

**Mission Statement**

*Freedom to Discover*

**Strategic Priorities**

*A Community Beacon      Relevant and Responsive  
A Creative and Changing Organization*

**HAMILTON PUBLIC LIBRARY BOARD**

**Regular Board Meeting  
Wednesday, October 17, 2012  
Central Library, Board Room**

5:00 p.m. Meeting

7:00 p.m. Dinner

**AGENDA**

- 1. Discussion Period**
- 2. Acceptance of the Agenda**
- 3. Minutes of the Hamilton Public Library Board Meeting of Wednesday, September 19, 2012** Attachment #3
- 4. Presentations**
  - 4.1 Summer Reading Program – RR
  - 4.2 Social Media Update – MC
- 5. Consent Items**
- 6. Business Arising**
  - 6.1 Capital Budget – RH Attachment #6.1

**Suggested Action: Recommendation**
- 7. Correspondence**

## **8. Reports**

- 8.1 Chief Librarians Report Attachment #8.1  
**Suggested Action: Receive**
- 8.2 Report from the Audit Committee Attachment #8.2  
**Suggested Action: Recommendation**

## **9. New Business**

- 9.1 CNIB Digital Hub - PT Attachment #9.1  
**Suggested Action: Recommendation**
- 9.2 Operating Budget 2012 Update - RH Attachment #9.2  
**Suggested Action: Receive**
- 9.3 Operating Budget 2013 - RH Attachment #9.3  
**Suggested Action: Receive**
- 9.4 Library Hours – KA Attachment #9.4  
**Suggested Action: Receive**

## **10. Private and Confidential**

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

Wednesday, November 21, 2012  
**Central Library, Board Room, 5<sup>th</sup> Floor**  
5:30 p.m. Dinner  
6:00 p.m. Meeting

## **12. Adjournment**

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HAMILTON PUBLIC LIBRARY BOARD  
Regular Board Meeting  
Wednesday, September 19, 2012

Central Library, Board Room  
5:30 p.m. Dinner  
6:00 p.m. Meeting

**MINUTES**

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

**REGRETS:** Richard Bagdonas

**STAFF:** Karen Anderson, Paul Takala, Lisa DuPelle, Robin Hewitt,  
Michael Ciccone, Patricia Carducci

**GUESTS:** Julianna McCormick

Mr. Geczy called the meeting to order at 6:03 p.m.

1. Discussion Period

1.1 Ms Gautrey's Trip

Ms Gautrey shared details around her trip and tours of the Duval Public Library, King County Library, Seattle Library and the Victoria Public Library Systems.

1.2 Telling Tales

Mr. Geczy and Ms Gautrey provided details about this year's Telling Tales Festival. It was an amazing event again this year, congratulations to all the organizers.

1.3 Manager, Finance and Facilities Services Introduction

Ms Hewitt introduced Julianna McCormick, Manager of Finance and Facilities

1.4 Art Display

Mr. Takala provided details surrounding the recent art exhibit at Central from the Canadians for Justice and Peace in the Middle East (CJPME). Mr. Takala will provide an update once a full investigation has taken place. Policy and procedure review to be completed. He will report back at a future meeting.

2. Acceptance of the Agenda

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

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

**MOTION CARRIED.**

3. Minutes of the Hamilton Public Library Board Meeting of Wednesday, June 20, 2012

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

**THAT THE MINUTES OF WEDNESDAY, JUNE 20, 2012 MEETING BE ADOPTED AS PRESENTED.**

**MOTION CARRIED.**

4. Presentations

No presentations.

5. Consent Items

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

**THAT CONSENT ITEM 5.1 BE APPROVED AS PRESENTED.**

**MOTION CARRIED.**

5.1 Non-Union Benefits

That the Hamilton Public Library Board approve implementation of changes to the current full-time non-union benefit plan (impacting our management and professional exempt employee group) including a change to major dental (\$1,500/year) and orthodontic services (\$2,500/child/lifetime).

6. Business Arising

6.1 McMaster Partnership

Mr. Geczy and Mr. Takala reported that several meetings were held over the summer to address the concerns raised at the June Board Meeting. In spite of that work, they were not able to strongly enough align the proposed usage of the space with the library's core mission. The risks outweighed the benefits. Staff will continue to look for potential partnership within the community. Ideas will be brought back to the Board at a future meeting. No motion was needed since there was no formal board motion to pursue the McMaster partnership.

7. Correspondence

No correspondence.

8. Reports

8.1 Chief Librarians Report

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

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

**MOTION CARRIED.**

8.2 Capital Budget

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

**THAT THE LIBRARY BOARD APPROVE THE CAPITAL BUDGET SUBMISSION TO THE CITY OF HAMILTON FOR 2013 AS INDICATED IN TABLE 1.**

**THAT THE LIBRARY BOARD APPROVE THE ALLOCATION OF LIBRARY RESERVES FUNDS AS INDICATED IN TABLE 1 FOR 2013.**

**THAT THE LIBRARIES CAPITAL BUDGET SUBMISSION FOR THE BINBROOK LIBRARY RENOVATION/EXPANSION; THE DUNDAS LIBRARY RENOVATION/EXPANSION AND THE VALLEY PARK LIBRARY BRANCH EXPANSION, BE UPDATED AS INDICATED AND SUBMITTED TO THE CITY OF HAMILTON FOR INCLUSION IN THE 2013-2022 CAPITAL BUDGET.**

**MOTION CARRIED.**

9. New Business

9.1 Holiday Closures

Board Members discussed opening Turner Park on Family Day.

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

**THAT THE HAMILTON PUBLIC LIBRARY BOARD APPROVE THE FOLLOWING CHRISTMAS/NEW YEARS CLOSURE PERIODS FOR 2013:**

**ALL LOCATIONS OF THE HAMILTON PUBLIC LIBRARY WILL CLOSE SUNDAY DECEMBER 22<sup>ND</sup> AND REOPEN ON DECEMBER 23<sup>RD</sup>. ALL LOCATIONS OF THE HAMILTON PUBLIC LIBRARY WILL CLOSE DECEMBER 24<sup>TH</sup> AT 1300HRS AND WILL REMAIN CLOSED THROUGH TO DECEMBER 26<sup>TH</sup> AND**

**THAT THE LIBRARY REOPEN ON DECEMBER 27<sup>TH</sup> AND SERVICE HOURS BE ADJUSTED FROM DECEMBER 27<sup>TH</sup> THROUGH DECEMBER 31<sup>ST</sup> AS NOTED BELOW, AND**

**THAT THE LIBRARY WILL RE-OPEN JANUARY 2, 2014  
MOTION CARRIED.**

9.2 Flamborough Archives

**MOVED** by Ms Baker, seconded by Ms Fawcett,

**THAT THE HAMILTON PUBLIC LIBRARY BOARD AUTHORIZE THE CHIEF LIBRARIAN TO ENTER INTO A PARTNERSHIP AGREEMENT BETWEEN THE HAMILTON PUBLIC LIBRARY AND THE WATERDOWN EAST-FLAMBOROUGH HERITAGE SOCIETY CONCERNING THE PROVISION OF ARCHIVAL SERVICES TO FLAMBOROUGH AND TO A ENTER INTO A LEASE AGREEMENT WITH A MINIMUM FIVE YEAR TERM WITH OPTIONS FOR RENEWAL.**

**MOTION CARRIED.**

9.3 Lynden Service Hours

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

**THAT THE HAMILTON PUBLIC LIBRARY BOARD APPROVE NEW SERVICE HOURS OF 35 HOURS WEEKLY FOR THE LYNDEN BRANCH. THESE EXTENDED HOURS WILL START ONCE OPERATIONS COMMENCE IN THE NEW BUILDING.**

**MOTION CARRIED.**

9.4 CIIF Application

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

**THAT THE ELECTRONIC VOTE ON THE FOLLOWING MOTION BE CONFIRMED: THAT THE HAMILTON PUBLIC LIBRARY BOARD ENDORSE THE GRANT APPLICATION FOR THE COMMUNITY INFRASTRUCTURE IMPROVEMENT FUND (CIIF).**

**MOTION CARRIED.**

10. Private and Confidential

No confidential items.

11. Date of Next Meeting

Wednesday, October 17, 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 Tulloch, seconded by Ms Fawcett,

**THAT THE MEETING OF WEDNESDAY, SEPTEMBER 19, 2012 BE ADJOURNED.**

**MOTION CARRIED.**

The meeting was adjourned at 7:33 pm

Minutes recorded by Patricia Carducci.





**Date:** October 17<sup>th</sup>, 2012

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

**c.c.** Paul Takala, Chief Librarian

**From:** Robin Hewitt, Director, Finance and Facilities

**Subject:** **2013 Capital Budget Submission - Waterdown Furnishings**

**RECOMMENDATIONS:**

THAT IN ADDITION TO THE CAPITAL BUDGET PREVIOUSLY APPROVED, THE LIBRARY BOARD APPROVE THE CAPITAL BUDGET SUBMISSION TO THE CITY OF HAMILTON FOR 2013 AS INDICATED IN TABLE 1.

THAT IN ADDITION TO THE RESERVE ALLOCATION PREVIOUSLY APPROVED, THE LIBRARY BOARD APPROVE THE ALLOCATION OF LIBRARY RESERVES FUNDS AS INDICATED IN TABLE 1 FOR 2013.

**TABLE 1: CAPITAL BUDGET SUBMISSION 2013**

LOCATION	FUNDED FROM DC'S	FUNDED FROM LIBRARY RESERVES	TOTAL
WATERDOWN (FURNISHINGS)	260,000	40,000	<b>300,000</b>

**BACKGROUND:**

The Library Board has previously identified the need to set aside funds for Waterdown furnishings. The 2011 Annual Reserve Fund Report, received at the March 2012 Library Board meeting, allocated \$250,000 for Waterdown furnishings. The estimate has been revised based on current cost projections.

