2034	TOTALS
Mount Hope Replace/Expansion	Total Expenditures	\$ 2,400,700	\$ 2,913,300																	\$ 2,913,300	
7501941800																				\$ 0	
	DC Revenues	\$ 558,200																		\$ -	
	Library Reserves	\$ 1,075,000	\$ -																	\$ -	
	Grant - G/CB (PENDING APPROVAL)		\$ 2,913,300																	\$ -	
	City Capital Levy Reserve	\$ 767,500																		\$ -	
	Total Revenues	\$ 2,400,700	\$ 2,913,300																	\$ 2,913,300	
	Net Cost	\$ -	\$ -																	\$ -	
Discovery Centre Project - Waterfront	Total Expenditures	\$ 250,000	\$ 15,000,000																	\$ 15,000,000	
7502341300																				\$ 0	
(ie. Lower City New/Expanded Library	DC Revenues		\$ 15,000,000																	\$ 15,000,000	
** city decision**	Library Reserves	\$ 250,000																		\$ -	
	Total Revenues	\$ 250,000	\$ 15,000,000																	\$ 15,000,000	
	Net Cost	\$ -	\$ -																	\$ -	
New West Mountain Branch	Total Expenditures					\$ 14,000,000														\$ 14,000,000	
7502841303																				\$ 0	
(new branch Ward 14)	DC Revenues					\$ 14,000,000														\$ 14,000,000	
	Library Reserves																			\$ -	
	Total Revenues					\$ 14,000,000														\$ 14,000,000	
	Net Cost					\$ -														\$ -	
East Hamilton Replace & Expand	Total Expenditures						\$ 14,000,000													\$ 14,000,000	
7502841200																				\$ 0	
(ie. Permanent Location for Red Hill)	DC Revenues						\$ 3,080,000													\$ 3,080,000	
	Library Reserves						\$ 1,000,000													\$ 1,000,000	
	Total Revenues						\$ 4,080,000													\$ 4,080,000	
	Net Cost						\$ 9,920,000													\$ 9,920,000	
Downtown Stoney Creek	Total Expenditures												\$ 19,000,000							\$ 19,000,000	
7503141109																				\$ 0	
(ie. Move Saltfleet & expand if possible)	DC Revenues												\$ 4,370,000							\$ 4,370,000	
	Library Reserves												\$ 2,000,000							\$ 2,000,000	
	Total Revenues												\$ 6,370,000							\$ 6,370,000	
	Net Cost												\$ 12,630,000							\$ 12,630,000	
New Bookmobile	Total Expenditures		\$ 1,000,000																	\$ 1,000,000	
7502351301																				\$ 0	
	DC Revenues		\$ 600,000																	\$ 600,000	
	Library Reserves		\$ 400,000																	\$ 400,000	
	Total Revenues		\$ 1,000,000																	\$ 1,000,000	
	Net Cost		\$ -																	\$ -	
Winona / Stoney Creek	Total Expenditures							\$ 11,000,000												\$ 11,000,000	
7502441001																				\$ 0	
(new Stoney Creek branch)	DC Revenues							\$ 11,000,000												\$ 11,000,000	
	Library Reserves																			\$ -	
	Total Revenues							\$ 11,000,000												\$ 11,000,000	
	Net Cost							\$ -												\$ -	
Lower City New/Expanded	Total Expenditures							\$ 10,360,000												\$ 10,360,000	
7503141000																				\$ 0	
	DC Revenues							\$ 10,360,000												\$ 10,360,000	
	Library Reserves																			\$ -	
	Total Revenues							\$ 10,360,000												\$ 10,360,000	
	Net Cost							\$ -												\$ -	
Ancaster Expansion	Total Expenditures								\$ 10,000,000											\$ 10,000,000	
7502741100																				\$ 0	
	DC Revenues								\$ 3,400,000											\$ 3,400,000	
	Library Reserves								\$ 1,000,000											\$ 1,000,000	
	Total Revenues								\$ 4,400,000											\$ 4,400,000	
	Net Cost								\$ 5,600,000											\$ 5,600,000	
Elfrida - New Branch	Total Expenditures												\$ 11,940,000							\$ 11,940,000	
7503141200																				\$ 0	
	DC Revenues												\$ 11,940,000							\$ 11,940,000	
	Library Reserves																			\$ -	
	Total Revenues												\$ 11,940,000							\$ 11,940,000	
	Net Cost												\$ -							\$ -	
HPL Network Infrastructure Upgrades-Trans	Total Expenditures	\$ 1,500,000																		\$ 1,500,000	
																				\$ -	
	City Capital Levy Reserve	\$ 1,500,000																		\$ 1,500,000	
	Library Reserves																			\$ -	
	Total Revenues	\$ 1,500,000																		\$ 1,500,000	
	Net Cost	\$ -																		\$ -	
ANNUAL TOTALS	TOTAL EXPENDITURES	\$ 2,650,700	\$ 4,413,300	\$ 16,000,000	\$ -	\$ 14,000,000	\$ 14,000,000	\$ 21,360,000	\$ 10,000,000	\$ 11,940,000	\$ 19,000,000	\$ -	\$ 110,713,300								
													\$ -								
	DC REVENUES	\$ 558,200	\$ 1,500,000	\$ 15,600,000	\$ -	\$ 14,000,000	\$ 3,080,000	\$ 21,360,000	\$ 3,400,000	\$ 11,940,000	\$ 4,370,000	\$ -	\$ 75,250,000								
	LIBRARY RESERVES	\$ 1,325,000	\$ -	\$ 400,000	\$ -	\$ -	\$ 1,000,000	\$ -	\$ 1,000,000	\$ -	\$ 2,000,000	\$ -	\$ 4,400,000								
	TOTAL REVENUES	\$ 2,650,700	\$ 4,413,300	\$ 16,000,000	\$ -	\$ 14,000,000	\$ 4,080,000	\$ 21,360,000	\$ 4,400,000	\$ 11,940,000	\$ 6,370,000	\$ -	\$ 82,565,300								
													\$ -								
	NET COST	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 9,920,000	\$ -	\$ 5,600,000	\$ -	\$ 12,630,000	\$ -	\$ 28,150,000								



DATE: November 20, 2024
TO: Chair and Members of the Library Board
FROM: Paul Takala, CEO & Chief Librarian
SUBJECT: **Budget Presentation Notice and Mayoral Directive to Staff on Budget-October 28, 2024 - PT**

RECOMMENDATION:

The Board receive the correspondence from the City regarding the Operating Budget and the Mayoral Directive to Staff on the Budget.

BACKGROUND:

Our budget request to Council is due December 2, 2024. Our budget presentation to City Council will take place on Tuesday, January 28, 2025 at approximately 9:45 a.m.

ATTACHMENTS:

- Boards and Agencies - Presenting - Hamilton Public Library.pdf
- MDI-2024-03_Mayoral Directive to Staff_2025 Budget.pdf



City of Hamilton
Hamilton City Hall
71 Main Street West, 1st Floor
Hamilton, Ontario
Canada L8P 4Y5
www.hamilton.ca

Angela McRae
Legislative Coordinator
Office of the City Clerk
Phone (905) 546-2424 Ext. 5987
Fax # (905) 546-2095
angela.mcrae@hamilton.ca

November 7, 2024

Paul Takala
CEO & Chief Librarian
Hamilton Public Library
55 York Boulevard, Box 2700
Hamilton, Ontario
L8N 4E4

Email: hplceo@hpl.ca

Subject: 2025 Operating Budget Submission for the Hamilton Public Library Board

Dear Mr. Takala:

This letter is to request that your organization submit a draft budget to the City of Hamilton; along with a copy of your organization's most recent audited financial statements, to the **attention of Cyrus Patel, Senior Financial Analyst, Budget and Finance Division, 71 Main Street West, Hamilton, Ontario L8P 4Y5, on or before December 2, 2024.**

The mayor, pursuant to Part VI.1 (Special Powers and Duties of Head of Council) of the *Municipal Act, 2001*, Sections 284.3 (Direction to Employees), provided the following direction to staff in preparation of the 2025 budget:

[Mayoral Directive MDI-2024-03 \(Hamilton.ca\)](#) (Attached hereto)

If you have any questions respecting your budget submission, please contact Cyrus Patel at (905) 546-2424 Ext.7698 or at cyrus.patel@hamilton.ca.


Your organization has been scheduled to provide a presentation respecting their 2025 budget submission on **Tuesday, January 28, 2025 at approximately 9:45 a.m.**

City of Hamilton meetings are now held in a hybrid mode. Therefore, you are welcome to attend either in person or virtually. Please forward to my attention, the names, titles and emails of all parties from your organization that need to be included in the WebEx meeting, as soon as possible, so that I can ensure that they have access to the meeting.

Please provide an electronic copy of your **final presentation no later than 12 noon on Monday, January 20, 2025** to my attention at angela.mcrae@hamilton.ca.

Should you have any questions respecting the meeting process or your presentation, please feel free to contact me.

Sincerely,



Angela McRae
Legislative Coordinator
Office of the City Clerk

Copied: Mike Zegarac, General Manager, Finance & Corporate Services
Kirk Weaver, Acting Director, Financial Planning, Administration & Policy
Cyrus Patel, Senior Financial Analyst



Mayoral Directive to Staff MDI-2024-03

Date: October 28, 2024

To: Marnie Cluckie, City Manager/CAO, Mike Zegarac, General Manager, Finance & Corporate Services/City Treasurer

WHEREAS pursuant to Part VI.1 (Special Powers and Duties of Head of Council) of the *Municipal Act, 2001*, Sections 284.3 (Direction to Employees) the mayor may direct municipal employees to:

- a) undertake research and provide advice to the head of council and city council on policies and programs of the City or of the head of council as they relate to the powers and duties under this Part; and
- b) carry out duties related to the exercise of the power or performance of the duty, including implementing any decisions made by the head of council under this Part.

AND WHEREAS pursuant to subsection 284.16 of the *Municipal Act, 2001* and section 7 of O. Regulation 530/22, the mayor shall prepare a proposed budget for the City.

I, Andrea Horwath, Mayor of the City of Hamilton, direct the City Manager and the City Treasurer, to prepare the 2025 Budgets (Rate Supported and Tax Supported) for consideration by City Council, with the following directions:

- It is imperative that the City of Hamilton 2025 Budgets are responsive to the economic challenges residents are currently facing, particularly the rising cost of living and the ongoing affordability crisis. This should be achieved through new and expanded revenue streams, and the prudent utilization of debt and reserves, while protecting the city's credit rating to ensure long-term financial stability, as was successfully achieved in the 2024 Budget.
- Rather than directing a specific, arbitrary budget target that risks underfunding of critical programs and infrastructure, and which results in significant deficiencies for Hamiltonians and inflated costs over time, that staff be directed to provide a range of

clear options for Council to consider. These options must balance the significant demands facing the City against property tax impacts on Hamiltonians who continue to grapple with affordability challenges, while clearly addressing the need for multi-year investment plans addressing needs such as infrastructure renewal and programs that Hamiltonians need and deserve.

- As we pursue provincial and federal investments to support housing and related initiatives—including \$14.1 M for establishing and operating a Temporary Outdoor Shelter Site with essential 24/7 wrap-around supportive services, as well as the expansion of 192 temporary indoor shelter beds—it is crucial that we take proactive measures during this interim period. Therefore, staff be directed to strategically utilize reserves as an interim measure to mitigate the financial impact on taxpayers, while municipalities await the real financial partnership from senior levels of government municipalities are calling for.
- Considering urgent pressures, including improvements to transportation infrastructure like roads and transit, cyber response and recovery investments, necessary water and wastewater infrastructure upgrades, and climate response initiatives, that items referred into the 2025 Budget process by City Council shall be prioritized by staff, prior to consideration by Council, according to their potential to advance council-identified priorities.
- That staff demonstrate to Council that they have conducted a thorough review of core maintenance budget submissions. This includes clearly identifying and articulating all redundancies and inefficiencies that will be addressed.
- That any new investment requests (business cases) by city departments, boards and agencies must clearly demonstrate their capacity to advance council-identified priorities. If these requests fall outside such categories, they must outline need and specific and measurable outcomes to support these items for consideration.
- Following the recognition received from the Government Finance Officers Association of the United States and Canada (GFOA) for transparency in the 2024 Budget Process, that the 2025 Budget Process will implement the same council-directed process revisions. This will involve integrating operating, capital, and rate budgets into two annual budgets: Rate Supported and Tax Supported. This integration will again clearly present the operational budget impacts stemming from capital project approvals, thereby enhancing accountability and foresight.
- That the 2025 Budget process will accelerate the adoption of council-directed process revisions by establishing a streamlined, accessible budget review timeline that prioritizes public engagement and promotes transparency throughout the budgeting process.
- That staff will expand the 2025 Budget engagement process by incorporating and promoting online tools, enabling Hamiltonians to identify their priorities.

I am committed to working collaboratively with Council to finalize the 2025 budgets, ensuring an accountable and transparent process that maximizes the effectiveness of our city resources while addressing the economic hardships faced by our residents. Together with City staff, we will implement measurable initiatives that prioritize exceptional customer service that directly serve the people of Hamilton. This approach will help foster a community built on trust, tangible results, and a commitment to accountability, all while ensuring fiscal prudence.

In preparation for the 2026 budget: It is essential that program lines are critically assessed for their ongoing public benefit. This work should include the engagement of Hamiltonians to make informed decisions that align with the needs of our growing community and ensure the responsible allocation of resources.



Andrea Horwath
Mayor, City of Hamilton

c.c. Matthew Trennum, City Clerk



DATE: November 20, 2024
TO: Chair and Members of the Board
FROM: Paul Takala, CEO & Chief Librarian
SUBJECT: **City of Hamilton Motion - Hamilton Library Board of Directors, Resignation and Appointment - PT**

RECOMMENDATION:

That the Hamilton Public Library Board receive the November 13, 2024 City of Hamilton Motion.

BACKGROUND:

On November 13, 2024 City Council appointed Ward 2 Councillor Kroetsch to replace Councillor Nann. Please join me in welcoming Councillor Kroetsch to the Library Board.

Library Board Councillors play an important role in working with the Board to ensure we are aligning our work and priorities with the City's and assisting with Council understanding HPL's work and impact in the community.

