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, March 18, 2015
Central Library, Board Room

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

AGENDA

1.   Discussion Period

1.1   Introductions
1.2   Leaders in Literacy Breakfast   Attachment #1.2
1.3   Bookmobile
1.4   Waterdown
1.5   Fridays at Turner Park

2.   Acceptance of the Agenda

3.   Minutes of the Hamilton Public Library Board   Attachment #3
Meeting of Wednesday, February 18, 2015

4.   Presentations

4.1   Juno Week Update – MS

5.   Consent Items
5.1   Chief Librarian/CEO PA Policy – LD   Attachment #5.1
                                                Suggested Action: Approve

6.   Business Arising

6.1   Facitilies Master Plan Draft 2 – KA   Attachment 6.1
                                                Suggested Action: Receive

7.   Correspondence

8.   Reports

8.1   Chief Librarian's Report   Attachment #8.1
                                      Suggested Action: Receive

9.   New Business

9.1   2014 Budget Variance Report - RH   Attachment #9.1
                                      Suggested Action: Receive
9.2   Public & Staff Computer Renewal – RH, M. Sakaluk
                                      Attachment #9.2
                                      Suggested Action: Approve

10.   Private and Confidential

11.   Date of Next Meeting

Wednesday, April 15, 2015
Central Library, Board Room, 5ᵗʰ Floor
5:30 p.m. Dinner
6:00 p.m. Meeting

12.   Adjournment

Adult Basic Education Association
Hamilton's Connection to Lifelong Learning

905-527-2222   www.abea.on.ca

Leaders in Literacy Breakfast

Thursday June 04, 2015	Doors Open 8 am
116 King Street W	Breakfast begins 8:30 am
Sheraton Hotel	

Come hear the "Stories of Struggle to Success" shared by the learners nominated for the Learner of the Year

Join us in celebrating our Leaders in Literacy

Tickets are $24 per person   **or** $225 per table of 10

To order tickets call   **905-527-2222   or**

email edassist@abea.on.ca   **or**

use the form at www.abea.on.ca

Order Tickets by May 15, 2015

"Where you are tomorrow depends upon what you learn today." Leah Morris

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HAMILTON PUBLIC LIBRARY BOARD
Regular Board Meeting
Wednesday, February 18, 2015
Central Library, Board Room
5:30 p.m. Dinner
6:00 p.m. Meeting

MINUTES

PRESENT: Suzan Fawcett, David Simpson, Nicolas van Velzen,
Wenda Tulloch, George Geczy, Clare Wagner,
Jennifer Gautrey, Mary Ann Leach, Councillor Pearson,
Richard Bagdonas

STAFF: Paul Takala, Lisa DuPelle, Lita Barrie, Karen Anderson,
Melanie Southern, Robin Hewitt, Karen Hartog

REGRETS: Councillor Partridge

GUESTS: Mary Sakaluk, Julianna McCormick

Ms Fawcett called the meeting to order at 6:01 p.m.

1.   **Discussion Period**

1.1.   Introductions

Deferred until next meeting.

1.2.   Operating/Capital Budget Follow-up

It was reported that the Binbrook and Dundas branch renovations
were approved capital budget projects from the City of Hamilton.

1.3.   OLA Conference

Board members reported on the sessions attended at the recently held OLA conference in Toronto.

2.   Acceptance of the Agenda

MOVED by Ms Gautrey, seconded by Ms Wagner,

THAT THE AGENDA BE ACCEPTED AS PRESENTED.

MOTION CARRIED.

3.   Minutes of the Hamilton Public Library Board Meeting of Wednesday, January 21, 2015

Item 8.2 – wrong motion recorded.

MOVED by Mr. vanVelzen, seconded by Ms Wagner,

THAT THE MINUTES OF THE HAMILTON PUBLIC LIBRARY BOARD MEETING OF WEDNESDAY, JANUARY 21, 2015 BE ACCEPTED AS AMENDED.

MOTION CARRIED.

4.   Presentations

4.1   Space Study Designs

Ms McCormick provided the proposed floor plans for the renovation to Central's basement, Hamilton Wentworth Room, 4th Floor and 5th Floor.

4.2   Public & Staff Computer Renewal

Ms Sakaluk and Ms Barrie provided an overview of the public and staff computer renewal.

4.3   Waterdown Walkthrough

Ms Anderson reviewed the highlights of the new Waterdown location. It was reported that the capital project has been further delayed. It is now anticipated that the Waterdown Branch will open in June 2015.

5. Consent Items

MOVED by Ms Gautrey, seconded by Mr. Geczy,

THAT CONSENT ITEM 5.1 BE APPROVED AS PRESENTED.

MOTION CARRIED.

5.1 That the 2014 Audit Planning Report for the Hamilton Public Library Board prepared by KPMG, be approved.

6. Business Arising

6.1 Royal Society Expert Panel

MOVED by Ms Tulloch, seconded by Mr. Bagdonas,

THAT THE HAMILTON PUBLIC LIBRARY BOARD RECEIVES THIS REPORT FOR COMMENT.

MOTION CARRIED.

7. Correspondence

No correspondence.

8. Reports

8.1 Chief Librarian's Report

MOVED by Ms Gautrey, seconded by Mr. vanVelzen,

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

MOTION CARRIED.

9.   New Business

9.1   2013 OMBI Report

MOVED by Ms Wagner, seconded by Mr. Bagdonas,

THAT THE HAMILTON PUBLIC LIBRARY BOARD RECEIVES THE 2013 OMBI REPORT ON LIBRARIES.

MOTION CARRIED.

10.   Private and Confidential

No confidential items.

11.   Date of Next Meeting

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

12.   Adjournment

 MOVED by Councillor Pearson, seconded by Ms Wagner,

THAT THE HAMILTON PUBLIC LIBRARY BOARD MEETING OF WEDNESDAY, FEBRUARY 18, 2015 BE ADJOURNED.

MOTION CARRIED.

The meeting was adjourned at 8:01 p.m.

Minutes recorded by Karen Hartog

Date: March 13, 2015

To: Chair and Members of the Board

c.c. Paul Takala, Chief Librarian

From: Lisa DuPelle, Director Human Resources

Subject: **Chief Librarian/CEO Performance Appraisal Process**

Recommendation:
That the Hamilton Public Library Board approve the Chief Librarian/CEO Performance Appraisal (PA) Policy.

Financial/Staffing/Legal Implications:
The Library Board By-Laws govern how the Chief Librarian/CEO is to be evaluated. The attached policy expands on the By-Laws by outlining a formal process for the Library Board and Library Board Executive Committee to follow when evaluating the Chief Librarian/CEO performance.

Background:
The Library Board has requested that the role of the Executive Committee and the Library Board as a whole be more clearly defined. In addition, the Library Board requested a regular schedule be established. The attached policy provides that clarity.

Chief Librarian/CEO Performance Appraisal Policy

Policy Level: Library Board

Last updated: 2015-03-13

Status: Draft to be approved.

Introduction

One of the responsibilities of the Library Board is to employ a competent CEO/Chief Librarian. The Board By-Laws set out some ground rules for monitoring performance but they are flexible. This Policy has been developed to set out some clear procedures for the process.

Principles

- The Board's Executive Committee is responsible for the CEO Performance Appraisal (PA) process. The Director of Human Resources assists with the process.
- The Executive Committee will seek input from the Library Board on the CEO performance and will communicate results of the process.
- The PA Process will remain confidential and be discussed in-camera at the Library Board. Board members will maintain the confidentiality of the process.
- Final versions of the Goals and Reports will be signed by the Board Chair, Chief Librarian and Director of Human Resources

Frequency of Appraisals

The standard period for evaluation will be annually, unless a consensus is reached with the Board and the Executive that a longer period is more appropriate. In such a case the schedule will be adjusted accordingly.

Schedule and Process

The schedule provides a checklist for the steps of the process

- **Establishing Goals**: December/January
    - o CEO works with the Executive Committee to establish goals for the coming year
    - o Draft sent to Board for comment, comments sent to the Chair and CEO
    - o Once finalized, goals sent to the Library Board

- **Mid-Year Progress Report**: July/August
    - o CEO works with Executive Committee on a mid-year progress report that includes any needed adjustments to the goals for 2nd half of the year
    - o Draft sent to Board for comment, comments sent to the Chair and CEO
    - o Once finalized, progress report sent to the Library Board

- **Final Report:** November/December
    - o CEO works with the Executive Committee to complete report for the year
    - o Draft sent to Board for comment, comments sent to the Chair and CEO
    - o Once finalized, report sent to the Library Board

- **Board discussions**:
    - o During the process there may be questions or the need for a Board discussion. Board members wishing such discussion should request that through the Board Chair.
    - o The item will appear under Private and Confidential as "HR Matter"
    - o The CEO may remain for the 1st part of the In-Camera discussion to make a statement or answer questions; however, the main Board discussion will happen with the CEO not present. The Director of Human Resources will remain in attendance to take notes and advise on process.

By-Laws Section 11 Chief Executive Officer

The Board shall appoint the Chief Executive Officer, who shall be its Chief Librarian, and who shall hold office until the Board rescinds the appointment or a new appointment is made. The Chief Executive Officer shall be responsible, under the supervision of the Board, for the general conduct and management of the Hamilton Public Library. Systematic and rigorous monitoring of CEO job performance will be solely against the only expected job outputs: organizational accomplishments of Board policies on Ends and organizational operation within the boundaries established by the Board.

1. Monitoring is simply to determine the degree to which Board policies and strategic priorities are being met. Data that do not do this will not be considered to be monitoring data.

2. The Board will acquire monitoring data by one or more of three methods:

(a) Internal report, in which the CEO discloses compliance information to the Board

(b) External report, in which a disinterested, external third party selected by the Board, assesses compliance with Board policies.

(c) Direct Board inspection, in which a designated member or members of the Board assess compliance with the appropriate policy criteria.

3. In every case, the standard for compliance shall be any reasonable CEO interpretation of the Board policy or priority being monitored.

![Hamilton Public Library logo]

Date: March 13, 2015

To: Chair and Members of the Board

From: Karen Anderson, Director Public Services

Paul Takala, Chief Librarian/CEO

Subject: **Updated Facility Master Plan (FMP) – 2nd Draft**

Recommendation:
That the attached second draft of the Facility Master Plan be received for comment and feedback.

Financial/Staffing/Legal Implications:
The Facilities Master Plan (FMP) provides guidance for both determining which library construction/renovation projects get priority and the form those projects take. It informs communications, staff actions and has helped affect a significant facility renewal over the last several years at the Hamilton Public Library.

The actions recommended in the FMP are not binding; however, actions taken by the Board to advance aspects of the plan often lead to commitments that are binding. As the Facilities Master Plan approved in 2011 states:

> *The Library Board's Facilities Master Plan is expected to be a living document. Changes to the Approved Actions can take place at any Library Board meeting and the changes will be reflected in the Facilities Master Plan.*

Background:
In January 2015 the 1st draft of the updated FMP was brought to the Library Board for feedback. The 2nd draft contains a number of edits requested by the Library Board. Further feedback is welcome.

There are a couple projects that are underway that will provide useful additional information that will be incorporated into the next draft, these include:

- Library staff are working with City of Hamilton Facilities staff to get an updated assessment of all our facilities. This will include information about future capital costs.
- Library staff are working with the City and the Council on Aging to complete age friendly assessments of our facilities.

Key information from those studies will be incorporated into the 3rd draft of the FMP. At that point, Library staff will work with the Library Board on updating the recommended actions and finalizing the text.

Hamilton Public Library
Facilities Master Plan 2015 – DRAFT 2

Last updated 15-03-09

Table of Contents

Reader's Note:

Except for the Introduction which is new, in Part I of the document, new text has been highlighted in yellow and ~~deleted text is indicated by strikethrough~~. For draft 2 additional text has been highlighted in green.

Links to the previous Facilities Master Plans:

Facilities Master Plan 2005
Facilities Master Plan 2011

PART I

Introduction

The Hamilton Public Library Board serves the 520,000 residents of the City of Hamilton. While most Hamiltonians live in a densely populated urban area, many live in rural communities or suburban neighbourhoods. The City of Hamilton is spread over a large geographic area, covering more than 1,200 square kilometres. The library system provides services through a Central Library, 22 branch libraries, two bookmobiles and Visiting Library Services.

