



A Regular Meeting of  
the Richmond Hill Public Library Board  
will be in the Program Room of the Richmond Green Library  
on Thursday, April 18, 2019  
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 – March 28, 2019**
- 6.0 **Correspondence**
- 7.0 **Presentations**
  - 7.1 **Louise Procter Maio, Chief Executive Officer**  
**Re: Richmond Hill Public Library Board Orientation**
  - 7.2 **Barbara Ransom, Director, Customer Experiences**  
**Re: Customer Experiences Division**

## **8.0    Reports**

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

**8.1    2019 First Quarter Operations Report SRLIB19.15**

**8.2    2019 First Quarter Use Indicators Report SRLIB19.16**

**8.3    2019 First Quarter Financial Report SRLIB19.17**

**8.4    Website Services Snapshot Report SRLIB 19.18**

**8.5    2018 Draft Report to the Community SRLIB19.19**

**8.6    2018 Draft Richmond Green Library Annual Report SRLIB19.20**

**8.7    2019 FINAL Operating Budget Report SRLIB19.21**

## **9.0    Member Announcements**

## **10.0   Date of Next Meeting**

The next Meeting of the Library Board will be held on  
**Thursday, May 16, 2019 at 7:30 p.m. at Central Library.**

*\*\*Please advise Louise Procter Maio of regrets for attendance, by **noon** on Thursday, April 18, 2019 at 905-884-9288, extension 5041 or e-mail: [lproctermaio@rhpl.ca](mailto:lproctermaio@rhpl.ca)*

*To request alternate formats of this document please contact Susan Quinn at 905-884-9288, extension 5060 or e-mail: [squinn@rhpl.ca](mailto:squinn@rhpl.ca)*

The Richmond Hill Public Library Board  
Thursday, March 28, 2019

## **MINUTES**

The Richmond Hill Public Library Board held its regularly scheduled meeting on Thursday, March 28, 2019 in the Boardroom at Central Library, 1 Atkinson Street, Richmond Hill, Ontario.

**Present:** David Bishop, Chair  
Stephen Chait  
Claire Yuanfeng Geng  
Gwen Johnstone, Vice Chair  
Alicia Lauzon  
Chungsen Leung  
Councillor Castro Liu  
Mahnaz Shahbazi  
Jane Zhang

**Staff:** Louise Procter Maio, Chief Executive Officer  
Mary Jane Celsie, Director, Content  
Catherine Charles, Director, Community Connections  
Yunmi Hwang, Director, Technologies  
Barbara Ransom, Director, Customer Experiences  
Nusrat Ahmed, Executive Manager, Business Services  
Eva Liu, Executive Manager, Talent and Culture  
Susan Quinn, Advisor, Business Services

**1.0 Call to Order**

The Chief Executive Officer called the meeting to order at 7:32 p.m.

**2.0 Regrets**

**3.0 Adoption of Agenda**

**Motion:**

19:17

**Moved by:**

S. Chait

**Seconded by:**

Councillor C. Liu

**THAT** the Agenda of March 28, 2019 be adopted.

**CARRIED**

**4.0 Disclosure of Pecuniary Interest and the General Nature Thereof**

There were no disclosures of pecuniary interest.

**5.0 2019 Election of Officers and Committee Members**

The CEO acted as the meeting Chair for the election of Officers and Committee Members. These positions of the Library Board were declared vacant and open.

**Motion:**

19:18

**Moved by:**

Councillor C. Liu

**Seconded by:**

J. Zhang

**CARRIED**

**THAT** the Library Board receive the *2019 Elections of Officers and Committee Members Report* for information;

*and*

**THAT** the 2019 Slate of Officers, Committee Chairs and SOLS Representative as presented be nominated for the Richmond Hill Public Library Board:

Chair – David Bishop

Vice Chair – Gwen Johnstone

Chair, Art Committee – Alicia Lauzon

Chair, Finance Committee – Chungsen Leung

Chair, Library Services Committee – Stephen Chait

SOLS Representative – Gwen Johnstone

The meeting Chair called for further nominations. There being no further nominations, the nominations for the named positions above were closed.

**Motion:**

19:19

**Moved By:**

J. Zhang

**Seconded by:**

Councillor C. Liu

**THAT** D. Bishop as Chair; G. Johnstone as Vice Chair; A. Lauzon as Chair, Art Committee; C. Leung as Chair, Finance Committee; S. Chait as Chair, Library Services Committee; and G. Johnstone as SOLS Representative are duly elected by acclamation.

**CARRIED**

**Motion:**

19:20

**Moved By:**

S. Chait

**Seconded by:**

A. Lauzon

**THAT** Gwen Johnstone be nominated as member of the Art Committee.

**CARRIED**

The meeting Chair called for further nominations. There being no further nominations, the nomination for the named positions above was closed.

**Motion:**

19:21

**Moved By:**

S. Chait

**Seconded by:**

A. Lauzon

**That** Gwen Johnstone as member of the Art Committee be duly elected by acclamation.

**CARRIED**

**Motion:**

19:22

**Moved By:**

G. Johnstone

**Seconded by:**

S. Chait

**THAT** Jane Zhang; Claire Yuanfeng Geng; Chungsen Leung; and Councillor Castro Liu be nominated as members of the Library Services Committee.

**CARRIED**

The meeting Chair called for further nominations. There being no further nominations, the nominations for the named position above were closed.

**Motion:**

19:23

**Moved By:**

G. Johnstone

**Seconded by:**

S. Chait

**That** Jane Zhang; Clair Yuanfeng Geng; Chungsen Leung and Councillor Castro Liu as members of the Library Services Committee be duly elected by acclamation.

**CARRIED**

D. Bishop assumed the Chair for the remainder of the meeting.

## **6.0 Minutes**

### **6.1 Library Board Minutes – February 21, 2019**

**Motion:**

19:24

**Moved By:**

S. Chait

**Seconded by:**

G. Johnstone

**THAT** the Minutes of February 21, 2019 be adopted.

**CARRIED**

## **7.0 Correspondence**

**7.1** Note from Guy Berthiaume, Librarian and Archivist of Canada

Re: Thanks You

**7.2** Letter from Barbara Franchetto, CEO, Southern Ontario Library Service

Re: Southern Ontario Library Service Resource

**7.3** Article from Richmond Hill Liberal

Re: Black History Month: The long life of Susanna Maxwell



**7.4** Article from Richmond Hill Liberal

Re: Library Board Addresses Impact of Budget Constraints

**7.5** Opinion piece from Richmond Hill Liberal

Re: Richmond Hill Council's Budget Cuts Shouldn't be Coming Out of Library

**Motion:**

19:25

**Moved By:**

C. Leung

**Seconded by:**

J. Zhang

**THAT** the correspondence be received as information.

**CARRIED**

**8.0** **Reports**

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

**8.1** **2018 Accessibility Services Report – SRLIB19.10**

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

**Motion:**

19:26

**Moved By:**

G. Johnstone

**Seconded by:**

A. Lauzon

**THAT** the Library Board receives the *Richmond Hill Public Library Board Accessibility Services Report*, dated March 28, 2019 for information.

**CARRIED**

**8.2 2018 Fourth Quarter Financial Report – SRLIB19.11**

A report was issued prior to the meeting and was presented by N. Ahmed, Executive Manager, Business Services.

**Motion:**

19:27

**Moved By:**

J. Zhang

**Seconded by:**

C. Leung

**That** the *Richmond Hill Public Library Interim Financial Statements for the period ending December 31 2018* be received as information;

**That** \$4,140.50 be transferred from the Donation and Bequest Reserve Fund to fund the Books for Babies project, as previously approved (Motion 17:26 March 2017);

**That** \$16,000 be transferred from the Donation and Bequest Reserve Fund to fund the 2018 Writer-in-Residence, as previously approved (Motion 17:82 October 2017);

**That** \$1,000 be transferred from the Donation and Bequest Reserve Fund to fund the for sculpture at the new Oak Ridges Library, as previously approved (Motion 18:102 November 2018);

**That** \$22,183 be transferred from the Special Purpose Reserve to fund the balance of 2017/18 OLCF-ITC Grant project, as previously approved (Motion 18.26 March 2018);

**That** the Library Board approve the closure of the following capital projects and that an estimated total of \$3,081 be returned to Reserves:

- 905-8912064120 – 2012 Mobile Device Apps TE;
- 905-8914074120 – 2014 Local History Shelving/Equip R&R IS;
- 905-8915074120 – 2015 Furniture CS;
- 905-8916034119 – 2016 General Collection CO;
- 905-8917084120 – 2017 Study Tables & Corner Unit RG;
- 905-8918094120 – 2018 Self-Check Kiosks TE;

and

**That** the Richmond Hill Public Library Board return a projected surplus of \$131,257 to the Town of Richmond Hill.

**CARRIED**

### **8.3 New Oak Ridges Library Status Update Report – SRLIB19.12**

A report was issued prior to the meeting and was presented by B. Ransom, Director, Customer Experiences.

