



Hamilton  
Public  
Library

# 2018 Operating Budget

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FREEDOM TO DISCOVER

[HPL.CA](http://HPL.CA)



# Presentation Outline

## 1. The Numbers

- Financial, Budget
- Return on Investment (ROI)
- Activity Levels

## 2. 2017 Highlights

## 3. New Strategic Plan





# 2018 Library Board Budget Request

**Increase of**

**1.8%**

**or**

**\$535,330**

**Total Net Levy Request**

**\$29,978,770**



# Recent Library Board Budget Submissions

Budget Year	Direction	Library
2011	2.0%	0.7%
2012	0.0%	1.0%
2013	0.0%	0.0%
2014	0.0%	0.2%
2015	-----	1.5%
2016	1.0%	1.0%
2017	1.8%	1.8%
2018	1.5%	1.8%

HPL Increase Averages 1% Per Year

2018 Budget Overview	2017	2018	2018 Budget Submission	
	Budget	Budget	vs. 2017 Restated Budget	
	Restated	Submission	\$	%
Net Levy	29,443,440	29,978,770	535,330	1.8%
Expense	31,249,510	31,774,290	524,780	1.7%
EMPLOYEE RELATED COST	21,146,820	21,564,670	417,850	2.0%
MATERIAL AND SUPPLY	3,836,880	3,836,880	-	-
VEHICLE EXPENSES	37,480	80,640	43,160	115.2%
BUILDING AND GROUND	2,471,170	2,424,010	(47,160)	(1.9%)
CONTRACTUAL	1,241,180	1,247,380	6,200	0.5%
RESERVES / RECOVERIES	1,920,340	2,006,310	85,970	4.5%
COST ALLOCATIONS	210,420	229,180	18,760	8.9%
FINANCIAL	385,220	385,220	-	-
Revenue	(1,806,070)	(1,795,520)	10,550	(0.6%)
FEES AND GENERAL	(596,620)	(603,070)	(6,450)	1.1%
GRANTS AND SUBSIDIES	(1,209,450)	(1,192,450)	17,000	(1.4%)



# 2018 Budget Drivers

2017 FTE - 305  
2018 FTE - 300

## Pressures

**Minimum Wage** – \$110,000  
Gross Impact of \$254k reduced by \$144k

**City Cost Allocations** – \$100,000  
Direct Facilities Allocation, Indirect Allocations

**Equipment Maintenance** – \$97,000  
Sorters, RFID Gates, Self Check Units

**Fine Revenue Reduction** – \$25,000  
No overdue fines for eBooks, Digital

## Positive Drivers

**Rent Reduction** – \$68,900 savings  
Temporary locations Binbrook &  
Dundas locations

**Improved Workflows** – \$30,000 savings  
Contracted Courier service brought in-house

**Equipment Usage** – \$27,000 revenue  
increase in 3D Printing, scanning, colour  
copying

**Improved Technology** –  
Shift to higher value work, control of FTE

2019-2021 Budget Forecast		2019	2020	2021
		Budget	Budget	Budget
Account	2018	Change	Change	Change
	Budget			
% Increase	1.8%	2.4%	1.8%	1.7%
Net Levy	29,978,770	712,204	545,877	530,546
Expense	31,774,290	699,204	537,877	522,546
EMPLOYEE RELATED COST	21,564,670	573,681	440,155	448,958
MATERIAL AND SUPPLY	3,836,880	19,184	19,568	19,959
VEHICLE EXPENSES	80,640	1,442	1,471	1,500
BUILDING AND GROUND	2,424,010	25,999	(15,432)	9,791
CONTRACTUAL	1,247,380	76,306	87,432	37,561
RESERVES / RECOVERIES	2,006,310	-	-	-
COST ALLOCATIONS	229,180	4,592	4,683	4,777
FINANCIAL	385,220	(2,000)	-	-
Revenue	(1,795,520)	13,000	8,000	8,000
FEES AND GENERAL	(603,070)	13,000	8,000	8,000
GRANTS AND SUBSIDIES	(1,192,450)	-	-	-