The Hamilton Public Library Board adopted its first Facilities Master Plan in 2005, then updated it in 2007 and again in 2011. These documents have provided excellent guidance and contributed to major facility renewal. While the 2011 document is still highly relevant, FMP 2015 is being developed to address 2 major developments since 2011:
1.   Significant progress made on facility renewal since 2011
2.   Rapid growth in digital usage and eBooks that is having an impact on the amount of space our physical collections will need to take up in the future

Although more work needs to be done, progress that has been made on challenges and work indentified in the 2011 report:
- 6 buildings were identified as not being able to continue to provide services in their current locations. 4 have been addressed or will be addressed shortly:
    - Lynden – New building opened January 2013
    - Millgrove - closing in 2015 when Waterdown opens
    - Rockton - closed January 2013
    - Waterdown - New building opening in May 2015
- Several significant renovations have been completed since 2011, these include:
    - Barton – Reno completed 2011
    - Central – Phase 2 completed (2nd floor, elevators) 2014
    - Concession – Reno completed 2011
    - Kenilworth – Reno completed 2011
    - Lynden – New build completed 2013
    - Red Hill – Reno completed 2011
    - Saltfleet – sold 2nd floor to School Board 2013
    - Terryberry – Reno completed 2012
- Planning progress that has been made since 2011:
    - Binbrook – Funding almost complete for new build
    - Central - Phase 3 funded & scheduled for 2015
    - Dundas – Feasibility Study completed 2014
    - Locke – Vestibule investigation
    - Valley Park – Feasibility Study in 2015
    - Westdale – Minor refresh being planned

Library Design Principles adopted by the Library Board

Each library branch must be designed in such a way that people passing in a car, in a bus, or on foot feel invited to enter and use the facility. Branches should be located on main thoroughfares with good street presence.

1. Each branch must appear inviting, and attractive with a clearly visible entrance.
2. Each branch library should be a single story building whenever possible.
3. Construction materials should be durable and easily maintained. Designs should allow for people who pass by to experience a sense of community pride.
4. Branch construction should be as energy efficient as possible and as environmentally sensitive as budgets will allow.
5. Each branch library must provide flexible space, allowing for easy adaptation.
6. Each branch library must meet all provincial and federal accessibility standards.
7. Library branches should be community meeting places.
8. New branches should be located, whenever practical, in a multi-use facilities shared with partners that possess visions compatible with that of the library system.
9. The library system must accommodate new service models and the changing demands of customers. This will entail a shift toward more electronic service delivery.
10. The sustainability of the entire system is dependent on balancing the resources that are spent on services, collections, staff, and facilities.
11. Changes in the ways that library services are delivered will mean that staff space must be ergonomic, flexible and efficient.
12. Library Branches should be spaced throughout the city so that no resident (or as few as possible) need to travel more than fifteen minutes to reach a library location. Travel time is defined as transit use where transit is available and car use where no transit is available. Priority will be given to sustaining or creating branches that help to meet this need.
13. New branches should be located in population clusters serving at least 15,000 people. Rural branches, which may be needed to meet travel expectations, may be an exception.
14. Branches serving growth areas should be at least 12,000 square feet in size.
15. Furnishings, equipment and technology must anticipate the future needs of customers and must take advantage of technologies that maximize self-service, improve security and minimize materials handling.

Library Board Statement on Sustainability

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

1. Collections that are relevant and that are available when people need them;

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

When too much or too little of the available funding is disproportionately spent on any single element or elements, a library system cannot operate effectively or provide relevant on-going service to the municipality it serves.
The Hamilton Public Library Board is committed to seek a delicate balance between these elements when it sets budgets and when it reviews the operations of the library system.

Best Practices and Trends

Cities have discovered that attractive downtown libraries are powerful magnets for people but that they want to use the space for group and individual study, to attend events, to access wireless and computers, as much as for browsing material. Branch Libraries are also important assets in the neighbourhoods and communities that they are located.

There is general recognition that library facilities can no longer convey a bland institutional look and remain effective. People react to space. The quality of the space that is provided affects the way people use their libraries.

People want to use cell phones, eat, drink, and stay connected while inside library branches. At the same time, others demand space that allows them to escape. Libraries need to cater to both expectations. High quality white noise systems present a promising technology that assists with reducing the conflict between those looking for quiet space with those looking to collaborate and engage with others. There is an reasonable expectation that facilities will be cleaned, maintained, and upgraded on a regular basis.

There is a trend toward larger library branches that can Library branches today need to house a wide variety of formats as well as provide sufficient collaborative and quiet study space, provide access to public computers, and WiFi use areas. Increasingly library customers are seeking a space to plug-in and use their own devices, so the number of public computers libraries will need to provide will decline in the future, at least in some communities. However, access to more specialized digital media equipment is becoming increasingly in demand. As collections and customer's reading and viewing habits increasingly move to digital collections, libraries can repurpose space previously taken by library stacks. In addition, the amount of space needed for staff backroom functions is going down. Together, these trends offer an increasing

opportunity to expand the space available for customer use and meet new service demands.

Many library systems are beginning to investigate the possibility of replacing small libraries with increasingly sophisticated vending machines and WiFi access located in a facility other than a library. Some libraries are also moving toward mail delivery in rural locations. To date, the implementation of vending machines has been less successful than expected. Although vending technology that distributes physical formats will likely improve overtime, remote stations that makes digital downloads available provide a more promising and cost effective way of promoting library service in remote locations. Vending machines and mail service reduce infrastructure costs and allow more funds to be devoted to collections. They are a green alternative, allowing more service points that are open longer hours.

The trend toward large libraries and the trend away from large libraries have a common element. Both trends are moving library systems away from small to medium sized branches that can only be opened for limited hours each week and that require substantial infrastructure (e.g. accessible space and washrooms).

Many Library branches now house an increasing array of services that are delivered by third party agencies or under contract to third party agencies. The Hamilton Public Library provides career and job counselling in five library branches under a contract with the federal government. Hamilton delivers literacy training to new Canadians and is participating in a pilot project aimed at determining the role of public libraries in the delivery of government services. Almost all large public library systems offer some form of literacy training and assistance, often under grant funding. Several branches host Library Support Program workers who assist newcomers with housing support, employment & education, English conversation circles, citizenship class preparation and ESL.

There is a trend to house library branches in multi-use facilities. Recreation facilities are probably the most prevalent partnership, although there are a number of potential partners with compatible missions and values.
There are expectations that staff space will be ergonomic and comfortable. In general, legislation pertaining to Health and Safety issues continues to evolve and to require the attention of employers.

Opportunities/Assets

- There has been a significant renewal of many Hamilton Public Library locations over the last several years. That, along with consolidation of services in some locations, has put the Library facilities on a more sustainable footing.
- The Library Board's strategic plan has committed us to maintain excellent physical collections while embracing the digital. This direction means we will need to keep parts of our locations dedicated to physical formats for the foreseeable future.

While physical books will continue to have an important place in our libraries, with the shift to digital formats, we should anticipate continued opportunities to shift spaces from holding collections to meeting customer needs. Expanding spaces for people to collaborate or engage in quiet study will help us meet increasing demands for service without significant capital investments. It should be noted that some of our locations are small with limited opportunities to repurpose space.

- Multi-year efforts to improve staff processes and empower customers to self service have created opportunities to shift staff resources from manual repetitive tasks to providing higher value training and learning programs. This work is core to our role as a public library we should continue to shift staff resources to higher value tasks.

Challenges/Roadblocks

- Accessibility. Some buildings cannot be renovated at a reasonable cost to provide adequate library services or to meet accessibility requirements.
- The high environmental cost of maintaining small buildings that are open few hours is ~~a growing dilemma~~ of continuing concern.
- Some library branches do not meet the Library Board's vision for libraries as places that are comfortable and inviting and that contain meeting spaces as well as computers and collections of appropriate material.
- ~~Traditional research use of libraries continues to decline while their importance as public space is increasing. For example, libraries are now popular locations for conversation circles, Homework Help Clubs, Job Discovery Centres, and group study. They are places where information is increasingly exchanged amongst customers themselves or customers interacting with computers.~~
- Traditional uses of public access computers assume that people can use these computers with few distractions. Uses such as on-line gaming and Skype create a distracting environment. Both uses are valid but do not always peacefully co-exist. As well, people with informational or job hunting needs tend to believe their needs are more important than the recreational needs of a person who might be using a library computer. This leads to tension.
- Libraries should be leaders in the use of green technologies but budgets do not always permit the construction or retrofitting of library facilities that adhere to green concepts.
- ~~Predictions suggest that ebook downloads may account for up to 30% of all new book sales within five years. This will have a significant effect on library buildings and staffing. Although download service has been available for less than two years, it already outperforms a number of library branches, in terms of "circulations." The growing prevalence of tablet computers and multi-functional phones will increase the demand for downloaded service and mobile application.~~

Listening to those we serve

Face-to-face meetings are an important part in any consultation process but large public meetings permit only a few voices to be heard and a skewed view of

public opinion to emerge. When public advice and options are being considered on emotional issues, other means of consultation must also be used.

The Library Board has found enormous value in holding Open House style sessions over several time periods, allowing people to sit down and discuss issues with individual Board and staff members. The Library Board finds ~~that it hears more voices and that it is able to engage in dialogue~~ that this consultation model is excellent as it involves more dialogue with more individuals allowing for a more complete conversation. As well, the ~~results of such~~ discussions can be summarised and shared with the community.

The Library's collection management system and other reporting mechanisms provide information about patterns of use. The activity by postal code report, for example, shows where people in particular neighbourhoods are likely to turn for library services. The provision of this information is seen as another means of consultation.

Focus groups, public meetings, discussions with councillors are all appropriate ways to create dialogue. The Library also offers ongoing customer service feedback mechanisms including Counting Opinions and AskHPL.

Appropriate community consultation ~~needs processes that crack through an emotional veneer to~~ helps all participants reach an understanding of how ~~people~~ residents use or could use library services and how the ~~appropriate~~ services can be provided efficiently and effectively.

The Library Board understands that people want assurance that they are receiving excellent value for the money their tax dollars provide.

Next Steps

The Facilities Master Plan is designed to catalogue, as accurately and as factually as possible, the current condition of library facilities as well as the Library Board's vision for the desired tone and feeling for library facilities.   It is expected to be a living document. Changes to the Approved Actions can take place at any Library Board meeting and the changes will be reflected in the Facilities Master Plan.

The entire Facilities Master Plan, including the principles and trends upon which it is based, will be reviewed by the Library Board no later than ~~2014~~ 2018.

While this Facilities Master Plan identifies proposed "actions" that staff are to take, it does not set out either a timeframe or a source of funding for all of these actions.

The Facilities Master Plan does not address how existing facilities that fall short of the Library Board's vision can be brought up to an acceptable standard, both in terms of physical accessibility and in terms of mood and atmosphere.

~~Once the Library Board approves this Facilities Master Plan, the process of setting timeframes and priorities as well as identifying sources of potential funding will begin.~~ Setting timelines, priorities and indentifying funding is an ongoing process. Once the Board approves the updated Facilities Master Plan, staff will begin to work on the new priorities. While staff will focus their efforts on realizing the vision outlined in this document, from time to time, a new funding offer or partnership may create an unexpected opportunity not envisioned in this plan. In those circumstances staff will look to the alignment with this document and our overall strategic priorities and will bring the matter to the Library Board to get authorization to pursue.

Summary of Approved Actions by Location

Location	Approved Actions 2011	Notes	Draft Proposed Actions 2015
Ancaster	Monitor use of the facility and growth in the community.	Renovation completed 2006	Monitor use of the facility and growth in the community.
Barton	Renovate early in 2011	Renovation completed January 2011	Monitor and Maintain
Bookmobiles	Review the locations served by the library's bookmobile service, with the possibility of rural bookmobile service as a consideration.	Bookmobile service added to Rockton in January 2013.	Add bookmobile stop to Millgrove when new Waterdown opens. Review stops in 2015.
Binbrook	Monitor use of the facility and growth in the community. Significant funding needs to be attached to this project.	Most funds have been secured for building a new and expanded Binbrook Library on the current site.	Finalize capital funding for the new expanded Binbrook Library to be built in 2015 subject to completion of adjacent City sewer installation.