**Motion:**

19:28

**Moved By:**

A. Lauzon

**Seconded by:**

G. Johnstone

**THAT** the New Oak Ridges Library Status Update Report dated March 28, 2019 be received as information.

**CARRIED**

**8.1 2019 Operating Budget Options and Impacts Report – SRLIB19.13**

A report was issued prior to the meeting and was presented by L. Procter Maio, Chief Executive Officer.

**Motion:**

19:29

**Moved By:**

S. Chait

**Seconded by:**

C. Leung

**That** the 2019 Richmond Hill Public Library Operating Budget Options and Impacts Report be received for information;

*and*

**That** the Library Board provide direction on what budget adjustment option is preferred to align the 2019 Draft Operating Budget with the Council approved funding envelope, as described in the above noted report; and

**That** Option A be modified, and provides a budget adjustment in 4 areas including a reduction in the existing staff complement; elimination of Sunday service hours at Central Library for 3 months; deletion of new staff asks; and a reduction in the transfer to the Town (TRH) Capital Reserve Fund be the preferred option.

**CARRIED**

**8.2 2019 Final Operating Budget Report – SRLIB19.14**

A report was distributed at the meeting and was presented by L. Procter Maio, Chief Executive Officer.

**Motion:**

19:30

**Moved By:**

S. Chait

**Seconded by:**

Councillor C. Liu

**That** the Final *2019 Operating Budget Report*, dated March 28, 2019 as amended by staff report SRLIB19.13, be approved;

**That** the Final *Three Year Financial Outlook 2020 – 2022*, dated March 28, 2019 as amended by staff report SRLIB19.13, be approved;

*and*

**That** the Final *2019 Business Plan*, dated March 28, 2019, be approved.

**CARRIED**

**9.0 Member Announcements**

**10.0 Date of Next Meeting**

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

**Thursday, April 18, 2019 at 7:30 p.m. at Richmond Green Library.**

## **11.0 Adjournment**

### **Motion:**

19:31

### **Moved By:**

A. Lauzon

### **Seconded by:**

Councillor C. Liu

**THAT** the meeting be adjourned at 9:22 p.m.

**CARRIED**

Respectfully submitted,

“Signed version on file in the Administration Offices”

D. Bishop

Chair

L. Procter Maio

Chief Executive Officer



Richmond Hill Public Library Board

## CORRESPONDENCE

Thursday, April 18, 2019

- 
- |      |   |                |
|------|---|----------------|
| I.   | Southern Ontario Library Service (SOLS)<br><u>Re: Regional Workshops on Public Library Governance</u><br><u>Best Practices</u>  | March 20, 2019 |
| II.  | Email from Howard A. Doughty<br><u>Re: In Praise of Public Libraries</u>  | April 11, 2019 |
| III. | Media Release – Richmond Hill Public Library<br><u>Re: Richmond Hill Public Library Adjusts 2019 Operating</u><br><u>Budget Following City Council's Decision to Cut Library's</u><br><u>Budget Request</u> | April 12, 2019 |



Richmond Hill Public Library Board

## 2019 FIRST QUARTER OPERATIONS REPORT

### SRLIB19.15

Subject: 2019 First Quarter Operations Report  
From: Louise Procter Maio, Chief Executive Officer  
Date: April 18, 2019

#### 1.0 **Recommendation**

That the *2019 First Quarter Operations Report* to March 31, 2019 be received as information.

#### 2.0 **Background**

The Library Board receives updates concerning Library operations several times throughout the year. Brief highlights for the first quarter ending March 31, 2019 are as follows:

#### ***Strengthen Your Connections***

- ***Collaborate with partners to deliver services and program solutions:***
  - Partnered with Canadian Revenue Agency (CRA) to offer tax clinics to low-income residents held at Central and Oak Ridges Libraries. The volunteer accountants assisted 146 customers
  - Participated in the Bridge Technology Services Assessment Toolkit beta group. The toolkit helps libraries to measure and compare the



effectiveness of technology services through data input, a customer survey and a staff survey

- Continued to provide library support to the Richmond Green Secondary School; 94 classes, with 1,100 student participants, visited the Richmond Green Library
- Continued to host secondary school co-op students from the York Region District School Board
- Liaised with Town of Richmond Hill staff on a joint LED sign installation project at Richvale and Richmond Green libraries
- Partnered with Town of Richmond Hill staff on the implementation of a new joint financial tracking system
- Provided a judge for the Richmond Hill Board of Trade's 2019 Business Achievement Awards, which recognize leading local businesses and their contributions to Richmond Hill's future.
- Liaised with community partners, notably: Town of Richmond Hill including the Interdepartmental Culture Team, the Richmond Hill Cultural Leadership Council, Heritage Richmond Hill Committee; Community Services and Asset Management; Richmond Hill Board of Trade; York Region District School Board, and the YRDSB Resilience Table; Catholic Community Services of York Region through the Library Settlement Program; Richmond Hill Welcome Centre; 360Kids and Richmond Hill Historical Society
- Liaised with Library partners, notably: York Region Libraries; Federation of Ontario Public Libraries (FOPL); Canadian Urban Libraries Council (CULC); Canadian Executives of Large Urban Public Libraries (CELUPL); Human Resources Network of Ontario (HRNOL); Sirsi/Dynix Library User Group of Ontario (SLUGO); Seneca College Library & Information Technician Program Advisory Committee; Ontario Library Association (OLA) and Southern Ontario Library Services (SOLS)

- ***Position and market the Library as the connecting Knowledge***

- Centre:***

- Received 15 media mentions via *The Liberal*, *Snapd Richmond Hill* and *CityTV*
    - Created and posted 19 videos to YouTube and Facebook which received 2,780 views
    - Achieved very strong growth across Instagram, with “likes” and views up almost 80% year over year to 7,322 views

- ***Furthered the Newcomer Strategy:***

- Partnered with L.I.G.H.T. (Lead Inspire Grow Hope Transform) to offer a session of Homework Help Buddies to 22 elementary students with teen volunteer “buddies”
  - Offered a 6 week computer training program for adults, with instruction given in Mandarin, made possible through a partnership with Parya Trillium Foundation
  - Participated in CONNEX Youth Mentorship, a new York Region District School Board (YRDSB) newcomer initiative connecting newcomer youth with friends, school and community

### ***Contribute Vibrant Spaces***

- ***Reshape our virtual space and services***

- Fully transitioned to the new website ([www.rhpl.ca](http://www.rhpl.ca)), that is AODA compliant, mobile friendly and has a modern design to meet the needs of our virtual users
  - Rebranded and refreshed our public-facing library online catalogue, where customers can access their accounts, search the catalogue, place holds, renew materials, and access digital content, books, magazines and newspapers, through Overdrive and cloudLibrary, as well as PressReader and RBDigital
  - Launched a new mobile app, MyRHPL. Customers are able to use the cell phone app to search the catalogue, place holds, view their

accounts and renew items. Customers can also link their library cards to the app as well as those of other family members

- ***Retool facilities and identify innovative space solutions:***
  - Continued planning for technologies, collections, furniture, equipment, staffing and service development for the new Oak Ridges Library
  - Hosted information booths from 22 community organizations in the Central Library lobby

### ***Enrich Your Choices***

- ***Review our many services and programs to deliver unique and meaningful choices***
  - Signed up 300 subscribers to the Library's monthly eNewsletter service
  - Celebrated Black History Month with:
    - Itah Sadhu, storyteller and author
    - a short video highlighting Susannah Maxwell, a well-respected Richmond Hill resident in the 19<sup>th</sup> and 20<sup>th</sup> centuries, which received publicity in the local newspaper and on CityTV
  - Offered 20 diverse March Break programs to 1,458 children across all four sites
  - Launched an in-house board game collection in the Browsersy at Central Library for use by teens and adults
  - Reviewed, selected and ordered 11,053 print, audio-visual and electronic items for the Library's collections
  - Launched ***Canadian Points of View Reference Centre***, an online resource particularly useful for high school students
  - Developed a comprehensive plan to deliver a responsive collections strategy for 2019

