



# 2018

## COMMUNITY REPORT



# MESSAGE FROM THE BOARD CHAIR AND CEO

**Libraries connect communities in a way that benefits everyone, pooling local resources — from educational offerings to job training to homeless outreach to ESL learning — to put them all under one welcoming roof for everyone to share.**

2018 provided countless examples of our role as a firmly-entrenched community hub. The stereotype that people only use libraries for borrowing books has gone the way of the card catalogue – it's all but gone. One visit to our branches will show you why.

Children come to nurture their curiosity and complete homework assignments together. Adults enter our doors to hear lectures and musical performances, and to attend craft workshops and book clubs. Seniors come to socialize with others, and borrow a tablet to video message with their grandchildren thousands of kilometres away.

We've become vital for marginalized members of our community to access essential government services and to stay connected. We're now providers of basic digital literacy training – such as how to use an iPad or creating an email address. We also cater to tech-enthusiasts, offering advanced courses on coding or robotics in maker spaces.

Serving a community with diverse needs and interests, we continued to set new records in program attendance and the number of programs offered, as well as hit new highs in wireless internet and public computer usage.

More than 72,000 members of our community carry library cards emblazoned with "RHPL."

There is no other local organization, non-profit or corporate, that enjoys such a voluntary following. Our physical and digital spaces become yours. You visit us more than three million times a year; you borrow more than two million items, and you experience tens of thousands of free programs, events, and activities.

A library is a reflection of its community, and without the participation, encouragement, and support of the people who use our services and resources, our Library would not exist as the community hub it's grown to become.

Through the strong commitment and forward-thinking vision of our library board and the stewardship of our dedicated library staff, the Library continues to be a community success story – a story enjoyed by all who step through our doors.

Our story is one that is shaped by the lives we're able to help transform, and we encourage you to discover, to collaborate, to create, and to grow.

We're glad you're here with us as our story continues to be written.

**David Bishop**  
Board Chair

**Louise Procter Maio**  
Chief Executive Officer







# 2018

## LIBRARY BOARD

Marj Andre

Councillor Greg Beros

David Bishop, Chair

Stephen Chait

Adam Grachnik

Shelagh Harris

Regional & Local Councillor  
Brenda Hogg

Gwen Johnstone, Vice-Chair

Alicia Lauzon

Councillor Castro Liu

Nighat A. Sukhera

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.

We've proudly served our local community for 166 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. Our four branches represent safe, inclusive spaces for everyone to find opportunity.



# PRESERVERS OF HISTORY, CHAMPIONS OF TRUTH.

The safeguarding of truth is important, now more than ever. Our Library, which houses centuries of learning, information, local history, and truth, is a proud defender in the fight against misinformation. We are a hub of true information amid a sea of falsities, and our staff are torch bearers for facts, helping to guide our community to authentic materials they can both trust and rely upon.



*Welcome  
to your library.*



**1 million**  
IN-PERSON VISITS



**1.52 million**  
ELECTRONIC VISITS



**.69 million**  
SOCIAL MEDIA VISITS



# STRENGTHEN YOUR CONNECTIONS

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

## Explore and Experience

At events like our annual Ontario Public Library Week Celebration and the weekend-long Culture Days, thousands have been inspired to create something new when they've picked up a new instrument or tried their hand at weaving.

Our commitment to our core value of lifelong learning extends to visitors of all ages, amounting to countless opportunities to be culturally enriched.

## Popping Up

More than ever, we're meeting with our community in their preferred spaces and responding to needs by finding new niches for library service. We embrace all opportunities to bring the Library experience to new groups of people in unique and surprising ways. Library service now extends further than it ever has. We're meeting with thousands at our summer outdoor Moonlight Movies film screenings, and visiting with thousands of inquisitive young minds eager to code during dozens of year-round local classroom visits.



**706,989\***  
COMMUNITY CONNECTIONS



**1,591\***  
BOOKINGS / EVENTS



**72,694\***  
ACTIVE CARDHOLDERS

*\* all-time annual record high*



## Newcomer Services

With close to 60% of Richmond Hill's population comprised of those new to Canada, the Library often provides crucial resources for newcomers looking for materials to help them settle into their new surroundings.

We've increased our focus on creating spaces that are welcoming and inclusive for newcomers by developing collections in more than 20 languages, offering programs that encourage participation regardless of language, and providing professional development that enables staff to become more culturally aware. We've also launched ongoing newcomer focus groups to ensure we're providing what newcomers are actually looking for from their Library, rather than making assumptions.