Location	Approved Actions 2011	Notes	Draft Proposed Actions 2015
Carlisle	The Board is committed to try to keep the portable open until a new Waterdown Branch is open, at which time its future will be reviewed. This commitment cannot be kept if construction of Waterdown is delayed or unexpected problems arise. With the construction of the Lynden Branch, the Board now knows that any new rural location will cost at least $1,500,000 to build. There is no known source of funding for a Carlisle Branch.		Consistent with previous commitments made by the Board, postpone a review of Carlisle until at least one year after the new Waterdown Branch is open.
Central	Continue with Renovations on 2 -5 floors, subject to Board budget approval, as funds become available. This is a high priority and can lead to operational efficiencies.	Phase 1 – 1st Floor completed Dec. 2010 Phase 2 – 2nd Floor and elevators completed April 2014. Phase 3 – funding approved by the Library Board in Dec. 2013	Phase 3 - 4th Floor, Hamilton-Wentworth Rooms, Technical Services move, 1st floor adjustments – complete approved plan in 2015. Phase 4 – Local History and Archives, 3rd Floor, move of Digital Technology. Report back to the Board to determine scope and funding.
Concession	Monitor and Maintain	New HVAC scheduled for spring 2015.	Monitor and Maintain
Dundas	Begin to plan for a significant renovation and expansion but not as one of the system's most urgent needs.	Feasibility study completed in 2014.	Secure capital funding to complete the renovation. Identify alternative site to serve Dundas during construction.
Freelton	Monitor and maintain		Monitor and maintain

Location	Approved Actions 2011	Notes	Draft Proposed Actions 2015
Greensville	Greensville provides little service for the money that is spent and should be a strong consideration for closure if budget issues arise. Staff should monitor growth in the community.	Exploration of potential partnership with HWDSB to relocate to a joint facility on the site of new Greensville public school.	If the HWDSB receives funding for the new school and the COH supports the project, the Library Board will need to determine whether to partner on the project.
Kenilworth	Structural and interior renovations are slated for 2011.	Renovation completed January 2011 Foundation repairs completed in Nov/14 Historical designation pending, part of 2015-2019 process.	Monitor and Maintain.
Locke	Maintain. Expand when and if donated funds and opportunity allow, but not as a high priority.	Feasibility study (2014/15) to replace/expand vestibule and entrance.	Review options and funds regarding a new vestibule and entrance.
Lynden	Construct new building in 2011.	New building opened January 2013 Sidewalk repairs/adjustment necessary in 2015 Minor variance request for adjoining patio structure in Dec 2014.	Monitor and Maintain. Repair sidewalk to improve accessibility and ease of use. Construct patio in spring 2015.
Millgrove	To be closed when the new Waterdown Branch opens. Millgrove will receive a bookmobile stop and use will be monitored.	Waterdown scheduled to open in spring 2015.	Branch scheduled to close and a bookmobile stop will be added when Waterdown opens.
Mount Hope	Relocate to another location or move to alternative delivery methods as a high priority	As part of the Township Hall historical designation pending, process from 2015-2019	Relocate to another location or move to alternative delivery methods as a high priority

Location	Approved Actions 2011	Notes	Draft Proposed Actions 2015
Red Hill	Monitor and Maintain	Renovation completed January 2011. Barrier free sliding door entrance completed 2014.	Monitor and Maintain
Saltfleet	Investigate leasing the second floor to the school board.	School Board assumed control of the 2nd Floor in 2013.	Monitor and Maintain. Long term look for opportunities to partner with the City to locate the Library in downtown Stoney Creek.
Sherwood	Monitor and Maintain		Monitor and Maintain
Stoney Creek	Monitor and Maintain		Monitor and Maintain
Terryberry	Renovate as a high priority.	Renovation completed July 2012	Monitor and Maintain.
Turner Park	Monitor and Maintain	Opened May 2009 Parking deficiencies identified. Building assessment completed in 2014.	Monitor and Maintain. Work with City and YMCA to investigate options to expand/reconfigure parking lots.
Valley Park	Work with the City to include an expansion as part of the Library Board's Capital Plan. Investigate the extent to which an expansion could be funded through Development Charges.	City to conduct feasibility study for Valley Park in 2015.	Work with the City to secure DCs and capital funding for the project. Work with the Heritage Green Community Trust to enhance the project.
Waterdown	Complete construction of the new branch library		New Library to open in spring 2015.
Westdale	Monitor and Maintain	Design consultation for minor refresh completed in 2014.	Monitor and Maintain Implement recommendations to improve space for customers.

PART II: LOCATON PROFILES

About our Facilities

Throughout the City of Hamilton there are 22 library branches and one Central Library. The buildings range from the smallest branch, Locke, at 1,451 square feet to the largest, Central Library, at 146,000 square feet. Each building has distinct features and character but all share a range of common elements and purpose.

Common Elements
All Hamilton libraries provide:
- Afterhours Drop Box
- Bike Racks
- Wireless Access

Accessible Spaces
The Hamilton Public Library is committed to accessibility when building and maintaining our facilities and developing our services for people with disabilities, their families and their caregivers. The library welcomes service animals. Depending on the site, parking, washrooms, doors and ramps are barrier free. Assistive devices such as magnifying sheets, handheld magnifiers, accessible keyboards with trackball mouse and headphones are available at all locations. All library computers are equipped with a range of accessibility software tools. In addition a Text Enlarger is available at the Central, Terryberry, Turner Park, Red Hill and Dundas branches. Our multi story buildings, Central, Ancaster, Concession, Dundas, Kenilworth, Sherwood and Terryberry have passenger elevators and all other branches provide service on one level. Service desks are accessible to persons who use a wheelchair or scooter. Self-service options have been introduced to most library locations to improve speed and privacy and to reduce materials handling. Staff is always available to assist individuals who cannot or choose not to use self-service kiosks.

Spaces for Programming
Library programming for all ages is a significant focus across the system and is a major consideration when designing and maintaining our facilities. Local programming, tailored to library customers, provides an opportunity to be responsive and to reinforce each library's role as a community destination. Specific programming spaces, as well as the provision of flexible space, facilitate program planning and delivery. New and renovated libraries feature these types of spaces, typically older buildings and smaller branches may not.

Library programs for adults are designed to inform, engage, inspire and entertain and may include topics such as health and wellness; lifestyle, travel, book clubs, conversation circles, writing groups, and films. The library is unique in offering assistance for any residents who have questions about technology, e-readers, and tablets and ensuring that everyone has the opportunity to acquire essential digital literacy skills for the 21st century. These service needs impact our space planning and

new Digital Media Labs and a Maker Space at the Central branch are prime examples of how library spaces are changing to meet customer needs.

Library programs for children, teens, parents and caregivers are designed to promote library use and to create and nurture a lifelong interest in reading, learning and discovery. A combination of core youth services and local programs are offered. Core literacy programming includes storytimes, summer reading club, reading buddies and homework help. Community partnerships are essential as the Library works collaboratively with community partners towards the City's vision that Hamilton be the best place to raise a child. The diverse service needs of children and teens for accessible and family friendly spaces impacts our space planning. Connected learning principals are integrating digital literacy skills into the Library's children's and teen spaces and programming as the library continues to evolve to meet the needs of families.

Serving newcomers is an important priority and several library locations host Library Settlement Partnership Program (LSP) workers who assist newcomers with housing support, employment & education, English conversation circles, citizenship class preparation and English as a Second Language (ESL) program. These services require areas for quiet conversation and meeting rooms.

Central Library

55 York Boulevard. Hamilton, ON L8R 3K7 (Ward 2)   905-546-3200

Hours

Weekly Service Hours (Winter): 69
Weekly Service Hours (Summer): 65

Monday	9:00 a.m. – 9:00 p.m.
Tuesday	9:00 a.m. – 9:00 p.m.
Wednesday	9:00 a.m. – 9:00 p.m.
Thursday	9:00 a.m. – 9:00 p.m.
Friday	9:00 a.m. – 6:00 p.m.
Saturday	9:00 a.m. – 5:00 p.m.
Sunday	1:00 p.m. – 5:00 p.m. (September – April)

Facility Information

- 146,131 square feet
- 5 floors
- Meeting/program rooms
- 1 reading patios
- 73 public computer stations
- 10 seat computer lab
- Digital media lab and maker space (planned 2015)
- Automated return
- 7 self checkout terminals

Staff Complement
2015 FTE: 118.93
FT: 80
PT: 34
Casual Hours Per Week: 612

Recent Annual ~~Usage~~ Statistics

	2014	2013	2012	2011	2010	2009
Visitors	1,392,450	1,442,855	1,492,575	1,482,000	1,162,200	981,500
Circulation Statistics	1,127,860	1,230,771	1,226,201	1,092,904	848,582	901,158
Computer Usage	347,137	424,150	416,900	247,700	334,800	66,150
Program Attendance	25,995	27,227	11,504	10,459	11,157	11,556
Holdings	225,801	245,268	235,119	253,390	232,038	270,797

Catchment Area

Population Served: 63,304
Active Library Cardholders: 34,042
Central is situated in the Central Valley and is bordered by the northern and southern edges of the Niagara Escarpment up to Binkley Road. The east and south-east border runs along Highway 6, Highway 403, Cootes Paradise and the lower edge of the Escarpment between Central and Ancaster.

About the Branch

There is a diverse and multifaceted community in downtown Hamilton. Central Library has a vibrancy that stems from customers accessing the collections, the activities, the resources (great people, great materials), within the walls of a unique and welcoming core institution. Central is an integral part of the vibrant downtown community and has the highest amount of customer traffic and borrowing of materials in the HPL system. Before opening time the basement and loading dock are humming, displays are ready, holds are waiting, programs, concerts, and exhibitions are planned, and at 9 a.m. the doors swing open.

The community of Central is an urban one. The number of residents in the Downtown Hamilton Secondary Plan is just over 8500. The area identified as the Downtown Hamilton Community Improvement Project Area (CIPA) has a population of just over 10,800. All of Ward 2 has a population of just over 37,800. Downtown is home to young adults. Compared to Hamilton as a whole, Downtown has greater proportion of residents in household forming years (20 to 34), fewer children, and a similar proportion of seniors. Downtown residents tend to be single people, with families and households being smaller. 79% of Downtown's recent immigrants are from Africa and Asia, compared to 66% for Hamilton. Downtown is home to 2% of City's population but 7% of City's recent immigrants.

64% of Downtown residents aged 15 and over have incomes below $20,000 per year, compared to 43% for the City. Over 20,000 people work Downtown, one quarter in

Public Administration. Downtown has 10% of all jobs in Hamilton. One quarter of Downtown workers use public transit, walk or bike to work. 31% of Downtown workers have been to university, but among people living downtown, nearly half have finished high school or less. Central is the only location to provide a JAWS computer and is also designated to provide an Enroga Merlin text enlarger which is also supplied at four other branches.

Recommended Action
Phase 3 - 4th Floor, Hamilton-Wentworth Rooms, Technical Services move, 1st floor adjustments – complete approved plan in 2015.
Phase 4 – Local History and Archives, 3rd Floor, move of Digital Technology. Report back to the Board to determine scope and funding.

Bookmobile

55 York Boulevard. Hamilton, ON   L8R 3K1

Hours

Weekly Service Hours: 30
The current bookmobile schedule includes neighbourhood and seniors stops from Monday to Thursday from 9:30 am to 8:30pm

Facility Information

- 3,083 square feet vehicle (2 vehicles)

Staff Complement

2015 FTE: 5.76
FT: 3
PT: 2
Casual Hours Per Week: 50

Recent Annual Usage Statistics

	2014	2013	2012	2011	2010	2009
Visitors	33,200	33,100	33,600	33,850	32,550	32,400
Circulation Statistics	118,967	132,547	130,334	123,710	127,461	147,125
Computer Usage	0	0	0	0	0	0
Program Attendance	1,068	1,106	1,499	1,095	479	1,406
Holdings	13,433	14,030	14,699	16,794	20,077	26,841

Catchment Area

Population Served: 519,949 (supplements the catchment areas of other branch locations)

Active Library Cardholders: 2,150

About the Branch

Recommended Action

Ancaster

300 Wilson Street East. Ancaster, ON L9G 2B9 (Ward 12)　　　905-648-6911

Hours

Weekly Service Hours: 51

Monday	10:00 a.m. – 9:00 p.m.
Tuesday	10:00 a.m. – 9:00 p.m.
Wednesday	10:00 a.m. – 9:00 p.m.
Thursday	10:00 a.m. – 9:00 p.m.
Saturday	10:00 a.m. – 5:00 p.m.

Facility Information

- 12,500 square feet
- 2 floors
- Shared facility
- 2 study rooms, 1 meeting/program room
- Reading patio
- Parking
- 15 public computer stations
- 10 seat computer lab
- Automated return
- 3 self checkout terminals

Staff Complement

2015 FTE: 11.28
FT: 5
PT: 3
Casual Hours Per Week: 156

Recent Annual ~~Usage~~ Statistics

	2014	2013	2012	2011	2010	2009
Visitors	161,425	148,100	154,450	156,900	158,550	168,850
Circulation Statistics	306,407	331,799	370,291	369,223	364,383	355,876
Computer Usage	11,800	12,650	15,050	12,100	13,200	13,950
Program Attendance	7,679	7,925	7,620	4,726	3,716	3,053
Holdings	51,459	52,998	54,578	54,361	54,170	55,859

Catchment Area

Population Served: 36,282
Active Library Cardholders: 9,223

Ancaster serves an area bordered by the community of Dundas to the north to Sawmill Road to the south (the city limits). It is bounded by Highway 403 to the west and Glanbrook Road to the east (including a hydro corridor).

About the Branch

The Ancaster Library is part of a shared facility known as Ancaster Square. The library operates on the top floor of the building and the Municipal Services office and Ancaster Community Services operate on the lower level. The library is 12,500 square feet and houses over 60,000 items. There are windows on all sides of the building looking out to the former Old Town Hall and a park with lawn bowling, tennis courts, and children's play equipment, including a splash pad. The front of the building faces Wilson Street. The library offers a fireplace, a reading lounge and lots of study space. Ancaster Square is surrounded by heritage buildings that give the town its quaint feel; the Old Town Hall, Hammill House, and the historic Tisdale House.

