

December 11, 2018

On December 4th, 2018, the membership of Information Hamilton passed a resolution to dissolve the corporation. I share this news with sadness, but also with hope. While it is regrettable to see a 48-year-old agency close its doors, my optimism comes in a decision to transfer *The Red Book of Hamilton* database of community services to the Hamilton Public Library.

As a non-profit community agency, Information Hamilton has connected Hamilton residents to community services since 1970. Information Hamilton manages [The Red Book of Hamilton database](#), consisting of more than 4,000 records of community and government services, and provides information and referral services to the public. Information Hamilton also responds to parents, caregivers and service providers through the [Early Years Information Line](#), specializing in providing child-related information relevant to children from birth to age twelve.

Our recent technological advancements and the outstanding work of our staff make it possible for us to transition our database, and its deriving work, to the Library at a time when our services are gaining momentum and are well-regarded in the community.

In recent years, we improved the accessibility of information by making our information engaging, meaningful, and easy-to-use. We made information relevant through community engagement; working with groups and service providers to reduce barriers people face in finding and accessing services that offer help when they need it the most.

Our *Flash* announcements and social media reach thousands of Hamiltonians each week. We brought the printed Red Book back to the community after a 7-year hiatus and we produced innovative e-tools and printed publications to improve access to services such as [the Food Access Guide](#), [Community Resources for Older Adults](#), [the Hamilton Pregnancy Care Pathway](#), [the InfoSpot of youth and 55+ services](#), and [the Young Parent Resource Tool](#).

We appreciate the Hamilton Public Library for its commitment to ensuring continued access to *The Red Book* directory and for its generous support to Information Hamilton for over 30 years. We look forward to the Library's future developments in providing community services information to the public.

Our phone and in-person information and referral services will cease immediately. Over the next few months, we will work with Library staff, the City of Hamilton, and other key stakeholders to ensure a smooth transition. The Early Years Information Line will be redirected to 546-CITY, the City's phone line for resident inquiries about City programs and services.

As our time as an organization ends we recognize Information Hamilton staff, past and present, and their service to the network of community service providers and to the people of Hamilton. Thank you to all our clients and community partners for your support in our years working together.

Sincerely,



Pauline Kajiura
Executive Director