



A Regular Meeting of  
the Richmond Hill Public Library Board  
will be held in the boardroom at Central Branch  
on Thursday, May 15, 2025 at 4:00pm

## **AGENDA**

### **1.0 Call to Order**

### **2.0 Land Acknowledgement Read by Board Chair**

*We are gathering on lands that have been home to First Nations Peoples from time immemorial. We acknowledge that what we now call Richmond Hill is on the Treaty Lands and Territory of the Mississaugas of the Credit First Nation and the Mississauga and Chippewa Nations of the Williams Treaty. We also recognize that we are on part of the traditional territories of the Haudenosaunee and the Huron Wendat.*

*We would also like to acknowledge all First Nation, Inuit and Métis peoples from across North America, also known as Turtle Island, who now reside in the City of*

*Richmond Hill. We are committed to rebuilding constructive and cooperative relationships.*

### **3.0 Regrets**

### **4.0 Adoption of Agenda**

#### **4.1 Opening Remarks Board Chair**

#### **4.2 Adoption of Agenda**

### **5.0 Disclosure of Pecuniary Interest and the General Nature Thereof**

### **6.0 Delegations**

None

### **Approval of Consent Agenda Items**

All Consent Agenda Items (\*) are considered to be routine, which require no discussion or debate, and are recommended for approval by the Chair. They may be enacted in one motion or any item may be held for discussion.

### **7.0 Minutes**

#### **7.1 \*Library Board Draft Minutes – April 24, 2025**

## **8.0 Presentations**

None

## **9.0 Reports**

**9.1 Richmond Hill Public Library 2025 Q1 Financial Report SRLIB25.11**

## **10.0 New Business**

### **10.1 New Motions**

10.1.1 - Board Committee Member Assignment

### **10.2 \*Correspondence**

## **11.0 CEO Updates – B. Gorman**

## **12.0 Media**

None

## **13.0 Date of Next Meetings**

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

**Thursday, June 19, 2025 @ 4:00 p.m.** at Central Branch

## **14.0 Adjournment**

Please advise Bruce Gorman and Shawn Dillon of regrets for attendance, by noon of the day of the meeting at e-mail: [bgorman@rhpl.ca](mailto:bgorman@rhpl.ca) and [sdillon@rhpl.ca](mailto:sdillon@rhpl.ca)

## The Richmond Hill Public Library Board

### **MINUTES**

The Richmond Hill Public Library Board held a regular meeting on Thursday, April 24, 2025 at 4:00 p.m. in the Boardroom at Central Branch, Richmond Hill, Ontario.

#### **Present:**

Mona Shahnazari, Chair

Councillor Carol Davidson

Councillor Castro Liu

Sadra Nasser

Councillor Scott Thompson

Shelly Wu

#### **Staff:**

Bruce Gorman, CEO

Joshua Dyer, Director, Collections & Community Engagement

Robin Fribance, Director, Strategy & Service Innovation

Yunmi Hwang, Director, Customer & Branch Experiences

Shaun McDonough, Business Intelligence Analyst

Shawn Dillon, Finance & Administrative Assistant

Gigi Li, Director, Financial Services and Treasurer

Lisa Chen, Manager, Financial Planning and Analysis

Haley Leung, Financial Management Advisor

### **1.0 Call To Order**

The Chair called the meeting to order at 4:00 p.m.

### **2.0 Land Acknowledgement**

Read by Board Chair.

### **3.0 Regrets**

Stephen Chait

Jason Cherniak

Jennifer Paige, Vice Chair

### **4.0 Adoption of Agenda**

#### **Motion:**

25:19

#### **Moved by:**

Councillor Scott Thompson

#### **Seconded by:**

Shelly Wu

**THAT** the agenda be adopted as presented.

**CARRIED UNANIMOUSLY**

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

There were no disclosures of pecuniary interest.

**6.0 Approval of Consent Agenda Items**

Motion:

25:20

**Moved by:**

Councillor Carol Davidson

**Seconded by:**

Sadra Nasseri

**THAT** the Richmond Hill Public Library Board approves the consent agenda.

**CARRIED UNANIMOUSLY**

**7.0 Minutes**

**7.1 Library Board Draft Minutes – March 6, 2025 (Adopted by Consent)**

Motion:

25:21

**Moved by:**

Councillor Carol Davidson

**Seconded by:**

Sadra Nasseri

**THAT** the Draft Minutes of March 6, 2025 be adopted.

**CARRIED UNANIMOUSLY**

**8.0 Presentations**

None.

