



Hamilton  
Public  
Library

# HPL Operating Budget Presentation

January 23, 2020

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F R E E D O M   T O   D I S C O V E R

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

1. 2020 Operating **Budget Overview**
  - Review of **Recent Budgets**
  - Proposing **2% for 2020**
  - 1 enhancement request – **Parkdale Project - \$145K operating or (0.5%)**
2. Highlight some ways that we are **working to support individuals & communities**
3. Thank you to **Hamilton City Council**

# 2020 Operating Budget & Recent History

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%
2020	2.0%	2.5%*

## 2020 HPL Request

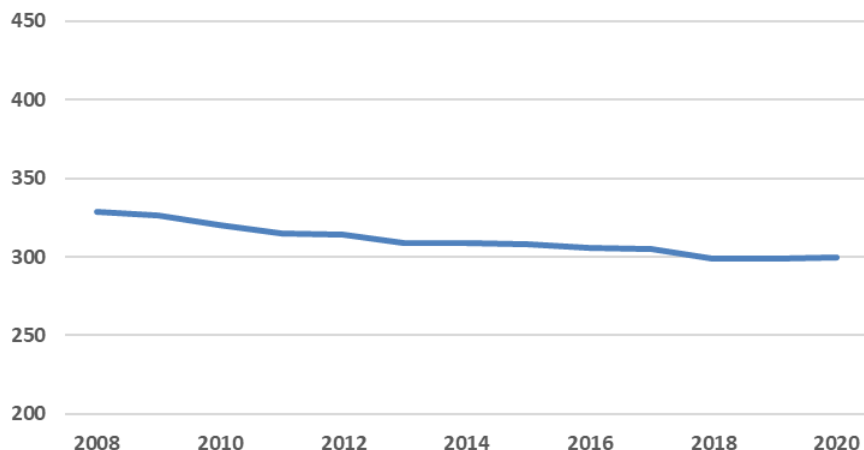
2.0% Maintenance Budget  
+  
0.5% Budget Enhancement  
=  
2.5% or \$773,850

Library Increase Averages **1.2% Per Year**

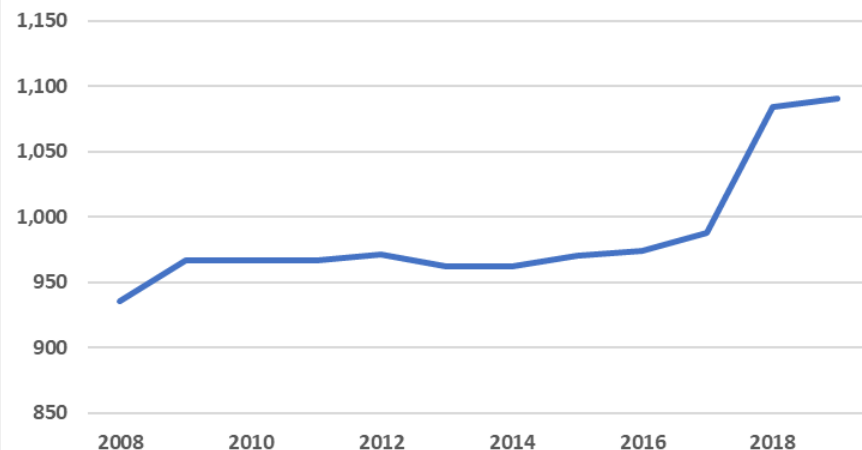
# Library Operating Budget Context

HPL's long-term operating assumption has been to **create capacity with existing resources.**

## Staffing in FTE



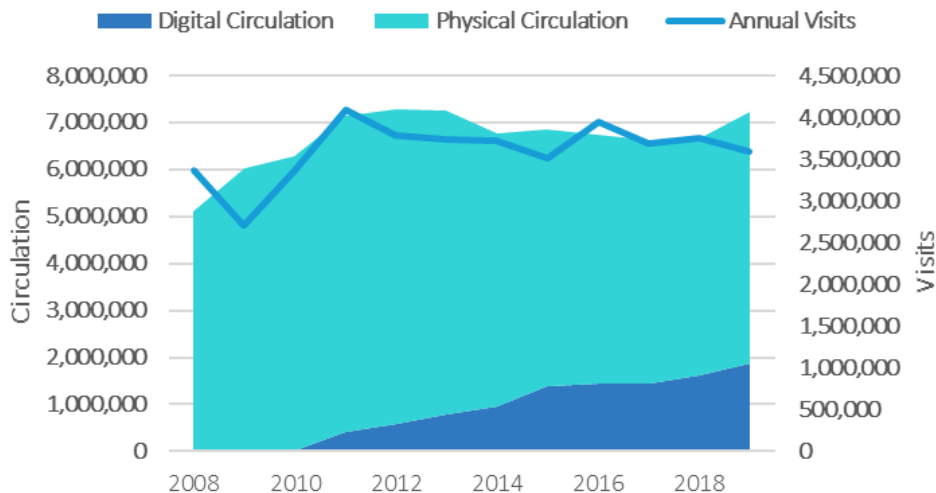
## Library Open Hours Per Week



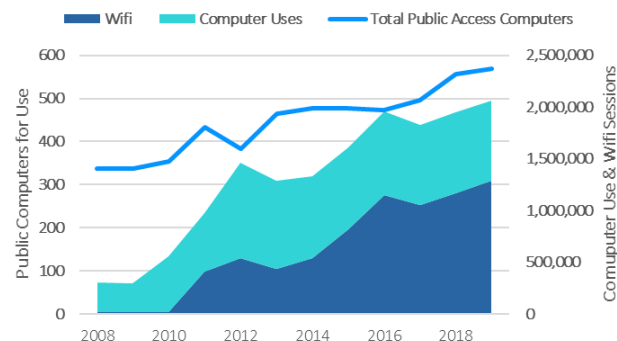
# Shift to Value-Added Services

Using **innovation** to meet current and emerging needs.