Library staff have been in further discussions with City of Hamilton staff regarding the availability of additional Development Charges for furnishings for the new Waterdown Library. The Development Charges would fund \$260,000 of the total \$300,000 requirement for furnishings. The balance, \$40,000, would be funded from library reserves.

## **Chief Librarian's Report – September 2012**

### **Appointment of New Communications Manager**

Bobbie Smith will be joining HPL as the Communications Manager on October 29, 2012. Bobbie is a seasoned communications professional, teacher and author and comes to HPL from a Communications position with the City of Hamilton. As well as working for the Federal Government, Bobbie has extensive private sector experience with a diverse communications portfolio that includes writing, editing, marketing as well as creating successful internal communication programmes for multinational companies. A published journalist with more than 100 articles to her credit, Bobbie has also authored a book for young adults titled *Sing, Girls, Sing*. She has been nominated for the Burlington Arts Recognition Awards, presented at numerous professional conferences and is an enthusiastic participant in a wide variety of social media.

### **Fire Drill at Central on October 24**

We are required to periodically conduct fire drills. In September 2009 the Library Board authorized staff to delay the opening of operations up to a maximum of three times a year to conduct fire drills. This year a fire drill is scheduled for Wednesday, October 24 at 9 a.m. at the Central Library. The Central Library will open at 10 am on that day. Staff will ensure there is good communication to customers around this delayed opening.

### **Playaway Format**

We have decided to discontinue the purchase of the Playaway audio format. We launched the format in July of 2009 and although circulation reached a respectable level, it has flat-lined. There are also issues surrounding durability and sound quality and the number of titles available in the format has not increased. The inconvenience of customers having to supply their own battery and ear buds is exacerbated by all the aforementioned issues. Staff took several steps to market the format, including re-casing the entire collection and dedicating an entire display unit on the first floor at the Central Library. The hope was that it would pull use away from CD Audio book, but it had no effect, and it is difficult to justify funding 3 audio book formats. Those that we have purchased will remain in the collection and run their natural course.

### **Zinio Online Magazine Collection**

HPL will be adding the Zinio digital newsstand to our growing list of digital offerings. Zinio provides our customers access to digital copies of popular magazines,

recreating them page-for-page. It includes all full-color pictures, and adds intuitive navigation, key word article search and interactive rich media elements such as audio and video. It also allows for local download, so customers need not be connected to the internet. We have subscribed to over 200 magazines including Consumer Reports, Car & Driver, Good Housekeeping, The Economist, ESPN Magazine and Esquire. The launch date is set tentatively for November 4.

### **Book Sale**

HPL's annual book sale took place Oct. 1 – Oct 6 in a storefront in Jackson Square near the entrance to the Farmer's Market. For the first time this year, we sold discarded Music CDs. We also offered our discarded LP collection and sold almost ¾ of the items. The sale grossed \$15,165. The proceeds of the sale, after the payment of related expenses, will be split 60/40 between the Library and Soroptimists International who run the sale for the Library.

In addition to our annual book sale, we also receive proceeds from books sent and sold through Betterworld Books. Betterworld provides boxes and free pickup of discarded materials. They either sell the books online, donate them to literacy organizations, or recycle them. We receive 20% of the sales and our literacy partner, Hamilton Literacy Council (HLC), receives 5%. In 2012 thus far, we have netted \$10,500 for HPL and \$2,600 for HLC.

### **Staff Wellness Committee**

October is Healthy Workplace Month and a good month to recognize the Library's employee Wellness Committee. The Committee has been active throughout the year promoting healthy living through its blog, @Wellness and through a variety of events this year. Events have included cooking classes at the Market, free massage clinics, a staff fitness challenge contest, and lunch and learns on a variety of topics. This month the Committee has partnered with the City's Health, Safety and Wellness Team and will host weekly lunch and learns on addressing financial stresses and on adding humour to your life. The Wellness Committee is also encouraging participation in this month's Working Toward a Great Life! Challenge. Finally, some managers will attend two mental health workshops on October 24th: Mental Health Training: Complex Issues – Clear Solutions and Mental Health Training for Managers and Supervisors

Paul Takala  
Chief Librarian

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**HAMILTON PUBLIC LIBRARY BOARD**

**Audit Committee Meeting  
Tuesday, October 9, 2012  
Central Library, Board Room**

5:00 p.m. Dinner

5:30 p.m. Meeting

**MINUTES**

**1. Discussion Period**

Nothing to report.

**2. Acceptance of the Agenda**

Agenda accepted as presented.

**3. Minutes of the Hamilton Public Library Board Audit Committee Meeting of Tuesday May 29, 2012**

Minutes approved as presented.

**4. Smart Money Manager Update**

Ms Hewitt reviewed the Smart Money Manager implementation with committee members. Central was the pilot location for the project. Ms Hewitt will provide variance numbers to the Library Board once the system has been in place for 6 months to a year.

**5. Library Debt**

Ms Hewitt provided a review of the debt and the background and rationale for the debt and in particular turner park.

## 6. Library Reserves

Committee members reviewed the reserve funds as presented by Ms Hewitt. The reports include the history of the reserve and any items purchased under the reserves since amalgamation.

## 7. Hamilton Community Foundation

Committee members reviewed the Hamilton Community Foundation investments and discussed the return on investment over the last few years. Question was raised whether it was feasible to have the Hamilton Community Foundation partake in a short-term investment for a project that HPL anticipated happening in six months to a year. This will be investigated.

## 8. Chief Librarian Expenses

The following recommendation will be presented to the Library Board members at its next meeting:

**That the Hamilton Public Library Board approve the following protocols regarding the approval process for Chief Librarian expenses.**

- 1. All travel expenses greater than \$2,000 be approved by the Board Chair or Vice Chair.**
- 2. All monthly P-card (Visa) expenditure reports be signed off by the Board Chair or Vice Chair.**

## 9. Adjournment

The meeting was adjourned at 6:40 p.m.

Minutes recorded by Karen Hartog

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**HAMILTON PUBLIC LIBRARY BOARD**

**Audit Committee Meeting**

**Tuesday October 9, 2012**

**Central Library, Board Room Committee Room**

5:00 p.m. Dinner

5:30 p.m. Meeting

**AGENDA**

- 1. Discussion Period**
- 2. Acceptance of the Agenda**
- 3. Minutes of the Hamilton Public Library Board Audit Committee Meeting of Tuesday May 29, 2012**
- 4. Smart Money Manager Update**
- 5. Library Debt**
- 6. Library Reserves**
- 7. Hamilton Community Foundation**
- 8. Chief Librarian Expenses**
- 9. Adjournment**

**HAMILTON PUBLIC LIBRARY BOARD  
Audit Committee Meeting**

**Tuesday May 29, 2012  
Central Library, Board Committee Room  
5:00 p.m. Meeting**

**MINUTES**

**PRESENT:** George Geczy, David Simpson, Nicolas van Velzen, Rich Bagdonas

**REGRETS:** None

**STAFF:** Robin Hewitt

**GUESTS:** Melanie Dugard, Grant Thornton

Mr. Geczy called the meeting to order at 5:15 p.m.

**1. Election of Chair of Audit Committee**

David Simpson was unanimously voted as Chair of the Audit Committee.

**2. Communication of Audit Results**

Received and accepted for information by the Audit Committee.

**3. 2011 Financial Statements Report**

No discrepancies were noted.

Staff was requested to provide the following information:

- i. List of the top 10 expenses comprising the Supplies and Services section
- ii. When does Life Insurance end for retirees
- iii. Investigate why the Trusts had a loss, and inquire into how the Trusts are invested.
- iv. Research how Chief Librarian expenses are approved in similar institutions

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

**THAT THE 2011 FINANCIAL STATEMENTS FOR THE HAMILTON PUBLIC LIBRARY BOARD AND STATEMENTS FOR THE HAMILTON PUBLIC LIBRARY BOARD – TRUST FUNDS ATTACHED TO THIS REPORT BE APPROVED.**

**MOTION CARRIED.**

4. **Adjournment**

The meeting was adjourned at 6:40 p.m.





# Hamilton Public Library

**To:** Chair and Members of the Audit Committee  
**CC:** Paul Takala, Chief Librarian  
**From:** Robin Hewitt, Director of Finance and Facilities  
**Subject:** Update on Library Debt  
**Date:** October 9, 2012

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## RECOMMENDATION:

**That the Hamilton Public Library Audit Committee receive this report for information.**

## BACKGROUND

The Hamilton Public Library currently has debt outstanding for the following locations:

Branch	Year of Issue	Term in Years	Maturity Date	Rate	Total Issue	Total Outstanding
Westdale	2001	10	25-Oct-11	Variable	200,000	99,690
Barton	2001	10	25-Oct-11	Variable	457,000	227,792
Central	2001	15	19-Jul-16	Variable	29,875	15,381
Turner Park	2008	15	03-Jun-23	4.728%	3,000,000	2,633,966

The debt issued for Westdale and Barton were for renovations. The debt issued for Central was for the first floor renovations. The debt issued for Turner Park was for the build of a new library.

The City issues debt (debentures) periodically to fund various capital projects, taking into consideration the need and amount of capital financing required and the financial market conditions at the time. The projects that are debt financed are determined when the projects are approved during the Capital Budget process according to the approved Capital Financing Plan. The Library's projects are financed and approved along with all of the other City Capital projects being financed from a debt issue. For example, the \$3,000,000 borrowed for the Turner Park Branch was part of a \$50 million debenture issue.

