

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 21, 2015
Central Library, Board Room**

5:30 p.m. Dinner
6:00 p.m. Meeting

AGENDA

Guests: Caitlin Fralick, Darcy Glidden

1. Discussion Period

- 1.1 Potential Board visit to Branches (survey)
- 1.2 Gallery of Distinction Dinner – November 17

2. Acceptance of the Agenda

3. Minutes of the Hamilton Public Library Board Meeting of Wednesday, September 16, 2015

Attachment #3

4. Presentations

- 4.1 Update on Security Strategy/Community Resource Worker – PT/MS
- 4.2 Start the Cyle – KA/CF/DG
- 4.3 Background on Library Hours – PT/KA

5. Consent Items

- 5.1 Q3 Metrics Report - LB

Attachment #5.1

Suggested Action: Receive

- 5.2 Staff Day 2016 - LD

Attachment #5.2

Suggested Action: Recommendation

6. Business Arising

- 6.1 Customer Service Commitment – KA/MS Attachment #6.1
Suggested Action: Recommendation

7. Correspondence

Attachment #7

Letter from City of Hamilton dated September 28, 2015 re 2016
Operating Budget Direction

8. Reports

- 8.1 Chief Librarian's Report Attachment #8.1
Suggested Action: Receive
- 8.2 Access Card Report – MS/LB Attachment #8.2
Suggested Action: Recommendation

9. New Business

- 9.1 2016 Operating Budget – RH Attachment #9.1
Suggested Action: Receive
- 9.2 Programming Policy – MS/KA/LB Attachment #9.2
Suggested Action: Recommendation
- 9.3 Music Strategy – MS Attachment #9.3
Suggested Action: Recommendation
- 9.4 3D Printing Policy & Fee Schedule – LB Attachment #9.4
Suggested Action: Recommendation
- 9.5 Code of Conduct and Conflict of Interest Policy–LD Attachment #9.5
Suggested Action: Recommendation

10. Private and Confidential

- 10.1 Human Resources Update

11. Date of Next Meeting

Wednesday, November 18, 2015
Central Library, Board Room, 5th Floor
5:30 p.m. Dinner
6:00 p.m. Meeting

12. Adjournment

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, September 16, 2015
Central Library, Board Room
5:30 p.m. Dinner
6:00 p.m. Meeting

MINUTES

PRESENT: Suzan Fawcett, George Geczy, Clare Wagner, Jennifer Gautrey, Mary Ann Leach, Councillor Pearson, Douglas Brown, Vikki Cecchetto, John Kirkpatrick, Lori-Anne Spence-Smith

STAFF: Lisa DuPelle, Karen Anderson, Melanie Southern, Robin Hewitt, Paul Takala, Susan Kun, Karen Hartog

REGRETS: Councillor Partridge

GUESTS: Antonella Giancarlo, Tyler Aird

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

1. Discussion Period

Robin Hewitt was introduced to the Library Board.

1.1. Board Tablet Rollout

The distribution of the new iPads is continuing. Library Board members were requested to contact Ms Hartog for the purchase of any related applications such as Goodreader.

1.2 Fall Program Guide

The fall program guide is now available and copies were made available for the Library Board Members. Copies have also been made available at City Hall and six municipal service centres. Congratulations was extended to Library staff.

1.3 Telling Tales

The Telling Tales Festival will be held this Sunday at Westfield Heritage Village. This is an annual literary festival and the Hamilton Public Library plays an active role in the organization of this event.

2. Acceptance of the Agenda

MOVED by Ms Fawcett, seconded by Ms Spence-Smith,

THAT THE AGENDA BE ACCEPTED AS PRESENTED.

MOTION CARRIED

3. Minutes of the Hamilton Public Library Board Meeting of Wednesday, June 17, 2015

MOVED by Ms Leach, seconded by Councillor Pearson,

THAT THE MINUTES OF THE HAMILTON PUBLIC LIBRARY BOARD MEETING OF WEDNESDAY, JUNE 17, 2015 BE ACCEPTED AS PRESENTED.

MOTION CARRIED.

4. Presentations

4.1 125th Celebrations Update

Mr. Tyler Aird and Ms Antonella Giancarlo were welcomed to the meeting. They provided an update on the programs being held for Hamilton Public Library's 125th birthday celebration.

4.2 Waterdown Update

Ms Anderson provided an update on the Waterdown project. Ms Gautrey, Ms Fawcett, Ms Leach toured the location recently.

5. Consent Items

MOVED by Ms Fawcett seconded by Ms Leach,

THAT CONSENT ITEM 5.1, 5.2, 5.3 AND 5.4 BE APPROVED AS PRESENTED.

MOTION CARRIED.

5.1 Holiday Closures 2016

That the Hamilton Public Library Board approves the following Christmas/New Years closure period for 2016:

All locations of the Hamilton Public Library will close on December 24th and will remain closed through to December 27th and,

That the Library re-open on December 28th and service hours be adjusted through December 31st as noted below, and that the Library will re-open January 3, 2017.

5.2 Family Day 2016

That the Hamilton Public Library Board approves the opening of the Central Library and Turner Park Branch for Family Day 2016 (1 pm to 5 pm) and that recommendations for hours on future Family Days be considered as part of the review of system hours.

5.3 Non-Union Compensation

That the salary schedule for the Non-Union Management and Professional Exempt Employee Group be increased by 1.5%, as budgeted in 2015, effective January 1, 2015, to be consistent with the 2015 negotiated memorandum of settlement for CUPE Local 5167 and City of Hamilton non-union male comparators in order to maintain pay equity compliance, and individual salaries be adjusted accordingly; and

That the non-union casual employees (pages and shelf readers) compensation will be dealt with in a separate Board motion moving forward with the subsequent changes anticipated by the provincial government. These changes are in accordance with the changes with the Employment Standards Act, and the City of Hamilton minimum wage male comparator non-union positions in order to maintain pay equity compliance.

5.4 Casual Staff Wage Rate

That the Board approves the following wage rates for all casual (Library Page) non-union employees and that these rates will be implemented effective October 1, 2015.

Old Grid effective June 1, 2014	Step 1	Step 2
Library Page (Casuals/Shelfreaders)	\$11.00	\$ 11.55

New Grid effective October 1, 2015
Library Page (Casuals/Shelfreaders)

Step 1
\$11.25

Step 2
\$11.80

6. Business Arising

There were no business arising items.

7. Correspondence

There was no board correspondence.

8. Reports

8.1 Chief Librarian's Report

MOVED by Mr. Kirkpatrick, seconded by Ms Fawcett,

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

MOTION CARRIED.

8.2 Q2 Metrics Report

MOVED by Ms Spence-Smith, seconded by Ms Wagner,

THAT THE LIBRARY BOARD RECEIVES THE 2015 2ND QUARTER STATISTICAL REPORT UPDATE FOR INFORMATION.

MOTION CARRIED.

9. New Business

9.1 Budget Variance Report

MOVED by Ms Fawcett, seconded by Ms Spence-Smith,

THAT BUDGET VARIANCE REPORT AS AT JULY 31, 2015 AND ESTIMATED TO DECEMBER 31, 2015 BE RECEIVED FOR INFORMATION.

MOTION CARRIED.

9.2 2016 Capital Submission

MOVED by Ms Leach, seconded by Ms Fawcett,

THAT THE CAPITAL BUDGET SUBMISSION TO THE CITY OF HAMILTON BE APPROVED TO INCLUDE THE FOLLOWING:

- a) **PENDING FINAL PROJECT APPROVAL, BUILD A NEW GREENSVILLE LIBRARY, IN PARTNERSHIP WITH THE CITY OF HAMILTON AND THE HAMILTON WENTWORTH DISTRICT SCHOOL BOARD AT THE SITE OF THE FUTURE GREENSVILLE ELEMENTARY SCHOOL, PLUS MATERIALS AND FURNISHINGS;**

- b) **CONSTRUCT AND EXPAND THE VALLEY PARK LIBRARY ON THE SITE OF THE EXISTING VALLEY PARK COMMUNITY CENTRE, PLUS MATERIALS AND FURNISHINGS;**

- c) **BUILD THE BINBROOK LIBRARY, AS PREVIOUSLY APPROVED FOR SUBMISSION BY THE HAMILTON PUBLIC LIBRARY BOARD IN SEPTEMBER 2014, PLUS MATERIALS AND FURNISHINGS**

MOTION CARRIED.

9.3 Rights of Children and Teens Policy

MOVED by Ms Wagner, seconded by Ms Spence-Smith,

THAT THE HAMILTON PUBLIC LIBRARY BOARD APPROVES THE RIGHTS OF CHILDREN AND TEENS IN THE LIBRARY POLICY.

MOTION CARRIED.

9.4 Safety of Children Policy

MOVED by Mr. Geczy, seconded by Ms Cecchetto,

THAT THE HAMILTON PUBLIC LIBRARY BOARD APPROVES THE SAFETY OF CHILDREN IN THE LIBRARY POLICY.

MOTION CARRIED.

