



A Regular Meeting of
the Richmond Hill Public Library Board
will be held in the boardroom at Central Branch
on Thursday, May 16, 2024 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 18, 2024

7.2 *Library Board Master Plan Steering Committee Draft Minutes – April 12, 2024

7.3 *Library Board Finance Steering Committee Draft Minutes – May 2, 2024

8.0 Presentations

8.1 RHPL Facilities Master Plan - Final

Yunmi Hwang, Director, Branch & Customer Experiences

9.0 Reports

**9.1 Richmond Hill Public Library Final Facilities Master Plan Report
 SRLIB24.08**

9.2 2023 Financial Year-End Close Report SRLIB24.09

9.3 2024 Q1 Financial Update Report SRLIB24.10

10.0 New Business

10.1 New Motions

10.1.1 Declaration of vacancy on Board – S. Chait

10.2 *Correspondence

None

10.3 Member Announcements

10.3.1 Legacy from Estate of Shelagh Harris – S. Chait

11.0 Date of Next Meetings

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

Thursday, June 20 2024 @ 4:00 p.m. at Central Branch

12.0 Adjournment

Please advise Robin Fribance and Susan Quinn of regrets for attendance, by noon of
the day of the meeting at e-mail: rfribance@rhpl.ca and squinn@rhpl.ca



The Richmond Hill Public Library Board

Thursday, April 18, 2024

MINUTES

The Richmond Hill Public Library Board held a regular meeting on Thursday, April 18, 2024 at 4:30 p.m. in the boardroom at Central Branch, 1 Atkinson Street, Richmond Hill, Ontario.

Present: Stephen Chait, Chair
Jason Cherniak
Councillor Carol Davidson
Councillor Castro Liu
Sadra Nasser
Mona Shahnazari
Councillor Scott Thompson

Staff: Robin Fribance, Interim CEO and Director, Strategy & Service Innovation
Joshua Dyer, Director, Collections & Community Engagement
Susan Quinn, Executive Assistant & Governance Coordinator
Shawn Dillon, Finance and Administrative Assistant
Shaun McDonough, Business Intelligence & Data Analyst

Yaxi Zhao, Design Research & Insights Specialist

Gigi Li, City of RH, Director, Financial Services & Treasurer

Lisa Chen, City of RH, Manager, Fiscal Planning & Strategy

1.0 Call to Order

The Chair called the meeting to order at 4:36 p.m.

2.0 Land Acknowledgement Read by Board Chair

3.0 Regrets

Sofia Ma

Sugantha Raj

4.0 Adoption of Agenda

Motion:

24:34

Moved by:

S. Chait

Seconded by:

J. Cherniak

THAT the Agenda of April 18, 2024 as amended by R. Fribance to include agenda item 10.1.1 under New Business for a motion regarding a Donation & Bequest Reserve Fund project, and J. Cherniak to add item 10.1.2 under New Business for motion regarding board member absences be adopted.

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:

24:35

Moved by:

S. Chait

Seconded by:

S. Nasser

THAT the Richmond Hill Public Library Board approves the consent agenda, as amended by J. Cherniak to pull item 7.3 and S. Chait to pull items 8.1 and 8.2 for discussion.

CARRIED UNANIMOUSLY

7.0 Minutes

7.1 Library Board Draft Minutes – February 15, 2024 (Adopted by Consent)

Motion:

24:36

Moved by:

S. Chait

Seconded by:

S. Nasser

THAT the Draft Minutes of February 15, 2024 be adopted.

CARRIED UNANIMOUSLY

7.2 Library Board Governance Steering Committee Draft Minutes – March 18, 2024 (Received by Consent)

Motion:

24:37

Moved by:

S. Chait

Seconded by:

S. Nasseri

THAT the Library Board Governance Steering Committee Meeting Draft Minutes of March 18, 2024 be received.

7.3 Library Board Intellectual Freedom Steering Committee Draft Minutes – March 22, 2024

Motion:

24:38

Moved by:

S. Chait

Seconded by:

S. Nasseri

THAT the Library Board Intellectual Freedom Steering Committee Draft Minutes of March 22, 2024 be received as amended to correct typo on page 3 of 5.