- Upgraded public printing solution hardware and software to enhance printing, photocopying and scanning services for customers. Future enhancements to this system will allow customers to print from their own devices, as well as send print jobs from remote locations.
- Completed implementation of the new, Customer-Driven Inter-Library Loan service, which allows library customers to source materials from other libraries and borrow them through RHPL without requiring staff intervention
- ***Reinforce our services with on target, unique, curated medleys of content:***
  - Coordinated topical displays promoting the discovery of Library collections; 153 displays were established across our four branches
  - Curated themed lists of recommendations of eBooks for the RHPL website

### ***Reinforce Our Capabilities***

- ***Enable staff to fully contribute to the realization of the vision with training, coaching and mentorship:***
  - Professional and paraprofessional staff attended the Ontario Library Association SuperConference in January 2019
  - Selected staff attended the ongoing Leadership Development Course developed and offered in-house
  - Selected staff attended *Successfully Managing People* at the Schulich Executive Education Centre, York University
  - Emerging Technology staff were provided with *Getting Started in Coding* training by TakingitGlobal
  - Selected staff sat in on Education Institute webinars:
    - Privacy Legislation
    - Discovering the Potential in Library Pages
    - Future Tech Trends

- Content Staff completed training in the administration of the new Customer-Driven Inter-Library Loan service
- Selected staff received training in content management for the new website
- Selected staff attended the COSUGI (Sirsi/Dynix User Group) conference in Minneapolis, MN to explore new Sirsi/Dynix products and services
- Selected staff were nominated by their peers for embodying our values in their everyday interactions
- Acted as panelist for CULC leadership program
- ***Provide staff with support and processes to confidently fulfil their role:***
  - Continued ongoing development, recruitment, hiring, onboarding and training of staff at all 4 sites, including onboarding of Manager, Richvale Library and Executive Manager, Talent and Culture
  - Configured and rolled out new corporate mobile devices for the management team
- ***Develop and implement key guiding documents that underpin our strategies:***
  - Developed and distributed the *2013 – 2017 Strategic Plan Report Card*, framing and recapping the Library's strategic accomplishments during this five year period
  - Prepared and presented the final *2019 RHPL Capital Budget* to the Library Board
  - Prepared and presented the *2019 RHPL Operating Budget* for to Town Council and provided a follow up presentation noting impact of budget adjustments
  - Prepared and presented the *Options and Impact Report* and the final *2019 RHPL Operating Budget* to the Library Board

- Calculated 2018 projections and prepared year-end interim financial statements
- Liaised with Town of Richmond Hill on Development Charges (DC) Background Study

### **3.0 Alignment with Strategic Plan**

The first quarter operations report aligns with the strategic direction to Reinforce Our Capabilities that bring our programs and services to life. This summary demonstrates the activities undertaken to fulfill our role in strengthening connections, contributing vibrant spaces, enriching choices and reinforcing our capabilities.

### **4.0 Conclusion**

The Strategic Plan describes how we will work with our Council, our community, and our residents to ensure the Library remains a vital and essential part of our changing community. We don't take our strategies lightly. Each year we target specific goals and implement the strategies into services. In the first quarter of 2019 staff continued to craft and refine services, programs and collections, reflecting the goals in the 2019 Business Plan to move us closer to our vision of a 21<sup>st</sup> century library.

### **Pre-Submission Review**

Executive Leadership Team – Thursday, April 11, 2019

*Assisted by Mary Jane Celsie, Catherine Charles, Yunmi Hwang and Barbara Ransom, Directors*

Approved by:

Louise Procter Maio  
Chief Executive Officer



Richmond Hill Public Library Board

## **2019 FIRST QUARTER USE INDICATORS REPORT**

### **SRLIB19.16**

Subject: 2019 First Quarter Use Indicators Report  
From: Louise Procter Maio, Chief Executive Officer  
Date: April 18, 2019

#### **1.0 Recommendation**

That the *2019 First Quarter Use Indicators Report* be received as information.

#### **2.0 Purpose**

The Use Indicators serve two purposes:

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

Some of the use indicators were 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.

### **3.0 Background**

Richmond Hill Public Library (RHPL) has tracked use indicators for many years, with the actual indicators evolving over time. New and emerging technologies and the changing role of the library have had a major impact on both the indicators and how they are tracked. Libraries have always played an essential role in bridging the digital divide, not just through access but also with assistance in using the technologies provided. Libraries are continuing to evolve from book repositories to spaces for active learning with maker spaces and tools for content creation. As the Aspen Institute noted, libraries are moving from “access and lending to providing a platform for learning, innovation and creativity”.<sup>1</sup>

Attached is the first quarter summary of RHPL Use Indicators for 2019. It should be noted that use indicators fluctuate throughout the year but emerging trends are evident due to a number of factors:

- The circulation of audio visual materials (CDs and DVDs) continues to drop owing to new technologies available such as downloading and streaming:
  - In 2012 these items accounted for over 36% of all circulation
  - In 2019 these items account for 10% of all circulation
- Electronic material circulation continues to rise and now accounts for 32% of all circulation

#### **Circulation**

Circulation of print, audio visual and electronic collections continue to be stable with a 2.3% overall increase year-to-date. Print materials remain popular, accounting for 58% of circulation with audio visual materials representing only

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<sup>1</sup> 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.

10% 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 of culture towards downloading and streaming. The Library continues to look for electronic materials licensed for public libraries to meet the demands of the customers and to enrich choices. Loanable devices have experienced a decrease in the first quarter mainly due to the decrease in usage for loanable iPads. The 3 hour in-library loan of iPads became available to customers in December 2016 at Central Library. They have been well received with heightened use during 2017 and 2018. Overall collection use will continue to be studied closely in 2019, notably with respect to use and industry trends, and resulting collection development needs.

### **Holds on materials**

This metric tracks the number of holds customers placed on library materials. By the first quarter of 2019, the placement of holds has decreased by 3.8%. It is not unusual to see the number of holds on materials fluctuate based on material availability and customer borrowing habits. The Library continues to analyze customer demands and develop the collection to readily meet the demands and reduce the wait time for holds. The Library is enriching choices for customers by providing the option to place holds on both physical and electronic items. The ability to place holds on physical and electronic materials, both on-site and remotely, remains a popular service used frequently by customers.

### **Program sessions and attendance**

More program sessions were delivered in 2019 compared to 2018 year-to-date and the increased number of programs was received favourably by the community. During the first quarter in 2019, the Library offered an average of 354 programs per month. The Library continues to develop and realign both adult/teen and children's programs to increase community engagement, offering programs 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 this year is to provide convenient, local access and training to new and emerging technologies through the Makerspace and STEAM programs at all sites.

### **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 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 337,673 visits. The first quarter of 2019 experienced a slight decrease in the website visits because of the launch of the new website. The Library also conducted an electronic survey during the first quarter which may have interfered with the website visit statistics. 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 871,239 page views year-to-date.

*Electronic Database Searches* have increased by nearly 17%. 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* increased by 3.8%. 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 an increase of 5.8%. Over 298,531 uses have been tracked as customers bring their multiple mobile devices to the Library. The Library continues to increase the Internet bandwidth to provide better connection to users; however, meeting the demands for reliable connections remains a challenge with increasing usage and limited resources.

*Digital Kiosk Usage* is a new indicator for 2019. These kiosks were installed at all sites in mid-2018 with the exception of the current Oak Ridges Library. They will be installed at the new Oak Ridges Library once opened. The kiosks are a replacement of old technology, the former online public access computers used for searching the library catalogue. The new kiosks are interactive, touch screen, self-serve stations that enable the customer to search the catalogue for library materials, act as a wayfinding tool as they are populated with floor maps for each site, provide information about “what’s happening at the library today”, and when not in use, display promotional materials for library services and resources. In the first quarter of 2019, there was robust use with 25,725 sessions and over 73,000 page views.

### **Community Connections**

Total connections experienced a healthy overall increase in the first quarter of 2019, with gains primarily attributed to enhancements made to the organization’s social media strategy. The results of the new strategy, which focused on reaching diverse audiences in new digital spaces, allowed the Library’s social media impact to grow by 62.2% this quarter. The strategic pivot also saw the Library place a greater emphasis on developing its profile on Instagram as a tool to reach users of a younger demographic.

*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 81% owing significantly to the growth in meeting room and equipment rental by external organizations hosting information booths and sessions at the Library. The number of meeting room rentals more than doubled from 61 to 149 during the first quarter in 2019 from 2018. This emphasizes the Library's changing role of providing community space to meet and make connections.

*Interactions/Conversations* measure the instances of interactions during the Library's participation in community events or interactions that library partners report while they hold information booths or displays on premise. This measure experienced a decrease of 13.6% mainly due to a lack of activities during information booth sessions held by library partners.

#### **Active Cardholder**

The number of active cardholders reflects a 16% increase. This measure now captures all active cards in the past two years.