10. Private and Confidential

MOVED by Councillor Pearson, seconded by Ms Fawcett,

THAT THE LIBRARY BOARD MOVE IN-CAMERA TO DISCUSS A HUMAN RESOURCES UPDATE.

MOTION CARRIED.

MOVED by Council Pearson, seconded by Mr. Kirkpatrick,

THAT THE IN-CAMERA SESSION BE ADJOURNED.

MOTION CARRIED.

MOVED by Councillor Pearson, seconded by Mr. Kirkpatrick

THAT THE HAMILTON PUBLIC LIBRARY BOARD RECEIVE THE INFORMAITON PROVIDED IN THE IN-CAMERA SESSION.

MOTION CARRIED.

11. **Date of Next Meeting**

Wednesday, October 21, 2015
Central Library, Board Room, 5th Floor
5:30 p.m. Dinner
6:00 p.m. Meeting

12. **Adjournment**

MOVED by Ms Fawcett, seconded by Mr. Kirkpatrick,

THAT THE HAMILTON PUBLIC LIBRARY BOARD MEETING OF WEDNESDAY, SEPTEMBER 16, 2015 BE ADJOURNED.

MOTION CARRIED.

The meeting was adjourned at 8:45p.m.



Date: October 16, 2015
Report to: Chair and Members of the Board
C.C.: Paul Takala, Chief Librarian
From: Lita Barrie, Director, Digital Technology & Youth Services
Subject: **Quarterly Statistical Report**

Recommendation:

That the Library Board receives the 2015 3rd Quarter Statistical Report Update for information.

Background:

One of the Library's current strategic priorities is to ensure the Library is relevant and responsive. A key component of advancing this strategic priority has been to improve our capacity to gather, analyse and interpret our quantitative data.

The format of the 3rd Quarter statistical report provides the Library Board with the comparable 2014 and 2013 data where possible. Three additional performance indicators have been added for this fiscal year: Circulated Items (digital streaming), In Person Visits and Wireless usage. These additional indicators help to demonstrate the changing nature of customer usage of the Library's collections, programs and services.

The Library Board is provided with quarterly updates of our key performances statistics. The quarterly statistical report will provide the Library Board with the key indicators to monitor trends in the use of Library facilities, collections, programs and services and plan for future strategic opportunities and developments. These performance indicators will continue to evolve as Library service evolves.

Performance Statistic Definitions:

Active Library Cardholders

The number of library cardholders who have used their library card in the past two years. This statistic is taken as a snapshot at the end of the given period.

New Registered Cardholders

The number of library cardholders who have registered for a new library card or have updated their existing card (but not necessarily active) within the given period.

Circulated Items (Physical)

The number of physical items borrowed/checked out from the library's collection

(holdings) for use outside of the library during the given period. Items that are used within the library that have not been checked out and therefore never physically leave the library facility are not included in this total. Circulated items that are renewed by phone and through the online catalogue are included in this statistic.

Circulated Items (Digital)

The number of items borrowed/checked out by active cardholders of the Hamilton Public Library during the given period. Digital items include eBooks and eAudiobooks, digital magazines and newspapers; and digital media such as music and videos.

Circulated Items (Digital Streaming)

The number of times Hamilton Public Library cardholders accessed and viewed streamed online training and video tutorials and streamed music during the given period. *This content was added to the collection in January 2015.

In Person Visits

The number of in person visits made to all Hamilton Public Library branches (physical location) during the given period. * For this quarter, this figure is an extrapolation of sample data gathered during the survey week that the Library performs once every quarter.

Website Visits

The number of visits (user sessions) made to the Hamilton Public Library webpage (www.hpl.ca) during the given period.

Catalogue Visits

The number of visits (user sessions) made to the Hamilton Public Library Catalogue (www.hpl.bibliocommons.com) during the given period.

Number of Programs

The number of programs held during the given period. A program is a planned presentation given at a scheduled time by library staff or another resource person to a group of library users or potential users. Program examples include children's storytime, visits to classrooms and auditoriums; library tours, movie and gaming programs; and talks given to groups that introduce users to library materials and services. Additionally, external authors, presenters or speakers delivering a presentation to library users within the library itself count towards this statistic. Activities such as exhibits, contests, library booths and the use of meeting rooms by external groups are not counted. *The Q1 number was adjusted to include program statistics that were reported after the deadline.

Program Attendance

The corresponding attendance from all of the programs listed above that were held during the given period. *The Q1 number was adjusted to include program statistics that were reported after the deadline.

Computer Sessions

The number of times the patrons log on with their library card and use a library workstation (computer) during the given period. Cardholders who book/sign up in advance to utilize computer time as well as those who require computer use time on an ad hoc basis are counted. The amount of time that the cardholder uses the computer does not count in this statistic. As an example, if the cardholder uses a

library workstation for 30 minutes in the morning, and then 30 minutes in the afternoon, the library computer session use for this patron would be 2.

Wireless Usage

The number of times visitors to the Hamilton Public Library utilized the free wireless network during the given period. The amount of time that the cardholder uses the wireless network is not reflected in this statistic.

Social Media Fans

The aggregate total of the number of fans and followers of the Hamilton Public Library on the social media platforms Facebook and Twitter. This statistic is taken as a snapshot at the end of the given period.

Hamilton Public Library

55 York Boulevard
Hamilton, Ontario

Population Served: **519,949**

Active Library Cardholders: **152,093**

Active Cardholders Per Population Served: **29.25%**



Performance Statistic	Q3, 2015	Q3, 2014	Q3, 2013	Q2, 2015	Q1, 2015	YTD, 2015	Fiscal, 2014	Fiscal, 2013	% Change for Q3 for 2014 2015	YTD 2015 as a % of 2014	YTD 2015 as a % of 2013
New Registered Cardholders	6,132	6,140	5,820	5,232	5,799	17,163	19,995	20,478	(0.13%)	85.84%	83.81%
Circulated Items (Physical)	1,428,542	1,538,044	1,688,633	1,340,015	1,423,731	4,192,288	5,825,464	6,466,086	(7.12%)	71.96%	64.84%
Circulated Items (Digital)	240,712	211,611	175,142	243,793	268,784	753,289	944,239	779,047	13.75%	79.78%	96.69%
*Circulated Items (Digital Streaming)	97,696	N/A	N/A	104,334	97,355	299,385	N/A	N/A	N/A	N/A	N/A
Circulated Items (Total)	1,669,254	1,749,655	1,863,775	1,583,808	1,692,515	4,945,577	6,769,703	7,245,133	(4.60%)	73.05%	68.26%
*In Person Visits	904,519	928,063	931,991	820,075	1,173,500	2,898,094	3,712,253	3,727,965	(2.54%)	78.07%	77.74%
Website Visits	622,178	771,143	840,178	691,464	779,955	2,093,597	3,111,001	3,303,316	(19.32%)	67.30%	63.38%
Catalogue Visits	2,290,715	537,672	560,610	2,197,113	613,128	5,100,956	2,108,376	2,201,226	326.04%	241.94%	231.73%
Number of Programs	2,216	2,145	1,713	2,187	2,412	6,866	8,312	7,436	3.31%	82.60%	92.33%
Program Attendance	46,076	45,019	39,551	54,272	40,819	142,469	161,347	159,656	2.35%	88.30%	89.23%
Computer Sessions	208,494	208,305	214,719	190,570	192,399	591,463	788,333	850,029	0.09%	75.03%	69.58%
Wireless Network Uses	188,334	135,613	109,300	218,311	168,807	575,452	542,450	437,200	38.88%	106.08%	131.62%
Social Media Fans	8,490	6,702	4,348	7,975	7,562	8,490	7,205	5,282	26.68%	117.83%	160.73%



Date: October 21, 2015
To: Chair and Members of the Board
c.c. Paul Takala, Chief Librarian
From: Lisa DuPelle, Director Human Resources
Subject: Staff Day 2016

RECOMMENDATION:

That the Hamilton Public Library Board authorize the one-day closure of the system in 2016 on a date to be determined by Management, in order that a staff professional development day be held.

FINANCIAL/STAFFING/LEGAL IMPLICATIONS:

Supporting staff development is an essential element of our current strategic priority: A Creative and Changing Organization. The purpose of the closure is to allow all staff to attend various training sessions. Staff Day is an efficient means of sharing information and allowing staff to participate in a range of professional development opportunities including seminars relating to delivering public service and discussions about the opportunities and challenges public libraries in future will face.

The Hamilton Public Library conducted one day of staff development and training workshops in 2008, 2010, 2012, 2013, 2014 and 2015, plus a half-day plenary session in 2009. Evaluation of individual sessions and the day overall has resulted in very positive feedback from staff at all levels.

Date: October 21, 2015
To: Chair and Members of the Board
c.c. Paul Takala, Chief Librarian
From: Karen Anderson, Director, Public Service
Melanie Southern, Director, Public Service, Partnerships &
Communications
Subject: Customer Service Commitment

Recommendation

That the Hamilton Public Library Board endorses the Customer Service Commitment statement.