## Economic Impact of HPL on Hamilton

### RETURN ON INVESTMENT

**\$1**

INVESTED  
INTO HPL

URNS  
INTO



**\$5.59**

OF ECONOMIC BENEFIT

Return on Investment = 459%

Full Report at:

[www.hpl.ca/articles/strategic-priorities-2018-2021](http://www.hpl.ca/articles/strategic-priorities-2018-2021)





# Economic Impact of HPL on Hamilton - 2016



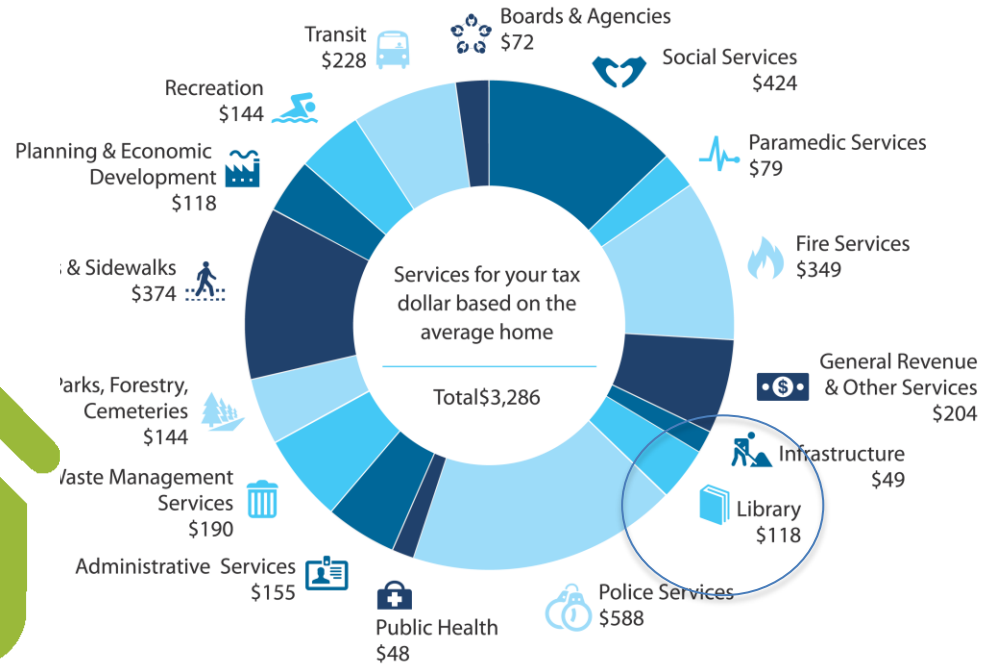
**AVERAGE COST  
PER HOUSEHOLD  
\$118**

