



Hamilton
Public
Library

Operating Budget
January 22, 2024

View of Hamilton From the Mountain,
1963, Tom Bochsler



PRESENTATION OUTLINE

2024 Operating Budget Overview

Review of Recent Budgets

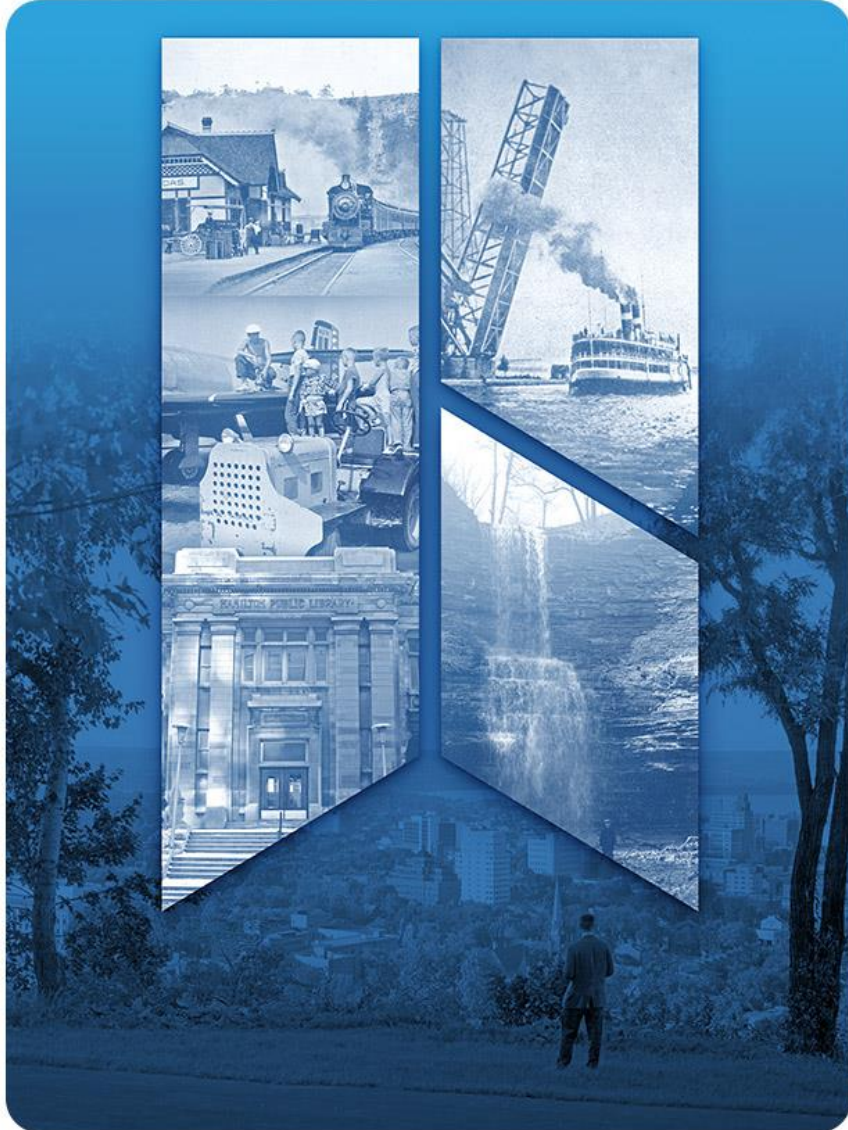
Proposing 4.4% Increase for 2024 = \$1,483,378

2023 Highlights and Looking Ahead

Acknowledgements



ABOUT HPL



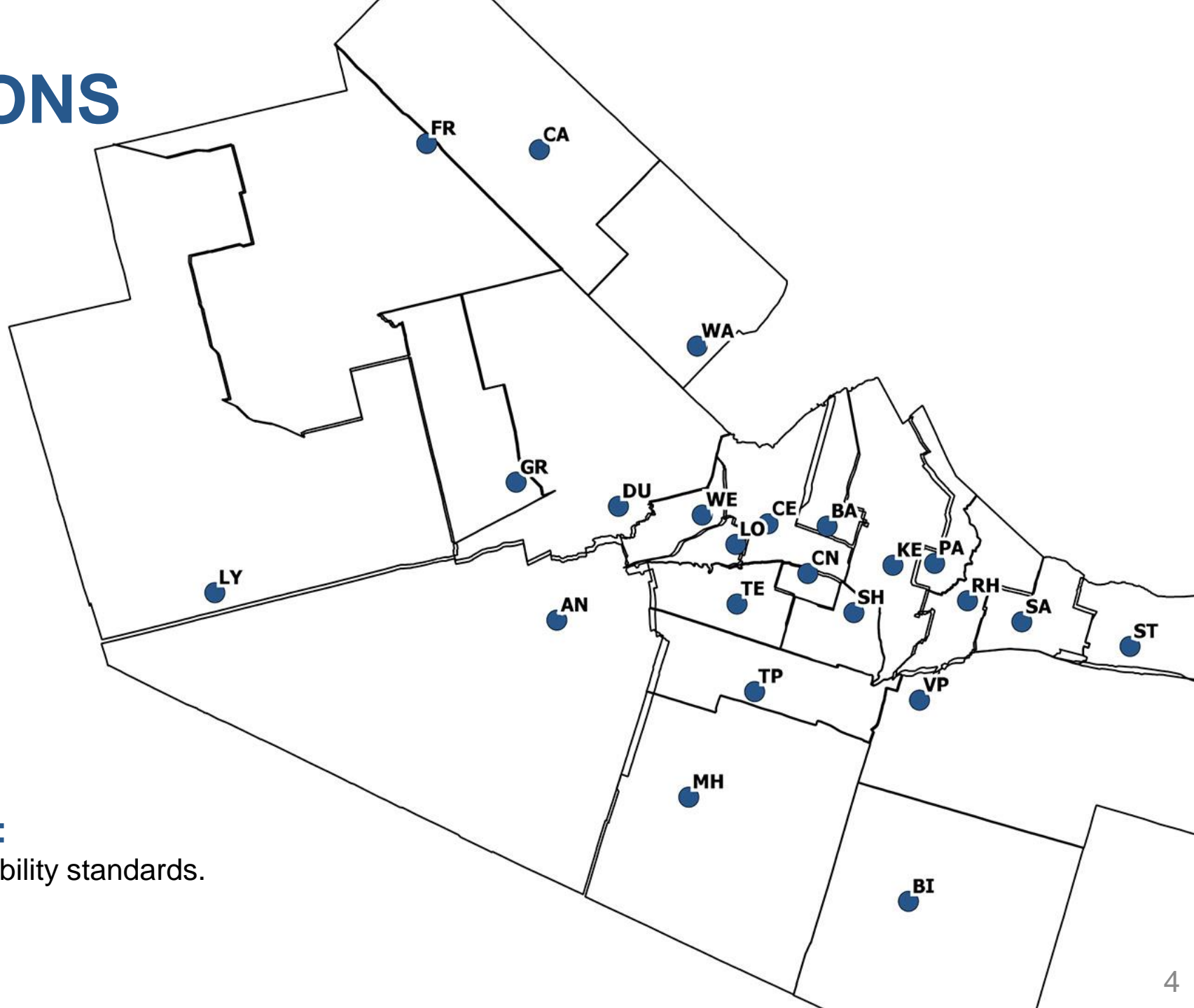
- 23 Branches and 2 Bookmobiles
- Nearly 1 in 3 Hamiltonians are Active Members (30%)
- 3 Million Visits in 2023
- 5 Million+ Items Circulated in 2023
- Over 300 Public Computers Available
- Free Wi-Fi Connectivity