Recommended Action

Monitor use of the facility and growth in the community.

Barton

571 Barton Street East. Hamilton, ON L8L 2Z4 (Ward 3)   905-546-3450

Hours

Weekly Service Hours: 35

Monday	1:00 p.m. – 8:00 p.m.
Tuesday	10:00 a.m. – 5:00 p.m.
Wednesday	1:00 p.m. – 8:00 p.m.
Thursday	10:00 a.m. – 5:00 p.m.
Saturday	10:00 a.m. – 5:00 p.m.

Facility Information

- 6,272 square feet
- 1 meeting/program room
- Parking
- 19 public computer stations
- 2 self checkout terminals

Staff Complement

2015 FTE: 4.33
FT: 2
PT: 2
Casual Hours Per Week: 49

Recent Annual ~~Usage~~ Statistics

	2014	2013	2012	2011	2010	2009
Visitors	71,150	71,194	75,150	86,750	61,300	68,850
Circulation Statistics	171,777	160,958	151,732	137,776	146,918	136,100
Computer Usage	31,889	31,000	34,600	20,700	9,450	12,750
Program Attendance	6,676	2,180	3,058	2,310	2,338	603
Holdings	27,198	27,068	29,088	27,070	25,500	24,226

Catchment Area

Population Served: 11,367
Active Library Cardholders: 3,347

The Barton branch is bordered by Cannon Street East to the south, Wellington Street to the west, Gage Avenue North to the east and Hamilton Bay to the North. Many customers who live between Cannon Street and the escarpment are also Barton customers, as it is geographically closer than Central. Customers often comment that they prefer the neighbourhood feel of the branch over the busy and crowded Central Library, but many customers frequent both locations. In addition to the Central Library, many customers also regularly frequent the Kenilworth Branch, located about 3 km east.

About the Branch

Barton Branch was the first branch in the Hamilton Public Library system and opened in May, 1908. Barton occupied a number of permanent and temporary locations over the next 55 years until it moved to its present location in November, 1963. Barton underwent a large renovation in 1999. The exterior woodwork was sanded and re-stained in 2009 and a group of local families planted gardens in the flowerbeds in front of the library. A mini-renovation took place in early 2011 to remove the circulation desk and install self-check terminals and more public computers.

The Barton branch sits a few kilometres east of the Central Library in Hamilton's inner city. It is a busy branch, with active computer use and very high non-print circulation. It is a true neighbourhood library in that it serves the immediate area population. A welcoming environment in a marginal area, the library serves as a community centre to many regulars and new residents of the neighbourhood.

Barton also offers customers a multilingual children's collection.

Recommended Action
Monitor and Maintain

Binbrook

2641 Highway 56, Binbrook, ON L0R 1C0 (Ward 11)   905-692-3323

Hours

Weekly Service Hours: 35

Monday	1:00 p.m. – 8:00 p.m.
Tuesday	10:00 a.m. – 5:00 p.m.
Wednesday	1:00 p.m. – 8:00 p.m.
Thursday	10:00 a.m. – 5:00 p.m.
Saturday	10:00 a.m. – 5:00 p.m.

Facility Information

- 3,192 square feet
- Parking
- 7 public computer stations
- 1 self checkout terminal

Staff Complement

2015 FTE: 2.99
FT: 1
PT: 1
Casual Hours Per Week: 40

Recent Annual ~~Usage~~ Statistics

	2014	2013	2012	2011	2010	2009
Visitors	47,900	36,450	34,050	35,200	32,500	36,150
Circulation Statistics	78,969	88,651	83,299	91,471	70,979	64,937
Computer Usage	4,583	3,000	3,850	1,450	2,250	1,400
Program Attendance	6,004	6,006	3,877	3,072	2,841	2,970
Holdings	18,886	19,223	17,639	17,211	16,197	14,054

Catchment Area

Population Served: 8,787
Active Library Cardholders: 2,430

Binbrook is bounded by Golf Club Road to the North, Trinity Church Road to the West, Westbrook Road to the East and Haldibrook Road to the South. Situated in the hub of this transportation network this once small village is becoming a bedroom community for nearby urban centres.

About the Branch

The Binbrook community has experienced extensive growth in recent years with many new housing developments emerging in and around the former village. Binbrook lies in a prosperous farming community with a rich rural history. It is not uncommon for residents to be the fourth, fifth or sixth generation in the area. All are very proud of their deep roots in the hamlet and feel very strongly about the village's traditions and sense of community, especially the annual fall fair that has taken place since the 1850's. A public library has operated out of people's homes since the 1950s, and moved to its current public building in 1982. This vibrant village is evolving while preserving its rural traditions. Much of the agricultural land is protected by the Greenbelt Legislation. The new housing developments are attracting a growing population of young families and retirees wanting a safe environment and escape from the City. Binbrook is advantageously located with quick access to the Red Hill Valley Expressway and the Lincoln Alexander Parkway (LINC).

The current library is undersized for its growing population and is slated to be replaced by a larger library to better meet customer needs. The current prime location in the village core will be retained and the new library will be designed to complement other developments and create a destination for residents.

Recommended Action

Finalize capital funding for the new expanded Binbrook Library to be built in 2015 subject to completion of adjacent City sewer installation.

Carlisle

1496 Centre Road. Carlisle, ON L0R 1H0 (Ward15)   905-689-8769

Hours

Weekly Service Hours: 32

Monday	2:00 p.m. – 8:00 p.m.
Tuesday	2:00 p.m. – 8:00 p.m.
Wednesday	2:00 p.m. – 8:00 p.m.
Thursday	10:00 a.m. – 5:00 p.m.
Saturday	10:00 a.m. – 5:00 p.m.

Facility Information

- 2,491 square feet
- Parking
- 2 public computer stations

Staff Complement

2015 FTE: 2.14
FT: 0
PT: 2
Casual Hours Per Week: 32

Recent Annual ~~Usage~~ Statistics

	2014	2013	2012	2011	2010	2009
Visitors	20,300	17,250	23,150	24,300	17,800	18,600
Circulation Statistics	35,550	39,423	45,240	43,131	40,674	41,508
Computer Usage	487	650	750	300	700	1,100
Program Attendance	391	291	479	469	263	558
Holdings	13,116	13,802	13,465	13,380	12,555	15,047

Catchment Area

Population Served: 5,475
Active Library Cardholders: 1,139

The Carlisle branch serves the Carlisle area and east Flamborough from Highway 6 to Milburough Townline and northwest to Puslinch Townline Road. Customers in neighbouring Burlington may also use Carlisle with reciprocal library privileges.

About the Branch

The branch is located in a double portable building structure and is situated adjacent to the Carlisle Arena creating a community destination for families. The library building dates from 1989, is in poor condition and is not sustainable for long term library use. While the branch is quite small, it does provide space for study tables, public computers and hosts a weekly children's storytime.

Recommended Action

Consistent with previous commitments made by the Board, postpone a review of Carlisle until at least one year after the new Waterdown Branch is open.

Concession

565 Concession Street. Hamilton, ON L8V 1A8 (Ward 7)   905-546-3415

Hours
Weekly Service Hours: 43

Monday	Closed
Tuesday	10:00 a.m. – 8:00 p.m.
Wednesday	10:00 a.m. – 6:00 p.m.
Thursday	10:00 a.m. – 8:00 p.m.
Friday	10:00 a.m. – 6:00 p.m.
Saturday	10:00 a.m. – 5:00 p.m.

Facility Information
- 8,380 square feet
- 2 floors
- 1 meeting/program room
- 16 public computer stations
- 2 self checkout terminals

Staff Complement
2015 FTE: 8.61
FT: 4
PT: 3
Casual Hours Per Week: 94

Recent Annual ~~Usage~~ Statistics

	2014	2013	2012	2011	2010	2009
Visitors	87,613	80,200	101,075	87,250	80,950	169,550
Circulation Statistics	155,309	177,997	214,496	198,473	184,735	180,526
Computer Usage	32,328	33,300	30,250	23,550	6,150	7,800
Program Attendance	4,181	4,357	4,356	2,637	2,282	2,847
Holdings	26,516	29,220	33,069	31,582	29,445	32,533

Catchment Area
Population Served: 13,335
Active Library Cardholders: 4,110

Concession Library serves the community bounded by Upper Wellington on the west, Upper Gage on the East, the Mountain Brow to the north and Fennell Avenue on the south. This is a stable, predominantly English-speaking area that also includes the Juravinski Hospital (formerly known as the Henderson General Hospital) and the Juravinski Cancer Centre within its boundaries.

About the Branch
Concession Street was one of the earliest streets surveyed in Hamilton in 1780; it has been a residential and commercial area since that time. Concession Library, the first branch on Hamilton mountain and previously known as the Mountain Branch, has been located on Concession Street since 1930. After occupying storefront locations for a number of years, a permanent building was opened in 1949, at the corner of Concession Street and Cliff Avenue. This building was demolished and an 8000 square foot library was opened in 1994. In March of 2009 the circulation desk was relocated allowing room for two self check-out terminals.

Recommended Action
Monitor and Maintain.

Dundas

18 Ogilvie Street. Dundas, ON L9H 2S2 (Ward 13)   905-627-3507

Hours

Weekly Service Hours (Winter): 52
Weekly Service Hours (Summer): 48

Tuesday	10:00 a.m. – 9:00 p.m.
Wednesday	10:00 a.m. – 9:00 p.m.
Thursday	10:00 a.m. – 9:00 p.m.
Friday	10:00 a.m. – 6:00 p.m.
Saturday	10:00 a.m. – 5:00 p.m.
Sunday	1:00 p.m. – 5:00 p.m. (September – April)

Facility Information

- 13,712 square feet
- 2 floors
- 1 meeting/program room
- 25 public computer stations
- 12 seat computer lab
- 3 self checkout terminals

Staff Complement

2015 FTE: 14.3
FT: 6
PT: 6
Casual Hours Per Week: 158

Recent Annual ~~Usage~~ Statistics

	2014	2013	2012	2011	2010	2009
Visitors	203,250	207,050	202,300	222,650	202,450	204,150
Circulation Statistics	352,736	386,836	412,119	411,865	400,144	396,875
Computer Usage	28,230	33,050	36,150	24,450	16,750	14,450
Program Attendance	11,275	11,397	7,591	7,547	7,363	6,671
Holdings	66,753	66,105	65,491	61.724	66,545	75,865

Catchment Area

Population Served: 26,615
Active Library Cardholders: 8,705

Dundas is situated in the Dundas Valley and is bordered by the northern and southern edges of the Niagara Escarpment up to Binkley Road. The east and south-east border runs along Highway 6, Highway 403, Cootes Paradise and the lower edge of the Escarpment between Dundas and Ancaster.

About the Branch

In 1793 the town of Dundas began to take shape when Governor John Graves Simcoe ordered his Deputy to survey a road from Cootes Paradise to the Thames River and locate a town plot (present-day Dundas) at its beginning. The village flourished and was incorporated as a town in 1847. It was amalgamated with the City of Hamilton in 2001. Originally situated in the purpose-built Carnegie building in 1909, a new library was built on Ogilvie Street in 1970 and then renovated in 1979 and 2008. The current building is slated for a major renovation in order to upgrade the building systems and to reconfigure the floor plan to maximize space for public use and ensure flexibility for future use of the library.

The Dundas branch is designated to provide an additional assistive device, an Enroga Merlin text enlarger.

Recommended Action

Secure capital funding to complete the renovation. Identify alternative site to serve Dundas during construction.

Freelton

1803 Brock Road. Freelton, ON L0R 1K0 (Ward 14)   905-659-7639

Hours

Weekly Service Hours: 17

Monday	4:00 p.m. – 8:00 p.m.
Tuesday	2:00 p.m. – 5:00 p.m.
Wednesday	4:00 p.m. – 8:00 p.m.
Thursday	2:00 p.m. – 5:00 p.m.
Saturday	2:00 p.m. – 5:00 p.m.

Facility Information

- 2,113 square feet
- Parking
- 2 public computer stations

Staff Complement

2015 FTE: 1.1
FT: 0
PT: 1
Casual Hours Per Week: 17

Recent Annual ~~Usage~~ Statistics

	2014	2013	2012	2011	2010	2009
Visitors	8,925	9,900	9,200	10,150	9,350	13,700
Circulation Statistics	24,216	27,911	28,755	29,048	27,391	24,855
Computer Usage	512	300	50	250	200	800
Program Attendance	118	105	39	17	77	415
Holdings	11,015	11,554	12,274	12,607	11,913	12,970

Catchment Area

Population Served: 3,745
Active Library Cardholders: 676
The Freelton branch serves both the immediate Freelton area and the surrounding area of Flamborough bounded by Highway 6 and Highway 8 and Gore Road and Concession 6.