**BENEFIT PER  
HOUSEHOLD  
\$765**



**NET BENEFIT OF \$647 PER HOUSEHOLD**

## 2016 Taxes

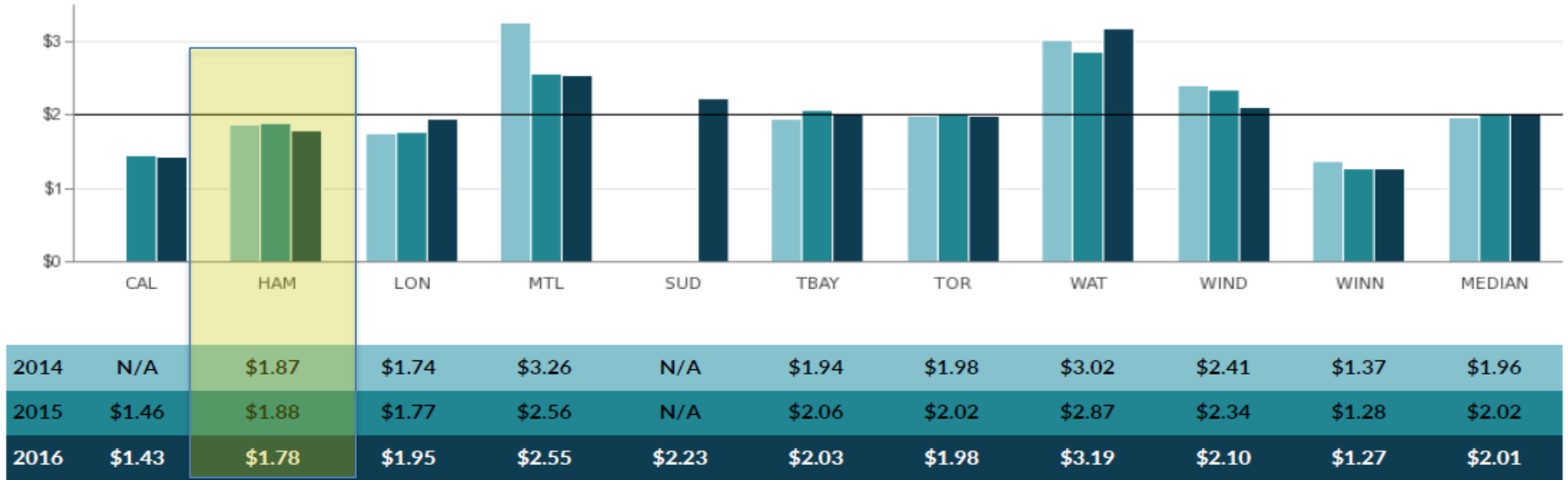




# Municipal Benchmark Measures

Fig. 18.3 Total Cost per Library Use

This measure includes operating costs to operate library branches and provide paper and electronic resources for citizens.



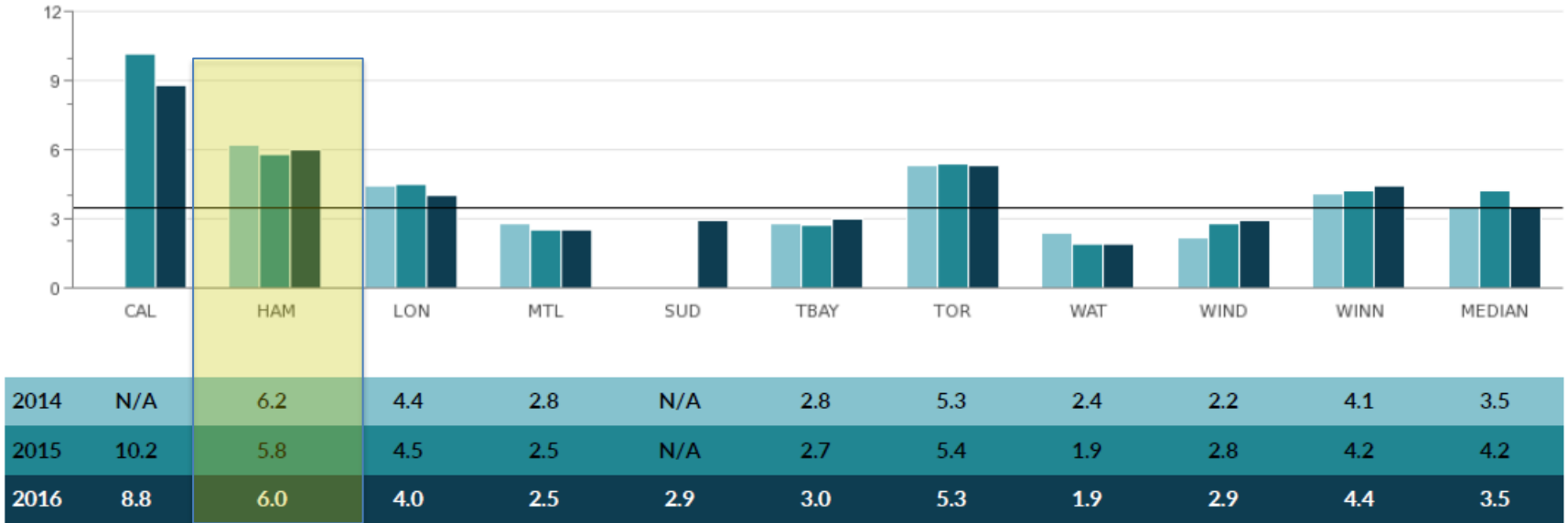
**HPL cost per use = \$1.78      That's \$0.23 below MBNCanada median cost per use.**



# Municipal Benchmark Measures

Fig. 18.4 Average Number of Times in Year Circulating Items are Borrowed (Turnover)

Circulating items include print material and electronic media.