The interest rates on the debentures are determined by the financial markets at the time of issue. The City tries to issue debt when the market conditions are considered favourable to the City, therefore trying to get the lowest interest rate at the time. The interest rate on the debt issue that included Turner Park was at 4.728% which was considered a very good rate at the time for a 15 year term. At the time of this issue, the public market would not support a 15 year term. The market was unstable due to the ABCP (Asset Backed Commercial Paper) and spreads for bank paper and provincial bonds was widening. The underwriters shopped for buyers for 2 months and were able to secure an issue into Germany through a swap arrangement. Immediately after this was secured, the market froze for approximately a year and no debt issuance was available at all, at any price.

The debt payments are allocated (prorated) to the departments based on the actual principal and interest payments related to their projects within a particular debt issue. For example, \$3 M of \$50 M equals 6.0%. Therefore 6% of the debt charges on the \$50 M issue is allocated to the Library. There is no markup from the City to the Library and the interest rates are not negotiable once the debenture has been placed, it is locked in for the term of the debenture.

In the case of Turner Park, the debt charges are recovered from Development Charges and there is no impact to the Library's operating budget.

**SUMMARY**

	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011
<b>Opening Balance</b>	<b>337,425.01</b>	<b>2,376,696.27</b>	<b>3,715,225.21</b>	<b>5,051,128.53</b>	<b>5,708,619.23</b>	<b>6,824,959.78</b>	<b>7,900,826.18</b>	<b>8,549,023.35</b>	<b>8,069,248.67</b>	<b>7,834,486.12</b>	<b>7,954,637.96</b>	<b>5,992,674.47</b>
Interest	12,363.22	76,808.33	139,200.25	219,267.97	207,774.08	313,269.99	378,110.05	310,279.73	286,390.51	295,302.32	206,432.13	149,061.54
Contribution from Current	38,781.11	1,272,853.22	1,556,637.82	1,119,236.28	953,751.93	1,119,877.56	389,608.58	575,911.09	547,952.24	976,387.77	1,774,166.68	2,009,964.90
Transfers from Capital	2,013,654.20							287,071.00				
	0.00											
Transfers to Current	-25,527.27	-11,132.61	-284,934.75	-681,013.55	-45,185.46	-357,281.15	-119,521.46	-117,037.08	-696,429.77		-86,826.49	
Transfers to Other Reserves												
Transfer to Capital			-75,000.00					-1,535,999.42	-372,675.53	-1,151,538.25	-3,855,735.81	-1,159,252.10
										-112,030.00		
<b>Closing Balance</b>	<b>2,376,696.27</b>	<b>3,715,225.21</b>	<b>5,051,128.53</b>	<b>5,708,619.23</b>	<b>6,824,959.78</b>	<b>7,900,826.18</b>	<b>8,549,023.35</b>	<b>8,069,248.67</b>	<b>7,834,486.12</b>	<b>7,954,637.96</b>	<b>5,992,674.47</b>	<b>6,992,448.81</b>

<b>ROI</b>	<b>3.66%</b>	<b>3.23%</b>	<b>3.75%</b>	<b>4.34%</b>	<b>3.64%</b>	<b>4.59%</b>	<b>4.79%</b>	<b>3.63%</b>	<b>3.55%</b>	<b>3.77%</b>	<b>2.60%</b>	<b>2.49%</b>
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**106005 - MOBILE EQUIPMENT**

	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011
<b>Opening Balance</b>	<b>300,052.70</b>	<b>341,337.72</b>	<b>383,009.45</b>	<b>428,070.55</b>	<b>477,559.52</b>	<b>525,498.58</b>	<b>579,786.51</b>	<b>637,558.02</b>	<b>643,365.77</b>	<b>280,882.52</b>	<b>160,607.01</b>	<b>194,865.93</b>
Interest	11,285.02	11,671.73	15,061.10	19,488.97	17,939.06	24,287.93	27,771.51	23,799.07	23,062.95	11,033.65	4,258.92	4,859.62
Contribution from Current	30,000.00	30,000.00	30,000.00	30,000.00	30,000.00	30,000.00	30,000.00	30,000.00	33,000.00	32,340.00	30,000.00	30,000.00
Transfers from Capital												
Transfers to Current									-418,546.20			
Transfers to Other Reserves												
Transfer to Capital								-47,991.32		-163,649.16		-100,000.00
<b>Closing Balance</b>	<b>341,337.72</b>	<b>383,009.45</b>	<b>428,070.55</b>	<b>477,559.52</b>	<b>525,498.58</b>	<b>579,786.51</b>	<b>637,558.02</b>	<b>643,365.77</b>	<b>280,882.52</b>	<b>160,607.01</b>	<b>194,865.93</b>	<b>129,725.55</b>
								* Vehicle purchase	Bookmobiles (2)	Renos 7500641100		Loan for lighting retrofit 7501041101
<b>ROI</b>		<b>3.42%</b>	<b>3.93%</b>	<b>4.55%</b>	<b>3.76%</b>	<b>4.62%</b>	<b>4.79%</b>	<b>3.73%</b>	<b>3.58%</b>	<b>3.93%</b>	<b>2.65%</b>	<b>2.49%</b>

**HISTORY**

This reserve was set up for the replacement of the bookmobiles (2), maintenance van and Visiting Library Services van. The reserve is currently funded by annual transfers from the Library's operating budget in the amount of \$30,000 annually.

**106006 - LIBRARY COLLECTIONS**

	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011
<b>Opening Balance</b>		<b>1,205,154.37</b>	<b>1,491,311.56</b>	<b>1,753,241.01</b>	<b>1,471,772.68</b>	<b>1,571,073.78</b>	<b>1,414,344.46</b>	<b>1,499,062.31</b>	<b>1,289,986.02</b>	<b>1,048,554.10</b>	<b>1,128,931.87</b>	<b>1,176,333.47</b>
Interest		41,559.85	56,425.59	75,002.36	53,602.09	72,269.39	67,746.45	53,643.87	45,552.24	38,597.10	29,936.60	29,335.72
Contribution from Operating		255,729.95	219,167.11	46,615.40	45,699.01	41,310.54	96,906.40	70,728.04	49,556.94	41,780.67	17,465.00	7,900.00
Transfers from Capital	1,205,154.37											
Transfers to Operating		-11,132.61	-13,663.25	-403,086.09		-270,309.25	-79,935.00		-102,659.10			
Transfers to Other Reserves												
Transfer to Capital								-333,448.20	-233,882.00			
Other												
<b>Closing Balance</b>	<b>1,205,154.37</b>	<b>1,491,311.56</b>	<b>1,753,241.01</b>	<b>1,471,772.68</b>	<b>1,571,073.78</b>	<b>1,414,344.46</b>	<b>1,499,062.31</b>	<b>1,289,986.02</b>	<b>1,048,554.10</b>	<b>1,128,931.87</b>	<b>1,176,333.47</b>	<b>1,213,569.19</b>
	Contributions from: Former HPH Former Wentworth	Millenium Project	Library Materials		Library Materials	E-Audio books RFID	RFID		Library Mat RFID Tags			
<b>ROI</b>		<b>3.45%</b>	<b>3.78%</b>	<b>4.28%</b>	<b>3.64%</b>	<b>4.60%</b>	<b>4.79%</b>	<b>3.58%</b>	<b>3.53%</b>	<b>3.68%</b>	<b>2.65%</b>	<b>2.49%</b>

**HISTORY**

This reserve was setup to smooth out the uneven purchase and delivery of library material that can take several months from the time of committing funds and actual delivery. In many cases, library material may be ordered from pre-publication lists and delays and cancellations of publications can occur. The reserve is funded mainly by any balance in the annual library materials and processing budget at year end or drawn down by any deficit in the annual library materials budget.

**106007 - LIBRARY GENERAL DEVELOPMENT**

	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011
Opening Balance		546,896.04	638,130.65	712,821.18	646,896.97	681,902.54	736,367.93	816,041.26	878,384.27	941,786.79	1,356,601.39	1,414,752.33
Interest		20,076.72	24,344.28	30,967.26	23,669.87	31,572.77	35,975.42	29,891.79	31,457.30	35,165.47	36,225.54	35,437.36
Contribution from Operating		71,157.89	321,617.75	26,196.53	23,332.96	22,892.62	43,697.91	32,451.22	31,945.22	553,308.23	21,925.40	680,064.90
Transfers from Capital	546,896.04											
Transfers to Operating			-271,271.50	-123,088.00	-11,997.26							
Transfers to Other Reserves										-173,659.10		
Transfer to Capital												-350,000.00
Other												
Closing Balance	546,896.04	638,130.65	712,821.18	646,896.97	681,902.54	736,367.93	816,041.26	878,384.27	941,786.79	1,356,601.39	1,414,752.33	1,780,254.59

Contributions  
from:  
Former HPH  
Former Wentworth  
Former Dundas

Stoney Creek  
Relocation

Stoney Creek  
Relocation

Summer  
Reading  
Research

Transferred to  
Lib Major  
Capital Project  
106008

Loan for  
lighting  
retrofit

ROI		3.67%	3.81%	4.34%	3.66%	4.63%	4.89%	3.66%	3.58%	3.73%	2.67%	2.50%
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**HISTORY**

This reserve was setup fo fund projects that furthered the general development of the provision of library services.