About the Branch

The Freelton branch was first established in 1978 and moved to a newly built facility in 1995. The library is an attractive and welcoming destination in the village core. Furnishings have been upgraded and many customers use the public computers. Kids enjoy the Early Literacy computer as well as a small but bright children's area.

Recommended Action

Monitor and maintain.

Greensville

59 Kirby Avenue Unit 5. Greensville, ON L9H 4H6 (Ward 13)   905-627-4951

Hours

Weekly Service Hours: 17

Monday   4:00 p.m. – 8:00 p.m.
Tuesday   2:00 p.m. – 5:00 p.m.
Wednesday   4:00 p.m. – 8:00 p.m.
Thursday   2:00 p.m. – 5:00 p.m.
Saturday   2:00 p.m. – 5:00 p.m.

Facility Information

- 2,504 square feet
- Leased building
- Parking
- 2 public computer stations

Staff Complement

2015 FTE: 1.13
FT: 0
PT: 1
Casual Hours Per Week: 17

Recent Annual ~~Usage~~ Statistics

	2014	2013	2012	2011	2010	2009
Visitors	12,850	11,150	9,150	10,300	11,850	10,200
Circulation Statistics	27,861	33,753	33,907	33,417	31,252	31,944
Computer Usage	669	900	600	500	650	650
Program Attendance	1,044	1,067	1,164	650	644	709
Holdings	14,540	15,911	15,581	15,146	14,523	13,320

Catchment Area

Population Served: 2,422
Active Library Cardholders: 490
The branch serves the residents of Greensville and households along Hwy 8 as well as the area north to Hwy 5 and west to Middletown Rd.

About the Branch

The Greensville community is nestled on top of the Niagara escarpment in Flamborough, adjacent to Dundas. The village is home to a prosperous suburban community with large homes surrounded by fertile land supporting a wide range of agricultural pursuits, from market gardening to livestock. Webster's Falls and Spencer Gorge are part of Greensville, bringing nature lovers from far and wide to enjoy the scenic beauty of this area of the Bruce Trail. Many historically designated homes and businesses are located within the village, which was established in 1846. The community has a strong identity, united by a number of local environmental causes. There are few commercial enterprises in Greensville, and the community uses services in the adjacent town of Dundas.

After a deposit station had been in existence for a number of years, the Wentworth Library System established the first library in Greensville in 1969. The branch was moved to a leased location in a new strip mall on Highway 8 in 1989. The plaza came under new ownership in 2005, when considerable landscaping work was done in an effort to attract new tenants.

Recommended Action

If the HWDSB receives funding for the new school and the COH supports the project, the Library Board will need to determine whether to partner on the project.

Kenilworth

103 Kenilworth Avenue North. Hamilton, ON (Ward 4)   905-546-3960

Hours

Weekly Service Hours: 43

Monday	10:00 a.m. – 6:00 p.m.
Tuesday	10:00 a.m. – 8:00 p.m.
Wednesday	10:00 a.m. – 6:00 p.m.
Thursday	10:00 a.m. – 8:00 p.m.
Saturday	10:00 a.m. – 5:00 p.m.

Facility Information

- 8,000 square feet
- 2 floors
- 1 meeting/program room
- Parking
- 16 public computer stations
- 2 self checkout terminals

Staff Complement

2015 FTE: 8.39
FT: 4
PT: 3
Casual Hours Per Week: 89

Recent Annual ~~Usage~~ Statistics

	2014	2013	2012	2011	2010	2009
Visitors	103,825	95,125	107,125	132,086	113,775	109,193
Circulation Statistics	216,165	222,296	237,816	192,032	213,907	188,273
Computer Usage	27,884	25,500	35,200	10,506	9,050	13,750
Program Attendance	8,937	5,772	3,543	4,644	3,551	2,224
Holdings	34,815	33,323	33,379	38,354	37,191	36,257

Catchment Area

Population Served: 39,590
Active Library Cardholders: 5,069

The branch serves the area bounded by Gage Avenue in the west, to Parkdale Avenue in the east and from Lake Ontario in the north to the Escarpment as the southern border.

About the Branch

The Kenilworth Branch opened in 1932. Its architecture was based on the former Boys and Girls House of the Toronto Public Library. Recent renovations in 2011 updated the building while maintaining the heritage integrity of the building. The branch is well-used by neighbourhood residents, who enjoy the building's old-fashioned feel combined with the modern amenities and technologies of the library branch.

Kenilworth is an active neighbourhood branch, with a steady flow of customers throughout the day. There are typically five to ten patrons waiting outside the doors at opening, and once the doors are unlocked, people usually head to the public computers, the newspaper area, and the upstairs children's department. The Kenilworth neighbourhood is populated by a mix of longtime residents and young families moving into historic and still relatively affordable houses. There are also a number of rental properties and apartments in the area.

The building is being reviewed for heritage designation through a process that will extend from 2015 – 2019.

Recommended Action
Monitor and Maintain.

Locke

285 Locke Street South. Hamilton, ON L8P 4C2 (Ward 1)   905-546-3492

Hours

Weekly Service Hours: 35

Monday	10:00 a.m. – 5:00 p.m.
Tuesday	1:00 p.m. – 8:00 p.m.
Wednesday	10:00 a.m. – 5:00 p.m.
Thursday	1:00 p.m. – 8:00 p.m.
Saturday	10:00 a.m. – 5:00 p.m.

Facility Information

- 1,451 square feet
- 4 public computer stations
- 1 self checkout terminal

Staff Complement

2015 FTE: 3.95
FT: 1
PT: 2
Casual Hours Per Week: 53

Recent Annual ~~Usage~~ Statistics

	2014	2013	2012	2011	2010	2009
Visitors	66,125	65,850	75,550	69,750	81,300	73,450
Circulation Statistics	142,968	164,918	178,482	171,343	175,097	162,521
Computer Usage	5,679	6,800	7,850	1,050	2,600	2,300
Program Attendance	4,036	3,270	3,059	2,014	2,059	2,099
Holdings	17,456	17,106	18,335	17,791	18,834	20,663

Catchment Area

Population Served: 8,447

Active Library Cardholders: 2,927

The Locke catchment area is comprised of two neighbourhoods: Kirkendall South and Kirkendall North. The boundary for this branch is the Niagara Escarpment in the south to Main Street in the north, as well as Queen Street in the east to Highway 403 in the west

About the Branch

Locke is the oldest continuously operating branch library building in Hamilton and was established in 1925 as a children's library. Locke Library continues to play an important role in the family life of the neighbourhood.

The latest renovation of the building took place in 1996. Furnishings and equipment have been upgraded on an on-going basis since that time.

Since 2002, significant structural work has been done to improve the basement and foundation of the building to insure its longevity and improve the building condition. Locke continues to be a community beacon for local residents. To augment the small continually updated collection, demanding readers place many holds, and Locke is increasingly becoming a convenient destination where patrons pick up and return these materials.

Recommended Action

Review options and funds regarding a new vestibule and entrance.

Lynden

110 Lynden Road PO Box 9. Lynden, ON L0R 1T0 <mark>(Ward 14)</mark>   519-647-2571

Hours

Weekly Service Hours: 35

Monday	1:00 p.m. – 8:00 p.m.
Tuesday	1:00 p.m. – 8:00 p.m.
Wednesday	1:00 p.m. – 8:00 p.m.
Thursday	10:00 a.m. – 5:00 p.m.
Saturday	10:00 a.m. – 5:00 p.m.

Facility Information

- 4,000 square feet
- 1 meeting/program room
- 1 reading patio (2015)
- Parking
- 6 public computer stations
- 2 self checkout terminals

<mark>Staff Complement</mark>
<mark>2015 FTE: 2.53</mark>
<mark>FT: 0</mark>
<mark>PT: 3</mark>
<mark>Casual Hours Per Week: 35</mark>

Recent Annual ~~Usage~~ Statistics

	2014	2013	2012	2011	2010	2009
Visitors	27,050	23,250	15,350	17,700	13,750	16,000
Circulation Statistics	65,814	73,436	48,693	52,182	49,972	50,984
Computer Usage	2,818	3,300	500	650	600	700
Program Attendance	1,288	1,237	489	522	354	628
Holdings	14,683	15,972	11,145	11,815	11,124	13,159

Catchment Area

Population Served: 6,997
Active Library Cardholders: 1,301

The Lynden branch serves West Flamborough including neighbouring communities such as Sheffield, Rockton, Troy and Copetown and the area bounded by Governors Road and Highway 8.

About the Branch

Established in 1966 the Lynden branch moved to a newly built facility in 2013. This fully accessible new building has vaulted ceilings and is flooded with natural light. With seating surrounding a fireplace, the branch offers a welcoming destination for a community that has seen recent closures of other institutions. The building construction incorporates many sustainable features and will have a reading patio added in 2015. Significantly larger than the former branch, Lynden can now offer programming for all ages, and has more public computers, a dedicated teen area and meeting room space.

Recommended Action

Monitor and Maintain.
Repair sidewalk to improve accessibility and ease of use.
Construct patio in spring 2015.

Mount Hope

3027 Homestead Drive, RR1. Mount Hope, ON L0R 1W0 (Ward 11) 905-679-6445

Hours

Weekly Service Hours: 18

Monday	2:00 p.m. – 5:00 p.m.
Tuesday	2:00 p.m. – 8:00 p.m.
Wednesday	2:00 p.m. – 5:00 p.m.
Thursday	2:00 p.m. – 8:00 p.m.

Facility Information

- 2,230 square feet
- Shared facility
- Parking
- 2 public computer stations

Staff Complement

2015 FTE: 1.24
FT: 0
PT: 1
Casual Hours Per Week: 18

Recent Annual ~~Usage~~ Statistics

	2014	2013	2012	2011	2010	2009
Visitors	10,100	6,900	7,150	7,200	7,850	8,900
Circulation Statistics	23,803	27,099	30,120	31,599	29,993	31,060
Computer Usage	595	400	500	450	650	1,050
Program Attendance	332	228	253	289	191	151
Holdings	10,007	10,716	10,040	10,900	10,462	12,283

Catchment Area

Population Served: 5,068
Active Library Cardholders: 623
Mount Hope is a tiny community which has maintained its small town character. "Mount" Hope is aptly named, as it is the highest point between Lake Erie and Lake Ontario. The community is bounded by Twenty Road East to the North, Glancaster Road to the West, Trinity Church Road to the East, and Haldibrook Road to the South.

About the Branch

Due to the age of the building and current design, the building is not as accessible as other locations. Customers must use two small sets of stairs to enter the building from the front. There is a ramp available for those customers who require it; however these customers then require staff to let them in through a side entrance.

The Mount Hope branch was established in 1966 and moved to its current location in 1990. It is situated at the front of the Mount Hope Community Hall, formerly the administrative offices of the Township of Glanbrook. The branch is located on the main street of the village.

The Mount Hope library is situated in a building that includes an attached hall. The hall can be booked for library programs and recreational activities through the City. There is ample parking. The building is being reviewed for heritage designation through a process that will extend from 2015 – 2019.

Recommended Action

Relocate to another location or move to alternative delivery methods as a high priority

Red Hill

695 Queenston Road. Hamilton, ON L8G 1A1 (Ward 5)   905-546-2069

Hours

Weekly Service Hours (Winter): 52
Weekly Service Hours (Summer): 48

Tuesday	10:00 a.m. – 9:00 p.m.
Wednesday	10:00 a.m. – 9:00 p.m.
Thursday	10:00 a.m. – 9:00 p.m.
Friday	10:00 a.m. – 6:00 p.m.
Saturday	10:00 a.m. – 5:00 p.m.
Sunday	1:00 p.m. – 5:00 p.m. (September – April)

Facility Information

- 11,760 square feet
- Leased building
- 1 meeting/program room
- Parking
- 36 public computer stations
- 12 seat computer lab
- Digital media lab
- Automated return (planned 2015)
- 3 self checkout terminals

Recent Annual ~~Usage~~ Statistics

	2014	2013	2012	2011	2010	2009
Visitors	178,800	250,625	197,275	249,950	185,650	152,300
Circulation Statistics	296,334	337,177	360,816	343,423	360,833	315,865
Computer Usage	63,534	69,350	77,800	60,900	29,500	26,300
Program Attendance	10,767	11,759	11,760	11,761	11,762	11,763
Holdings	49,080	51,439	52,380	55,141	53,644	59,449

Catchment Area

Population Served: 32,976
Active Library Cardholders: 9,248

Red Hill's catchment runs from the Queen Elizabeth Way in the north, to the escarpment in the south. It's bounded on the west by Parkdale Avenue and Mount Albion Road to Centennial Parkway and Gray's road (south of Barton) in the east.

About the Branch

Red Hill Branch began life in October 1968 in the Towers Plaza on the southwest corner of Queenston and Nash. In 1973, the branch made a move to Eastgate Square. Unfortunately, the location on the mezzanine level of the plaza had no elevator or escalator access. Since 1983, the Red Hill Branch has been in the plaza at 695 Queenston Road, located just east of Nash Road. Originally the library's floor space was 4700 sq ft. but in 1989 the branch footprint increased to 11,760 sq ft after expansion into a recently vacated storefront. The facility is leased from Effort Trust.