Images sourced and provided by Hamilton Public Library's Local History and Archives department.



HPL LOCATIONS

- | | |
|------------------|-------------------|
| AN = Ancaster | MH = Mount Hope |
| BA = Barton | PA = Parkdale |
| BI = Binbrook | RH = Red Hill |
| CA = Carlisle | SA = Saltfleet |
| CE = Central | SH = Sherwood |
| CN = Concession | ST = Stoney Creek |
| DU = Dundas | TE = Terryberry |
| FR = Freelton | TP = Turner Park |
| GR = Greensville | VP = Valley Park |
| KE = Kenilworth | WA = Waterdown |
| LO = Locke | WE = Westdale |
| LY = Lynden | |



Facility Renewal - Mount Hope:

Only branch not yet up to current accessibility standards.
2024 Submission for Capital Funding.



CORE ACTIVITIES BUILT AROUND OUR VALUES



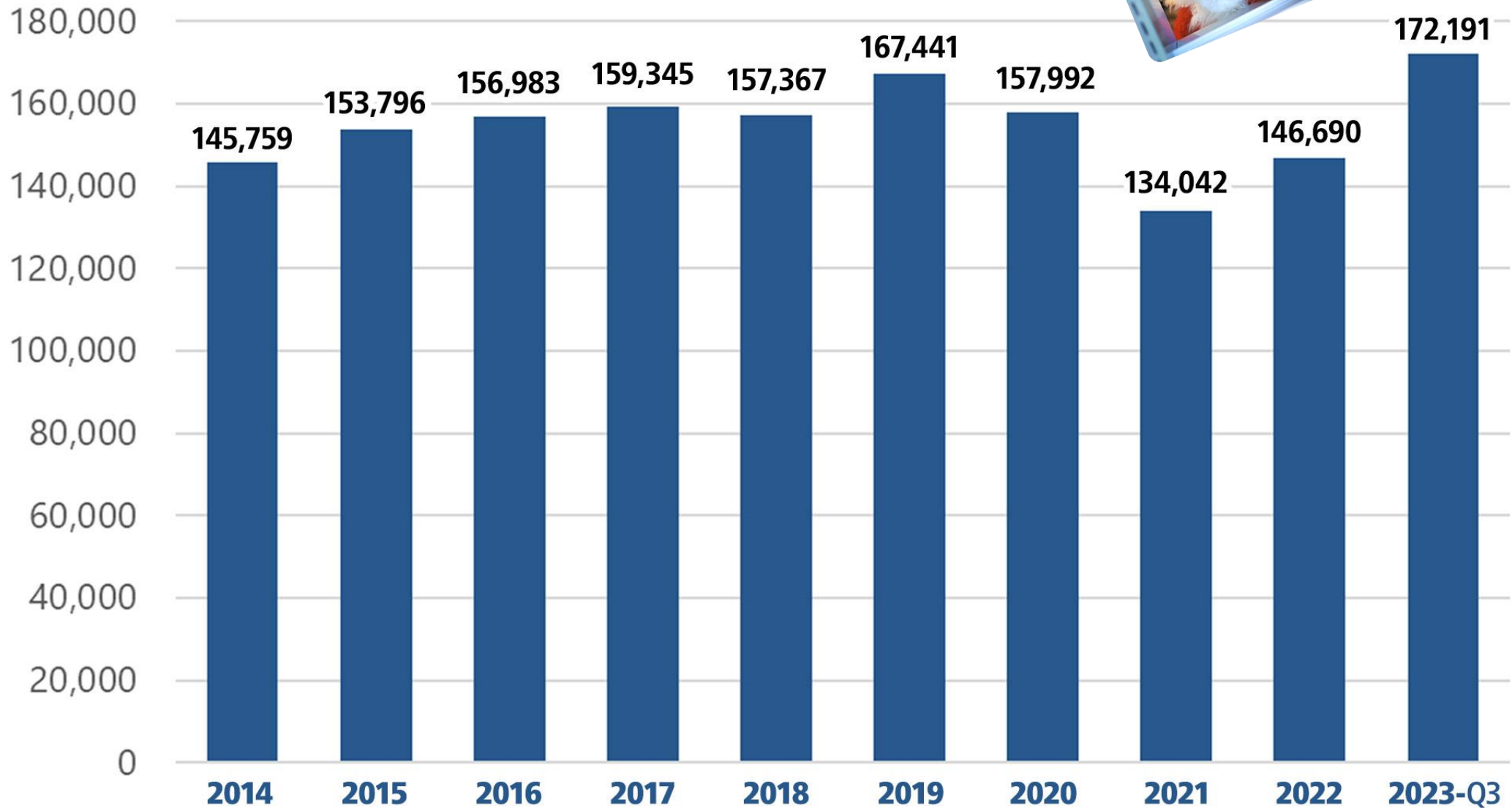
- **Intellectual Freedom is a Human Right**
- **HPL'S Mission:**
Freedom to Belong and Discover
- **Libraries Adapt to Changing Needs**

