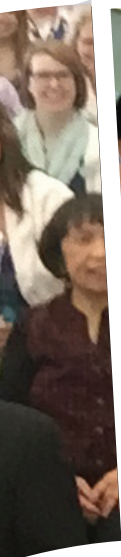




RICHMOND HILL PUBLIC
Library
Celebrate your curiosity



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COMMUNITY REPORT



Message from the Board Chair and CEO

Libraries serve as community catalysts for learning, discovery and creating, and at Richmond Hill Public Library, our customers are at the centre of all we do. The contributions, feedback and ambitions of our community help define our goals, while our residents' growth and engagement are at the very core of our Library's story—one that we're proud to tell.

Delivering thought-provoking programs, providing exceptional customer service and embracing a community-led framework all led to another successful year for the Library in 2017. The year was filled with major projects and milestones, including the development of new spaces, bringing new approaches to supporting forward-thinking learning, and helping tell Richmond Hill's vibrant stories. With a new Oak Ridges Library on the horizon, the Library will ensure an added dynamic influx of cultural growth for years to come.

Our nation's sesquicentennial provided an opportunity to engage our community in many vibrant ways, bringing together newcomers and lifelong residents alike for the national Canada 150 celebrations. 2017 also marked our Library's 165th year in Richmond Hill, providing us with a platform to commemorate all that we've accomplished since the establishment of the Richmond Hill Library Association in 1852. Throughout the year, while honouring our past and looking forward to our future, we nurtured existing relationships and built new ones.

We achieved major growth in areas that underscore our role as a community hub, including setting new records in program attendance and the number of programs offered, as well as reaching peaks in wireless internet and public computer usage.



With more collection items, activities, cultural events, and digital use than ever before, we’re expanding our reach to truly transform the ideal Library of today into the ideal Library of tomorrow. Meeting our goals and forging new ambitions helps to reaffirm our Library’s status as a place of community collaboration and networking, where our impact is strongly felt across our physical and virtual spaces.

We’d like to thank Richmond Hill Town Council for its continued support. Thank you as well to our outstanding staff, our dedicated board, our generous donors, and our committed community supporters—you are instrumental in helping the Library contribute to the vibrancy and culture of our town and its residents. Our *2017 Community Report* showcases some of our successes from this past year, reinforcing that just as the Library seeks to enrich and inspire, in turn, it is strengthened by those it serves.

In coming together as a community, our collective vision for the Library is realized, allowing the Library to flourish as a place to learn, build connections, and celebrate curiosity.

David Bishop
Board Chair

Louise Procter Maio
Chief Executive Officer

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Library Board



Councillor Greg Beros

David Bishop, Chair

Adam Grachnik

Shelagh Harris

Regional & Local Councillor

Brenda Hogg

Gwen Johnstone, Vice-Chair

(appointed to Vice-Chair December 2017)

Councillor Castro Liu

Margaret Roberts (resigned April 2016)

Nighat A. Sukhera

Martin Zegray, Vice-Chair (resigned November 2017)

Louise Procter Maio, Secretary/
Treasurer and Chief Executive
Officer

We are **YOUR**
Library.
YOUR
KNOWLEDGE
Centre.

When you need to solve a problem, make a decision, learn, read, enjoy, or explore, we integrate the sources with the expertise to help put you on the right path.

Richmond Hill Public Library *is a place for all. Our four branches represent inclusive centres for learning for all those who step through our physical and virtual doors. We've proudly served our local community for 165 years, acting as a pioneer in supporting democracy, cultural growth, and equitable services to information, regardless of race, creed, age, gender or sexual identity, or socioeconomic status.*



A **Vital** Community Hub

We serve as a cultural heartbeat in our community, helping to inspire you to come together and network in spaces that are repositories of lifelong information, learning, and knowledge.



Stats



In-Person Visits
1.1 M



Electronic Visits
1.52 M



Social Media Visits
.68 M

Strengthen Your Connections

Celebrate your curiosity

*We will strengthen
your connections with the sources
and resources that answer your questions,
expand your explorations and drive your
aspirations.*

Connect and Collaborate

The Library is here for you to explore and experience. Through listening, keeping on top of trends, and continuously growing alongside our customers, an extension of our commitment to lifelong learning is to provide unique opportunities for you to be culturally enriched.

From hosting our annual Ontario Public Library Week Celebration to our participation as a designated provincial hub for the weekend-long Culture Days, thousands have been inspired to create something new at our Library.