Red Hill is a leader in outreach programming to the community and also provides a large multilingual collection including Hindi DVDs. A Library Support Program worker assists newcomers in obtaining services and support.

Red Hill is designated to provide an additional assistive device, an Enroga Merlin text enlarger.

Recommended Action
Monitor and Maintain.

Saltfleet

131 Gray Road. Stoney Creek, ON L8G 3V3 (Ward 9)   905-662-8611

Hours

Weekly Service Hours: 48

Monday	10:00 a.m. – 9:00 p.m.
Tuesday	10:00 a.m. – 9:00 p.m.
Wednesday	10:00 a.m. – 9:00 p.m.
Thursday	10:00 a.m. – 6:00 p.m.
Saturday	10:00 a.m. – 5:00 p.m.

Facility Information

- 15,481 square feet
- Leased building
- Shared facility
- 1 meeting/program room
- Parking
- 17 public computer stations
- 2 self checkout terminals

Staff Complement

2015 FTE: 10.12
FT: 5
PT: 3
Casual Hours Per Week: 114

Recent Annual ~~Usage~~ Statistics

	2014	2013	2012	2011	2010	2009
Visitors	127,775	142,275	196,825	142,625	144,950	200,200
Circulation Statistics	210,176	238,896	251,648	266,839	247,225	249,093
Computer Usage	23,488	25,750	34,350	17,350	13,700	15,000
Program Attendance	10,258	9,862	7,779	8,925	6,578	4,372
Holdings	43,233	42,586	49,627	52,930	53,647	55,066

Catchment Area

Population Served: 37,543
Active Library Cardholders: 6,980

The Saltfleet catchment area extends from Lake Ontario, south to the Escarpment and is bounded by Centennial Parkway to the west and Dewitt Road to the east. The area includes much of the former City of Stoney Creek and is a blend of both urban and rural landscapes. There is a balanced blend of residential and commercial development which follows a small town, "Main Street" model. The bulk of commercial activity occurs along King Street and Queenston Road/Highway 8. Residential areas are largely comprised of single family dwellings with some senior centres and apartments.

About the Branch

The Saltfleet Branch was first established in 1966 and has been in the current building since 2000. The former City of Stoney Creek entered into a partnership agreement with the Hamilton Wentworth Catholic District School Board to build the facility which houses the Cardinal Newman Secondary School and the Saltfleet Branch Library. The two entities share a building but are separate. There is no door open to the public that links the two facilities. In 2014 Saltfleet was renovated to close the second floor and turn the space over to the School Board.

Saltfleet provides a French juvenile collection and Hindi DVDs.

Recommended Action
Monitor and Maintain. Long term look for opportunities to partner with the City to locate the Library in downtown Stoney Creek.

Sherwood

467 Upper Ottawa Street. Hamilton, ON L8T 3T3 (Ward 6)   905-546-3249

Hours

Weekly Service Hours: 48

Monday	10:00 a.m. – 9:00 p.m.
Tuesday	10:00 a.m. – 6:00 p.m.
Wednesday	10:00 a.m. – 9:00 p.m.
Thursday	10:00 a.m. – 9:00 p.m.
Saturday	10:00 a.m. – 5:00 p.m.

Facility Information

- 20,400 square feet
- 2 floors
- Leased building
- 3 meeting/program rooms
- Parking
- 20 public computer stations
- 12 seat computer lab
- 4 self checkout terminals

Staff Complement

2015 FTE: 12.68
FT: 6
PT: 5
Casual Hours Per Week: 128

Recent Annual ~~Usage~~ Statistics

	2014	2013	2012	2011	2010	2009
Visitors	136,813	159,525	139,150	149,400	140,550	0
Circulation Statistics	235,921	263,673	295,224	299,677	253,631	252,631
Computer Usage	34,943	41,300	40,100	27,650	14,950	30,635
Program Attendance	7,553	8,207	6,822	6,743	4,958	4,167
Holdings	41,593	41,781	45,377	47,139	47,369	55,945

Catchment Area

Population Served: 33,087
Active Library Cardholders: 7,745

Sherwood's catchment area runs from Mountain Brow Boulevard and Concession Street to the Lincoln Alexander Parkway and from Upper Sherman to Mountain Brow Blvd.

About the Branch

The Sherwood Branch was opened as a storefront in a small plaza on Upper Ottawa Street near the corner of Fennell Avenue in November, 1966. It expanded in 1981 and then moved to a larger and brighter facility in June, 1991. Sherwood underwent extensive renovations in 2010 adding a much needed computer lab. The branch is a standalone leased building and the closest intersection is Upper Ottawa Street and Fennell Avenue East.

The first floor houses adult material, non-print and a computer lab and the second floor is children's and teen collections as well as more computers. Sherwood also provides a French juvenile collection. A Library Support Program worker assists newcomers in obtaining services and support.

Recommended Action

Monitor and maintain.

Stoney Creek

777 Highway 8, Stoney Creek, ON L8E 5J4 (Ward 11)   905-643-2912

Hours

Weekly Service Hours: 35

Monday	1:00 p.m. – 8:00 p.m.
Tuesday	10:00 a.m. – 5:00 p.m.
Wednesday	1:00 p.m. – 8:00 p.m.
Thursday	10:00 a.m. – 5:00 p.m.
Saturday	10:00 a.m. – 5:00 p.m.

Facility Information

- 6,404 square feet
- Shared facility
- Parking
- 5 public computer stations
- 2 self checkout terminals

Staff Complement

2015 FTE: 3.55
FT: 1
PT: 2
Casual Hours Per Week: 45

Recent Annual ~~Usage~~ Statistics

	2014	2013	2012	2011	2010	2009
Visitors	61,113	60,900	53,125	60,075	30,800	38,250
Circulation Statistics	100,004	111,233	107,273	113,135	103,970	99,207
Computer Usage	3,714	3,850	2,900	2,300	3,000	3,050
Program Attendance	6,608	6,613	4,693	3,232	2,696	1,395
Holdings	26,392	28,191	27,334	24,899	24,074	23,731

Catchment Area

Population Served: 16,486
Active Library Cardholders: 3,240

The Stoney Creek catchment area is bounded by DeWitt Road to the west, Fifty Road to the east, Lake Ontario to the north and Ridge Road to the south. Since Stoney Creek is so close to Grimsby, a lot of Grimsby patrons borrow Hamilton collections.

About the Branch

The Stoney Creek Branch moved to its current location in the former Stoney Creek City Hall in January 2003. It shares the building with the RCMP. The area surrounding the Stoney Creek branch is rapidly expanding with new developments and many new families are moving into the area. New commercial developments are also underway in the area.

Stoney Creek Branch is striving to become a cultural destination with art displays to show off local artists and writing programs supporting developing authors.

Recommended Action
Monitor and Maintain.

Terryberry

100 Mohawk Road West. Hamilton, ON L8R 3K7 (Ward 8)   905 546-3921

Hours

Weekly Service Hours: 51

Monday	10:00 a.m. – 9:00 p.m.
Tuesday	10:00 a.m. – 9:00 p.m.
Wednesday	10:00 a.m. – 9:00 p.m.
Thursday	10:00 a.m. – 9:00 p.m.
Saturday	10:00 a.m. – 5:00 p.m.

Facility Information

- 30,000 square feet
- 3 floors
- 3 study rooms
- 2 meeting/program rooms
- Parking
- 36 public computer stations
- 12 seat computer lab
- Digital media lab
- Automated return
- 4 self checkout terminals

Staff Complement

2015 FTE: 18.35
FT: 8
PT: 9
Casual Hours Per Week: 171

Recent Annual ~~Usage~~ Statistics

	2014	2013	2012	2011	2010	2009
Visitors	307,525	226,766	231,900	389,300	279,150	256,922
Circulation Statistics	436,540	495,661	277,746	658,896	632,145	678,981
Computer Usage	55,536	63,150	60,050	36,350	22,600	24,100
Program Attendance	16,443	18,173	6,317	7,989	5,393	10,429
Holdings	72,224	78,808	52,923	98,923	95,153	97,250

Catchment Area

Population Served: 43,849
Active Library Cardholders: 15,240

Terryberry boundaries extend to the Lincoln Alexander Parkway (LINC) in the south, Scenic Drive to the north as far as Wellington Street and then run south to Fennel Avenue and then swing east to Upper Wentworth Street.

About the Branch

Terryberry library was constructed in 1970 as a one floor building and since that time has undergone two significant renovations. The first renovation occurred in 1991 when a second floor was added to allow for a much needed expansion and most recently in 2012, when the library was completely updated. The redesigned library features a larger children's department, public computer lab, a barrier free washroom, and expanded lounge and study space.

The building consists of 30,000 square feet on three floors. The library materials are located on the first and second floors with program rooms and staff working areas in the basement.

Terryberry is a vibrant and diverse community with the second highest amount of customer traffic and borrowing of materials after the Central Library. Customers enjoy a large multilingual collection including DVDs as well as a juvenile French collection. A Library Support Program worker assists newcomers in obtaining services and support.

Terryberry is designated to provide an additional assistive device, an Enroga Merlin text enlarger.

Recommended Action
Monitor and Maintain.

Turner Park

352 Rymal Road East. Hamilton, ON L9B 1C2 (Ward 7)   905-546-4790

Hours

Weekly Service Hours (Winter): 55
Weekly Service Hours (Summer): 51

Monday	10:00 a.m. – 9:00 p.m.
Tuesday	10:00 a.m. – 9:00 p.m.
Wednesday	10:00 a.m. – 9:00 p.m.
Thursday	10:00 a.m. – 9:00 p.m.
Saturday	10:00 a.m. – 5:00 p.m.
Sunday	1:00 p.m. – 5:00 p.m. (September – April)

Facility Information

- 23,681 square feet
- Shared facility
- 3 study rooms
- 2 program rooms
- 2 reading patios
- Parking
- 31 public computer stations
- 12 seat computer lab
- Automated return
- 4 self checkout terminals

Recent Annual ~~Usage~~ Statistics

	2014	2013	2012	2011	2010	2009
Visitors	315,200	287,650	383,500	344,650	343,650	346,057
Circulation Statistics	407,305	480,506	635,311	492,989	528,095	343,327
Computer Usage	67,703	87,200	65,900	43,650	37,600	44,900
Program Attendance	14,754	15,870	14,313	10,617	7,553	1,850
Holdings	65,439	72,190	87,659	70,662	73,814	54,293

Catchment Area

Population Served: 65,659
Active Library Cardholders: 10,009

The branch serves the area bounded by the Lincoln Alexander Expressway to the north, Twenty Road to the south, Glancaster Road to the west, and Glover Road to the east.

About the Branch

Turner Park is one of the Hamilton Public Library's newest branches celebrating its fifth anniversary in 2014. The need for a branch in the area known as the South Mountain was recognized in the early 1980's as the city began to expand further south. On May 23, 2009 the Turner Park Library opened to the public and at day end the new library had already become the third highest circulating Hamilton Public Library location.

Designed to adapt to customer needs, the library is light filled and spacious with lots of flexible space for programming and for customers seeking a quiet corner or collaboration. Clerestory windows ensure an abundance of natural light and users gravitate to seating by the windows.

Located in a joint facility with the YMCA, the two organizations together serve as a community destination for the surrounding neighbourhoods. The 280 space parking lot is consistently full has been identified as insufficient after only five years of operation.

