



A Regular Meeting of
the Richmond Hill Public Library Board
will be held virtually at <https://zoom.us/j/7407718080>
On Tuesday, May 26, 2020
at 4:00 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 – April 3, 2020

6.0 Correspondence

6.1 Email from Ivory Lauzon, Union Chairperson, RHPL CUPE Local 905

7.0 Reports

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

7.1 Report on RHPL's response to COVID-19

7.2 Richmond Green Library Annual Report

8.0 New Business

9.0 Member Announcements

10.0 Date of Next Meeting

The next Meeting of the Library Board will be held on

Tuesday, June 23, 2020 at 4:00 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, May 22, 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
Friday, April 3, 2020

MINUTES

The Richmond Hill Public Library Board held its re-scheduled meeting on Friday, April 3, 2020 virtually using a video-teleconferencing technology.

Present: Councillor Greg Beros, Chair
Stephen Chait
Frank DiPede
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, Programming and Collections
Barbara Ransom, Director, Customer Experiences

1.0 Call to Order

The Chair called the meeting to order at 5:04 p.m.

2.0 Regrets

Mahnaz Shahbazi

3.0 Adoption of Agenda

Motion:

20:26

Moved By:

R. Wong

Seconded by:

Councillor J. Di Paola

THAT the Agenda of April 3, 2020 be adopted.

CARRIED

4.0 Disclosure of Pecuniary Interest and the General Nature Thereof

There were no disclosures of pecuniary interest.

5.0 Minutes

5.1 Library Board Minutes – Feb 25, 2020

5.2 Library Board Minutes – Mar 13, 2020

Motion:

20:27

Moved By:

Councillor J. Di Paola

Seconded by:

Councillor T. Muench

THAT the Minutes of Feb 25, 2020 and Mar 13, 2020 be adopted

CARRIED UNANIMOUSLY

6.0 Correspondence

6.1 Request from York Region Emergency Operations Control Group

Motion:

20:28

Moved By:

R. Wong

Seconded by:

Councillor J. Di Paola

THAT the correspondence from York Region Emergency Operations Control dated March 30, 2020 be received and the board accepts the request to use the Central Library as a potential COVID-19 assessment centre.

CARRIED UNANIMOUSLY

6.2 Library Journal Article: Canadian Libraries Respond to COVID-19

Motion:

20:29

Moved By:

R. Wong

Seconded by:

S. Chait

THAT the article be received for information.

7.0 Reports

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

7.1 Report on RHPL's Response to COVID-19

Motion:

20:30

Moved By:

Councillor J. Di Paola

Seconded by:

Councillor T. Muench

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 in the report be approved.

CARRIED UNANIMOUSLY

7.2 Circulation Policy Report

Motion:

20:31

Moved By:

S. Chait

Seconded by:

Councillor C. Perrelli

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

That the Board refers to staff to investigate a method of online address verification for library cards

CARRIED UNANIMOUSLY

8.0 New Business

9.0 Member Announcements

9.1 CEO hiring process

Board Chair G. Beros and S. Chait explained the progress made in the CEO recruitment process.

10.0 Date of Next Meeting

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

Tuesday, May 26, 2020 at 7:30 p.m. Location to be confirmed.

11.0 Adjournment

Motion:

20:32

Moved By:

Councillor C. Perrelli

Seconded by:

Councillor J. Di Paola

THAT the meeting be adjourned at 5:40 p.m.

CARRIED UNANIMOUSLY

Respectfully submitted,

“Signed version on file in the Administration Offices”

Councillor G. Beros
Chair

Y. Hwang
Interim Secretary



Richmond Hill Public Library Board

CORRESPONDENCE

Tuesday, May 26, 2020

-
- I. Email from Ivory Lauzon, Unit Chairperson, RHPL Cupe Local 905 April 8, 2020
Re: Thank you

From: [Ivory Lauzon](#)
To: [RHPL Library Board](#)
Cc: [Yunmi Hwang](#)
Subject: Message to Employer: Thank You!
Date: April-08-20 11:26:19 AM

Message to Employer: Thank You!