ATTACHMENTS:

BoardCouncillorResignationandAppointmentEDRMS-#749297.pdf

City Clerk's Division

COUNCIL FOLLOW-UP NOTICE

TO: Paul Takala, **DATE:** November 13, 2024
CEO and Chief Librarian

FROM: Loren Kolar
Legislative Coordinator, Office of the City Clerk

RE: **City Council Meeting – Hamilton Library Board of Directors**

The following resolution was approved by Council on November 13, 2024

7.2 Hamilton Library Board of Directors – Resignation and Appointment

(M. Wilson/Spadafora)

WHEREAS Councillor Nann was appointed to the Hamilton Library Board of Directors on November 16, 2022;

WHEREAS Councillor Nann at this time wishes to resign from the Hamilton Library Board of Directors due to a scheduling conflict; and

WHEREAS Councillor Kroetsch wishes to replace Councillor Nann on the Hamilton Library Board of Directors.

THEREFORE, BE IT RESOLVED:

- (a) That Councillor Nann's resignation, be received; and
- (b) That Councillor Kroetsch be appointed to the Hamilton Library Board of Directors for the remainder of the 2022-2026 Term of Council.

Sincerely,

Loren Kolar



DATE: November 20, 2024
TO: Chair and Members of the Board
FROM: Pam Byrne, Director of Finance
SUBJECT: **2025 Operating Budget - PB/PT**

RECOMMENDATION:

That the Hamilton Public Library Board approve for submission to the City of Hamilton the 2025 Operating Budget at a net increase of \$2,379,309 or 6.8%.

That the Hamilton Public Library Board approve the use of \$800,000 in reserve funding from the Library General Development Reserve #106007 as part of the 2025 Operating Budget submission. This is year 2 of a 6-year Library reserve spend that was planned in 2023 to be executed during the periods of 2024 to 2029.

FINANCIAL/STAFFING/LEGAL IMPLICATIONS:

Annually the Library Board approves Capital and Operating budgets requests for City Council's consideration. In most years that is done at the October and November meetings. The capital submission was approved by the Library Board at the October meeting. Due to the cyber event's impact on financial systems, the timelines have been compressed. We are asking for the Library Board to approve the budget at 1st review so we can comply with deadlines.

The Board's [Statement on Sustainability](#), commits the library to maintaining investment in 5 key areas. Those key areas are: Collections; Facilities; Technology; Staff; and Programs and Services. A 7.3% budget increase allows the Library to maintain current service levels while making essential investments in infrastructure.

The 2025 Operating Budget is being submitted at a 7.3% increase which would result in a \$2,560,816 increase. The net levy municipal contribution would be \$37,576,517.

ATTACHMENTS:

2025OperatingBudget.pdf

All tables Nov 18th - City Change Reflected.pdf

Date: November 20, 2024
To: Chair and Members of the Board
c.c.: Paul Takala, Chief Librarian/CEO
From: Pam Byrne, Director of Finance
Subject: **2025 Operating Budget Submission**

BACKGROUND

The 2025 operating budget submission maintains service levels while addressing needed investments in infrastructure to continue recovering from the cyber-attack.

In February 2024, the Hamilton Public Library and the City incurred a serious cyber-event that impacted operational capabilities. While HPL staff worked diligently to continue providing services we could, Library Members were impacted for many months with some services not available. Library collections were available for borrowing; however, online systems such as placing holds were not available. Public computing access and printing were impacted for the longest period. Currently, public computing has been restored at all locations and printing is available through staff assistance; the online system that facilitates self-service printing and payment is in the final stages of testing, with deployment expected in early December.

During this time, repair and a thorough review of HPL's network infrastructure were undertaken to ensure this occurrence does not repeat itself. This review has concluded that important upgrades and capital investment that are needed to maintain the current services being provided by HPL in a capacity that our Members are accustomed to.

Also, within this period, different approaches have been adapted to ensure the safety and security of all who enter HPL. Training, constant teamwork, and partnering with outside parties to aid Members in need have been a focus and will continue to be vital in 2025. Necessary feasibility studies are underway to ensure a greater footprint for HPL to provide services to all its community members. These services range from borrowing materials to entertainment to necessary free services that are transacted at an outside location and may come with a fee.

Over the last several years, the following direction has been received by Council and subsequent submissions by the Library Board:

	<u>Direction</u>	<u>Library</u>
2014	0.0%	0.2%
2015	-----	1.5%
2016	1.0%	1.0%
2017	1.8%	1.8%
2018	1.5%	1.8%
2019	-----	2.4%
2020	2.0%	2.0%
2021	2.0%	1.5%
2022	2.0%	2.5%
2023	-----	3.5%
2024	-----	4.4%
2025	-----	6.8%

The Library has not requested a percentage increase over 4.4% in recent years. Over the past 11 years, HPL has maintained a budget average increase of 2.49%. 2025 is a significant year due to network infrastructure requirements. Equipment is getting older and in need of upgrades and, in some instances, replacement. This is also coupled with the need to ensure safety and stability in all areas of HPL that require additional training and materials.

HPL's 2025 operating budget increase is at 6.8%.

2025 BUDGET OUTLOOK

The 2025 Operating Budget request is for a municipal contribution of \$37,395,010 which is an increase of \$2,379,309 or 6.8% over the 2024 Operating Budget of \$35,015,057.

Attached as Table 1 to this report is a 2025 Budget Outlook summarizing the changes by cost category. The biggest driver to the cost increase relates to the cost category called Contractual. There are budget expenses seeking approval that relate to additional firewalls, such as self-check upgrading of equipment, sorter upgrades, and website upgrades. These upgrades and enhancements are new and reflect the need for HPL and the City to have appropriate network separation so both organizations are less vulnerable to future disruptions from cyber-attacks. The total cost of these necessary investments outside the normal budgetary amounts is \$650,000.

The second biggest driver is people cost 3.0% cost of living adjustment (COLA) for non-union and union employee salary & wages, respectively, has been built into the budget for 2025. This is lower than the COLA we've been using last year. The focus in 2025, as it relates to people cost, is to ensure we have the correct talent in the correct locations – be it social workers – security guards – pages – librarians- Digital Technology staff: all committed to serving HPL with their skill set and talents. The total

cost increase over the prior year is \$800,000. Employing roughly 535 HPL staff. This budget submission does not increase the overall FTE (full-time equivalent).

Cost Recoveries

HPL incurs cost recoveries from the City related to items such as insurance and facilities management and maintenance. For the 2025 year, there is a budgeted cost increase for facilities recoveries amounting to \$270,000. This is to help ensure all buildings and grounds are maintained to the highest standards. Projects that may have been delayed by the cyber-event are now being reviewed and executed.

Material and Supply

Material and supplies are increased by 3.3% over the prior year. This increase is directly related to increasing supplies for the branches to allow for more programming opportunities at the branch level. We are also advocating for additional funds for Makerspace activities and want to engage more citizens and local businesses to use this service. It is an excellent opportunity to engage the small business community, allowing them to leverage marketing tools and materials.

Building and Ground

This cost category has increased over the prior year by 7.1%. Unfortunately, the bulk of these expenses are beyond our control and cannot be managed cost-wise. HPL is faced with rent and security increases. Projects are underway to ensure security costs are within budget or lower for 2025. Security costs for 2025 are budgeted at \$750,000, a decrease of over \$500,000 from 2023 actuals and a speculated decrease of \$350,000 from 2024 actuals.

Three locations—Red Hill, Parkdale, and Greenville — are facing additional rent increases. Costs are being controlled to the best of our ability, but these increases are within the arranged contractual agreements.

Other Budget Areas

All other cost categories have increased by 2.3% or, in some instances, not at all.

Revenues

On the revenue side, we've incorporated no changes to the budget as it relates to Grants and subsidies. For fees and revenues, a small increase totalling \$9,616 was included, which entailed increasing some revenue accounts from the prior year to 1.7%.

Reserve Funding

As part of the 2024 budget, and in line with the Mayoral directive, we had increased the reserve contribution to \$1,000,000. Again, for the 2025 budget and in accordance with

the Mayor's direction, a reserve contribution of \$800,000 is budgeted. The phase-out strategy is outlined below in the three-year outlook. Table 3 provides a line-by-line breakdown of proposed budget changes for 2025.

Three-Year Outlook

The Library participates in the City's multi-year budgeting initiative. Operating budgets are still approved annually; however, a three-year forecast — in addition to the current budget year — now accompanies the annual budget. The 3-year forecast is for information purposes only and is presented in Table 3.

We are forecasting an average increase of 4.9% from 2025 to 2028. The following are key drivers of the 2025 to 2028 forecast:

- A 4.0% increase in employee-related costs has been assumed over the 3-year period to cover estimated 3.0% cost of living increases, step increases, and increases in benefit costs.
- Building and Ground. Our security contract had been put out for tender, and acceptance was given in the latter quarter of 2024. We are expecting to stabilize or decrease security costs in the coming years. Cost increases projected within this category related to AODA expenditures and other Building and Ground maintenance items.
- A provision for other general contract cost increases has been included as part of Contractual Services at \$80,000 to \$125,000 per year. This is due mainly to the increased network infrastructure requirements.
- A provision of \$80,000 to \$100,000 per year has been included in the Reserves/Recoveries budget as an estimate for City cost recovery increases and increased reserve provisions for capital enhancements.
- Indirect City Cost allocations have been estimated to increase by 3.0% due to inflation.
- Fees & General revenues are projected to remain stable, with modest increases in grant revenue for the Newcomer Learning Centre program and Printer/Copier usage.
- Contribution from Library Reserves to support Operations is forecast to decrease by \$200,000, \$300,000, and \$200,000 in 2025, 2026, and 2027, respectively. Further decreases of \$100,000 in each of 2028, 2029, and 2030 would eliminate the reliance on Library Reserve funding over 6 years.

Table 1 - 2024 Operating Budget Summary

	2023 Actual	2024 Budget	2025 Budget	2025 \$ Budget Variance	2024 % Budget Variance	Comments
Hamilton Public Library						
Expenses Total	36,156,112	37,743,231	39,932,155	2,188,925	6.1%	
Employee Related Cost Total	24,842,335	26,053,702	26,854,126	800,424	3.2%	basic wage and benefit increases
Material & Supply Total	3,766,479	3,696,840	3,819,559	122,719	3.3%	Additional Makerspace costs - additional Communication costs - additional costs passed to branches
Vehicle Expenses Total	99,684	101,930	104,274	2,344	2.4%	no concerns
Building & Ground Total	2,593,878	2,112,707	2,297,257	184,550	7.1%	additional rent increases - additional Greenville issue - unresolved - security contract increases
Contractual Total	2,082,297	1,766,770	2,528,505	761,735	36.6%	bulk of this is DT - additional \$680k of new network expenses - this is in addition to the \$1.5M capital investments
Reserves/Recoveries Total	2,082,297	3,265,140	3,539,031	273,891	13.2%	City cost increases
Cost Allocations Total	376,094	370,722	379,248	8,527	2.3%	
Financial Total	313,049	375,420	410,155	34,735	11.1%	additional audit and insurance fee costs
Revenues Total	(3,369,075)	(2,727,530)	(2,537,146)	190,384	-5.7%	
Fees & General Total	(551,751)	(418,080)	(427,696)	(9,616)	1.7%	slight revenue increase
Grants & Subsidies Total	(1,252,129)	(1,309,450)	(1,309,450)	-	0.0%	
Reserves Total	(1,565,196)	(1,000,000)	(800,000)	200,000	(12.8%)	as planned in 2024 budgeting process
Net Levy	32,787,037	35,015,701	37,395,010	2,379,309	6.8%	
				1,304,993	3.73%	back out people cost increases
						back out City recovery costs

Table 2 - 2025 Operating Budget Changes

Category	Budget Change \$
EMPLOYEE RELATED COST	800,424
Salaries & Wages	605,414
Benefits	195,010
MATERIAL AND SUPPLY	122,719
750165 - Makerspace	40,000
750160 - Digital Technology	1,449
750110 - Communications	25,000
Branches	67,270
750015 - Corporate Expenses	(20,000)
VEHICLE EXPENSES	2,344
54005 - Central Fleet Vehicle Charges	1,613
54010 - Licenses	56
54115 - Fuel-Diesel	675
BUILDING AND GROUND	184,550
54415 - AODA Expenditures	-
55358 - Rent-Offices & Buildings	17,632
56110 - Data Line	-
56115 - Heating Fuel - NG	7,881
56145 - Telephone	1,905
56180 - Water & Sewer	40,509
56202 - Security	72,800
55358 - Rent-Offices & Buildings	43,823
CONTRACTUAL SERVICES	761,735
750160 - Digital Technology	586,312
750042 - Partnerships and Outreach	2,903
750305 - Photocopier Services	62,909
55916 - Contractual Services	100,000
Other Departments	9,611
RESERVES / RECOVERIES	273,891
Transfer to Vehicle/ Equipment Reserve	8,394
City Direct Vehicle Insurance Recovery	231
City Direct Insurance Recovery	5,001
City Direct Facilities Recovery	260,230
City Postage/Freight/Courier Recovery	35
COST ALLOCATIONS	8,527
FINANCIAL EXPENSES	34,735
EXPENSES	2,188,924
FEES, GENERAL, & OTHER GRANTS	(9,616)
GOVERNMENT GRANTS & SUBSIDIES	-
Federal Grants	
RESERVES	200,000
Contribution from Reserves	200,000
REVENUES	190,384
NET LEVY	\$ 2,379,309

Table 3 - Three Year Forecast

	2024	2025	2025	2026	2027	2028	
	Budget	Budget	Change	Change	Change	Change	
Total Expenses	37,743,231	39,932,155	2,188,925	1,375,454	1,437,987	1,435,090	
EMPLOYEE RELATED COST	26,053,702	26,854,126	800,424	1,074,165	1,117,132	1,161,817	
MATERIAL AND SUPPLY	3,696,840	3,819,559	122,719	10,000	10,000	10,000	Makerspace expansion
VEHICLE EXPENSES	101,930	104,274	2,344	2,607	3,500	2,760	Reduction to repairs budget in 2026 to reflect new bookmobiles
BUILDING AND GROUND	2,112,707	2,297,257	184,550	100,000	100,000	100,000	stablizing security costs - rent cost increases
CONTRACTUAL	1,766,770	2,528,505	761,735	80,000	125,000	100,000	increased software licensing requirements - automation - website development
RESERVES / RECOVERIES	3,265,140	3,539,031	273,891	80,000	50,000	35,000	More self management of Facilities
COST ALLOCATIONS	370,722	379,248	8,527	11,377	19,531	12,305	New payroll software program in 2027.
FINANCIAL	375,420	410,155	34,735	17,305	12,824	13,208	3% increase year over year
Total Revenue	(2,727,530)	(2,537,146)	190,384	190,000	290,000	190,000	
FEES, GENERAL, & OTHER GRANTS	(418,080)	(427,696)	(9,616)	(10,000)	(10,000)	(10,000)	Copier revenue increase
GOVERNMENT GRANTS AND SUBSIDIES	(1,309,450)	(1,309,450)	-	-	-	-	
RESERVES	(1,000,000)	(800,000)	200,000	200,000	300,000	200,000	More reserves used in 2024 (\$1M) with aggressive phase out
\$ Net Levy	35,015,701	37,395,010	2,379,309	1,565,454	1,727,987	1,625,090	
% increase			6.8%	4.2%	4.4%	4.0%	

Note: Library Reserves would be used to fund operating in the amounts of \$1M in 2024, \$800k in 2025; \$500k in 2026, \$200k in 2027, \$100k in 2028 and 4100k in 2029 which is a total of \$2.7M.

