



A Regular Meeting of
the Richmond Hill Public Library Board
will be in the Boardroom of the Central Library
on Tuesday, February 25, 2020
at 7:30 pm

AGENDA

1.0 Call to Order

2.0 Regrets

3.0 Adoption of Agenda

4.0 Disclosure of Pecuniary Interest and the General Nature Thereof

5.0 Minutes

5.1 Library Board Minutes – January 28, 2020

6.0 Correspondence

7.0 Reports

Accessible documents can be accessed through the [RHPL website > Your Library > About Us > Library Board](#)

**7.1 2019 Annual Use Indicators and Five Year Snapshot Report
SRLIB20.07**

7.2 FINAL 2020 Operating Budget Report SRLIB20.08

8.0 Resolution to Move Into Closed Session to consider matters relating to:

**8.1 Labour relations and employee negotiations with respect to
adjustment of wages for the non-union employee group**

**8.2 Labour relations with respect to the position of the Chief Executive
Officer**

9.0 Resolution to Reconvene in Open Session

10.0 Adoption of Recommendations Arising from Closed Session (if any)

11.0 New Business

11.1 Memo from Board Chair Greg Beros

12.0 Member Announcements

13.0 Date of Next Meeting

The next Meeting of the Library Board will be held on

Tuesday, March 24, 2020 at 7:30 p.m. at Central Library in the Boardroom.

14.0 Adjournment

***Please advise Stephen Huycke, City Clerk, Interim Secretary to the Board of regrets
for attendance, by **noon** on Tuesday, February 25, 2020 at 905-771-2529 or e-mail:*

stephen.huycke@richmondhill.ca

*To request alternate formats of this document please contact Susan Quinn at 905-884-
9288 or e-mail: squinn@rhpl.ca*

The Richmond Hill Public Library Board
Tuesday, January 28, 2020

MINUTES

The Richmond Hill Public Library Board held its regularly scheduled meeting on Tuesday, January 28, 2020 in the Boardroom at Central Library, 1 Atkinson Street, Richmond Hill, Ontario.

Present: Councillor Greg Beros, Chair
Stephen Chait
Regional and Local Councillor Joe Di Paola, Vice Chair
Frank DiPede
Councillor Tom Muench
Regional and Local Councillor Carmine Perrelli
Mahnaz Shahbazi
Rona Wang

Staff: Mary-Anne Dempster, Interim Chief Executive Officer
Stephen M. A. Huycke, Interim Secretary
Mary Jane Celsie, Director, Content
Catherine Charles, Director, Collections and Program Development
Barbara Ransom, Director, Customer Experiences
Eva Liu, Executive Manager, Corporate Services
Annesha Hutchinson, Manager, Communications

1.0 Call to Order

The Chair called the meeting to order at 7:31 p.m.

2.0 Regrets

3.0 Adoption of Agenda

Motion:

20:01

Moved By:

S. Chait

Seconded by:

Regional and Local Councillor C. Perrelli

THAT the Agenda of January 28, 2020 be adopted.

CARRIED

4.0 Disclosure of Pecuniary Interest and the General Nature Thereof

There were no disclosures of pecuniary interest.

5.0 Minutes

5.1 Library Board Minutes – December 17, 2019

Motion:

20:02

Moved By:

S. Chait

Seconded by:

Regional and Local Councillor J. Di Paola

THAT the Minutes of December 17, 2019 be adopted

CARRIED UNANIMOUSLY

6.0 Correspondence

- 6.1** Letter from Corrie McBain
 Re: Resignation

Motion:

20:03

Moved By:

S. Chait

Seconded by:

Regional and Local Councillor C. Perrelli

THAT the correspondence be received as information.

CARRIED UNANIMOUSLY

7.0 Presentations

- 7.1** **Mary Jane Celsie, Director, Content**
 Re: Content Division

Motion:

20:04

Councillor T. Muench arrived to the meeting at 7:40 p.m.

Moved by:

S. Chait

Seconded by:

Regional and Local Councillor J. Di Paola

THAT the presentation on the Richmond Hill Public Library Content Division be received for information.

CARRIED UNANIMOUSLY

8.0 Reports

Accessible documents can be accessed through the [RHPL website > Your Library > About Us > Library Board](#)

On a motion moved by Regional and Local Councillor J. DiPaola, seconded by M. Shahbazi, the Board consented to adopt all of the staff recommendations in Reports 8.1, 8.2, 8.3, 8.4, 8.5 and 8.6 without further discussion or motions

8.1 2019 Accessibility Services Report – SRLIB20.01

A report was issued prior to the meeting and was presented by MJ. Celsie, Director, Content.

Motion:

20:05

Moved By:

Regional and Local Councilor J. Di Paola

Seconded by:

M. Shahbazi

That the 2019 Annual Accessibility Policy and Program Report be received; and

That the Library Board approve the Richmond Hill Public Library Board Accessibility Policy dated January 28, 2020.