Beyond our Walls

Our ability to connect with our community extends beyond our physical spaces. We're popping up at neighbourhood events to bring you interesting content, programs and conversations—wherever you are.

Whether it's partnering with the Town of Richmond Hill to host thousands at our outdoor Moonlight Movies evenings, piquing students' curiosity as we showcase robotics and green screen technology at dozens of local classrooms visits, or allowing young imaginations to

Stats



Community Connections
689,899



Bookings + Events
1,066



Active Cardholders
62,224



flourish at local childcare sites during our long-standing Stories on Wheels program, we're continuously sourcing new ways to meet community needs across Richmond Hill.

Newcomer Support

It is our responsibility to embrace the power of partnerships with many local community organizations. The Library offers language-focused programs for all ages; books and movies in more than 20 languages; and a website where all content can be translated into 99 different languages, all aimed at providing you with greater accessibility to meaningful materials and a reduction of barriers to service.

Building Community Partnerships

We routinely seek to bolster ties with local organizations as a means of providing ever-expanding resources for our community.

From welcoming the Ontario Genealogical Society to celebrate their York Region chapter's 20th anniversary, to working with the Rotary Club of Richmond Hill to host hundreds of students at our Forest of Reading® author series across our locations, we offer our spaces to build civic relationships.

We also work with our neighbouring libraries to offer diverse, curated collections: residents across York Region now have access to library materials found across all nine municipalities as part of the York Region Public Library Partnership.



“My tenure as Richmond Hill Writer in Residence really opened my eyes to the vital role the Library plays in its community. Every day I came in, the Library was packed with people, young and old, using its resources. And I saw how hard the Library’s employees worked to meet the needs of those customers, answering questions, providing workshops and other learning opportunities on a wide range of topics. It’s an impressive facility run by dedicated professionals, and I was proud to be a part of it.”

—TREVOR COLE
RHPL Writer-in-Residence

2017 In-Library Events Included:

- Culture Days (Designated Provincial Hub)
- Ontario Public Library Week Celebration
- Richmond Hill High School Arts Contest Celebration
- Richmond Hill Board of Trade Business @ Breakfast Event

2017 In-Community Events Included:

- Concerts in the Park (Mill Pond Park)
- Cosmo Music Fest & Expo (Cosmo Music)
- Moonlight Movies (Central Library Lawn, Bond Lake Park)
- Richmond Hill Cultural Summit (Richmond Hill Centre for the Performing Arts)



Contribute Vibrant Spaces

We will contribute vibrant spaces and places, physically and virtually, throughout Richmond Hill that are easily integrated into your daily life.

Spaces for Today and Tomorrow

To ensure we effectively meet your needs, we're committed to creating new spaces and adapting current spaces to foster community curiosity.

2017 saw us continue construction of our new 19,000 square-foot Oak Ridges Moraine Library. The new branch, located just a few hundred metres north of the current Oak Ridges Library, will feature a series of innovative spaces, including a makerspace, community program rooms, an urban living room, dedicated teen and tween areas, and a green roof. It will serve one of the fastest-growing areas of Richmond Hill.

We also consulted our community to learn more about how you want to see Central Library expand in the future. With a look to creating 'the Library of tomorrow,' we've been given hundreds of ideas directly from those we serve as we plan the long-term future of our main branch.

Examples of adaptations that improve the use of our current spaces include the introduction of charging

stations for mobile devices across our branches, the addition of new shelves and mobile, flexible furniture to the children's area at Richvale Library, and renovations within the Mary-Lou Griffin Local History Room, west check-out area, and underground parking garage at Central Library.

Community Living Room

As a community hub, we invite our customers to use our many indoor and outdoor spaces for personal enrichment, collaboration, and networking.

While providing space for residents to study, work, read, meet, and relax, we urge you to treat Library spaces as yours—a true community living room.

And just as living rooms are adaptable, so too are our branches: from lecture halls to movie theatres, our spaces have the flexibility to offer some "wow" moments to those who stop in.

This past year, our spaces also became artists' studios when we hosted our first-ever Artist-in-Residence program, as well as a cosplay contest



“Everyone deserves easy access to the important services and amenities offered by libraries. Our new Oak Ridges Library is one of the many ways we demonstrate our commitment to our community in this regard.”

—DAVE BARROW
Mayor of Richmond Hill



Stats



Public Computer Usage

155,267 sessions



Wireless Internet Usage

1.02 M sessions



Website Visits

1.44 M sessions

runway as part of our Mini Con event, which brought together the likes of Darth Vader, Thor, and dozens of other elaborate cosplayers in a celebration of fandom. These activities, along with many others the Library offers, epitomize our shift towards ushering in vibrancy in unexpected places.