**106008- LIBRARY MAJOR CAPITAL PROJECTS**

	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011
Opening Balance		261,603.79	707,108.68	1,191,737.41	2,010,635.86	2,876,871.47	3,936,848.34	4,265,744.90	4,450,615.96	4,655,530.79	4,085,888.92	2,139,169.69
Interest		3,500.03	25,338.70	50,981.65	73,227.54	130,809.43	188,573.23	156,105.64	157,708.36	175,744.34	104,240.30	53,347.19
Contribution from Operating		442,004.86	534,290.03	767,916.80	793,008.07	966,767.44	140,323.33	174,207.82	186,000.00	68,843.78	1,404,776.28	959,000.00
Transfers from Capital	261,603.79							287,071.00				
Transfers to Operating						-37,600.00						
Transfers to Other Reserves										173,659.10		
Transfer to Capital			-75,000.00					-432,513.40	-138,793.53	-987,889.09	-3,455,735.81	-709,252.10
Other										-112,030.00		
<b>Closing Balance</b>	<b>261,603.79</b>	<b>707,108.68</b>	<b>1,191,737.41</b>	<b>2,010,635.86</b>	<b>2,876,871.47</b>	<b>3,936,848.34</b>	<b>4,265,744.90</b>	<b>4,450,615.96</b>	<b>4,655,530.79</b>	<b>4,085,888.92</b>	<b>2,139,169.69</b>	<b>2,442,264.78</b>

Contributions  
from:  
Former HPH  
Former Dundas

Central  
Carpet

Web  
Reporter

Sale of CIBC  
RFID

Operating loss  
of \$111,629  
5th floor renos

Trans from  
other reserve.  
Lynden & Rfid.  
FS Adjustment

Renos:  
Lynden  
Terryberry  
Sherwood  
Saltfleet  
Redhill  
Public compute  
RFID

RFID  
Lib Renos

<b>ROI</b>		<b>1.34%</b>	<b>3.58%</b>	<b>4.28%</b>	<b>3.64%</b>	<b>4.55%</b>	<b>4.79%</b>	<b>3.66%</b>	<b>3.54%</b>	<b>3.77%</b>	<b>2.55%</b>	<b>2.49%</b>
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**HISTORY**

This reserve was setup to fund major capital projects for the library. Any surpluses from the library's operating budget are used to fund this reserve and any deficits in operating are to be funded from this reserve.

## 106009 - Summer Reading

	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011
Opening Balance		0.00	61,241.72	102,888.42	134,629.46	182,009.76	199,605.92	270,975.97	332,159.76	327,114.66	519,270.78	446,139.75
Interest			2,412.87	4,401.49	4,903.22	8,372.45	9,561.03	9,696.86	11,729.29	12,041.03	13,695.46	11,125.95
Contribution from Operating		61,241.72	39,233.83	27,339.55	42,477.08	58,595.61	78,441.98	168,524.01	147,450.08	180,115.09		
Transfers from Capital												
Transfers to Operating						-49,371.90	-16,632.96	-117,037.08	-164,224.47		-86,826.49	
Transfers to Other Reserves												
Transfer to Capital												
Other												
Closing Balance	0.00	61,241.72	102,888.42	134,629.46	182,009.76	199,605.92	270,975.97	332,159.76	327,114.66	519,270.78	446,139.75	457,265.70

Summer  
Reading  
Program

Young Canada  
Works

Young Canada  
Works.  
Sumer Career  
Placements.

Summer  
Reading.  
Teen writing.  
Young Canada  
Works.

Summer  
Reading

ROI			3.94%	4.28%	3.64%	4.60%	4.79%	3.58%	3.53%	3.68%	2.64%	2.49%
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## HISTORY

Originally, this reserve was set up as the Summer Reading Reserve with the purpose to ensure that sufficient funds would be available to continue the Summer Reading Program in the event that current grants for summer reading are no longer available. It is to be funded by grant revenue received from outside groups. In 2010, the Board passed a motion to expand the scope to include Reading and Homework Club programs at several branches.





**106011 - REDEPLOYMENT TRAINING RESTRUCTURING**

	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011
Opening Balance		0.00	412,718.80	840,665.61	945,420.39	946,664.49	991,737.71	1,016,287.99	330,609.30	342,283.84	354,883.25	364,293.91
Interest			15,617.71	38,426.24	34,432.30	45,073.22	47,503.78	36,367.81	11,674.54	12,599.41	9,410.66	9,084.86
Contribution from Operating		412,718.80	412,329.10	221,168.00								
Transfers from Capital												
Transfers to Operating				-154,839.46	-33,188.20		-22,953.50					
Transfers to Other Reserves												
Transfer to Capital								-722,046.50				
Other												
Closing Balance	0.00	412,718.80	840,665.61	945,420.39	946,664.49	991,737.71	1,016,287.99	330,609.30	342,283.84	354,883.25	364,293.91	373,378.77
		OMERS contribution	OMERS contribution	OMERS contribution. Legal Costs	Music room & CE moving		5th floor reno	5th floor reno				
ROI			3.78%	4.57%	3.64%	4.76%	4.79%	3.58%	3.53%	3.68%	2.65%	2.49%

**HISTORY**

This reserve was setup to fund costs of redeployment, training and restructuring and has been funded from monies saved through the OMERS contribution holiday.

**106012 - YOUTH PROGRAMMING**

	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011
Opening Balance		0.00	0.00	0.00	0.00	19,234.81	20,430.96	21,648.55	22,423.24	12,215.05	12,664.68	13,000.52
Interest						884.80	978.63	774.69	791.81	449.63	335.84	324.21
Contribution from Operating					19,234.81	311.35	238.96					
Transfers from Capital												
Transfers to Operating									-11,000.00			
Transfers to Other Reserves												
Transfer to Capital												
Other												
Closing Balance	0.00	0.00	0.00	0.00	19,234.81	20,430.96	21,648.55	22,423.24	12,215.05	12,664.68	13,000.52	13,324.73

Children's  
services

ROI						4.60%	4.79%	3.58%	3.53%	3.68%	2.65%	2.49%
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**HISTORY**

This reserve was setup to hold unspent grant funds received from outside groups for the purpose of youth programming.

**106013 - ACCESSIBILITY HEALTH AND SAFETY**

	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011
Opening Balance		0.00	0.00	0.00	0.00	0.00	0.00	0.00	100,000.00	204,414.02	314,085.71	22,414.52
Interest									4,414.02	9,671.69	8,328.81	558.98
Contribution from Operating								100,000.00	100,000.00	100,000.00	100,000.00	200,000.00
Transfers from Capital												
Transfers to Operating												
Transfers to Other Reserves												
Transfer to Capital											-400,000.00	
Other												
Closing Balance	0.00	0.00	0.00	0.00	0.00	0.00	0.00	100,000.00	204,414.02	314,085.71	22,414.52	222,973.50

Renos:  
Terryberry  
Barton  
Kenilworth

ROI									4.41%	4.73%	2.65%	2.49%
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**HISTORY**

This reserve was established as part of the 2007 budget process to provide for renovations to existing facilities to address accessibility, renewal and health and safety issues.  
An annual contribution from the operating budget of \$100,000 has been budgeted for.

**106014 - COMPUTER RESERVE**

	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011
Opening Balance		0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	200,000.00
Interest												4,987.65
Contribution from Operating											200,000.00	133,000.00
Transfers from Capital												
Transfers to Operating												
Transfers to Other Reserves												
Transfer to Capital												
Other												
Closing Balance	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	200,000.00	337,987.65

ROI												2.49%
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**HISTORY**

This reserve was established in 2010 in an effort to self fund computer and server replacements for the library. Up until this point, operating funds were transferred to the City where they were kept in a City reserve. Access to these funds at the City was restricted and as a result, a change of process was implemented to that the Library had it's own reserve, and could access the monies when needed. The reserve is funded annually by the operating budget.



## **Fundraising and Donations Policy**

**Policy Level:** Library Board

**Author:** Manager, Communications & Community Development

**Date Approved:** First Approved: June 1993; Revision Date: April 2001 Last Revised: July 15, 2010

### **Purpose**

This policy applies to all donations, community-based fundraising activities including raffles and lotteries, applications for grants and foundations, and solicitations to service clubs, organizations or individuals. The purpose of this policy is to:

- Ensure that the purpose for which the funds are to be used is consistent with Hamilton Public Library objectives.
- Establish the rights and responsibilities for fundraising for all interested parties.
- Coordinate fundraising efforts and maximize fundraising results.
- Develop an organizational culture and support for fundraising efforts at Hamilton Public Library.
- Clarify responsibilities and channels of communication.
- Ensure that the same donors are not approached by different Library groups.

Hamilton Public Library raises funds in order to:

- Raise the profile of the Library in the community.
- Generate revenue to support services and programs operated by the Library.
- "Tell our story" to the community.

### **Policy Statement**

#### **Authority**

The Library Board is responsible for the overall direction of fundraising for Hamilton Public Library; for establishing and directing fundraising campaigns; and for the allocation/disposition of funds contributed to existing trust and endowment funds.

The Board retains the right to approve or reject a fundraising initiative. Board fundraising initiatives take priority.

Fundraising to support the activities of a specific branch or department is not permitted unless it is a Board-approved initiative, such as a capital campaign. However, staff may solicit small in-kind donations (up to \$50) from businesses in their local community for program prizes.

Staff may fundraise only for authorized system-wide services and programs to enhance existing services and programs. All fundraising efforts, including the solicitation of donations for gifts and prizes, must be authorized prior to approaching a donor. Such requests for authorization shall be forwarded to the Manager of Communications and Community Development.

Fundraising for a program consistent with current practice will be approved. However, if the proposed program is an expansion of service, or represents a different direction for fundraising, the Administration team will be consulted. If the proposed fundraising initiative will result in a significantly different direction or a departure from corporate strategy, it will be referred to the Board.

### **Specific Donation Policies**

#### **Valuable Papers and Collections**

The Library accepts papers of historic/documentary value related to the history of the city of Hamilton as determined by the Special Collections Department Collection Policy.

This policy also applies to the donation of collections of significant value. Before accepting such materials, library staff should refer the donor to the Manager of Communications and Community Development.

All donations constitute a complete transfer without restrictions from the previous owner to the Library. The Library reserves the right to dispose of works as necessary.