CARRIED UNANIMOUSLY

8.0 Reports

8.1 Board Code of Conduct Policy Update Report SRLIB24.06

Motion:

24:39

Moved by:

S. Chait

Seconded by:

Councillor C. Liu

THAT the Richmond Hill Public Library Board:

1. Receive the *Library Board Member Code of Conduct Policy Update* report;
and
2. Adopt the attached *Draft Library Board Member Code of Conduct Policy*, as
approved for recommendation by the Board Governance Steering
Committee.

CARRIED UNANIMOUSLY

8.2 Board By-Laws Policy Update Report SRLIB24.07

Motion:

24:40

Moved by:

S. Chait

Seconded by:

M. Shahnazari

THAT the That the Richmond Hill Public Library Board:

1. Receive the *Library Board By-Laws Policy Update* report;
2. Approve the termination of the *Board Remote Attendance Policy* from April 2022 (copy attached for reference), as it has now been merged with the attached updated Board By-Laws Policy; and
3. Adopt the attached *Draft RHPL Board By-Laws Policy*, as approved for recommendation by the Board Governance Steering Committee.

CARRIED UNANIMOUSLY

9.0 Presentation

9.1 Budget Orientation Workshop

Gigi Li, City of RH, Director, Financial Services & Treasurer

Lisa Chen, City of RH, Manager, Fiscal Planning & Strategy

5:36 p.m. S. Nasser left the meeting

9.2 Annual Customer Satisfaction Survey Findings

Robin Fribance, Director, Strategy & Service Innovation

10.0 New Business

10.1 New Motions

10.1.1 Donation & Bequest Reserve Fund Project Update – R. Fribance

Motion:

24:41

Moved by:

J. Cherniak

Seconded by:

M. Shahnazari

That the Richmond Hill Public Library Board approve returning the \$123,000 designated to the Local History Digitization Project (Motion 18:116 December 2018) to the Donation & Bequest Reserve Funds undesignated amount. The project will still go ahead but is now able to be funded through a Collection Development Capital project.

CARRIED UNANIMOUSLY

10.1.2 Board member attendance – J. Cherniak

Motion:

24:42

Moved by:

J. Cherniak

Seconded by:

S. Chait

That the Richmond Hill Public Library Board request that the Interim CEO contact the City Clerk to ask for opinion on whether or not the Board is allowed

to hold an in-camera session, in regard to Section 13 – Disqualification of Board Member, of the PLA, as it relates to an identifiable individual on the board.

CARRIED UNANIMOUSLY

10.2 Correspondence

10.2.1 *Cybersecurity Attack at Toronto Public Library October 2023.

Vickery Bowles, TPL City Librarian - slide deck presented to TPL

Board [public report on the cyber attack](#).

Motion:

24:43

Moved by:

S. Chait

Seconded by:

S. Nasseri

That the Correspondence be received for information.

CARRIED UNANIMOUSLY

10.3 Member Announcements

None

11.0 Date of Next Meeting

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

Thursday, May 16, 2024 @ 4:00 p.m. at Central Branch.

12.0 **Adjournment**

Motion:

24:44

Moved by:

S. Chait

Seconded by:

M. Shahnazari

THAT the meeting be adjourned at 6:52 p.m.

CARRIED UNANIMOUSLY

Approved by:

Stephen Chait
Chair

Robin Fribance
Interim CEO



RHPL Board Master Plan Steering Committee **Draft Minutes**

Date: April 12, 2024 11 am in MS Teams

Chair: Yunmi Hwang

Members In Attendance:

- Castro Liu, Councillor & RHPL Board Member
- Stephen Chait, RHPL Board Chair
- Greg Patterson, Manager, Branch Experience
- Josh Dyer, Director, Content & Community Engagement
- Robin Fribance, Director, Strategy & Service Innovation
- Yunmi Hwang, Director, Branch & Customer Experiences

Guests/Presenters:

- Jacqueline Galang, Branch Experience Coordinator

Member Regrets:

- RHPL CEO - Vacant
- Carol Davidson, Councillor & RHPL Board Member
- Sofia Ma, RHPL Board Member

Agenda

1. Agenda adoption
2. Minutes approval
 - a. Minutes from Feb 6, 2024
3. Final Library Facilities Master Plan
4. New Business
5. Adjournment

1. Agenda Review and Adoption

Motion: MPC24.04

That the agenda be adopted.