### **4.0 Alignment with Strategic Plan**

The 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.

### **5.0 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 indicators, are no longer a definitive measure of this broad use. The expanding role of the Library as a space to learn, interact with others, and use

technology services continues to impact usage and requires 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 developing library services and collections.

## **6.0 Attachments**

6.1 *RHPL 2019 First Quarter Use Indicators*, dated April 18, 2019

### **Pre-Submission Review**

Executive Leadership Team – Friday, April 12, 2019

Assisted by: N. Ahmed, Executive Manager, Business Services

Submitted by:

Approved by:

“Signed version on file in the Administration Office”

Yunmi Hwang  
Director, Technologies

Louise Procter Maio  
Chief Executive Officer



Richmond Hill Public Library Board

**2019 FIRST QUARTER FINANCIAL REPORT**  
**SRLIB19.17**

Subject: 2019 First Quarter Financial Report  
From: Louise Procter Maio, Chief Executive Officer  
Date: April 18, 2019

**1.0 Recommendation**

That the *2018 First Quarter Financial Report for the period ending March 31, 2019* be received as information; *and*

That the Library Board approve the closure of the following completed capital projects, with \$13,635 returned to the Reserves:

- 905-8916084175 – 2016 User Discovery Software R&R TE (\$12,962 return to reserve); and
- 905-8916094116 – 2016 Presentation Equipment R&R RG/RV/CE (\$674 return to reserve).

**2.0 Background**

The Library Board receives financial updates on a quarterly basis. The Financial Statement for the period ending March 31, 2019 is attached. Normally quarterly

financial reporting reflects expenditures to date compared to the annual budget, with a focus on significant variances and contributing operational factors. Preparation of the quarterly financial statements, typically completed by the Town of Richmond Hill Finance department has been transferred to Richmond Hill Public Library at the request of the Town of Richmond Hill owing to volume of work.

Documents include the Statement of Operations, Status of Capital Projects and Statement of Reserve Activity.

## **2.1 OPERATING BUDGET STATEMENT OF REVENUE AND EXPENDITURES**

***The following standing note will serve as background for all 2019 operating reports:***

*Personnel and collection development costs make up the majority of the Library budget. In 2019, costs for personnel and consulting account for 73.82% of the operating budget. Collection development, including the cost of acquiring materials as well as processing and cataloguing them, and the transfer to the Town of Richmond Hill Reserves for collections, accounts for 15.31% of the budget. A third area of expenditure relates to the public-service dominated contracts and services costs. Inventory control, the bulk of which is information technology, includes maintenance fees and service contracts, accounts for 49% of this expense. The contracts and services expense accounts for a further 9.58% of the overall budget. These three primary functions combine to account for 98.72% of the total operating budget for 2019.*

*Full expenditure in these three areas is expected. Therefore, significant overall variances generally are not expected, other than in unusual situations such as a major service interruption or a significant staff vacancy. Salaries involve incremental costs throughout the year as grid and step increases are implemented. Collection development is subject to*



*the timing and volume of major publishing seasons. As well, costs are incurred at the point an order is filled and received by the Library, which can be a few short weeks or many months after an order has been placed. As a result of these factors, collection development costs often are incurred on an irregular basis. General contracts are for services provided to the Library by a third party company needed by the Library year over year. The majority of these costs include IT support and maintenance contracts, which vary in terms of timing and frequency, resulting in irregular or periodic expenditures. Another major cost is the building repair and maintenance service contracts with the Town.*

*The remaining 1.28% of the budget consists of materials and supplies, largely in the area of library supplies, office supplies and a furniture/equipment contingency. Variances do occur in this area but overall they do not have a significant impact.*

*Regularly scheduled expenditures for materials and supplies and services and contracts will represent more or less than suggested by the quarterly reporting period, due to timing of payments.*

With this background, brief comments follow with respect to assessment of significant variances between the budget and actuals to the end of the first quarter of 2019, for the primary Library cost allocations. Also attached is the *Statement of Operations by Department & Branch*.

## **Revenue**

Library revenue is on track for realization of revenue as budgeted. Total revenues received are at 23.74% compared to 23.84% in 2018.

- Provincial grant revenue as budgeted is received in a lump sum, typically in the fourth quarter;

- York Region District School Board funding as budgeted will typically reflect a January to August payment deposited in the second quarter and a September to December payment deposited in the fourth quarter owing to the School Board's September to August financial calendar;
- Town Reserve funding, for the Library Materials operating expenditures, reflects the 25% first quarter received amount; and
- Library Generated Income is at 16.90% received. Fines, fees and sales to date are not as robust as anticipated. Some projected revenue was unrealized due to the delayed opening of the new Oak Ridges Library and fine revenue continues to decrease as electronic material circulation increases.

### **Expenditures**

Library expenditures are overall on track with 23.62% spent out as of the first quarter. This compares to 22.91% in the previous year.

- ***Personnel*** expenditures at 22.78% spent due to normal staffing turnover and retirement;
- ***Collection Development*** expenditures are at 24.42% spent due to timing of filled and received orders;
- ***Contracts & Services*** expenditures are at 30.58% due to the timing of contract renewals; and
- ***Materials & Supplies*** are at 8.27% as spending patterns vary according to requirements during the year.

### **3.0 Status of Capital Projects Report**

The attached chart provides an overview of the Library's capital projects identifying those which have been completed, have surpluses remaining and can be closed with any remaining balances returned to Reserves; and those that remain open at March 31, 2019 with a progress status update noted.

As of March 31, 2019 the Library had a total of 39 open capital projects. Staff is recommending the closure of 2 completed capital projects with \$13,635 to be returned to the reserves.

1. 2016 User Discovery Software R&R TE (\$12,962 return to reserve)
2. 2016 Presentation Equipment R&R RG/RV/CE (\$674 return to reserve)

The portfolio of the remaining 39 open capital projects has a total remaining budget of \$2,868,796.

Capital projects vary in expected delivery time from date of approval owing to their complexity or by staff or resource constraints. Staff continues to work on completing outstanding capital projects.

Staff have reviewed the open capital projects list and noted the status according to the following categories: Not started, In development, or In process.

### **4.0 Richmond Hill Public Library Reserve Activity**

#### ***Donation and Bequest Reserve Fund***

*The Richmond Hill Public Library Board Donation and Bequest Reserve Fund*, established by the Town of Richmond Hill By-Law #77-06 in 2006, reflects January to March 2019 interest in the amount of \$4,064 for a balance of \$593,041.

Within the Reserve Fund, \$136,011 has been allocated to the following projects:

- \$4,000 balance remaining for sculpture at the new Oak Ridges Library (Motion 18:102 November 2018);
- \$1,000 for the new Oak Ridges Library (unspecified project);
- \$650 balance remaining for the Bond Lake painting for the new Oak Ridges Library (Motion 16:83 September 2016);
- \$7,361 balance remaining for Books for Babies project (Motion 17:26 March 2017); and
- \$123,000 for Local History Digitization project (Motion 18:116 December 2018).

The remaining balance of \$457,030 is unallocated.

### ***Special Purpose Reserve***

The *Richmond Hill Public Library Board Special Purpose Reserve* for 2019 holds a total of \$261,775, which includes:

- \$2,500 for TD Summer Reading Program second place award;
- \$60,000 from 2014 designated carry over expenses,
- \$18,000 from 2015 designated carry over expenses;
- \$38,300 from the 2016 surplus is to be held in reserve for designated carry over expenses; and
- \$142,975 from 2017 surplus for designated carry over expenses.

## **5.0 Alignment with Strategic Plan**

This report aligns with the strategic direction to *Reinforce Our Capabilities* by adhering to the Board's sound financial policies. This is also in keeping with our

*Value - Accountability* by practicing efficient and effective stewardship of library resources.

## **6.0 Conclusion**

Staff recommends the first quarter 2019 financial report be received.

## **7.0 Attachments**

7.1 *RHPL Statement of Operations* for the period ending March 31, 2019

7.2 *RHPL Status of Capital Projects* for the period ending March 31, 2019

7.3 *RHPL Statement of Reserve Activity* for the period ending March 31, 2019

## **Pre-Submission Review**

Executive Leadership Team – Friday, April 12, 2019

Submitted by:

Approved by:

“Signed version on file in the Administration Office”

Nusrat Ahmed  
Executive Manager, Business Services

Louise Procter Maio  
Chief Executive Officer



Richmond Hill Public Library Board

## **WEBSITE SERVICES SNAPSHOT REPORT**

### **SRLIB19.18**

Subject: Website Services Snapshot Report  
From: Louise Procter Maio, Chief Executive Officer  
Date: April 18, 2019

#### **1.0 Recommendation**

That the *Website Services Snapshot Report* be received as information.