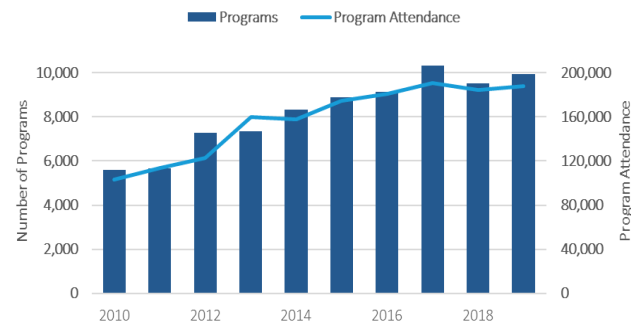
## Usage of Collection & In-Person Visits



## Public Usage of Library Technology



## Learning & Social Inclusion Programs



# Balancing Part-time & Full-time Staffing

- HPL has maintained a **balance of PT & FT** staff to meet service hour demands

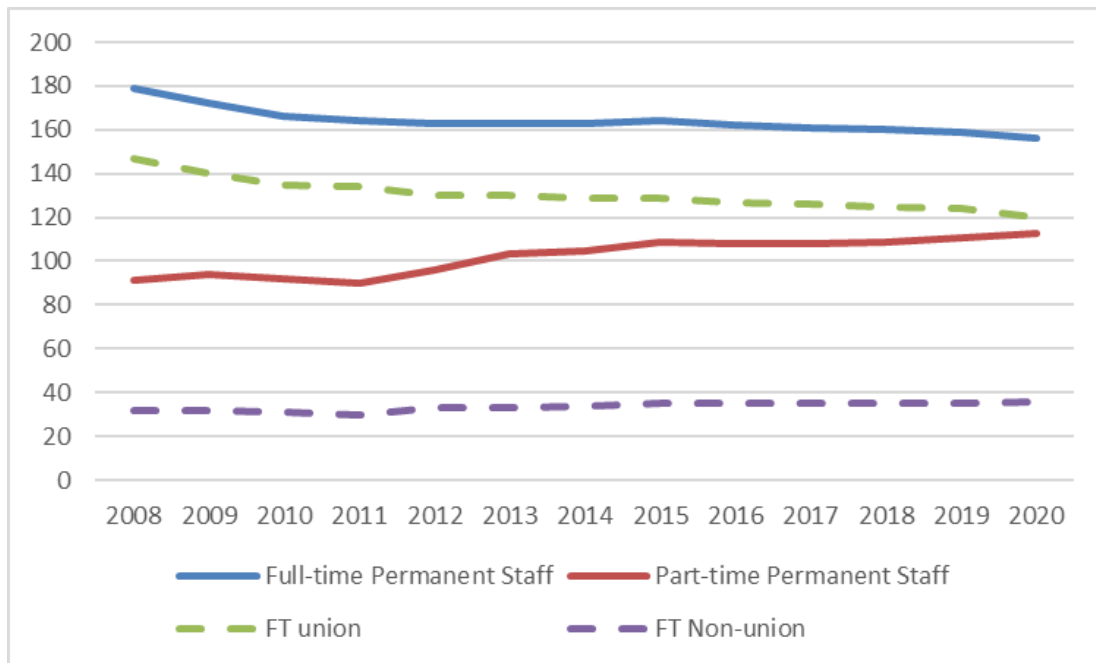
**2008 - FT 66%, PT 33%**

**2020 - FT 58%, PT 42%**

- Library Board has asked staff to report on this annually and to look for opportunities to create new FT positions

- Chart does not include casual staff (Library Pages)

**2020** Pages FTE = 65.5



2020 Budget Overview		2019	2020	2020 Budget Submission	
		Budget Restated	Budget Submission	vs. 2019 Restated Budget	
Maintenance Budget				\$	%
Expense		32,513,670	33,103,990	590,320	1.8%
EMPLOYEE RELATED COST		22,007,750	22,299,290	291,540	1.3%
MATERIAL AND SUPPLY		3,853,880	3,750,780	(103,100)	(2.7)%
VEHICLE EXPENSES		82,790	85,640	2,850	3.4%
BUILDING AND GROUND		2,452,820	2,462,190	9,370	0.4%
CONTRACTUAL		1,367,980	1,529,710	161,730	11.8%
RESERVES / RECOVERIES		2,128,150	2,353,060	224,910	10.6%
COST ALLOCATIONS		233,080	232,600	(480)	(0.2)%
FINANCIAL		387,220	390,720	3,500	0.9%
Revenue		(1,812,920)	(1,774,390)	38,530	(2.1)%
FEES AND GENERAL		(620,470)	(554,940)	65,350	(10.6)%
GRANTS AND SUBSIDIES		(1,192,450)	(1,219,450)	(27,000)	2.3%
Net Levy (Maintenance)		30,700,750	31,329,600	628,850	2.0%
Budget Enhancement			Submission	\$	%
PARKDALE NEIGHBOURHOOD BRANCH			145,000	145,000	0.5%
Total Net Levy (Maintenance + Enhancement)			31,474,600	773,850	2.5%