	<u>2024</u>	<u>2025</u>	<u>2026</u>	<u>2027</u>	<u>2028</u>	<u>2029</u>
Library Reserve Funding by Year	1,000,000	800,000	500,000	200,000	200,000	100,000



DATE: November 20, 2024
TO: Chair and Members of the Board
FROM: Paul Takala, CEO & Chief Librarian
SUBJECT: **Q3 Metrics - PT**

RECOMMENDATION:

That the Hamilton Public Library Board receive the Q3 Metrics Report for information and comment.

BACKGROUND:

Ensuring that HPL is relevant and responsive is one of the Library's strategic priorities. A key element in advancing this priority is to gather, analyze, and interpret our quantitative data. These indicators help to demonstrate the nature of member usage of our collections, programs, and services. A good way to understand how successful libraries create dynamic public spaces that attract a lot of visitors, is we have a number of core services that interest different individuals and groups of people to our spaces. Combined they create a dynamic and diverse environment beyond what anyone of them could do on their own.

The Q3 2024 Metrics Report provides a summary of the quarter's activities and includes key figures and comparative data from prior periods in Appendix 1. The duration of some of the library services that were impacted by the cyber event, in particular, public computer use and printing, has had a significant impact on activity levels throughout the system. Prior to the cyber event we were on track to exceed activity levels in recent years. With services almost fully restored, we should anticipate Q4 will see some positive momentum with a broader recovery in activity levels in 2025.

ATTACHMENTS:

- 2024 - Q3 Metrics Report.pdf
- Appendix 1 - 2024 Q3 Metrics.pdf

Date: November 20, 2024
To: Chair and Members of the Board Committee
From: Paul Takala, CEO and Chief Librarian
Subject: **2024 - Q3 Metrics**

REPORT

In the third quarter of 2024, while some of our metrics rebounded from Q2, we have seen decreases in many of our metrics compared to the same period last year. Our regular staffed hours were consistent through the quarter, with one significant disruption: Terryberry's hours were modified during renovations (September 3 through 22). Our Extended Access service was re-initiated in the middle of September at Carlisle, Freelon, Greenville and Lynden. After the re-initialization, extended access was unavailable from September 21 to 25 at Lynden as a result of a network outage.

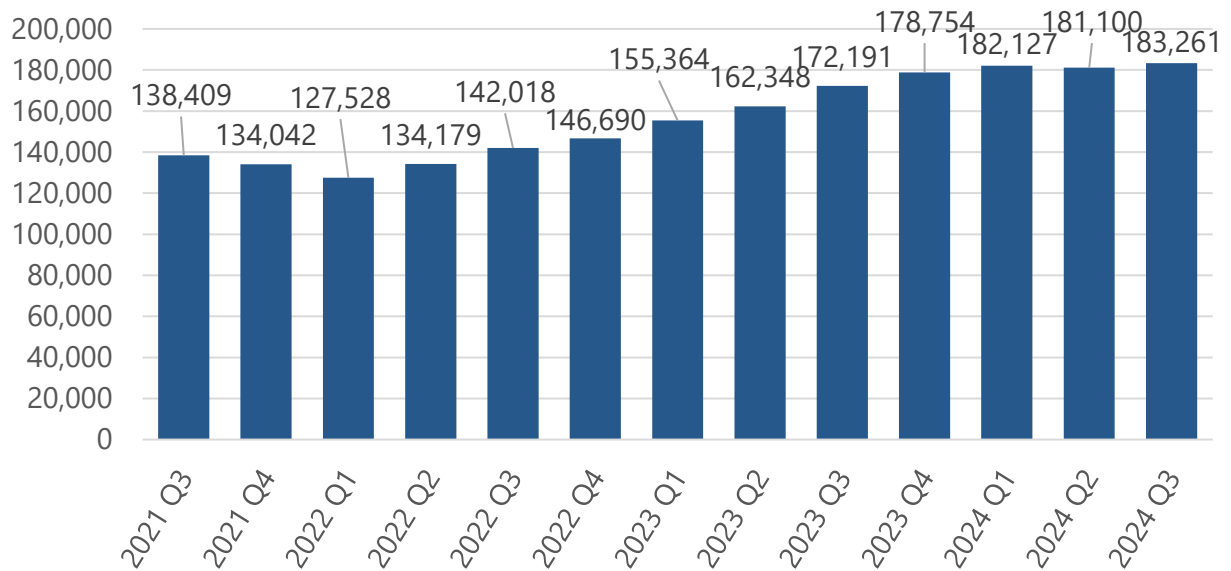
The following are some key observations from the 3rd quarter of 2024:

ACTIVE CARDHOLDERS

Active library cardholders are defined as those Members who have used their library card at least once in the past 24 months.

- The number of active cardholders rose by 6.4 per cent compared to Q3 last year and now stands at 183,261.
- The ratio of active cardholders to the population of Hamilton now stands at 30.96 per cent.
- Despite the dip in Q2 this year, we continue to see our active cardholder numbers on an upward trend, although the trend has slowed since the COVID-19 pandemic.

Figure 1: The Number of Active Cardholders by Quarter 2021-2024



NEW REGISTERED CARDHOLDERS

An actual count of the number of library cardholders who have registered for a new library card is recorded each month and reviewed for quarterly and annual results.

- There were 10,966 new cardholder registrations in Q3-2024. This is a 15.8 per cent decrease over Q3-2023.
- More new Members registered for cards in July (n= 4,094) than either August (n=3,498) or September (n= 3,374).
- Around one-fifth of new Members (21.8%) registered for their card online, while 78.2 per cent registered in person at our Branches or Bookmobile locations.

Figure 2: The Number of New Registered Cardholders by Quarter 2021-2024

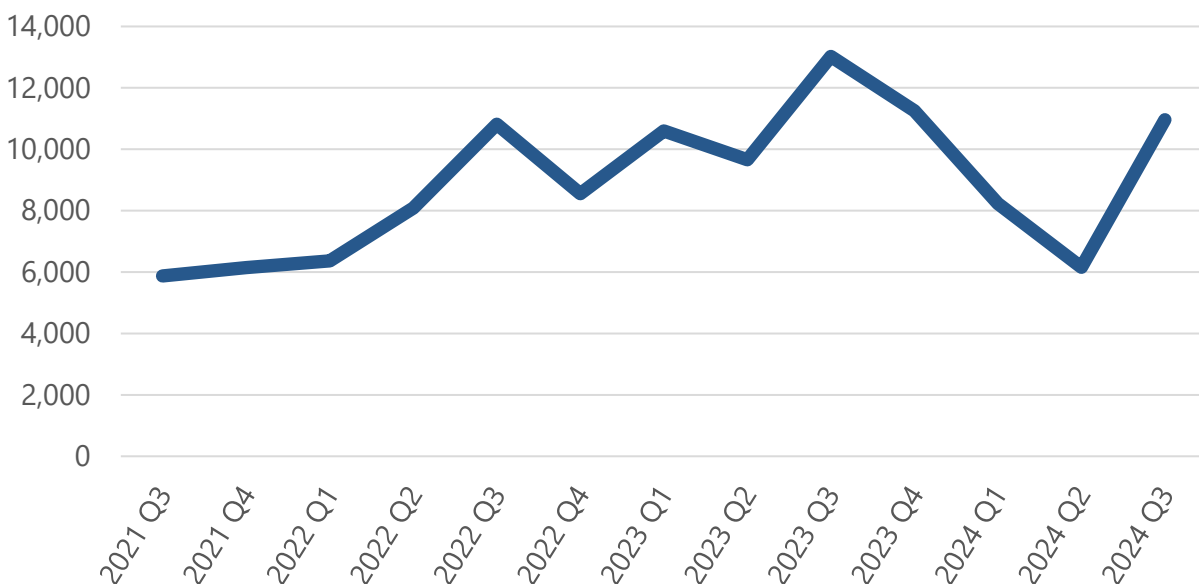
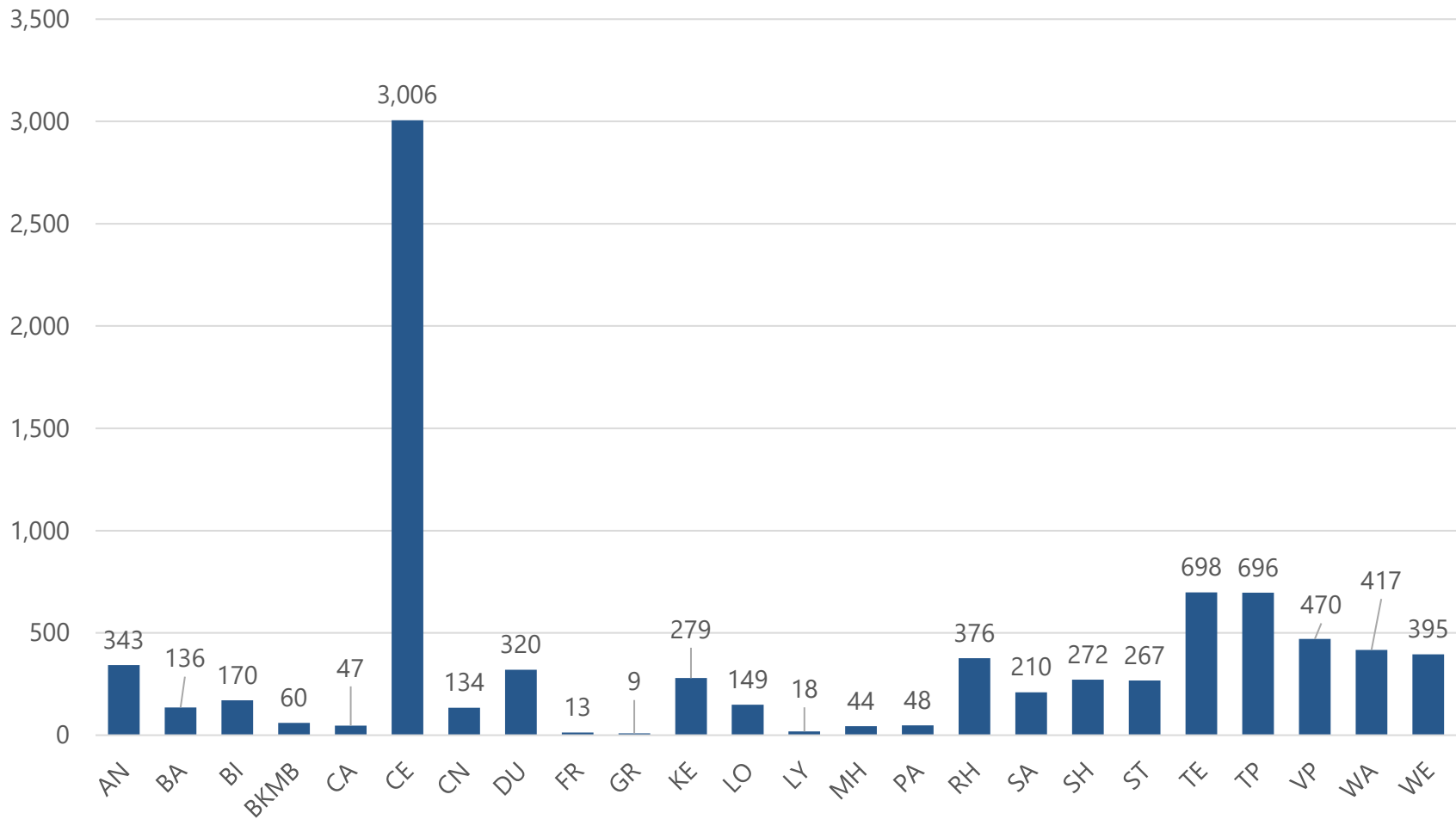


Figure 3: New Cardholder Registrations by Branch location in Q3-2024*



* On the graph x-axis, AN=Ancaster; BA=Barton; BI=Binbrook; BKMB=Bookmobile; CA=Carlisle; CE=Central; CN=Concession; DU=Dundas; FR=Freelton; GR=Greenville; KE=Kenilworth; LO=Locke; LY=Lynden; MH=Mount Hope; PA=Parkdale; RH=Red Hill; SA=Saltfleet; SH=Sherwood; ST=Stoney Creek; TE=Terryberry; TP=Turner Park; VP=Valley Park; WA=Waterdown; WE=Westdale

CIRCULATION

- Overall circulation was 7.1 per cent lower in Q3 compared to Q3-2023. We had over 1.3 million items circulated this quarter (n= 1,314,997).