#### **2.0 Purpose**

To provide the Library Board with a snapshot of the evolution of the library website to a flexible and engaging virtual branch. The new website officially launched in February 2019.

#### **3.0 Background**

One of the pillars in the Library's 2013 Strategic Plan is "*Contribute Vibrant Spaces*": *We will contribute vibrant spaces and places, physically and virtually, throughout Richmond Hill that are easily integrated into your daily life and renew your library experiences. Spaces will be flexible; morphing to your individual, group or collaborative needs, either on-site or online, and will be venues for creative, literary and community-building events.*

One of the objectives under this pillar was to *develop and implement a virtual facilities plan, reshaping our website as a virtual space and service that is synergistic with and complementary of our physical spaces.*

Richmond Hill Public Library has had a website since 1998. Research into a new vision for the website began in 2014. In addition to developing an online space that was complementary of our physical spaces, legislative requirements and good design elements for navigation, interactivity, mobility and usability were paramount. Concurrently the Library completed a rebranding exercise in 2015 resulting in a new look and identity which was to be incorporated into the new design. More importantly the new website needed to be accessible and compliant with the *Accessibility for Ontarians with Disability Act (AODA)* and regulations. Funding was approved in the 2016 Capital Budget to reshape the website as a virtual space and service with additional funding reallocated to enable the Library to meet the accessibility requirements of the new website. Public and staff input was also sought to ensure the new website would meet current needs.

As design and development ensued, all content was reviewed and revised or added as required. Usability testing was conducted and a final audit was completed before the soft launch in late December 2018. The new website was formally launched in February 2019.

#### **4.0 New Website as a Virtual Branch**

The redesign allows the Library to reinforce the unique experience that residents can expect from the Library, regardless of if they are in the branch, or at home. The website is an easily navigable portal that allows library customers to find, see and listen to program highlights and diverse collections, acting as a flexible and engaging virtual library branch.

Staff will continue to solicit feedback from members of the public to determine areas of improvement as customers get acclimatized to using the new website.

As customer suggestions and sentiments are analyzed, staff will continue to execute ongoing enhancements. This includes increasing the amount of staff-created web content that is regularly posted to the website that further promotes the system-wide use of Library materials, services, programs, and resources – both physical and digital in origin – in a manner that is engaging and accessible to stakeholders.

The ongoing creation of website content, as well as the maintenance of website design and infrastructure, will be shaped by the Library's website content strategy, sector-wide trends and industry best practices, and decisions guided by internal and external analytical data.

## **5.0 Alignment with Strategic Plan**

The report aligns with the strategic direction to *Contribute Vibrant Spaces* by reshaping our website as a virtual space and service that is synergistic with and complementary of our physical spaces.

## **6.0 Conclusion**

The Library contributes vibrant spaces and places both physically and virtually. Through the launch of the new website, we improve customer engagement and communication and meet the provincial AODA requirements. The new website allows customers who can't travel to physical places to still partake in services, resources and programs that the Library offers.

### **Pre-Submission Review**

Executive Leadership Team – Monday April 15, 2019



Prepared by:

“Signed version on file in the Administration Office”

Dianne McLeod  
Manager, Technologies

Brock Smith  
Manager, Marketing and Communications

Submitted by:

“Signed version on file in the Administration Office”

Yunmi Hwang  
Director, Technologies

Catherine Charles  
Director, Community Connections

Approved by:

“Signed version on file in the Administration Office”

Louise Procter Maio  
Chief Executive Officer



Richmond Hill Public Library Board

## **2018 RICHMOND HILL PUBLIC LIBRARY COMMUNITY REPORT SRLIB19.19**

Subject: 2018 Richmond Hill Public Library Community Report  
From: Louise Procter Maio, Chief Executive Officer  
Date: April 18, 2019

### **1.0 Recommendation**

That the *2018 Richmond Hill Public Library Community Report* dated April 18, 2019 be received as information.

### **2.0 Purpose**

To provide the Library Board with highlights of our annual activities and initiatives for 2018 through the vehicle of the Community Report.

### **3.0 Background**

Typically an organization summarizes its annual activity and presents it to the public in the form of an annual report. During the past year, the Library has provided similar information through quarterly reports.

The *2018 Richmond Hill Public Library Community Report* communicates to the public the breadth and depth of activities and initiatives in which the Library was

involved throughout the year. With the *Strategic Plan* as the touchstone, our story is told directly to our residents as woven through the four strategic pillars.

Attached is the draft text of the *2018 Richmond Hill Public Library Community Report*, which consolidates the 2018 information, previously received by the Library Board. This comprehensive review is presented to apprise the community and the Board of performance highlights to better understand the goals and objectives of the Library, the many roles it plays, and to enhance accountability.

#### **4.0 Next Steps**

Following Library Board approval of the *2018 Richmond Hill Public Library Community Report* draft text, the report will enter its design phase, which will feature the addition of photographs, graphics, and branding. From there, the report will be printed for public access and distributed to stakeholders.

#### **5.0 Alignment with Strategic Plan**

The report aligns with all four strategic pillars, as it highlights successes found within *Strengthen your Connections*, *Contribute Vibrant Spaces*, *Enrich your Choices*, and *Reinforce our Capabilities*. Notably, it “positions and markets the Library as the connecting knowledge centre” in Richmond Hill, as per *Strengthen your Connections*.

#### **6.0 Conclusion**

The draft text of the *2018 Richmond Hill Public Library Community Report* is attached. This report summarizes Library highlights from 2018.

#### **7.0 Attachments**

1. *2018 Richmond Hill Public Library Community Report*, dated April 18, 2019

## **Pre-Submission Review**

Executive Leadership Team – Thursday, April 11, 2019

Prepared by:

Submitted by:

“Signed version on file in the Administration Office”

Brock Smith  
Manager, Communications

Catherine Charles  
Director, Community Connections

Approved by:

“Signed version on file in the Administration Office”

Louise Procter Maio  
Chief Executive Officer



## **RICHMOND HILL PUBLIC LIBRARY**

### **2018 REPORT TO THE COMMUNITY**

Draft Text

April 19, 2019

#### **MESSAGE FROM THE BOARD CHAIR AND CHIEF EXECUTIVE OFFICER**

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.

At Richmond Hill Public Library, 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 emblazed with “RHPL.” There is no other local organization, non-profit nor 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.

## **LIBRARY BOARD 2018**

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.

## **STATS:**

**Total Visits (In-Person, Electronic & Social Media):** 3.22 million // 1.00 million in-person, 1.52 million electronic, .69 million social media



## 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.

2018 In-Library Events Included:

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

### Popping Up

More than ever before, 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.

From meeting with thousands at our summer outdoor **Moonlight Movies** film screenings to visiting with thousands of inquisitive young minds eager to code during dozens of year-round local classrooms visits, Library service now extends further than it ever has.

## 2018 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)

## **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.

## **STATS:**

**Community Connections:** 706,989\*

**Bookings / Events:** 1,591\*

**Active Cardholders: 72,694\***

*\* denotes all-time annual record high*

## **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 to 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 television 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.

### **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.

### **STATS:**

**Public Computer Usage:** 155,131 sessions

**Wireless Internet Usage:** 1.16 million sessions\*

**Visits to our Website:** 1.45 million sessions\*

*\* denotes all-time annual record high*

## **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 to the Library. To this end, 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 service.

When it comes to accessibility, we understand that one size does not fit all, which is why we also restructured our sensory storytime program series to include an enhanced offering of interactive specialized equipment for children of all abilities and various special needs.

### **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 library customers with timely and personalized email communication, including details about library news, programs and services.

### **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 sold out 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.

#### **Program Highlights:**

- Offered a record-breaking **3,533 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*

**STATS:**

**Borrowed Items:** 2.1 million total items, 633,488 e-Materials\*

**Programs Offered:** 3,794\*

**Program Attendance:** 66,705\*

**New Collection Items:** 59,244

*\* denotes all-time annual record high*



## **REINFORCE OUR CAPABILITIES**

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

### **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 members also 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. Several 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.