# 2020 Budget Drivers

Pressures	Positive Drivers
<b>Salaries, Wages, Benefits – \$291,000</b> 1.6% COLA increases	<b>Grant Revenue - \$27,000</b> Newcomer Learning Centre
<b>City Cost Recoveries – \$200,000</b> Direct Facilities Allocation, Indirect Allocations	<b>Equipment Usage – \$20,000</b> Makerspace, Photocopy & Printer usage
<b>Software / Equipment Maintenance – \$68,000</b> Sorters, RFID Gates, Self Check Units	<b>Improved Technology –</b> <b>Shift to higher value work,</b> control of FTE
<b>Fine Revenue Reduction – \$50,000</b> Trend to Digital, eBooks	<div>             2019 FTE - 298              2020 FTE - 299           </div>



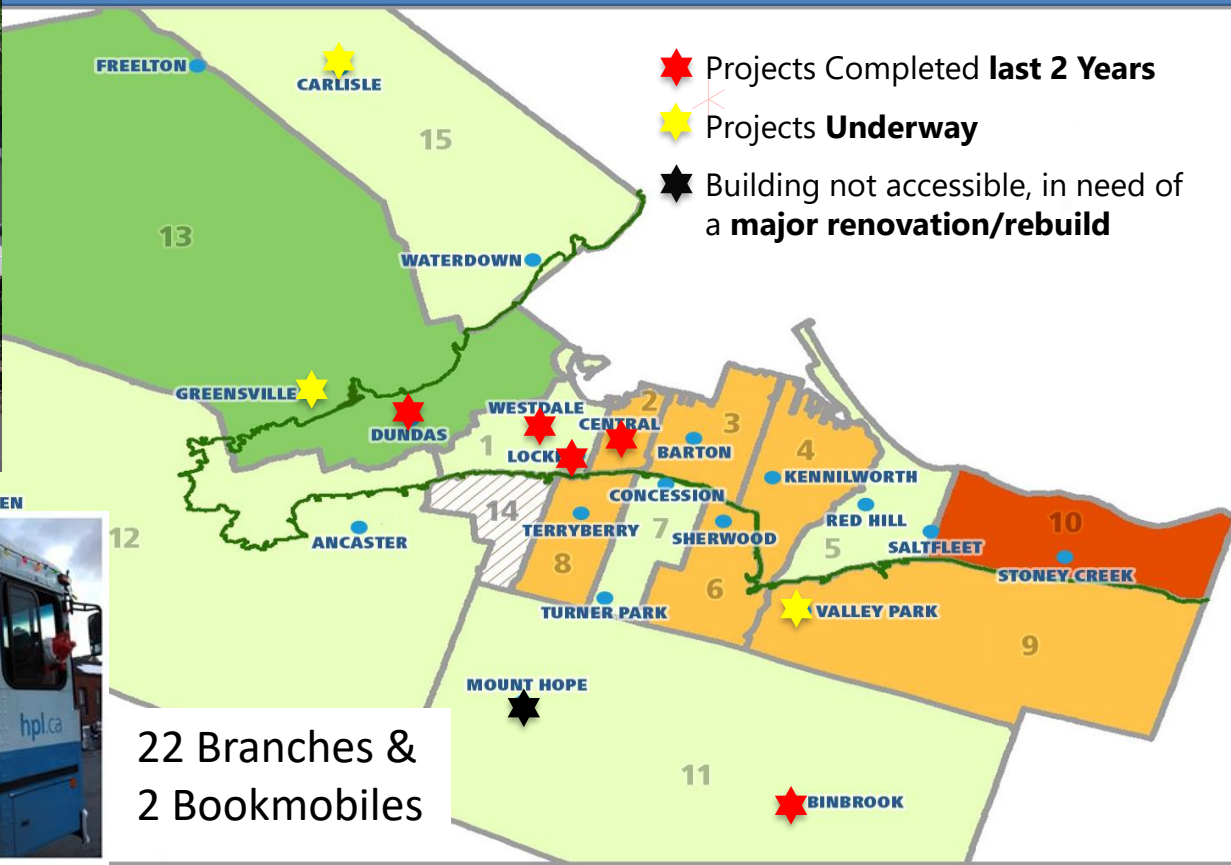
# Enhancement - Parkdale Neighbourhood Branch

- Potential for small branch (1500 sq. ft ) in high needs area, on **Parkdale** near **Melvin** – great street presence, at a busy bus stop
- Strong partnership with **Indwell**
  - Construction costs included in the lease
  - Annual lease costs \$37K for 10 years, no increases
- **Operating Budget 2020 - \$145K** (opening summer – ½ year costs)
- **Operating Budget 2021 - \$289 K** (full year cost)
- Open approx. 58 hours a week
- Capital \$225K DCs for furnishings and equipment, \$25K Library Reserves