Focus of the Organization for Economic Co-operation and Development's (OECD) Survey of Adult Skills:

1. Literacy
2. Numeracy
3. Digital Problem Solving



ACTIVE CARDHOLDERS





PUBLIC LIBRARY AS COMMUNITY INFRASTRUCTURE

- HPL is an institution that provides public library service to the community, however we are focused on ensuring we do not do our work in isolation
- We see our role as being a part of **community infrastructure** - working with others to advance our social and economic health
- HPL has a long history of **creating effective partnerships**
- 3 Reasons HPL Partners – **Working with Us Policy**
- Currently prioritizing partner led programs to complement our offerings





Operating Budget 2024

My very first library when I arrived in Canada in 2005 . . .
very quiet so you can read in peace . . . — John L.

View From Hamilton and Barton
Incline Railways, 1930



2024 OPERATING BUDGET AND RECENT HISTORY

2024 Budget Request: 4.4% Increase

Total = \$1,483,378

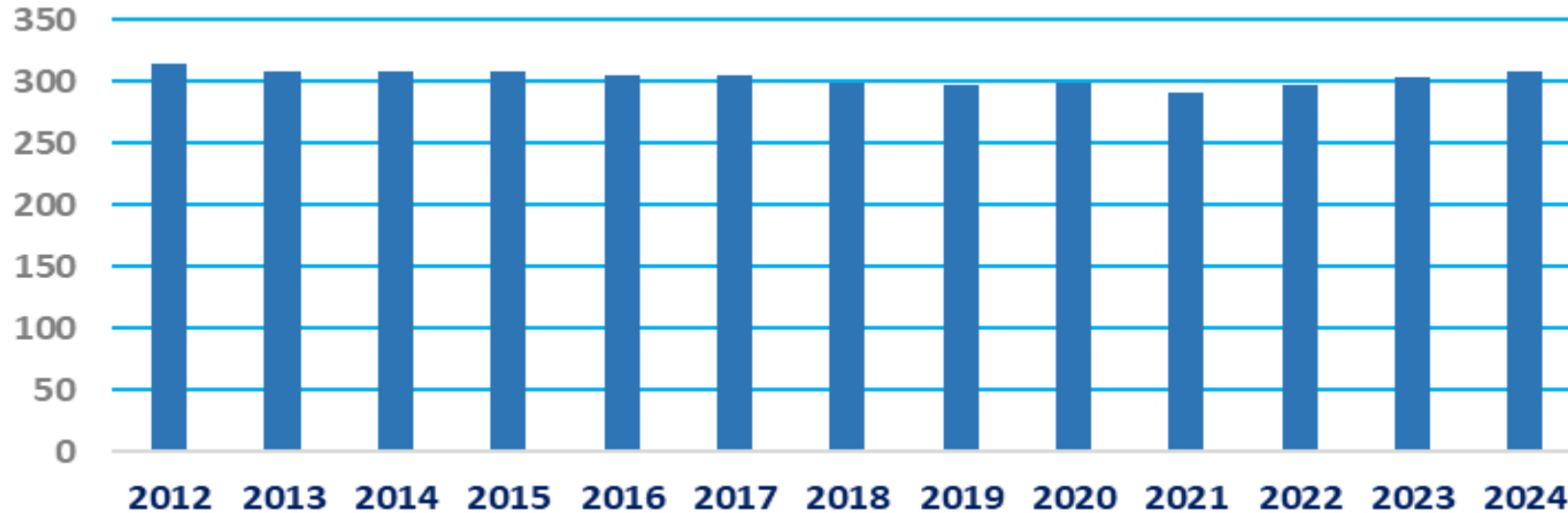
BUDGET YEAR	DIRECTION	LIBRARY
2014	0.0%	0.2%
2015	—	1.5%
2016	1.0%	1.0%
2017	1.8%	1.8%
2018	1.5%	1.8%
2019	—	2.4%
2020	2.0%	2.5%
2021	2.0%	1.5%
2022	2.0%	2.0%
2023	—	3.5%
2024	—	4.4%

2024 BUDGET OVERVIEW	2023 Budget	2024 Budget Submission	2024 Budget Submission vs. 2023 Budget	
Expense	35,404,853	37,743,231	2,338,378	6.6%
EMPLOYEE-RELATED COST	24,025,876	26,053,702	2,027,827	8.4%
MATERIAL AND SUPPLY	3,721,840	3,696,840	(25,000)	(0.7%)
VEHICLE EXPENSES	91,801	101,930	10,129	11.0%
BUILDING AND GROUND	2,014,610	2,112,707	98,097	4.9%
CONTRACTUAL	1,721,770	1,766,770	45,000	2.6%
RESERVES / RECOVERIES	3,042,372	3,265,140	222,767	7.3%
COST ALLOCATIONS	411,164	370,722	(40,442)	(9.8%)
FINANCIAL	375,420	375,420	—	— %
Revenue	(1,872,530)	(2,727,530)	(855,000)	45.7%
FEES AND GENERAL	(383,080)	(418,080)	(35,000)	9.1%
GRANTS AND SUBSIDIES	(1,289,450)	(1,309,450)	(20,000)	1.6%
RESERVES	(200,000)	(1,000,000)	(800,000)	400.0%
Net Levy	33,532,323	35,015,701	1,483,378	4.4%



CONTROL OF STAFFING LEVELS

2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024
314	309	309	309	306	305	299	298	299	291	297	304	309



	2020	2021	2022	2023	2024
Weekly Open Hours	1,071	1,148	1,314	1,364	1,364
Full Time Equivalent Staff	299	291	297	304	309
Full Time Headcount	156	157	160	165	176
Part Time Headcount	113	112	121	121	118
Pages Headcount	Varies – Currently at about 130 Pages				



COUNCIL PRIORITIES



Sustainable Economic and Ecological Development

- Reduce the burden on residential taxpayers
- Facilitate the growth of key sectors
- Accelerate our response to climate change
- Protect green space and waterways



