

A Regular Meeting of the Richmond Hill Public Library Board will be held virtually at https://zoom.us/j/7407718080

On Friday, April 3, 2020 at 5:00 pm

AGENDA

- 1.0 Call to Order
- 2.0 Regrets
- 3.0 Adoption of Agenda
- 4.0 <u>Disclosure of Pecuniary Interest and the General Nature Thereof</u>
- 5.0 Minutes
 - 5.1 Library Board Minutes February 25, 2020
 - 5.2 Library Board Minutes March 13, 2020 (Special Meeting)
- 6.0 Correspondence
 - 6.1 Request from York Region Emergency Operations Control Group
 - 6.2 Library Journal Article: Canadian Libraries Respond to COVID-19

7.0 Reports

Accessible documents can be accessed through the <u>RHPL website > Your Library > About Us > Library Board</u>

- 7.1 Report on RHPL's response to COVID-19
- 7.2 Circulation Policy Report

8.0 New Business

9.0 <u>Member Announcements</u>

10.0 Date of Next Meeting

The next Meeting of the Library Board will be held on Tuesday, May 26, 2020 at 7:30 p.m. at Central Library in the Boardroom.

11.0 Adjournment

Please advise Yunmi Hwang, Interim Secretary to the Board of regrets for attendance, by **noon on Friday, April 3, 2020 at 647-462-4850 or e-mail: yhwang@rhpl.ca

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



The Richmond Hill Public Library Board Tuesday, February 25, 2020

MINUTES

The Richmond Hill Public Library Board held its regularly scheduled meeting on Tuesday, February 25, 2020 in the Boardroom at Central Library, 1 Atkinson Street, Richmond Hill, Ontario.

Present: Councillor Greg Beros, Chair

Stephen Chait

Frank DiPede

Councillor Tom Muench

Regional and Local Councillor Carmine Perrelli – remote attendance

Mahnaz Shahbazi

Rona Wang

Staff: Mary-Anne Dempster, Interim Chief Executive Officer

Stephen M. A. Huycke, Interim Secretary

Mary Jane Celsie, Director, Content

Yunmi Hwang, Director, Branch Services & Deputy CEO

Barbara Ransom, Director, Customer Experiences

Susan Quinn, Executive Administration Coordinator

1.0 Call to Order

The Chair called the meeting to order at 7:30 p.m.

2.0 Regrets

Regional and Local Councillor Joe Di Paola, Vice Chair – absent

3.0 Adoption of Agenda

Motion:

20:13

Moved By:

S. Chait

Seconded by:

Councillor T. Muench

THAT the Agenda of February 25, 2020, with the revised item 7.2, be adopted.

CARRIED

4.0 <u>Disclosure of Pecuniary Interest and the General Nature Thereof</u>

There were no disclosures of pecuniary interest.

5.0 Minutes

5.1 <u>Library Board Minutes – January 28, 2020</u>

Motion:

20:14

Moved By:

Councillor T. Muench

Seconded by:

M. Shahbazi

THAT the Minutes of January 28, 2020 be adopted

CARRIED UNANIMOUSLY

6.0 <u>Correspondence</u>

No Correspondence.

7.0 Reports

Accessible documents can be accessed through the RHPL website > Your
Library > About Us > Library Board

On a motion moved by M. Shahbazi, seconded by F. DiPede, the Board consented to adopt all of the staff recommendations in Reports 7.1, and 7.2 without further discussion or motions

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

Motion:

20:15

Moved By:

M. Shahbazi

Seconded by:

F. DiPede

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

CARRIED UNANIMOUSLY

7.2 Revised Final 2020 Operating Budget Report – SRLIB20.08Motion:20:16

Moved By:

M. Shahbazi

Seconded by:

F. DiPede

That the Final 2020 Operating Budget Report dated February 25, 2020 be received; and

That the final 2020 Operating Budget be approved; and

That the final 2020 Business Plan dated February 25, 2020 be approved.

CARRIED UNANIMOUSLY

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

- 8.1 Labour relations and employee negotiations with respect to adjustment of wages for the non-union employee group
- 8.2 Labour relations with respect to the position of the Chief Executive
 Officer

At 7:34 p.m. the Board moved into Closed Session

7:38 p.m. R. Wang arrived to the meeting.

