Hamilton Public Library

2019 Operating Budget Report

FREEDOM TO DISCOVER
HPL.CA

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

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%
2019	-----	2.4%
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

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

2019 Budget Overview	2018	2019	2019 Budget Submission vs. 2018 Restated Budget	
Account	Budget Restated	Budget Submission	$	%
Net Levy	29,981,000	30,700,190	719,190	2.4%
Expense	31,776,520	32,513,110	736,590	2.3%
EMPLOYEE RELATED COST	21,564,670	22,005,410	440,740	2.0%
MATERIAL AND SUPPLY	3,836,880	3,853,880	17,000	0.4%
VEHICLE EXPENSES	80,640	82,790	2,150	2.7%
BUILDING AND GROUND	2,424,150	2,452,820	28,670	1.2%
CONTRACTUAL	1,247,380	1,367,980	120,600	9.7%
RESERVES / RECOVERIES	2,007,920	2,129,930	122,010	6.1%
COST ALLOCATIONS	229,660	233,080	3,420	1.5%
FINANCIAL	385,220	387,220	2,000	0.5%
Revenue	(1,795,520)	(1,812,920)	(17,400)	1.0%
FEES AND GENERAL	(603,070)	(620,470)	(17,400)	2.9%
GRANTS AND SUBSIDIES	(1,192,450)	(1,192,450)	-	-

2020-2022 Budget Forecast

Account	2019 Budget	2020 Budget Change	2021 Budget Change	2022 Budget Change
% Increase	**2.4%**	**2.1%**	**1.9%**	**1.8%**
Net Levy	**30,700,190**	**643,559**	**580,300**	**588,005**
Expense	**32,513,110**	**613,559**	**550,300**	**563,005**
EMPLOYEE RELATED COST	22,005,410	440,108	448,910	457,889
MATERIAL AND SUPPLY	3,853,880	19,269	38,731	39,119
VEHICLE EXPENSES	82,790	1,656	1,689	1,723
BUILDING AND GROUND	2,452,820	42,264	(27,858)	24,672
CONTRACTUAL	1,367,980	55,600	34,072	34,753
RESERVES / RECOVERIES	2,129,930	50,000	50,000	-
COST ALLOCATIONS	233,080	4,662	4,755	4,850
FINANCIAL	387,220	-	-	-
Revenue	**(1,812,920)**	**30,000**	**30,000**	**25,000**
FEES AND GENERAL	(620,470)	30,000	30,000	25,000
GRANTS AND SUBSIDIES	(1,192,450)	-	-	-