Dear Richmond Hill Public Library Board Members,

On April 3, 2020 many Richmond Hill Public Library (RHPL) staff members logged on to observe the RHPL Board make serious decisions. In these unprecedented times of COVID-19, it is incumbent on officials to stand out as proactive, wise leaders and that is what you have done. Your decision to “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” and “continue to compensate the Library staff according to the hours scheduled and worked” is exactly what is needed to continue to provide outstanding service and resources to our community. The community of Richmond Hill has long been aware of RHPL as an exceptional service organization and now, you have strengthened us by demonstrating wholesome leadership to our community, our neighbouring municipalities and beyond. **Thank you** for taking care of us, your employees, by continuing to allow us to work from home, providing us the safety and stability we need to fully contribute to overcome this pandemic and thrive together. The services offered by RHPL are needed now more than ever and we staff are committed to customer service excellence. We sincerely appreciate your decisions of April 3rd to support all members and individuals associated with Richmond Hill Public Library. Thank You!

Kind Regards,

Ivory Lauzon
Unit Chairperson
Richmond Hill Public Library
CUPE Local 905
M: 647.761.4394

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Richmond Hill Public Library Board

REPORT ON RHPL'S RESPONSE TO COVID-19
SRLIB20.10

Subject: Report on RHPL's Response to COVID-19
From: Yunmi Hwang, Interim Chief Executive Officer
Date: May 26, 2020

1.0 Recommendation

THAT the *Report on RHPL's Response to COVID-19* dated May 26, 2020 be received; *and*

THAT the Library Board direct staff to work closely with the City of Richmond Hill to ensure RHPL's phased reopening aligns with the City; *and*

THAT the Library Board authorizes staff to execute the reopening plan provided it is in compliance with direction from the City, Public Health and Provincial Government of Ontario.

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 March 14, 2020. In April, the Library Board agreed to remain closed to the public until there is further direction from the municipality and the province. On Thursday, May 14, 2020 the Ontario provincial government announced

that public libraries will be allowed to open with delivery or curbside pick-up services only starting May 19, 2020. Meanwhile, on May 19, 2020, the Ontario provincial government extended all emergency orders currently in force until May 29, 2020. That includes the closure of bars and restaurants except for takeout and delivery only and restrictions on social gatherings of more than five people.

3.0 Summary of Current Activities and Statistics

- **Remotely Supporting Individuals**

- **Customer Outreach Services:** The implementation of the new customer outreach service was launched in late April. Customers with expired library cards are called by customer services staff to renew their library cards and to highlight library services still available during the closure. To date more than 1,000 customers have renewed their library cards and resulted in the increased use of e-resources and digital services. The response has been overwhelmingly positive for the outreach calls and services provided.
- **Customer Services:** Customers can reach the library staff by calling the main library phone number during the regular support hours and sending messages through the library website, social media and email.
- **Information Services:** In-depth reference services are provided to individuals by making requests through the Ask Us feature on our website or by calling the library. Customers often get assistance on using the library's online resources through this service and asking questions related to library services available for them.

- **Expanding Digital Collections 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
- **Enhancing Library Programs Available Online**
 - Public programming is being provided through various social media channels and Zoom. Staff has been trained to provide live and recorded programming from their homes. Staff can set up meetings and invite external presenters or create programs where customers can join without an invitation. To date, all onsite programs are cancelled until the end of August and being converted to be delivered virtually where possible.
 - A calendar of events is updated on the library website for easy access at <https://www.rhpl.ca/whats-on/calendar-of-events/month>. Examples of programs being offered include:
 - Family Storytime & Babytime
 - Film Club
 - Craft Time
 - STEAM Storytime
 - Daily activities
- **Results of Activities and Statistics**
 - More than 1,000 customers reached by customer outreach services have renewed their library cards
 - Significant increase of e-collections borrowing
 - 22,679 Overdrive checkouts of e-books and e-audiobooks in April; this is 78% increase from April 2019
 - 1,408 total use of Brainfuse homework help for students
 - 3,347 Hoopla checkouts of e-videos, music and e-books in April; this is 68% increase from April 2019

- Highest social media followers, reach, engagement and views
 - 258 new Facebook followers in March and April
 - 132,408 Facebook reach in March
 - 4,537 views of Instagram stories in March
 - 1,858 YouTube views in April and 714 in March

4.0 **Financial/Staffing/Legal Implications**

There are significant financial, staffing and legal implications of the COVID-19 pandemic.