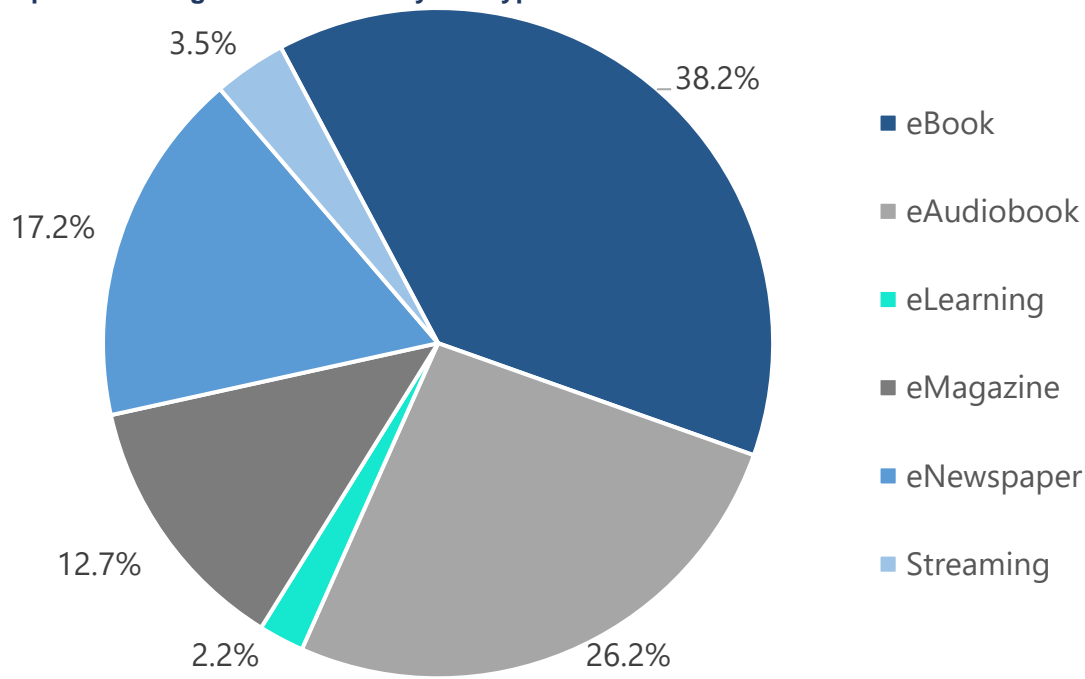
Physical Circulation

- Physical circulation was 14.2 per cent lower than in Q3-2023.
- The total number of physical items circulated this quarter was 753,434. This is more than double the number of checkouts in Q2 this year. The monthly numbers are back to pre-cyber incident numbers.
- **Hamilton Reads:** Anuja Varghese's *Chrysalis: Stories* was checked out 341 times in physical format in Q3.

Digital Circulation

- Digital circulation continues to be strong; we experienced a 4.5 per cent increase over Q3-2023. The total number of digital items circulated in Q3 was 561,563
- eBooks still represent the largest proportion of digital circulation, 38.2 per cent.
- eAudiobooks checkouts are second, representing 26.2 of all digital circulation.
- **Hamilton Reads:** Anuja Varghese's *Chrysalis: Stories* was the most frequently checked out eBook and had a total of 707 digital checkouts in Q3 (eAudio and eBook combined).

Figure 4: Proportion of Digital Circulation by the Type of Service

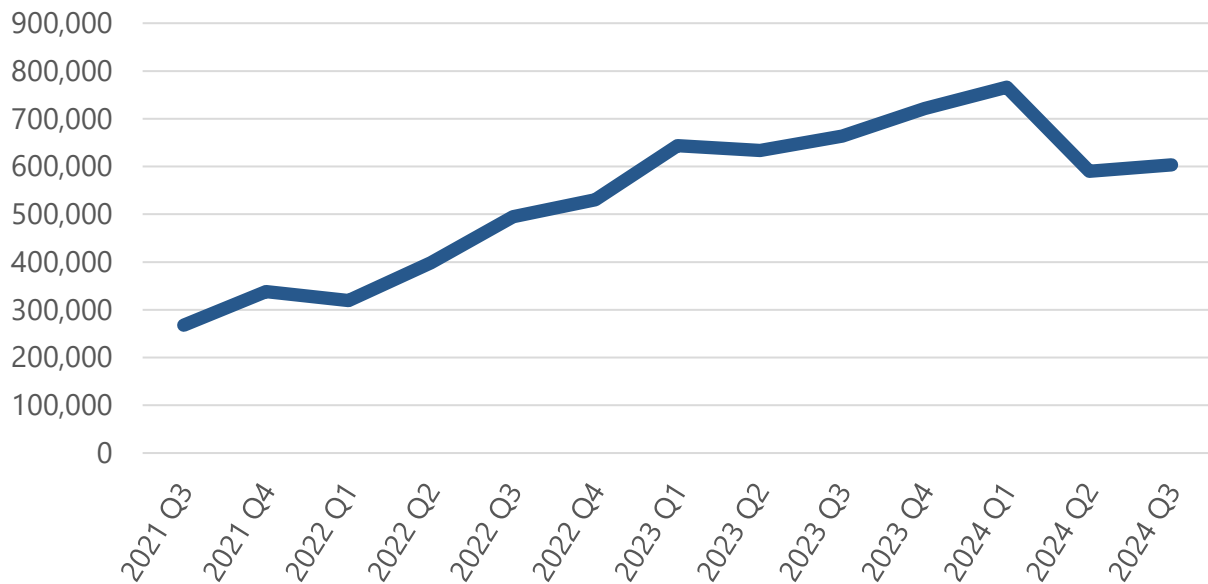


VISITS

In-person Visits

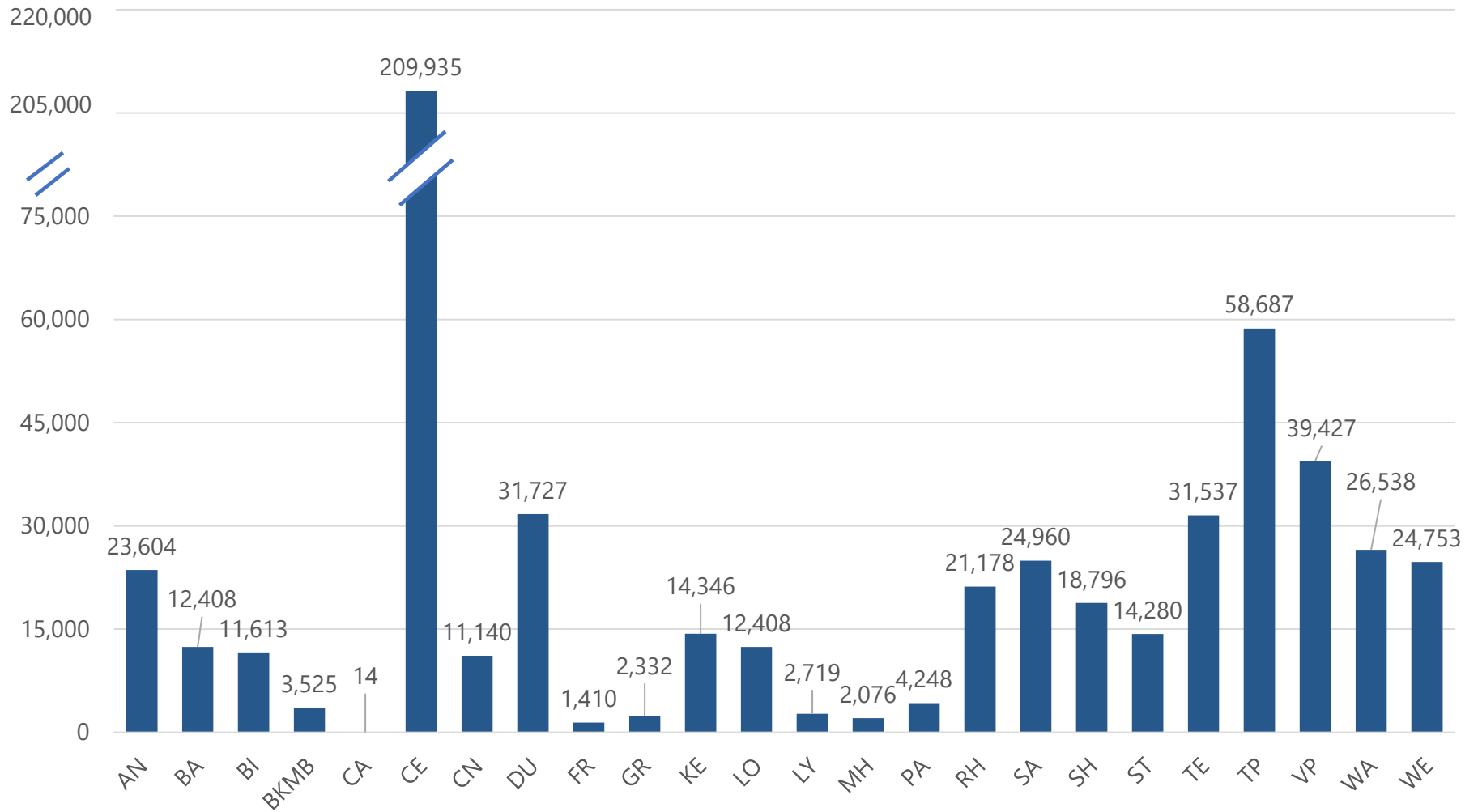
- In total, we had 603,661 visitors* to our Branches in Q3. This number includes visitors during our regularly staffed hours, through our Extended Access service and after hours for our Study Hall service (those who enter the Branches after 8 p.m.).
- Q3 in-person visits decreased by 9.1 per cent compared to Q3-2023.
- Weekly visits in the quarter never dipped below 40,000 people (except for weeks with holiday closures) and reached a weekly high of over 51,000 people in September.

Figure 5: The Number of Quarterly In-person Visitors to HPL 2021-2024



* Carlisle is not reporting regular in-person visitor numbers, only Extended Access visitor numbers are currently available.

Figure 6: The Number of Visitors to each HPL Branch in Q3-2024*

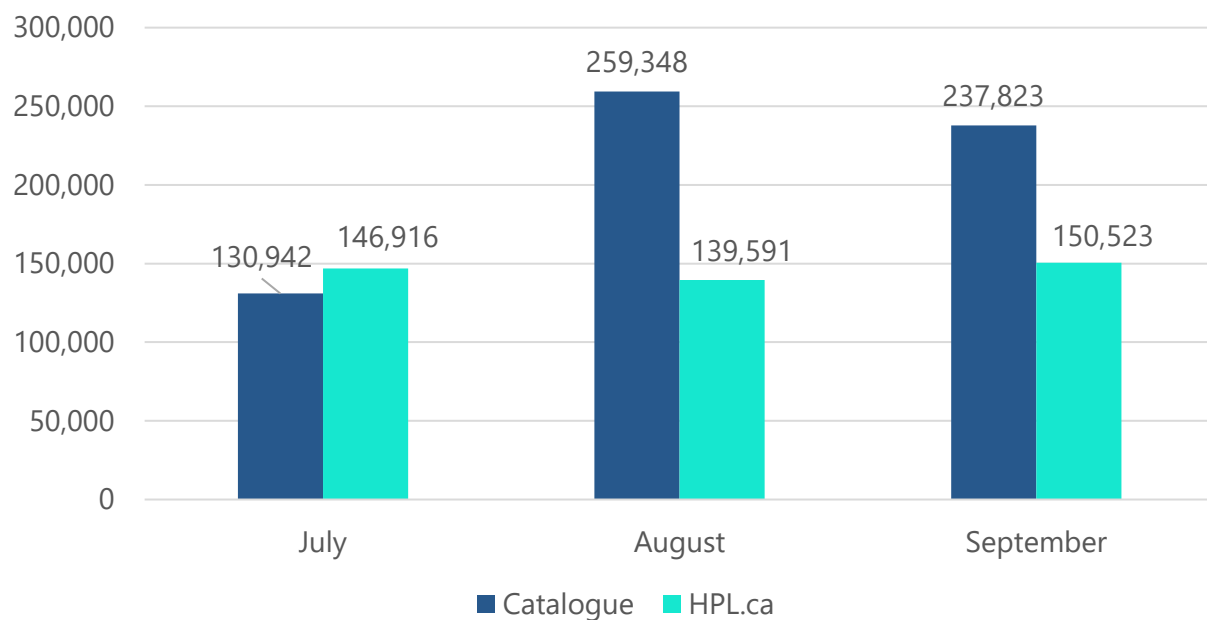


*On the graph x-axis, AN=Ancaster; BA=Barton; BI=Binbrook; BKMB=Bookmobile; CA=Carlisle; CE=Central; CN=Concession; DU=Dundas; FR=Freelton; GR=Greenville; KE=Kenilworth; LO=Locke; LY=Lynden; MH=Mount Hope; PA=Parkdale; RH=Red Hill; SA=Saltfleet; SH=Sherwood; ST=Stoney Creek; TE=Terryberry; TP=Turner Park; VP=Valley Park; WA=Waterdown; WE=Westdale

Web Visits

- The number of visits to our website (hpl.ca) in Q3 was lower than in Q3-2023 by 25.6 per cent, reaching 437,030 visits.
 - The most visits occurred in September (n= 150,523).
- In Q3, there were 628,113 visits to our electronic catalogue. This was a 9.9 per cent decrease compared to Q3-2023.
 - The most visits occurred in August (n= 259,348).

Figure 7: The Number of Monthly Visits to HPL.ca and HPL's Catalogue



TECHNOLOGY USE

Computers

Public computing was soft-launched at the Central Library on September 13 and was extended to Sherwood on September 23. So, we are able to provide some computer usage data for Q3.

- Our public computers have been used 3,041 times, for a total of 2,529 hours in Q3.
 - Public computer sessions, on average, lasted 49 minutes.
- The number of computer sessions, as expected, is well below the number from Q3-2023, by 97.2 per cent.