9.0 Resolution to Reconvene in Open Session Motion: 20:17 Moved By: Councillor T. Muench Seconded by: F. DiPede That the Board move into Open Session. CARRIED UNANIMOUSLY At 7:46 p.m. the Board returned to Open Session 7:47 p.m. Regional and Local Councillor C. Perrelli remotely joined the meeting. 10.0 Adoption of Recommendations Arising from Closed Session (if any) Motion: 20:18 Moved By: S. Chait Seconded by: F. DiPede **THAT** the Library Board approve Library implementation of the City of Richmond Hill employee related compensation changes; and **THAT** a general wage increase of; 1.7% effective January 1, 2020; 1.7%

effective January 1, 2021; 1.7% effective January 1, 2022; and 1.7% effective

January 1, 2023, be applied to the salary schedule for the non-union employee group.
CARRIED UNANIMOUSLY
Motion:
20:19
Moved By:
S. Chait
Seconded by:
F. DiPede
That the resignation of Mary-Anne Dempster, Interim Chief Executive Officer, be accepted; and
That Yunmi Hwang be appointed Interim Chief Executive Officer of the Richmond Hill Public Library.
CARRIED UNANIMOUSLY
New Business
11.1 Memo from Board Chair Greg Beros
Motion:
20:20
Moved By:
Regional and Local Councillor C. Perrelli

Seconded by:

R. Wang

11.0

Whereas access to technology and the Internet is an essential part of the

services Richmond Hill Public Libraries provide

Whereas a virtual library card enables customers to immediately access online

resources such as e-books, newspapers, magazines and downloadable movies

and music

Whereas a virtual library card is a practical option for anyone who prefers to use

only the Library's online collection

Whereas having to drive to library locations makes it difficult for residents to have

easy access to these resources

Therefore be it resolved that the appropriate library staff investigate the feasibility

of implementing virtual library card services for all Richmond Hill Public Libraries

CARRIED UNANIMOUSLY

12.0 Member Announcements

Regional and Local Councillor C. Perrelli advised the Board that he is hosting two

events this coming weekend. On Saturday, February 29 at 8 pm a charity

basketball game at Richmond Hill High School and on Sunday, March 1 from

11am to 1pm a community skate party at Richmond Green Skate Trail.

13.0 Date of Next Meeting

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

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

14.0 Adjournment

Motion:

20:21

Moved	By:
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Regional and Local Councillor C. Perrelli

Seconded by:

R. Wang

THAT the meeting be adjourned at 8:00 p.m.

CARRIED UNANIMOUSLY

Respectfully submitted,

"Signed version on file in the Administration Offices"

Councillor G. Beros

S. Huycke

Chair

Interim Secretary



The Richmond Hill Public Library Board Friday, March 13, 2020

MINUTES

The Richmond Hill Public Library Board held a special meeting on Friday, March 13, 2020 in the Mayor's Boardroom at 225 East Beaver Creek, Richmond Hill, Ontario.

Present: Councillor Greg Beros, Chair

Stephen Chait

Regional and Local Councillor Joe Di Paola, Vice Chair

Councillor Tom Muench

Regional and Local Councillor Carmine Perrelli

Rona Wang

Staff: Yunmi Hwang, Interim Chief Executive Officer

Catherine Charles, Director, Collections and Program Development

Barbara Ransom, Director, Customer Experiences

1.0 Call to Order

The Chair called the meeting to order at 5:10 p.m.

2.0 Regrets

Frank DiPede

Mahnaz Shabazi

3.0 Adoption of Agenda		
	Motion:	
	20:22	
	Moved By:	
	Regional and Local Councillor Joe Di Paola	
	Seconded By:	
	Regional and Local Councillor Carmine Perrelli	
	THAT the Agenda of March 13, 2020 be adopted.	
	CARRIED	
4.0	Disclosure of Pecuniary Interest and the General Nature Thereof	
	There were no disclosures of pecuniary interest.	
5.0	Scheduled Business	
	5.1 Appointment of Interim Secretary	
	Motion:	
	20:23	
	Moved By:	
	Stephen Chait	
	Seconded By:	
	Rona Wang	
	THAT interim CEO, Yunmi Hwang, be appointed as the interim secretary of the Board.	
	CARRIED	

	5.2 Emergency or Time Sensitive Matter regarding a COVID-19 update	
	Motion:	
	20:24	
	Moved By:	
	Regional and Local Councillor Joe Di Paola	
	Seconded By:	
	Stephen Chait	
	THAT effective 11:59 p.m. March 13, 2020, the Library branches are closed to	
	the public until April 5 th 2020. Libraries will open according to its regular operating	
	hours starting April 6 th , 2020.	
6.0	Date of Next Meeting	
	The next Meeting of the Library Board will be held on	
	Tuesday, March 24, 2020 at 7:30 p.m. at Central Library in the Boardroom.	
7.0	<u>Adjournment</u>	
	Motion:	
	20:25	
	Moved By:	
	Regional and Local Councillor Carmine Perrelli	
	Seconded By:	
	Rona Wang	
	THAT the meeting be adjourned at 5:39 p.m.	
	CARRIED	