### **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.

## **2018 FINANCIAL HIGHLIGHTS**

*[Forthcoming following completion of audit of financial statements.]*

## **2018 DONATIONS**

*[Forthcoming following completion of audit of financial statements.]*

## **2018 GRANTS**

Ministry of Tourism, Culture, and Sport

Town of Richmond Hill

*[Forthcoming following completion of audit of financial statements.]*

## 2018 SERVICE AWARDS

### **30 years of service**

Estelita Chan

Sharmin Muller

### **25 years of service**

Laura De Filippis

Phyllis De Filippis

Selina Ong

Susanna Pang

Greg Patterson

### **20 years of service**

Joseph Gendron

### **15 years of service**

Nellie Amiri

Denis Bourdages

Stephen Leung

Shubha Pathak

Rita Shaw

### **10 years of service**

Tina Golshan

Soo Me Jeong

Barbara Kassies

Cameron Lee

Tina Mahon

Kelly Mazzuca

Cecilia Pang

Karen Wales

Michelle Weinberg

Cindy Wen

### **5 years of service**

Shampa Bhattacharya

Karen Day (in 2017)

Quan Low Sin

Sandra Tang



Richmond Hill Public Library Board

**RICHMOND GREEN LIBRARY ANNUAL REPORT 2018**  
**SRLIB19.20**

Subject: Richmond Green Library Annual Report 2018  
From: Louise Procter Maio  
Date: April 18, 2019

**1.0 Recommendation**

That the *Richmond Green Library Annual Report 2018* dated April 18, 2019 be received as information.

**2.0 Purpose**

The Library has a contractual obligation to provide an annual report to the York Region District School Board (YRDSB) regarding the provision of library service by Richmond Green Library staff to the Richmond Green Secondary School (RGSS).

**3.0 Background**

Richmond Green Library is a joint library facility, serving as both a public library for local residents and a school library for the Richmond Green Secondary School. The Library officially opened in 2005.

The RGSS students benefit from a facility three times larger than a typical high school library. Students are able to use an extensive collection of materials in both printed and electronic formats and have access to a dedicated Richmond Hill Public Library staff who works collaboratively with RGSS staff. Library service is provided for RGSS students during the regular school year – September to June; and for the summer school session in July. This is in addition to its year-round role as a public library for neighbouring residents.

#### **4.0 Library Service to Richmond Green Secondary School**

Library service to RGSS in 2018 is outlined in Attachment #1. In partnership with RGSS staff the Richmond Green Library provided strong library service in 2018 to 1,200 students during the regular school year, and 1,400 students during the summer school session. Richmond Green Library provides students with access to the Library's print and electronic collection including collections that support the curriculum. The Library introduces library service and delivers library instruction, provides library support for class visits, delivers instruction on research skill development, develops programs that support the curriculum, and collaborates with the RGSS faculty to support student success.

#### **5.0 Next Steps**

The Library will develop a designed Richmond Green Library Annual Report 2018. The report will include print, graphics and photographs that highlight the library service provided to the students and be distributed to stakeholders.

#### **6.0 Alignment with the Strategic Plan**

Richmond Green's Library services are aligned with the strategic direction of "*Strengthen Your Connections*" by delivering programs and services to residents of all age groups in the community and providing curriculum support and library service to the school community. They also align with the strategic direction of "*Contribute Vibrant Spaces*" by being a learning place for RGSS students and a community library for local residents.

## **7.0 Conclusion**

The partnership with the York Region District School Board, the Richmond Hill Public Library Board, and the City of Richmond Hill is unique and successful. Students attending Richmond Green Secondary School have access to a large collection of library materials for their educational requirements. They have full library support from professional librarians within and beyond regular school hours. They learn, grow and celebrate student success in a community library setting through library instruction, orientation sessions, and programs in the Library. The Richmond Green Library will continue working closely with the RGSS staff to support student academic success.

## **8.0 Attachment**

1.0 *Richmond Green Library Annual Report 2018*

### **Pre-Submission Review**

Executive Leadership Team – Friday, April 12, 2019

Prepared by:

Submitted by:

“Signed version on file in the Administration Office”

Len Wong  
Manager, Richmond Green

Barbara Ransom  
Director, Customer Experiences

Approved by:

“Signed version on file in the Administration Office”

Louise Procter Maio  
Chief Executive Officer



## **RICHMOND GREEN LIBRARY ANNUAL REPORT 2018**

### **Draft Text**

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Richmond Green Library is a joint library facility serving as both a public library for local residents and a school library for students of Richmond Green Secondary School. The secondary school students benefit from a library facility three times larger than a typical high school library. Students are able to use an extensive collection of materials in print and digital formats; and RGSS staff is able to work collaboratively with Richmond Hill Public Library staff.

- Provided all students with a library card. Library cards provide students with access to the Library's printed and electronic collection, including 24/7 remote access to extensive electronic databases that support the Ontario curriculum
- Introduced library service and delivered library instruction to 350 Grade 9 students on their first day of school in September
- Collaborated with the English as a Second Language (ESL) teaching faculty in providing reading materials for English learners in the ESL classes
- Offered reference support to 471 class visits to the Library with 5,832 students in attendance
- Provided library support to 26 class visits to the Library with 777 students in attendance during the summer school session
- Provided library support to the teaching faculty by delivering in class instruction on research skill development and online database research



- Delivered a weekly 'Growing Life Skill' program to students with special needs in the Special Education Department
- Supported the school's literacy education initiative by providing recommended reading materials from the Ontario Library Association's Forest of Reading White Pine program to the English Department
- Promoted STEAM (science, technology, engineering, arts, and mathematics) education to RGSS students by offering a Maker Fair in the Library. Eight classes with over 283 students participated in this one day event. Students from the RGSS Computer Club showcased their computer coding projects; experts from the STEAM field introduced students to the latest technology trends and provided them with hands-on experiences in virtual reality and computer coding products.
- Supported the Business Department's annual Enterprise Fair by facilitating the event in the Library
- Collaborated with teachers in acquiring curriculum support materials on the topic of indigenous culture, history and arts to support the new curriculum guidelines on indigenous studies in the classroom



Richmond Hill Public Library Board

**FINAL 2019 OPERATING BUDGET REPORT**  
**SRLIB19.21**

Subject: 2019 Final Richmond Hill Public Library Operating Budget Report  
From: Louise Procter Maio  
Date: April 18, 2019

**1.0 Recommendation**

That the Final Approved *2019 Operating Budget Report*, dated March 28, 2019, be received as information;

That the Final Approved *Three Year Financial Outlook 2020 – 2022*, dated March 28, 2019, be received as information;

*and*

That the Final Approved *2019 Business Plan*, dated March 28, 2019, be received as information.

**2.0 Purpose**

Richmond Hill Public Library Board approved the 2019 Operating Budget, Three Year Financial Outlook 2020 - 2022 and 2019 Business Plan on March 28, 2019. Staff are in a position to distribute to the Board the approved 2019 Operating Budget, Three Year Outlook and Business Plan.

### **3.0 Background**

The Library Board approved the 1<sup>st</sup> draft of the 2019 Operating Budget, Business Plan and Three Year Financial Outlook on September 20, 2018. The Library Board approved the 2<sup>nd</sup> draft of the 2019 Operating Budget package on December 13, 2018, reflective of the vision of the Strategic Plan, operating needs of the Library with due regard for achieving cost efficiencies wherever possible and continued deliberation with City staff. A status report was provided to the Board on January 17, 2019, noting no budget changes but including updated preliminary actuals as of November 30, 2018, and presented the budget in the prescribed City format.

The Library's 2019 Draft Operating Budget was presented to Council's Budget Committee of the Whole (BCW) on February 12, 2019, by Board Member S. Chait and the Chief Executive Officer. The Board was requesting an additional \$533,800 over 2018 approved funding which also included 3 new staff positions.

When developing the 2019 Operating Budget, Library staff followed Council's directions to maintain existing service levels, include items consistent with the Strategic Plan that also provide for annualizations of prior year's approved service enhancements and impacts from development growth, and minimize the tax rate impact.

The Budget Committee of the Whole recommended a 2.4% increase over 2018, in line with the Consumer Price Index (CPI), in the amount of \$217,100 to be allocated by the Library Board. It was also suggested that the Board undertake fundraising efforts to provide additional funding.

The Chief Executive Officer made a follow up presentation to BCW on February 19, 2019, to provide further information on the nature of the library budget, the impact of a 2.4% budget increase on operations, and research results regarding fundraising and grant opportunities.

Council approved the overall municipal budget at a Special Council Meeting on February 26, 2019, allocating \$9,264,600 to the Library Board, an increase of \$217,100 or 2.4%. This requires a reduction of \$316,700 from the 2019 Draft Operating Budget to meet Council's funding envelope.

The Library Board approved the 2019 Operating Budget, Three Year Financial Outlook 2020 - 2022 and 2019 Business Plan within the Council approved funding envelope on March 28, 2019.