Safe and Thriving Neighbourhoods

- Increase the supply of affordable and supportive housing and reduce chronic homelessness
- Make sure people can safely and efficiently move around by foot, bike, transit or car
- Provide vibrant parks, recreation and public spaces



Responsiveness and Transparency

- Prioritize customer service and proactive communications
- Get more people involved in decision making and problem solving
- Build a high performing public service
- Modernize city systems



SURVEY RESULTS

SATISFACTION

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

91%

SATISFIED

**Quality of
HPL**

91%

SATISFIED

**Cleanliness
and
Attractiveness**

92%

SATISFIED

**Helpfulness
of Library
Staff**

91%

SATISFIED

**Knowledge
of Library
Staff**

ROOM FOR IMPROVEMENT

71%

Satisfied with
eBook Selection

71%

Satisfied with
Print on the Go

69%

Satisfied with
Recent DVDs/CDs

69%

Satisfied with
Programs



HPL'S ALIGNMENT WITH CITY PRIORITIES

CITY PRIORITY	HPL ACTION	2024 BUDGET IMPACT
REDUCE BURDEN ON RESIDENTIAL TAXPAYERS	<ul style="list-style-type: none"> ✓ Use of Library Reserves to offset tax impact 	<ul style="list-style-type: none"> ✓ \$1m in Library Reserves being used to offset impact in 2024 ✓ \$2.7m in Library Reserves planned to be used over next 5 yrs
HEALTHY & SAFE COMMUNITIES	<ul style="list-style-type: none"> ✓ Onsite Social Workers ✓ Friendly Security Guards ✓ Trained in De-escalation 	<ul style="list-style-type: none"> ✓ Operating Budget increase of \$100,000 for Security
ACCELERATE OUR RESPONSE TO CLIMATE CHANGE	<ul style="list-style-type: none"> ✓ PA Branch Passive House Certified ✓ VP Branch built to LEED Gold standard ✓ Plans for MH to be built to Net Zero standard 	<ul style="list-style-type: none"> ✓ MH Capital Project Submission ✓ Using over \$1m from Library reserves ✓ Net City Ask of \$1m



2021-2025 ECONOMIC DEVELOPMENT **ACTION PLAN**

- ▶ FACILITATING A SKILLED AND ADAPTABLE WORKFORCE
- ▶ ENHANCING DIGITAL INFRASTRUCTURE AND SERVICES
- ▶ GROWING BUSINESS AND INVESTMENTS
- ▶ MOVING GOODS AND PEOPLE
- ▶ REVITALIZING PRIORITY AREAS AND PLACEMAKING
- ▶ BUILDING TRANSFORMATIONAL PROJECTS



HPL'S ALIGNMENT WITH CITY PRIORITIES

CITY PRIORITY	HPL ACTION	2024 BUDGET IMPACT
PROVIDE VIBRANT PARKS, RECREATION, AND PUBLIC SPACES	<ul style="list-style-type: none">✓ 1,364 Open Hours per Week✓ Rural Extended Access Hours✓ After Hours Study Hall Access✓ Online Resources	✓ \$2m related to Salaries, Wages, & Benefits
SENSATIONAL SERVICE	<ul style="list-style-type: none">✓ Invest in Strong IT Infrastructure✓ Free WiFi utilization increasing year over year	
COMMUNITY ENGAGEMENT & PARTICIPATION	<ul style="list-style-type: none">✓ Free PRESTO Cards for Children Aged 6 to 12✓ Newcomer Integration Services	
ECONOMIC PROSPERITY & GROWTH	<ul style="list-style-type: none">✓ Supporting Entrepreneurs & Small Business✓ Open Central At 8 am✓ Extended Access Hours & Study Hall Hours	
CULTURE & DIVERSITY	<ul style="list-style-type: none">✓ Learning Partnerships✓ Advancing Indigenous Reconciliation	



LEVERAGING 3RD PARTY FUNDING

Grant / Program Area	Area of Focus	Amount	Outcome
Provincial	General Operations	\$949,500	Offsets Operating Budget Impacts
Newcomer Learning Centre	Newcomers	\$300,000	Enhanced Newcomer Integration
New Horizons	Seniors	\$25,000	Reducing Social Isolation for Seniors
Redbook / Ontario 211 / FindHelp	Information Services	\$60,000	Connecting People to Services available in their Community
Community Action Program for Children	Youth Services	\$15,000	Advancing children's literacy, getting kids ready for kindergarten, storytimes for newcomers.
Internships / Summer jobs	Summer Jobs	\$30,000	Facilitating a skilled and adaptable workforce; providing students with skills to complement their studies



HPL'S ALIGNMENT WITH CITY'S EDAP

EDAP PRIORITY	HPL ACTION
FACILITATING A SKILLED AND ADAPTABLE WORKFORCE	<ul style="list-style-type: none"> ✓ Expand Study Hall Access ✓ Learning Partnerships ✓ Online Learning Resources ✓ Newcomer Integration Services
ENHANCING DIGITAL INFRASTRUCTURE AND SERVICES	<ul style="list-style-type: none"> ✓ New Service Hours Model ✓ Add IT Service Staff To Larger Branches ✓ Invest in Strong IT Infrastructure ✓ Free WiFi utilization increasing year over year
MOVING GOODS AND PEOPLE	<ul style="list-style-type: none"> ✓ Free PRESTO Cards for Children Aged 6 to 12 with a Library Card
REVITALIZING PRIORITY AREAS AND PLACEMAKING	<ul style="list-style-type: none"> ✓ Sustainable Facility Renewal ✓ Open Central At 8am ✓ Extended Access Hours & Study Hall Hours



2021-2025 ECONOMIC DEVELOPMENT
ACTION PLAN

- ▶ **FACILITATING A SKILLED AND ADAPTABLE WORKFORCE**
- ▶ **ENHANCING DIGITAL INFRASTRUCTURE AND SERVICES**
- ▶ **GROWING BUSINESS AND INVESTMENTS**
- ▶ **MOVING GOODS AND PEOPLE**
- ▶ **REVITALIZING PRIORITY AREAS AND PLACEMAKING**
- ▶ **BUILDING TRANSFORMATIONAL PROJECTS**



HPL Highlights 2023

"Love that it has extended Sunday and study hours . . .
I am so grateful to have such a good library system." — Heather H.