Respectfully submitted,	
"Signed version on file in the Administration Offices	,,

Councillor G. Beros Y. Hwang
Chair Interim Secretary

Yunmi Hwang

From: Freeman, Paul < Paul.Freeman@york.ca > on behalf of REOC Logistics Section Chief

<YRLogistics@york.ca>

Sent: March-30-20 3:49 PM

To: Yunmi Hwang; Meeta Gandhi; eoccommand@richmondhill.ca
Cc: Darlene Joslin; Kelvin Kwan; Mary-Anne Dempster; Brian Ellsworth

Subject: RE: COVID-19 Assessment Space for Mackenzie Health

Thanks for your email.

My request is to your Emergency Operations Centre. We have also made a request to the York Region District School Board for potential use of Alexander Mackenzie High School.

At this stage, Mackenzie Health is planning for an additional COVID-19 Assessment Centre in close proximity to the hospital. York Region has also been asked, and is working with all three York Region hospitals to plan for field hospitals that may be needed to move patients out of the main hospitals focusing on COVID-19. I am asking Emergency Operations Control groups in those York Region municipalities with hospitals to start considering any municipal facilities for the purpose of (1) additional Assessment Centres and (2) field hospitals. Richmond Hill Central Library was identified as a possible Assessment Centre location due to proximity to Mackenzie Health. Identification of potential municipal facilities, like community centres would be helpful.

As more information on space needs are identified or clarified by the hospital, we will pass that on to your Emergency Operations Centre Command.

Thanks,

York Region Emergency Operations Control Group Liaison Section Chief

Paul Freeman, MCIP, RPP | Chief Planner

Planning & Economic Development, Corporate Services

The Regional Municipality of York | 17250 Yonge Street | Newmarket, ON L3Y 6Z1 O: 1-877-464-9675 ext. 71534 | C: 289-716-6774 | paul.freeman@york.ca | www.york.ca

Our Values: Integrity, Commitment, Accountability, Respect, Excellence

From: Yunmi Hwang [mailto:yhwang@rhpl.ca]
Sent: Monday, March 30, 2020 1:45 PM

To: Meeta Gandhi; Freeman, Paul

Cc: Darlene Joslin; Kelvin Kwan; Mary-Anne Dempster; Brian Ellsworth **Subject:** RE: COVID-19 Assessment Space for Mackenzie Health

Hello Paul,

The Library Board is planning to meet on April 3, 2020 Friday.

Would you be able to send me a formal written request to use Central Library for the Library Board to consider?

Canadian Libraries Respond to COVID-19

by <u>Cailynn Klingbeil</u>
Mar 25, 2020 | Filed in News

With public libraries across Canada suddenly shuttered in response to the COVID-19 pandemic, library leaders and workers across the country are quickly adapting to still serve people, primarily online.

Canadian libraries began announcing building closures in mid-March. In Toronto, Ontario, Canada's largest city, recommendations from the city's medical officer of health led the City



of Toronto to <u>announce March 13</u> the closure of numerous facilities, including all 100 library branches. A wave of shutdowns across the country followed, from the closure of Newfoundland and Labrador Public Libraries' 94 locations March 16, to Yukon's chief medical officer of health declaring a public health emergency March 18, triggering the closure of all libraries in the northern territory. In Calgary, Alberta, home to the much-lauded new Central Library, the city's mayor, Naheed Nenshi, described the March 16 closure of the city's 21 libraries as heartbreaking. "These are tough decisions," <u>he tweeted</u>. "But ultimately, these good habits keep us collectively safe."

In a few cases, including at Vancouver Island Regional Library in British Columbia and Whitchurch-Stouffville Public Library in Ontario, layoff notices followed building closures. Vancouver Island Regional Library closed its 39 branches at the end of the day March 16, then announced a few days later the majority of staff had been laid off. "This is a stressful time for everyone involved and we are committed to working closely with our employees to ensure they are protected and secure," said the Vancouver Island Regional Library in a <u>statement March 18</u>.

Following the sudden building closures, libraries have quickly communicated to patrons about what to do with checked out materials, overdue items, and holds ready for pickup. At the same time, libraries have transitioned their staff to work remotely, increased communication to the public about available digital resources and how to access them from home, and directed people to credible information about COVID-19. Somewhere in there, they've still found time for some fun, from Regina Public Library's Twitter thread of kids' books and the hand soaps they most resemble, to Kitchener Public Library's Twitter thread of staff pets enjoying books.)