**9.0 Reports**

**9.1 2024 Financial Close Report SRLIB25.07**

**Motion:**

25:22

**Moved by:**

Councillor Carol Davidson

**Seconded by:**

Councillor Scott Thompson

**THAT** the Board:

1. Receive the report; and
2. Approve a \$136,566 transfer from the Special Purpose Reserve if City Council does not approve the Municipal Grant increase.

**CARRIED UNANIMOUSLY**

## **9.2 Terms of Reference Update SRLIB25.08**

### **Motion:**

25:23

### **Moved by:**

Councillor Carol Davidson

### **Seconded by:**

Sadra Nasseri

**THAT** the Board approve and adopt the revised Terms of Reference for Committees, as amended to state that members of Council may not serve on the Finance Committee.

**CARRIED UNANIMOUSLY**

## **9.3 2024 Customer Satisfaction Survey Results SRLIB25.09**

### **Motion:**

25:24

### **Moved by:**

Sadra Nasseri

### **Seconded by:**



Councillor Scott Thompson

**THAT** the Board receive the 2024 Customer Satisfaction Survey Results.

**CARRIED UNANIMOUSLY**

#### **9.4 Tariff Impact Report SRLIB25.10**

**Motion:**

25:25

**Moved by:**

Councillor Carol Davidson

**Seconded by:**

Councillor Scott Thompson

**THAT** the Board receive the Tariff Impact Report.

**CARRIED UNANIMOUSLY**

#### **10.0 New Business**

##### **10.1.1 Committee Member Assignments**

**Motion:**

25:26

**Moved by:**

Mona Shahnazari

**Seconded by:**

Sadra Nasseri

**THAT** the Board defer consideration of the 2025–2026 committee member assignments to the May 15, 2025 Board meeting.

**CARRIED UNANIMOUSLY**

**10.2 Correspondence (Consent)**

**11.0 CEO Update – B. Gorman**

Verbal report provided.

**12.0 Media**

**12.1 Media Updates (Consent)**

12.1.1 Tariffs Could Cost Ottawa Public Library 33,000 New Items

12.1.2 Books Escape New Tariffs For Now

12.1.3 The Impact of Counter-Tariffs on Libraries

<https://www.youtube.com/watch?v=pFDW4Zr9zp0>

### **13.0 Date of Next Meeting**

The next Regular Meeting will be held on Thursday, May 15, 2025 at 4:00 p.m. at Central Branch.

### **14.0 Adjournment**

#### **Motion:**

25:27

#### **Moved by:**

Sadra Nasseri

#### **Seconded by:**

Councillor Carol Davidson

THAT the meeting be adjourned at 5:35 p.m.

### **CARRIED UNANIMOUSLY**

Approved by:

Mona Shahnazari, Chair

Bruce Gorman, CEO



**Subject:** 2025 First Quarter (Q1) Financial Report

**For:** Receipt & Approval

**Date:** May 15, 2025

**Report #:** SRLIB25.11

**To:** Richmond Hill Public Library Board

**From:** Bruce Gorman, CEO

**SUMMARY**

Financial updates are provided to the Library Board on a quarterly basis. The attached Financial Reports, for the period ending March 31, 2025, reflect the expenditures and revenues to date compared to the annual budget, with a focus on significant variances and contributing operational factors. The year-to-date actuals are also presented alongside the year-to-date budget for comparison purposes. As a general guideline, revenues and expenses are assumed to occur evenly throughout the year. Given that the Q1 reports cover 3 months (January-March), the general benchmark for actual spend is approximately 25% of the total annual budget.

Attached documents include the Statement of Operations and Status of Capital Projects.

## **RECOMMENDATIONS**

That the Richmond Hill Public Library Board:

1. Receive the *2025 First Quarter (Q1) Financial Report* for the period ending March 31, 2025

## **RATIONALE**

The attached financial reports focus on the Library's Q1 results and position. Additional commentary is provided below for significant and notable variances between the budget and actuals for revenues and expenditures.

### **1.0 RATIONALE**

**The attached financial reports highlight RHPL's financial results and position as of Q1 2025. Additional commentary is provided below regarding key variances from the budget.**

### **2.0 Revenue**

As of the end of Q1, RHPL has generated approximately **13.7%** of total budgeted revenues.