Kenilworth Branch
Grand Opening, 1932



STRATEGIC PLAN UPDATE HIGHLIGHTS

MISSION STATEMENT

**Freedom to Belong
and Discover**

VISION STATEMENT

A vibrant and welcoming community place where people learn, connect, share, and discover.



FACILITY RENEWAL 2023



VALLEY PARK LIBRARY HAMILTON, ON

HAS FULFILLED THE REQUIREMENTS OF THE LEED GREEN BUILDING RATING SYSTEM CERTIFICATION ESTABLISHED BY THE U.S. GREEN BUILDING COUNCIL AND VERIFIED BY THE CANADA GREEN BUILDING COUNCIL.

LEED v4

BUILDING DESIGN AND CONSTRUCTION: NEW CONSTRUCTION AND MAJOR RENOVATION

GOLD

AUGUST 31, 2023

AWARDED

THOMAS MUELLER
PRESIDENT & CEO
CANADA GREEN BUILDING COUNCIL





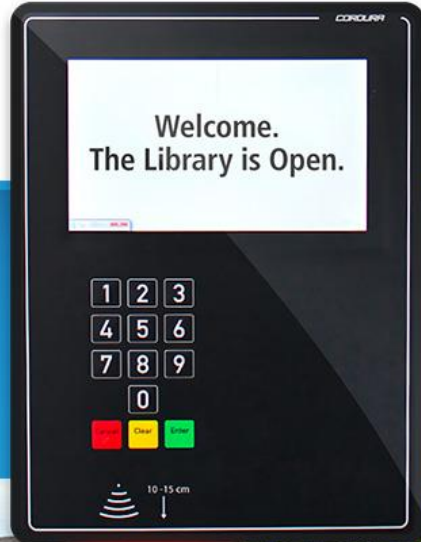
BRANCH REFRESHES



- Barton Branch: Interior Refresh
- Barton Branch: Landscaping (funded by Green Venture)
- Kenilworth Branch: Interior Refresh
- Waterdown Branch: New Makerspace
- Ancaster Branch: Furniture Replacements
- Greenville Branch: Patio Furniture
- Central Library: Study Pods
- Saltfleet Branch: Security Cameras



RURAL EXTENDED ACCESS OPEN+ SERVICE



- Access to Library outside of core hours for registered users.
- Staff available remotely.
- Four-fold increase in open hours for these communities.
- Service added to Carlisle Branch in 2023.
- 4 of 5 Rural locations now operating under this service model.
- Plan to add Mount Hope Branch once renovations complete.



HOURS ACROSS THE SYSTEM

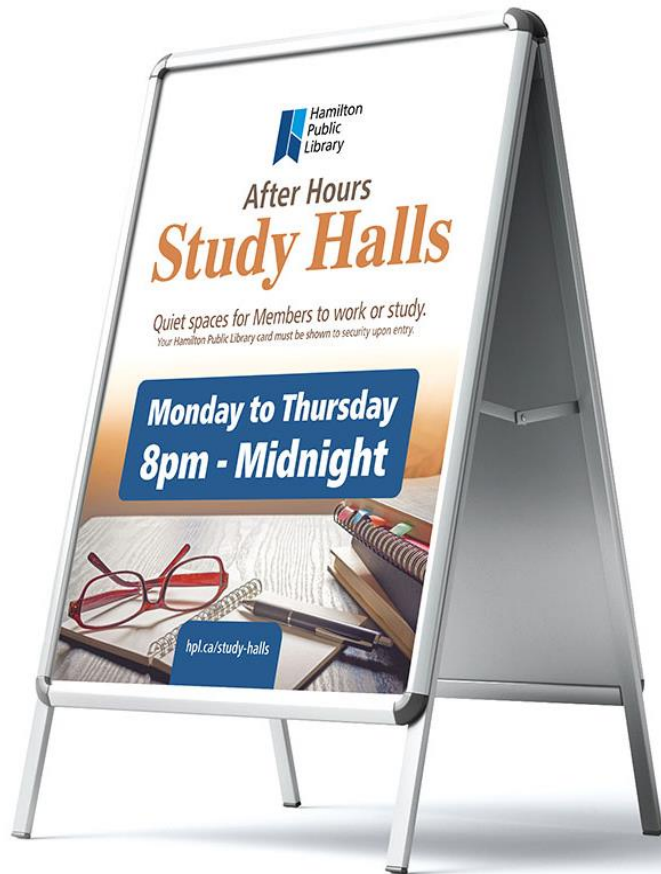
Current Open Hours

	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Total Hours/ Week
Central Library*	8-8	8-8	8-8	8-8	8-6	8-5	12-5	72
Regional Branches	9-8	9-8	9-8	9-8	9-6	9-5	1-5	65
Community Branches	9-7	9-7	9-7	9-7	9-6	9-5	---	57
Rural – Extended Access	9-8	9-8	9-8	9-8	9-6	9-5	---	63
Rural – No Extended Access (Mount Hope)	1-6	10-3	1-6	10-3	1-6	12-5	---	30



EXPANDED STUDY HALL HOURS

- Many residents face challenges studying at home, including accessing the internet, adequate bandwidth and a computer.
- First offered at Terryberry Branch in 2015. Now offered at Central Library and all Regional locations. Open Monday - Thursday 8pm - Midnight for quiet, independent study.



Location	Study Hall Hours	Days Per Week	Hours Per Week
Central	8pm - midnight	Mon – Thurs	16
Dundas	8pm - midnight	Mon - Thurs	16
Red Hill	8pm - midnight	Mon - Thurs	16
Terryberry	8pm - midnight	Mon - Thurs	16
Turner Park	8pm - midnight	Mon – Thurs	16
Valley Park	8pm - midnight	Mon - Thurs	16
Waterdown	8pm - midnight	Mon - Thurs	16



ADAPTING SERVICE TO MEET COMMUNITY NEEDS



In 2023, HPL continued to reintroduce and expand **in-person programs**.

Popular events such as Hamilton Reads, Noon Hour Concerts, Summer Reading Club and community partner events allowed HPL to again connect with Hamiltonians of all ages.