At Richmond Hill Public Library in Ontario, where all four locations have been closed since March 14, temporary digital cards have been introduced to allow residents access to the library's online offerings. "What we are essentially trying to do is to provide a digital space that provides the comfort, recreation, and knowledge that we provided as a library," says Yunmi Hwang, the library's interim CEO.

Previously, residents had to come into a library to get a card. Now they can call to receive a Richmond Hill Public Library card number and PIN, which can be transferred into a permanent card once the library opens again. Hwang says staff, working from home, are purchasing more digital titles, while checkout limits have increased for patrons on both OverDrive and Hoopla. "A lot of our vendors have stepped up as well, offering free usage of the products and increasing what they can offer to the library," she says.

Richmond Hill Public Library staff are also working on curated lists to guide people through all the online content and resources available. "We're trying to take this as an opportunity to promote what the library can offer remotely and let people know that we are here for them," Hwang says.

Toronto Public Library's digital collection has experienced "incredible usage" since branches closed, says Michele Melady, manager, collection development and membership services. "It's gratifying to know that during the closure, and while people are at home and feeling cut off from their normal way of life, that they still have access to reading materials and to entertainment and they are finding it through their public library," she says.

In response, Toronto Public Library has already introduced some additional digital features. Video streaming service Kanopy has curated a new collection of movies that won't incur play credits and has made Kanopy Kids available to libraries for free, limits on Hoopla have increased, and Ancestry, a genealogical database previously only available in libraries, is offering remote access. Melady says staff are also adding new titles regularly to ensure the digital collection stays fresh for all.

While Toronto has some past experience with a public health emergency, having faced the SARS outbreak in 2003, Melady says the current situation with COVID-19 is unprecedented. "I don't think we've ever in our lifetime seen anything like this," she says.

In other cities, services previously accessed in-person have been adjusted to happen by phone, such as walk-in counseling services at Regina Public Libraries in Saskatchewan.

Meanwhile in Edmonton, Alberta, as regular services screeched to a halt at 21 branches March 14, staff tried "to see what we could do to support our community and bring what we could online," says Sharon Day, director of branch services and Page 17 of 39 collections at Edmonton Public Library. That meant creating videos of <u>story times</u> and <u>sing along songs</u>, and posting the content on YouTube.

Some of the most popular videos feature librarians reading titles like *Pete the Cat: I Love My White Shoes* and *Hoot Owl, Master of Disguise* to a <u>Golden Retriever named Hemi</u>, a retired sniffer dog owned by a library employee. "He's a lovely, beautiful dog, super well trained but also full personality," Day says.

For the staff who are reading stories to Hemi, Day says the dog acts as a stand-in for a child, making the experience more realistic and fun. "It's not quite so structured, because he'll do things you're not expecting," she says.

Edmonton Public Library also employs three <u>outreach staff</u>, who are registered social workers. Day says those workers continue to try to provide support to vulnerable people, including by phone. Options for reaching people who may not have internet or phone access are still being explored.

Additionally, Edmonton Public Library has offered assistance as Edmonton's EXPO Centre transforms to serve people experiencing homelessness during the COVID-19 pandemic. The facility now provides drop-in day services to people without housing, and a separate portion of the building is used as a 24/7 isolation shelter. Day says the library has donated furniture from a recently closed branch, and some technology, including iPads and Chromebooks.

From vulnerable people who turned to libraries as a safe space to spend time, to parents and small children who can no longer attend story times, Day hopes all Edmonton residents know the library is still there for them.

"An important place for us right now is making sure our communities are aware we are still here," she says. "We are still who we always have been, providing the services that we always have, it's just going to look a little bit different for the time being."

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Richmond Hill Public Library Board

REPORT ON RHPL'S RESPONSE TO COVID-19 SRLIB20.09

Subject: Report on RHPL's Response to COVID-19

From: Yunmi Hwang, Interim Chief Executive Officer

Date: April 3, 2020

1.0 Recommendation

THAT the *Report on RHPL's Response to COVID-19* dated April 3, 2020 be received; *and*

THAT the Library locations remain closed to the public until there is further direction from the municipality and the province; *and*

THAT the *Working Assumptions* as outlined under section 5.0 be approved.

2.0 Background

In response to the public health emergency related to COVID-19, the Library Board decided that all library branch locations be closed to the public effective 11:59 p.m. on March 13, 2020 until April 5th 2020. The Library was scheduled to re-open according to its regular operating hours starting April 6th, 2020. Since then, on March 17, 2020, the province enacted a state of emergency declaration and required all public libraries to close immediately. In addition, on March 23, 2020, the provincial government of Ontario issued an order for the mandatory

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closure of all non-essential workplaces to fight the spread of COVID-19. These additional mandates from the provincial government required all library staff to work remotely as much as possible.