Located within a diverse community, a Library Support Program worker assists newcomers in obtaining services and support. As well Turner Park is designated to provide an additional assistive device, an Enroga Merlin text enlarger.
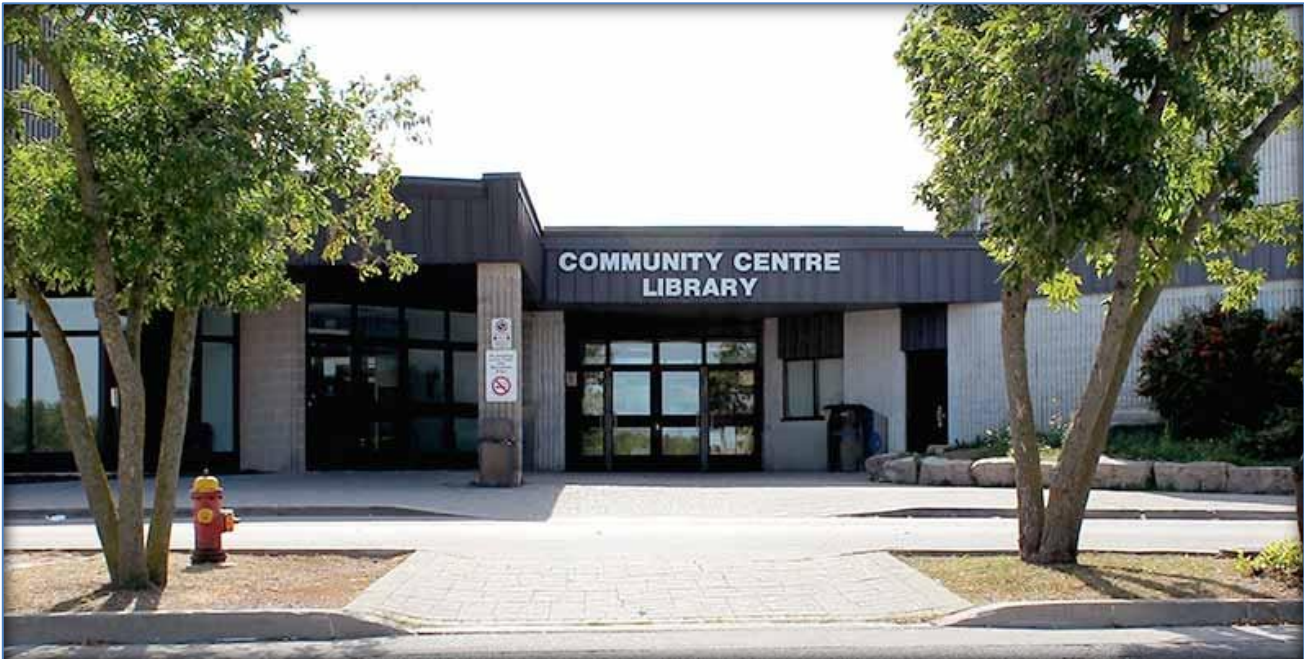
Valley Park

970 Paramount Drive. Stoney Creek, ON L8J 1Y2 (Ward 9)   905-573-3141

Hours
Weekly Service Hours: 47

Monday	10:00 a.m. – 8:00 p.m.
Tuesday	10:00 a.m. – 8:00 p.m.
Wednesday	10:00 a.m. – 8:00 p.m.
Thursday	10:00 a.m. – 8:00 p.m.
Saturday	10:00 a.m. – 5:00 p.m.

Facility Information
- 3,100 square feet
- Shared facility
- Parking
- 10 public computer stations
- Libdispenser self checkout kiosk
- 2 self checkout terminals

Staff Complement
2015 FTE: 5.47
FT: 2
PT: 3
Casual Hours Per Week: 56

Recent Annual ~~Usage~~ Statistics

	2014	2013	2012	2011	2010	2009
Visitors	105,575	105,500	82,300	88,100	91,500	150,450
Circulation Statistics	122,610	144,261	163,496	172,104	143,549	131,683
Computer Usage	10,910	12,600	14,350	8,150	4,850	6,000
Program Attendance	4,292	4,653	6,904	4,309	3,918	4,739
Holdings	26,378	25,136	25,100	24,988	25,734	24,894

Catchment Area

Population Served: 24,016
Active Library Cardholders: 4,490

Valley Park's catchment area extends from Paramount Drive to Mud Street, including Stone Church Road East.

About the Branch

The Valley Park Branch was established in 1978 and moved to the Valley Park Arena and Recreation Centre in 1982. The recreation center is located in parkland at the corner of Paramount Drive and Mud Street. It has a swimming pool, arena, and activity rooms. Access to the library is through the main entrance of the Recreation Centre. Signage directing customers to the library is located on the corner of Paramount Drive and Mud Street, and at the entrance of the recreation centre.

A unique service recently introduced at Valley Park library is a Libdispenser. Available for use during the Valley Park Aquatic Centre's open hours, it is a self serve kiosk for checking-out DVDS. Future plans include the City and Library conducting a feasibility study for the Valley Park Branch in 2015. The study will look at the potential of building up to a 10,000 square foot stand alone library on the same site. This proposed expansion will make more space and services available for the area's growing population.

Recommended Action

Work with the City to secure DCs and capital funding for the project. Work with the Heritage Green Community Trust to enhance the project.

Waterdown

Information on new facility opening in May 2015 (Ward 15)

Hours

Weekly Service Hours: 47

Monday	10:00 a.m. – 8:00 p.m.
Tuesday	10:00 a.m. – 8:00 p.m.
Wednesday	10:00 a.m. – 8:00 p.m.
Thursday	10:00 a.m. – 8:00 p.m.
Saturday	10:00 a.m. – 5:00 p.m.

Facility Information

- 3,410 square feet
- 2 floors
- Shared facility
- 1 meeting/program room
- Parking
- 14 public computer stations
- 10 seat computer lab
- Automated return
- 3 self checkout terminals

Staff Complement

2015 FTE: 10.99
FT: 5
PT: 3
Casual Hours Per Week: 89

Recent Annual ~~Usage~~ Statistics

	2014	2013	2012	2011	2010	2009
Visitors	64,250	66,550	67,550	79,700	66,750	64,500
Circulation Statistics	155,812	178,316	185,577	192,140	174,016	155,337
Computer Usage	6,165	8,050	7,700	3,900	3,950	4,150
Program Attendance	1,803	4,380	2,702	2,164	1,435	9,843
Holdings	30,209	30,896	28,064	28,679	26,903	27,886

Catchment Area

Population Served: 18,774
Active Library Cardholders: 4,828

The Waterdown branch serves a large area of Flamborough extending from the escarpment northwest and west from Milburough Townline to Brock Road.

About the Branch

Newly constructed in 2015 the Waterdown Branch is a uniquely designed tiered structure situated in a multiuse facility. The building's award winning design brings together a number of partners to create a community destination. Customers will be able to attend the library, including the Flamborough Archives within the library space, as well as a seniors centre, Municipal Services Centre and Flamborough Information. The building is fully accessible, has many sustainable features and the use of extensive glazing and a series of sawtooth skylights ensure lots of natural light in all seasons. Beautiful recycled wood panels from the Central Library ensure the space is warm and welcoming. The new branch is significantly larger than the former branch and will provide opportunities for extensive programming as well as spaces for quiet study and collaboration for customers.

Recommended Action

New Library to open in spring 2015.

Westdale Branch

955 King Street West. Hamilton, ON L8S 1K9 (Ward 1)   905-546-3456

Hours
Weekly Service Hours: 48

Monday	10:00 a.m. – 6:00 p.m.
Tuesday	10:00 a.m. – 9:00 p.m.
Wednesday	10:00 a.m. – 9:00 p.m.
Thursday	10:00 a.m. – 9:00 p.m.
Saturday	10:00 a.m. – 5:00 p.m.

Facility Information
- 9,950 square feet
- 1 meeting/program room
- Parking
- 13 public computer stations
- Automated return
- 3 self checkout terminals

Staff Complement
2015 FTE: 11.16
FT: 5
PT: 5
Casual Hours Per Week: 120

Recent Annual ~~Usage~~ Statistics

	2014	2013	2012	2011	2010	2009
Visitors	249,557	172,250	85,925	195,800	191,700	185,350
Circulation Statistics	235,590	276,061	291,387	303,268	302,753	315,035
Computer Usage	27,164	29,900	31,600	20,400	12,950	13,650
Program Attendance	9,632	6,282	5,402	3,640	2,779	2,532
Holdings	44,183	48,424	53,180	55,180	54,997	60,864

Catchment Area

Population Served: 14,525
Active Library Cardholders: 6,574

The branch serves the area bounded by Highway 403 to Main Street West and Cootes Drives and includes the neighbourhoods of Westdale North and South, Cootes Paradise A and B; and Ainslie Wood.

About the Branch

The Westdale Branch, known originally as Western Branch, opened its doors to the public in June of 1957 and was renovated and expanded in 1998. Before the renovation, Westdale branch occupied 7750 square feet which was expanded to 945 square feet in the renovation. The single floor plan allows for the most efficient scheduling of staff to meet customer demand. Parking is sometimes at a premium as only 10 spots are allocated to the branch in a busy shared parking lot but there is plenty of street parking available nearby. Westdale is a popular after school destination and the children's department continues to be one of the busiest areas of the library. As part of the Westdale Village shopping district, the Westdale library is an important neigbourhood destination.

To serve its community Westdale provides Chinese newspapers and DVDs, Hindi DVDs and a juvenile French collection. A Library Support Program worker assists newcomers in obtaining services and support.

Recommended Action
Monitor and Maintain
Implement recommendations to improve space for customers.

Demographic Information

Ministry of Finance Population Projections

Ontario Population Projections, 2013–2041

Table 4
Historical and projected population by census division, selected years − reference scenario

(Thousands)	Historical			Projected					
Region & Census Division	2006	2011	2013	2016	2021	2026	2031	2036	2041
Greater Toronto Area (GTA)	5,795.8	6,254.6	6,450.2	6,739.5	7,253.5	7,798.8	8,345.9	8,881.4	9,403.1
Toronto	2,609.2	2,704.6	2,771.8	2,870.8	3,030.9	3,196.2	3,354.4	3,502.6	3,639.3
Durham	584.3	626.8	645.0	669.5	716.8	771.5	830.8	892.4	956.3
Halton	457.7	517.2	539.4	572.7	634.3	702.6	775.7	851.9	931.5
Peel	1,212.8	1,340.5	1,387.9	1,457.6	1,586.1	1,721.4	1,855.6	1,986.0	2,112.1
York	931.8	1,065.5	1,106.1	1,169.0	1,285.4	1,407.1	1,529.3	1,648.5	1,763.9
Central (Excluding GTA)	2,790.2	2,862.1	2,909.0	2,976.7	3,101.7	3,235.5	3,367.8	3,492.0	3,608.5
Brant	135.9	139.9	141.7	144.7	150.4	156.6	162.7	168.5	174.1
Dufferin	56.5	58.5	58.9	60.2	63.1	66.6	70.4	74.1	77.8
Haldimand-Norfolk	112.4	111.8	110.9	110.4	110.4	110.6	110.4	109.9	108.9
Haliburton	16.6	17.4	18.1	18.6	19.4	20.2	20.9	21.7	22.4
Hamilton	523.6	535.6	545.6	558.8	581.6	606.4	631.5	655.3	677.6

http://www.fin.gov.on.ca/en/economy/demographics/projections/

GRIDS (Growth Related Integrated Development Strategy)

Urban Area	2001 Population	2001 Units	2031 Population	2031 Units	Population Growth	Unit Growth
Ancaster	30,155	9,664	39,565	14,224	9,410	4,560
Dundas	24,042	8,965	24,783	10,207	741	1,242
Flamborough	39,122	12,600	54,366	19,280	15,244	6,680
Glanbrook	13,685	4,926	34,515	13,9565	20,830	9,039
Lower Stoney Creek	42,028	14,437	47,354	17,774	5,326	3,337
Upper Stoney Creek	18,319	5,860	30,153	10,492	11,834	4,632
Lower Hamilton	190,184	78,844	191,081	85,742	897	6,898
Upper Hamilton	142,682	52,390	148,442	58,308	4,562	5,918
TOTAL	500,217	187,686	569,061	229,992	68,843	42,306

http://www.hamilton.ca/NR/rdonlyres/B49685D5-CEBF-463A-B2D0-01190AFE06BF/0/GRIDSFinalReport.pdf

Chief Librarian's Report – March 2015

Website Launch
The new website was successfully launched on March 4. The BiblioCommons and Overdrive interfaces were also updated. To date, the response from the community and staff has been very positive. In the first week, there were over 78,000 visitor sessions, 56,000 users and nearly 180,000 page views on the new website. Over 53% of visits have been from new visitors to the site. Work on the website continues and we look forward to starting usability testing in the coming weeks.

Update on Greensville Project
The possibility of a partnership between the City of Hamilton, the Hamilton Public Library and the Hamilton Wentworth District School Board (HWDSB) to build a joint facility on the site of the Greensville Elementary School (625 Harvest Rd, Greensville) is still being pursued. An updated letter expressing our interest in exploring the partnership was recently sent to the HWDSB. While this project holds potential for becoming an important community hub in Greensville, both the City and the School Board are aware that the Library Board will need appropriate information about the scope of the project and funding sources before committing to it. We will be working with City staff and the HWDSB over the next several months to bring appropriate information to the Library Board so an informed decision can be made.

Royal Society of Canada Expert Panel Report
The excerpts report and selected recommendations report received by the Board in January and February of this year are currently being revised and will form a part of the new Library Board's orientation. The reports have received interest from other Canadian Urban Library Council (CULC) Libraries. I am pleased to report that I am now working with a group of CULC libraries to develop a response from CULC to the panel report. Using the HPL reports as a starting point, we will be refining them to form a CULC response. We will also develop a generic version of the report that could be used and modified by CULC libraries to take to their Boards and used locally. We are doing this is to help the public library community respond to the report in a coordinated way that achieves the most results.