2023 HIGHLIGHTS CARD CAMPAIGN



- HPL partnered with Hamilton Wentworth District School Board (HWDSB) on a card campaign by adding a registration option for an HPL card via HWDSB's Parent Portal.
- Parents/Guardians who opt their child into this campaign receive a Welcome Package in the mail.
- Goal is to provide every elementary school student with the opportunity to be an HPL cardholder, simplify HPL registration, and support HWDSB's Reading Strategy and Right to Read program.

Phase 1 – June to Aug 2023

2 elementary schools
21 opt-ins for an HPL card.

Phase 2 – Sept to Nov 2023

19 elementary schools
1091 opt-ins for an HPL card.

Phase 3 – TBD

Review pilot data and processes.
Explore rolling out to remaining
HWDSB elementary schools.



2023 HIGHLIGHTS YOUTH PRESTO CARD

Youth aged 6-12 receive a free PRESTO card with a library card.

Decision to continue program in partnership with the HSR.

6,350

PRESTO Cards
Issued

4,300

New Library Members
Registered

HPL to support the purchase of PRESTO cards for youth aged 6-12.





2023 HIGHLIGHTS SUPPORTING STATES OF EMERGENCY

- HPL Branches open as designated **Warm Places and Cool Places.**
- Central Library open as warming centre on winter statutory holidays.

Partnership with Public Health Social Workers





Looking Ahead 2024

"It does more than just provide books and a quiet place for the community. . .
it provides temporary shelter from the elements . . ." — Sophie V.

Ancaster Falls,
1895



HPL PRIORITIES FOR 2024

City of Hamilton Land Acknowledgment

The City of Hamilton is situated upon the traditional territories of the Erie, Neutral, Huron-Wendat, Haudenosaunee and Mississaugas. This land is covered by the Dish With One Spoon Wampum Belt Covenant, which was an agreement between the Haudenosaunee and Anishinaabek to share and care for the resources around the Great Lakes. We further acknowledge that this land is covered by the Between the Lakes Purchase, 1792, between the Crown and the Mississaugas of the Credit First Nation.

Today, the City of Hamilton is home to many Indigenous people from across Turtle Island (North America) and we recognize that we must do more to learn about the rich history of this land so that we can better understand our roles as residents, neighbours, partners and caretakers.

- Operationalize the **new Strategic Plan**
- Detailed design and begin construction of **Mount Hope Branch**
- Advance **Discovery Centre** opportunity
- Continue work on **Truth and Reconciliation** and the City's Urban Indigenous Strategy with our Indigenous Relations partner
- Continue to **remove barriers** to Library access
- Expand **outreach services**
- Continuing to support the **Recovery** from the pandemic



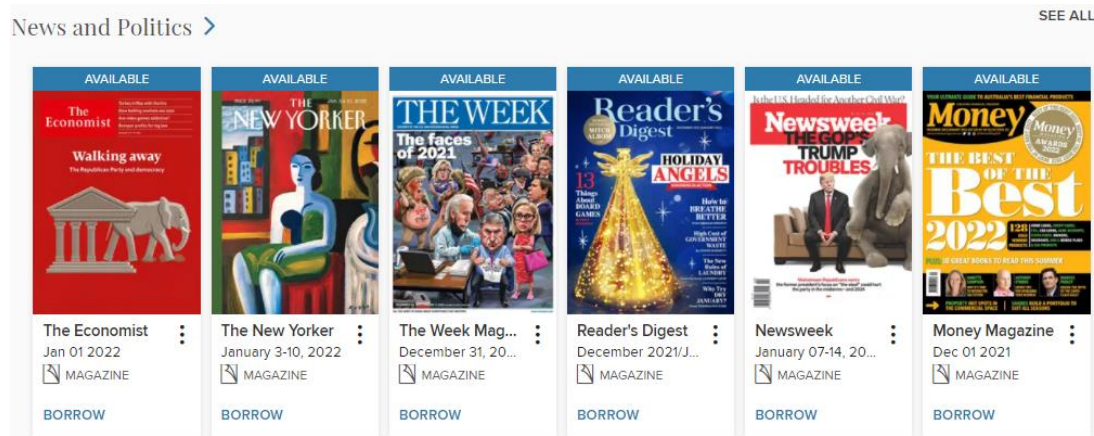


ACCESS TO QUALITY COLLECTIONS

Hamiltonians Love Books

Growth in digital reading over the past two years.
Physical book borrowing on the rise.

- Reading Programs
- Internet Archives Open Library
- Local Authors
- Local History and Archives
- Children's Express Bestsellers and Perennial Favourites



Free Legal Documents, Forms and Contracts

Print or download your customized legal document in 5-10 minutes.



GROWING PROGRAMS AND SERVICES



- Social Cohesion and Inclusion
- Literacy
- Digital Access, Skills
- Integrating Newcomers
- Local History
- Barrier-free Access to Arts and Culture
- Alignment with City Strategy
- Environmental Sustainability



BRANCH RENOVATIONS SHERWOOD & CONCESSION



Sherwood Branch

Cost: \$700,000



Concession Branch

Cost: \$200,000



NEW BOOKMOBILES

Electric vehicles are under consideration to replace our existing vehicles.

Exploring vehicles with the following criteria:

- Electric or hybrid vehicles are preferred
- Capacity to provide power for additional technology, such as printers and WiFi.
- Charging station installed in the tunnel at the Central branch.
- Grants available at the provincial and federal level for vehicles and charging stations.





INTELLECTUAL FREEDOM CHALLENGES

Intellectual Freedom is a core HPL value and is the bedrock of the Library's mission statement, "Freedom to Belong and Discover."

HPL **recognizes the right of individuals to express opposition** to an author or artist's ideas or their creative expression in items and programs selected for the library.

Library governance ensures that the principles of intellectual freedom and expression of thought are **upheld and are further outlined** through numerous policies.

HPL will include programs and items in our collection that some may find controversial and offensive.

In 2023, the American Library Association reported a **20% increase** in documented book challenges at Public Libraries

With challenges on the rise, HPL is committed to **ensuring frontline staff are equipped to manage challenges and have support** in place.





