



**8. Business Arising**

**9. Correspondence**

**10. Reports**

10.1 Chief Librarian's Report

Attachment #10.1

**Suggested Action: Receive**

**11. New Business**

11.1 Year End Statistical Report – M. Ciccone

Attachment #11.1

**Suggested Action: Receive**

11.2 ILS RFP – P. Takala/M. Ciccone

Attachment #11.2

**Suggested Action: Recommendation**

11.3 Statement on Sustainability – K. Roberts

Attachment #11.3

**Suggested Action: Receive**

11.4 Facilities Update – K. Anderson

Oral Report

**12. Private and Confidential**

12.1 Personnel Issue

12.2 Succession Planning – Entire Board

**13. Date of Next Meeting**

Wednesday, February 16, 2012

**Central Library, Board Room**

5:30 p.m. Dinner

6:00 p.m. Meeting

**14. Adjournment**

**Mission Statement**

*Freedom to Discover*

**Strategic Priorities**

*Strengthening Communities      Strengthening Individuals  
Strengthening Our Organization*

**HAMILTON PUBLIC LIBRARY BOARD**

**Regular Board Meeting**

Wednesday, December 21, 2011

Central Library, Board Room

5:30 p.m. Dinner

6:00 p.m. Meeting

**MINUTES**

**PRESENT:** George Geczy, Jennifer Gautrey, Suzan Fawcett,  
Wenda Tulloch, Kathy Baker, Nicolas vanVelzen,  
David Simpson, Councillor Pearson, George Nakamura,  
Richard Bagdonas

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

**REGRETS:** Councillor Jackson

**GUESTS:** Mike Ridley, CIO and Chief Librarian, University of Guelph

Mr. Geczy called the meeting to order at 6:05 p.m.

**1. Discussion Period**

1.1 OPLA Lifetime Achievement Award

Congratulations was extended to Mr. Roberts who will be this year's recipient for the OPLA Lifetime Achievement Award. The award will be presented to Mr. Roberts at the Ontario Library Association's Award Dinner on February 2, 2012.

1.2 2012 Operating Budget Presentation to City Council

The Hamilton Public Library Board will be presenting its 2012 Operating Budget submission to City Council on January 26<sup>th</sup>, at 11:40 a.m. Library Board will be presenting its budget to Council at 11:40 a.m.

**2. Acceptance of the Agenda**

**MOVED** by Councillor Pearson, seconded by Mr. Nakamura,

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

**MOTION CARRIED.**

**3. Minutes of the Hamilton Public Library Board Meeting of Wednesday, November 23, 2011**

Minutes should reflect that Mr. Richard Bagdonas was present at the meeting.

**MOVED** by Councillor Pearson, seconded by Mr. Bagdonas,

**THAT THE MINUTES OF THE HAMILTON PUBLIC LIBRARY BOARD OF WEDNESDAY, NOVEMBER 23, 2011 BE ADOPTED AS AMENDED.**

**MOTION CARRIED.**

**4. Presentations**

4.1 Trends Affecting the Future of Public Libraries – Mike Ridley, CIO and Chief Librarian, University of Guelph

Mr. Ridley was welcomed to the meeting. Mr. Ridley provided a presentation on the trends affecting the future of public libraries.

## 5. Consent Items

**MOVED** by Mr. vanVelzen, seconded by Councillor Pearson,

**THAT CONSENT ITEMS 5.1, 5.2, AND 5.3 BE APPROVED AS PRESENTED.**

**MOTION CARRIED.**

### 5.1 Chief Librarian's Report

Received for information.

### 5.2 Turner Park Hours – K. Anderson

That the Hamilton Public Library Board approve the addition of three hours to the operating hours of the Turner Park branch. This would extend service to a fourth evening. The additional hours would increase Turner Park operating hours from 48 to 51 hours per week excluding seasonal Sunday hours.

### 5.3 Non-Union Compensation – K. Roberts

Whereas the Hamilton Public Library Board 's Non-Union Pay Equity Agreement requires the Board to match cost of living increases given by the City of Hamilton, and the Board agreed to match the City April 14, 2009;

Whereas the City of Hamilton has passed motions related to 2009 – 2011 non-union compensation, and November 16, 2011 amended that decision.

That the Hamilton Public Library Board approve amended motions as follows:

- That the Library Board shall follow Hamilton City Council recommendations in regards to the non-union management and professional exempt group for 2011, and future recommendations to be made for 2012-2014, and
- That the cost-of-living increase for library Management and Professional Exempt employees be 0% in 2009, 1.5% in 2010, and 0% in 2011, and
- That the 2012 budgeted amount for non-union compensation be implemented effective January 1, 2012 as the second instalment to move the Non-Union

Management and Professional Exempt employee group of library employees' salaries to the 50th percentile (in comparison with salaries paid at other municipalities for their non-union staff).