CARRIED UNANIMOUSLY

**8.2 2019 Annual Health and Safety Policy and Program Report –
SRLIB20.02**

A report was issued prior to the meeting and was presented by E. Liu,
Executive Manager, Corporate Services.

Motion:

20:06

Moved By:

Regional and Local Councilor J. Di Paola

Seconded by:

M. Shahbazi

That the 2019 Annual Health and Safety Program Report be received; and

That the Library Board endorse the Richmond Hill Public Library Health and
Safety Policy Statement and Respect in the Workplace Policy.

CARRIED UNANIMOUSLY

8.3 Organizational Chart Update Report – SRLIB20.03

A report was issued prior to the meeting and was presented by M.
Dempster, Interim CEO.

Motion:

20:07

Moved By:

Regional and Local Councilor J. Di Paola

Seconded by:

M. Shahbazi

That the Organization Structure report dated January 28, 2020 be received for
information.

CARRIED UNANIMOUSLY

8.4 Memorandum of Understanding with the City Report – SRLIB20.04

A report was issued prior to the meeting and was presented by M. Dempster, Interim CEO.

Motion:

20:08

Moved By:

Regional and Local Councilor J. Di Paola

Seconded by:

M. Shahbazi

That the Memorandum of Understanding between the Richmond Hill Public Library Board and the City of Richmond Hill be received; and

That the Library Board authorize the Chair to sign the Memorandum of Understanding; and

That the Library Board authorize the permanent budget transfer to the City for the seven IT professionals assumed by the City of Richmond Hill to support Library operations; and

That the Library Board continue to budget for all non-payroll information technology financial requirements.

CARRIED UNANIMOUSLY

8.5 2019 Year End Capital Closure Report – SRLIB20.05

A report was issued prior to the meeting and was presented by M. Dempster, Interim CEO.

Motion:

20:09

Moved By:

Regional and Local Councilor J. Di Paola

Seconded by:

M. Shahbazi

That the Library Board approve the closure of the following 10 capital projects and that all unexpended monies be returned to City Reserves:

- P/000027.01 – 2013 Workstations & Peripherals TE;
- P/000039.01 – 2014 Shelving Replacement Phase I IS;
- P/000176.01 – 2016 Workstations & Peripherals TE;
- P/000287.01 – 2017 Collection Development CO;
- P/000288.01 – 2017 CE Library Feasibility Study AD;
- P/000291.01 – 2017 Workstations & Peripherals TE;
- P/000418.01 – 2018 External Digital Signage RG/RV TE;
- P/000613.01 – 2019 iPad Kiosk RV/RG TE;
- P/000623.01 – 2019 Self Payment Check-Out RG TE; and
- P/000626.01 – 2019 Public Furniture RV

CARRIED UNANIMOUSLY

8.6 Oak Ridges Library Grand Opening Report – SRLIB20.06

A report was issued prior to the meeting and was presented by A. Hutchinson, Manager, Communications.

Motion:

20:10

Moved By:

Regional and Local Councilor J. Di Paola

Seconded by:

M. Shahbazi

THAT the Oak Ridges Library Grand Opening Celebration occur on February, 29, 2020 (11 a.m. to 3 p.m.).

THAT the event follow the proposed structure of an open house, showcasing the diverse offerings of library programs, services and technologies to Richmond Hill residents.

CARRIED UNANIMOUSLY

8.7 CEO Update – Delivery of Board Materials (verbal)

Motion:

20:11

Moved By:

Regional and Local Councillor C. Perrelli

Seconded by:

Councillor T. Muench

THAT the Library only deliver Board agendas to Board Members electronically, with paper copies available for pick-up at Library upon request of a Board Member.

CARRIED UNANIMOUSLY

9.0 Member Announcements

Board Chair introduced Ben Hendriks, OLBA President, who was in attendance.

M. Dempster noted upcoming Director retirements: Barbara Ransom in June and Mary Jane Celsie to semi-retire from full time Director to an 18 month contract position as the Acting Manager of the Richvale Library.

M. Dempster noted the hard work of staff on the transition work to date and welcomed Annesha Hutchinson as the new permanent Manager, Communications.

Regional and Local Councillor J. Di Paola noted that the City was pleased by the 8.1% reduction in the Library budget.

S. Chait noted that the Service Level Agreement (MOU) approved by the Board and M. Dempster noted that the MOU/Service Level Agreement is completely in-line and compliant with the intent of Public Libraries Act.

10.0 Date of Next Meeting

The next Regular Meeting of the Library Board will be held on:

Tuesday, February 25, 2020 at 7:30 p.m. at Central Library.

11.0 Adjournment

Motion:

20:12

Moved By:

Regional and Local Councilor J. Di Paola

Seconded by:

S. Chait

THAT the meeting be adjourned at 8:07 p.m.