3.0 COVID-19 Emergency Response

Currently, all library staff is working remotely with reduced activity in library locations due to the closure of the Library locations. Outlined below are highlights of challenges and the Library's responses.

Communication:

- Internal Communication: The Management team has been working closely with staff to communicate the ever changing situation and how they can carry on with their assigned tasks and projects. All library staff has access to their work email from home. Email is the main method of internal communication. Phone calls and other messaging applications are also being used to communicate with staff. There are weekly updates to all staff regarding evolving situation and what we have been able to achieve as a team.
- External Communication: The Library's communication manager in coordination with the senior management team and social media committee team members continues to update the public through the library e-newsletter, social media and the library website. The public can reach the library staff by telephone, Ask Us function on the website and email.

Support for Richmond Hill's Emergency Response

 The Library's Interim CEO participates and supports the City's Emergency Operations Centre's (EOC) efforts by engaging in daily meetings and following up with action items identified. When major service decisions were made, the Library coordinated with the EOC

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and will continue to update them before major decisions are made to get their feedback and to ensure we coordinate communication.

Support for Staff Working from Home

- Technology needs: The Library has been working with City's IT Department to support staff and enable them to work effectively from home. A number of managers and administrative staff have been set up with VPN access to complete essential work that requires connection to internal applications. Most staff are using their personal devices from home to communicate with their managers and to complete the assignments given to them. The Library will continue to work with the City IT staff to identify areas that require IT devices and support.
- Reporting: Managers are reaching out and supporting staff in their departments and branches to ensure staff are able to work effectively from home. Regular check-ins and team meetings are occurring virtually online and by telephone. Overall, the response from staff has been very positive and has been working very well.
- Focus on Learning and Development: The Library has been able to rollout a comprehensive online learning plan to ensure staff are able to spend some of this time to expand their skills. This reinforces our ability to provide effective support to the community during this challenging time and for future recovery period.
- Focus on Projects and Committee Works: There are a number of projects ongoing and staff committees formed to support these project initiatives. Some of these projects include process reviews and work related to the transition of some library functional areas to the City of Richmond Hill. These projects need to continue during closure and the staff continues to meet virtually via phone calls and video-conferencing to distribute tasks related to the project and report their progress.

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- Supporting Customers Remotely: The Library has added technology systems and procedures to ensure that staff can support customers remotely. This effort will continue to be expanded. Customers are being supported through phone calls and using our online channels such as the website, social media and email. This provides staff with the knowledge and skills to feel confident to be able to communicate with customers and respond to questions in a remote setting. Expanded support may include actively reaching out to registered customers to promote online library services and offers.
- Drop Boxes: Drop boxes for returning materials remain open. The branch managers continue to monitor and empty drop boxes regularly. Customers are being encouraged to hold on to the materials they have borrowed; however customers who wish to return their materials are able to do so.

4.0 Online Service Enhancements during Closure

The Library is working diligently to enhance our online offerings and increase remote support for customers.

Changing Website and Expanding Digital Collection Access

- Staff has been working daily to update our website to ensure it reflects the current situation where in-person visits, programs and support are currently unavailable. Some examples of work includes:
 - Temporary digital card registration for those without a library card
 - Increased focus and promotion of digital resources and curated lists of e-resources
 - Increasing access to digital resources by purchasing more titles and increasing limits
 - Renewal of expired cards and no accrual of fines
 - Ability to renew all outstanding materials

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Enhancing Library Programs Available Online

- Staff are working on offering library programs remotely. Planned online programs include:
 - Themed activities that can be done from home with resources from the library
 - Online programs such as book clubs and film clubs that customers can participate in a group setting
 - Live streaming of programs such as Storytime
 - Promotion of pre-recorded programs and activities

5.0 Working Assumptions

Throughout this emergency state of dealing with COVID-19, the Library management team will work with the Library Board to ensure they are engaged and informed about important decisions. The Library Board will play an essential role in supporting our programs and services while the library's physical locations are closed. Outlined below are the working assumptions that the management team will base their decisions on with the Board's approval:

- Library will follow direction and advice from York Region Public Health and the City of Richmond Hill to ensure that the Library's decision to reopen to the public aligns with the direction provided.
- Library will focus on enhancing online services, remote support for customers, staff development and planning for safe reopening. The Library will also review its services and programs to ensure that we are better equipped to effectively support the recovery phase when we reopen.
- Library will keep all staff working productively so that we can maintain our dedicated staff and ensure as an organization we can stay focused on being a positive force in the emergency response and then the recovery.
- 4. Library will continue to compensate the Library staff according to the hours scheduled and worked. Depending on the duration and other changing circumstances this may need to be revisited.