- **General Revenues** (fees, room rentals, program revenues, and material sales) are currently at **12.4%** of the annual budget, which reflects seasonal trends and the timing of service uptake early in the year. Additionally, budgeted revenues associated with the planned Manager, Fund Development position have not been realized in Q1, as the position remains vacant pending further organizational direction.

- **Provincial Grants and YRDSB Funding** have not yet been received or accrued in Q1. This is consistent with prior years, as both funding streams are typically received later in the fiscal year.
- The **Transfer from the R&R Reserve Fund** is 25.0% allocated, in line with the annual budget and consistent with prior practice. This supports collection development activities that are partially self-funded through this reserve.

### 3.0 Expenditures

As of March 31, 2025, RHPL has spent **19.9%** of its approved annual budget, which is slightly below the Q1 benchmark of **25%**. This suggests strong budget management and delayed expenditures in several key areas.

- **Personnel** expenditures are at **22.0%** of the annual budget as of March 31, 2025, and are generally tracking within expectations for the first quarter. The cost-of-living adjustment (COLA) for staff wages will take effect beginning April 1, and therefore is not reflected in Q1 expenditures. Any budgetary impacts associated with the COLA increase will begin to appear in Q2. RHPL continues to experience some personnel gapping due to vacancies, including the Manager, Fund Development role, which remains unfilled as of the end of Q1.
- **Collection Development** expenditures are at 21.1%, which is slightly below target. This is typical in Q1 due to the timing of order fulfillment and invoice processing. Annual spend is still expected to meet budget by year-end.
- **Contracts & Services** are significantly underspent at 5.4% of budget. This is attributed to the seasonal timing of costs such as consulting and IT support contracts, most of which are incurred later in the year. Additionally, lower programming costs in Q1 align with seasonal demand.

- **Materials & Supplies** are at **17.4%**. These expenses are typically incurred on an as-needed basis and are expected to even out over the remainder of the year.
- **Transfer to the R&R Reserve Fund** is tracking at **25.0%**, fully aligned with the annual target and reflective of planned quarterly allocations tied to collection funding.

## **Status of Capital Projects Report**

The attached chart provides an overview of the Library's capital projects that remain open as of March 31, 2025. Capital projects vary in expected delivery time from date of approval owing to their complexity or by staff or resource constraints. Staff continue to work on completing outstanding capital projects.

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

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

The Richmond Hill Public Library Board Donation and Bequest Reserve Fund is used as a reserve for any monies that are donated to support the library. The Q1 reserve balance is \$703,943, currently undesignated. There is no change to this reserve in Q1.

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

The Richmond Hill Public Library Board Special Purpose Reserve is a reserve that is used for grant carryovers or library surpluses. The Q1 Balance is \$331,350. At present it is allocated as follows:

- \$36,000 for 2022 Community Foundations of Canada Grant
- \$295,350 is unallocated

## **Q1 Summary**

Overall, RHPL's actual expenditures are trending slightly below the Q1 benchmark, with 19.9% of the total budget spent as of March 31, 2025. Revenues are tracking at 13.7%, largely due to timing of grant receipts and seasonal fluctuations in self-generated income. RHPL's financial results for Q1 are consistent with historical trends and indicate stable operations heading into Q1.

## **BACKGROUND**

The following standing note will serve as background for all 2025 operating reports:

In the personnel expenditures budget, salaries and benefits involve incremental costs throughout the year due to the application of cost of living adjustments every April 1, grade and step rate increases. In most cases, cost of living, grade and step rate increases are anticipated and budgeted. Personnel gapping savings may occur due to temporary vacancies from attrition, promotions, turnover, maternity leaves and other unpaid absences.

Collection development includes the cost of acquiring materials, in addition to the costs of processing and cataloguing them. These costs are subject to the timing and volume of major publishing seasons. As well, costs are incurred at the point when 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, collection development costs are often incurred on an irregular basis. However, total annual spend is expected to approach 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. 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.

For materials and supplies. These expenses will occur irregularly throughout the year, on an as needed basis, and will represent more or less the budget by the quarterly reporting period, due to timing of payments.