2021-2023 Budget Forecast		2020	2021	2022	2023
Maintenance Budget		Budget	Budget Change	Budget Change	Budget Change
Expense		33,103,990	643,153	632,293	650,960
EMPLOYEE RELATED COST		22,299,290	500,789	364,801	370,638
MATERIAL AND SUPPLY		3,750,780	---	5,000	20,000
VEHICLE EXPENSES		85,640	1,713	1,747	1,782
BUILDING AND GROUND		2,462,190	11,000	21,000	13,700
CONSULTING		---	---	15,000	25,000
CONTRACTUAL		1,529,710	50,000	75,000	50,000
RESERVES / RECOVERIES		2,353,060	75,000	140,000	160,000
COST ALLOCATIONS		232,600	4,652	4,745	4,840
FINANCIAL		390,720	---	5,000	5,000
Revenue		(1,774,390)	(7,000)	5,000	10,000
FEES AND GENERAL		(554,940)	3,000	15,000	20,000
GRANTS AND SUBSIDIES		(1,219,450)	(10,000)	(10,000)	(10,000)
Net Levy (Maintenance)		31,329,600	636,153	637,293	660,960
% Increase		2.0%	2.0%	2.0%	2.0%
Budget Enhancements		2020 Budget	2021 Change	2022 Change	2023 Change
PARKDALE NEIGHBOURHOOD BRANCH		145,000	144,000	---	---
% Increase		0.5%	0.5%		
SERVICE HOURS			476,000	143,000	605,000
% Increase			1.5%	0.4%	1.8%
Total Net Levy (Maintenance + Enhancements)		31,474,600	1,256,153	780,293	1,265,960
% Increase		2.5%	4.0%	2.4%	3.8%

# HPL Branches are Important Community Assets



22 Branches &  
2 Bookmobiles

# Future Enhancement Request – Service Hours

- **Requesting modest enhancement** in **future years** to accelerate closing the service hours gaps
  - **2021 – 1.5%, \$476K, 2022 – 0.4%, \$143K, 2023 – 1.8%, \$605K**
  - We will continue to **strive to make progress** within **existing staff complement**
- Library closed days and short hours **limit access** to **seniors, students, parents** and **everyone**
  - **Public Libraries** are a **proven long-term anti-poverty resource**
  - **Support both learning** and **social inclusion**
  - Access to **computers** and **Wifi** supports **students' work**
- We have been **using innovation** to **add service hours**
  - **Rural Extended Access Model** – remote support controls cost
  - **Study Halls** - Red Hill & Terryberry – Open **9 pm – Midnight, Mon – Thurs** with a security guard supervising quiet studying
  - **Opening earlier** without adding staff