Through partnering with various local non-profit organizations like Library Settlement Partnerships and the Parya Trillium Foundation, thousands of newcomer youth, adults, and seniors have participated in library programs in 2018. With a growing array of supportive language, academic, settlement, and citizenship services and workshops, program topics have ranged from web design to learning about health care.



# 2018 LIBRARY EVENTS

### In-Library Events Included:

- Culture Days (Designated Provincial Hub)
- Ontario Public Library Week Celebration (25th Anniversary of the opening of Central Library)
- Richmond Hill High School Arts Contest Celebration
- Richmond Hill Board of Trade Business @ Breakfast Event

### 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 Community, Collections, and Creation**

Through the creation of new space and updates to our current spaces, we nurture and inspire learning, connection, and growth. Sometimes small additions to spaces open up a world of access. To this end, we've co-developed, installed and configured digital information kiosks at all our branches, allowing you to search our catalogue, explore program information, access wayfinding information, and plenty more – all on interactive touch screens.

We've also adapted our current space by completing the installation of new shelves and mobile, flexible furniture in the children's area at Richvale Library, through removing end-of-cycle computer terminals at Central Library to allow for more study/work space, and by adding new screens to Central Library's meeting rooms to cater to enhanced presentation needs.

As a further nod to the digital age we live in, we've also added dozens of electrical outlets across our facilities to ensure all your devices can be charged at your convenience.



**1.16 million\***  
**WIRELESS INTERNET SESSIONS**



**155,131**  
**PUBLIC COMPUTER SESSIONS**



**1.45 million\***  
**WEBSITE VISIT SESSIONS**

*\* all-time annual record high*



## Art in Unexpected Places

Vibrancy can be found in unexpected places at the Library, which is why if you wanted to see a pop-up outdoor art installation in 2018, Nuit Blanche wasn't your only option.

Throughout the summer months, Central Library's garden was the proud home of a unique Bookaleidoscope. Local blacksmith Aimie Botelho – Richmond Hill's 2018 Artist in Residence – created the masterpiece with a motivation to build an art installation that allowed the public see how books introduce us to new perspectives and understanding.

Throughout the summer, the kaleidoscope pointed down at a base in the shape of a book, which was bursting with colours and letters. Thousands of community members enjoyed seeing the multitude of beautiful, colourful patterns when they looked through the kaleidoscope's lens.

## Connecting our Community

The Library's wireless internet was accessed a record 1.16 million times in 2018. Whether you're looking to conduct research for an essay, download a documentary, or stream the latest Juno-winning hit single, the Library can be counted on to provide regular access to information in a safe place.

We also upgraded our telephone system at Central, Richmond Green and Richvale to provide our customers with fewer obstacles to answering their questions. Oak Ridges will receive a similar upgrade in the coming months when the new facility opens.







# ENRICH YOUR CHOICES

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

## **Accessibility for All**

Ensuring all members of our community have consistent access to library services is paramount. We've augmented our offerings on our MagnusCards app, launching a fifth step-by-step visual guide – “Register for a Program” – that helps individuals with cognitive special needs use library services. When it comes to accessibility, we understand that one size does not fit all, which is why we restructured our sensory storytime program to include an enhanced offering of interactive, specialized equipment for all abilities and needs.

## **Programs for Diverse Interests**

With close to 70 programs running system-wide each week, the Library offers numerous choices for all ages and stages.

Following such incredible usage growth, we've updated when and how programs are offered to more appropriately fit your lives by increasing drop-in programming and after-school programming, as well as increasing our flexibility to add sessions to filled programs whenever possible.

With input from our community, we are constantly expanding the range of things we share, including offering a range of programs centred around topical issues like Reconciliation, homelessness, and newcomer experiences, as well as broadening our program selections to appeal to wider interests through concerts and Pinterest-themed crafting sessions.

## **Digital Options Aplenty**

The Library's collection of digital resources continues to expand to meet the needs and



interests of our customers. More than 630,000 digital items were borrowed in 2018, marking a new Library record. Whether you're looking for eBooks, eAudiobooks, movies, music, and more, we have a digital service that caters to your specific needs.

In support of school-aged youth, we launched BrainFuse to support the academic success of students in grades K-12. Since its launch, this online service has helped hundreds of students with homework help and live online tutors offered daily from 2 to 11 p.m.

We also began to offer PressReader, providing online access to today's newspapers and magazines from over 100 countries in over 60 languages. Perfect for commutes into the city and quiet weekend mornings, available publications on this digital resource include the Globe and Mail, National Post and Toronto Star.