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6.0 Alignment with Strategic Plan

The Library's response to the COVID-19 related emergency situation aligns with the strategic direction to *Contribute Vibrant Spaces* by rethinking our physical spaces and developing virtual services and enhancing our virtual branch. Our approach also aligns with the strategic direction to *Reinforce our Capabilities* by training and enabling staff to have the knowledge and skills to support the community during this crisis.

7.0 Conclusion

Although Library's physical locations have been closed to the public due to the health risks related to COVID-19, library staff continues to work diligently to serve the community with its offerings of digital resources and virtual programs. Our effort has been received favorably by the community. We have seen increased use of e-resources, registration of new library accounts and renewed interests in our virtual programming and activities. Library service remains vital to the community during this global crisis. The Library is determined to meet the needs of the community by offering a digital space that provides comfort, recreation and knowledge to customers in Richmond Hill.

8.0 Attachments

8.1 COVID-19 Closure – Service Areas and Status

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Pre-Submission Review

Executive Leadership Team – Tuesday March 31, 2020

Approved by:

"Signed version on file in the Administration Office"

Yunmi Hwang
Interim Chief Executive Officer

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Richmond Hill Public Library – Service Area and Status March 31, 2020

Service Areas	Status of Service
Executive Leadership Team	 ELT is working remotely, on site as needed Regular meetings as scheduled Provide direction and support for staff
Management Team	 Managers are working remotely, on site as needed Branch Managers are on site regularly to monitor Regular meetings as scheduled Supervision of staff
Contact RHPL	 Maintained through various methods By phone 905-884-9288 Mon-Fri 9 a.m 5 p.m. By email By website https://www.rhpl.ca/your-library/contact-us/ask-us
Branch Services	 Program planning continues Project and committee meetings continue Professional development
Collections	 Staff working remotely Selection of library materials Curation of recommended lists Promotion of collection Project and committee meetings continue Professional development
Communications	 Staff working remotely Website update maintained Social Media updates maintained Media relations Policy review Projects and committee meetings continue
Customer Services	 Answering phone call Assisting with customer inquiries and account creation/modification requests Actively reaching out to customers to promote library services and offerings Professional development

IT	 Staff working remotely, frequently on site as needed Service desk support continues remotely Application support maintained Infrastructure support maintained Website support maintained Securing enough corporate devices to establish VPN access for all managers and administration
Programming	 Staff working remotely, on site as needed Program planning continues Project and committee meetings continue Professional Development
A/P	Invoice processing maintainedInvoice approval maintained
Professional Development	 All staff HRDownload trainings Windows 10 training Nicheacademy trainings Online database evaluation and test Professional skill trainings via Lynda.com Other training as needed



Richmond Hill Public Library Board

CIRCULATION POLICY REPORT SRLIB20.10

Subject: Circulation Policy Report

From: Yunmi Hwang, Interim CEO

Date: April 3, 2020

1.0 Recommendation

That the *Circulation Policy Report* dated April 3, 2020 and the recommended changes to the Policy be approved and become effective immediately.

2.0 Purpose

To provide the Library Board with an updated *Circulation Policy* with an additional section for online registration of library cards.

3.0 Background

Richmond Hill Public Library's *Circulation Policy* is intended to consolidate all aspects of the Library's policies regarding circulation of materials in all formats. The Policy allows the Library to serve all customers in an accurate, consistent, equitable and accountable manner, and ensures maximum access to library materials for all customers.

At the Library Board meeting held on Feb 25, 2020, the board passed a motion to investigate the implementation of virtual library card services. Due to the library

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building closure during the COVID-19 emergency, this initiative has been expedited to enable residents to register for library cards remotely. Staff have been accommodating the creation of new accounts through telephone so far and related work has been completed to enable online registration. Staff recommends the proposed revision below to be added the existing Circulation Policy to enable use of online registration of library cards.

4.0 Proposed revision

A proposed revision to the *Circulation Policy* is as below:

3.2 Online registration

A Richmond Hill Public Library card can be obtained by all eligible customers by filling in our online form. Upon successful completion your new library card number will be sent to your email address. Use this number along with your chosen PIN to immediately access Richmond Hill Public Library's e-resources. The online registration is valid for sixty (60) days. To ensure continued use please bring your current ID, as noted above, and pick up your library card at your chosen branch location between seven (7) to sixty (60) days from time of registration.