#### **4.0 2019 Operating Budget Adjustment**

Council does not determine or recommend how this reduction is to be achieved. In order to meet that target, a revision is proposed in 4 areas. The approved final budget is attached. The documentation includes the Final Operating Budget, Three Year Outlook and Business Plan for 2019 which have been revised with regard to the approved funding envelope.

The areas of change from the 2<sup>nd</sup> draft include a reduction in personnel costs including elimination of Sunday service hours at Central Library for 3 months; deletion of new staff asks (3 positions); and a reduction in the transfer to City of Richmond Hill's Capital Reserve Fund.

Firstly, existing 3 positions that provide direct customer service at Central and Oak Ridges have been eliminated where programming, circulation, content development and access to information will be impacted. Collaborative design and delivery of services with local service agencies and organizations, a cost-effective approach for residents, will also be impacted.

Secondly, closing Sunday services at Central Library for 3 months will impact the public significantly as almost 1,000 customers avail themselves weekly of Sunday services. It will also have a significant staff impact as temporary staff layoffs will be invoked for this period.

Thirdly, new staff resources (3 positions) required to maintain service levels for a growing community have been deleted. This will impact new services at the new Oak Ridges Library, timely implementation of service enhancements and projects across the system, and the inability to extend programming and service hours at Richmond Green Library for a fast growing area.

Lastly, reducing the transfer to the City of Richmond Hill's Capital Reserve Fund places a future burden on development of the library collection. Reducing the ability to replenish, further stresses a depleting reserve.

The final copy of the 2019 Operating Budget dated March 28, 2019, which was approved by the Board on March 28, 2019 is attached.

## **5.0 Three Year Financial Outlook 2020 – 2022**

The Three Year Financial Outlook 2020 – 2022 has been revised to reflect the changes in the approved 2019 Final Operating Budget.

## **6.0 2019 Business Plan**

The 2019 Business Plan has been revised to reflect the changes in the approved 2019 Final Operating Budget.

The following initiatives have been removed from the previously approved Business Plan:

- Gather, digitize and curate unique local content from community groups;
- Upgrade all public computing workstations across all sites;
- Enhance customer service with the design and installation of an automated materials handling sortation system at Richvale Library;
- Explore options for “library of things” in providing non-traditional items for borrowing;

- Expand maker space programming at all sites; and
- Develop strategies that align staff resources with new functions by adding additional staff at Richmond Green and Central Libraries.

## **7.0 Alignment with Strategic Plan**

The approved operating budget does not allow for a close alignment with the Strategic Plan. Staff positions required to maintain existing service levels and for a growing community have been eliminated, plus Sunday service for 3 months has been eliminated, impacting connections, choices, spaces and capabilities. Service levels will be reduced as a result.

## **8.0 Conclusion**

Council has concluded its review and approval process for the 2019 municipal budget including total funds allocated to the Library Board. The Library Board approved the 2019 Final Operating Budget, Three Year Financial Outlook 2020 - 2022 and 2019 Business Plan within the Council approved funding envelope on March 28, 2019. Attached are copies of all supporting documents.

## **9.0 Attachments**

1. *FINAL RHPL 2019 Operating Budget*, approved March 28, 2019
2. *FINAL RHPL Three Year Financial Outlook 2020 – 2022*, approved March 28, 2019
3. *FINAL RHPL 2019 Business Plan*, approved March 28, 2019

**Pre-Submission Review**

Executive Leadership Team – Friday, April 12, 2019

Submitted by:

Approved by:

“Signed version on file in the Administration Office”

Nusrat Ahmed  
Executive Manager, Business Services

Louise Procter Maio  
Chief Executive Officer

## 2019 RICHMOND HILL PUBLIC LIBRARY BUSINESS PLAN

### Overview

Richmond Hill Public Library (RHPL) is a modern library system with four convenient locations to serve residents with both traditional and virtual access to library materials relating to individual enrichment, self-education, culture and recreation. The Library is also seen as a community hub, a place for social interaction as well as the provider of materials and information. It is regarded as an integral place to introduce newcomers to the community, children to early literacy and the love of reading, and the public of all ages to new and emerging technologies.

RHPL operates under the direction of a nine member Library Board appointed by the Town of Richmond Hill Council. The Board is governed by the *Public Libraries Act* and other relevant legislation and has the authority of full management and control of Richmond Hill Public Library. It assumes with that authority, the duty to develop policies related to the framework, governance and operation of the Library.

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.

Our **Purpose** is Sure:

*We are your library. Your knowledge centre. When you need to solve a problem, make a decision, learn, read, enjoy or explore an issue, we integrate the sources with the expertise to help you build your life and build your community.*



Our **Vision** is Clear:

***Enriching Your Connections, Choices and Community***

*We will enrich your choices, your connections, and your community in ways you've never imagined. As our community changes dramatically, we are determined to know you better and to continuously improve the sources, services and spaces you deserve from your library.*

*We will be recognized as being aligned with Town initiatives and as an integral part of the community network, catalyzing conversations within the community and among individuals. We will be your know-how, enjoy-that space for discovery, and experimenting. You'll know us, not just as the place that loans books, but as the library staff who touch your diverse lives in positive and impactful ways.*

Our **Values** are Strong

***Accessibility***

***Diversity***

***Intellectual Freedom***

***Innovation***

***Respect***

***Literacy and Lifelong Learning***

***Accountability***

**Services That We Provide**

In alignment with the Library's Strategic Plan, activities and support to the public are delivered through five key functional areas: customer experiences, community connections, technologies, content, and administration.

- ***Customer Experiences***

- Customer and welcoming services
- Borrowing services
- Information and emerging technologies services
- System-wide coordination of branch services
- Library facilities' renovations and builds
- Planning, design, development and evaluation of customer experiences and service interactions



- ***Community Connections***

- Community building through partnership development
- Corporate marketing, communications and public relations services
- Website and virtual content
- Program and outreach design and delivery
- Planning, design, development and evaluation of community connections and collaboration

- ***Technologies***

- Public and staff computing services and support
- Virtual branch service support
- Digitization service support
- Planning, design, development and evaluation of technology infrastructure and innovations

- **Content**

- Content development services
- Electronic resource services
- Digitization services
- Content support services
- Curation services of locally-created and published sources unique to Richmond Hill
- Planning, design, development and evaluation of content and curation services



## **Administration**

- Library Board liaison and support
- Corporate leadership and support (policy, planning and management)
- Business services management

- Talent and culture management
- Effective administration of the corporation

Collectively these functions provide a wide range of associated materials, programs and services including:

- in-depth collections including print, audio visual and electronic
- information and reader's advisory services
- access to online authoritative electronic resources
- public computers and internet access including wireless service
- access to new and emerging technologies
- programs for children, youth and adults
- community building through outreach and 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
- 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 services synergistic with and complementary of our physical spaces
- social media connections through Facebook, Twitter, Instagram, Pinterest, and YouTube



## **2018 Accomplishments (January – June 2018)**

### ***Strengthen Your Connections***

- ✓ Collaboratively designed and delivered services with partners and community organizations for specific community segments that none of us could deliver alone:
  - Canadian Mental Health Association (CMHA) - provided CMHA clients with instruction in digital literacy
  - Canada Revenue Agency - coordinated tax clinics for over 110 low income residents

- Richmond Green Secondary School - hosted a Maker Fair at Richmond Green Library in collaboration with school faculty to promote the York Region District School Board's STEAM education initiative; and delivered Practical Life Skills programs to learning challenged students to assist them in developing basic social and living skills for daily living
- ✓ Furthered the newcomer strategy in partnership with the Library Settlement Program (LSP) by offering a variety of programming for newcomer seniors and in collaboration with the Parya Trillium Foundation to offer a web design program for newcomer youth
- ✓ Delivered a well-received presentation at the Ontario Library Association Conference called *Creating a culture for success: using organizational values from your Strategic Plan* as an innovative approach to customer service
- ✓ Acted as official hub for *Culture Days* in Richmond Hill and hosted multiple activities with community partners at Central Library
- ✓ Contributed Library content for *TRH 2017 Annual Culture Report* and *2017 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/engageable through Google's



search engine, and offering additional methods for individuals to digitally connect with the Library

- ✓ Initiated installation of the new telephone solution strengthening connections with customers

### ***Contribute Vibrant Spaces***

- ✓ Completed renovation of the children's area at Richvale Library, providing a fresh, modern space that encourages more exploration and love of reading
- ✓ Continued construction of new Oak Ridges Library in partnership with Town of Richmond Hill
- ✓ Continued extensive planning for technologies, collections, furniture, shelving, staffing and specialized moving services for the new Oak Ridges Library
- ✓ Introduced completed *Central Library Expansion Feasibility Study* for Library Board and Council consideration
- ✓ Participated in the Town of Richmond Hill's Civic Precinct Project meetings in relation to the expansion options for Central Library