THANK YOU, LIBRARY STAFF AND COUNCIL



Pictured Left to Right: HPL CEO Paul Takala, Kojo Dampsey, Brie Berry, Councillor Ted McMeekin, Carly Whitmore, Nicolas van Velzen, Jennifer Horwath, Gagan Batra, Lynne Serviss

Absent: Councillor Nrinder Nann, Dayna Firth, Alison Griggs



ADDITIONAL QUESTIONS



THE FOLLOWING SLIDES PROVIDE ADDITIONAL INFORMATION AND CONTEXT.



Additional Information

"I live in Guelph, but I had to go Mohawk College with my son for an exam . . .
It's so refreshing to meet people who aren't just there as a job." — Robin K.

Carnegie Library in Dundas,
Circa 1950



2023 STAFFING AND ACTIVITY SUMMARY

	2020	2021	2022	2023	% Change from 2022
Staffing in FTE	299	291	297	304	2.4%
Weekly Open Hours	1,071	1,148	1,314	1,364	3.8%
In-Person Visits	1.1 million	800,000	1.7 million	2.7 million	57%
Circulation of Materials	4.9 million	2.6 million	5.1 million	5.4 million	6%
Computer Sessions	242,000	116,000	315,000	440,000	39%
Wi-Fi Sessions	477,000	264,000	767,000	1.7 million	127%



MAKING AN IMPACT THROUGH SUPPORTING HAMILTONIANS 2023

5.4M
circulation

3.1M
hours Wi-Fi use

2.7M
In-person visits

2.6M
pages printed

440K
computer sessions

740K
print jobs

58K
AskHPL questions

2,200
Presto Passes Issued

45K
new members



DISCOVERY CENTRE STUDY

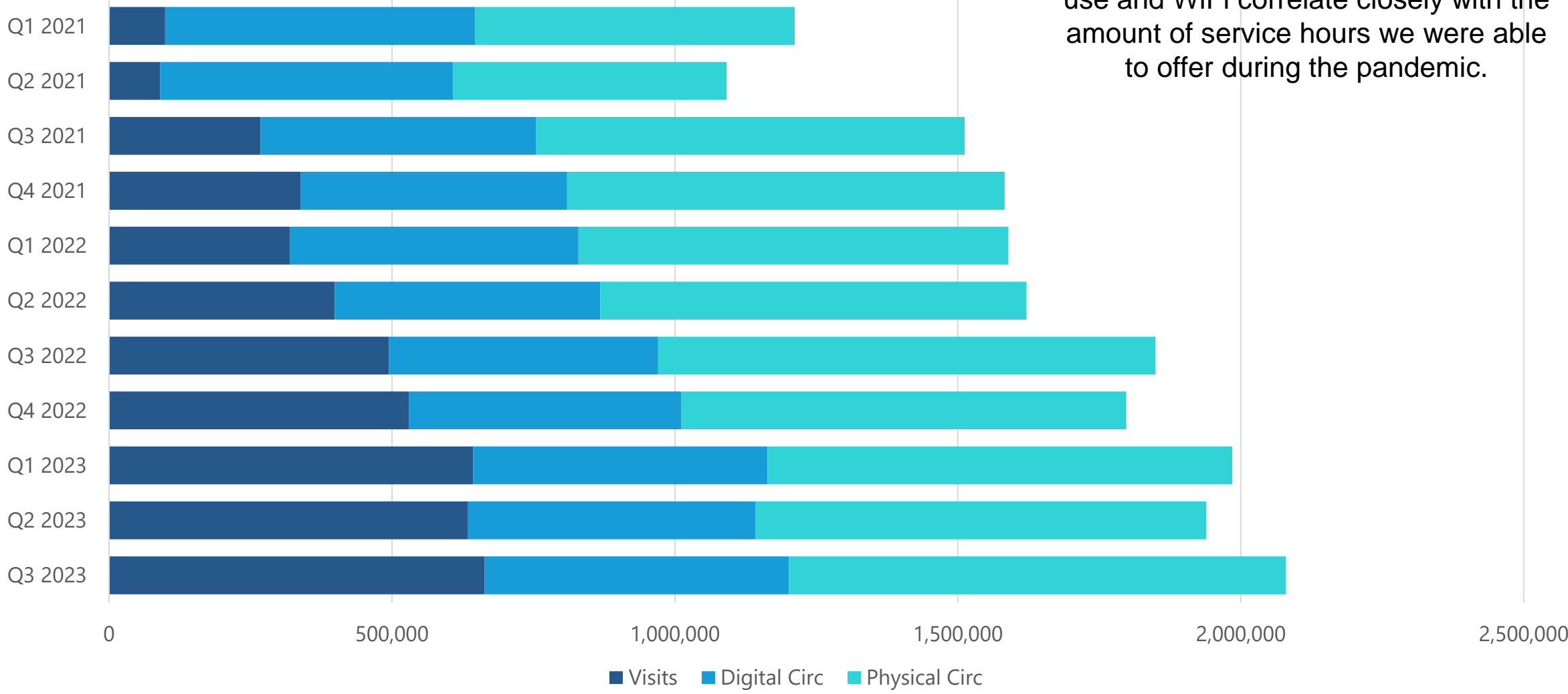


- **Program Design and Development Study** to answer key questions – what will the space look like, what will it cost to build and run, how does the space operate and what makes it special
- **Aim to begin work with an external consultant in Q2 2024** with a draft report complete by Q4 2025 and a presentation to Council and HPL Board in Q2 2026
- **Focus on Indigenous community consultation, public engagement and stakeholder input in 2024**