Printing

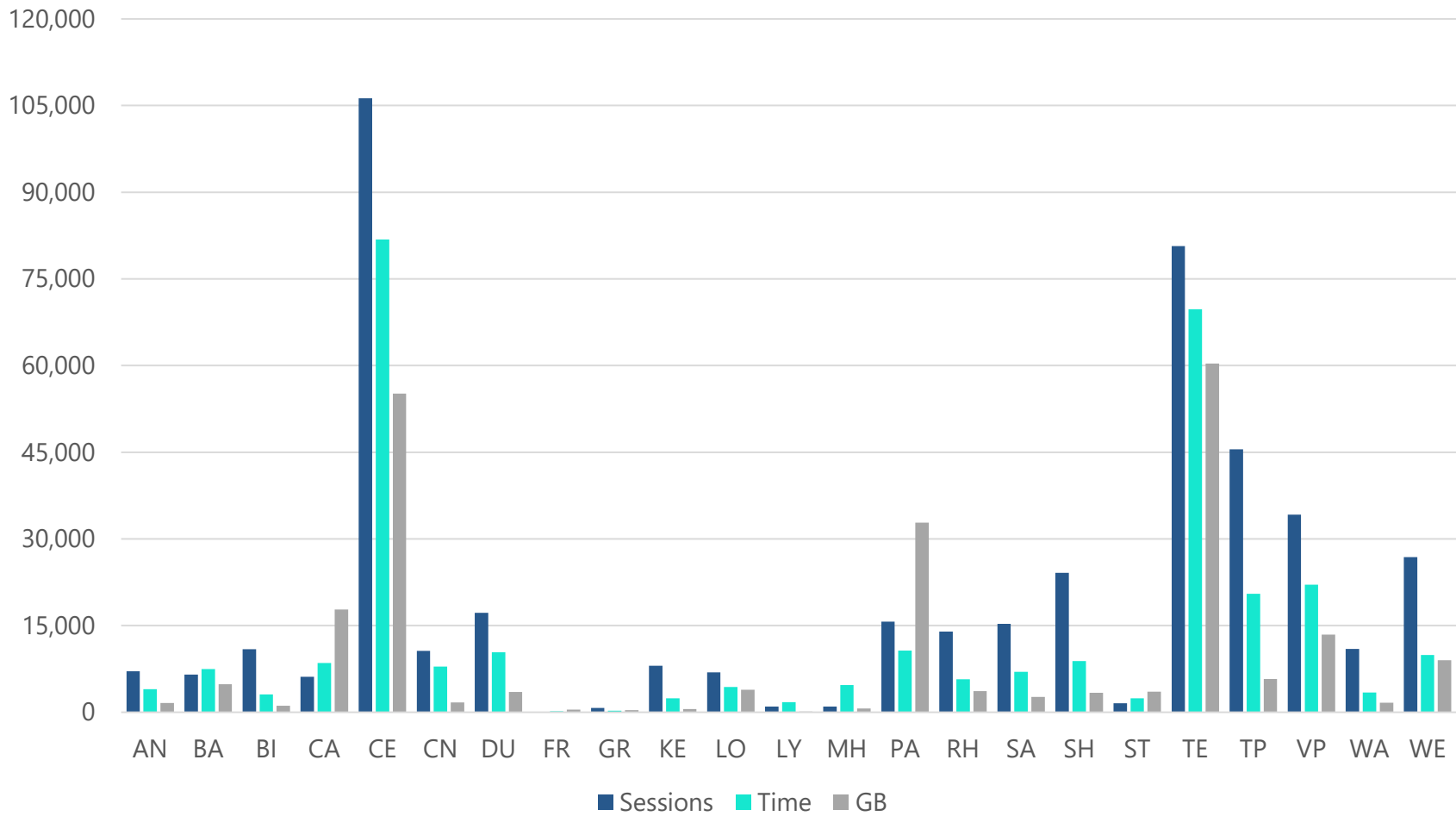
Free printing is available to the public through our established workaround, at a majority of our Branches (n=16). The metric data has to be collected manually from each Branch printer through the counter logs.

- In Q3, our available data shows that the public printed 124,378 pages through our Branches.
- More pages were printed in August (n= 44,800) than in September (n= 39,825) or July (n= 39,753)

Wi-Fi

- The total number of Wi-Fi sessions reached 451,362 for 297,215 hours and 228,114 GB of data in Q3.
- The number of sessions in Q3 was lower than Q3-2023 by 12.1 per cent.
- The number of hours that individuals stayed connected to our Wi-Fi service was lower by 62.8 per cent, and data usage (in GB) was lower by 55.3 per cent.

Figure 8: The Number of Wi-Fi Sessions, Time (in hours) and Data Usage (GB) at each HPL Branch*

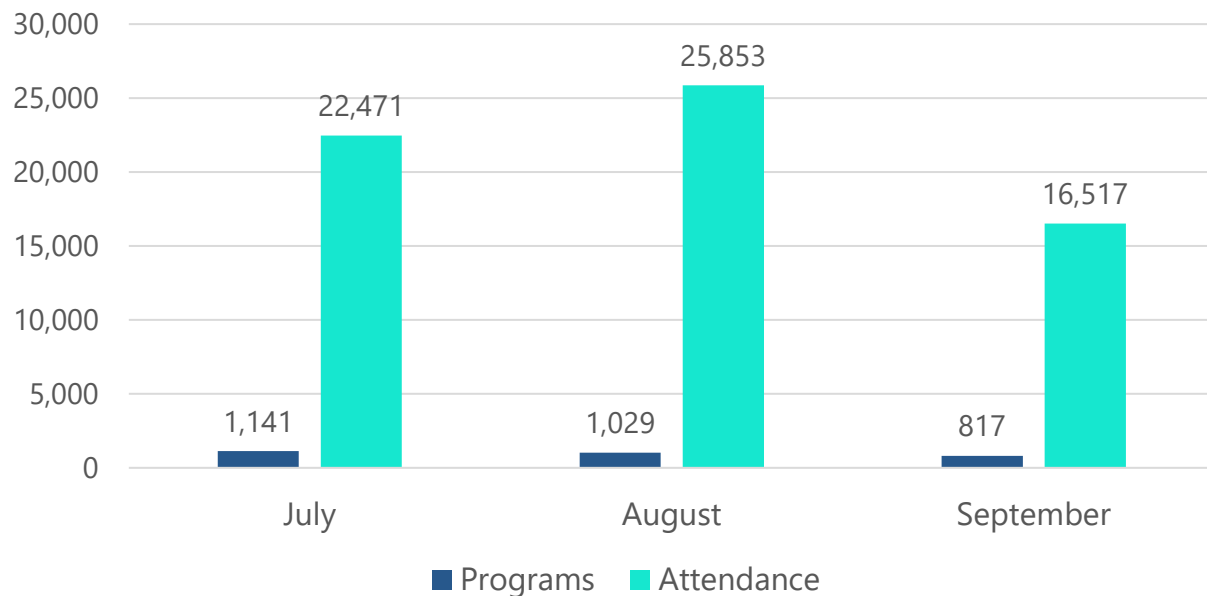


* On the graph x-axis, AN=Ancaster; BA=Barton; BI=Binbrook; CA=Carlisle; CE=Central; CN=Concession; DU=Dundas; FR=Freeleton; GR=Greensville; KE=Kenilworth; LO=Locke; LY=Lynden; MH=Mount Hope; PA=Parkdale; RH=Red Hill; SA=Saltfleet; SH=Sherwood; ST=Stoney Creek; TE=Terryberry; TP=Turner Park; VP=Valley Park; WA=Waterdown; WE=Westdale

PROGRAMS

- In Q3, we hosted 64,841 people at 2,987 programs.
- The number of programs offered in Q3 was 18.6 per cent higher than the number offered in Q3-2023.
- Most of our programming is in-person, with only 0.6 per cent of programs occurring virtually.
 - August's attendance includes the number of registrants for our Summer Reading Club program (n= 6,774).

Figure 9: The number of HPL Programs and Attendees per month in Q3

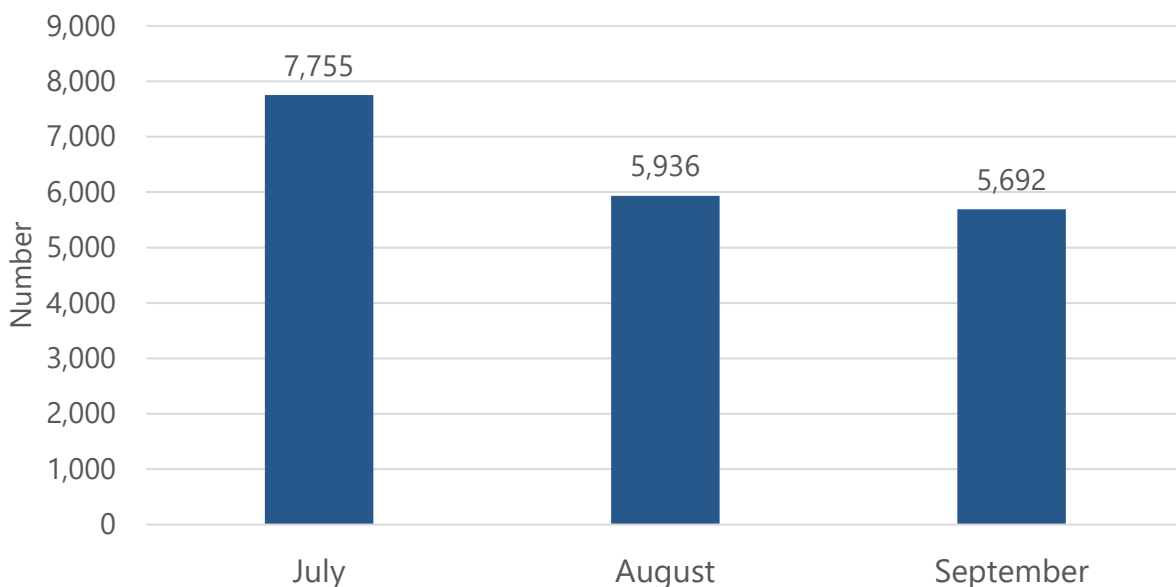


AskHPL

- Our Library support system, AskHPL* received 19,383 requests in Q3.
- Requests in Q3 were 20.6 per cent higher than in Q3-2023.
- There were more requests in July (n= 7,755) than either August or September.
- The most requests received in a single day during Q3 was 496, which is one request every 80 seconds.

* AskHPL Quarterly request numbers may change over time as invalid (e.g. SPAM) tickets are deleted from the system.

Figure 10: Monthly AskHPL Requests in Q3

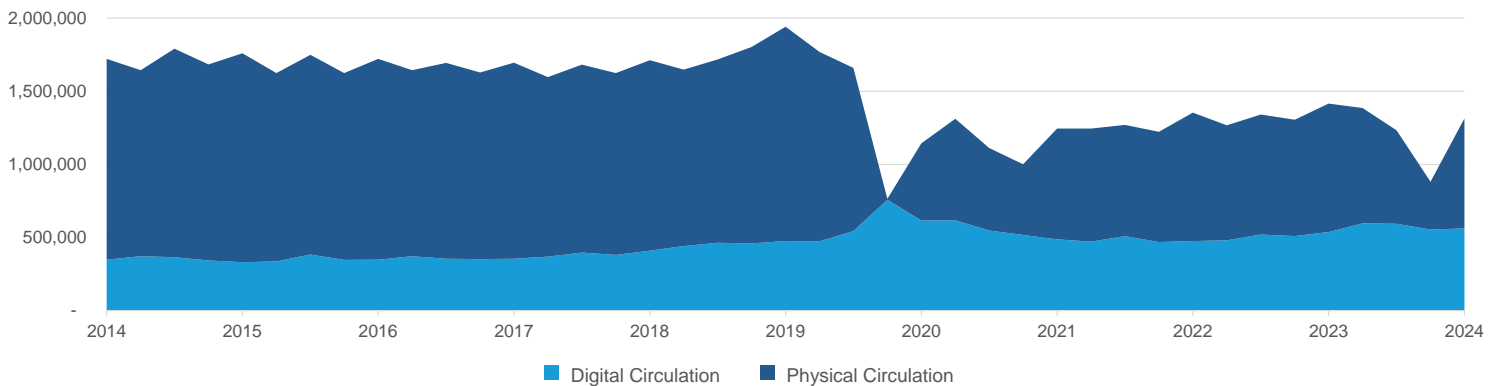


OTHER KEY METRICS

- In Q3, the HPL App was downloaded 3,641 times, of which 62 per cent were to new devices.
- HPL Members used their library card 460 times between August (n= 328) and September (n= 132) to visit City of Hamilton Civic Museums.
 - Dundurn National Historic Site was the most frequently visited, followed by Battlefield House Museum.
- In Q3, social media fans (n= 34,856) were higher than Q3-2023 by 4.6 per cent.

The Library Board will continue to receive quarterly updates on key performance indicators. This is a means of monitoring trends in the use of Library facilities, collections, programs, and services and planning for future strategic opportunities and developments. These performance indicators continue to evolve as library services evolve.

Performance Measures	2024 YTD	2023 YTD	% Change 2024-2023 YTD	Q3, 2024	Q3, 2023	Q3, 2022	Q3 % Change 2024 to 2023
New Registered Cardholders	25,350	33,277	-23.8%	10,966	13,023	10,813	-15.8%
Active Library Cardholders	183,261	172,191	6.4%	183,261	172,191	142,018	6.4%
In Person Visits	1,959,875	1,940,891	1.0%	603,661	663,766	494,943	-9.1%
Website Visits	1,438,044	1,521,754	-5.5%	437,030	587,562	520,400	-25.6%
Catalogue Visits	1,573,284	1,735,244	-9.3%	628,113	696,844	479,091	-9.9%
AskHPL	56,363	44,124	27.7%	19,383	16,068	12,927	20.6%
Number of Programs	8,589	6,193	38.7%	2,987	2,518	1,077	18.6%
Program Attendance	173,534	116,363	49.1%	64,841	42,020	21,969	54.3%
Computer Sessions	70,376	318,207	-77.9%	3,041	107,812	90,245	-97.2%
Wireless Network Sessions	1,377,519	1,155,351	19.2%	451,362	513,511	232,137	-12.1%
Wireless Network Hours of Use	1,564,933	2,263,496	-30.9%	297,215	800,000	567,326	-62.8%
Wireless Network Usage (GB)	1,078,680	1,167,910	-7.6%	228,114	509,770	252,826	-55.3%
Social Media Fans	34,856	33,314	4.6%	34,856	33,314	31,096	4.6%
Circulated Items (Physical)	1,720,704	2,495,687	-31.1%	753,434	878,488	878,840	-14.2%
Circulated Items (Digital)	1,709,390	1,566,515	9.1%	561,563	537,400	475,279	4.5%
Circulated Items (Total)	3,430,094	4,062,202	-15.6%	1,314,997	1,415,888	1,354,119	-7.1%





DATE: November 20, 2024
TO: Chair and Members of the Board
FROM: Paul Takala, CEO & Chief Librarian
SUBJECT: **Chief Librarian's Report - PT**

RECOMMENDATION:

That the Hamilton Public Library Board receive the Chief Librarian's Report for information.