Usage of Library Collections & In-Person Visits

Circulation and In-Person Visits
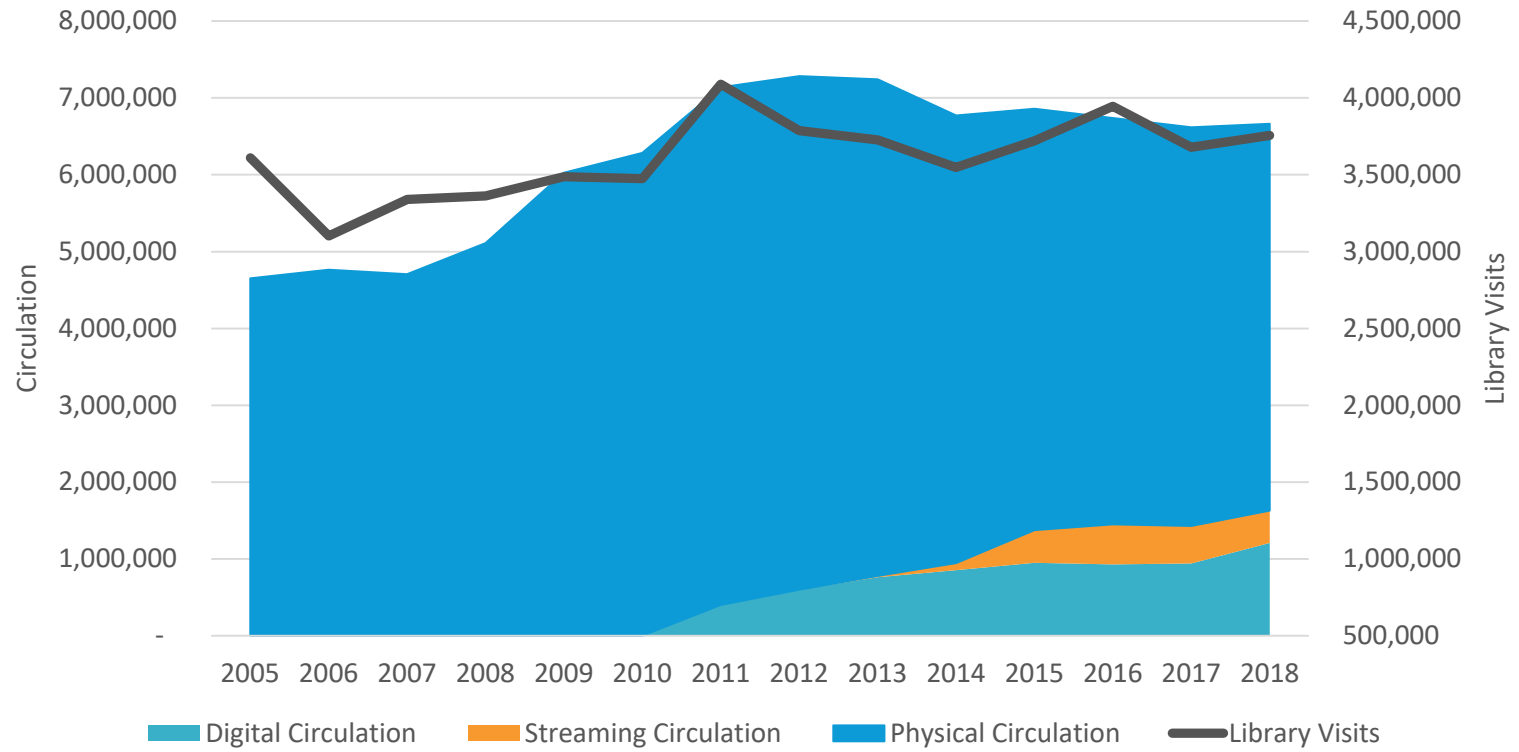
2018 Staffing & Activity Summary

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

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

Dundas

Binbrook

Binbrook HBSC Award of Excellence Winner

Locke
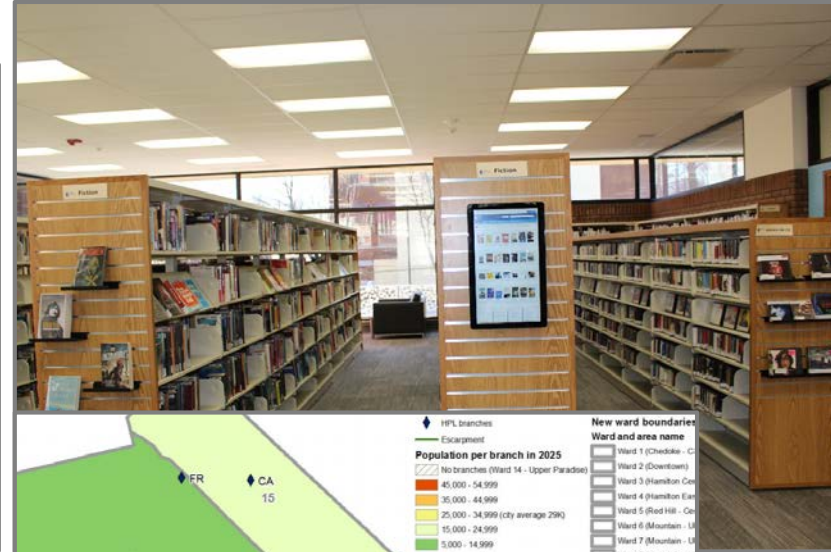
Demographic Study of Library Usage
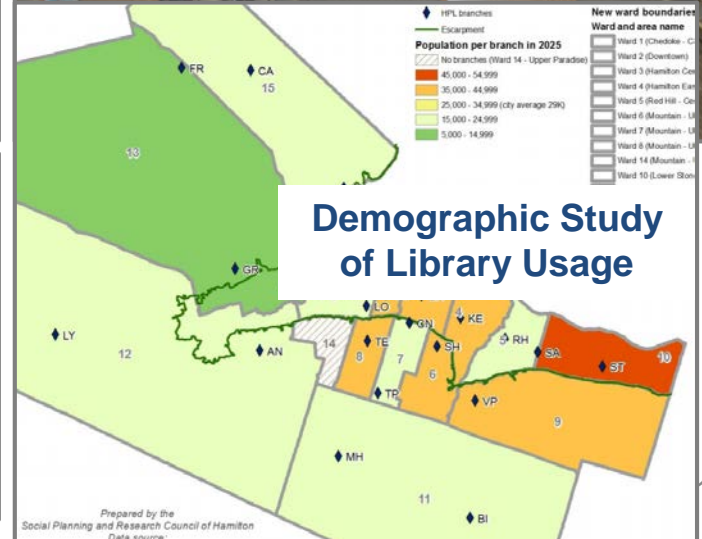
Major Capital Projects Underway