CARRIED

Respectfully submitted,

“Signed version on file in the Administration Offices”

Councillor G. Beros
Chair

S. Huycke
Interim Secretary



Richmond Hill Public Library Board

2019 ANNUAL USE INDICATORS AND FIVE YEAR SNAPSHOT REPORT SRLIB20.07

Subject: 2019 Annual Use Indicators and Five Year Snapshot Report
From: Yunmi Hwang, Deputy Chief Executive Officer
Date: February 25, 2020

1.0 Recommendation

That the *2019 Annual Use Indicators and Five Year Snapshot Report* be received as information.

2.0 Purpose

To provide the Board with performance metrics annually and with a five year snapshot to track changes and developments for service development planning and to fulfill the annual reporting requirements of the Ministry of Tourism, Culture and Sport for public library boards.

3.0 Background

Richmond Hill Public Library has tracked various types of use indicators for many years. The types of use indicators evolve over time as the role of the library and the way it serves its community changes. Libraries are evolving from book

repositories to spaces for active learning and social engagement with access to information resources and technology services. Libraries provide a platform for learning, innovation and creativity.¹

Some of the use indicators are selected and are maintained as they are required to meet the annual reporting requirements of the Ministry of Tourism, Culture and Sport. In order to receive the annual provincial operating grant, public libraries must submit an annual report in the form of a survey of prescribed use indicators and financial data. Some of the use indicators are tracked to observe the changes in Library use patterns and to develop services accordingly.

Attached is the annual summary of RHPL Use Indicators for 2019 and a five year snapshot from 2015 – 2019. Comparable figures are included, where such exist. The use indicator figures from 2019 should be reviewed in consideration of the Oak Ridges Library being closed to the public from September 9, 2019 to November 11, 2019.

The Use Indicators serve two primary purposes:

- Tracking changes and developments in Library use patterns, for the purposes of planning for service development as well as collection development
- Fulfilling the annual reporting requirement of the Ministry of Tourism, Culture and Sport for public library boards

4.0 2019 Annual Use Indicators

Circulation

Circulation of print, audio visual and electronic collections continues to be stable

¹ Garmer, Amy K., *Libraries in the Exponential Age: moving from the edge of Innovation to the centre of community* (Washington: The Aspen Institute, 2016), 2.0.

with a 0.4% overall increase from the previous year. Print materials remain popular, accounting for 58% of circulation and audio visual materials represent only 9% of circulation. As anticipated, use of resources continues to increase in electronic formats. Circulation of electronic materials (eBooks, eAudiobooks, downloadable music, magazines and movies) has increased dramatically in the past 6 years representing 32% of total circulation. This is in keeping with the consumption trends towards downloading and streaming. The Library's ability to meet the demands of the customers is impacted due to the USD exchange rate and the high prices charged to libraries by publishers of e-Content. Both factors affect the Library's buying power and leads to fewer titles in the electronic format for offer. The Library continues to look for electronic materials licensed for public libraries to meet the demands and to enrich choices. The Loanable devices have experienced a large increase in circulation from 2016 to 2017 mainly due to the implementation of the iPad lending kiosk at Central Library in 2017. The 3 hour in-library loan of iPads became available to customers and has been well received. In June 2018, the iPad lending kiosks were installed in all branches. Overall collection use will continue to be studied closely, notably with respect to use and industry trends, for resulting collection development needs.

Self-Check Service

The Library continues to transition its transactional service to self-service. This enables staff to engage with customers in meaningful ways and provide value-added service. Self-check-out kiosks are available in all branches and have been enhanced with a self-payment feature on kiosks. The new Oak Ridges Library is designed with abilities to self-serve in line with its new service model to assist customers in more engaging manners.

Holds on materials

In 2019 the placement of holds decreased by 4.1% compared to 2018. The Library is enriching choices for customers by providing the option to place holds on both physical and electronic items. The days of closure at Oak Ridges Library during 2019 may have impacted the number of holds placed on materials since

customers were not able to access their usual point of service. The ability to place holds on physical and electronic materials, both on-site and remotely, remains a popular service used frequently by customers.

Interlibrary loan transactions

Items “loaned” refers to material loaned to other libraries by RHPL for use by their users. Items “borrowed” refers to material borrowed from other libraries for use by RHPL members. The numbers in 2019 experienced a significant decrease due to interruption of service related to the provincial budget cut in interlibrary loan services. Most interlibrary loan transactions result from requests for a specific item not owned by the requesting library. Richmond Hill Public Library lends more than it borrows, typical of a large library. The service continues to be a valuable public service..

Program sessions and attendance

More program sessions were delivered in 2019 compared to 2018 and the increased number of programs was received favourably by the community. In 2019, the Library offered an average of 333 programs and 5,814 attendees per month versus the 316 programs and 5,559 attendees per month in 2018. The Library continues to develop and realign programs to increase community engagement, offering them in the Library and in the community. This is especially prevalent with respect to early childhood development opportunities, liaising with local schools, and with local agencies engaged in newcomer and vulnerable youth services. A major focus of the Library is to provide convenient, local access and training to new and emerging technologies through the Makerspace and STEAM programs.