ATTACHMENTS:

24-11-20-ChiefLibrarianReport.pdf

CHIEF LIBRARIAN REPORT – OCTOBER 2024

UPDATE ON SERVICES

3D printing is back for members at our Dundas, Valley Park, Terryberry, Turner Park and Central branches, with Waterdown and Red Hill to come. We've had over 50 bookings, with designs ranging from Halloween costume accessories to architectural models. Members have also printed student projects, household appliance parts, knitting stitch markers and Christmas light clips, to name a few.

Public computers are available at all locations, with active temporary printing services. We are continuing to work on restoring permanent public printing solutions, with an estimated completion by December.

COMMUNITY PARTNER DESK

We opened our Community Partner desk at Central in October. The desk is located on the 1st floor of Central Library. HPL has already registered ten organizations offering social, health and educational services to individuals, families, youth and newcomers. Organizations are participating on a weekly, bi-weekly or monthly basis, offering 1 or 4 hour sessions. We have received positive feedback from organizations, members, and HPL staff and look forward to connecting members with the resources and services they need. Already, the Hamilton Family Health Team met with eleven individuals who needed a family doctor and will now be attached to primary care. A physiotherapist talked with 28 individuals, sharing services as required and testing grip strength.

COMPUTER LITERACY FOR SENIORS

Computer Literacy for Seniors is a digital literacy course run in partnership with Mishka Social Services that ran for 6 weeks at the Central Library. Throughout this program, Seniors learned the basics of computers, how to email, how to identify and prevent scams, learned about social media and how to use Zoom. We had 7-8 Members join us each week and it was wonderful to see how they progressed throughout the program. Computer Literacy for Seniors not only provided information and skills, but a welcoming environment to learn, ask questions and develop friendships. The sense of community and belonging enhanced the learning experience of the participants.

LIBERIAN LEARNING CENTRE

In October, HPL hosted Leo Johnson, along with Staff and partners from Empowerment Squared, to provide a project update on the Liberian Learning Centre in Paynesville, which is set to open in December 2024. Earlier that day, Leo, Paul, and several Staff members attended the Canadian Urban Library Council event hosted at Burlington Public Library and took away some valuable information to be put into practice with the LLC.

Prior to the event, HPL nominated Leo Johnson for the 'I Partner with My Public Library' award, which invites public libraries to recognize the accomplishments of exceptional partners. At the end of the event, the Chief Librarian was pleased to present Leo with the award sponsored by the non-profit Let's Move in Libraries inspired by Former First Lady Michelle Obama.



BOOKMOBILE UPDATES

Bookmobile entered into a new research partnership with HPL's Youth Services Team and McMaster University. The study will explore enhancing quality, diversity, inclusion, and accessibility in early physical literacy education for marginalized preschoolers. The Bookmobile will serve as a conduit for deploying physical literacy programs at established EarlyON Bookmobile stops (including Huntington Park and Riverdale).

In working with City Housing Property Manager at Swansea Apartments, Bookmobile was able to secure a permanent parking solution for our weekly stop at 108 Upper Gage Avenue. The City of Hamilton Transportation Planning and Parking Division will be installing signage that will permit the Bookmobile to stop in a no-parking zone in the coming weeks. Parking Enforcement has been notified of the special permission granted to Bookmobile once a week at this location.



HPL OUTREACH

Youth Services delivered special outreach storytimes at two local organizations, the Circle of Friends and Ron Joyce's Children's Hospital. 16 people, including 13 children, attended the storytime at Circle of Friends, an organization focused on assisting newcomers to Canada. 35 people attended the Ron Joyce storytime, including 15 children accessing care at the hospital. HPL has not visited these organizations since before the start of the pandemic, making this an exciting opportunity to build relationships anew. Both organizations were thrilled with the visits and have invited Staff to return to present additional programming and connect with members. Discussions are underway with the goal of developing an ongoing arrangement. These storytime visits are reflective of the Central Youth Services teams' increased initiatives to build connections with the Central catchment community.

On Tuesday October 22nd, HPL staff performed outreach at the Inform Community Fair. The fair was one part of a day-long HamOntYouth Summit held at the HWDSB Education Building. Staff were given an opportunity to network with other organizations aiming to reach local teens, such as the YMCA and Green Venture. The Youth Summit also enabled staff to chat one-on-one with Hamilton Teens about the library. HPL engaged 250 teens during the Community Fair. The teens told us they were frequent users of their Public Library branch and valued the space to complete schoolwork.

Queer Coffee Hamilton visited our Local History & Archives in late October for a tour of the vault and a look at the material in the 2SLGBTQ+ Community Archives. This local group is a free monthly social mixer for the 2SLGBTQ+ community which meets regularly and arranges special events, activities, and field trips for members. Following a tour of the vault to learn how LH&A preserves and stores Hamilton's history, The group then viewed material from the Michael Johnstone fond and Volume 1 of the Queer Coffee Hamilton History Book previously donated by the group. The group expressed interest and enthusiasm for LHA's collection and sharing of stories by under-represented communities. The organizer followed up after the visit to say, "I just wanted to send a quick note of thanks for the wonderful field trip to the archives, I heard nothing but positive feedback."

HALLOWEEN AT HPL

As part of FrightFest programming, Central Library hosted a highly successful workshop, The Art of Tarot Reading. Led by professional tarot reader Liz Worth, the event attracted a significant audience, filling all 20 available spots and

generating an impressive waitlist of over 30 members. Participants discovered the fascinating history of tarot and learned how to utilize tarot reading as an empowering tool for self-discovery and decision-making. Given the program's popularity, we are looking into developing a monthly tarot program at HPL, modelled after our popular Zine Club at Central, which attracts 20-30 members monthly.

The October Craft was a Halloween Wreath, and members had a terrific time creating beautiful and scary décor at six branches. At the Central Library, one of the crafters returned later in the week to share how many compliments she had received from neighbours, and her Halloween Wreath is proudly displayed on her door.

In collaboration with Adult Program Development, Youth Services offered the first system-wide monthly theme of Pumpkin Palooza. Programs offered this brand focused on harvest season, autumnal, and Halloween themes. During the month of October, 63 Pumpkin Palooza programs were offered, such as Pumpkin Storytime, STEAM Learning Lab—Creepy Creatures, and Scary Writing programs. At the time of this writing, 849 participants were in Pumpkin Palooza programs.

Paul Takala, CEO & Chief Librarian
November 2024

OCTOBER MEDIA

[Hamilton Day, Road2Hope and more weekend events in Hamilton and area](#)

The Hamilton Spectator, October 31, 2024

[Hamilton Day returns for another weekend of celebrating local business](#)

The Hamilton Spectator, October 30, 2024

[COLUMN: Citizens transformed into soldiers at Camp Borden](#)

by Andrew Hind, *Barrie Today*, October 26, 2024

Image provided by Hamilton Public Library LHA

[Things to do this weekend in Hamilton: Oct. 25 to Oct. 27](#)

by Suzanna Dutt, *In the Hammer.com*, October 25, 2024

[Hamilton Public Library 2025 Capital Budget will be \\$4.6-Mil](#)

by Joey Coleman, *The Public Record*, October 24, 2024

The Hamilton Public Library's 2025 capital budget submission to Hamilton City Council is \$4,462,200.

The HPL will renovate its Mount Hope Branch, and upgrade its digital network infrastructure in 2025.

\$3,233,100 of the capital plan is being charged to development charges, and \$1,080,200 will be requested from the City's 2025 capital tax levy budget.

The HPL hopes to secure a federal grant to fund the Mount Hope renovations.

Mount Hope Library Branch Renovation

Renovating the Mount Hope Library branch will cost an estimated \$2,913,300

The City and Library are also applying for a \$3.1-million grant from the federal Green and Inclusive Community Buildings fund.

The present branch opened in 1990 when the Wentworth Country Library renovated the former administrative offices of the Township of Glanbrook. The renovations will bring the branch up to current accessibility standards and allow more efficient use of the building.

The HPL says the renovated branch will be the City's "first Municipal Net Zero Building."

Invizij Architects is the prime consultant for the project. They were the prime consultant for the Binbrook Library building.

If the federal grant is not received, the scope of renovation will be decreased to making the building Net Zero ready.

[Hamilton Library Expects West Harbour Discovery Centre Reno to Cost \\$15-million](#)

by Joey Coleman, *The Public Record*, October 21, 2024

[Things to do this weekend in Hamilton: Oct. 18 to Oct. 20](#)

by Suzanna Dutt, *In the Hammer.com*, October 18, 2024

[Things to do this weekend in Hamilton: Oct. 11 to Oct. 14](#)

by Suzanna Dutt, *In The Hammer.com*, October 11, 2024

[What's open and closed on Thanksgiving Monday in Hamilton, Niagara, Halton](#)

by Michael To, *CHCH.com*, October 11, 2024

[Health librarians ask who will guide clinicians on latest treatments after St. Joe's cuts jobs](#)

by Joanna Frketich, *The Hamilton Spectator*, October 10, 2024

[Hamilton Day returns for another weekend of celebrating local business](#)

by Fallon Hewitt, *The Hamilton Spectator*, October 10, 2024

[What's open and closed in Hamilton this Thanksgiving weekend](#)

by Desmond Brown, *CBC Hamilton*, October 10, 2024

[Hamilton Thanksgiving Monday 2024: What's Open & Closed](#)

In the Hammer.com, October 8, 2024

[Things to do this weekend in Hamilton: Oct. 4 to Oct. 6](#)

by Suzanna Dutt, *In the Hammer.com*, October 4, 2024

[Peek into the studio with open window artist talks at Supercrawl](#)

by Krissy Butler *The Silhouette*, October 3, 2024

[FYI:](#)

Toronto Public Libraries to open seven days a week by summer 2026

<https://nowtoronto.com/news/toronto-libraries-to-extend-hours-seven-days-a-week/>

News Releases - Toronto Public Library - Record number of Torontonians using Library; in-branch technology use growing rapidly

https://torontopubliclibrary.typepad.com/news_releases/2024/10/record-number-of-torontonians-using-library-in-branch-technology-use-growing-rapidly-.html

Province Grants Environmental ‘Certificate of Property Use’ for 58 York Blvd

<https://www.thepublicrecord.ca/2024/10/province-grants-environmental-certificate-of-property-use-for-58-york-blvd/>

Facebook Refuses to Take Down Hamilton Public Transit Pass Scam

[Facebook Refuses to Take Down Hamilton Public Transit Pass Scam – TPR Hamilton | Hamilton's Civic Affairs News Site](#)



DATE: November 20, 2024
TO: Chair and Members of the Board
FROM: Lisa DuPelle, Director, Human Resources and Information Services
SUBJECT: **Leave of Absence Policy (2nd Review) - LD**

RECOMMENDATION:

That the Hamilton Public Library Board approve the Leave of Absence Policy.

BACKGROUND:

Thank you for the feedback on the Leave of Absence Policy, which was provided during its first review. In response to your suggestions, we have clarified the definitions for Collective Agreement leaves, which includes the Leave for Union Business leave type. The updated definition outlines that this leave applies exclusively to unionized employees and covers specific leave types not categorized as legislated or discretionary (personal). We will ensure that this information is added to the policy document and updates are communicated to all staff in accordance with our Policy review procedures.

We also provided the Board a copy of our internal document, which includes a comprehensive chart of all leaves of absence. This chart details each type of leave, including eligibility criteria, application processes, relevant timelines, and impacts on benefits, pension, etc. This visual aid is intended to act as a tool, providing employees with a summary of leave options available at HPL. Please note that this chart is also undergoing an internal review process, and this version has not been finalized.

ATTACHMENTS:

Leaves of Absence Policy.pdf

Leaves of Absence Policy

Policy Level:	Library Board
Author:	Director, Human Resources and Information Services
Review Period:	4 years
Approval Date:	November 2024

POLICY PURPOSE

Beyond paid vacation, there are a number of leaves of absence available that allow employees to take time away from the workplace to address emergency situations, or to deal with personal responsibilities and obligations. Many of these leaves are provided through Provincial Legislation such as the *Employment Standards Act* and the *Juries Act*; these are known as legislated leaves of absence.

Leaves of absence that do not fall within the provisions of legislated leaves (such as under the *Employment Standards Act*), are administered through the Hamilton Public Library's policies, procedures and/or Collective Agreement.

KEY POINTS SUMMARY

- The Hamilton Public Library ("HPL") is fully compliant with all provincial and federal employment-related legislation.
- Employees are entitled to access various types of leave under legislation such as the *Employment Standards Act*, the *Juries Act*, and within the *Municipal Elections Act*.
- Where some of the leaves under HPL policies are discretionary, reasonable consideration will be given to all leaves of absence requests made by employees.
- Leaves of absence must be administered fairly in a manner which complies with legislation and supports employee wellness while considering the operational requirements of the HPL.

SCOPE

This Policy applies to all employees. Unionized employees should also refer to Article 18 for more information about Leaves of Absences available to unionized employees in the Collective Agreement. If there is a discrepancy between this Policy and the Collective Agreement, the Collective Agreement shall take precedence.

DEFINITIONS

Legislated Leave of Absence

Any leave under the provisions of the *Employment Standards Act*, 2000, *Juries Act*, 1990 and/or the *Municipal Elections Act*, 1996. Please note that leaves of absence prescribed under these and other

related acts may be revoked and/or amended at any time. In all cases, the HPL will follow current legislation as prescribed.

Discretionary Personal Leave of Absence

Absence without pay, is authorized in advance for purposes not otherwise included in legislation. A discretionary leave of absence can span from one (1) day up to a maximum duration of one (1) year. Employees must have passed their probationary period to be eligible to make a request.

Collective Agreement Leaves of Absence

Leave types available to Unionized Employees that are in addition to legislated or discretionary personal leave of absence types. See the Collective Agreement Article 18 for an outline and definitions of each leave type.

POLICY DETAILS

The Hamilton Public Library (HPL) recognizes that occasionally an employee may need to take a Leave of Absence (LOA) to better balance their work/life responsibilities.