Reducing Barriers to Connectivity

As a repository of knowledge across all spectrums, we're proud to serve as one of Richmond Hill's largest providers of free WiFi. This core service, along with our access to public computers, helps to eliminate socioeconomic barriers in our community; the Library can be counted on to provide regular access to authentic, reliable information in a safe place.

From students sitting down at one of our computer stations to get their homework done, to newcomers logging in on a personal device to work on professional certifications, the Library's wireless internet was accessed more than one million times in 2017.

A photograph of three young children interacting with a structure made of white tape. A boy in a green shirt is on the left, smiling and reaching out. Two girls are in the center and right, looking towards the camera. The structure is made of thick white tape wrapped around poles.

Enrich Your Choices

We will enrich the choices you have to build your individual life and build your community with quality services and programs.

Improving Accessibility

Beyond regularly enhancing our collection with new titles, the Library is also committed to enhancing how our collection is accessed. When it comes to accessibility, we understand that a ‘one size fits all’ approach doesn’t work. Individuals with print disabilities may have difficulty holding a book or reading and processing printed text. With this in mind, we’ve improved our collection of accessible items through our partnership with the Centre for Equitable Library Access (CELA). In 2017, we offered access to 230,000+ books, magazines, and newspapers in described video, audiobook, e-Text, and braille formats.

Enhanced Digital Resources

The Library’s collection of digital resources continues to expand to meet your evolving interests. With accessible interfaces that range from desktop to mobile to tablet, you can customize your digital experience to fit your precise needs. Regardless of the type of digital content you’re looking for—eBooks, eAudiobooks, movies, music, and more—we have a service catered

PROGRAM HIGHLIGHTS IN 2017:

- Offering a record-breaking **3,533 PROGRAMS** across all locations
- Welcoming a record-breaking **65,354 ATTENDEES** to our programs
- Registering **1,400+ YOUNG READERS** for our 2017 TD Summer Reading Club
- Introducing an **ARTIST-IN-RESIDENCE** program
- Launching a **COMMUNITY CONVERSATIONS SERIES** with topics that included racial equality and local poverty, fostering the growth of community dialogue surrounding topical issues and current events
- Hosting another successful year of **AUTHOR VISITS**, including welcoming Kamal Al-Solaylee and Trevor Cole to Central Library for discussions about their titles *Brown* and *The Whisky King*

specifically to your needs.

Going beyond just providing digital content, you can also create your own digital media at the Library. iMac Creative Workstations were rolled out at Central Library, offering public access to beginner and advanced audio and visual software to work on digital media projects, including creating and editing music, videos and digital images.

Community-Focused Programming

With over 290 programs offered every month, the Library provides a regular pipeline of opportunities to learn, experiment and create. Developed for all ages and stages, we pride ourselves on our ability to craft programs that promote discovery, impart new knowledge, support different forms of literacy, and build community.

Full STEAM Ahead

The tenets of STEAM (Science, Technology, Engineering, Art, and Mathematics) are being applied, explored, and experimented on by all ages at the Library. Children learned principles of architecture and chemistry during our March Break programs. Pop-up programs on Maker Mondays saw coders create unforeseen worlds in new languages, one line of code at a time. Library tech evenings and maker fairs brought together community partners to showcase the latest gadgets and devices, inspiring our next generation of inventors.



“I’d like to express heartfelt thanks to the very well-run Richmond Hill Public Library. We are frequent users of the Library. My kids (8-year-old girl and 4-year-old boy) made it a habit to borrow books and they benefited a lot, especially my daughter who loves reading. I have seen her mind being transformed and broadened over the past year since we moved to Canada. Thank you very much for providing such great service.”

—EDITH LO
RHPL Customer

Stats



Borrowed Items

2.11 M including
.61 M e-materials



New Collection Items

54,418



Programs Offered

3,533



Program Attendance

65,354



Reinforce Our Capabilities



We will reinforce our many capabilities that bring our services and programs to life.

Prioritizing Staff Development

On May 5, 2017, Library staff participated in a Staff Development Day, marking the first time since the Library became a four-branch system that all staff had come together for a full day of learning and growth. 113 staff members took part (representing 93% of our staff group) in the day that was fully planned by a cross-functional team consisting of employees from across the Library system, providing staff with an opportunity to develop skills in a cohesive atmosphere.