Witness Blanket
We have been asked to host an important art installation called the Witness Blanket this summer at the Central Library. The work is the creation of Carey Newman, a first nations artist from B.C. whose father was a residential school survivor. Here is a statement about the installation: "The blanket is a universal symbol of protection. For many of us, it identifies who we are and where we're from – we wear them in ceremony and give them as gifts. Blankets protect our young and comfort our elders. Inspired by a woven blanket, we have created a large scale art installation, made out of hundreds of items reclaimed from Residential Schools, churches, government buildings and traditional and cultural structures including Friendship Centres, band offices, treatment centres and

universities, from across Canada. The Witness Blanket stands as a national monument to recognize the atrocities of the Indian Residential School era, honour the children, and symbolize ongoing reconciliation." http://witnessblanket.ca/#!/project/ This is a large piece (approximately 40' x 10'). Obtaining this installation is still to be confirmed as it is contingent on a number of factors including sponsorship.

New Horizons Grant for Seniors' Programming
It was announced that our grant application to the provincial New Horizons grant was successful, and HPL will receive $25,000 for seniors' programming. The amount will be divided with $5,000 being allocated to Central, Dundas, Red Hill, and Sherwood locations, and an additional $5,000 will be put toward programming for Central's marginalized seniors. The money is to be spent between March 30, 2015 to March 29, 2016. Programming will be developed using the theory and recommended practices from the Creative Aging Toolkit (http://creativeagingtoolkit.org/) that promotes the benefits and powerful role the arts provide in enhancing the quality of life for older adults.

New Temporary Director of Collections
Susan Kun is the successful candidate to fill the temporary Director of Collections position. Susan will temporarily move to the Hamilton Public Library to fill the position from the Oakville Public Library on April 1st until December 31, 2015.
Susan has worked for the Oakville Public Library since 1989 in various positions. Susan has been a Manager with the Oakville Public Library since 2004 holding various Manager roles over the years. For over five years, she was the Manager of Adult Collections for Oakville. Susan has a Bachelor of Art History Degree from McMaster University and is a Board Member for the Museums of Burlington. Susan is the Volunteer Co-ordinator for Doors Open Burlington 2015.

100in1Day at HPL
On June 6th Hamilton will be joining other cities including Toronto, Halifax, and Vancouver to participate in the fourth annual 100in1Day event. https://hamilton.100in1day.ca/ Started in Bogota, Columbia, this one day event focuses on civic engagement and generating ideas for a better city. On the event day activities can range from street art, greening/beautification projects, social events e.g. community potlucks to bringing forward infrastructure ideas. HPL is supporting this initiative by offering spaces and staff to facilitate local community workshops/idea sessions. As well, some libraries will be planning an activity for June 6th.

Start the Cycle
The library is exploring participation in a pilot project with Start the Cycle. This Hamilton based organization is aimed at providing a bike share option for school aged children that improves access to cycling, reduces barriers for disadvantaged youth and supports family health and wellness goals. Timed to complement the PanAm games, the pilot would be conducted at two library branches where bikes (including helmets, locks, supplied by the Canadian Tire Jump Start program) could be "checked out" just as families currently borrow library materials.

Changes to Wireless Access
On March 9, the Library's wireless service for the public changed from 'Hamilton_Guest' to 'HPL_Guest'. The change was as a result of the Library's wireless access points (WAP) being moved to a separate wireless access controller. In the past, the WAPs were on the City's controller. This change will have a number of benefits for our customers and the organization. The log in structure was able to be simplified so that our customers have only one click to access the Library's wireless network. The new configuration will also make it much easier to gather statistics about wireless usage in Library locations and usage patterns.

March Break Programming
Again this year, HPL will be offering a vast array of free programs all week long. We have nearly 200 events and programs planned for kids of all ages. We've partnered with the Warplane Heritage Museum and they will be visiting a number of branches. We will be offering green screen programs, contests, movies, hands on activities, puppet shows and more across the City.
http://www.hpl.ca/news/destination-march-break

Canadian Librarian Association (CLA) Update
Over the last several months I have raised the fact that CLA is facing challenges. This fact was also addressed in the Royal Society of Canada Expert Panel Report. At OLA on January 31st a meeting was held to discuss the future. The meeting was constructive and a Future Canadian Library Association Working Group has been established. I am currently the Vice Chair of the Canadian Urban Library Council (CULC) and I will be CULC's representative on this panel. Here is some more information on the mandate of the working group:

- The Future CLA Working Group was established by the attendees at the Future CLA Stakeholder Forum on January 31, 2015. The Future CLA Working Group is comprised of representatives from the provincial and regional multi-sector associations and the national sector associations.
- Responsibilities of the working group will be:
  - To review the notes of the Stakeholder Forum and feedback received regarding the proposed model.
  - To make recommendations to the Future CLA Stakeholder Group regarding governance, membership, and financial structure for a potential federated structure for CLA.
  - To incorporate Stakeholder Group direction into a revised proposal for consideration by associations and the various associations' memberships.
  - To advise on broader community engagement and consultation on the revised discussion paper.

Paul Takala
Chief Librarian

Date: March 18, 2015

To: Chair and Members of the Board

c.c.   Paul Takala, Chief Librarian

From: Robin Hewitt, Director, Finance and Facilities

Subject: **2014 Year End Variance Report**

Recommendation:

That the unaudited Hamilton Public Library Budget Variance Report as at December 31, 2014 be received for information.

Background:

Summary

The budget variance at December 31, 2014 was $0
The total 2014 annual operating budget for the Hamilton Public Library was approved at a net expenditure of $28,145,940 (gross expenditures of $30,254,410 less gross revenues of $2,108,470).

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

$37,750 Favourable
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). 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. The favourable variance is a result of receiving unplanned grants from the Federal Government.

Fees and General

$27,220 Favourable
The major items contained in this line are revenues from library fines, book sales, photocopiers, printers and donations. Fine revenue was $39,700 under budget, however it was offset by photocopier revenue which was $28,000 over budget. Donations of $20,255 also played a role in the favourable variance as we do not include a figure for donations in our budget. All donations are

transferred to reserves. An additional $39,624 was received under third party contributions as several small grants were applied for and received.

Reserves/Capital Recoveries
$2,219 Favourable
This line currently contains transfers from City of Hamilton reserve funds to cover specific costs charged to the Hamilton Public Library. Transfers from the City's Development Charge reserve fund are intended 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 $516 variance is directly related to funds received from the Sick Leave Reserve, which we do not budget for.

Employee Related Costs
$493,360 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. The variance is due to gapping.

Capital Financing
$934 - Favourable
This line reflects the repayment of debentures issued by the City of Hamilton to fund Library capital projects.

Financial
$74,948 Unfavourable
The unfavourable variance is a result of processing fees for the collection, and is offset by $42,900 savings in legal fees.

Materials and Supplies
$ 430,038 Unfavourable
The major items in this line are library materials and subscriptions, operating supplies and furnishings.   The unfavourable variance is a result of increased costs related to Operating Equipment which includes the purchase of Local History and Archives Equipment (mounting table and Vital Statistics archives system) and new furnishings (Teknion benches and tables, chairs).

	Budget	Actual	Variance
Library Materials	$2,632,570	3,021,363	$388,793
Subscriptions	$ 600,000	410,613	($189,387)
Processing Fees	$ 300,000	419,930	$119,930
Unfavourable Variance	$3,532,570	3,851,906	$319,336

Vehicle Expenses
$23,123 Favourable
This line includes vehicle expenses such as costs for fuel and vehicle washing. It also includes fleet related work orders done by the City to maintain our vehicles. The favourable variance is mainly attributable to savings in these work orders.

Buildings and Grounds
$81,958 Favourable
This line includes building associated costs that are paid directly by the Library and not through a cost allocation from the City. It also includes relocation costs, data and external telephone lines and security guards. The hydro charges were under budget by $103,539 which were transferred to reserves to help pay down the debt for the lighting project. Savings were also recognized in heating costs, and AODA expenditures.

Consulting
$6,635 Unfavourable
There is no budget for consulting, however the services of an architect were engaged for Westdale Library sorter replacement planning.

Contractual
$298,378 Favourable
This line includes expenditures for items such as computers, servers, rental of photocopiers, advertising, service contracts, aquarium maintenance, collection agency fees, Access Copyright fees and inter-branch courier service. The favourable variance is a result of not spending the computer and server budget by$308,040. This amount was transferred to the Computer and Server reserve as planned and is reflected in the Reserves/Recoveries cost category.

Reserves/Recoveries
$453,321 Unfavourable
This line includes planned transfers from operating to Library reserve funds, as well as direct charges from the City. It is listed as unfavourable because the transfers to reserves for hydro, computer and server savings are not budgeted in this cost category.

BUDGET VARIANCE REPORT
Year Ending December 31, 2014

	31-Dec-14			
	ANNUAL BUDGET	**ANNUAL ACTUAL**	**ANNUAL VARIANCE**	**% SPENT**
REVENUE				
Grants and Subsidies	$ (1,166,320)	$ (1,204,070)	$ (37,750)	103.2%
Fees and General	(660,660)	(687,880)	(27,220)	104.1%
Reserves/Capital Recoveries	(281,490)	(283,709)	(2,219)	100.8%
	$ (2,108,470)	**$ (2,175,659)**	**$ (67,189)**	**103.2%**
EXPENDITURES				
Employee Related Cost	$ 20,288,590	$ 19,795,230	$ 493,360	97.6%
Capital Financing	344,990	344,056	$ 934	99.7%
Financial	397,770	472,718	$ (74,948)	118.8%
Materials and Supplies	3,699,240	4,129,278	$ (430,038)	111.6%
Vehicle Expense	67,490	44,367	$ 23,123	65.7%
Building and Grounds	1,575,200	1,493,242	$ 81,958	94.8%
Contractual	2,000,250	1,701,872	$ 298,378	85.1%
Consulting		6,635	$ (6,635)	
Reserves and Recoveries	1,880,880	2,334,201	$ (453,321)	124.1%
	$ 30,254,410	**$ 30,321,599**	**$ (67,189)**	**100.2%**
NET EXPENDITURES	**$ 28,145,940**	**$ 28,145,940**	**$ (0)**	**100.0%**

Date: March 9, 2015

To: Chair and Members of the Board

c.c.   Paul Takala, Chief Librarian

From: Lita Barrie, Director, Digital Technology & Youth Services

Subject: **Public & Staff Computer Renewal**

Recommendation:

That the Hamilton Public Library Board approves the allocation of up to $600,000 from the Reserve Funds to support the public phase of the computer renewal project.

Background:

Library's current public computing end point hardware was last upgraded in 2009 and is beyond its end of life. These components must be upgraded as the current hardware is beginning to fail and is not adequately supporting the evolving needs of our customers.

The Library's Data Centre was renewed in 2013. The new server infrastructure has enabled us to improve the Library's back-up processes, improve energy efficiency, enable a future off-site disaster recovery system and better leverage the core server environment for the new ILS. With this public computing renewal, we would like to leverage these benefits for our customers with regard to their public computer access.

The Digital Technology department investigated a number of solutions for this hardware renewal and has determined that Virtual Desktop Infrastructure (VDI) provides the best solution. In a VDI environment, the computer is a virtual machine that lives on a server in the data centre and can be accessed from any end point. VDI technology will vastly improve the Library's ability to update systems and applications to address the needs of customers. The VDI structure will improve security and the efficiency with which we can support the needs of our customers and staff.

The Hamilton Public Library infrastructure supports over 650 end user terminals in both a public domain and a staff domain. The public and staff hardware renewal project is a two phase process. This first phase will focus on setting up the VDI environment and public hardware with the required licensing, data centre infrastructure and software. The second phase will extend VDI to staff computing and the renewal of staff hardware. This solution will ensure that the renewal of our public computing terminals supports the Hamilton Public Library values and strategic plan. Public computer access is a key library service. Our technology solutions must be innovative and anticipate and respond to the changing needs of

our customers. As part of our commitment to accountability, we need to ensure that the Library's public computing services are vital and relevant.

Customer use patterns have evolved considerably over the lifespan of our current hardware. Media streaming and gaming are now significant components of customer computer access. As we expand our Digital Media Labs and develop our Makerspace, we know that customer needs will only continue to evolve. Replacing older thin clients with new ones will improve customer experience. We are reviewing the use of the public terminals and may slightly decrease the overall number to reflect the shift to wireless. Any adjustments will be based on usage statistics and there will be no decrease in priority neighbourhoods. We will also maintain labs at all locations and be adding a lab at the new Waterdown branch.

Benefits of Public Computer Renewal:
- Up-to-date systems with improved ability to maintain and continually update
- Improved performance
- Improved media / video experience
- Addition of Office applications for all computers (Word, Excel, PowerPoint).
- Improved security and user privacy
- Increased life cycle of the computer hardware

Next Steps:
2015
- With Board approval, implement VDI public computing solution system wide.
- Monitor impact, customer response and staff feedback.
- Work with City IT on network upgrades.
- Provide the Library Board with an update on the impact of the project and next steps.

2016
- With Board approval, implement VDI staffing computing solution system wide.