5.0 Alignment with the Strategic Plan

The changes to the *Circulation Policy* align with the strategic direction to *Enrich*Your Choices by making the best use of the Library's resources and to *Reinforce*Our Capabilities through responsibly identifying the most efficient means of making the Library's resources available to the public.

6.0 Conclusion

This Policy has been revised to update and clarify circulation policies applicable to all relevant sites, and in accordance with best practices. Staff will continue to monitor circulation policy and procedure to ensure relevance. Staff recommends the Circulation Policy dated April 3, 2020 for approval.

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7.0 Attachments

7.1 Circulation Policy, dated June 28, 2018

Pre-Submission Review

Executive Leadership Team - Tuesday March 31, 2020

Approved by:

"Signed version on file in the Administration Office"

Yunmi Hwang

Interim CEO

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Richmond Hill Public Library Board

CIRCULATION POLICY

1.0 Purpose and Scope

The Richmond Hill Public Library Circulation Policy is intended to consolidate all aspects of RHPL policies regarding circulation of materials. The Policy allows Richmond Hill Public Library to serve all customers in an accurate, consistent, equitable and accountable manner.

2.0 <u>Library Membership</u>

2.1 General

Richmond Hill Public Library cards are free to all persons who live, work or attend school in Richmond Hill, Aurora, East Gwillimbury, Georgina, King Township, Markham, Newmarket, Vaughan and Whitchurch Stouffville (York Region Public Libraries Partnership (YRPLP)). YRPLP came into effect May 1, 2017.

Children 13 years of age and younger require signed permission of a parent or guardian to obtain a library card. Parents and guardians are responsible for the selection, usage and safe return of library materials borrowed by their children.

Customers are responsible for all materials issue on their card. Signing the library card implies acceptance of and adherence to all the rules and regulations of Richmond Hill Public Library. The signatory (or the parents/guardians if the cardholder is under 18 years of age) is responsible for all fines and damage or loss of materials.

Changes in personal information such as address, telephone number or email address, as well as loss or theft of library cards, should be reported immediately.

Membership cards are not transferable for use by another person.

2.2 Special Needs Status

People with disabilities as defined by the Accessibility for Ontarians with Disabilities Act may apply for Special Needs Status to be exempt from paying fines on overdue materials (Section 5.7). Applicants must complete a form (Attached: Attachment 6.1).

Special Needs cardholders will still be responsible for lost or damaged materials signed out on their card.

2.3 Non-Resident

There is an annual fee of \$60.00 per person to all non-residents of Richmond Hill (exclusive of YRPLP member libraries).

3.0 Registration

When registering to become a member of Richmond Hill Public Library a phone number is required and personal identity and address must be verified by the Library. Provision of a valid email address is recommended. Current identification (ID) providing name and address must be presented in paper or electronic copy. If non-photo ID two (2) pieces are required.

Adults (18 year of age and over):

Valid Driver's License

- Ontario Motor Vehicle Permit
- Staff identification or pay stub or direct deposit stub
- Utility bill
- Personal cheque
- Bank statement
- Mortgage, rental or lease agreement
- Any other source of identification that gives the customer's name and current address (preferably photo ID)

Youth (14 – 17 years of age):

- Valid Driver's License
- Report card with address
- Bank statement
- Bill (E.g. cell phone)
- Pay stub or direct deposit stub
- Magazine subscription
- Any other source of identification that gives the customer's name and current address (preferably photo ID)

A youth, who meets the criteria above, may apply for their own library card upon reaching the age of 14, subject to verification of address. Parental responsibility for a youth's fines and penalties continues until the age of 18.

Children (birth - 13 years of age):

- Parents/guardian's identification and proof of address
- Signature of parent/guardian on library card

4.0 <u>Library Cards</u>

4.1 Annual Renewal

A customer's library card expires annually. At the time of expiration, the customer's name, mailing address, email address and telephone number are verified.

Annually, all outstanding monies owing to the Library must be paid in full before the customer's library card can be renewed.

4.2 Number of Cards

A registered customer of the Richmond Hill Public Library should have in their possession only one (1) Richmond Hill Public Library Card.

4.3 Lost Library Cards

There is a \$2.00 replacement fee for lost library cards.

5.0 Borrowing Privileges

5.1 General

With your library card you can borrow books, movies, CDs and much more. It gives you access to online databases that support your academic studies, facilitate your curiosity, and inform your life choices. Your library card also gives you access to downloadable material such as e-books and e-audiobooks, e-magazines, movies and music.

A valid Richmond Hill Public Library card must be presented each time materials are borrowed.