Due to the success of the day, the Library Board approved a request for the Library's Staff Development Day to become an annual event, with all branches closing one day a year to provide employees with the opportunity to participate in a day of professional development as a collective staff body.

Learning from our Community

As part of the Library's customer-focused approach, we installed Happy or Not terminals at each of our locations, inviting our customers to "Please Rate our

Service Today." The terminals provide real-time data from our customers, enabling us to review levels of satisfaction and challenging us to make your experience better. Information is reviewed and shared with staff to measure success and work together to achieve exceptional customer service.

We were honoured to receive a 2016-2017 *Community Partner Award* from Community Living York South, a partner we regularly work with to deliver programs that provide support services for individuals with intellectual disabilities; it's a partnership that serves as an example of our ability to offer our community welcoming, accessible programs and resources.

Living Our Values

In all that we plan, create, and bring forward to the community, we're guided by the values found in our Strategic Plan: accessibility, diversity, intellectual freedom, innovation, respect, literacy and lifelong learning, and accountability. From hosting insightful community conversations to answering inquisitive



Staff Development Day is important because it provides opportunities for all Library staff members to develop new skills that they can use to enhance the work that they are doing. The event also gives staff members from across all four branches a chance to spend time together in one place and learn from each other while discussing the projects that they have been working on.

—MACKENZIE PROCTOR
RHPL Staff Development Day
Committee Member

reference questions, our approach in interacting with the community – and each other – is influenced by these seven values.

These values, embodied by our staff, were created with the aim of providing quality, customer-based service to our community. They have helped provide a transformational pathway to develop a strong, cohesive internal organizational culture.