- **Staffing Implications:** Staff are being redeployed where applicable to deliver various services and activities as discussed above. Around 50 staff who could not be redeployed to work from home has been placed on Declared Emergency Leave (DEL) since April 18, 2020. Approximately 60 staff still remain working.
- **Financial Implications:** For 2020, the primary source of funds for any needed expenditures to respond to the crisis will be redirecting funds that are saved because of restrictions to our operations. The 2020 operating budget forecast is being conducted to ensure the stability of Library finance. The forecast is based on the following assumptions.
 - Grants and City funding are projected at 100% received
 - Library generated revenues including fines, room/equipment rental and program revenues are assumed at no additional income other than what Library has received year to date
 - YRDSB revenue is projected at 50% given the closure of schools

Loss of revenue from the above assumptions is offset by the savings in personnel budget due to staff vacancies and staff on DEL as well as other savings achieved in operating budget. The current forecast shows that the Library will still be in surplus situation for year-end 2020.
- **Legal Implications:** The Library needs to remain in compliance with direction from the Ontario provincial government and direction from Public

Health. Staff will continue to endeavor to follow all rules and regulations that may emerge as the COVID-19 pandemic unfolds. Staff will work with the City of Richmond Hill, the Library Board and CUPE to effectively manage changes required to respond to the crisis.

5.0 Next Steps

The Library will work closely with the City of Richmond Hill and York Region Public Health to ensure RHPL's phased reopening aligns with the City following the safety regulations and guidelines.

Staff are currently developing a detailed phased reopening plan. As a first phase of the phased reopening, the Library is planning to start a curbside pick-up service of library collections in early June. This would be dependent on many factors such as procuring proper PPE, outlining safe procedures for curbside pick-up and planning staff redeployment. This plan may change depending on the evolving COVID-19 related circumstances and direction from the provincial government of Ontario.

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. As a result of the redirected efforts, the Library has 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.

Pre-Submission Review

Executive Leadership Team – Thursday May 21, 2020

Approved by:

“Signed version on file in the Administration Office”

Yunmi Hwang
Interim Chief Executive Officer



Richmond Hill Public Library Board

RICHMOND GREEN LIBRARY ANNUAL REPORT 2019
SRLIB20.11

Subject: Richmond Green Library Annual Report 2019
From: Yunmi Hwang, Interim Chief Executive Officer
Date: May 26, 2020

1.0 Recommendation

That the Richmond Green Library Annual Report 2019 dated May 26, 2020 be received.

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 was officially opened in 2005. It serves the local neighbourhood as a community branch library, as well as provides library service to support the Richmond Green Secondary School under a Library Services Agreement with the York Region District School Board.

The RGSS students and teaching faculty have access to an extensive collection of printed and electronic resources, and a dedicated Richmond Hill Public Library Staff who work collaboratively with the school community.

Library service is provided to RGSS during the regular school year – September to June; and for the Summer School session in July.

4.0 Library Service to Richmond Secondary School - 2019

The Richmond Green Library provided high standard library services to support the educational needs of 1,200 students in 2019.

Highlights of the 2019 service include:

- Provided RGSS students and teachers a library membership card with full borrowing privileges to the library's printed and electronic collection;
- Introduced library services to 300 Grade 9 students through a mandatory library instruction program on their first day of school in September;
- Provided reference support to 405 class visits to the library with a total of 6,555 student participants in the regular school year;
- Offered library support to 46 class visits with 1,440 attendance during the Summer School session in July 2019;
- Supported ESL teachers in recommending proper reading materials for language skill development to the ESL classes;
- Supported the school's Literacy Education initiative with recommended reading materials from the Ontario Library Association's White Pine Reading Program to the English Department;
- Assisted students to develop essential skills in research, information literacy, and online database search through class instructions and workshops;
- Collaborated with the teaching faculty in collection development to ensure proper curriculum support materials were purchased for the school.