Greensville

Valley Park

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

BEAUTIFY YOUR **PHOTOS** OR CREATE YOUR **VIDEOS**
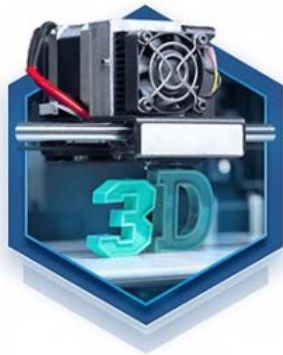
CREATE USING OUR **STATE** OF **ART** **TECHNOLOGY**

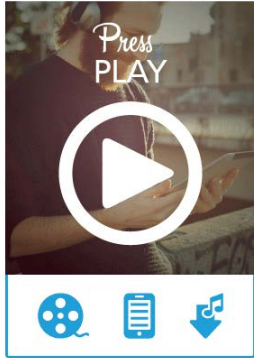**DIGITIZE** YOUR **MEMORIES**

LEARN **CODING** OR GET **CREATIVE** WITH **ADOBE** SUITE

PLAY OR **RECORD** YOUR **MUSIC**

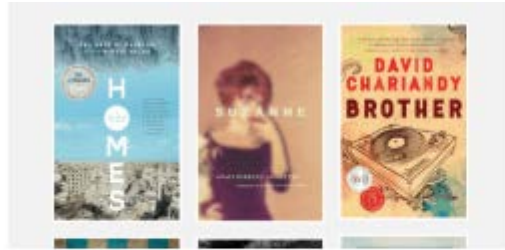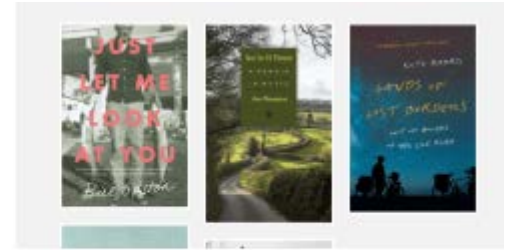# Equitable Access to Information & Culture

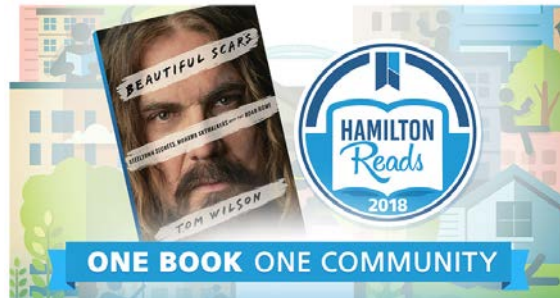Read. Watch. Listen.

Research. Learn. Explore.