#### **Art**

The Library accepts artwork of historic/documentary value related to the history of the city of Hamilton as determined by the Special Collections Department Collection Policy.

The Library does not act as a repository of the works of local artists, portraits of local persons, etc. The Library does not actively collect, seek or accept unsolicited donations or purchase art for decorative, artistic or commemorative purposes unless it is a Commission of Art for a new building specifically commissioned by the Library Board.

The Library Board reserves the right to refuse to accept any artworks considered by it to be inappropriate and/or unsuitable to or for a library environment and/or the public served by the Library.

All donations constitute a complete transfer without restrictions from the previous owner to the Library. The Library reserves the right to dispose of works as necessary.

#### **Honour with Books**

The Honour with Books program is a cash donation program that encourages memorial and honour tribute donations to enhance the materials budget. Donations may be designated for a broad subject area, branch, or department, but not a specific title. Information about the item in which the bookplate is placed is not available.

#### **The Readers Circle**

The Readers Circle (established 1999) encourages donations related to the circulation of bestsellers and popular materials to enhance the materials budget.

The donor is able to "purchase" a title at the library's discounted rate and receive a tax receipt for the donation. The donor then has the opportunity to borrow the item in advance

of other customers.

### **Library Legacy Fund**

This fund, managed by the Hamilton Community Fund, ensures that the capital and interest is preserved forever for the sole use of the Hamilton Public Library. The Foundation manages these funds and provides the Library Board with the annual income. The Library Board must approve all expenditures from these funds within the guidelines specified by donors.

### **Special Gifts Funds/Capital Endowment Fund**

These managed funds are designated for special building improvements, furnishings to support new or enhanced services, new technology, collections and service enhancements. Only 80% of the income from these accounts is spent on an annual basis, leaving capital funds intact. These funds, which are under the control of the Library Board, are managed by different financial agencies. The Board approves the expenditures of these funds. Donations to these funds are made directly to the Hamilton Public Library and should specify Special Gift Funds/Capital Endowment Fund.

### **Directed Donations**

These are gifts that have been donated to a specified service. The donation is spent in its entirety. Generally, solicitation for these donations is limited to pre-approved system-wide initiatives (e.g. the Summer Reading programs).

### **In Kind Donations**

Administration must approve all unsolicited in-kind donations. Staff should refer potential donors to the appropriate Service Coordinator.

### **Donor Recognition**

The Library will ensure that a progressive system of donor recognition is maintained, including recognition in library publications, on donor boards, and electronic recognition.

The donor has the right to remain anonymous and to decline public or private recognition at any time.

Bequests are recognized when they are received, not at the time they are described in the will of a prospective donor.

The Library does not place plaques or signs on or near furniture as a method of donor recognition. The reason for this policy is that furniture and furnishings have a limited life-span and worn furnishings may reflect negatively on the donor with whom they are associated.

The naming of a room or facility in recognition of a donor is a decision that requires special consideration by the Library Board of the value and benefits of such recognition, the size of the donation vis-à-vis previous donations, and the suitability of the room for naming purposes. Each request is considered individually; however, past custom has been to limit this practice, and instead place a bronze plaque in the Central Library lobby.

In-kind donations are recognized in conjunction with the program and service for which the in-kind donation was made. They are not recognized on the Donor Boards, nor are they attributed a cash value for recognition purposes.



**Charitable Receipts**

Receipts are issued for cash donations and appraised donations of art and valuable papers. Receipts cannot be issued for more than the fair market value as determined by an independent appraiser. Deadlines may be applied to ensure that donations are received in time to be receipted in the current tax year. Receipts cannot be backdated.

**Use of Library Facilities**

Library facilities may be used for fundraising events of the Library and Friends of the Library only. Other community groups may not use library facilities for fundraising.

## **Library Legacy Fund - Policy**

**Policy Level:** Library Board

**Author:** Manager, Communications & Community Development

**Date Approved:** First Approved: November 1998; Revision Date: April 2001 Last Revised: July 15, 2010

### **Policy Statement**

See Fundraising and Donations Policy – Specific Donation Policies – Library Legacy Fund.

### **Terms of Reference**

The Library Legacy Fund is administered and managed by the Hamilton Community Foundation on behalf of the Hamilton Public Library. This donor-driven organization, which has over \$78 million in assets, has managed endowed philanthropic gifts to community agencies for over 40 years. Agencies benefit from reduced overhead costs and the investment of larger sums of money.

The Library Board allocates the annual income for the enhancement of Library services in accordance with the wishes of each donor. Only the investment income generated by the Library Legacy Fund will be used for the enhancement of Library services. The principal investment will continue to grow and generate further investment income every year.

Donors of \$5,000 or more may name a fund but the income will be used at the discretion of the Library Board. Donors of \$25,000 or more may name the fund and choose to direct the donation to a specific field of interest in consultation with the Library Board.

Library or Foundation staff will work together with the donor or the donor's lawyer, accountant, life insurance agent or financial planner to establish which type of donation best meets the donor's goals.

Both the Hamilton Public Library and the Hamilton Community Foundation recognize all donations to the Library Legacy Fund. Donors of named funds are recognized in the Hamilton Community Foundation's Annual Report each year in perpetuity.

Call the Communications and Community Development Department for more information.

### **Types of Donations**

#### **Outright Gifts – Cash Contributions, Gifts of Property**

- A non-cash gift may include securities, real estate and tangible property such as artwork, books or equipment. Tax receipts for such donations will be at fair market value.
- Irrevocable gifts of artwork or real estate can allow donors to enjoy their assets in their lifetime and gain a tax benefit today.
- Publicly traded securities donated to charities receive attractive tax relief.

#### **Deferred Gifts – Bequests, Life Insurance**

- A deferred gift is arranged now but is not available for use by the Library until some future time, usually after the death of the donor.
- A portion of a donor's assets may be designated by bequest to benefit charitable organizations. Gifts by Will are becoming increasingly popular.
- Gifts of life insurance are another attractive way to support the library. There are different ways to make a gift and receive favourable tax benefits. Contact either the Hamilton Public Library or the Hamilton Community Foundation for more information.

**Sample Language for a Bequest**

"I give the sum of \$ \_\_\_\_\_ Dollars (or alternatively "the residue of my estate") to the Hamilton Community Foundation, the said amount to be added to the capital of the Library Legacy Fund.

I declare that the receipt of the person processing to the Treasurer or another authorized person of the Hamilton Community Foundation shall be a sufficient discharge to my Trustee, who need not see to the application thereof."

**HAMILTON COMMUNITY FOUNDATION**  
*Hamilton Public Library Library Legacy Fund*  
**Fund Status Report from 1997 to August 31, 2012**

Established : 22-Sep-97

Year	Opening Balance	Deposits	Withdrawals	One time Market adjustment *	Interest, dividends, realized gains/ (loss)	Unrealized gain/ (loss)	Admin Fees	Closing balance	Annual rate of Return % on Investments
April 1997 - March 1998	0.00	355,000.00			19,023.00		2,650.00	371,373.00	28.4%
April 1998 - March 1999	371,373.00	58,416.00	16,373.00		24,903.00		5,593.00	432,726.00	6.4%
April 1999 - March 2000	432,726.00	-	-	8,373.74	33,227.09	2,697.88	6,616.44	470,408.27	8.2%
April 2000 - March 2001	470,408.27				49,221.74	8,133.40	7,056.12	520,707.29	12.9%
April 2001 - March 2002	520,707.29				26,430.49	13,147.40	7,855.76	552,429.42	7.9%
April 2002 - March 2003	552,429.42				22,695.87	(65,166.84)	7,888.98	502,069.47	-8.8%
April 2003 - March 2004	502,069.47	50.00			31,723.13	43,269.12	8,073.57	569,038.15	17.2%
April 2004 - March 2005	569,038.15				27,054.55	8,212.20	8,644.19	595,660.71	7.1%
April 2005 - March 2006	595,660.71				24,822.29	17,999.14	9,171.23	629,310.91	8.7%
April 2006 - March 2007	629,310.91				35,546.99	19,105.72	9,635.37	674,328.25	10.4%
April 2007 - March 2008	674,328.25				41,904.25	(55,737.03)	9,927.94	650,567.53	-3.7%
April 2008 - March 2009	650,567.53				7,431.25	(71,987.82)	9,329.47	576,681.49	-15.2%
April 2009 - March 2010	576,681.49				15,318.94	57,959.38	9,259.52	640,700.29	18.9%
April 2010 - March 2011	640,700.29				22,349.90	17,187.23	9,706.99	670,530.43	8.6%
April 2011 - March 2012	670,530.43				18,561.45	(2,447.70)	9,936.97	676,707.21	2.7%
April 2012 - August 2012	676,707.21				2,461.68	(2,906.20)	4,187.96	672,074.73	0.4%
<b>Total</b>	<b>0.00</b>	<b>413,466.00</b>	<b>16,373.00</b>	<b>8,373.74</b>	<b>402,675.62</b>	<b>(10,534.12)</b>	<b>125,533.51</b>	<b>672,074.73</b>	

\* change in accounting policy to carry investment at market resulted in a one time adjustment to allocate unrealized gains at March 98 to the funds on a prorata basis. This was effective April 1, 1999

Note: This fund is a permanent endowment fund of the Hamilton Community Foundation and only the income is available to the Hamilton Public Library

The purpose of the fund is to provide an ongoing source of revenue to support and enhance library services provided by the library.