Electronic services

Library metrics demonstrate the digital use of the library through its “virtual” branch. Website visits are a strong indication of public interest in self-service and virtual interaction with the Library. This metric indicates visits to the library homepage, visits to the online catalogue as well as visits to other digital content

sites for a combined total of 1,301,069 visits. The website acts as an effective marketing tool, promoting collections, programs and services as well as a virtual space and service that is synergistic with the physical spaces. Website catalogue visits track customers' virtual visits to the library catalogue to place holds, renew items and check their library account. Visits to digital content sites track the number of sessions to discover electronic resources such as e-books, music, movies, articles, local history and e-learning databases. A look at website use overall is also significant, numbering over 1,936,434 page views in 2019.

Electronic Database Searches have remained robust. A review of databases is conducted regularly to ensure that the highly used, popular databases are maintained. The review also identifies lower performing databases which may require more promotion or may need to be replaced by other databases that meet customers' interests. Electronic databases are regularly marketed to promote awareness of authenticated and valid resources compared to ungoverned information found through a google search.

Public Workstation Usage remained relatively stable. During the first quarter, the Library experienced a few days of Internet connection service interruption which impacted use of the public computer workstations. The analysis of daily public workstation use demonstrates that there continues to be a strong demand for this service especially for those without computer access at home.

Wireless internet Usage has experienced a decrease of 1.9% with 1,136,478 uses tracked. As customers bring their multiple mobile devices to the Library, wireless internet remains very popular service in all location. The slight decrease in 2019 can be accounted to the closure of Oak Ridges Library in 2019. Providing enough bandwidth remains a challenge despite increasing bandwidth at all sites.

Digital Kiosk Usage reflects 499,577 uses in 2019.

Overall electronic use speaks to the need for robust and focused virtual services and technologies to meet the expanding needs and expectations of customers.

Community Connections

Total community connections experienced a healthy overall increase from 2018 to 2019, with gains primarily attributed to enhancements made to the organization's social media strategy. The result of the new strategy, which focused on reaching diverse audiences in new digital spaces, allowed the Library's social media impact to grow by 2.4% in 2019.

Bookings/events measure the Library's connection with the community through the use of space such as display cases, information booths, study halls, and participation in community events. This measure increased over 4% owing in part to the establishment of new displays that market our collection items, external organizations hosting additional information booths, and to library participation in a variety of new and recurring community and outreach events.

Typical Week Use

An estimate of this data is required to meet the annual reporting requirements of the Province. The "typical week" data is estimated through sampling and in-house surveys. From the data collected the numbers indicate that on average 21,515 people visited the four library locations in-person weekly, 26,465 electronic visits were made weekly and 13,637 social media visits transpired weekly. Combined an estimated 3.2 million visits were made to the Library in 2019.

Library use is in transition as reasons for using the public library, both physically and virtually, continue to evolve. In order to capture changing use, the Ministry continues to develop and tweak "typical week" measures.

Active Cardholder

The number of active cardholders in 2019 is 59,093. This measure captures all active cards created or used in the past two years.

5.0 Five Year Use Indicator Snapshot, 2015 - 2019

This snapshot of use indicators over the past five years has been provided in response to the Board's interest in comparative data. It provides a fascinating look at how the Library's role has changed dramatically over the past five years as library services re-align with public expectation and the Vision in the Strategic Plan.

Traditional measures such as circulation and cardholders are robust, however programming, electronic services, and community connections continue to grow. Customers' use of the Library is expanding beyond the traditional uses of applying for a library card or checking out materials. For example, many customers use RHPL as "space", as evidenced by the popularity of the extended study hall program, open wireless, work space, or library program attendance. Additionally the Library is more active in the community, striking partnerships with local agencies and organizations to better serve the community. That said over 1 million customers passed through our doors in 2019, demonstrating that the Library is a valued and engaging community institution.

6.0 Alignment with Strategic Plan

The 2019 Annual Use Indicators Report aligns with the strategic direction to *Enrich Your Choices* by reviewing our many services and programs and refining our offerings to deliver unique, meaningful choices. It also aligns with the same strategic direction by identifying and managing measures that allow us to track the value and impact of our programs and services for Richmond Hill.

7.0 Conclusion

Reasons for using the Library are more varied than ever before. Traditional measures such as library card membership or circulation of materials, while still strong indicatives, are no longer a definitive measure of this broad use. The expanding role of providing technology services expected in libraries today continue to impact usage and require new metrics so full library usage can be

understood. Staff will continue to review the 2019 use indicators in greater detail, as a resource in planning and development of library services and collections.