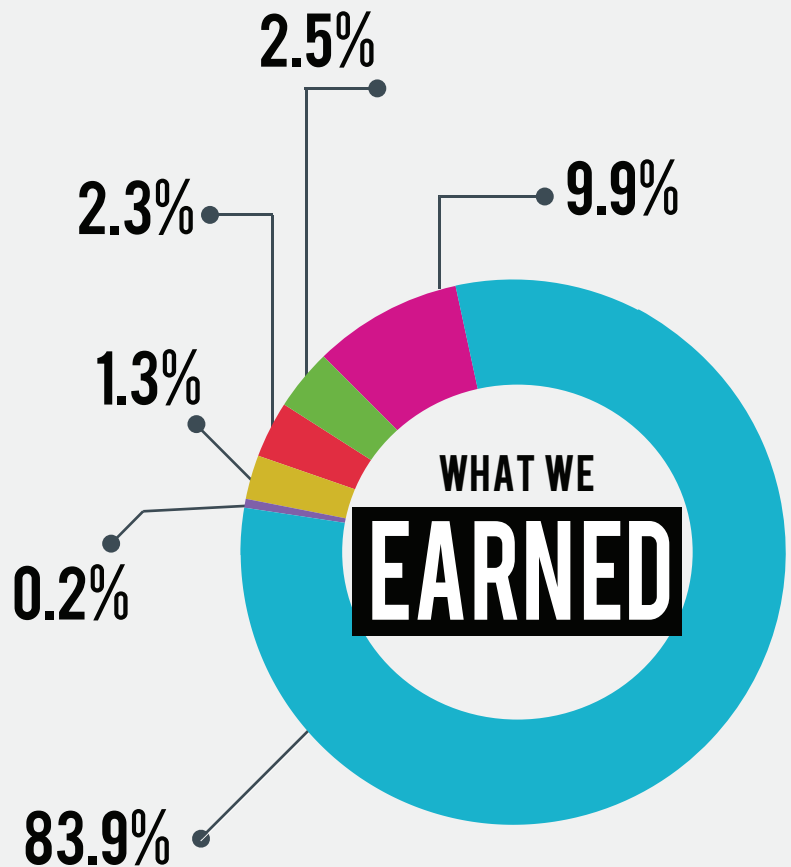


2017

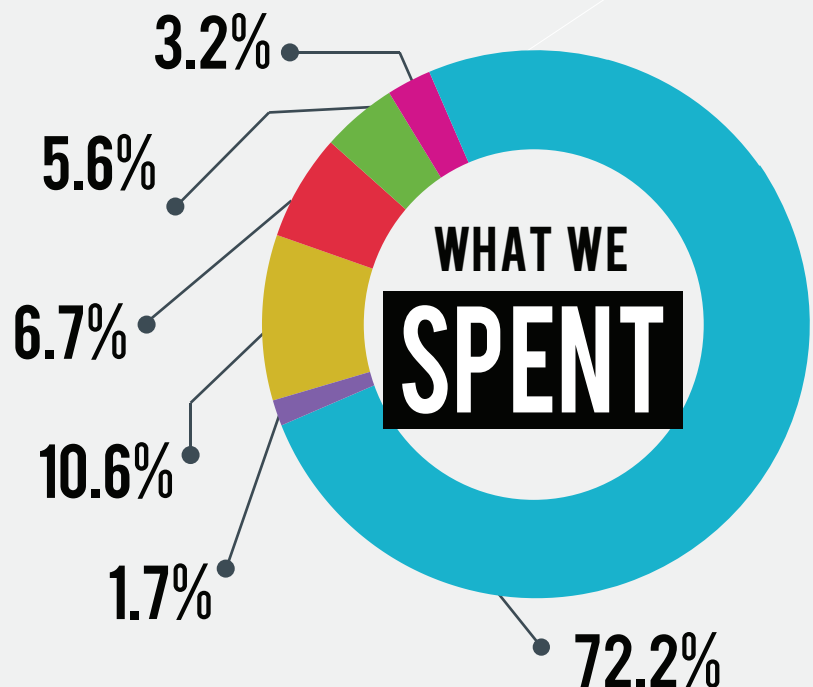
Financials

AT A GLANCE

- CONTRIBUTION FROM RESERVE
- FINES, FEES, SALES
- YRDSB FUNDING
- PROVINCIAL FUNDING
- DONATIONS & OTHER
- MUNICIPAL FUNDING



- LIBRARY MATERIALS
- TRANSFER TO RESERVE
- SUPPORTING SERVICES
- UTILITIES & MAINTENANCE
- GENERAL ADMINISTRATION
- PERSONNEL



2017 Donations

- United Way Campaign Designation Payment - Simon Pasieka of BMO Financial Group
- United Way Campaign Designation Payment - Anonymous of BMO Financial Group
- United Way Campaign Designation Payment - Anonymous of RBC Financial Group - Areawide
- United Way Campaign Designation Payment - Anonymous of Scotiabank Global Banking and Markets

2017 Grants



2017 Service Awards

We would like to extend our sincere appreciation for the years of service contributed by our staff. The 19 staff members who received 2017 Service Awards represent 255 years of outstanding service to our community.

40 years of service

Karen Dury

35 years of service

Barbara Ransom

25 years of service

Dianne McLeod

20 years of service

Hanna Riahi

15 years of service

Donna Edwards

Tracy Tong

Jenny Wang

May Wong

10 years of service

Fanny Chau

Amy Kam

Denis Patsenka

Eliza Yim

5 years of service

Iris Chong

Jennifer Ebbs

Kevin Gill

Mehrak Nazemi

Louise Procter Maio

Mackenzie Proctor

Christine Shorrocks



“The most important asset of any library goes home at night — the library staff.”

—FATHER TIMOTHY HEALY

Former President, New York Public Library



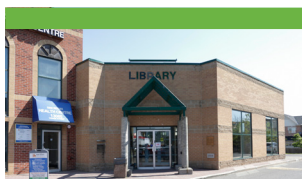
RICHMOND HILL PUBLIC
Library
Celebrate your curiosity



Central Library
1 Atkinson St.
Richmond Hill, ON
L4C 0H5

Mon - Thurs 9:30 a.m. - 9 p.m.
Friday 9:30 a.m. - 6 p.m.
Saturday 10 a.m. - 5 p.m.
Sunday 12 p.m. - 5 p.m.

905-884-9288



Oak Ridges
13085 Yonge St. #12
Richmond Hill, ON
L4E 3L2

Mon - Thurs 10 a.m. - 9 p.m.
Friday 10 a.m. - 6 p.m.
Saturday 10 a.m. - 5 p.m.
Sunday Closed

905-773-5533



Richmond Green
1 William F. Bell Parkway
Richmond Hill, ON
L4S 2T9

Mon - Thurs 10 a.m. - 8 p.m.
Friday 10 a.m. - 6 p.m.
Saturday 10 a.m. - 5 p.m.
Sunday Closed

905-780-0711



Richvale
40 Pearson Avenue
Richmond Hill, ON
L4C 6T7

Tues & Wed 10 a.m. - 8 p.m.
Thurs & Fri 10 a.m. - 6 p.m.
Saturday 10 a.m. - 5 p.m.
Sunday Closed

905-889-2847