**HAMILTON COMMUNITY FOUNDATION**  
**Hamilton Public Library Capital Endowment Fund**  
**Fund Status Report from 1997 to August 31, 2012**

Established : 19-Feb-81

Year	Opening Balance	WithDrawls	One time Market adjustment *	Interest, dividends, realized gains/ losses	Unrealized Gain/ Loss	Admin Fees	Closing balance	Annual rate of Return % on Investments
April 1997 - March 1998	223,107.89			36,425.00		4,330.00	255,202.89	28.4%
April 1998 - March 1999	255,202.89	40,039.00		23,446.00		5,224.00	233,385.89	6.4%
April 1999 - March 2000	233,385.89		93,828.00	24,663.77	2,001.35	4,908.24	348,970.77	8.2%
April 2000 - March 2001	348,970.77			36,497.90	6,033.44	5,234.52	386,267.59	12.9%
April 2001 - March 2002	386,267.59			19,606.47	9,752.92	5,827.50	409,799.48	7.9%
April 2002 - March 2003	409,799.48			15,236.18	(35,209.74)	5,877.14	383,948.78	-8.8%
April 2003 - March 2004	383,948.78			20,353.16	23,308.85	6,062.48	421,548.31	17.2%
April 2004 - March 2005	421,548.31			17,482.91	4,463.87	6,388.90	437,106.19	7.1%
April 2005 - March 2006	437,106.19			16,473.95	10,307.41	6,695.64	457,191.91	8.7%
April 2006 - March 2007	457,191.91			23,716.80	11,464.79	6,982.61	485,390.89	10.4%
April 2007 - March 2008	485,390.89			36,065.73	(54,755.84)	7,083.34	459,617.44	-3.7%
April 2008 - March 2009	459,617.44			3,204.71	(72,121.69)	6,452.95	384,247.51	-15.2%
April 2009 - March 2010	384,247.51			14,824.20	58,069.01	6,387.92	450,752.80	18.9%
April 2010 - March 2011	450,752.80			21,642.96	17,378.53	6,875.91	482,898.38	8.6%
April 2011 - March 2012	482,898.38			16,393.50	(2,551.31)	7,117.08	489,623.49	2.7%
April 2012 - August 2012	489,623.49			1,696.87	(3,090.35)	3,017.40	485,212.61	0.4%
<b>Total</b>	<b>223,107.89</b>	<b>40,039.00</b>	<b>93,828.00</b>	<b>327,730.11</b>	<b>(24,948.76)</b>	<b>94,465.63</b>	<b>485,212.61</b>	

\* change in accounting policy to carry investment at market resulted in a one time adjustment to allocate unrealized gains at March 98 to the funds on a prorata basis. This was effective April 1, 1999

Note: This fund can be withdrawn in total at the discretion of the Hamilton Public Library

The purpose of this fund is to be used for the general purposes of the Library, including its branches and related operations.

**HAMILTON COMMUNITY FOUNDATION**  
**Hamilton Public Library Special Gifts Fund**  
**Fund Status Report from 1997 to August 31, 2012**

Established : 15-Oct-84

Year	Opening Balance	WithDrawls	One time Market adjustment *	Interest, dividends, realized gains/ losses	Unrealized Gain/ Loss	Admin Fees	Closing balance	Annual rate of Return % on Investments
April 1997 - March 1998	433,746.66			65,921.00		7,837.00	491,830.66	28.4%
April 1998 - March 1999	491,830.66	72,461.00		42,432.00		9,454.00	452,347.66	6.4%
April 1999 - March 2000	452,347.66		169,809.00	46,895.13	3,805.29	9,332.40	663,524.68	8.2%
April 2000 - March 2001	663,524.68			69,396.20	11,471.88	9,952.92	734,439.84	12.9%
April 2001 - March 2002	734,439.84			37,279.29	18,543.98	11,080.33	779,182.78	7.9%
April 2002 - March 2003	779,182.78			29,150.46	(68,422.27)	11,171.85	728,739.12	-8.8%
April 2003 - March 2004	728,739.12			39,051.65	45,313.57	11,519.82	801,584.52	17.2%
April 2004 - March 2005	801,584.52			33,564.29	8,686.35	12,150.37	831,684.79	7.1%
April 2005 - March 2006	831,684.79			31,610.75	20,055.58	12,745.07	870,606.05	8.7%
April 2006 - March 2007	870,606.05			45,564.93	22,294.21	13,299.94	925,165.25	10.4%
April 2007 - March 2008	925,165.25			68,814.45	(104,429.38)	13,501.10	876,049.22	-3.7%
April 2008 - March 2009	876,049.22			6,108.26	(137,466.79)	12,299.55	732,391.14	-15.2%
April 2009 - March 2010	732,391.14			28,255.50	110,681.84	12,175.61	859,152.87	18.9%
April 2010 - March 2011	859,152.87			41,252.37	33,124.22	13,105.73	920,423.73	8.6%
April 2011 - March 2012	920,423.73			31,246.71	(4,862.91)	13,565.44	933,242.09	2.7%
April 2012 - August 2012	933,242.09			3,234.27	(5,890.34)	5,751.28	924,834.74	0.4%
<b>Total</b>	<b>433,746.66</b>	<b>72,461.00</b>	<b>169,809.00</b>	<b>619,777.26</b>	<b>(47,094.77)</b>	<b>178,942.41</b>	<b>924,834.74</b>	

\* change in accounting policy to carry investment at market resulted in a one time adjustment to allocate unrealized gains at March 98 to the funds on a prorata basis. This was effective April 1, 1999

Note: This fund can be withdrawn in total at the discretion of the Hamilton Public Library

This fund was established to enable the Library to expand its present services, initiate new ones and enrich its resources for the community that are housed or headquartered in its Central Library

**HAMILTON COMMUNITY FOUNDATION**  
**Hamilton Public Library Ketha McLaren Fund**  
**Fund Status Report from 1997 to August 31, 2012**

Established : February 1985

Year	Opening Balance	WithDrawls	One time Market adjustment *	Interest, dividends, realized gains/ losses	Unrealized Gain/ Loss	Admin Fees	Closing balance	Annual rate of Return % on Investments
April 1997 - March 1998	13,925.66			1,945.00		231.00	15,639.66	28.4%
April 1998 - March 1999	15,639.66	2,137.00		1,252.00		279.00	14,475.66	6.4%
April 1999 - March 2000	14,475.66		5,009.00	1,468.63	119.19	292.32	20,780.16	8.2%
April 2000 - March 2001	20,780.16			2,173.35	359.28	311.76	23,001.03	12.9%
April 2001 - March 2002	23,001.03			1,167.49	580.76	347.02	24,402.26	7.9%
April 2002 - March 2003	24,402.26			919.42	(2,195.89)	349.77	22,776.02	-8.8%
April 2003 - March 2004	22,776.02			1,221.95	1,434.96	360.25	25,072.68	17.2%
April 2004 - March 2005	25,072.68			1,050.05	271.80	380.03	26,014.50	7.1%
April 2005 - March 2006	26,014.50			988.87	627.54	398.66	27,232.25	8.7%
April 2006 - March 2007	27,232.25			1,425.46	697.60	416.02	28,939.29	10.4%
April 2007 - March 2008	28,939.29			2,154.66	(3,268.42)	422.32	27,403.21	-3.7%
April 2008 - March 2009	27,403.21			191.11	(4,300.01)	384.74	22,909.57	-15.2%
April 2009 - March 2010	22,909.57			883.89	3,462.18	380.85	26,874.79	18.9%
April 2010 - March 2011	26,874.79			1,290.41	1,036.15	409.96	28,791.39	8.6%
April 2011 - March 2012	28,791.39			977.41	(152.14)	424.33	29,192.33	2.7%
April 2012 - August 2012	29,192.33			101.16	(184.25)	179.90	28,929.34	0.4%
<b>Total</b>	<b>13,925.66</b>	<b>2,137.00</b>	<b>5,009.00</b>	<b>19,210.86</b>	<b>(1,511.25)</b>	<b>5,567.93</b>	<b>28,929.34</b>	

\* change in accounting policy to carry investment at market resulted in a one time adjustment to allocate unrealized gains at March 98 to the funds on a prorata basis. This was effective April 1, 1999

Note: This fund can be withdrawn in total at the discretion of the Hamilton Public Library

This fund was set up to provide awards for travel or scholarship.



# Hamilton Public Library

**DATE:** October 9, 2012

**REPORT TO:** Chair and Members of the Audit Committee

**C.C.:** Paul Takala, Chief Librarian

**FROM:** Robin Hewitt, Director – Finance and Facilities

**SUBJECT:** Recommendation – Chief Librarian Expenses Protocol

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## **RECOMMENDATION:**

The Hamilton Public Library Audit Committee approves the following protocols regarding the approval process for Chief Librarian expenses.

1. All out of country travel be approved by the Board Chair or Vice Chair
2. All travel expenses greater than \$2,000 be approved and signed off by the Board Chair or Vice Chair.
3. All monthly P-card (Visa) expenditure reports be approved and signed off by the Board Chair or Vice Chair.

## **BACKGROUND:**

The Hamilton Public Library Audit Committee gave direction at the annual general meeting to standardize the approval process for expenses incurred by the Chief Librarian. An initial survey of similar institutions has resulted in this recommendation.





**DATE:** October 11, 2012

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

**FROM:** Paul Takala, Chief Librarian

**SUBJECT:** **National Digital Hub**

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**RECOMMENDATION:**

THAT THE HAMILTON PUBLIC LIBRARY AGREES THAT PUBLIC LIBRARY SERVICE IS A CRITICAL COMPONENT TO EQUITABLE ACCESS TO PUBLISHED MATERIALS.

THAT THE HAMILTON PUBLIC LIBRARY ENDORSES THE PRINCIPLE THAT CANADIANS WITH PRINT DISABILITIES SHOULD NOT NEED TO RELY ON A CHARITY TO RECEIVE LIBRARY SERVICE AND THAT THE CURRENT DIGITAL HUB MODEL PROPOSED BY THE CNIB SHOULD RECEIVE ONGOING FUNDING FROM THE FEDERAL AND PROVINCIAL GOVERNMENTS.