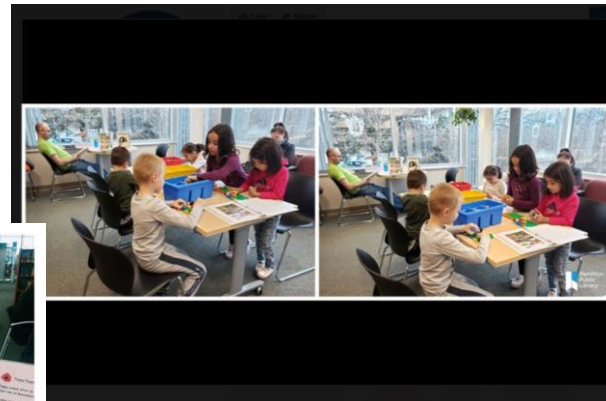
# Supporting School Readiness & Success

Spend your <sup>2019 - 2020</sup>  
**PA Days**  
@HPL

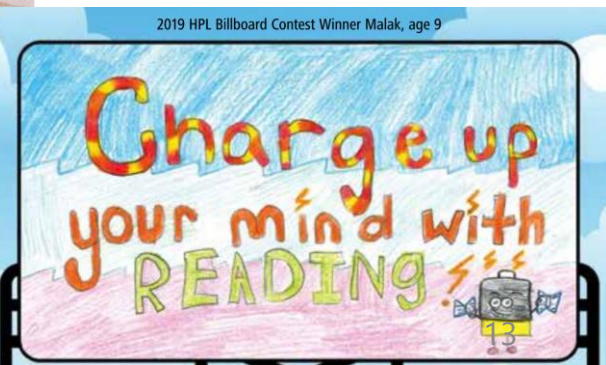


## Summer Reading Program

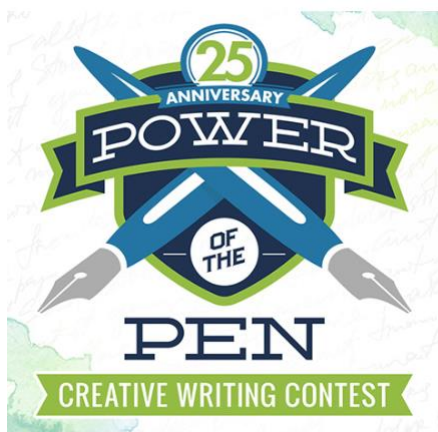
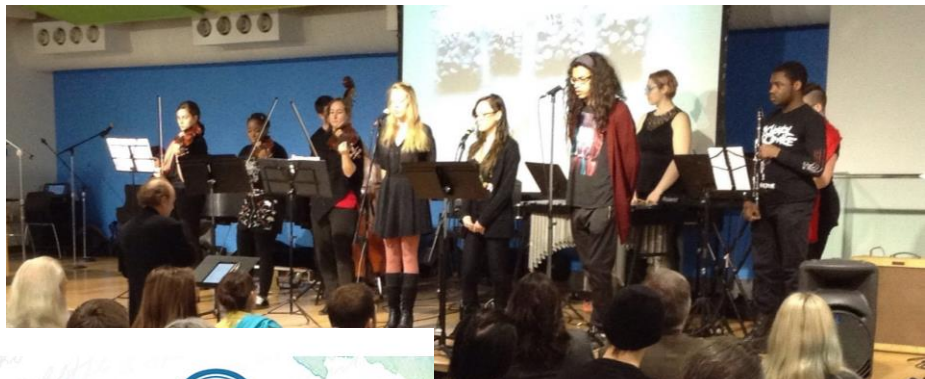
- 83% found reading more fun by end of summer
- 75% say they are now more confident readers



2019 HPL Billboard Contest Winner Malak, age 9



# Preparing Teens for Tomorrow



“Thank you for your help, this project has been a journey of self-healing and discovery. The Makerspace is such a valuable resource for those like myself”...Karim M



# Supporting Employment & Entrepreneurs



## Google IT Support Professional Certificate

Through **HPL** & Grow with **Google**



**"I love the Makerspace! There are many different machines to help small business or artists. Low cost coupled with being located in the heart of downtown make this space one of the best hidden gems in Hamilton" ...Marie A**

# Supporting Seniors' Engagement



“Your e-catalogue is amazing in its size and variety. Your staff are so helpful when I have a question or concern with any technical aspect of the service”...Brenda G



## MEMORY CAFÉ

A gathering for people with memory issues, and their care partner, to socialize and enjoy relaxing conversations, music, art, performances and guest speakers in a safe, comfortable, supportive space.



## Sit to be Fit

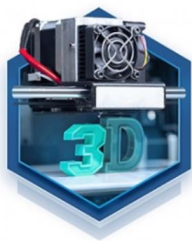
Increase your strength, balance, flexibility and endurance. Presented by the Alzheimer Society.



# Embracing New Technological Resources



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**

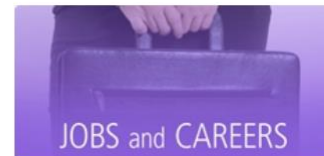


**PLAY OR  
RECORD  
YOUR MUSIC**



## Business

Business plan templates, sales information and directories



## Jobs and Careers

For research and resume resources



## eBooks and eAudio

All ages fiction and non-fiction



## Magazines and Newspapers

Full-text articles from local and international publishers



## Movies and Music

Movies, TV, Documentaries and Music



## Do it Yourself

Product reviews, car manuals, courses and lectures



## Research and Reference

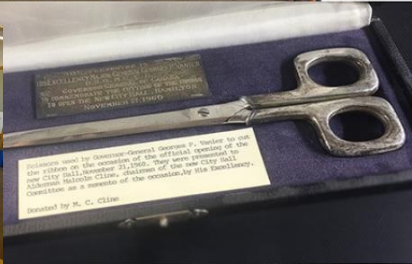
Community information, homework help and study guides



## Health and Wellness

Reference, medical articles and clinical reports

# Preserving The City's Past & Making it Accessible



Hamilton Public Library

Like This Page · Yesterday ·

For this week's #MaterialCultureMonday, #HPLarchives is featuring the scissors used by the Governor-General Georges P. Vanier to cut the ribbon on the official opening day of the new City Hall, on November 21, 1960.

For more #HamOntHistory on city hall, click here <https://lha.hpl.ca/articles/history-city-hall>



1941 Vernon's Hamilton  
City Directory.

by Hamilton Public Library



305



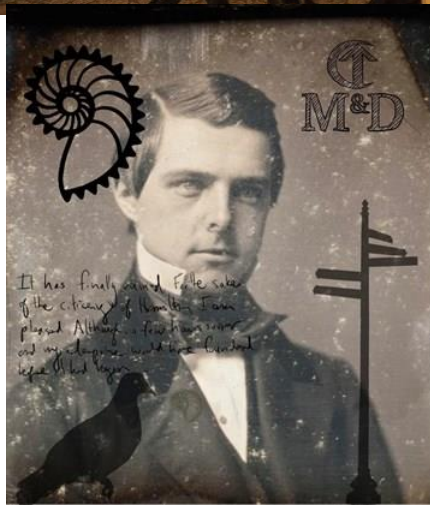
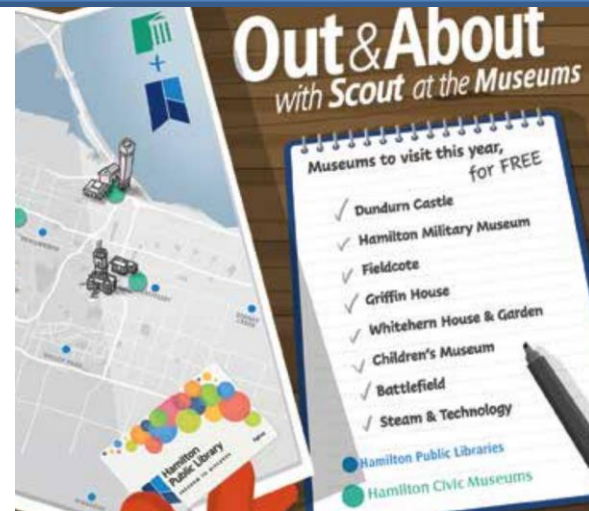
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# Forging New Partnerships