Ensuring that customer convenience is top of mind, our new eNewsletter service provides customers with timely and personalized email communication, including details about library news, programs and services.



# 2018

## PROGRAM HIGHLIGHTS

- Offered a **record-breaking 3,794 programs** across all locations
- Welcomed a record-breaking 66,705 attendees to our programs
- Helped **1,700+ young readers** develop a love of reading as part of our 2018 TD Summer Reading Club
- Introduced a **Photographer-in-Residence program**, led by award-winning photographer Petrija Dos Santos
- Launched a BYOB – **Bring Your Own Baby book club** for parents looking to talk about books written for adults and meet in a baby-friendly setting
- Hosted another successful year of **author visits**, including welcoming Elizabeth Renzetti and Douglas Saunders to Central Library for discussions about their titles *Shrewed* and *Maximum Canada*



**2.1 million\***  
**BORROWED ITEMS (INCLUDING**  
**633.488 E-MATERIALS)**



**3,794\***  
**PROGRAMS OFFERED**



**59,244**  
**NEW COLLECTION ITEMS**



**66,705\***  
**PROGRAM ATTENDANCE**

*\* all-time annual record high*



# REINFORCE OUR CAPABILITIES

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

*I feel like RHPL is family. We come together and support each other when needed, and the lines between departments become blurred when we are helping our customers. We always do what we can do to help, and we work together on committees or on the front lines. No matter where I am at RHPL, I feel my voice is heard and my opinion matters.*

**— KIM MADDIN, RHPL EMPLOYEE SINCE 2001**

## **Collaborative Programming**

Inspired by successes from library systems abroad, the Library developed and launched a new staff-led collaborative programming model in 2018. Created to streamline the planning and delivery of programs system-wide, this model of program development gains input from staff across all Library locations ahead of execution to ensure customer needs from across our community are being met.



## Prioritizing Staff Development

On top of holding our second annual Staff Development Day to foster skills growth for all staff in a cohesive atmosphere, more than 100 staff participated in a full day of customer service and de-escalation training workshops led by professionals from Centre for Addiction and Mental Health. The Library also contributed to succession planning by launching enhanced leadership development training. Numerous professional staff participated in an 11-session, in-house development program aimed at increasing leadership skills, which will continue for additional staff into 2019 and beyond.



# 2018 SERVICE AWARDS

### 30 years

Estelita Chan  
Sharmin Muller

### 25 years

Laura De Filippis  
Phyllis De Filippis  
Selina Ong  
Susanna Pang  
Greg Patterson

### 20 years

Joseph Gendron

### 15 years

Nellie Amiri  
Denis Bourdages  
Stephen Leung  
Shubha Pathak  
Rita Shaw

### 10 years

Tina Golshan  
Soo Me Jeong  
Barbara Kassies  
Cameron Lee  
Tina Mahon  
Kelly Mazzuca  
Cecilia Pang  
Karen Wales  
Michelle Weinberg  
Cindy Wen