THAT THE HAMILTON PUBLIC LIBRARY ENDORSES THE PUBLIC LIBRARY COMMUNITY WORKING WITH THE CNIB ON THEIR DIGITAL HUB PROPOSAL TO DEVELOP AN EQUITABLE DISTRIBUTION MODEL FOR ACCESSIBLE FORMATS FOR ALL CANADIANS.

**BACKGROUND:**

On September 27 staff meet with Margaret McGrory, Vice President, Executive Director, CNIB Library. At the Canadian Urban Library Council (CULC) meetings this year there have been discussions around the proposed CNIB Digital Hub model. CULC has passed two resolutions affirming the commitment to equitable library service and to working with CNIB on advancing their Digital Hub model. We are raising this issue and seeking a Board resolution to support the model because of the need to secure the support from the federal and provincial governments.

One of Hamilton Public Libraries' core values is inclusiveness and we have a long history of supporting access to library services for all residents. The Ontario Human Rights Code and the Canadian Charter of Rights and Freedoms both guarantee protection of people with disabilities. The Accessible Information and Communications Standard, as part of the Accessibility for Ontarians with Disabilities Act (AODA) legislation will require us to make library materials available in accessible formats. It is estimated that up to 10% of the Canadian Population have a print disability. With our aging population we know the number of Hamilton residents with print disabilities will grow.

The CNIB is a charity that was found in 1918. It has grown to become the primary resource for Canadians who are blind or partially sighted. The Hamilton Public Library, like many other public libraries in Canada, has been a long term partner with the CNIB. We are currently participating in their Partnership Program to make accessible formats available to Hamilton residents with visual impairments.

In 2010 the CNIB received one time federal, provincial and territorial funding to revitalize their library systems infrastructure. Moving forward the CNIB has built on the work done by Library and Archives Canada and the 2005 Canadian Library Association's (CLAs) OPENING THE BOOK which called for developing a national network for equitable library service for Canadians with print disabilities. In developing their new model a clear message emerged from CNIB clients which was that they did not want to receive library service from a charity.

With the rapid changes that are happening with eBooks and other digital formats we look forward to moving towards a future where all materials are available in accessible formats. That future has not arrived yet and we need to be aware that while some digital formats may be accessible to people with print disabilities, the interfaces to get at those materials are often not accessible.

We know there are gaps with the availability of Canadian materials in accessible formats. The Digital Hub will act as a clearinghouse for materials. They will be an aggregator and a producer of alternative materials until such time that the materials are produced at source in accessible formats. This model is consistent with international copyright law which encourages an intermediary agency for distribution exceptions for accessible formats. The International Copyright Organization looks to CNIB as Canada's international clearing house for copyright exceptions.

The CNIB is working towards a sustainable funding model. They are looking for 1/3 federal funding, 1/3 provincial funding and 1/3 from the private sector which the CNIB is planning to cover. Public libraries have an obligation to deliver alternate content directly but we know there are still gaps in what we can provide alone. In addition to providing materials in accessible formats, the CNIB also plays a role in supporting training, information about accessible services and community outreach. The Digital Hub as envisioned by the CNIB is a promising model that will help HPL and other public libraries across Canada meet our accessible obligations. We hope to continue to work with others in the public library community to ensure the Digital Hub gets adequate funding from higher levels of government.



# Hamilton Public Library

**Date:** October 17, 2012  
**To:** Chair and Members of the Hamilton Public Library Board  
**c.c.** Paul Takala, Chief Librarian  
**From:** Robin Hewitt, Director, Finance and Facilities  
**Subject:** **Budget Variance Report – August 31st, 2012**

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## **RECOMMENDATION:**

**That Budget Variance Report as at August 31st, 2012 and Estimate to December 31, 2012 be received.**

## **Summary**

*Estimated variance at December 31, 2012 - \$549,504 Favourable*

The total 2012 annual operating budget for the Hamilton Public Library has a net expenditure of \$28,108,150 (gross expenditures of \$30,489,720 less gross revenues of \$2,381,570). The current estimated variance as at December 31, 2012 is favourable by \$549,504 which is ninety-eight percent of the budgeted net expenditure. However, this figure is subject to change and is based on current information and expectations. Unforeseen costs or revenues are not factored into this projection.

An explanation of the type of revenues and expenditures contained with each line of the Budget Variance Report is provided below along with an explanation of the significant variances.

## **Grants and Subsidies**

*Estimated variance at December 31, 2012 - \$301,535 Unfavourable*

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

In June 2012, the Job Discovery Centre funding was discontinued by the province thereby creating the forecasted unfavourable variance. However, salaries and wages for the Job Discovery Centre will reflect savings for this same period.

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Subject: Budget Variance Report – August 31<sup>st</sup>, 2012  
Date: October 17<sup>th</sup>, 2012



## **Fees and General**

*Estimated variance at December 31, 2012 - \$58,934 Favourable*

The major items contained in this line are revenues from library fines, book sales, photocopiers, printers and donations. The estimated revenue for this line for the end of December 2012 shows a positive variance of \$58,934 of which the major cause is represented by donations received since we do not include a figure for donations in our budget; printing revenue and lost book revenue.

## **Reserves/Capital Recoveries**

*Estimated variance at December 31, 2012 - \$13,356 Favourable*

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

## **Employee Related Costs**

*Estimated variance at December 31, 2012 - \$1,118,137 Favourable*

This line includes all the employee related costs such as salaries, wages and government and employer benefits including medical, dental, OMERS, WSIB and Vested Sick Leave payouts. Approximately \$200,000 of this variance is reflective of the loss of the Job Discovery Centre and the associated employee costs. Several vacant managerial positions account for much of the remaining variance.

## **Capital Financing**

*Estimated variance at December 31, 2012 - \$0*

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

## **Financial**

*Estimated variance at December 31, 2012 - \$32,192 Favourable*

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Subject: Budget Variance Report – August 31<sup>st</sup>, 2012  
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The main costs included in this line are legal, audit and collection fees. To date, legal fees have not been fully spent, however, it is not known if they will be required in the second half of the year.

### **Materials and Supplies**

*Estimated variance at December 31, 2012 - \$416,787 Unfavourable*

The major items in this line are library materials, operating supplies, computer equipment and furnishings. The estimated unfavourable variance results from the planned expense for computer equipment and, with mindful caution, furnishing costs to upgrade several branches and shelving ends at Central.

### **Vehicle Expenses**

*Estimated variance at December 31, 2012 - \$4,426 Unfavourable*

This line includes those vehicle expenses that are paid directly by the Library and not through a cost allocation from the City. The unfavourable variance is resulting from expenses related to fuel costs (diesel and unleaded gasoline).

### **Buildings and Grounds**

*Estimated variance at December 31, 2012 - \$103,680 Favourable*

This line includes building associated costs that are paid directly by the Library and not through a cost allocation from the City. They also include relocation costs, data and external telephone lines and security guards. The hydro charges to date are under budget, and should continue to be with the implementation of the lighting upgrade. These savings will be transferred to reserves to pay down the loan from reserves to fund the lighting project.

### **Contractual**

*Estimated variance at December 31, 2012 - \$52,043 Unfavourable*

This line includes the expenditures for items such as rental of photocopiers, advertising, service contracts, aquarium maintenance, collection agency fees, Access Copyright fees and inter-branch courier service. The variance is driven by programming costs (\$30,000) and usage costs for Ricoh printers (\$26,000).

### **Reserves/Recoveries**

*Estimated variance at December 31, 2012 - \$2,003 Unfavourable*

This line includes both budgeted and unbudgeted transfers from operating to Library reserve funds and recoveries related to security service provided to the Hamilton

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Subject: Budget Variance Report – August 31<sup>st</sup>, 2012  
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Farmer's Market. This section now also includes both direct and indirect charges from the city that were formerly known as cost allocations. Given the reduction in costs paid to the city for computers, an equivalent amount will be transferred to reserves for future computer purchases. Excess funds are also transferred to reserves to offset costs related to future library initiatives.

# HAMILTON PUBLIC LIBRARY

## BUDGET VARIANCE REPORT

As At August 31, 2012 and Estimate to December 31, 2012

	YEAR TO DATE			
	YTD BUDGET	YTD ACTUAL	YTD VARIANCE	% SPENT
<b>REVENUE</b>				
Grants and Subsidies	\$ 385,381	\$ 283,855	\$ (101,526)	73.7%
Fees and General	374,780	441,121	66,341	125.4%
Reserves/Capital Recoveries	187,664	201,019	13,355	124.5%
	<b>\$ 947,825</b>	<b>\$ 925,995</b>	<b>\$ (21,830)</b>	<b>97.7%</b>

	ALL YEAR			
	ANNUAL BUDGET	ESTIMATED ACTUAL	ANNUAL VARIANCE	% SPENT
	\$ 1,530,730	\$ 1,229,195	\$ (301,535)	80.3%
	569,350	628,284	58,934	110.4%
	281,490	294,846	13,356	104.7%
	<b>\$ 2,381,570</b>	<b>\$ 2,152,325</b>	<b>\$ (229,245)</b>	<b>90.4%</b>

<b>EXPENDITURES</b>				
Employee Related Cost	\$ 13,837,825	\$ 12,352,800	\$ 1,485,025	89.3%
Capital Financing	234,024	-	\$ 234,024	0.0%
Financial	68,992	40,200	\$ 28,792	58.3%
Materials and Supplies	2,723,106	2,552,119	\$ 170,987	93.7%
Vehicle Expense	42,313	20,753	\$ 21,560	49.0%
Building and Grounds	1,121,834	917,796	\$ 204,038	81.8%
Contractual	1,395,046	1,171,085	\$ 223,961	83.9%
Reserves/Recoveries	1,333,660	962,081	\$ 371,579	72.1%
	<b>\$ 20,756,800</b>	<b>\$ 18,016,835</b>	<b>\$ 2,739,965</b>	<b>86.8%</b>