Financial/Staff/Legal Implications

Establishing a new Customer and Service Commitment does not impact our budget, staffing levels or legal responsibilities.

Background

Hamilton libraries strive to be community beacons throughout the city. Receiving more than 3.8 million in person visitors per year, libraries are well used destinations with customers and staff sharing space and interacting on a daily basis. Libraries should present a respectful and inclusive environment where customers feel welcomed, comfortable and able to fully utilize the wide range of services and programs.

In May 2015 the Board approved a new Customer Code of Conduct. By clarifying the underlying principles of respect, inclusion and accountability the Code sets the tone for a positive interaction between customers and staff. When the new Customer Code of Conduct was introduced it was indicated that a companion Service Commitment would be forthcoming. The statements below reflect the commitment by staff to ensure a positive experience for our library users while upholding the Library's values of intellectual freedom, inclusiveness, innovation, respect and accountability.

Both the Staff Service Commitment and the new Code of Conduct will be presented as a combined document in pamphlet format and on hpl.ca and will be included in customer service training.

Customer and Service Commitment Statement

Library staff commit to:

- Deliver an exceptional library experience. We are determined to provide you with accurate, relevant and timely materials, services and programs based on your needs.
- Provide professional, knowledgeable and best in class customer service.
- Be engaged with our customers and our community. We welcome feedback to continually improve our service delivery.
- Meet your expectations for timely delivery of materials and provision of relevant services and programs. We are life-long learners and ready to help you with questions or concerns.
- Provide welcoming and inclusive spaces and be sensitive to your individual needs. We will maintain your confidentiality and privacy.



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

Stephanie Paparella
Legislative Coordinator
Office of the City Clerk
Phone: 905.546-2424 ext. 3993 Fax: 905.546-2095
e-mail: stephanie.paparella@hamilton.ca

September 28, 2015

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

Re: 2016 Budget Submission for the Hamilton Library Board

Dear Mr. Takala:

This letter is to advise that the General Issues Committee will be meeting on **Wednesday, January 27, 2016** to consider the Hamilton Library Board's 2016 budget submission, at which time there will be the opportunity to provide a presentation to the Committee.

As well, please be advised that at its meeting of September 23, 2015, Council approved sub-section (b) of Item 2 to the General Issues Committee Report 15-017, which reads as follows:

2. 2016 Budget Guidelines, Preliminary Outlook and Process (FCS15062) (City Wide) (Item 7.2)

- (b) That Boards and Agencies be requested to submit their 2016 operating budget based on an increase of **1.0%**, and that any increase beyond the guideline, be forwarded for consideration with an appropriate explanation.

Once the Library Board has approved their 2016 budget submission, please forward it to my attention, **no later than 12:00 Noon on Monday, January 11, 2016**, for inclusion in the January 27, 2016 General Issues Committee (Budget) agenda.

Sincerely,

Stephanie Paparella
Legislative Coordinator
Office of the City Clerk

Chief Librarian's Report – October 2015

Sorters

The new materials handling units are currently being installed at Red Hill and Westdale branches. Westdale's two bin unit has been relocated to the Barton branch. MK Solutions will be onsite until the end of the month for the installations. They will also be testing the Waterdown sorter as part of their visit.

Waterdown

The Waterdown Library construction continues with final details in process. The exterior doors have now been fabricated and installed. The automatic door operators and security features are still in the process of installation. The latest schedule to be presented by Bondfield is showing an occupancy date of October 30th but there may be a few days delay which will bring occupancy to the first week of November. Once we receive occupancy, we will require approximately 2 - 3 weeks to set up our equipment, move the materials from the current Waterdown and Millgrove Libraries and give the Library a thorough cleaning. We anticipate a late November opening. A formal Grand Opening will be scheduled for the New Year.

Binbrook Update

We have received an initial exterior design concept from Invizij Architects Inc for the new 6000 square foot Binbrook Library. As specified, the design moves the library closer to Hwy 56, keeps the expanded parking lot to the back of the building and has an outdoor patio area in front that would be open to the public when the library is closed. Our intention is to hold several consultations with the Binbrook community to get feedback on the design and to better understand community needs about the programming of the space. We are planning two open houses at the Binbrook branch to get feedback. These are scheduled for Tuesday October 27, 2-4 pm and Wednesday October 28, 6-8 pm. We will also be coordinating a community meeting with Councillor Brenda Johnson to discuss important projects in Binbrook including the new library branch and the Hwy 56 water/sewer work. Staff will be present at the open houses and we encourage Board members to attend if you are available. Other issues we are working on around Binbrook is coordinating improvements to Library Lane, the road beside the library, and finding an alternative space to provide service while the new library is under construction.

Initial Binbrook Exterior Design Concept



Mayor's Youth Strategy Roundtable

On September 29 I attended a meeting at City Hall hosted by the Mayor. The Mayor has established a roundtable to coordinate Hamilton's efforts to combat youth violence and to address individuals that end up becoming disengaged with society. The roundtable includes a large number of organizations in Hamilton including the school boards. The goal of the roundtable is to ensure we are working together to address the issues and are supporting successful strategies in a coordinated way.

Poverty Reduction and the Learning Annex

This month we learned that an initiative, called the *Learning Annex*, submitted by the City of Hamilton's Neighbourhood Action Team, is being awarded \$573,000 over three years by the Ontario Government. The *Learning Annex* is designed to connect at-risk individuals (ages 18 to 30) to education and employment services beyond traditional college courses and student supports. There are a number of local partners involved in this project. Over the next few months there will be an engagement process to determine the needs of the youth and to see what existing programs are available. As the types of programming and services that will be of most benefit are defined, we will be looking at ways to participate. While targeting at risk youth, the intention is to ensure the programs offered serve a wider spectrum of the community. We are hoping that some of the learning programs will

be held at the Central Library. At this point we are working on an MOU that would provide space at the Central Library for two City staff that will be instrumental in developing the program. Library staff will be working with the Project Steering Committee to ensure the Learning Annex complements programs and services offered at Central. This project will also assist us with evaluating our Community Resource Worker program. We will report back to the Library Board as the program takes shape and we define the role of HPL.

Telling Tales

The 7th Annual Telling Tales Festival took place on Sunday, September 20 at Westfield Heritage Village in Rockton. This year's festival drew a record crowd, with organizers estimating over 7,000 in attendance. HPL is a founding host partner of this unique family literacy event. Staff and Board members were present to provide support, introduce authors, help with the book swap, and do puppet shows.

Bibliotheca

At the beginning of October, the Library received notification from our current RFID vendor Bibliotheca that they have acquired 3M's Library Systems global business. This sale transfers 3M's former North America Library business, including the security, RFID, automated materials handling and cloud (eBooks) solutions, all of which will be joined with the existing Bibliotheca product line. We will provide additional information as it becomes available.

Short Works Prize Awards

The 2nd Annual Short Works Prize awards were presented on Sunday, September 27 at McMaster Innovation Park. The Short Works Prize was established in partnership with Bryan Prince Bookseller, and Hamilton Arts and Letters in response to a gap in literary recognition for writers of un/published short fiction, non-fiction and poetry.

Best Start Network

The Best Start Network is celebrating its 10th Anniversary this year. HPL is a founding partner in the Network. Hamilton Best Start is a community collaborative supporting families by offering a broad range of services for children from birth to 12 years of age that will ensure children receive the best possible opportunities. An article featuring the Library's 125th *Books to Read Before Kindergarten* list and an article about STREAM (Science, Technology, Reading/Writing, Engineering, Art and Math) and the Library's programming are featured to the 10th anniversary issue of the Best Start Magazine. 70,000 copies of the magazine will be distributed across the City in November.

United Way Truck Pull

Team HPL 125 participated in the annual United Way Truck Pull with other City of Hamilton departments. The United Way is the City's charity of choice, and this year HPL staff was generous in their support of the cause.

Winona Farmer's Market

Saltfleet and Stoney Creek Library staff had a table at the Winona Farmer's Market this summer and fall on a number of occasions. This is the market's first year and library staff was excited to join in and connect with members of the community. We held a storytime as well and had a contest for a book in the jar. The activities presented over the summer were very much enjoyed by the children.

Paul Takala
Chief Librarian

Date: October 15, 2015
To: Chair and Members of the Board
c.c. Paul Takala, Chief Librarian
From: Melanie Southern, Director, Public Service, Partnerships & Communications
Lita Barrie, Director, Digital Technology & Youth Services
Subject: **Access Card**

RECOMMENDATIONS

That the Hamilton Public Library Board receives these recommendations for feedback and discussion.

Draft recommendation to be brought to the November Board meeting.

- That the Library Board approve the continuing use of the Access Card and that this program be extended to include children and that borrowing parameters for the Access Card be amended to increase the hold limits from two (2) to five (5).

Financial / Staff / Legal Implications

As stated in the pilot report, implementation of Access Card continues to comply with all relevant borrowing and use policies.