Borrowing of the following materials has age restrictions:

 To borrow DVDs rated "AA" or "PG14", a customer must be 14 years of age or older; To borrow DVDs rated "R" (classified by the Ontario Film Review Board as "admittance restricted to persons 18 years of age and older"), a customer must be 18 years of age or over and must show proof of age upon request.

5.2 Loan periods

The regular loan period for materials is three (3) weeks, unless otherwise specified, as follows:

•	DVDs	7 days
•	Book Express books	7 days
•	High demand materials	2 weeks
•	Children's holiday material	2 weeks
•	iPads	3 hours

5.3 Loan limits

The Library reserves the right to limit the number of items borrowed.

5.4 Renewals

Most items may be renewed ten (10) times.

The following items can only be renewed two (2) times:

- Children's DVDs
- Music CDs
- Magazines

The following items cannot be renewed:

- DVDs theatrical/feature films
- Book Express books
- High demand materials
- Materials with holds
- iPads

Renewals may be requested in person, by telephone, or on the Library website.

5.5 Holds

Holds may be placed on eligible circulating materials in person, by telephone, or on the Library website.

When picking up holds, the customer must bring the card on which the hold was placed.

5.6 Return time

All material may be returned to any branch of Richmond Hill Public Library during operating hours. When the Branches are closed, material may be returned via the outside drop box.

Items are due on the date indicated on the receipts provided.

5.7 Fines

It is the responsibility of the customer to ensure that all materials are returned on time.

Fines are charged to all registered customers with the exception of customers registered with the Visiting Library Service and those with Special Needs Status. Customers are expected to resolve their fines promptly.

RHPL, as a courtesy only, offers email notification to customers regarding materials coming due. Customers are responsible for returning materials on the due date whether or not email notification has been received.

Fines are assessed on the basis of the material type. Fines or overdue charges are applicable to all circulation materials as follows:

Children's material:

- \$0.25 per day per item
- \$5.00 maximum per item

Adult material:

- \$0.30 per day per item
- \$5.00 maximum per item

Book Express (7 Day Loan) books:

- \$1.00 per day per item
- \$5.00 maximum per item

DVDs:

- \$2.00 per day per item
- \$5.00 maximum per item

iPads:

- \$1.00 per hour per item
- \$5.00 maximum per item

5.8 Overdue notification

Customers will be notified when material is one (1) week overdue and at two (2) weeks and four (4) weeks thereafter. When material is six (6) weeks overdue, customers will be billed for material not returned.

5.9 Suspension of Borrowing Privileges

Customers will be notified when their library account reaches \$25 or more in overdue fines and/or bills. All Library privileges will be suspended once this threshold is reached.

5.10 Lost and Damaged Material

Customers are required to report lost or damaged material at the earliest possible opportunity. Customers will be charged when materials claimed to have been returned have not been located within three (3) months.

Charges for lost and damaged materials are based on the full replacement cost including costs to acquire, catalogue and process the item. A non-refundable processing fee of \$5.50 plus HST will be assessed at this time.

Items returned in incomplete or partially damaged condition may result in an appropriate service charge.

Replacement copies or donations in lieu of payment are not accepted.

5.11 Refunds

The time limit for refunds for payment of lost materials is three (3) months from the date of payment. Customers must produce their receipt to receive the refund.

5.12 Interlibrary Loan Materials

The borrower is responsible for the full replacement cost of lost or damaged items, as assessed by the lending library. Outstanding balances for these charges will be reflected on the customer's record and RHPL policies regarding delinquent accounts will apply.

5.13 Electronic resources

Loan periods and borrowing limits as specified on the vendor's site (e.g. Overdrive, cloudLibrary, Hoopla).

5.14 Collection Agency

It is the responsibility of the customer to ensure that all materials are returned on time. RHPL employs a third-party collection agency to help

encourage customers with overdue materials and/or bills to return Library materials or pay bills in arrears. The prompt return of Library materials enables their availability for other customers.

A non-refundable administrative fee of \$20.00 is added to all customer accounts sent to the collection agency. All fines and fees must be paid in full in order to reinstate borrowing privileges.

6.0 Attachments

6.1 Application for Special Needs Status

7.0 Related Policies

- 1. Fines and Service Charges (April 2018)
- 2. Code of Conduct Customer (December 2014)
- 3. Visiting Library Service Policy (May 2018)

Enriching Your Connections, Choices and Community

Dates	Motion #
Approval Date: June 28, 2018	# 18.65
Date of Last Revision: June 15, 2017	# 17.62

NOTE: Copies of Application for Special Needs Status (Attachment #1) available at any branch of Richmond Hill Public Library.