	\$ 20,309,730	\$ 19,191,593	\$ 1,118,137	94.5%
	351,040	351,040	\$ -	100.0%
	113,840	81,648	\$ 32,192	71.7%
	4,083,500	4,500,287	\$ (416,787)	110.2%
	63,430	67,856	\$ (4,426)	107.0%
	1,684,190	1,580,510	\$ 103,680	93.8%
	1,971,990	2,024,033	\$ (52,043)	102.6%
	1,912,000	1,914,003	\$ (2,003)	100.1%
	<b>\$ 30,489,720</b>	<b>\$ 29,710,970</b>	<b>\$ 778,750</b>	<b>97.4%</b>

<b>NET EXPENDITURES</b>	<b>\$ 19,808,975</b>	<b>\$ 17,090,840</b>	<b>\$ 2,718,135</b>	<b>86.3%</b>
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	<b>\$ 28,108,150</b>	<b>\$ 27,558,646</b>	<b>\$ 549,504</b>	<b>98.0%</b>
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# Hamilton Public Library

**Date:** October 17<sup>th</sup>, 2012  
**To:** Chair and Members of the Board  
**c.c.** Paul Takala, Chief Librarian  
**From:** Robin Hewitt, Director, Finance and Facilities  
**Subject:** **2013 Draft Operating Budget**

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**RECOMMENDATION:**

**That the attached 2013 Draft Operating Budget be accepted for information.**

**BACKGROUND:**

The final 2013 budget submission will be presented to the Board in November 2012. Several of the projections submitted in this preliminary first draft require Board discussion and direction.

The following resolutions were presented to and approved by the General Issues Committee for the City of Hamilton at its meeting on September 28<sup>th</sup>, 2012.

**14. 2013 Tax Budget Guideline and Preliminary Outlook (FCS12065) (City Wide)**

(a) That 2013 user fees (excluding golf, transit and ice fees) be increased by an inflation rate of 2.3% (Ontario CPI), and that any user fee adjustments, other than inflationary, be forwarded for consideration with appropriate explanation;

**(b) That Boards & Agencies be requested to submit a 2013 budget based on a guideline of 0% increase, and that any increase be forwarded for consideration with appropriate explanation;**

(c) That, in an effort to achieve the goal of an overall tax impact of zero percent for City Services, all City departments target a 2013 budget guideline of 0% increase, and that any increase be forwarded for consideration with appropriate explanation.

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

The attached draft budget was prepared by staff with a view to follow this guideline without a reduction in the level of service. The Council direction for Boards and Agencies in 2012 was 0%, and the Library submitted a budget of 1%.





The 2013 Operating Budget is currently at a requested municipal contribution of \$28,340,010 which is an increase of \$301,400 or 1.1% over the 2012 Restated Operating Budget of \$28,038,160.

The following drivers contribute to the budget increase:

HAMILTON PUBLIC LIBRARY - 2013 BUDGET DRIVERS						
Expense/Revenue	Amount	% Increase	Reason			
Employee Related	(193,180)	-1.1%	5.11 reduction in FTE due to loss of JDC funding, reduction in budgeted benefits, retro pay and other earnings, offset by increases in salaries and wages of 1.9%			
Vehicle Expense	4,330	6.8%	Fleet vehicle charges and license fee increases			
Building and Ground	(9,640)	-60.0%	Reduction in data line costs			
Contractual	(156,840)	-8.0%	Reduction in rent-equipment and rent-buildings. Computers and Server costs moved to Reserves/Recoveries category. \$200,000 pressure for Facilities Maintenance			
Reserves/Recoveries	324,960		2012 Budget Restated	2013 Budget Draft	2013 Draft/Requested vs. CY Restated Budget	
					\$	%
<b>Department</b>	<b>Account</b>					
Library	Net Levy		28,038,610	28,340,010	301,400	1.1%
	Net Levy		28,038,610	28,340,010	301,400	1.1%
	Expense		30,138,680	30,110,670	(28,010)	-0.1%
	EMPLOYEE RELATED COST	301,400	20,309,730	20,116,550	(193,180)	-1.0%
	MATERIAL AND SUPPLY		4,083,500	4,083,500	-	0.0%
	VEHICLE EXPENSES		63,430	67,760	4,330	6.8%
	BUILDING AND GROUND		1,684,190	1,674,550	(9,640)	-0.6%
	CONSULTING		-	-	-	0.0%
	CONTRACTUAL		1,971,990	1,815,150	(156,840)	-8.0%
	RESERVES / RECOVERIES		1,676,930	2,001,890	324,960	19.4%
	COST ALLOCATIONS		235,070	237,430	2,360	1.0%
	FINANCIAL		113,840	113,840	-	0.0%
	<b>Revenue</b>		<b>(2,100,070)</b>	<b>(1,770,660)</b>	<b>329,410</b>	<b>-15.7%</b>
	FEES AND GENERAL		(569,350)	(604,350)	(35,000)	6.1%
	GRANTS AND SUBSIDIES		(1,530,720)	(1,166,310)	364,410	-23.8%



# Hamilton Public Library

**Date:** October 17, 2012

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

**c.c.** Paul Takala, Chief Librarian

**From:** Karen Anderson and Rebecca Raven, Directors of Public Service

**Subject: Public Service Hours Report**

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## **RECOMMENDATION:**

**That the attached Public Service Hours Report be accepted for information and comment.**

## **BACKGROUND:**

Library service hours in our 23 locations are highly valued by the customers of the Hamilton Public Library and are a significant part of our overall service delivery. While the Library does provide many important services on a 24/7 basis, eg access to our catalogue, access to library accounts, and telephone and online renewals, the hours that we open our doors to the public are the most tangible evidence of the library in the community and are critical to satisfying demand for collections, information services, access to public computers, wireless, programs for all ages and, increasingly, for library space for meeting, relaxing, and studying.

At the time of amalgamation and in subsequent years, service hours were adjusted in response to a number of factors including budget pressures, pre-existing hours in former systems, the goal of providing geographic coverage for evenings and weekends and the need to create a balanced and consistent schedule for the public. We know that visiting the library on certain days and times becomes part of our residents' routines and service hours are not something we should change often or without serious review. Each renovation and new build we have undertaken in recent years has prompted an informal review of service hours to ensure we sustain maximum access to all our facilities.

Hamilton Public Library is a unique system in Canada with our perceptible split between large, urban library branches and small, rural locations.



We currently provide a total of 967.25 service hours per week in our 23 locations and our Bookmobile stops. Hours per week range from 65 hrs at Central to 17 hrs per week in our smallest branches. This range of service hours is typical of many systems including Edmonton, Halifax, Ottawa, and Mississauga.

### **Service Hours – Factors to Consider**

Any adjustment to public service hours should be the result of consideration of a number of factors.

**Patterns of Use** – Circulation statistics can be generated for each location by day of week and by hour. In addition, regular surveys that record library visits by hour/day, information questions as well as in-house use of materials all provide a snapshot of library use.

**Shared facilities** – Increasingly libraries are being located in shared facilities as recommended in the Facilities Master Plan. The service hours of partner agencies should be considered.

**Staffing Requirements** - Each location will have specific minimum staffing levels to effectively operate the branch depending on the size, layout and busyness of the branch. In addition, operating schedules must consider the number of weekends and evening shifts staff can be required to work and ensure days off for weekend shifts.

**Service priorities** – Across the system HPL has committed to provide a range of services for all ages. For example Family Storytimes are a foundational program aimed at developing pre-literacy skills in children and providing families with support and inspiration as they introduce children to books and reading. After school programs that assist students are also an integral part of HPL's youth services. Many locations have included adult Book Clubs in their program roster, again to support our community of readers. Service hours need to reflect these priorities.

**Staff feedback** – At each service point, staff and managers provide first hand information regarding how the space, the collection and the services are being used by the community.

**Public Feedback** – When customers provide feedback about service hours managers follow up with the customer and provide Administration with feedback.



**Service Hours at Other Branches** - Central Library is open 65 hrs per week and provides a resource for the entire city. Neighbouring branches support each other by offering staggered hours where possible. For example the Barton Branch is open evenings on Monday and Wednesday and the Kenilworth branch is open evenings on Tuesday and Thursday. Together they provide greater coverage to support families needing library service.

**Budget** - Each year the Library is directed to present a budget to City Council for approval. The Library is subject to the same constraints as other city departments, agencies and boards and must submit a budget accordingly.

**Consistent Public Message** - From a customer viewpoint it is helpful if the service hour schedule is consistent and easily communicated as having a unique schedule for each of 23 locations would be confusing.

**Statement on Sustainability** - Included in the Facilities Master Plan is the Hamilton Public Library Board Statement on Sustainability which provides a framework for decision making. It identifies five core elements that must be in balance to achieve a thriving library system: collections, facilities, technological infrastructure, staff and service and programs. It states, "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."

## **Future Considerations**

In the event of future opportunities, or when faced with budget pressures or other constraints, any proposed changes to public service hours will be reviewed by Library Administration. The following are examples of issues that relate to service hours.

In anticipation of a 2014 opening of a new Waterdown branch service hours will be reviewed. The Library will be in a shared facility with a Recreation Seniors Centre and Municipal Service Centre.

In 2013 the Library will open the Turner Park Branch on Family Day as a pilot project.

The Library is investigating offering extended facilities hours during exam periods to accommodate "study halls" in select locations to meet the needs of students at Mohawk College and McMaster University.



Sunday service was recently expanded from 3 to 4 locations in order to provide service in the east, west, central and mountain areas of the City. The service is well used by customers.