A more detailed breakdown of the financial implications is provided in the Appendix. The financial information available relates to late fees and lost item charges. Unfortunately, we do not have the means to calculate the economic and social financial benefits that have been incurred by the Access Card program, though we know that participants have been able to resume use of library services and collections as a result.

The implementation of the Access Card program has allowed for greater accountability for computer users, as the Library has successfully transitioned away from visitor passes for computer use for area residents.

Background

The Library Board approved the creation of a low barrier Access Card in February, 2014. It was in response to the understanding that two significant barriers to library use for socially-excluded or vulnerable customers are address requirements for membership and library fines.

The Access Card is available to all residents 14 years of age or older with the following parameters:

- Cardholders will be required to have a single piece of identification;
- Cardholders will be limited to 5 checkouts at a time;
- Cardholders will be able to have 2 active hold requests at a time;
- Cardholders would not accrue fines for overdue materials but they will lose borrowing privileges if they have 2 items that are overdue;
- Cardholders can check out 1 express item, express items and video games will be charged \$0.50 per day for overdues with a limit of \$5.00 per item (amended May, 2014)
- Cardholders will be responsible for the cost of lost items and the materials they borrow will follow the same 6 week loss cycle as all other materials;
- Cardholders will have full access to digital collections wherever possible.

The Board was informed that standard security and borrowing responsibilities would apply. The loss of fine revenue was expected to be minimal since for these customers, once they acquire fines their library privileges would be suspended and their fine totals would not be reflected in our fine revenues.

Staff made the commitment to review and update the Board on the usage of the Access Card 18 months after Board approval. The appended information illustrated the use of the card, and is provided for the Board's information and review.

Since this program was launched, 3500 cards have been issued. Standard security and borrowing responsibilities apply to the customers using the Access Card. It is recognized that the target user groups for this borrower category frequently suspend using Library materials once they acquire fines and therefore does not negatively impact our fine revenues. Access Card users can accumulate fines and are responsible for paying for lost items. The fine charges appear modest and manageable based on 3500 cardholders. Data regarding the impact on lost items is not completely transparent. Some customers were transitioned to the Access Card because they have charges on their library card based on lost items. They reported that they did not have the means to pay for the lost items, so they were given a second chance through the Access Card.

Positive Feedback

Staff report that they are able to give better customer service as a result of the Access Card. They are able to accommodate the needs of the socially-excluded or vulnerable populations who cannot get a library card otherwise. People appreciate the card and the ability to use all library services. Several customers with cognitive disabilities are also finding the Access Card a good fit for them. The Access Card has also been a helpful tool for those who have been unable to manage their library card use in the past and have fines that they cannot possibly pay. The Access Card allows

these individuals to have a second chance and enables staff to reintroduce them to library services.

Visitor Pass Transition

Visitor Passes were created to enable out of town guests to use public computers. The use of these passes was extended to individuals who were unable to obtain a library card, generally due to the fact that they lacked sufficient identification. Other customers used Visitor Passes as they felt it allowed them anonymity when accessing the Internet. With the implementation of the Access Cards, the barrier was removed and, as a result, the Visitor Pass was eliminated for those who reside in the area. The transition from Visitor Passes to Access Card use went well and resulted in fewer line-ups at service points, and better management of Internet use. Customers have a greater sense of autonomy when using public computers and are given access to a wide range of resources and collections.

Circulation

Along with allowing customers the use of our computers and digital collections, the Access Card allows people to borrow physical materials. They are taking advantage of this service as illustrated by the appended information.

Draft Recommendations

Increase hold limits: Some customers have expressed concern that the Access Card does not allow sufficient hold limits. It is not uncommon for high demand items to take an extended period of time to have the hold fulfilled. Changing the card to have a hold threshold of five items instead of two would improve this service and make it parallel to the normal library card where people can borrow up to fifty items and have fifty holds.

Expand the Access card program to Children: Staff has requested that the Library Board consider expanding the Access Card program to children under the age of 14. There are many different scenarios where children and their family or guardians face barriers to library use and suspend using the library as a result.

The Access Card for children would be similar to the adult version of the card, with the modifications to the parameters highlighted in bold text:

- Cardholders required **to have parent/guardian present or application form signed and submitted** (as is now the case);
- Cardholders will be limited to 5 checkouts at a time;

- Cardholders will be able to have 5* active hold requests at a time (* if recommendation is approved);
- Cardholders would **accrue children's fines regardless whether item is adult or children's with a maximum of \$5.00**
- Cardholders will be able to check out 1 express item and will be charged \$0.50 per day for express overdues with a maximum of \$5.00;
- Cardholders will be responsible for the cost of lost items and the materials they borrow will follow the same 6 week loss cycle as all other materials;
- Cardholders will have full access to digital collections wherever possible.

Appendix

This information is for the Board's information, and represents data collected on up to August 2015.

Number of Cards Issued, age range and locations: Since its implementation, 3500 Access Cards have been created. The chart that follows breaks down the cards by locations where the cards were issued:

BRANCH	TOTAL CARDS ISSUED
ANCASTER	28
BARTON	227
BINBROOK	12
BOOKMOBILE	18
CARLISLE	3
CENTRAL	1854
CONCESSION	26
DUNDAS	114
FREELTON	2
GREENSVILLE	1
KENILWORTH	135
LOCKE	32
LYNDEN	2
MILLGROVE	3
MOUNT HOPE	2
RED HILL	127
SALTFLEET	108
SHERWOOD	151
STONEY CREEK	16
TERRYBERRY	304
TURNER PARK	93
VALLEY PARK	11
WATERDOWN	32
WESTDALE	197
E-BRANCH	2
TOTAL	3500

The chart that follows breaks down the cards by age range:

Age Demographic	% of Cardholders
UNDER 20	25%
20-24	18%
25-34	26%
35-44	13%
45-54	10%
55-64	6%
65+	3%

Circulation: The average circulation use of physical collections is broken down by age groups:

Age Demographic	Aver. Circ Count
UNDER 20	39.43
20-24	26.47
25-34	19.49
35-44	30.40
45-54	42.34
55-64	86.78
65+	39.21

Financial implications:

Standard security and borrowing responsibilities apply to the customers using the Access Card.

Fine averages:	
All Access Cardholders	\$7.92
Under 20	\$7.85
20-24	\$10.11
25-34	\$8.70
35-44	\$7.52
45-54	\$5.96
55-64	\$5.63
65+	\$0.90

Of the 3500 Access Card holders, 675 (19%) have accrued fines and fees as Access Card holders. We've included a more detailed breakdown of these 675 accounts. The

charges applied include late fines for express and high demand items and lost materials:

- 33 of the 675 individuals (5%) have charges > \$100 applied to their card.
- 149 individuals of the 675 individuals (22%) have charges of between \$50-\$100 applied to their card.
- 293 of the 675 individuals (43%) have charges of between \$10-\$50 applied to their card.
- 200 of the 675 individuals (30%) have charges of <\$10 applied to their card

Date: October 21, 2015
To: Chair and Members of the Board
c.c. Paul Takala, Chief Librarian
From: Robin Hewitt, Director, Finance and Facilities
Subject: **2016 Preliminary Operating Budget Report**

Recommendation:

That the preliminary report on the 2016 Operating Budget be received for information and comment.

Background:

On September 23, 2015, Council approved sub-section (b) of Item 2 to the General Issues Committee Report 15-017, which reads as follows:

*2016 Budget Guidelines, Preliminary Outlook and Process (FCS15062)
 (City Wide) (Item 7.2)*

*(b) That Boards and Agencies be requested to submit their 2016 operating budget based on an **increase of 1.0%**, and that any increase beyond the guideline, be forwarded for consideration with an appropriate explanation.*

Over the last 5 years, the following direction has been received by Council and subsequent submission by the Library Board:

	<u>Direction</u>	<u>Library</u>
2011	2.0%	0.7%
2012	0.0%	1.0%
2013	0.0%	0.0%
2014	0.0%	0.2%
2015	-----	1.5%

Staff have been working on the 2016 Operating Budget to meet the City of Hamilton's budget target. Currently the preliminary budget reflects an increase of \$580,635 or 2.0%. Staff will continue to look for savings that will not negatively impact library service.

What would 1% look like

The Board passed a Statement on Sustainability, committing the library to maintaining investment in 5 key areas. Those key areas include: Collections; Facilities; Technology; Staff and Programs and Services. To attain a 1% increase, a balanced approach to cuts in those 5 areas would be undertaken.

2016 Budget Submission:

The 2016 Operating Budget is currently at a requested municipal contribution of \$29,095,545 which is an increase of \$580,635 or 2.0% over the 2015 Restated Operating Budget of \$28,514,910.