2019 Canada Reads Longlist »

2019 RBC Taylor Prize finalists »

Hamilton Reads 2018

ONE BOOK ONE COMMUNITY

# 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
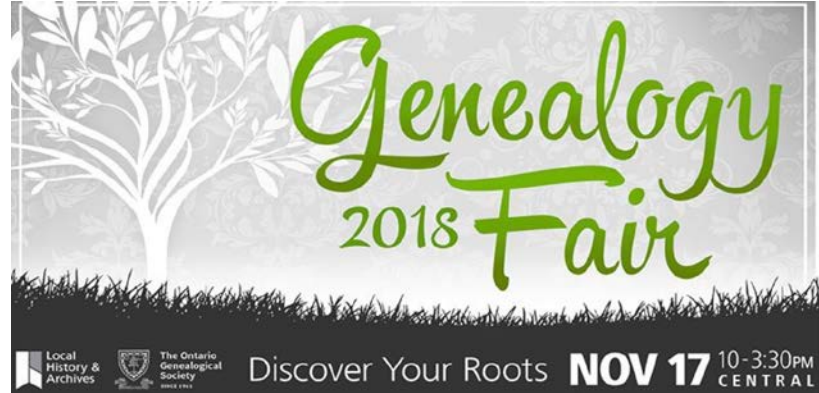
Welcoming Newcomers

- Newcomer **Learning Centre**
- One to One **Tutoring**
- English **Classes**
- English **Conversation Circles**
- **Newcomer** support workers

This table is reserved for LINC Program tutors and learners.
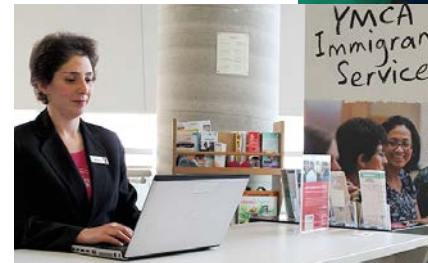
Preserving Hamilton's Past