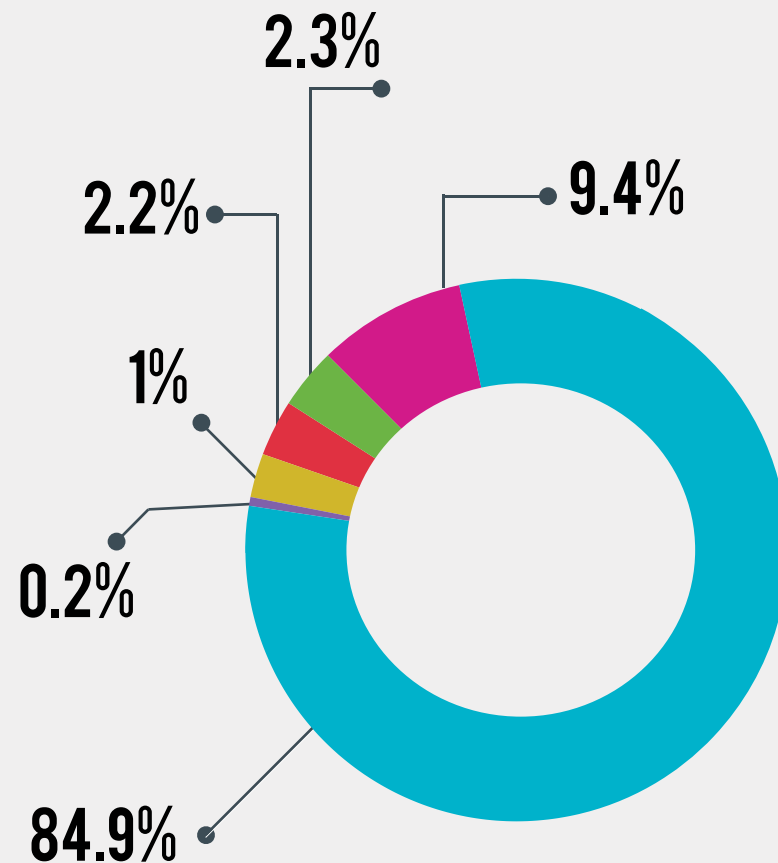
### 5 years

Shampa  
Bhattacharya  
Karen Day (in  
2017)  
Quan Low Sin  
Sandra Tang

# 2018 FINANCIALS

## REVENUES

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

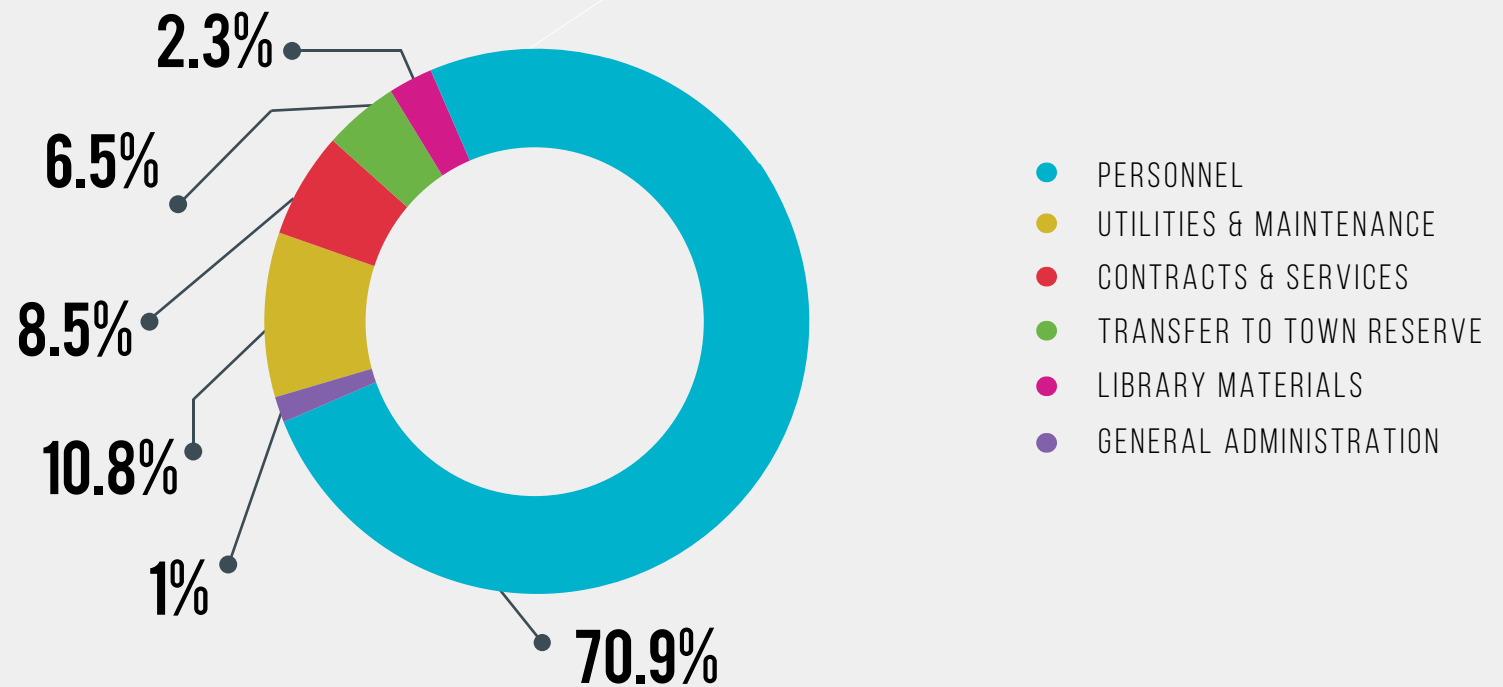


## 2018 DONATIONS:

Norman McMullen  
Rick Wilks  
United Way Campaign Designation Payments (Hui Zhou and four anonymous donations)



# EXPENDITURES



2018 GRANTS:





**Central**

1 Atkinson St.  
Richmond Hill, ON  
L4C 0H5

**Richmond Green**

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

**Oak Ridges**

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

**Richvale**

40 Pearson Ave.  
Richmond Hill, ON  
L4C 6T7



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