**3 REASONS FOR ENGAGING IN PARTNERSHIPS**

**1. EXTEND & ENHANCE HPL SERVICES & PROGRAM GOALS IN SUSTAINABLE WAYS.**

**HPL'S PARTNERSHIP STRATEGY**

**2. SUPPORT THE CITY & BROAD-BASED INITIATIVES THAT ADVANCE OUR ECONOMIC, SOCIAL AND CULTURAL RICHNESS.**

**3. ENHANCE COORDINATION AND REDUCE OVERLAP IN EFFORTS BETWEEN AGENCIES.**



# Thank You from the HPL Library Board

- Thank you to Council for your ongoing support.
- Your support enables HPL to support individual and community success.



## Testimonial...

"Since I immigrated to Canada in 2001, with 11 and 8 yr old children, the library was a wonderful place for us. The free computer allow us keep contact by email with our family back in Argentina and Chile. The kids enjoy reading their first books in English in the summer reading program and the library offer other free programs where they discover friends and Canadian culture. We always borrow DVDs, music CDs and books which allow us to improve our English and have family time with proper contents and subject, and without spending money we did not have.

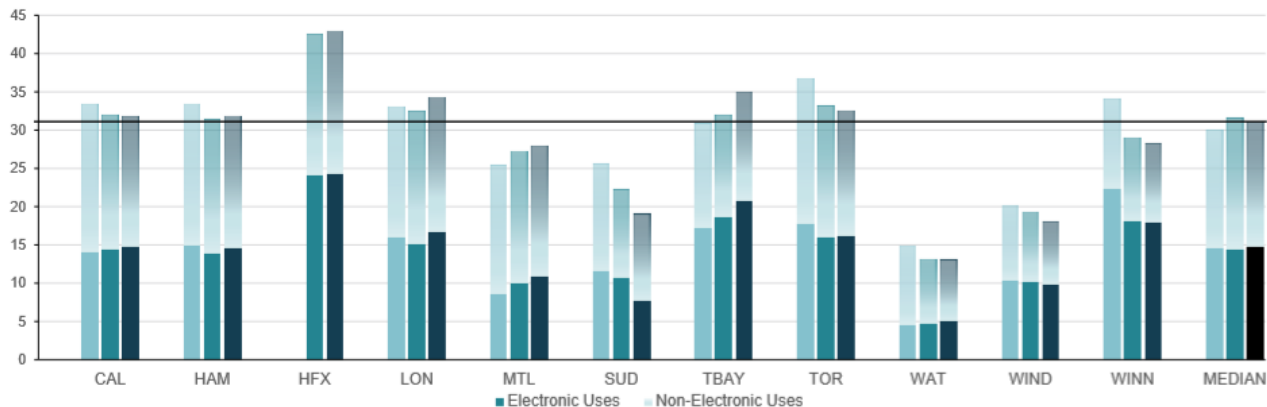
I will like to ask to the government of Ontario, not to neglect the marvelous contribution to equality, multiculturalism, education, culture and family enjoyment that the Library has always provide us. This organization has and continued give families from all roads of life, a respectful lighthouse for all seasons in life. We are grateful to every staff member ..." ~ Maria G.

- 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](https://www.hpl.ca/sites/default/files/User_Demographic_Report_SPRC_HPL_report_Final_2018.pdf)
- 2018 Partnership Report  
<https://www.hpl.ca/sites/default/files/2018%20Partnerships%20List.pdf>