Account Category	2015 Budget Restated	2016 Budget Change	2016 Budget Submission	% Increase/ (Decrease)
Net Levy	28,514,910	580,635	29,095,545	2.0%
Expense	30,363,680	526,120	30,889,800	1.7%
EMPLOYEE RELATED COST	20,657,320	245,670	20,902,990	1.2%
MATERIAL AND SUPPLY	3,697,430	119,750	3,817,180	3.2%
VEHICLE EXPENSES	67,950	(31,860)	36,090	-46.9%
BUILDING AND GROUND	2,315,710	33,800	2,349,510	1.5%
CONTRACTUAL	1,240,650	56,910	1,297,560	4.6%
RESERVES / RECOVERIES	1,737,740	111,850	1,849,590	6.4%
COST ALLOCATIONS	238,760	-	238,760	0.0%
FINANCIAL	408,120	(10,000)	398,120	-2.5%
Revenue	(1,848,770)	54,515	(1,794,255)	2.9%
FEES AND GENERAL	(666,440)	59,515	(606,925)	-8.9%
GRANTS AND SUBSIDIES	(1,182,330)	(5,000)	(1,187,330)	0.4%

Category	Budget change	Drivers
Expense	526,120	
EMPLOYEE RELATED COST	245,670	
Salaries	144,230	1.5% COLA increase
Wages	96,230	Minimum wage increase
Benefits	5,210	
MATERIAL AND SUPPLY	119,750	
Office Supplies	(8,800)	Reductions in various departments based on actual usage
Operating supplies	55,500	\$20K Local History Archives archival supplies, \$40K RFID Tags
Employee Commuter Pass	(950)	Based on actual usage
Postage	(2,000)	Based on actual usage
Printing & Reproduction	76,000	Moved from Advertising budget for quarterly guides
VEHICLE EXPENSES	(31,860)	
Central Fleet Charge	(31,860)	Charges from City
BUILDING AND GROUND	33,800	
I/P Telephony Charge	(1,200)	City driven cost
Security	35,000	Special events (In The Round, Art Crawls, Concerts, Market etc)
CONTRACTUAL	56,910	
Cell Phones	2,250	Facilities staff now carry cell phones for work orders
Advertising & Promotion	(76,000)	Moved to Printing & Reproduction for quarterly guides
Cable TV	(780)	No longer subscribed to cable
Printers	38,000	Per copy usage not adequately budgeted for in the past
Community Development	(4,000)	Not utilized
Contractual Services	91,540	\$48K Sorter contracts, \$60K Community Resource Worker
Contract Cleaning	(2,100)	Not required for Bookmobile
Programming	8,000	To support new Programming Development department
RESERVES / RECOVERIES	111,850	
Transfer to Reserves	50,000	To replenish RFID reserve to maintain sorters in the future
Transfer to Vehicle Reserve	610	City Reserve for vehicle replacement
City Vehicle Insurance Rec	(1,710)	Based on claims history
City Insurance Recovery	16,890	Based on claims history
City Facilities Recovery	46,060	Includes new Waterdown
COST ALLOCATIONS	-	No Change at this time - City driven
FINANCIAL	(10,000)	
Legal Fees	(10,000)	Based on historical spending

Revenue	54,515	
FEES AND GENERAL	59,515	
Merchandise Sales	(3,000)	Materials for Maker Spaces
Photocopier Revenue	(11,000)	Based on actual revenue
Research Fees	(2,000)	Local History and Archives, based on actual
Rental Fees	(3,500)	Red Hill and Dundas
Fines	79,015	Reduction based on declining trend due to increased digital content
GRANTS AND SUBSIDIES	(5,000)	
Federal Grant	(5,000)	\$2.5K Young Canada Works and \$2.5K Summer Career Placement



Date: October 21, 2015
To: Chair and Members of the Board
c.c. Paul Takala, Chief Librarian
From: Karen Anderson, Director, Public Service
Lita Barrie, Director, Digital technology and Youth Services
Melanie Southern, Director, Public Service, Partnerships, Communications
Subject: Programming Policy

Recommendation:

That the Hamilton Public Library Board approves the Programming Policy.

Background

The Hamilton Public Library considers programming to be an integral part of its mission and strategic priorities, and it strives to offer programs that complement other library services offered to the community. It is recognized that Library programming provides an alternate way for people to learn and obtain information. Since 2007, programming has more than doubled. In 2014, HPL offered approximately 8,300 programs with more than 160,000 people attending these programs.

The attached Programming Policy outlines the principles and criteria for programming at Hamilton Public Library and provides guidelines for staff developing and/or delivering library programs. It is designed to support staff and better position the library for the future.

Programming Policy

Policy Level: Library Board

Authors: Directors Public Services & Director of Digital Technology & Youth Services

Date: October 21, 2015

Policy Statement

The Programming Policy outlines the principles and criteria for programming at Hamilton Public Library and provides guidelines for staff developing and/or delivering programs.

Hamilton Public Library considers programming to be an integral part of its mission and strategic priorities and strives to offer programs that complement library services and collections offered to the community. Library programming provides an alternate way for people to learn and obtain information. Programming in public libraries encourages participation in civic life and serves to address the cultural and leisure interests of our community.

The Library upholds the principle of intellectual freedom and supports the rights of individuals to read, speak, view and exchange diverse viewpoints on any subject. The Library may present programs that some individuals find controversial, this is done to ensure the public has access to different views on an issue.

Purpose of Library Programs

Programs expand the Library's visibility in the community and offer staff opportunities to engage community members. The Hamilton Public Library provides programs that support the Library's mission, values, goals and strategic priorities. Library programs are designed to:

- Support lifelong learning including literacy, numeracy and problem solving in a technology rich environment (digital and interface literacy)
- Provide information, education and recreation opportunities to Library customers
- Promote the use of library services and collections
- Nurture community cohesion and reduce social isolation by bringing members of the community together
- Celebrate our history, heritage and promote cultural awareness
- Strengthen partnerships with a wide variety of organizations
- Attract new and unique audiences to the Library

Priority to Offer Free Programs

The majority of programs offered by the Library are free to attend. Charging for programs creates a participation barrier that excludes some community members. In addition, we need to be mindful of the administrative costs associated with collecting a registration entry fee.

Charging for Programs

In some cases there is a need to charge for a program. Charging for a program must receive approval from the Library's Administration Team. To offset obstacles created by charging, where appropriate, free tickets will be made available to customers or a similar type of program may be offered free of charge. Programs are designed to be informative learning opportunities, not a vehicle for commercial ventures.

Scope

This policy applies to all Library organized, co-sponsored and partnership events offered to the public by the Hamilton Public Library. This policy does not apply to:

- Events that are developed for special purposes such as fundraising, donor recognition, media conferences or community festivals
- Programs offered by other organizations on library premises where space is rented and governed by the terms and conditions of the Library's [Meeting Room Rentals](#) policy

Program Development

Programs are developed in accordance with the Hamilton Public Library's program strategy and framework.

- Library program development and planning is carried out on a scheduled basis
- The Library may set age or other guidelines for participation in a program, such as a children's program, when the program is designed and best suited for a particular audience.
- Liability insurance is required for all programs taking place in Library premises and will be purchased through the library prior to the date of the activity/event. Alternatively, for those organizations that already have insurance, proof must be provided in advance and the Library and City of Hamilton must be named on the certificate.
- Programs reflect community needs and interests

Program Delivery

Programs will be offered by employees with program-related expertise or topic specific training, or by invited speakers and experts from the community including:

- Authors
- Performers
- Staff or members of community partner agencies
- Volunteer presenters with recognized program-related credentials

Library staff will always be available to welcome customers to the branch and to promote upcoming programs. Programs are evaluated and designed with measurable outcomes.

The Library reserves the right to cancel programs as deemed necessary and will make every effort to notify the public in advance.

Suggestions for Programs

Library customers are encouraged to suggest topics for future programs. These suggestions will be considered in light of programming criteria, strategic priorities and library resources. Not all suggestions will be utilized. The program suggestion form is available on the Library's website.



Date: October 15, 2015
To: Chair and Members of the Board
c.c. Paul Takala, Chief Librarian
From: Melanie Southern, Director Public Service, Partnerships & Communication
Subject: Music Strategy

Recommendation

That the Library Board approves the Hamilton Public Library Music Strategy.

Financial Impact

Current and future budgets will not be financially impacted by an HPL specific Music Strategy.

Background

Hamilton has long been known for its rich musical legacy, as well as a vibrant and thriving local music scene. Hamilton Public Library considers music an important element of its collections and programming. Further, HPL also supports music in the community through participation in festivals including the Green Belt Harvest Picnic, Super Crawl and Art Crawl, and last year it hosted two JUNO performances and facilitated the JUNO media centre.

HPL enjoys a strong and supportive relationship with the City and endeavours to work and actively support City strategies, projects and initiatives. While HPL's mission, values and strategic priorities are separate, they still align with the City's strategic plan and its five pillars.

Launched in 2014, the City of Hamilton's Music Strategy has four goals:

- Strengthen the local music industry
- Grow audiences and appreciation of music
- Increase access to music experiences
- Cultivate music creation and talent

The City of Hamilton's Music Strategy uses the tagline, *Celebrate "all things music" in Hamilton*. HPL's Music Strategy builds on these goals. The attached strategy

presents anticipated outcomes and success measures that reflect HPL's mission and strategic priorities.