RESPONSIBILITIES

Employee Responsibilities

- Obtain pre-approval from their Manager or Supervisor where possible. The exception to this is in the event of an emergency which may require immediate unpaid leave. Employees are expected to contact their direct Supervisor as soon as possible in the event of an emergency.
- Be knowledgeable regarding HPL's policies and procedures, Collective Agreement as applicable, legislation, processes, timelines and requirements for application for a leave of absence. Information can be gained through an employee's Manager, their Union, Human Resources, or within applicable legislation.
- Seek information and become aware of the impact of an unpaid leave of absence has on OMERS contributions, pro-rating of vacation, continuation of benefits coverage, etc. that might arise when taking an unpaid leave.

Manager Responsibilities

- Demonstrate good faith in adhering to the terms and conditions for a leave of absence. Failure to do so may result in a denial of the leave or disciplinary action.
- Be knowledgeable of the various leaves of absence available to employees through internal Hamilton Public Library policies and procedures, Collective Agreement, and legislation.
- Provide employees with information regarding leaves as requested or direct them to appropriate persons within the Human Resources Department for consultation.
- Ensure that employees' requests for Leaves of Absence meet the criteria established within the various policies, procedures, Collective Agreement, or legislation.

- Approve requests and obtain documentation to support Leave of Absence requests where required.
- Communicate with Human Resources to ensure proper documentation is completed and absences are recorded appropriately.
- Provide guidance to employees regarding the available leaves of absence that they may be eligible for based on their circumstances.

- Human Resources Responsibilities:
- Advise employees if documentation requirements are needed to support the leave of absence, along with potential impacts to benefits, OMERS, vacation, seniority, etc. while on leave.
 - Submit requests to the City of Hamilton for a Record of Employment, where applicable.
 - Coordinate the employee's return-to-work in collaboration with their Manager/Supervisor.

RELATED DOCUMENTS

Related Procedure

- Leaves of Absence Procedure

Related Documents

- Leave of Absence Request Form
- HPL Leaves of Absence Chart

APPROVAL HISTORY

December 2018; February 2023; November 2024

DATE: November 20, 2024
TO: Chair and Members of the Board
FROM: Cindy Poggiaroni, Director Collections and Program Development
SUBJECT: **Copyright and Intellectual Policy (1st Review) - CP**

RECOMMENDATION:

That the Board receive the Copyright and Intellectual Property Policy for review and comment.

BACKGROUND:

This policy is brought forward for 1st review under our policy review cycle. Changes proposed are highlighted in yellow in the draft policy. The following is a list of key updates:

- Updated the language in the definition of Fair Dealing to match the language in the Canadian Copyright Act
- Added references that Hamilton Public Library works with Access Copyright to pay licenses connected with photocopying that occurs within the Library
- Updated sections of the Canadian Copyright Act that specify fair dealing guidelines and the Library's role in granting access to copyrighted works
- Updated references to Creative Commons as it relates to current practices and included the framework in the definitions section
- Removed references to specific platforms (i.e. Flickr) and updated language to refer to more general cultural heritage aggregate platforms.

The second and final approval of this policy is scheduled to go to the Library Board in December.

ATTACHMENTS:

Policy_Highlighted Changes_Copyright and Intellectual Property.pdf

Copyright and Intellectual Property Policy

Policy Level:	Library Board
Author:	Director, Collections and Program Development
Review Period:	4 years
Approval Date:	December 2024 (Anticipated)

POLICY PURPOSE

To outline the Hamilton Public Library's role and position related to applicable Copyright and **Intellectual** Property legislation.

KEY POINTS SUMMARY

- The Hamilton Public Library (HPL) is not responsible for infringing copies made by users of the Hamilton Public Library's copying equipment and Makerspaces. It's the user's obligation and responsibility to determine and satisfy copyright or other use restrictions.
- HPL respects the copyright and moral rights of authors and copyright holders and seeks to educate library members about these rights with regard to the Library's physical and digital collections.
- HPL staff and members may make copies for specific purposes under the fair dealing provision of the Copyright Act.

DEFINITIONS

- **Copyright** is a legal means of protecting an author/creator's work.
- **Intellectual Property** refers to the ownership of intangible and non-physical goods.
- **Fair Dealing** is a user's right in copyright law permitting the use of a copyright-protected work without permission or payment of copyright royalties for the purpose of research, private study, education, satire, parody, criticism, review or news reporting, provided that what you do with the work is within the permitted uses as outlined in the Copyright Act Section 29.
- **Access Copyright** is a Canadian non-profit organization that represents writers, visual artists, and publishers. It licenses the copying of creative works to educational institutions and businesses, redistributing proceeds to copyright holders to support the ongoing creation of new content.
- **Creative Commons** is a licensing framework allowing creators to freely share their works while retaining certain rights. It offers a variety of licenses that enable others to use, remix, and distribute the works under specified conditions, such as attribution, non-commercial use, or share-alike requirements.

POLICY DETAILS

HPL seeks to advocate for, inform, and support the creator's intellectual property rights as outlined in Canadian legislation while balancing the social benefit and educational value of exceptions to legislation, as outlined in section 29 of the Copyright Act, which outlines “fair dealing.”

The majority of the material in the Library's collections is subject to copyright. It is not the role of Library staff to interpret the Copyright Act for members. Responsibility regarding copyright arising from the use and/or copying is the responsibility of the member making the copy, whether the member uses their own or Library equipment.

The intellectual property laws of Canada govern the making of reproductions and/or use of some materials. Certain copying may be an infringement of copyright law. The Hamilton Public Library is not responsible for infringing copies made by users of the Hamilton Public Library's copying equipment and Makerspaces. It's the user's obligation and responsibility to determine and satisfy copyright or other use restrictions (such as privacy rights, CSA standards, technical protection measures, licensing and trademark, etc.) when using HPL's collections, equipment and software.

Fair dealing is a long-standing feature of Canadian copyright law that permits certain uses of copyright material in ways that do not unduly harm the interests of copyright owners but which could have significant social benefits. In Canada, fair dealing does not infringe copyright and is limited to the purpose of research, private study, satire, parody, criticism, review or news reporting:

- HPL staff and members may make copies for specific purposes under the fair dealing provision of the Copyright Act, including Controlled Digital Lending. Any concerns about the legitimacy of staff copying for these purposes will be referred to the Library's Chief Librarian or delegate.
- HPL's copying services, whether the copy is made by Library staff or a member, are provided without a motive of financial gain. The fee charged is intended to cover a portion of the Library's costs accumulated while providing this service

HPL will make copies of the Copyright Act and Access Copyright available and post signage to make members aware of it.

Hamilton Public Library retains copyright for content created by the Hamilton Public Library including the digitization of Local History and Archives collections. When content is created by the Hamilton Public Library (and HPL is the copyright holder), it is covered under a Creative Commons Attribution - Non-commercial 4.0 International licence.

A credit line, “Courtesy of Local History and Archives, Hamilton Public Library” should be provided in all cases. Commercial use, including but not limited to: reproductions, redistribution, publication, or transmission, whether by electronic means or otherwise, without prior written permission from the Hamilton Public Library is prohibited.

Local History and Archives contributes to online platforms which aggregate material held in cultural heritage institutions. All images from Local History and Archives featured on such platforms are in the public domain, or the copyright is owned by the Hamilton Public Library.

For more information, please visit the Canadian Intellectual Property Office's website:
<http://www.ic.gc.ca/eic/site/cipointernet-internetopic.nsf/eng/home>

RELATED DOCUMENTS

- [Copyright Act](#)
- [Local History and Archives Policy](#)

APPROVAL HISTORY

April 2001; April 2010; October 2017; December 2024 (Anticipated)



DATE: November 20, 2024
TO: Chair and Members of the Board
FROM: Simona Dinu, Director, Service Excellence and Communications
SUBJECT: **HPL Fees and Rates - SD**

RECOMMENDATION:

That the Hamilton Public Library Board approve the Fees and Rates List as of November 8, 2024, in accordance with the Service Fees Policy.

FINANCIAL/STAFFING/LEGAL IMPLICATIONS:

Hamilton Public Library (HPL) charges fees in accordance with the Public Libraries Act, R.S.O. 1990, c.P.44. In doing so, HPL strives to balance its priority for equitable access with financial accountability.

BACKGROUND:

The revised [Service Fees Policy](#) was approved at the October 2024 Board meeting. One important change to that policy is that the Chief Librarian/CEO has the authority to approve any adjustments/additions to rates and fees as needed consistent with the Policy. That the Fees and Rates list is submitted to the Library Board for approval once a year as part of the budget process

The HPL Fees and Rates List outlines the rates and fees in effect at Hamilton Public Library as of November 8, 2024. Currently, room rentals are on pause, so those rates and fees have not been yet updated, but they will be when that service restarts. The list will be posted on the website and include the last revision date.

ATTACHMENTS:

HPL Fees and Rates.pdf

HPL Fees and Rates List

Procedure Level: Senior Leadership Level

Author: Director of Service Excellence

Review Period: Annual Review

Approval Date: November 20, 2024

ROOM AND RENTABLE SPACES RENTAL FEES

Central Library

Room	Capacity	Duration	Price
Hamilton Room	170	4 hours	\$400
Wentworth Room and 2nd Floor Program Room	40	4 hours	\$150
4th Floor Program Room	15	4 hours	\$100
Circuit 4.0 (Individual Zones on 4th Floor)	50	4 hours	\$150
Circuit 4.0 (All Zones on 4th Floor)	350	4 hours	\$700
Board Room on 5th Floor	30	4 hours	\$450

Sherwood Branch

Room	Capacity	Duration	Price
Rooms A – B	100	4 hours	\$150

Red Hill Branch

Room	Capacity	Rental Duration	Price
Program Room	50	4 hours	\$150

Valley Park Branch

Room	Capacity	Rental Duration	Price
Program Room A	59	4 hours	\$150
Program Room B	59	4 hours	\$150
Rooms A – B	118	4 hours	\$300

Westdale Branch

Room	Capacity	Rental Duration	Price
------	----------	-----------------	-------

Program Room	50	4 hours	\$150
--------------	----	---------	-------

Additional Services and Fees

Service	Price
Room Layout Setup and Reset	\$500
Reset Room Layout	\$250
Security	\$50/hour (4 hours, two guard minimum)
Equipment Rental (where available): technology and audio/visual items.	\$25/item
Technology Support	\$50/hour (4 hours minimum)
Cleaning	\$50/hour (4 hours minimum)

SERVICE FEES

Cards and Other Service Fees

- Non-Resident Card - Annual – \$100
- Hamilton Public Library does not charge fines on overdue materials borrowed from its collections. However, **interlibrary loan materials** borrowed from other libraries outside of the Hamilton Public Library will incur fines charged by the loaning library.
- Interlibrary Loan – Late return fee of \$1.00 per day with a maximum charge of \$25.00.

Printing and Photocopying Fees

- Black and White - \$0.10 per page
- Colour - \$0.25 per page

Every cardholder is allocated \$1 credit daily for black-and-white and colour printing. This credit does not accumulate and resets daily. Note: The number of free prints or photocopies may temporarily increase due to special circumstances.

MAKERSPACE SERVICE FEES

Category	Service	Price
3D Printing	Filament	\$0.10 per gram (minimum \$1)
3D Printing	Resin	\$0.30 per gram (minimum \$1)
Large Format Printing (cost of ink per ml + cost of material per foot)	Ink	\$0.75 per ml
	Matte and Satin Paper	\$2.50 per foot
Vinyl Cutting and Printing (cost of ink per ml + cost of material per foot)	Ink	\$0.75 per ml
	Clear, Matte, Glossy	\$2 per foot

Vinyl cutting	Vinyl	\$1 per foot
Cricut	Vinyl	\$1.00 per sheet
Cricut	Cardstock	\$0.50 per sheet
Textiles	Embroidery	\$2 per 10,000 stitches (\$2 minimum)
Textiles	Backing Material	\$0.50 per foot (1-foot minimum)
Textiles	Standard Sewing	\$1.50 per 30 min
Textiles	Serger Sewing	\$3 per 30 min
Laser Cutting and Engraving	12x19 in Board	\$10 per board
Laser Cutting and Engraving	12x9 in Board	\$5 per board
Lamination	Letter Size	\$1 per sheet
Button Maker	Buttons	\$0.50 per button
Book Binder	Binding	\$2 per binding

Members are required to use Library-supplied materials for print and Makerspace services to reduce damage to equipment. Exceptions are allowed for some items, such as fabric for embroidery and vinyl/veneer, and paper for Cricut.

New Makerspace and digital services are occasionally added. Where possible, fees for new additions will be consistent with other rates in this Procedure and must cover Library costs.

LOCAL HISTORY AND ARCHIVES SERVICE FEES

Reproduction Requests

- Non-Commercial Use - \$30/item
- Commercial Use - \$50/item

For image reproduction requests, up to 600 dpi JPEG files are normally provided. Up to 1200 dpi TIFF is available upon request.

File formats, compression, etc., may vary depending on the document and media type selected, especially for moving visual media or large documents (maps, posters, etc.).

The recipient must determine and satisfy copyright or other use restrictions (such as donor restrictions, privacy rights, publicity rights, licensing and trademarks) when using, publishing or otherwise distributing materials received from Hamilton Public Library. Additional licensing fees may apply as determined by the copyright or intellectual property owner.

LOST OR DAMAGED MATERIALS/EQUIPMENT FEES

Members are responsible for paying fees to cover the cost of loss or damage of:

- Makerspace equipment or other digital devices borrowed for use inside or outside a library location.
- Shipping fees may apply to items acquired through our Interlibrary Loan Service (ILLO). These fees will be disclosed to the Member during the ILLO reservation process.
- Interlibrary Loans at the full rate assigned by the lending institution when the item is determined lost or missing.

The Library does not accept substitutes for lost or damaged material in lieu of fees for lost costs.

Makerspace and Other Digital Equipment

- Auxiliary items: Cables, Drumsticks, Microphone stands/SD Card - \$25
- Tripod, Video Camera/Elgato, etc. - \$90
- Speakers, BluRay Burner, USB Microphone, etc. - \$130
- Wacom tablet/Scanner, etc. - \$225
- Camera, GoPro, Drum Kit, Keyboard, Guitars, Cricut - \$500
- Devices with data plans - \$200
- Kiosk iPads - \$500
- Kiosk Laptops - \$1100

Fees for loss or damage of newer equipment added to the Makerspace from time to time will be consistent with other rates in this Procedure, where possible, and must cover the cost of repair or replacement of the items.