# MBNCanada Comparative Metrics

**Figure 18.1 Number of Electronic and Non-Electronic Library Uses per Capita**

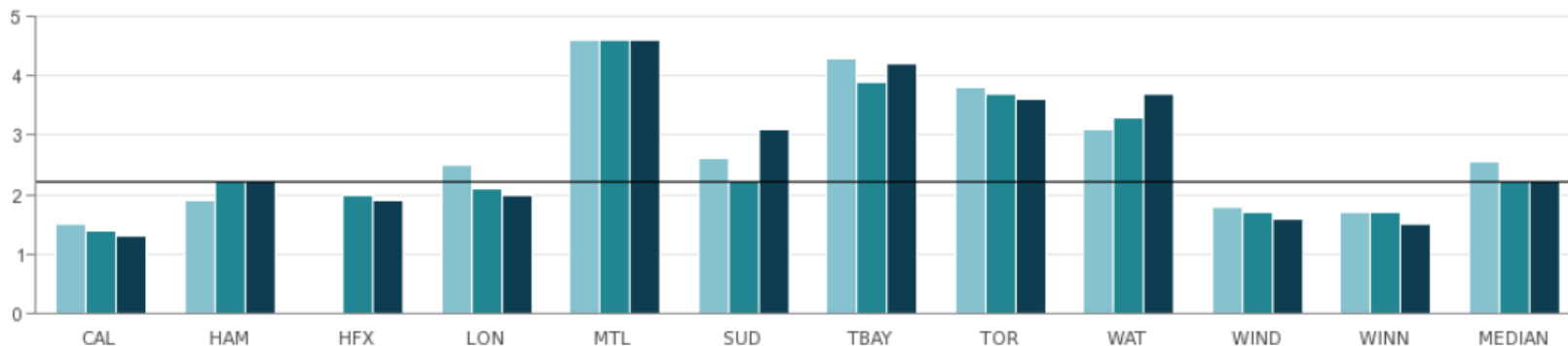
This graph shows the sum of electronic uses (computer workstation uses, wireless connections, electronic database uses, electronic circulation, electronic reference transactions, electronic visits, etc.) and non-electronic uses (circulation, program attendance, in-library material use, standard reference transactions, library visits, etc.).



	CAL	HAM	HFX	LON	MTL	SUD	TBAY	TOR	WAT	WIND	WINN	MEDIAN
Electronic Uses Per Capita										Source: PLIB106 (Community Impact)		
2016	14.0	14.9	N/A	16.0	8.5	11.5	17.2	17.8	4.6	10.4	22.4	14.5
2017	14.4	13.8	24.0	15.1	9.9	10.7	18.6	16.0	4.7	10.2	18.1	14.4
2018	14.7	14.6	24.3	16.6	10.8	7.7	20.7	16.2	5.0	9.8	17.9	14.7
Non-Electronic Uses Per Capita										Source: PLIB107 (Community Impact)		
2016	19.5	18.5	N/A	17.1	17.0	14.1	13.7	19.0	10.3	9.8	11.8	15.6
2017	17.7	17.7	18.6	17.5	17.3	11.6	13.5	17.2	8.4	9.1	11.0	17.2
2018	17.2	17.3	18.7	17.8	17.1	11.4	14.4	16.4	8.1	8.3	10.4	16.4

**Figure 18.2 Number of Library Holdings per Capita**

Library holdings include print form (reference collections, circulating/borrowing collections and periodicals); and electronic media (CDs/DVDs, MP3 materials, audio books and eBooks).



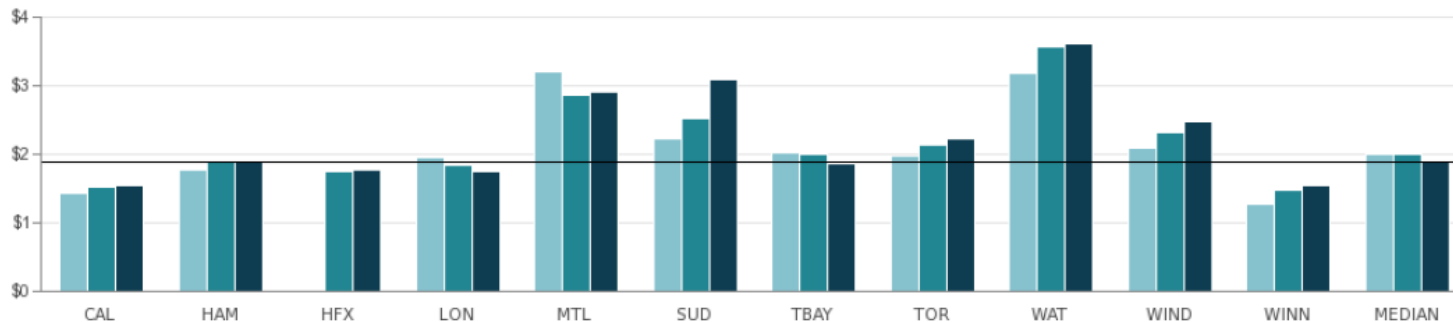
2016	1.5	1.9	N/A	2.5	4.6	2.6	4.3	3.8	3.1	1.8	1.7	2.6
2017	1.4	2.2	2.0	2.1	4.6	2.2	3.9	3.7	3.3	1.7	1.7	2.2
2018	1.3	2.2	1.9	2.0	4.6	3.1	4.2	3.6	3.7	1.6	1.5	2.2

Source: PLIB205 (Service Level)