8.0 Attachments

7.1 *RHPL 2019 Annual Use Indicators*, dated February 25, 2020

7.2 *Five Year Use Indicator Snapshot, 2015 – 2019*, dated February 25, 2020

Pre-Submission Review

Executive Leadership Team – Friday, February 21, 2020

Approved by:

“Signed version on file in the Administration Office”

Yunmi Hwang

Deputy Chief Executive Officer

2019 Annual Use Indicators

MEASURE	CE 2019	OR 2019	RG 2019	RV 2019	Total 2019	Total 2018	% Variance
Circulation							
Print	734,689	160,410	218,758	119,346	1,233,203	1,232,949	0.0%
Audio Visual	108,167	31,782	25,624	31,796	197,369	233,106	-15.3%
e-Materials	678,217				678,217	633,488	7.1%
Loadable Devices	856	186	3	55	1,100	1,276	-13.8%
Total Circulation	1,521,929	192,378	244,385	151,197	2,109,889	2,100,819	0.4%
Self-Check Service							
Self-Check Ins ¹	320,521	21,257	56,789	41	398,608	387,166	3.0%
Self-Check Outs*	278,987	46,300	92,655	26,015	443,957	413,577	7.3%
*Included in Total Circulation							
Holds on Materials	131,397	17,850	22,697	13,662	185,606	193,626	-4.1%
Interlibrary Loan Transactions							
Items Loaned by RHPL	2,745				2,745	3,493	-21.4%
Items Borrowed by RHPL	614				614	784	-21.7%
Total ILLO	3,359				3,359	4,277	-21.5%
Program Sessions							
Childrens	1,687	341	543	338	2,909	2,540	14.5%
Adult/Teen	537	51	476	20	1,084	1,254	-13.6%
Total Sessions	2,224	392	1,019	358	3,993	3,794	5.2%
Program Attendance							
Childrens	29,621	5,959	7,474	8,416	51,470	49,528	3.9%
Adult/Teen	8,292	436	9,371	194	18,293	17,177	6.5%
Total Attendance	37,913	6,395	16,845	8,610	69,763	66,705	4.6%
Electronic Services							
Website Visits	1,301,069				1,301,069	1,451,515	-10.4%
E Database Searches	217,862				217,862	237,006	-8.1%
Public Workstation Usage	100,214	13,474	35,282	11,342	160,312	155,131	3.3%
Wireless Internet Usage	923,896	60,814	103,317	48,451	1,136,478	1,158,173	-1.9%
Digital Kiosk Usage ²	397,843	0	62,802	38,932	499,577	50,937	880.8%
Total Electronic Services	2,940,884	74,288	201,401	98,725	3,315,298	3,052,762	8.6%
Community Connections							
Social Media	709,116				709,116	692,818	2.4%
Other Media	60				60	56	7.1%
Bookings / Events	1,157	119	101	278	1,655	1,591	4.0%
Interactions / Connections	9,014	1,879	980	516	12,389	12,524	-1.1%
Total Connections	719,347	1,998	1,081	794	723,220	706,989	2.3%
Typical Week Use *Use data estimated through sampling in conjunction with the annual reporting requirement of the Ministry of Tourism, Culture Sport							
In-Person Visits	459,264	165,464	419,120	74,932	1,118,780	1,004,224	11.4%
Electronic Visits	1,376,180				1,376,180	1,520,688	-9.5%
Social Media Visits	709,116				709,116	692,818	2.4%
Electronic Info Resource Use	1,185,340	303,316	146,172	68,744	1,703,572	1,715,896	-0.7%
In-Library Materials Use	142,116	103,740	32,084	24,232	302,172	238,680	26.6%
Reference Transactions	49,972	40,248	3,120	3,900	97,240	98,800	-1.6%
Active Cardholders	38,726	8,313	7,735	4,319	59,093	72,694	-18.7%

Note: ¹ Self Check-In started at OR in October 2019 & RV in December 2019

² Digital Kiosk Usage started at CE, RG & RV in June 2018

Five Year Use Indicators Snapshot, 2015 to 2019

MEASURE	Total 2015	Total 2016	Total 2017	Total 2018	Total 2019	Amt 2015 vs. 2019	% Variance
Circulation							
Print	1,242,556	1,199,862	1,234,313	1,232,949	1,233,203	-9,353	-1%
Audio Visual	417,900	332,396	264,319	233,106	197,369	-220,531	-53%
e-Materials	553,155	603,534	608,270	633,488	678,217	125,062	23%
Loanable Devices	162	214	1,269	1,276	1,100	938	579%
Total Circulation	2,213,773	2,136,006	2,108,171	2,100,819	2,109,889	-103,884	-5%

Self-Check Service

Self-Check Ins	440,187	435,340	374,072	387,166	398,617	-41,570	-9%
Self-Check Outs*	472,792	437,635	398,576	413,577	443,957	-28,835	-6%

*Included in Total Circulation

Holds on Materials	211,659	199,820	185,992	193,626	185,606	-26,053	-12%
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Interlibrary Loan Transactions