Non-Traditional Items

- CO2 Monitor - \$355
- Birding Kit - \$355
- Collection iPads - \$300
- Community iPads - \$500

APPROVAL HISTORY

November 2024

DATE: November 20, 2024
TO: Chair and Members of the Board
FROM: Lisa DuPelle, Director, Human Resources and Information Services
SUBJECT: **Health and Safety Policy (2nd Review) - LD**

RECOMMENDATION:

That the Hamilton Public Library Board receive the Health and Safety Policy for review and feedback.

BACKGROUND:

- Some questions and feedback were raised during the first board review of the Health and Safety Policy. We thank you for your feedback. We have kept the policy in the first review and appreciate the opportunity to clarify the structure and intent of our policies.
- The reviewed Health and Safety Policy serves as an overarching policy and commitment statement. It is intended to provide general principles that govern our health and safety practices at HPL. In addition to this overarching policy, there are various health and safety policies related to different aspects of operations at HPL, including areas like emergency responses, safe operation of equipment, legislated procedures, and more. Attached under Appendix A, you will find a list of Health and Safety policies and procedures at HPL to demonstrate how the Health and Safety Policy aligns with our larger framework. While these are very important to achieve our commitment to health and safety, they are not at the Board level for approvals; rather, they are overseen by a respective Director and generally approved by SLT in accordance with our Policies and Procedures review guidelines.
- Addressing feedback around the definition of employee, it is important to maintain consistency, alignment with City of Hamilton policies, and potential limitations of making changes. The current definition of “employee” is used uniformly across all policies at HPL, which helps ensure clarity and consistency in how the policy is applied and understanding amongst employees of HPL. Additionally, the policy aligns with City of Hamilton policies, which helps us ensure compliance with their standards and guidelines. It is important to maintain integration with our work process, especially when we collaborate with the City of Hamilton team seeking their services or support. Most importantly, a more specific definition may inadvertently exclude some employees who should be included. An example of this would be an employee who is performing outreach duties at an off-site location, who would not be covered under prescribed locations of the definition. The current definition allows for coverage of various employee positions and job duties as we evolve.

- Regarding the feedback to include the definition of Joint Health and Safety Committee in the Health and Safety Policy, while we recognize the importance of a clear definition and outline of responsibilities of Joint Health and Safety duties, we have opted to include this specific definition in the Health and Safety Responsibilities Policy, as well as the Joint Health & Safety Committee Terms of Reference, which was approved by the Ministry of Labour, Training and Skills Development. This allows us to maintain a concise commitment statement (i.e., the Health and Safety Policy) while ensuring that all roles and responsibilities associated with upholding health and safety practices are clearly outlined in the comprehensive Health and Safety Responsibilities Policy.
- There was also feedback around the accessibility of the Health and Safety Policy, and we are pleased to confirm that the document has been thoroughly assessed for accessibility and is in compliance with AODA standards. We can verify that the Manager, Communications has confirmed that all necessary accessibility requirements have been met.
- We regularly review and update all health and safety policies to ensure relevance and applicability.

ATTACHMENTS:

HSPolicy_Review1_BdMemo_AppendixB_HSResponsibilitiesPolicy.pdf

HSPolicy Review 2 Appendix A.pdf

Health and Safety Responsibilities Policy

Policy Level: Senior Leadership Team
Author: Director, Human Resources and Information Services
Review Period: 4 years
Approval Date: June 2024

POLICY PURPOSE

The Hamilton Public Library Board recognizes that the health and safety of its employees is of primary importance in Library operations and is everyone's responsibility.

KEY POINTS SUMMARY

All levels of Hamilton Public Library have responsibilities in creating a safe and healthy work environment.

DEFINITIONS

Hazard: any source of potential damage, harm or adverse health effects on something or someone under certain conditions at work.

Personal Protective Equipment (PPE): a device worn by a person to protect against hazards.

Supervisor: a person who has charge of a workplace or authority over a worker.

POLICY DETAILS

The Board shall develop a safety program for the Hamilton Public Library that shall ensure that all employees and supervisors are aware of the procedures and responsibilities for the administration, coordination and implementation of an effective safety program. This safety program shall include the following components:

- A Joint Health & Safety Committee (JHSC).
- Orientation and training of managers, supervisors, and employees.
- Procedures to ensure that facilities, equipment, and processes are reviewed for compliance with applicable regulations.
- A reporting mechanism that allows for recommendations for improvement, identification of hazards and incidents to be made known to the Senior Leadership Team. The Hamilton Public Library Board shall be made aware of significant health and safety issues on a timely basis.
- Risk management policies and procedures.

Responsibilities

The Board commits the following parties to assume responsibilities as follows:

Hamilton Public Library Board

- Adopt a Library Health and Safety Policy and subsequent amendments. To receive reports from the Chief Librarian on issues that are of a concern to the health and safety of the Library employees, and to commit necessary resources to ensure that programs and activities can be carried out.

Chief Librarian & Senior Leadership Team

- Ensure proper implementation and maintenance of the Library's Health and Safety Policy. To ensure that health and safety programs have a senior management person accountable to ensure that these programs are implemented, monitored, and evaluated for effectiveness and compliance with all applicable legislation. To ensure that all members of the senior and middle management support health and safety initiatives, and that their responsibilities under Library policy, procedures, and the Occupational Health and Safety Act of Ontario (OHSA) are carried out in a diligent manner.
- Hold all levels of the Library responsible and accountable for safety performance.
- Receive and evaluate suggestions from Library employees relative to the development of safe working conditions and/or procedures. Where appropriate, incorporate them into the Library's health and safety policies and procedures.

Director, Facilities and Sustainability

- Monitor all facilities services, equipment, supply and works, and the methods and procedures used in providing such, to ensure compliance with federal/provincial health and safety legislation and Library health and safety policies and procedures, without reducing the responsibility of the contractor or supplier to comply with safe working practices and procedures.

Director, Human Resources and Information Services

- Develop policies, procedures and programs that support a healthy and safe work environment and to evaluate accident prevention and loss control methods at the Library and to promote these programs throughout the system.
- Regularly monitor the Health and Safety Policy and Accident Prevention Program and make recommendations for any necessary changes and amendments, in consultation with management and the Joint Health and Safety Committee, as may be required from time to time to improve and update the policy.
- Coordinate and support the effective operation of a Joint Health and Safety Committee in the workplace. To act as a resource for the Joint Health and Safety Committee and to provide ongoing committee membership, coordinate committee certification training, conduct training related to health and safety, committee roles, or other such related topics.
- Foster safety awareness among employees by keeping them informed of safe working practices through bulletins, group meetings and training sessions.
- Measure and evaluate the effectiveness of the Library's health and safety policies and procedures.
- Provide managers with system wide and location specific accident and loss control data.
- Review, recommend and/or act upon reported or suspected cases of violation of the Occupational Health and Safety Act and other applicable legislation. Advise the Senior Leadership Team, and other appropriate parties immediately.
- Investigate accident reports, violations of Library health and safety policies and procedures, the Occupational Health and Safety Act or any other applicable legislation and make recommendations.
- Monitor changes in legislation, notifying anyone with shared responsibility and incorporating it into the Library's health and safety procedures.
- Maintain records of Health & Safety committee minutes, inspections, Ministry of Labour orders, accidents, incidents, and recommendations to the Chief Librarian.

Managers or Supervisor

- Be familiar with the conditions and regulations of all applicable Occupational Health and Safety legislation and ensure that the requirements therein are followed.
- Ensure that health and safety policies and procedures are developed, implemented and enforced in their area of responsibility and that no person is permitted to work without proper training and instruction, and adequate supervision.
- Ensure that, in conjunction with the Joint Health and Safety Committee, the workplace is inspected by one or more employees designated to do so at the workplace and to assist Joint Health and Safety Committee members in the performance of their duties under the OHS Act and the Committee Terms of Reference.
- Become aware of any injury causing accident within their areas of responsibility and ensure that all necessary accident investigation forms and reports are thoroughly and accurately completed by the injured worker's immediate supervisor and submitted to the Human Resources Department within the established time frame.

- Ensure that workers under their supervision comply with the requirements of Library health and safety procedures considering:
 - Safety of buildings and physical working conditions.
 - Utilization and maintenance of safe equipment, tools and other devices.
 - Procedures and practices of job performance.
 - Proper and effective supervision of employees.
 - On-the-job training programs in consultation with senior managers.
 - Correct utilization of safety equipment.
 - Proper job instruction.
 - Proper equipment and vehicle operation instruction.
 - Frequent review of safe working practices.
 - Regular inspection of work sites.
- Assist and cooperate with Senior Leadership Team in carrying out duties as outlined above or any that may be required from time to time in complying with the Library's health and safety policies and procedures.
- Ensure that all orders issued by the Ministry of Labour are acted on by giving copies of such orders to Senior Leadership Team immediately and by posting such orders on the location's health and safety board.
- Forward to Senior Leadership Team any suggestions received from workers relative to the development of safer working conditions and/or procedures.
- Set a good example.
- Ensure that all appropriate documentation is posted on the department's health and safety bulletin board.

Union and Employees

- Be aware of and comply with the Health and Safety Policy and Accident Prevention Program of the Library, and all applicable Occupational Health and Safety legislation and regulations.
- Participate in health and safety programs established for the workplace.
- Take every reasonable precaution to protect themselves, their fellow employees, and the public.
- Work safely and carry out their assigned duties with such skill and care as to eliminate, as far as practicable, an accidental injury to themselves, to their fellow employees and members of the public.
- Use personal protective equipment properly for the task at hand when required.
- Promptly report any safety hazards or abnormal conditions to their immediate supervisor.
- Report all accidents or injuries, however insignificant, to their supervisor, immediately.
- Be alert for unsafe conditions.
- Report unsafe conditions or equipment to the manager immediately.
- Adopt safe work habits.
- Make suggestions to the manager relative to the development of safer working conditions and/or procedures.

Joint Health and Safety Committee

The duties and responsibilities of the Joint Health and Safety Committees are outlined in Section 9 of the Occupational Health and Safety Act. A committee Terms of Reference has been agreed to by CUPE 932, Senior Leadership Team and the Ministry of Labour. In general, committees are required to:

1. Hold regular meetings to consider, monitor, inspect, investigate and review health and safety conditions and practices and to improve existing health and safety conditions and practices.
2. Provide a communication forum for health and safety issues and to encourage all staff to become involved in safety, to maintain a positive attitude towards safety, and to follow safe work practices.
3. Recommend improvements to the safety program and to encourage staff to comply with the requirements of the Library's health and safety policies and procedures.
4. Regularly monitor the workplace for unsafe acts and/or conditions and make recommendations to management for correction.
5. Set a high standard of safety and by example and action foster in every employee a safety consciousness that prevents accidents and injuries before they occur.
6. Post copies of Committee meeting minutes for distribution to all branches and departments, the Human Resources Department for retention, and to Senior Leadership Team.

RELATED DOCUMENTS

Related Policies and Procedures

Including but not limited to

- [Health and Safety Policy](#)
- [Workplace Accidents Policy](#)
- [Workplace Hazardous Materials Information System \(WHMIS\)](#)
- [Workplace Violence Prevention Policy and Program](#)
- [JHSC Terms of Reference](#)
- [Workplace Accident Reporting Procedures](#)
- [Workplace Harassment Appeal](#)
- [Workplace Harassment & Discrimination Investigation](#)

APPROVAL HISTORY

June 2004; January 2007; August 2010; February 2016; April 2017; April 2019; June 2024

Name	Document Type (Review Level)	Document Category
Active Threat Procedure	Procedure	Related to Staff
Asbestos Management Policy	SLT Policy	Library Management
Assault or Threat of Assault Procedures	Procedure	Related to Staff
Automated External Defibrillator (AED) Check Procedure	Procedure	Library Management
Biohazardous Materials Recovery and Handling Procedure	Procedure	Library Management
Bomb Threat Procedure	Procedure	Library Management
Break In, Theft or Destruction to Property Procedure	Procedure	Library Management
Building Issues Procedure	Procedure	Library Management
Critical Injury Investigation and Reporting Procedure	Procedure	Related to Staff
Critical Injury	Procedure	Related to Staff
Exposure Control Procedures	Procedure	Library Management
First Aid Compliance Procedures	Procedure	Library Management
First Aid Policy	SLT Policy	Library Management
Fragrance Sensitivity Guidelines	Procedure	Related to Staff
Health and Safety Policy	Board Policy	Library Management
Health and Safety Responsibilities	SLT Policy	Related to Staff
Injury and Illness Response Beyond First Aid Procedure	Procedure	Library Management
Inspection from Ministry of Labour Procedures	Procedure	Library Management
Inspection from the Ministry of Labour Policy	SLT Policy	Library Management
Ladder Safety Policy	SLT Policy	Library Management
Ladder Safety Procedure	Procedure	Library Management
Leaves of Absence Policy	Board Policy	Related to Staff
Lockdown Procedures	Procedure	Library Management
Panic Alarms Policy	SLT Policy	Library Management
Panic Alarms Procedures	Procedure	Library Management
Personal Protective Equipment (PPE) Policy	SLT Policy	Related to Staff
Portable Space Heater Policy	SLT Policy	Library Management
Power Failure Policy	SLT Policy	Library Management
Prescription Safety Glasses Policy	SLT Policy	Related to Staff
Problem – Disruptive Behaviour Procedure	Procedure	Library Management
Right to Disconnect Policy	SLT Policy	Related to Staff
Safe Use of Mobile Communication Technology Guidelines	Procedure	Related to Staff
Safety Plan During Public Programs	Procedure	Related to Staff
Safety Shoes Policy	SLT Policy	Related to Staff
Substance Use in the Workplace Policy	SLT Policy	Related to Staff
Substance Use in the Workplace Procedure	Procedure	Related to Staff
Suspicious Packages Procedure	Procedure	Library Management
Work Refusals (OHSA) Policy	SLT Policy	Related to Staff
Workplace Accident Reporting Procedures	Procedure	Related to Staff
Workplace Accidents Policy	SLT Policy	Related to Staff
Workplace Harassment & Discrimination Investigation	Procedure	Related to Staff
Workplace Harassment and Discrimination Policy	SLT Policy	Related to Staff
Workplace Harassment Appeal	Procedure	Related to Staff
Workplace Hazardous Materials Information System (WHMIS) Policy	SLT Policy	Library Management
Workplace Violence Prevention Policy and Program	SLT Policy	Related to Staff