Approximately 50% of the Library collection development costs are self-funded through a transfer to the City's Infrastructure R&R Reserve Fund. The annual total transfer will match the budget, as it is expected that RHPL will fully spend the collection development budget.

## **ATTACHMENTS**

1. RHPL Statement of Operations for the period ended March 31, 2025
2. RHPL Status of Capital Projects for the period ended March 31, 2025



**2025 Operating Results**  
**RICHMOND HILL PUBLIC LIBRARY BOARD**  
**Overall Summary**

	<b>2024</b>	<b>2025</b>	<b>2025</b>	<b>Variance</b>	<b>Actuals %</b>
	<b><u>Actuals</u></b>	<b><u>YTD Actuals</u></b>	<b><u>Approved</u></b>	<b><u>Fav/(Unfav)</u></b>	<b><u>to Budget</u></b>
			<b><u>BUDGET</u></b>		
<b>Expenditures</b>					
Personnel	8,001,626	1,848,042	8,418,600	6,570,558	22.0%
Collection Development	1,121,595	174,789	829,300	654,511	21.1%
Contracts/Services	1,190,859	69,139	1,288,100	1,218,961	5.4%
Materials/Supplies	389,558	67,207	387,200	319,993	17.4%
Transfer to R&R Reserve Fund	535,600	98,150	392,600	294,450	25.0%
<b>Total Expenditures</b>	<b>11,239,237</b>	<b>2,257,328</b>	<b>11,315,800</b>	<b>9,058,472</b>	<b>19.9%</b>
<b>Revenues</b>					
Provincial/Other Grants	(179,671)	-	(270,900)	(270,900)	0.0%
General Revenues	(155,104)	(23,881)	(192,900)	(169,019)	12.4%
YRDSB Funding	(316,200)	-	(356,100)	(356,100)	0.0%
Transfer from Reserve	(516,200)	-	-	-	0.0%
Transfer from R&R Reserve Fund	(1,071,300)	(196,325)	(785,300)	(588,975)	25.0%
<b>Total Revenues</b>	<b>(2,238,470)</b>	<b>(220,206)</b>	<b>(1,605,200)</b>	<b>(1,384,994)</b>	<b>13.7%</b>
<b>Net Budget</b>	<b>9,000,766</b>	<b>2,037,122</b>	<b>9,710,600</b>	<b>7,673,478</b>	<b>21.0%</b>

**2025 Operating Results**  
**RICHMOND HILL PUBLIC LIBRARY BOARD**  
**Overall Summary**

<b>YTD Actuals vs YTD Budget</b>
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<b><u>2025</u></b> <b><u>YTD Actuals</u></b>	<b><u>2025</u></b> <b><u>YTD Budget</u></b>	<b><u>Variance</u></b> <b><u>Fav/(Unfav)</u></b>	<b><u>Actuals %</u></b> <b><u>to Budget</u></b>
1,848,042	1,942,800	94,758	95.1%
174,789	207,300	32,511	84.3%
69,139	322,000	252,861	21.5%
67,207	96,800	29,593	69.4%
98,150	98,200	50	99.9%
<b>2,257,328</b>	<b>2,667,100</b>	<b>409,772</b>	<b>84.6%</b>
-	(67,700)	(67,700)	0.0%
(23,881)	(48,200)	(24,319)	49.5%
-	(89,000)	(89,000)	0.0%
	-	-	0.0%
(196,325)	(196,300)	25	100.0%
<b>(220,206)</b>	<b>(401,200)</b>	<b>(180,994)</b>	<b>54.9%</b>
<b>2,037,122</b>	<b>2,265,900</b>	<b>228,778</b>	<b>89.9%</b>