5.0 Next Steps

The Library has developed a designed Richmond Green Annual Report 2019. The report includes print, graphics and photographs that highlight the library service provided to the students and will be distributed to stakeholders and posted on the Library's website. The report will be distributed electronically to the Richmond Green Library stakeholders.

6.0 Alignment with the Strategic Plan

The Richmond Green Library's services are aligned with the strategic direction of "*Strengthen Your Connections*", "*Contribute Vibrant Spaces*", and "Enrich Your Choices" by supporting students and teaching faculty in RGSS with high standard library services while providing strong library services to the local community through library programs and services for various age groups.

7.0 Conclusion

The Richmond Hill Public Library is a strong partner in supporting the School Board's Mission "To advance student achievement and well being through public education..." The Richmond Green Branch will continue working closely and collaboratively with the RGSS staff to engaging students and supporting their learning and development in the new school year.

8.0 Attachment

8.1 Richmond Green 2019 Annual Report

Pre-Submission Review

Executive Leadership Team – Thursday May 21, 2020

Prepared by:

Submitted by:

“Signed version on file in the Administration Office”

Len Wong
Manager, Richmond Green Library

Barbara Ransom
Director, Branch Services

Approved by:

Yunmi Hwang
Interim Chief Executive Officer

RICHMOND HILL PUBLIC LIBRARY

RICHMOND GREEN LIBRARY



2019 ANNUAL REPORT



RICHMOND GREEN LIBRARY

SUPPORTING 1,200+
RGSS STUDENTS



ESSENTIAL SKILLS

Assisted students in developing valuable and lifelong skills in research, information literacy, and online database searches through class instructions and workshops.



WELCOMING GRADE NINES

On their first day of school, we introduced library services and delivered library instruction to over 300 Grade 9 students.

FULL ACCESS TO RESOURCES

All RGSS students and teachers are provided with an RHPL card, which grants them full access to the Library's print and electronic collections. This includes 24/7 remote access to numerous electronic databases, eBooks, apps and other tools that support the Ontario curriculum.

INNOVATION THROUGH STEAM

Promoted STEAM (Science, Technology, Engineering, Arts, and Mathematics) education to over 300 RGSS students through the Library's Maker Fair. Experts from the STEAM education community introduced students to hands on experiences with latest technology trends.

HUNDREDS OF CLASS VISITS

We provided reference support to 405 class visits to the Library with a total of 6,555 student participants in the regular school year. During the summer semester, we offered library support to 46 class visits with 1,440 student participants in July.



WELCOMING NEW STUDENTS

We supported ESL teachers in recommending proper reading materials for language skill development.

LITERACY EDUCATION INITIATIVE

We supported the school's Literacy Education initiative with recommended reading materials from the Forest of Reading's White Pine reading program.

HELPING TEACHERS AND FACULTY

We collaborated with the teaching faculty to ensure we purchased relevant and current curriculum support materials for students and teachers.





ABOUT THE LIBRARY

Richmond Green Library, a branch of Richmond Hill Public Library, was officially opened in 2005. It serves the local neighbourhood as a community branch library while also providing library service and support to Richmond Green Secondary School (RGSS) under an agreement with the York Region District School Board.

Through Richmond Green Library, RGSS students and teaching faculty have access to an extensive collection of printed and electronic resources; and dedicated RHPL staff, who work collaboratively with the school community. Library service is provided to RGSS during the school year (September to June); and during summer school in July.



BY THE NUMBERS

In 2019, we received **419,120 in-person visits** to the Library.

We circulated 244,385 materials, including print and audio visual items in multiple languages, as well as loanable devices.

We provided **35,282 public computer sessions** and **103,317 wireless internet sessions**.

We delivered **1,019 Library program sessions** to children, teens, and adults with a total of **16,845 program attendees**.

Richmond Green Library

1 William F. Bell Parkway
Richmond Hill, ON
L4S 2T9
Tel: 905-780-0711

Mon - Thurs	10 a.m. - 8 p.m.
Friday	10 a.m. - 6 p.m.
Saturday	10 a.m. - 5 p.m.
Sunday	Closed



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