HPL has a long history of hosting musical programs and incorporating music in many of our children's programs. In 2015 with Hamilton hosting the JUNOs, the Hamilton Public Library held several highly successful music concerts that were ticketed events. This strategy has been developed to put some parameters around such events and ensure they support the Library's strategic priorities.

Excitement is building with Central Library's renovated spaces. The Hamilton Wentworth room will be fresh and renewed, and house the Library's grand piano. The opening of the renovated fourth floor will also support the proposed music strategy as it will host a sound recording room that offers new musical opportunities for current and potential customers. Like our Terryberry and Red Hill branches, the fourth floor will also have a Digital Media Lab (DML) that offers technology and resources that will provide more and new opportunities for supporting musicians. The fourth floor is also designed to support *In the Round* concerts and events that have been so successful in the past.

The Digital Storytelling Project supported by the Hamilton Future Fund is progressing well, and will be launched in 2016. Hamilton Public Library has been working on this project with McMaster University Libraries and City of Hamilton to support the City's Culture Strategy. One of the City's cultural icons is music, and we will feature a number of videos that celebrate Hamilton's music while highlighting our Local History and Archives collections.

The proposed music strategy will work in tandem with the programming policy and the programming framework to highlight the services and resources HPL brings to its community. HPL has a long history of supporting the arts, and as a community beacon, it has drawn many music lovers through its doors. The importance of HPL's role supporting music in our community is recognized, and thus, the need for a library specific music strategy.

A progress report on the impact of HPL's Music Strategy will be presented to the Board at the end of 2016.

Hamilton Public Library's Music Strategy

Hamilton Public Library considers music an important element of its collections and programming. HPL's collections include sheet music, archival materials, as well as downloadable and digital music. Central Library features a piano practice room and a grand piano for performances. Programming is wide-ranging for both children and adults. Storytime sessions across the system include a musical component for our youngest customers. Adult programs range from ukulele lessons for older adults to In-the-Round events. Friday concerts are offered at Central Library every Friday as part of the Lunch Hour Concert series featuring musicians from the Hamilton Philharmonic Orchestra, Mohawk College and more. HPL also supports music in the community through participation in festivals including the Green Belt Harvest Picnic, Super Crawl and Art Crawl.

The Hamilton Public Library is recognized as a community hub, and prides itself on being relevant and responsive. HPL not only encourages and nurtures community interactions, it provides collaborative and creative community space supporting the Freedom to Discover mission. HPL has a long history of supporting the arts, and as a community beacon, it has drawn many music lovers through its doors. The importance of HPL's role supporting music in our community is recognized, and thus, the need for a library specific music strategy. A new programming framework will help to support system wide music programming.

Mission

Based on an extensive music collection and programming for all ages at all library locations, it's clear that "music lives here" - in the library. HPL is one of the best resources for a wide variety of music options and interests. Mission tagline – "Music Lives Here"

Goals

HPL's music strategy is closely aligned with the City of Hamilton's strategy and shares its four goals:

- Grow audiences and appreciation of music
- Increase access to music experiences
- Cultivate music creation and talent
- Strengthen the local music industry

Outcomes

- Support a strong music identity for Hamilton

- Heighten recognition of HPL as a resource for music not only through its collections and programming, but also through its resources including a piano practice room, sound recording room, and a Digital Media Lab
- Expand opportunities for free music programs to all library locations
- Support economic development by offering a series of professional musical performances outside regular library hours, and consistent with HPL's programming policy

Measures

- Greater number of music based programs and events offered throughout the Library
- Increased attendance at music programs
- Increased use of the music collection in all its different formats - physical, electronic, etc.
- Increase in the number of piano practice rooms and subsequent uses
- Greater awareness of Local History & Archives' music collections
- Record the usage of the sound recording room and Digital Media Labs, and the subsequent impact for the artists
- Increase social engagement



Date: October 16, 2015
To: Chair and Members of the Board
c.c. Paul Takala, Chief Librarian
From: Lita Barrie, Director, Digital Technology & Youth Services
Subject: **Fines and Fee Schedule Update – 3D Printing Fees**

RECOMMENDATION

That the Hamilton Public Library Board approves the 3D printing fees of \$0.10 per gram of filament or \$0.30 per gram of resin (of object's printed weight) and that the *Fines and Fee Schedule* be updated to reflect this.

BACKGROUND:

3D printing and scanning will be offered in the new Makerspace that is part of the current Central Library renovation. The Library's 3D printers will be available to the public to make three-dimensional objects in filament or resin using a design that is uploaded from a digital file. The Library's 3D scanners are available to the public to create 3D scans of objects. The Library's [Technology and Internet Use Policy](#) will guide use of the 3D printers and scanners.

Library's fees are generally based on the cost of the items the Library pays; the objective in setting the price is to ensure we recover our costs. There will be 2 different types of 3D printers available in the Makerspace, printers that use a PLA filament and a printer that uses a liquid resin. The printing fees charged will be based on the weight of the printed object. The rates of \$0.10 per gram of filament or \$0.30 per gram of resin are in line with the cost recovery model and the Library's other printing fees. It is anticipated that the cost for the majority of projects will be in the \$1-\$5 range.

Appendix I: Fines and Fee Schedule

FINES & FEES FOR LIBRARY MATERIALS	
Adults & Teens	25¢/day, Max \$5 (per item)
Children	10¢/day, Max \$2.50 (per item)
Exceptions	<ul style="list-style-type: none"> • Interlibrary Loan, DVD Express, Bestseller Express: \$1/day Max \$10 (per item) • Games: \$1/day Max \$10 for adults & teens, 50¢/Max \$5 for children (per item)
Lost Cards	\$2 to replace.
Customers sent to Collection	\$15 service fee
ILLO Charges	Some libraries charge for ILLO and customers are asked to cover the cost

PRINTING AND PHOTOCOPYING		
Printing & Photocopying: Black & White	10¢ per page (first 2 copies free)	
Printing & Photocopying: Colour	25¢ per page	
3D printing	10¢ per gram for filament 30¢ per gram for resin	
LOCAL HISTORY & ARCHIVES - IMAGE REPRODUCTION FEES		
Resolution	300 DPI JPEG	600 DPI TIFF
Non-Commercial Use	\$20/image	\$30/image
Commercial Use	\$40/image	\$50/image
ADDITIONAL FEES		
New Digital Images	\$20 per scanned image	
Rush Orders (2 business days)	1-5 images : \$20/order 6-20: \$50/order 21+: \$100/order	
Shipping	Within Canada \$5/order International: \$15/order	

ROOM BOOKING FEES			
Room Type	Capacity	For Profit	Not for Profit
Central Library - Hamilton-Wentworth Room	200	4hrs: \$135, 8hrs \$270	4hrs: \$90, 8hrs \$180
Central Library - Hamilton Room	100	4hrs: \$75, 8hrs \$150	4hrs: \$50, 8hrs \$100
Central Library - Wentworth Room (Board Room Style)	25	4hrs: \$75, 8hrs \$150	4hrs: \$50, 8hrs \$100
Central Library - Wentworth Room (Theatre Style)	60	Above +\$30	Above +\$30
Sherwood Branch A-B	100	\$75	\$50
Ancaster Branch -Murray Ferguson	40	60	40
Central Library - Board Room	30	\$250 half day, \$400 full day	\$250 half day, \$400 full day
Dundas Branch - Allwood Room	50	60	40
Red Hill Branch	50	60	40
Turner Park Branch	50	60	40
Westdale Branch	50	60	40
Security	NA	\$18.20/hour during closed hours (3 hour minimum may apply)	

Date: October 16, 2015
To: Chair and Members of the Board
From: Paul Takala, Chief Librarian/CEO
Lisa DuPelle, Director Human Resources
Subject: Employee Code of Conduct and Conflict of Interest Policy

Recommendation:

That the Hamilton Public Library Board review the updated draft Code of Conduct and Conflict of Interest Policy for review and feedback.

Financial/Staffing/Legal Implications:

This draft updates the Hamilton Public Library's Conflict of Interest Policy to align with the current City of Hamilton Conflict of Interest Policy. It does not impact on staffing. It does not directly impact our budget but it is essential that employees act with integrity to ensure we maintain ongoing support.

Background:

This draft is being presented to the Library Board for feedback. The intention is to incorporate feedback into a revised document that will be brought back to the Board in November or December of this year.

In the past few years the City of Hamilton has updated their Conflict of Interest Policies. The previous Library Conflict of Interest policy and the City of Hamilton policies have been incorporated into this draft. The draft is consistent with the City's policy but has been adapted to the Hamilton Public Library. It incorporates a core Code of Conduct and includes the Customer Service Commitment to reflect the fact that most of our work takes place in public service settings with customers present.

CODE OF CONDUCT & CONFLICT OF INTEREST POLICY

Policy Level: Library Board

Author: CEO/Chief Librarian- Director Human Resources

Revision History: December 2002, Draft October 2015

SCOPE

This Code of Conduct and Conflict of Interest Policy applies to all HPL employees, including but not limited to regular, temporary and contract employees, volunteers, students and interns (collectively referred to as "Employees").