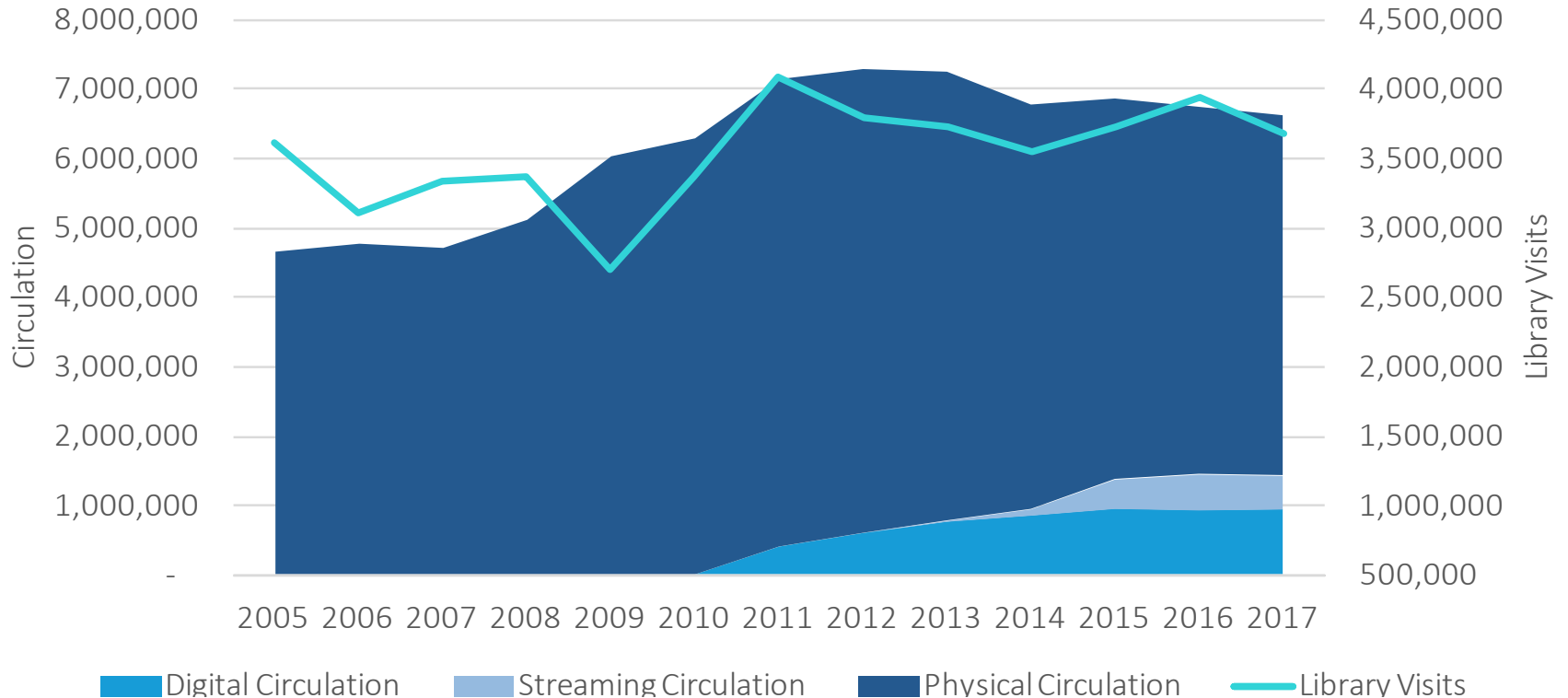


**HPL circulation turnover = 6 times per year. That's 2.5 times higher than median**



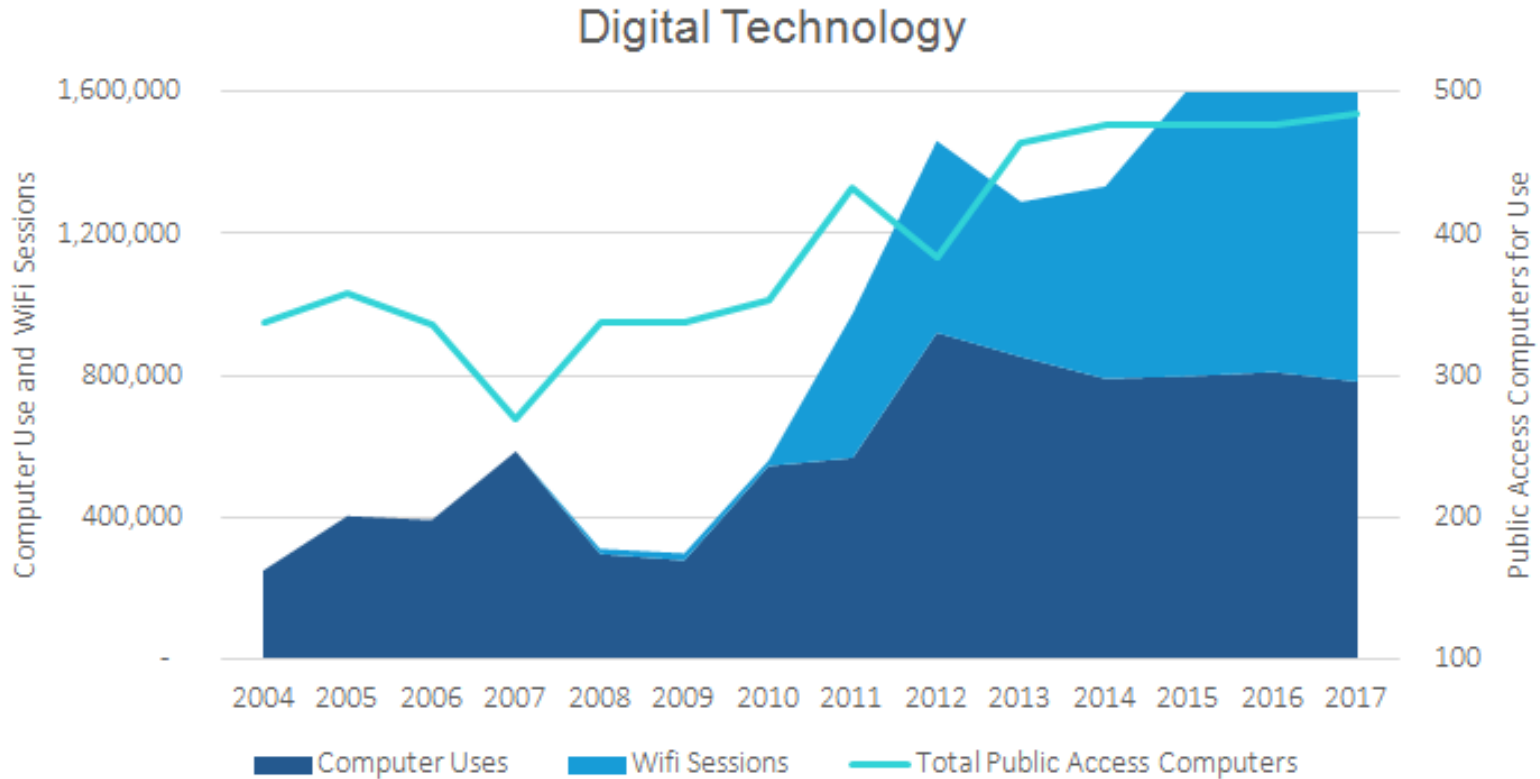
# Circulation & In Person Visits

## Circulation and Library Visits





# Computer & Wifi Usage





# 2017 Highlights





# 2017 Accomplishments

## Library Service Hours

- **Open on closed Mon. or Fri. -** Barton, Binbrook\*, Dundas, Red Hill, Westdale\*
- **Additional Sunday Hours –** Terryberry\*, all extended until end of June