Items Loaned by RHPL	2,598	2,651	3,312	3,493	2,745	147	6%
Items Borrowed by RHPL	560	665	821	784	614	54	10%
Total ILLO	3,158	3,316	4,133	4,277	3,359	201	6%

Program Sessions

Childrens	1,984	1,867	2,169	2,540	2,909	925	47%
Adult/Teen	1,159	1,304	1,364	1,254	1,084	-75	-6%
Total Sessions	3,143	3,171	3,533	3,794	3,993	850	27%

Program Attendance

Childrens	40,338	39,298	45,829	49,528	51,470	11,132	28%
Adult/Teen	15,222	18,771	19,525	17,177	18,293	3,071	20%
Total Attendance	55,560	58,069	65,354	66,705	69,763	14,203	26%

Electronic Services

Website Visits	2,087,584	1,902,270	1,443,826	1,451,515	1,301,069	-786,515	-38%
E Database Searches	125,179	216,831	244,330	237,006	217,862	92,683	74%
Public Workstation Usage	129,256	147,541	155,267	155,131	160,312	31,056	24%
Wireless Internet Usage	827,764	1,002,708	1,020,419	1,158,173	1,136,478	308,714	37%
Digital Kiosk Usage				50,937	499,577	499,577	
Total Electronic Services	3,169,783	3,269,350	2,863,842	3,052,762	3,315,298	145,515	5%

Community Connections

Social Media	25,815	459,124	675,828	692,818	709,116	683,301	2647%
Other Media	32	42	79	56	59	27	84%
Bookings / Events	799	999	1,066	1,591	1,655	856	107%
Interactions / Connections	11,656	11,558	12,926	12,524	12,389	733	6%
Total Connections	38,302	471,723	689,899	706,989	723,219	684,917	1788%

Typical Week Use *Use data estimated through sampling in conjunction with the annual reporting requirement of the Ministry of Tourism, Culture Sport

In-Person Visits	1,219,150	1,302,288	1,106,765	1,004,224	1,118,780	-100,370	-8%
Electronic Visits	1,914,500	1,577,940	1,519,388	1,520,688	1,376,180	-538,320	-28%
Social Media Visits		584,480	675,390	692,818	709,116	709,116	
Electronic Info Resource Use	1,672,300	1,927,432	1,799,616	1,715,896	1,703,572	31,272	2%
In-Library Materials Use	320,700	288,028	310,752	238,680	302,172	-18,528	-6%
Reference Transactions	116,750	87,308	78,312	98,800	97,240	-19,510	-17%
Active Cardholders	56,948	55,059	62,224	72,694	59,093	2,145	4%



Richmond Hill Public Library Board

REVISED FINAL 2020 OPERATING BUDGET REPORT
SRLIB20.08

Subject: Final 2020 Operating Budget Report
From: Yunmi Hwang, Deputy Chief Executive Officer
Date: February 25, 2020

1.0 Recommendation

THAT the final *2020 Operating Budget Report* dated February 25, 2020 be received; *and*

THAT the final *2020 Operating Budget* be approved; *and*

THAT the final *2020 Business Plan* dated February 25, 2020 be approved

2.0 Background

Council has concluded its review and approval process for the 2020 municipal budget. As noted in earlier staff reports, once Council formally approves the budget inclusive of the total funds allocated to the Library Board, staff is in a position to recommend to the Board the final 2020 RHPL Operating Budget and Business Plan.

3.0 Operating Budget

The first draft of the Operating Budget was approved by the Library Board in November 2019. City of Richmond Hill Council's Budget Committee of the Whole reviewed the overall municipal budget on Tuesday, January 28, 2020 including the Library Budget.

Council formally adopted the 2020 Operating Budget at a Council Meeting on February 12, 2020. On that date, Council approved the requested budget and the request from the Library Board to allocate 2019 Operating Surplus to the Library Special Purposes Reserve.

Since the Council's approval, the 2020 Operating Budget has been revised to reflect transfers to the City in accordance with the Motion 19:93 to implement the recommendations made in the ICLIB 19.01 City of Richmond Hill Recommendations for Corporate and Communications Services Report dated October 2019. The transfers to the City reflected in the revised 2020 Operating Budget include:

- Transfer of IT personnel budget totaling \$764,300
- Transfer of Contracts/Services costs totaling \$20,200

The attached final copy of the 2020 Operating Budget, with the changes listed above, now dated February 25, 2020, is recommended for approval.

4.0 Alignment with the Strategic Plan

The operating budget aligns with the strategic direction to *Enrich Your Choices* by reviewing our many services and programs and making the best use of our resources, including budget as we add, divest and adjust customer offerings.

The operating budget aligns with the strategic direction to *Contribute Vibrant Spaces* by rethinking our physical spaces and developing virtual services. The operating budget aligns with the strategic direction to *Reinforce our Capabilities* by ensuring that as a key guiding document, it underpins our strategies.

