Presentation Outline

1. The Numbers
   • Financial, Budget
   • Comparative metrics

2. Looking back & forward
   • 2018 Accomplishments
   • The new Strategic Plan & areas of HPL’s focus

HPL’s Mission:
FREEDOM TO DISCOVER

2015-2018 Library Board
### Recent Library Board Budget Submissions

<table>
<thead>
<tr>
<th>Budget Year</th>
<th>Direction</th>
<th>Library</th>
</tr>
</thead>
<tbody>
<tr>
<td>2011</td>
<td>2.0%</td>
<td>0.7%</td>
</tr>
<tr>
<td>2012</td>
<td>0.0%</td>
<td>1.0%</td>
</tr>
<tr>
<td>2013</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>2014</td>
<td>0.0%</td>
<td>0.2%</td>
</tr>
<tr>
<td>2015</td>
<td>-----</td>
<td>1.5%</td>
</tr>
<tr>
<td>2016</td>
<td>1.0%</td>
<td>1.0%</td>
</tr>
<tr>
<td>2017</td>
<td>1.8%</td>
<td>1.8%</td>
</tr>
<tr>
<td>2018</td>
<td>1.5%</td>
<td>1.8%</td>
</tr>
<tr>
<td>2019</td>
<td>-----</td>
<td>2.4%</td>
</tr>
</tbody>
</table>

**HPL Increase Averages 1.2% Per Year**
2019 Library Board Budget Request

Increase of
2.4%
or
$719,190
Total Net Levy Request
$30,700,190
## 2019 Budget Drivers

<table>
<thead>
<tr>
<th>Pressures</th>
<th>Positive Drivers</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Salaries, Wages, Benefits</strong> – $440,000</td>
<td><strong>Equipment Usage</strong> - $33,000</td>
</tr>
<tr>
<td>2% COLA assumed</td>
<td>Makerspace, Photocopy &amp; Printer usage</td>
</tr>
<tr>
<td><strong>City Cost Allocations</strong> – $120,000</td>
<td><strong>Facility Usage</strong> – $10,000</td>
</tr>
<tr>
<td>Direct Facilities Allocation, Indirect Allocations</td>
<td>Increase in room rentals</td>
</tr>
<tr>
<td><strong>Software / Equipment Maintenance</strong> – $100,000</td>
<td><strong>Improved Technology</strong> –</td>
</tr>
<tr>
<td>Sorters, RFID Gates, Self Check Units</td>
<td>Shift to higher value work, control of FTE</td>
</tr>
<tr>
<td><strong>Fine Revenue Reduction</strong> – $30,000</td>
<td></td>
</tr>
<tr>
<td>Trend to Digital, eBooks</td>
<td></td>
</tr>
</tbody>
</table>