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

- 2018 Library Usage and Demographic Report:
  https://www.hpl.ca/sites/default/files/User_Demographic_Report_SPRC_HPL_report_Final_2018.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.
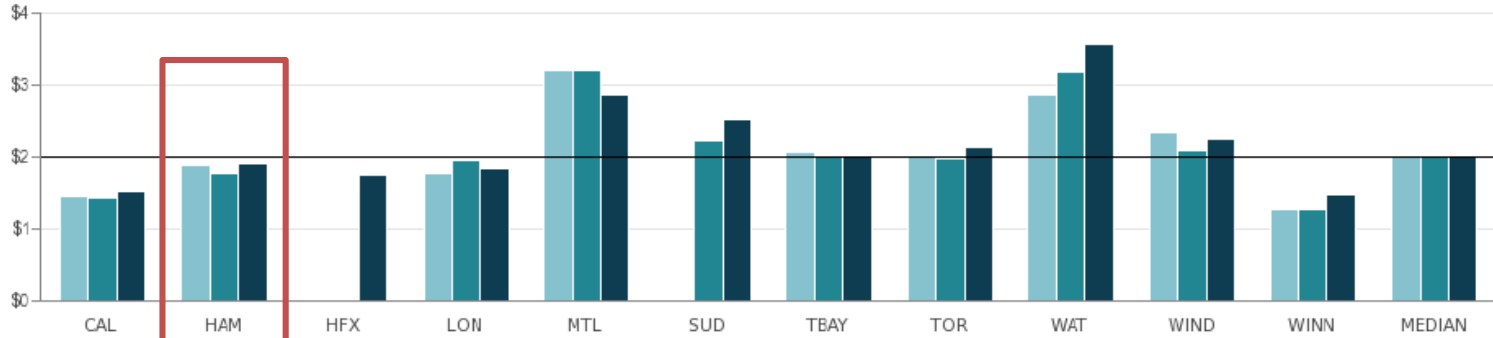
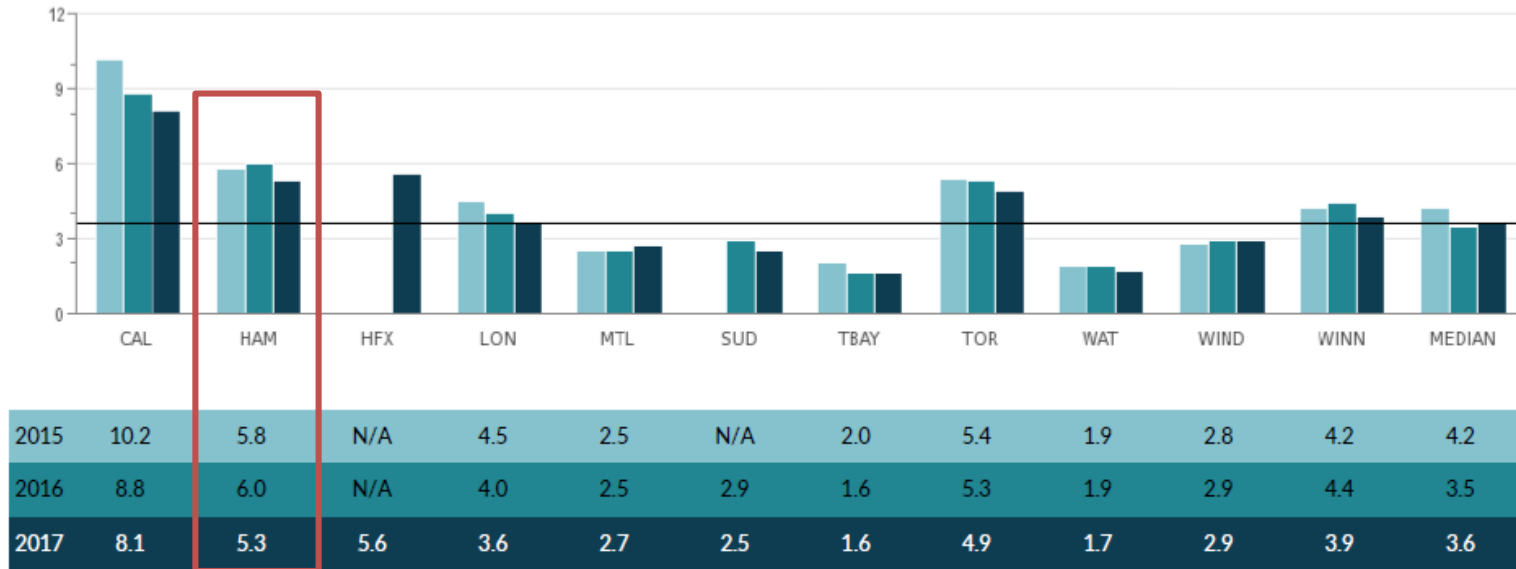|	CAL	HAM	HFX	LON	MTL	SUD	TBAY	TOR	WAT	WIND	WINN	MEDIAN
2015	$1.46	$1.88	N/A	$1.77	$3.21	N/A	$2.06	$2.02	$2.87	$2.34	$1.28	$2.02
2016	$1.43	$1.78	N/A	$1.95	$3.20	$2.23	$2.03	$1.98	$3.19	$2.10	$1.27	$2.01
2017	$1.51	$1.90	$1.75	$1.85	$2.86	$2.52	$2.01	$2.14	$3.57	$2.25	$1.48	$2.01

Source: PLIB305T (Efficiency)

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.

	CAL	HAM	HFX	LON	MTL	SUD	TBAY	TOR	WAT	WIND	WINN	MEDIAN
2015	10.2	5.8	N/A	4.5	2.5	N/A	2.0	5.4	1.9	2.8	4.2	4.2
2016	8.8	6.0	N/A	4.0	2.5	2.9	1.6	5.3	1.9	2.9	4.4	3.5
2017	8.1	5.3	5.6	3.6	2.7	2.5	1.6	4.9	1.7	2.9	3.9	3.6

Source: PLIB405 (Customer Service)

HPL circulation turnover = 5.3 times per year. That's almost 1.5 times higher than median