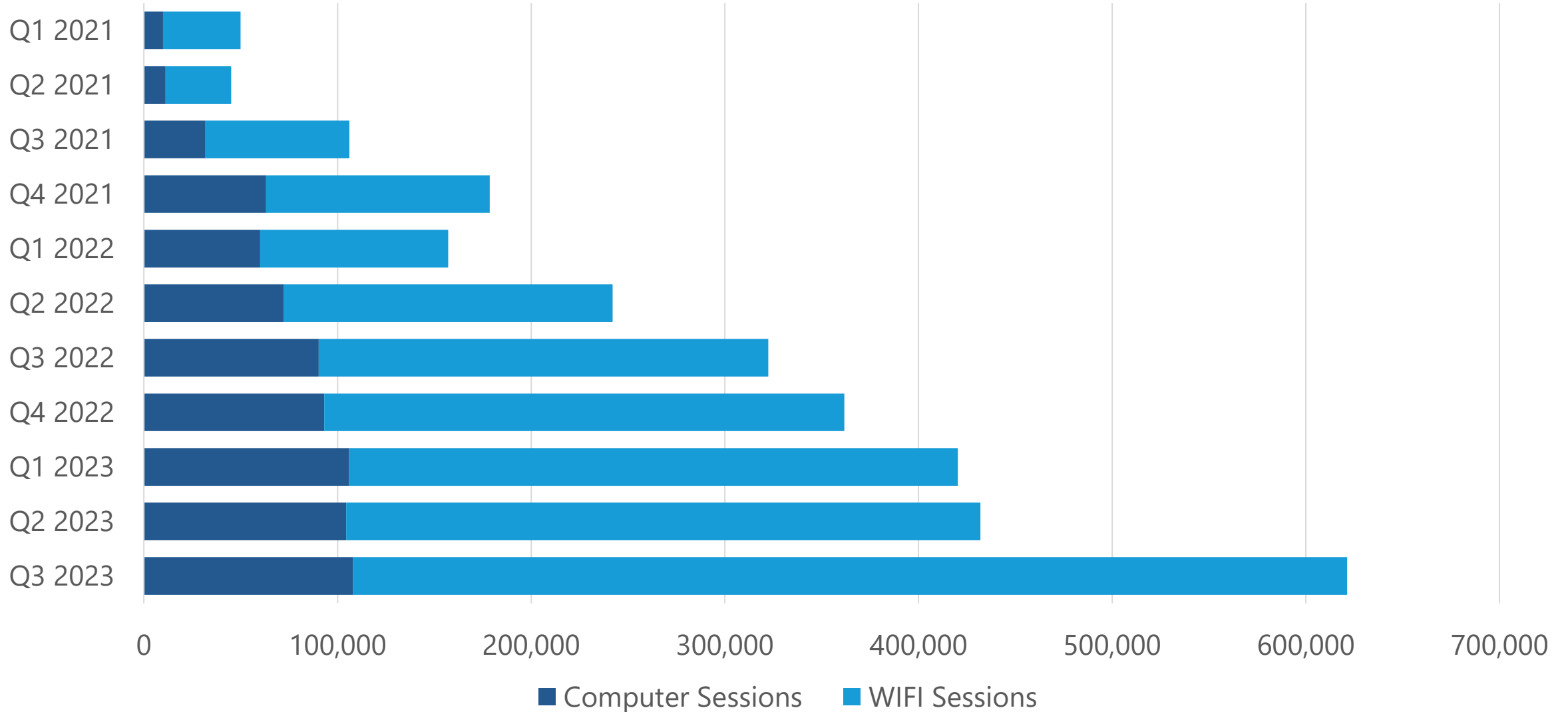
VISITS AND CIRCULATION SINCE 2021

Activity levels such as visits, computer use and WiFi correlate closely with the amount of service hours we were able to offer during the pandemic.





COMPUTER AND WIFI USAGE SINCE 2021





MOUNT HOPE BRANCH PROJECT





MOUNT HOPE BRANCH PROJECT

Mount Hope Branch Renovation 7501941800	Previously Approved	2024 Capital Budget Request	Total
Gross Capital Cost	\$2,400,700	\$2,913,300	\$5,314,000
Library Reserve Funding	1,075,000	-	1,075,000
Development Charge Funding	558,200	1,833,100	2,391,300
City Unallocated Capital Levy	767,500	-	767,500
2024 Net Capital Cost	\$-	\$1,080,200	\$1,080,200



WATERDOWN MAKERSPACE



- Grand opening week held July 3-7.
- Makerspace entails core items such as a Cricut and a 3D printer.
- Focus on community driven items such as sewing and embroidery machines.



RE-IMAGINING MAKERSPACES

Continuous improvement of Makerspaces through:

- Achieving consistency in asset purchases.
- Placing a focus on both core and community driven equipment.
- Creating a uniform Makerspace experience across all branches.
- Developing an effective standard upon which new Makerspaces are developed.





SUPPORTING PUBLIC HEALTH

COVID-19 VACCINE

CENTRAL LIBRARY
55 YORK BLVD. | FLOOR 4

TUESDAYS
JANUARY 17, 24, 31
9:30am - Noon, 1 - 3:30pm

Appointment required for bivalent booster.

SHERWOOD BRANCH 467 UPPER OTTAWA ST.
OCT 6
FRIDAY 9:30am - Noon, 1pm - 3:30pm

MAK 31 FRIDAY
9:30am - Noon, 1pm - 3:30pm

KENILWORTH BRANCH 103 KENILWORTH AVE N
MAR 27 MONDAY
9:30am - Noon, 1pm - 3:30pm

FEB 17 FRIDAY
9:30am - 12pm, 1pm - 3:30pm

BINBROOK BRANCH 2641 REGIONAL ROAD 56
FEB 9 THURSDAY
9:30am - Noon, 1pm - 3:30pm

HPL continues to provide spaces for Public Health Vaccine clinics.

167 Clinics
resulting in over
11,000 vaccines
administered



KEY REFERENCES

- Meeting Community & Member Needs - 2022: Thoughts on the Next Decade
<https://www.hpl.ca/sites/default/files/MeetingCommunityMemberNeeds2022.pdf>
- Major Accomplishments of the 2018-2021 Strategic Plan
https://www.hpl.ca/sites/default/files/Update_Report_on_Strategic_Plan_2018-2021.pdf
- Municipal Benchmarking Network Canada - Libraries
<http://mbnccanada.ca/practice/libraries/>
- Background Board Readings for Strategic Plan Development (2022)
https://www.hpl.ca/sites/default/files/Background_Briefing_Readings_2022-Selected_Readings_Version.pdf
- Multi-Year Business Plan
- <http://granicus-azmop-peak.s3.ca-central-1.amazonaws.com>
- About the HPL Library Board
<https://www.hpl.ca/articles/hamilton-public-library-board>
- HPL Management Team Members and Contacts
<https://www.hpl.ca/articles/management>