5.0 Conclusion

Council has concluded its review and approval process for the 2020 municipal budget including total funds allocated to the Library Board. Staff is now in a position to recommend to the Board the final drafts of the 2020 Operating Budget. Upon Board approval of the attached two (2) documents, staff will implement the initiatives contained therein.

6.0 Attachments

1.0 *REVISED Final Richmond Hill Public Library 2020 Operating Budget*, date February 25, 2020

2.0 *Final Richmond Hill Public Library 2020 Business Plan*, dated February 25, 2020

Pre-Submission Review

Executive Leadership Team – Friday, February 21, 2020

Approved by:

“Signed version on file in the Administration Office”

Yunmi Hwang

Deputy Chief Executive Officer

2020 Draft Operating Budget
Richmond Hill Public Library
REVISED Operating Budget Detail

Budget Variance Explanations

Department Richmond Hill Public Library Board					
Budget Change Explanations (2020/2019)	2019 Approved BUDGET	2020 DRAFT BUDGET	Incremental Changes		Explanation
			\$	% Change Over Prior Year	
2019 Net Budget			\$ 9,264,600		
BASE Expenditure					
Personnel	8,296,900	7,122,700	(1,174,200)		Cost savings from staffing changes
Collection Development	1,193,300	628,200	(565,100)		Reduction for R&R Collection Development
Contracts/Services	1,077,200	1,052,100	(25,100)		Telephone, Promotion & Contract cost savings
Materials/Supplies	143,900	131,000	(12,900)		Savings in office and library supplies
Transfer to R&R Reserve Fund	527,400	527,400	-		
Total Expenditure			(1,777,300)		
Revenue					
Provincial/Other Grants	(122,200)	(122,200)	-		
Library Generated Revenue	(355,900)	(338,700)	17,200		Projected decrease
YRDSB Funding	(284,500)	(301,500)	(17,000)		YRDSB 33.3% of shared operating expense
Transfer from Library Reserve	(45,700)	(450,000)	(404,300)		Increase draw from Carryforwards
Transfer from R&R Reserve Fund	(1,165,800)	(600,000)	565,800		Reduction for R&R Collection Development
Total Revenue			161,700		
Total Base Budget			(1,615,600)	(17.4%)	
Oak Ridges - Sunday Service		86,500	86,500		
Total New/Growth Staff Request			86,500	0.9%	
Incremental Increase			(1,529,100)	(16.5%)	
Net Budget			\$ 7,735,500	(16.5%)	

2020 RICHMOND HILL PUBLIC LIBRARY BUSINESS PLAN

Overview

In June 2013 the Richmond Hill Public Library Board approved a strategic plan. Guided by what they heard from the community and staff, a new purpose was defined, a vision was created, values were clarified and strategies were identified.

Services Provided

In alignment with the Library's Strategic Plan, activities and support to the public are designed collectively and collaboratively to provide a wide range of associated materials, programs and services including:

- in-depth collections including print, audio visual and electronic resources
- access to online authoritative electronic resources
- information and reader's advisory services
- public computers and internet access including wireless service
- access to and instruction on new emerging technologies
- programs for children, youth and adults
- community building through outreach and customer engagement
- partnership development and collaboration
- community information

- newcomer information and services
- visiting library service for the homebound
- adaptive technology and accessible collections
- world language collections, programs and services
- convenient self-services including check-in, check-out and holds pick up
- joint facility partnership with the York Region District School Board
- web-based services for renewals, account and hold information, library catalogue and online searching of electronic resources, current events and program information, and registration
- virtual content development and coordination through virtual branch, synergistic with and complementary of our physical spaces

2019 Accomplishments

Strengthen Your Connections

- ✓ Collaboratively designed and delivered services with partners and community organizations for specific, typically underserved community segments that none of us could deliver alone. This included service to at-risk youth, adults with intellectual disabilities and newcomers.
- ✓ Furthered the newcomer strategy by completing focus groups with various agencies to assess newcomers' needs and expectations in public library service development
- ✓ Acted as official hub for City of Richmond Hill *Culture Days* programming and hosted multiple activities with community partners at Central Library

- ✓ Contributed Library content for *CRH 2018 Annual Culture Report* and *2018 Accessibility Report*
- ✓ Enhanced the Library's role as knowledge centre through extensive social media campaigns across multiple platforms, engaging residents with library services and resources
- ✓ Established Google business profiles for the four RHPL locations, allowing for each branch to become more searchable/engaging through Google's search engine, and offering additional methods for individuals to digitally connect with the Library
- ✓ Completed installation of the new telephone solution strengthening connections with customers

Contribute Vibrant Spaces

- ✓ Completed construction of the new Oak Ridges Library in partnership with City of Richmond Hill and new constructor Buttcon Ltd.
- ✓ Completed extensive planning for technologies, collections, furniture, shelving, staffing, specialized moving services and branch readiness for the new Oak Ridges Library
- ✓ The Oak Ridges Library opened in November, 2019
- ✓ Redesigned the Library website to enhance virtual library services and customer engagement. The new website launched in February, 2019