CORE PRINCIPLES

Core values of the Hamilton Public Library are: ***Intellectual Freedom, Inclusiveness, Innovation, Respect and Accountability***. Each employee occupies a position of trust in dealing with others inside and outside the Library. Whatever the area of activity or degree of responsibility, the Library Board expects each employee to act in a manner which will enhance the Library's reputation for ethical performance and professionalism in all its dealings.

The Hamilton Public Library is an organization funded primarily by the City of Hamilton and is charged with the management of public funds and programs, and therefore, employees must avoid not only actual conflicts of interest and breaches of trust, but also the appearance of conflicts of interest or breaches of trust.

Library employees often work in spaces where their actions are visible to members of the public. Staff need to ensure that both their actions and the appearance of their actions reflect well on the Hamilton Public Library. Focusing on meeting the needs of customers, including making them feel welcome in our spaces is essential to building trust and confidence in HPL.

Employees of the Hamilton Public Library are guided by the following principles:

1. We understand that we all have a role to play in ensuring the community has confidence and trust in HPL. We will behave with high ethical and customer service standards and be accountable for our actions.
2. We will be respectful of each other and towards members of the community we serve. We will treat all with dignity, respect and without discrimination.
3. We will adopt the perspective of advocate for our customers, ensuring we understand their needs and assist them to the best of our ability. If we are in doubt that we have not given a full answer or solution we will get appropriate assistance from other staff.
4. We will promote and foster a safe, secure and healthy work environment and public space for all.
5. As public servants we will not engage in any conduct or business practice which might bring the reputation of HPL into ill-repute or damage or diminish the reputation of the Library in the eyes of members of the community.

6. We will avoid actual and potential conflicts of interest or breaches of trust. We will be proactive in disclosing actual or potential conflicts with the appropriate individuals and seek proper advice if we are unsure.
7. We will abide by the law and adhere to all Hamilton Public Library policies and procedures. In following policy and procedures we will use good judgement and consider the individual needs of customers.

SERVICE AND CUSTOMER COMMITMENT

Welcome to the Hamilton Public Library. Our top priority is to ensure a positive experience for our library users, whether in person or virtual. With staff and customers sharing a commitment to maintain a pleasant, safe and respectful environment for learning and leisure, together we will create the opportunity for everyone to use the library.

At HPL our goal is to deliver an exceptional library experience. We are determined to provide you with accurate, relevant and timely materials, services and programs based on your needs. Library staff commit to:

- Provide professional, knowledgeable and best in class customer service.
- Be engaged with our customers and our community. We welcome feedback and will continually review and improve our service delivery.
- Strive to meet your expectations for timely delivery of materials and provision of relevant services and programs. We are life-long learners and will assist you with your questions or concerns.
- Provide welcoming and inclusive spaces for library visitors and be sensitive to your individual needs. We will maintain your confidentiality and privacy.

CONFLICTS OF INTEREST & BREACHES OF TRUST

Conflicts of interest and breaches of trust may take many forms. It is impossible to list them all. Whether considering these issues or ones not listed here, the Core Principles outlined in this policy provide guidance on your responsibilities as Library employees. Remember, if you are unsure ask your manager/supervisor. In most cases, prompt and early disclosure of potential conflicts of interests will permit the problem to be resolved.

Definition of Family: For the purposes of this policy family is defined as: spouse (including common law and same sex), or relative (including child, dependant, parent, foster or adopted parent, grandparent, grandchild, brother or sister, son-in-law, daughter-in-law, brother-in-law, sister-in-law).

- **Personal Benefit:** Employees shall not engage in any behaviour or conduct which may be seen to be an attempt to gain, through their positions as Library Board employees, or through their knowledge or contact gained as a Library employee, any personal advantage, advancement, favour, influence, benefit, discount or other interest, for themselves, their family or friends.

- **HPL's Reputation:** Employees shall not engage in any activities or business practices which might bring the reputation of the Library Board into ill-repute or damage or diminish the reputation of the Library Board in the eyes of members of the community.
- **Protecting Confidentiality** Protecting the confidentiality of customers, library employees and business partners is a responsibility that all staff need to take very seriously.
 - Employees will not access personal customer information (i.e. borrowing records, computer logs...) unless it is required to conduct legitimate library related business.
 - Employees will not disclose personal customer information unless it is required to conduct legitimate library related business and/or is permitted under the Municipal Freedom of Information and Protection of Privacy Act.
 - Employees shall not release a customer's personal record or any other "personal information" about a customer without permission from the individual involved. This includes the right to privacy of a specific family member from inquiries made by other family members. Employees need to be knowledgeable of Library policies and procedures around parent's access to children's account information, picking up holds of family members and other related circulation functions that provide limited and defined exceptions where disclosure is appropriate.
 - Library staff need to be knowledgeable of Library policies and procedures related to assisting Police in cases of emergency or a criminal investigation.
- **Waiving Fines and Fees:** In following policy and procedures employees will use good judgement and consider the individual needs of customers. Library procedures include circumstances when staff can adjust fines or fees based on the circumstances of the customer.
 - Procedures for waiving or reducing monies owed to the Library must be adhered to so an appropriate record of the transaction is maintained for audit purposes.
 - Employees will not exceed the staff limit to waive fines by creating multiple transactions below the threshold set out in policy. Where a larger waive seems justified staff should refer to the Manager or designate. Staff should use good judgement and may allow a checkout to continue by overriding the limit in cases where the matter has been referred to a Manager.
 - Employees will not waive fines or otherwise adjust records of their own or those of family members.
- **Respecting Library Property including Library Collections:** Library collections, computers, furniture, supplies, equipment... are held in trust by HPL for the purpose of fulfilling our mission to the people of Hamilton.
 - Employees will not use library supplies or equipment for personal use, except where permitted by library policy. For example, the Technology

Use Policy allows for limited personal use of library computers in certain circumstances.

- Employees will access library collections for personal use by ensuring they are properly checked out on the integrated library system (ILS)
 - Employees will not use access to the ILS or other systems to extend loan periods, adjust hold queues or fines for themselves or other employees. This restriction does not include staff that are accessing the system for legitimate business purposes, such as, setting up a display or resolving customer complaint or system problem.
 - Upon termination of employment, an employee shall promptly deliver to HPL any and all property, technology, data, manuals, notes, records, plans, or other documents, including any such documents stored on any video or software related medium, held by the employee concerning HPL's services and programs, know-how, developments, and equipment. This includes property made or prepared by the employee and relating in any way to the affairs of HPL. With permission, employees may retain samples of their work if such work is in the public domain. However, this paragraph shall not apply to any original research or to any articles or papers for which the employee is an author or co-author, for which the employee shall retain all intellectual property rights.
- **Doing Business with HPL and Contract Approval:** Employees shall not, personally or through companies in which they or their family are involved:
 - Bid on Library Board contracts for the supply of goods or services
 - Work on Library Board contracts, for the supply of goods or services, other than in their capacities with the Library Board
 - Approve any contract, agreement or other document on behalf of the Library Board for any business in which they or their family is personally involved.
 - **Hiring and Supervision of Employees:** Employees shall not be involved in any decision to hire or engage their family members for any employment with the Library Board whether temporary, full-time, part-time, casual or seasonal.
 - Employees shall not influence or attempt to influence any decision relating to the hiring of family members, without disclosing the nature of the relationship to the appropriate supervisor.
 - Employees shall not permit themselves to be placed in supervision over another Library Board employee who is a family member without disclosing the nature of the relationship to the appropriate supervisor.
 - **Gifts and Benefits:** Employees shall not accept any gift, benefit, money, discount, favour or other assistance from any business which has a contract with the Library Board to supply goods or services, unless the gift, benefit, money, discount, favour, or assistance is one which, due to the nature of the business, is available to the general public.
 - No employees shall accept any gifts, hospitality, and invitations to special events which exceed \$100 in value.

- Nominal gifts or hospitality below \$25 maybe accepted under appropriate conditions.
- Gifts or hospitality ranging from \$25 to \$100 maybe accepted under appropriate conditions as long as they are documented and disclosed. Employees will disclose the receipt of such gifts to the Chief Librarian and Director of Finance and Facilities. The Chief Librarian will disclose to the Library Board Chair.
- Appropriate conditions for this policy is defined as: it is in the context of a business meeting or interaction, or in the context of a recognized charitable event; and it is an infrequent occurrence; and it legitimately serves a business purpose; and it is appropriate to the business responsibilities of the individual employee; and the gift or hospitality is not an attempt to seek special favours or advantages from the employee or HPL.
- **Speaking Fees and Publications:** No employee shall charge or knowingly accept a fee for taking part in a public speaking engagement such as a public radio/television broadcast, web site broadcast or conference to which he or she was invited as a direct result of his or her position as an employee. No employee shall charge or knowingly accept a fee for writing or publishing articles or books in any print or online publications, including journals and newsletters, if such article or book directly relates to the employee's position as a HPL employee or uses insider information about HPL. The same restrictions applies for the creation of audio, video and other media types.
 - Accepting a nominal gift with a value of \$25, or under, is not a violation of this Policy. Accepting free admission from the seminar or conference organizers for the balance of the seminar or conference is not a violation of this Policy.
 - Any fee that is received for work done during normal working hours, or at any time where the employee is representing the Library, shall be turned over to the Library, unless the value of the fee does not exceed expenses (incurred for attending the event) which are not reimbursed by the Library.
 - Employees may charge or accept a fee for speaking engagements during time off work (e.g. vacation time) providing such employees are not representing or purporting to represent the Library.
- **Outside Employment:** Employees shall not take outside employment, including self-employment, if such employment: causes a real or apparent conflict of interest; or is performed in such a way as to appear to be an official act of or to represent HPL; or interferes with regular duties in any way, or involves the use of Library premises, resources or equipment including but not limited to Library e-mail, telephones, cell phones, or supplies.
 - Where it appears that a conflict of interest might arise in accepting outside employment, employees must notify their supervisor in writing of the nature of such outside employment prior and receive written permission prior to the acceptance of such employment.