## 6. Business Arising

### 6.1 Strategic Planning Process – K. Roberts

Mr. Roberts requested that the questionnaire be completed and sent to him by the end of the first week of January. Copies of the questionnaire will be sent electronically.

## 7. Correspondence

Letter to David Allen, FOPL, dated December 2, 2011 from Mr. George Geczy

**MOVED** by Ms Gautrey, seconded by Ms Tulloch,

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

**MOTION CARRIED.**

## 8. Reports

## 9. New Business

### 9.1 Reserve Funds – R. Hewitt

**MOVED** by Mr. Nakamura, seconded by Ms Baker,

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

**MOTION CARRIED.**

### 9.2 Updating Library Facilities – K. Anderson

**MOVED** by Ms Baker, seconded by Ms Gautrey,

**THAT THE HAMILTON PUBLIC LIBRARY APPROVE THE EXPENDITURE OF \$250,000 FROM RESERVES TO FUND FURNITURE UPGRADES IN OUR LIBRARY FACILITIES.**

**MOTION CARRIED.**

**10. Private and Confidential**

**11. Date of Next Meeting**

Wednesday, January 18, 2012

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

5:30 p.m. Dinner

6:00 p.m. Meeting

**12. Adjournment**

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

**THAT THE MEETING OF WEDNESDAY, DECEMBER 21, 2011 BE ADJOURNED.**

**MOTION CARRIED.**

The meeting was adjourned at 8:00 p.m.

Minutes recorded by Karen Hartog.

## **Chief Librarian's Report**

### **January, 2011**

#### **Terryberry Renovations**

Starting in February our busiest branch, Terryberry, will be closed for renovations for approximately four months. It has been more than twenty years since the second floor was added and the building is in need of significant updating. We realize that this is a major disruption for Terryberry customers. During the renovation Terryberry customers will be welcomed at our other branches and we are redeploying staff, moving collections and increasing services to meet demand.

#### **Northern Exposure to Leadership**

The next week-long NEL leadership retreat aimed at young librarians interested in senior management positions will take place February 15 – 21 in Yoho National Park, British Columbia. Ania Van Minnen, one of our newest managers, will be attending as a student (the program accepts approximately 45 students from all types of libraries). I will be attending as one of the Mentors.

#### **Ontario Public Library Association Lifetime Achievement Award**

I will be receiving this award at an OLA conference banquet on Thursday, February 2<sup>nd</sup>.

#### **Potential Central Library Partnership with McMaster University**

McMaster University is aware of our interest in "Creation Space." We are now in early discussions with McMaster staff about the possibility of providing space at the Central Library where the public can learn more about how to use the creative capabilities of computer technologies and where McMaster staff can explore future uses of technology. They are talking about the installation of a virtual world simulator in the library.

#### **BiblioCommons**

BiblioCommons has developed an interface that works with Overdrive and, potentially, with other ebook providers. The interface will allow BiblioCommons users to conduct a unified search on our catalogue, locating ebooks and downloading them with no need to be transported to the Overdrive site or to use Overdrive log-ins of software to manage their accounts. While we knew that BiblioCommons was working on such an interface, we were surprised at the speed with which it has been developed. The new software has just been launched at the New York, Seattle and Boston Public Libraries. We expect to implement it as soon as practical.





**DATE:** January 12, 2012

**REPORT TO:** Chair and Members of the Board

**FROM:** Michael Ciccone, Director of Collections

**SUBJECT:** **2011 Circulation Statistics**

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The Hamilton Public Library circulated 6,906,609 items in 2011, an 8.8% increase over 2010 and a 47% increase since 2006. Almost every branch saw an increase in over circulation, save those that closed for renovations. Some highlights:

#### **Physical Media**

Blu Ray circulation increased by 70% and Playaway by 49%. Music CDs continue to circulate well, up by 15.4%. Games also did very well (41,000 circs for 2,000 items...the collection launched in mid-December 2010). DVD use continues to rise.

#### **eBooks**

2011 saw a 316% increase in eBook downloads. Prior to Christmas Day, an average of 463 eBooks a day were being borrowed. From Christmas Day forward, the average has been 722...a 56% increase. If the trend from last year continues, we expect to circulate, at minimum, 300,000 eBooks and eAudiobooks in 2012.

#### **Print**

For the first time, the circulation of media (DVD, Blu Ray, Music CDs, Books on CD, Playaways, Blu Ray, Games, eBooks and eAudiobooks) was higher than the circulation of print materials (52.7% to 47.3%). It is important to note, however, that print circulation continues to remain steady. In the face of all the other options our customers enjoy, overall print circulation decreased by less than 2% from 2010 and the total is higher than it was in 2008 by 1.4%.