2018 FTE - 299
2019 FTE - 298
<table>
<thead>
<tr>
<th>Account</th>
<th>2018 Budget Restated</th>
<th>2019 Budget Submission</th>
<th>2019 Budget Submission vs. 2018 Restated Budget</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>$</td>
<td>$</td>
<td>$</td>
</tr>
<tr>
<td>Net Levy</td>
<td>29,981,000</td>
<td>30,700,190</td>
<td>719,190</td>
</tr>
<tr>
<td>Expense</td>
<td>31,776,520</td>
<td>32,513,110</td>
<td>736,590</td>
</tr>
<tr>
<td>EMPLOYEE RELATED COST</td>
<td>21,564,670</td>
<td>22,005,410</td>
<td>440,740</td>
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<tr>
<td>MATERIAL AND SUPPLY</td>
<td>3,836,880</td>
<td>3,853,880</td>
<td>17,000</td>
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<tr>
<td>VEHICLE EXPENSES</td>
<td>80,640</td>
<td>82,790</td>
<td>2,150</td>
</tr>
<tr>
<td>BUILDING AND GROUND</td>
<td>2,424,150</td>
<td>2,452,820</td>
<td>28,670</td>
</tr>
<tr>
<td>CONTRACTUAL</td>
<td>1,247,380</td>
<td>1,367,980</td>
<td>120,600</td>
</tr>
<tr>
<td>RESERVES / RECOVERIES</td>
<td>2,007,920</td>
<td>2,129,930</td>
<td>122,010</td>
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<tr>
<td>COST ALLOCATIONS</td>
<td>229,660</td>
<td>233,080</td>
<td>3,420</td>
</tr>
<tr>
<td>FINANCIAL</td>
<td>385,220</td>
<td>387,220</td>
<td>2,000</td>
</tr>
<tr>
<td>Revenue</td>
<td>(1,795,520)</td>
<td>(1,812,920)</td>
<td>(17,400)</td>
</tr>
<tr>
<td>FEES AND GENERAL</td>
<td>(603,070)</td>
<td>(620,470)</td>
<td>(17,400)</td>
</tr>
<tr>
<td>GRANTS AND SUBSIDIES</td>
<td>(1,192,450)</td>
<td>(1,192,450)</td>
<td>-</td>
</tr>
<tr>
<td>Account</td>
<td>2019 Budget</td>
<td>2020 Budget Change</td>
<td>2021 Budget Change</td>
</tr>
<tr>
<td>------------------------------</td>
<td>-------------</td>
<td>--------------------</td>
<td>--------------------</td>
</tr>
<tr>
<td>% Increase</td>
<td>2.4%</td>
<td>2.1%</td>
<td>1.9%</td>
</tr>
<tr>
<td>Net Levy</td>
<td>30,700,190</td>
<td>643,559</td>
<td>580,300</td>
</tr>
<tr>
<td>Expense</td>
<td>32,513,110</td>
<td>613,559</td>
<td>550,300</td>
</tr>
<tr>
<td>EMPLOYEE RELATED COST</td>
<td>22,005,410</td>
<td>440,108</td>
<td>448,910</td>
</tr>
<tr>
<td>MATERIAL AND SUPPLY</td>
<td>3,853,880</td>
<td>19,269</td>
<td>38,731</td>
</tr>
<tr>
<td>VEHICLE EXPENSES</td>
<td>82,790</td>
<td>1,656</td>
<td>1,689</td>
</tr>
<tr>
<td>BUILDING AND GROUND</td>
<td>2,452,820</td>
<td>42,264</td>
<td>(27,858)</td>
</tr>
<tr>
<td>CONTRACTUAL</td>
<td>1,367,980</td>
<td>55,600</td>
<td>34,072</td>
</tr>
<tr>
<td>RESERVES / RECOVERIES</td>
<td>2,129,930</td>
<td>50,000</td>
<td>50,000</td>
</tr>
<tr>
<td>COST ALLOCATIONS</td>
<td>233,080</td>
<td>4,662</td>
<td>4,755</td>
</tr>
<tr>
<td>FINANCIAL</td>
<td>387,220</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Revenue</td>
<td>(1,812,920)</td>
<td>30,000</td>
<td>30,000</td>
</tr>
<tr>
<td>FEES AND GENERAL</td>
<td>(620,470)</td>
<td>30,000</td>
<td>30,000</td>
</tr>
<tr>
<td>GRANTS AND SUBSIDIES</td>
<td>(1,192,450)</td>
<td>-</td>
<td>-</td>
</tr>
</tbody>
</table>
Usage of Library Collections & In-Person Visits

Circulation and In-Person Visits

- Digital Circulation
- Streaming Circulation
- Physical Circulation
- Library Visits

[Chart showing trends in circulation and in-person visits from 2005 to 2018]
## 2018 Staffing & Activity Summary

<table>
<thead>
<tr>
<th>Category</th>
<th>2016</th>
<th>2017</th>
<th>2018</th>
<th>% Change from 2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Staffing in FTE</td>
<td>306</td>
<td>305</td>
<td>300</td>
<td>-1.6%</td>
</tr>
<tr>
<td>Open Hours</td>
<td>47,100</td>
<td>47,800</td>
<td>52,450</td>
<td>9.7%</td>
</tr>
<tr>
<td>In Person Visits</td>
<td>3.95 million</td>
<td>3.68 million</td>
<td>3.76 million</td>
<td>2.1%</td>
</tr>
<tr>
<td>Circulation of Materials</td>
<td>6.74 million</td>
<td>6.62 million</td>
<td>6.66 million</td>
<td>0.7%</td>
</tr>
<tr>
<td>Attendance per Program</td>
<td>19.8</td>
<td>18.5</td>
<td>19.4</td>
<td>4.9%</td>
</tr>
<tr>
<td># of Computer Sessions</td>
<td>806,925</td>
<td>779,811</td>
<td>787,781</td>
<td>1.0%</td>
</tr>
<tr>
<td># of WIFI Sessions</td>
<td>1,149,739</td>
<td>1,048,972</td>
<td>1,162,246</td>
<td>10.8%</td>
</tr>
</tbody>
</table>
Looking Back & Forward

• 2018 – 2021 Strategic Plan
• Accomplishments of 2018
• Important 2019 initiatives
Library Board Strategic Plan 2018-2021

A new Strategic Plan adopted by the Library Board February 2018

• Builds on the **success** of the last plan
• **Aligns and supports** the **Our Future Hamilton** community vision and the City’s vision