- **Community Board Activity:** Employees are encouraged to volunteer in the community on their personal time and this may include serving on local boards or agencies, however; no employee shall accept an appointment to the Board of a community agency or association that deals with matters related to the activities of HPL, without the written permission of the Chief Librarian or designate. Written permission of the Chief Librarian or designate is not required if the employee is appointed to the Board of the agency or association by HPL to represent HPL's interests.
 - Any Library employee serving on a community board shall take all reasonable actions to avoid any real conflict or apparent conflict between Board activity and HPL's interests. Where a real or apparent conflict exists, the employee shall declare the conflict and shall not take part in, or be present for, any Board discussion or decision about the issue raising the conflict of interest. If the conflict of interest is significant, the employee shall resign from the board.

- **Compliance with Laws and Regulations:** Employees shall not, during the course of their conduct of their employment duties, knowingly violate, or permit the violation of, or fail to report the violation of, any federal or provincial statute or regulation. Staff will adhere to all policies of the Hamilton Public Library.
 - Staff need to be aware that the Library Technology Use Policy and the Code of Conduct prohibit many activities on library premises that are not criminal offences.
 - Library procedures exist to provide guidance to staff in circumstances where potential crimes need to be reported to the Police.

- **Software Piracy:** HPL forbids software piracy, defined as using any unlicensed copy of a software package that has not been purchased for Library purposes. It includes taking a copy of a licensed software package for one's own use or passing a copy on to another person for their use (See the Computer & Technology Acceptable Use Policy).

- **Public Duty:** Some positions in the organization are more subject than others to conflicts of interest. Managers, Directors and employees who give professional advice or assistance, or participate in enforcement and/or inspection activities, shall take every reasonable action not to place themselves in conflict of interest situations, or exhibit behaviour or commit acts which could bring disrepute to HPL or undermine HPL's reputation.
 - Since public criticism can also undermine HPL's reputation, employees are expected to refrain from public criticism of HPL or of other Library employees through all venues including social networking. This does not remove employees' rights as citizens to comment generally on matters of public interest, but in exercising this right, Library employees must not identify themselves as such or purport to be speaking on behalf of the HPL.

COMPLIANCE

Employees are reminded of the importance of disclosure. In most cases, prompt and early disclosure of potential conflicts of interests will permit the problem to be resolved.

By signing the Code of Conduct for Employees, employees acknowledge and accept responsibility to act and behave in a manner that is consistent with the expectations prescribed in this Policy. Employees collectively benefit from an overall atmosphere of high ethical conduct that flows from this commitment. Employees who are found to be in a conflict of interest or breach of trust, or who fail to disclose circumstances with the potential for a conflict of interest or breach of trust will be dealt with seriously and disciplinary action up to and including termination will be taken.

References

- City of Hamilton:
 - [Code of Conduct for Employees Policy](#)
 - [Schedule A: Conflict of Interest](#)
 - [Schedule B: Fees, Gifts and Hospitality](#)
 - [Disclosure of Gifts and Hospitality Form](#)
 - [Schedule C: Financial and Business Integrity](#)
 - [Schedule D: Outside Employment and Integrity](#)
- [Municipal Freedom of Information and Protection of Privacy Act](#)
- [Ontario Human Rights Code](#)

Previous Conflict of Interest Policy
Conflict of Interest Policy

Policy Level: Library Board

Author: HR Director

Approved: May 1996, December 2002

Each employee occupies a position of trust in dealing with others inside and outside the Library. Whatever the area of activity or degree of responsibility, the Library Board expects each employee to act in a manner which will enhance the Library's reputation for ethical performance in all its dealings. The Hamilton Public Library Board is an organization funded primarily by the City of Hamilton and is charged with the management of public funds and programs, and therefore, employees must avoid not only actual conflicts of interest and breaches of trust, but also the appearance of conflict of interest or breach of trust.

Employees are personally responsible for ensuring they do not place themselves in a conflict of interest or breach of trust. As soon as circumstances arise, or have the potential for arising, employees must disclose the circumstances to their supervisor who in turn will report it to the Chief Librarian. In most cases, prompt and early disclosure will permit the problem to be resolved. Employees who are found to be in a conflict of interest or breach of trust, or who fail to disclose circumstances with the potential for a conflict of interest or breach of trust will be dealt with seriously and disciplinary action up to and including termination will be taken.

Conflicts of interest and breaches of trust may take many forms. It is impossible to list them all. What follows is a list of some of the more obvious examples:

- Employees shall not, during the course of their conduct of their employment duties, knowingly violate, or permit the violation of, or fail to report the violation of, any federal or provincial statute or regulation, or any City by-law.
- Employees shall not, personally or through companies in which they are involved, bid on Library Board contracts for the supply of goods or services.
- Employees shall not, personally or through companies, in which they are involved, work on Library Board contracts, for the supply of goods or services, other than in their capacities with the Library Board.
- Employees shall not approve any contract, agreement or other document on behalf of the Library Board for any business in which they are personally involved, or in which their spouse (including common law and same sex), or any relative (including child, parent, foster or adopted parent, grandparent, grandchild, brother or sister, son-in-law, daughter-in-law, brother-in-law or sister-in-law) is involved.
- Employees shall not accept any gift, benefit, money, discount, favour or other assistance from any business which has a contract with the Library Board to supply goods or services, unless the gift, benefit, money, discount, favour, or assistance is one which, due to the nature of the business, is available to the general public.

- Employees shall not accept any gift, benefit, money, discount, favour or other assistance from any business which requires from the Library Board a contract, agreement or other approval in the conduct of its business, unless the gift, benefit, money, discount, favour or assistance is one which, due to the nature of the business, is available to the general public.
- In accordance with the existing Library Board Policies, this *Conflict of Interest Policy* does not prohibit employees from receiving promotional "gifts" or "benefits" of nominal value from businesses or from customers. It is recognized that, in the ordinary course of business, a company may distribute gifts of nominal value for promotional purposes (for example, coffee mugs with the company logo, or letter openers with the product name on them). It is also recognized that, in the ordinary course of business dealings with suppliers or contractors, it may be appropriate for them to pay for an employee's lunch. Receipt of such a "gift" or "benefit" in the course of business will not be considered a breach of these rules. These guidelines would be violated if the receipt of any such gift influences the decisions of staff member(s) who have received such a gift or benefit. It is acceptable for staff to receive nominal gifts from customers who may wish to show their appreciation for services.
- Employees shall not release or access a specific customer's personal record or any other "personal information" about a customer without permission from the individual involved, unless the exchange of information is required to conduct legitimate library related business and/or is permitted under the *Municipal Freedom of Information and Protection of Privacy Act*. This includes the right to privacy of a specific family member from inquiries made by other family members.
- Employees shall not be involved in any decision to hire or engage their spouse (including common law and same sex) or other personal relations for any employment with the Library Board whether temporary, full-time, part-time, casual or seasonal.
- Employees shall not influence or attempt to influence any decision relating to the hiring of any other Library Board employee who is a spouse (including common law and same sex) or other personal relations, without disclosing the nature of the relationship to the appropriate supervisor.
- Employees shall not permit themselves to be placed in supervision over another Library Board employee who is a spouse (including common law and same sex) or other personal relations, without disclosing the nature of the relationship to the appropriate supervisor.
- Employees shall not engage in any behaviour or conduct which may be seen to be an attempt to gain, through their positions as Library Board employees, or through their knowledge or contact gained as a Library employee, any personal advantage, advancement, favour, influence, benefit, discount or other interest, for themselves, their spouses, their relatives or friends.

- Employees shall not engage in any activities or business practices which might bring the reputation of the Library Board into ill-repute or damage or diminish the reputation of the Library Board in the eyes of members of the community.

GUIDELINES

All employees of the Hamilton Public Library are required to view this policy on an annual basis and submit their sign off electronically via HPL with the exception of casual staff. Casual staff is monitored at the department level, and all signed documentation is forwarded to the Human Resources Department.