Enrich Your Choices

- ✓ Hosted the Teen Arts Contest Celebration which featured a display of winning entries and instructive feedback from a panel of judges
- ✓ Completed *2019 Collection Development Plan* and added 35,759 items to the Library's collections in all formats: print, audio visual and electronic
- ✓ Strengthened accountability by engaging a third party collection agency to manage overdue accounts
- ✓ Working with Minisis, completed Phase I of an expanded, more user-friendly Local History database
- ✓ Upgraded public printing solution for better printing services including self-serve using copy card vending machine and remote printing options
- ✓ Improved customer service with added convenience of self-payment options in self-serve kiosks in all branches
- ✓ Expanded iPad kiosk all remaining branches to lend iPads to library customers to access digital content
- ✓ Improved communications to customer offering choices to customers for receiving notifications via phone or email
- ✓ Launched MyRHPL mobile app. Mobile app provided easy access to library catalogue and improved customer engagement

Reinforce Our Capabilities

- ✓ Presented and aligned 2019 Business Plan and corresponding Capital and Operating Budgets with approved funding
- ✓ Completed reporting requirements for *2018 Audited RHPL Financial Statements*, *2018 Charitable Tax Return* and *2018 Annual Survey* for the Ministry of Tourism, Culture and Sport
- ✓ Invested in and planned the third annual dedicated staff training and development day which focused on diversity and inclusion
- ✓ Demonstrated efficient and effective stewardship and accountability with the production of *2018 Report to the Community* and the *Richmond Green Annual Report 2018*
- ✓ Initiated leadership development for designated staff using an 11 session, in-house developed Leadership Development Program and collaborated with 3 other public library systems in the development and delivery of an “Emerging Leadership” course for selected staff
- ✓ Upgraded technology infrastructure to virtual server platform including UCS, primary data storage and backup solution

Key Objectives for 2020

The following supports the *Richmond Hill Public Library Strategic Plan* and the four strategies identified therein:

Strengthen Your Connections

- Collaborate with community partners and organizations:
 - Liaise with newcomer groups to interactively design and deliver services and resources
- Digitize and curate local history content provided by individuals and community groups to build community connections and memories that ultimately create our local Richmond Hill history:
 - Gather, digitize and curate unique local content from community groups

Contribute Vibrant Spaces

- Rethink and retool our physical spaces including:
 - Design and implement modular, collaborative spaces at Central Library
 - Repair and replace physical assets to strengthen service delivery capabilities:
 - Upgrade computing workstations across all sites
 - Replace assorted technology elements
- Enhance customer service with the design and installation of an automated materials handling sortation system at Richmond Green and Richvale Libraries

Enrich Your Choices

- Transform our service model to one that will achieve our vision:
 - Expand the new service model to all sites, moving from behind service desks to beside and with the customer
 - Re-design service desks to enable transition to this new service model at Central, Richmond Green and Richvale Libraries
- Reinforce our services and programs with on-target, unique and curated medleys of content:
 - Inventory and refreshing of the collection at Richmond Green Library.
This will both refresh the collection and allow for more flexible spaces for public use and high school study.
 - Redevelop library collection development strategy in light of the Capital Budget Strategy
- Review our many services and programs, refining our offerings to deliver unique, meaningful choices for individuals and for community segments
 - Upgrade all public computers and related applications

Reinforce Our Capabilities

- Assist the Library Board with Board development during the 2018 – 2022 term
- Enable staff to have the competencies and confidence to contribute to the realization of the vision:
 - Provide professional development and training opportunities
 - Upgrade all staff workstations and related applications

Key Use Indicators as of December 31, 2018

- 1,004,224 in-person visits were made to four library locations
- 2,213,506 visits were made electronically
- 2,100,819 library materials were borrowed
- 1,715,896 electronic information resources were used
- 706,989 community connections were established
- 72,694 active cardholders
- 206,883 2018 Richmond Hill population (City Finance, June 26, 2019)

Community Survey 2019

Library services are highly-ranked in terms of resident satisfaction in the community (92%).*

** City of Richmond Hill Community Survey, March – April 2019*

2020 Business Plan, dated February 25, 2020



Richmond Hill Public Library Board

MEMO

Subject: Virtual Library Card
From: Councillor Greg Beros, Chair
Date: February 25, 2020

1.0 Recommendation

Whereas access to technology and the Internet is an essential part of the services Richmond Hill Public Libraries provide

Whereas a virtual library card enables customers to immediately access online resources such as e-books, newspapers, magazines and downloadable movies and music

Whereas a virtual library card is a practical option for anyone who prefers to use only the Library's online collection

Whereas having to drive to library locations makes it difficult for residents to have easy access to these resources

Therefore be it resolved that the appropriate library staff investigate the feasibility of implementing virtual library card services for all Richmond Hill Public Libraries