**Figure 18.3 Total Cost for Libraries per Use**

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

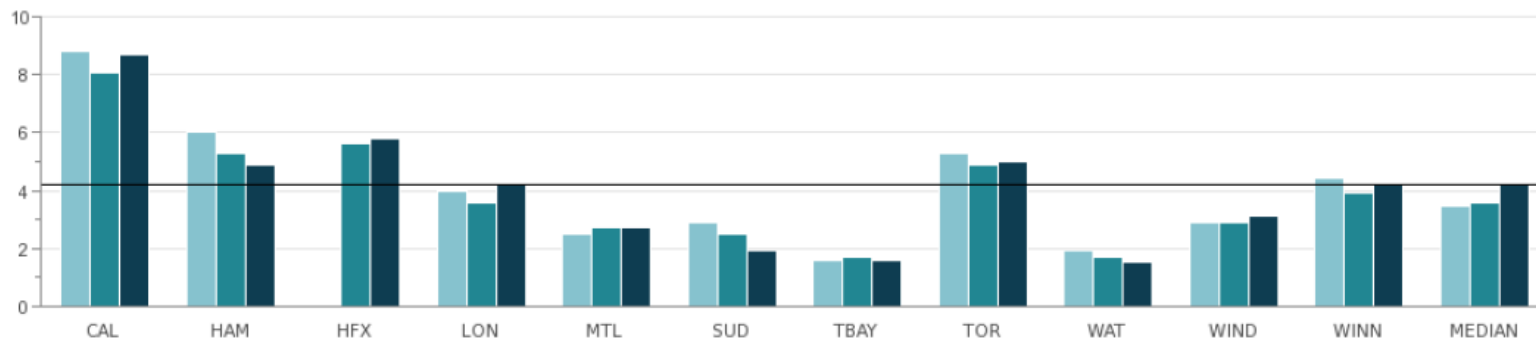


2016	\$1.43	\$1.78	N/A	\$1.95	\$3.20	\$2.23	\$2.03	\$1.98	\$3.19	\$2.10	\$1.27	\$2.01
2017	\$1.51	\$1.90	\$1.75	\$1.85	\$2.86	\$2.52	\$2.01	\$2.14	\$3.57	\$2.32	\$1.48	\$2.01
2018	\$1.55	\$1.88	\$1.78	\$1.75	\$2.92	\$3.09	\$1.87	\$2.22	\$3.62	\$2.48	\$1.54	\$1.88

Source: PLIB305T (Efficiency)

**Figure 18.4 Average Number of Times in Year Circulating Items are Borrowed (Turnover)**

Circulating items include print material and electronic media.



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	1.7	4.9	1.7	2.9	3.9	3.6
2018	8.7	4.9	5.8	4.2	2.7	1.9	1.6	5.0	1.5	3.1	4.2	4.2

Source: PLIB405 (Customer Service)

## Rank Order within Band 1 (Resident population > 250,000), 2018

**Table 4: Band 1 - Circulation per Capita**

Rank	Library	Annual Circulation per Capita	Total Annual Direct Circulation	Population
1	Markham	14.1	4,905,019	348,718
2	Ottawa	12.5	11,692,782	934,243
3	Hamilton	11.8	6,668,020	563,480
4	Toronto	10.4	30,555,570	2,929,886
5	Vaughan	9.7	3,247,415	334,499
6	Kitchener	9.3	2,354,103	252,520
7	London	8.8	3,390,506	387,275
8	Mississauga	7.8	6,080,606	775,000
9	Brampton	6.7	4,279,075	642,800

**Table 5: Band 1 - Active Cardholders as a % of Population**

Rank	Library	Cardholders as % of Pop	Active Cardholders	Population
1	Markham	45.25	157,806	348,718
2	London	43.47	168,344	387,275
3	Kitchener	37.78	95,395	252,520
4	Ottawa	33.06	308,880	934,243
5	Toronto	31.16	912,991	2,929,886
6	Hamilton	27.93	157,367	563,480
7	Mississauga	27.4	212,336	775,000
8	Vaughan	22.83	76,371	334,499
9	Brampton	22.56	145,000	642,800

**Table 6: Band 1 - Circulation per Active Cardholder**

Rank	Library	Circs per Cardholder	Active Cardholders	Population	Total Annual Direct Circ
1	Vaughan	42.5	76,371	334,499	3,247,415
2	Hamilton	42.4	157,367	563,480	6,668,020
3	Ottawa	37.9	308,880	934,243	11,692,782
4	Toronto	33.5	912,991	2,929,886	30,555,570
5	Markham	31.1	157,806	348,718	4,905,019
6	Brampton	29.5	145,000	642,800	4,279,075
7	Mississauga	28.6	212,336	775,000	6,080,606
8	Kitchener	24.7	95,395	252,520	2,354,103
9	London	20.1	168,344	387,275	3,390,506

**Table 8: Band 1 - Electronic Materials Expenditures per Capita**

Rank	Library	Electronic Materials Expenditures per Capita		Total Operating Expenditures		Population
1	Hamilton	\$	3.39	\$	1,910,000.00	563,480
2	Markham	\$	2.64	\$	920,747.00	348,718
3	Kitchener	\$	2.52	\$	635,324.00	252,520
4	Toronto	\$	2.38	\$	6,982,214.00	2,929,886
5	Mississauga	\$	2.38	\$	1,843,787.00	775,000
6	Brampton	\$	1.95	\$	1,255,153.00	642,800
7	London	\$	1.76	\$	681,561.00	387,275
8	Ottawa	\$	1.74	\$	1,628,791.00	934,243
9	Vaughan	\$	1.29	\$	432,886.00	334,499

# HPL Key Metrics Snapshot

Borrower Statistics	2019 YTD	2018 YTD	% Change 2018 YTD	Q4, 2019	Q4, 2018	Q4, 2017	Q4 % Change 2019 to 2018
New Registered Cardholders	32,288	21,702	48.8%	7,248	4,992	4,949	45.2%
Active Library Cardholders	167,441	157,367	6.4%	167,441	157,367	159,345	6.4%