**A Community Beacon** - **Relevant & Responsive**
- **Creative & Changing Organization**
2018 Accomplishments

Library Service Hours – Addressing service gaps
• **Open More Days** at Binbrook, Dundas, Waterdown, Westdale. (2017 – Barton, Red Hill)
• **Open Sundays** – Terryberry, Waterdown
• Most locations open on shared **PA days**

Service Innovations
• **Study Hall** – Terryberry & Red Hill open weeknights until midnight
• **Rural Extended Access Model** – Freelton/Lynden now open 60 Hrs./Week
• Pop-Up Library & **Bookmobile**

Library Collections Promotion
• Digital Collection Growth: 31%
• New additions for 2018 included: Kanopy and an Express eBook collection
Facility Projects Completed in 2018

Binbrook

Binbrook
HBSC Award of Excellence Winner

Locke

Demographic Study of Library Usage
Major Capital Projects Underway

Valley Park

Greensville

Central Windows & Doors
Advancing Literacy & the Love of Reading in 2018

Helping families grow the next generation of readers:

- **Storytimes** – Baby, Family, Newcomer….
- **Summer Reading Club** – 10,000 young readers!
- **Telling Tales** 10th Anniversary
- **Children’s Early Literacy** Computers
- **Forest of Reading** – 2,000 students
- **School Class Visits**
- **STEAM** Programs
2018 Digital Literacy Activities

- **Expansion of Special Equipment**: Makerspaces and Digital Media Labs support skills development for young people, entrepreneurs and artists.
- **2nd Annual Hamilton Digital Summit**
- **Hack the Hammer Hackathon** – Students using Open Data

Branches with special equipment: Ancaster, Barton, Binbrook, Central, Concession, Dundas, Kenilworth, Lynden, Red Hill, Saltfleet, Sherwood, Stoney Creek, Terryberry, Turner Park, Valley Park, Waterdown & Westdale
Equitable Access to Information & Culture

2019 Canada Reads Longlist

2019 RBC Taylor Prize finalists

Hamilton Reads 2018

One Book One Community

Press Play

Get Information

Read, Watch, Listen

Research, Learn, Explore
Enhancing Social Inclusion & Participation

Enhancing Civic Engagement
• Over 10,000 free learning programs for all ages in 2018!

Programs & Services for Seniors
• HPL is the Ex-Libris W Kaye Lamb Award Winner for Excellence in Seniors Service
• Creative Aging Programs – writing, music, art
• Memory Cafés – supporting families experiencing dementia

Welcoming Newcomers
• Newcomer Learning Centre
• One to One Tutoring
• English Classes
• English Conversation Circles
• Newcomer support workers
Preserving Hamilton’s Past
Key Areas of Focus in 2019

Continued Focusing on
- Addressing gaps in service hours
- LEAN assessments of work
- Technology Innovation

Enhanced Marketing and Promotion
- Library card campaign
- Online Card Registration
- Promoting collections & services

Reducing Barriers to Library Service
- Economic, geographic, cultural, convenience, awareness…

Service Developments
- Digital Collections Review
- Digital Strategy and Plan
- Local History and Archives Roadmap
- Pop-up Library and Bookmobile
Questions/Comments
Additional Information

Appendix I: Municipal Benchmark Measures
Appendix II: Technology Usage Metrics
Appendix III: HPL Partnership Policy & Partnership List

References
• Library Board Strategic Plan and Background Research: https://www.hpl.ca/articles/strategic-priorities-2018-2021
• 2019 Facilities Master Plan: https://www.hpl.ca/sites/default/files/19-01-FMP.pdf
• K W Lamb Award for Seniors Service: https://www.exlibris.ca/doku.php?id=award:application_for_wk_lamb_award
Appendix I: Municipal Benchmark Measures

Fig. 18.3 Total Cost per Library Use

This measure reflects all costs to provide a wide range of library services including access, collections, technology, programs, and staff expertise.

HPL cost per use = $1.90    That’s $0.11 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 = 5.3 times per year. That’s almost 1.5 times higher than median
Appendix II: Technology Access Metrics

HPL is helping to bridge the digital divide:
Our ~500 free public computers get used almost 800,000 times annually
Partnerships are critical to HPL’s success, we maintain over 100 active partnerships.

Goals of HPL Partnerships
1. Extend and enhance **Library services** and **programs in a sustainable way**
2. Increase **awareness of Library** services and programs
3. Support the **City of Hamilton** and **broad based community initiatives** that advance Hamilton’s economic, social and cultural richness
4. Enhance **coordination and reduce overlap** in efforts between agencies serving Hamilton

Additional Information:
- **Partnership Policy**: [https://www.hpl.ca/articles/partnership-policy](https://www.hpl.ca/articles/partnership-policy)