#### **Tumblebooks and Freegal**

*Tumblebooks* is a product that allows children to view picture books online. *Freegal* allows our customers to download up to 3 free songs per week. In 2011, 192,622 *Tumblebooks* were viewed and in half a year, 38,235 songs were downloaded from *Freegal*. In the past, we have not counted these as circulations, but after surveying other libraries, we have



decided that we will start adding them to the overall circulation count beginning in 2012.

**Holds**

We processed over 1.65 million holds in 2011...a 12.6% increase over 2010. Holds account for 24% of our physical circulation.

**Circ per FTE**

*Circ by FTE* is one the best measures we have to demonstrate the success we have achieved over the past 5 years. We have instituted a number of efficiencies, while retaining the same level of staff and successfully repurposing them. In 2007, our staff complement was 318.43 FTE and we circulated 14,775 items per FTE. In 2011, our complement was 315.01 and we circulated 21,925 items per FTE. A .1% drop in FTE and 48% increase in output.

With all the talk of eBooks and other collections going digital, our physical materials continue to be heavily used. Still there is no doubt that as eBook popularity grows, and music CDs are no longer produced and video continues its slow transition to the digital world, we will eventually begin to see a decline in the circulation of books, CDs, DVDs, etc. It is difficult to predict when that will happen and it may differ from library to library. Assessments will be done regularly to assure that we are charting an appropriate path.



# Hamilton Public Library

**Date:** January 12, 2012  
**To:** Chair and Members of the Board  
**c.c.** Ken Roberts, Chief Librarian  
**From:** Paul Takala, Director Digital Technology  
Michael Ciccone, Director Collections  
**Subject:** **Integrated Library System (ILS) Request for Proposals (RFP)**

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**RECOMMENDATION:**

**That staff are authorized to work with the City of Hamilton Procurement Department to issue a Request for Proposals (RFP) for a new Integrated Library System (ILS).**

**BACKGROUND:**

An Integrated Library System (ILS) manages the acquisitions, cataloguing, circulation and access to library materials. The ILS is our core business application that contains our customer and bibliographic databases; and services such as RFID, BiblioCommons and Overdrive rely on communication with our ILS to work.

Since 2004 HPL has been on the Horizon ILS which is provided by the vendor SirsiDynix. SirsiDynix supports two major platforms Horizon and Symphony. While Horizon is still a supported platform, SirsiDynix is focusing development on the Symphony platform and plans to phase out Horizon. Because only very limited development is currently happening with Horizon, HPL needs to migrate to a current platform or we will find ourselves unable to keep up with new innovations.

Issuing an RFP for a new ILS gives us the opportunity to evaluate the marketplace and ensure we are getting the best value given our needs. In addition, technology and especially hardware costs have gone down significantly since we migrated to Horizon in 2004. Because annual maintenance costs are generally tied to the acquisition cost of systems, staff expect to see savings in annual operating costs when we migrate to the new system. The capital costs of the system and the impact on the annual operating budget will be determined by the results of the RFP. Staff will report back to the Board those impacts when the recommendation to award the contract is made.

The RFP will ensure the new system complies with the Library Privacy Policy and supports open library standards.



**DATE:** January 12, 2012  
**REPORT TO:** Chair and Members of the Board  
**FROM:** Ken Roberts, Chief Librarian  
**SUBJECT:** **Statement on Sustainability**

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**Recommendation**

**That the Statement on Sustainability that was approved by the former Library Board be approved by the 2011 – 2015 Library Board as a Board Policy.**

**Background**

The former Library Board approved the attached Statement on Sustainability in 2010. It was felt that the Board should address the issue of sustainability at a time when it is not facing budget pressures so that a policy document could act as a reminder of an important principle.

The Statement on Sustainability was suggested by the library's administration, after closely following the budget cutting debates occurring in a number of U.S. Cities. In almost all instances, it seemed like "closing" branches became an unacceptable option and that all reductions were borne by staff and by the collections budgets. The result was often a weakened library system spending a disproportionate amount of its funds on buildings that are not open and computers and collections that could not be used because of shortened hours. In our observations, these types of decisions tended to lead to a significant decrease in use and to subsequent budget problems.

We recommend that any budget be drafted to make the best use of all available funding and we suggest that this means a balance in the use of funds.

We are suggesting that the current Library Board read through the Statement and endorse the Statement on Sustainability as a Board Policy.

## **Hamilton Public Library Board Statement on Sustainability**

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

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

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

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

Approved by the Library Board

September 2010