Appendix II: Technology Access Metrics
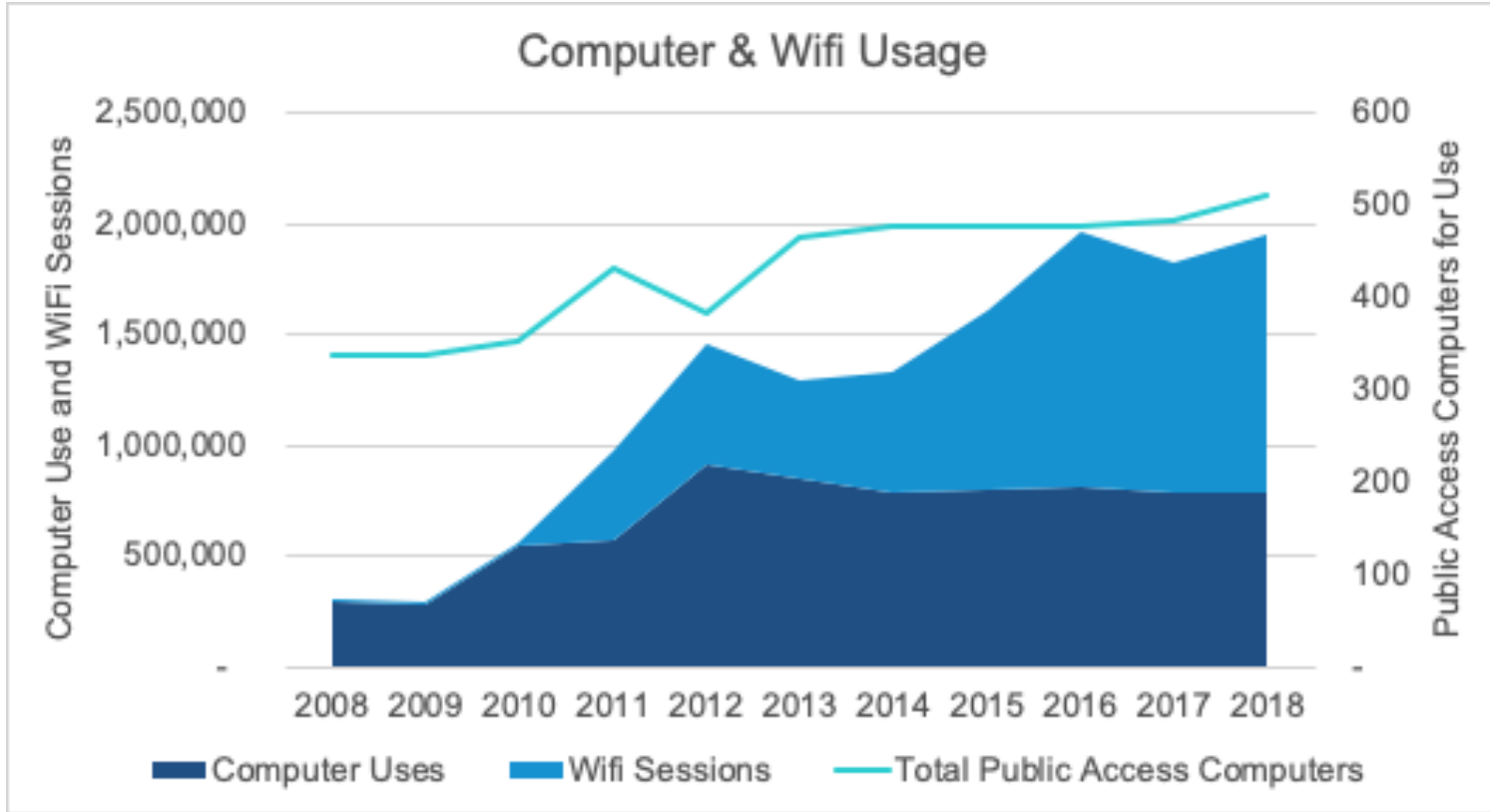
HPL is helping to bridge the digital divide:
Our ~500 free public computers get used almost 800,000 times annually

Appendix III: Partnership Policy

- 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
- **2018 HPL Summary Report on Partners**: https://www.hpl.ca/sites/default/files/2018%20Partnerships%20List.pdf