## Attachment 2

BUDGET APPROVAL YEAR	WBS NO.	WBS DESCRIPTION	APPROVED BUDGET	PTD ACTUAL EXPENSES	% completed	COMMITMENTS	CONSUMED BUDGET UNER (OVER) (BUD - PTD - COMM)	PROJECT MANAGER
2019	P/000615.01	2019 STEAM Tech RV&RG	30,000.00	29,604.76	98.68%	0.04	395.20	Jordan Graham
2019	P/000617.01	2019 Maker Space Equipment CE	25,000.00	5,917.71	23.67%	17,745.00	1,337.29	Robin Fribance
2021	P/000794.01	Cash Registers / POS System	68,600.00	20,477.90	29.85%	20,352.00	27,770.10	Yunmi Hwang
2021	P/000795.01	Website Redesign	300,000.00	197,989.09	66.00%	99,724.83	2,286.08	Robin Fribance
2022	P/000796.03	2022 Strategic Planning Initiatives	100,000.00	67,821.00	67.82%	16,650.00	15,529.00	Robin Fribance
2023	P/001053.01	DEI Strategy Execution	50,000.00	8,560.56	17.12%	0	41,439.44	Robin Fribance
2023	P/001054.01	Innovation Transformation	100,000.00	42,546.15	42.55%	39,161.64	18,292.21	Robin Fribance
2023	P/001052.01	New Brand Identity Implementation	150,000.00	116,515.11	77.68%	0.01	33,484.88	Marcia Vona
2023	P/001050.01	Data Strategy Execution and Expansion	250,000.00	226,101.97	90.44%	0	23,898.03	Robin Fribance
2023	P/001051.01	Customer Relationship Mgmt Solution	250,000.00	0		0	250,000.00	Robin Fribance
2024	P/001197.01	Digital Strategy Pilots and Implement.	175,000.00	56,815.19	32.47%	0	118,184.81	Mirza Mehdi
2024	P/001219.01	RHPL Strategic Planning	100,000.00	0	0.00%	0	100,000.00	Robin Fribance
2024	P/001198.01	Express Branch Pilot	150,000.00	46,096.38	30.73%	0	103,903.62	Greg Patterson
2024	P/001199.01	Oak Ridges Library Public Furniture	80,000.00	7,629.96	9.54%	54,088.22	18,281.82	Greg Patterson
2025	P/001274.01	Central Library 3rd Floor Study Pods	160,000.00	0		0	160,000.00	Greg Patterson
2023	P/001118.01	RHPL - People Counter	50,000.00	30,159.21	60.32%	0	19,840.79	Calin Armenean
2023	P/001121.01	RHPL - ILS Discovery Layer	210,000.00	175,638.98	83.64%	12,634.18	21,726.84	Calin Armenean
2024	P/001116.02	RHPL Business Application Evolution 2024	320,000.00	225,076.31	70.34%	0	94,923.69	Matthew Leung
2025	P/000969.02	RHPL - Business App Evolution 2025	270,000.00	2,900.16	1.07%	2,850.00	264,249.84	Matthew Leung
2023	P/001117.01	RHPL - Microsoft O365 Program	131,000.00	0		0	131,000.00	Davis Kwan
2019	P/000621.01	2019 Workstations&Peripherals	319,500.00	313,537.80	98.13%	4,856.28	1,105.92	Paul Waddell
2023	P/001114.01	RHPL - Public Facing Technology Repl.	180,000.00	140,632.64	78.13%	59.02	39,308.34	Paul Waddell
2023	P/001115.01	RHPL - Staff Technology Replacements	40,000.00	17,495.22	43.74%	0	22,504.78	Paul Waddell
2023	P/001122.01	Library - Digital Modernization Program	250,000.00	47,729.08	19.09%	120,339.84	81,931.08	Kristin Dent
2024	P/001148.01	RHPL - IT Foundational Program 2024	130,000.00	124,123.58	95.48%	0	5,876.42	Warren Quan
2025	P/001148.02	RHPL - IT Foundational Program 2025	380,000.00	459.96	0.12%	0	379,540.04	Tammy VanderPloeg
2020	P/000783.01	Collection Inventory	141,600.00	84,301.28	59.53%	0.07	57,298.65	Jordan Graham
2021	P/000620.03	2021 Collection Development	356,000.00	248,620.75	69.84%	0	107,379.25	Jordan Graham
2022	P/000620.04	2022 Collection Development	366,700.00	279,997.40	76.36%	0	86,702.60	Jordan Graham
2023	P/000620.05	2023 Collection Development	377,700.00	79,632.06	21.08%	0	298,067.94	Jordan Graham
2024	P/000620.06	2024 Collection Development	389,000.00	50,626.01	13.01%	371,666.86	(33,292.87)	Jordan Graham
2025	P/000620.07	2025 Collection Development	175,000.00	0		0	175,000.00	Jordan Graham
		<b>Sum:</b>	<b>6,075,100.00</b>	<b>2,647,006.22</b>		<b>760,127.99</b>	<b>2,667,965.79</b>	