### ***Enrich Your Choices***

- ✓ Co-developed, configured and installed Digital Information Kiosks. They function as inter-active touch-screen catalogue searching stations with added



discovery features such as floor plans and program and events promotion

- ✓ Facilitated the Writer-in-Residence program with author Trevor Cole, offering professional guidance on the craft of writing for local writers
- ✓ Hosted the Teen Arts Contest Celebration which featured a display of winning entries and instructive feedback from a panel of judges
- ✓ Piloted new STEAM activity kits available for borrowing, to facilitate science activities in the home or at school
- ✓ Completed *2018 Collection Development Plan* and added 35,759 items to the Library's collections in all formats: print, audio visual and electronic
- ✓ Expended the *Provincial 2017-2018 Information Technology and Service Capacity Grant* on 2 projects: a laser cutter and 4 iMac stations for the new Oak Ridges Library, to enhance makerspace technology skills
- ✓ Strengthened accountability by creating new messaging and capabilities to enable interaction with a third party collection agency for overdue accounts



### ***Reinforce Our Capabilities***

- ✓ Obtained 2018 Business Plan and corresponding Capital and Operating Budget approval



- ✓ Completed reporting requirements for *2017 Audited RHPL Financial Statements*, *2017 Charitable Tax Return* and *2017 Annual Survey* for the Ministry of Tourism, Culture and Sport
- ✓ Invested in and planned the second annual dedicated staff training and development day which focused on technology, local history, customer service, programming and library trends
- ✓ Enabled 4 staff members to attend the 2018 Public Library Association Conference in Philadelphia, PA to learn new and best practices in library services
- ✓ Reviewed and revised policy to assist with fulfilling library purpose, to ensure consistent library service in the community and to meet legislative requirements including: *Health and Safety Policy, Accessibility Policy, Circulation, Fees and Service Charges, Filming and Photography, Meeting Room Rentals, Payment and Refund, Proctoring, and assorted Personnel Policies*
- ✓ Demonstrated efficient and effective stewardship and accountability with the production of *2017 Report to the Community* and the *Richmond Green Annual Report 2017*
- ✓ Continued leadership development for the management team using an 11 session, in-house developed Leadership Development Program and provided increased opportunities for staff participation on cross functional teams and in learning opportunities



## Key Objectives for 2019

To realize the new vision the *Richmond Hill Public Library Strategic Plan 2013* focuses on four strategies:

- Strengthen your connections
- Contribute vibrant spaces
- Enrich your choices
- Reinforce our capabilities

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

### Strengthen Your Connections

***We will focus on strengthening your connections with the sources and people that answer your questions, inspire your thinking, expand your explorations, and drive your aspirations.***

- Collaborate with community partners and organizations:
  - Liaise with newcomer groups to interactively design and deliver services and resources



## Contribute Vibrant Spaces

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

- Rethink and retool our physical spaces including:
  - Refine a responsive customer service model in the new Oak Ridges Library
  - Repair and replace physical assets to enhance a warm and welcoming environment and strengthen service delivery capabilities:
    - Extend iPad lending kiosks to Oak Ridges, Richmond Green and Richvale libraries
    - Expand online payment on self-serve kiosks
    - Replace assorted technology elements
- Expand building maintenance and repair service to three library sites



## **Enrich Your Choices**

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

- 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 Library and Richmond Green Library
- Reinforce our services and programs with on-target, unique and curated medleys of content:
  - Develop and refresh robust and diverse library collections in all formats that meet the specific needs of the Richmond Hill community through analytical development, a core mandate, and continue to expand the collections in response to population growth

## **Reinforce Our Capabilities**

***We will reinforce our many capabilities that bring our services and programs to life. Our organization, technologies, and funding will be the infrastructure for launching and realizing our vision.***

- Assist the Library Board with Board development owing to the appointment of a new Board by the new Council for the 2018 – 2022 term



## **2019 Budget Highlights**

The 2019 budget will enable Richmond Hill Public Library to focus attention on transforming our service model. Richmond Hill Public Library continues to rethink and retool our programs and services and resources in light of 21<sup>st</sup> century library service trends and public expectations.

### **Expenditures**

The Library's budget includes annualization of Board approved new 2018 staffing, salary grid adjustments and a reduced contribution to the Town of Richmond Hill Reserve to fund replacement of library materials.

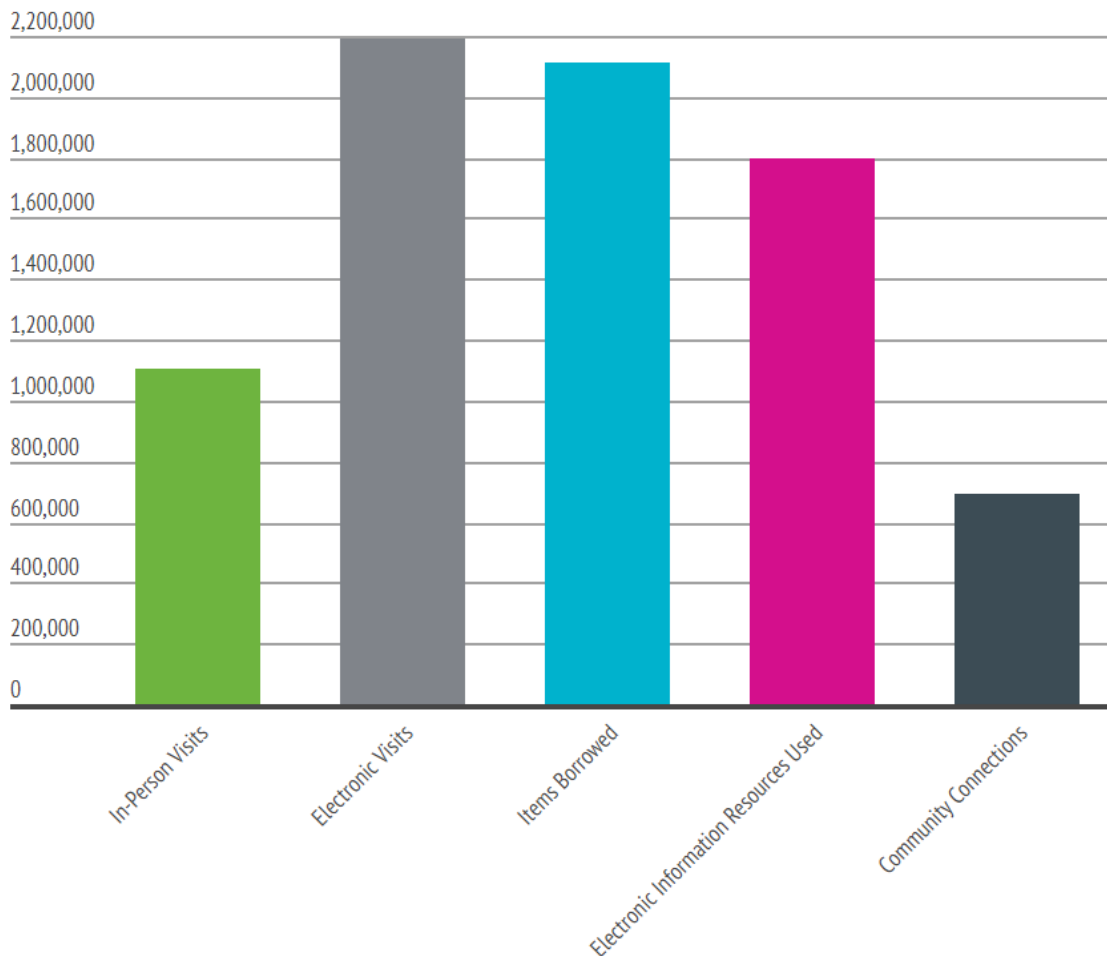
## **Revenues**

Opportunities to earn revenue are limited by the *Public Libraries Act*. Fees and service charges are applied where allowable. Library generated revenue was reviewed with applicable increases effective in July 2018. Additionally, the Library engaged a third party collection agency to address outstanding, overdue accounts.

**Library services are one of the highest-ranked services in terms of resident satisfaction in the community (95%).\***

*\*Town of Richmond Hill Community Survey, 2016*

## 2017 KEY METRICS



- 
- **1,106,768 in-person visits were made to four library locations**
  - **2,194,778 visits were made electronically**
  - **2,108,171 library materials were borrowed**
  - **1,799,616 electronic information resources were used**
  - **689,899 community connections were established**

*(as of December 2017)*

**2019 Business Plan, dated March 28, 2019**