## Service Innovations

- **Study Hall –** Terryberry open weeknights until midnight
- **Rural Extended Access Model –** Freelton now open 60 Hrs/ Week
- **Pop Up Library & Bookmobile**



\* Starting early 2018





# Major Capital Projects Underway

**Binbrook**



**Dundas Renovation**



**Locke**





# Major Capital Projects Underway

Greenville



Central Windows & Doors

Valley Park





# Advancing Literacy & the Love of Reading





## Access to Advanced Technology

Makerspaces to support skills development, young people, entrepreneurs and artists with...

- **Scanners**, digital cameras, VHS conversion
- **Printing** – Vinyl printer/cutter, large format printer
- **Green Screen** studio
- **Music** recording equipment
- **3D printers**
- **Coding**
- **Embroidery machine**

**Branches with special equipment:** Ancaster, Barton, Central, Concession, Dundas, Kenilworth, Lynden, Red Hill, Saltfleet, Sherwood, Stoney Creek, Terryberry, Turner Park, Valley Park, Waterdown & Westdale







# Intellectual Freedom & Equitable Access



 <p><b>Way to Go</b> By Ryan, Tom, 1977 February 26- Book - 2012</p> <p>White Pine Award Nominee, Fiction, 2013</p>	 <p><b>The Emperor of Any Place</b> By Wynne-Jones, Tim Book - 2015</p> <p>White Pine Award Nominee, Fiction, 2017</p>
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# New Library Board Strategic Plan 2018-2021





## New Library Strategic Plan

- Developing a new plan that builds on the success of the current plan
- **Aligning service priorities** with current and **future needs**
- Aligning HPL's priorities to support community priorities like **Our Future Hamilton**





# Community Survey - Values

Level of agreement for value statements

**More than 7,000 responses**

**98%**  
AGREEMENT Libraries are  
IMPORTANT FOR THE COMMUNITY

**96%**  
AGREEMENT Libraries  
SUPPORT LIFELONG LEARNING

**94%**  
AGREEMENT Libraries are a  
TRUSTWORTHY SOURCE OF INFORMATION

**93%**  
AGREEMENT I really like using public libraries in Hamilton

Agreement is defined as 5 or higher on Likert 7 point scale

SHIFTING VALUES

**82%**  
AGREEMENT  
TRUTH &  
RECONCILIATION

**91%**  
AGREEMENT  
CRITICAL ACCESS  
TO TECHNOLOGY

**92%**  
AGREEMENT  
PRESERVE  
LOCAL HISTORY



## Community Survey - Satisfaction

**95%**  
SATISFIED

QUALITY of HPL

**92%**  
SATISFIED

CLEANLINESS & ATTRACTIVENESS

**93%**  
SATISFIED

HELPFULNESS of library staff

**90%**  
SATISFIED

KNOWLEDGE of library staff

Satisfied is defined as 5 or higher on Likert 7 point scale

ROOM FOR IMPROVEMENT

**74%**  
SATISFIED  
HOURS

**61%**  
SATISFIED  
WIFI

**56%**  
SATISFIED  
PROGRAM

**44%**  
SATISFIED  
EBOOK  
SELECTION





# Community Survey Conclusions

Most survey respondents are **very satisfied** with the library and its services

We should:

- Better **market & promote** library services
- Better **address under-served** groups
- **Break-down barriers to library use** (e.g., forgiving library-fines; undoing past bad experiences with the library; improving library hours)
- Improve access to **library collections** (physical and online)
- Increase our impact by continuing to **improve library spaces**



# Upcoming Initiatives

- **Continue focusing on:**
  - Service hours
  - LEAN assessments of work
  - Technology Innovation
  - Working with seniors
- **Enhanced marketing and promotion**
  - Library card campaign
  - Promoting collections & services
- **Independent Assessment of Library Facilities**





# Preserving Hamilton's Past







# Access to Culture & Building Community





Ask us about the things you  
can do at HPL this year!