Moved by: S. Chait

Carried

2. Minutes Approval

Motion: MP24.05

That the draft minutes of Feb 6, 2024 be approved.

Moved by: J. Dyer

Carried

3. Final Library Facilities Master Plan Report

Key Discussion Points / Options Considered / Criteria Used in Decision-Making

- Yunmi: The Final Master Plan will be presented to the Board at the May Board meeting
- Stephen: The next steps in the report need to include making the Master Plan available for the general public.

Motion: MPC24.06

That the Master Plan Steering Committee accept the Final Library Facilities Master Plan and recommend the Plan to the Board for receipt and approval.

Moved by: S. Chait

Carried

5. New Business

- None

6. Adjournment

Motion: MPC24.07

That the meeting be adjourned at 11:20pm.

Moved by: Y. Hwang

Carried

Secretary: G. Patterson

Approved by Chair: Y. Hwang



RHPL Board Finance Steering Committee **Draft Minutes**

Thursday, May 2, 2024 at 2:30pm

Central Branch

Chair: Sadra Nasseri

Members In Attendance:

- Sadra Nasseri, Chair
- Stephen Chait
- Sugantha Raj, Vice Chair
- Robin Fribance, Interim CEO
- Shawn Dillon, Finance and Administrative Assistant
- Susan Quinn, Executive Assistant & Governance Coordinator

Guests/Presenters:

- Andrew Li, Supervisor, Operating Budgets, City of Richmond Hill
- Haley Leung, Finance Business Partner, City of Richmond Hill

Member Regrets:

- RHPL Manager, Fund Development (vacant)

Agenda

1. Agenda adoption
2. Minutes of last meeting approval
3. 2023 Year-End Financial Close Report FCSRLIB24.01 / R. Fribance
4. 2024 Q1 Financial Update Report FCSRLIB24.02 / S. Dillon
5. 2024 Anticipated Operating Budget Adjustment Report / R. Fribance
6. New Business
7. Adjournment

1. Agenda Review and Adoption

Motion: FC24.08

That the agenda be adopted.

Moved by: S. Chait

Carried

2. Minutes Approval

Motion: FC24.09

That the draft minutes of January 11, 2024 be approved.

Moved by: S. Raj

Carried

Next Steps

Action Item: Add Minutes to May 2024 Board package

Accountable: S. Quinn

Due date: May 2024

3. 2023 Year-End Financial Close Report FCSRLIB24.01 / R. Fribance

- S. Chait noted that BFSC members are aware that the library Special Purpose Reserve is depleting

Motion: FC24.10

That the Richmond Hill Public Library Board Finance Steering Committee:

1. Recommend the Board approve the transfer of the projected 2023 year-end surplus of \$55,553 to the Library's Special Purpose Reserve; and
2. Recommend the Board approve the closure of the following two capital projects and return all unexpended monies to City Reserves:
 - P/000614.01 2019 Online Payment Module
 - P/000625.01 2019 Presentation Equipment CE

Moved by: S. Chait

Carried

Next Steps

Action Item: Add Report to May 2024 Board package

Accountable: S. Quinn

Due date: May 2024

4. 2024 Q1 Financial Update Report FCSRLIB24.02 / S. Dillon

- S. Nasserri requested it be clearly noted that library generated revenues are under budget due mostly to the intentional pause on the hiring of the Manager, Fund Development

Motion: FC24.11

That the RHPL Board Finance Steering Committee recommends the Board's receipt of the *2024 First Quarter (Q1) Financial Report* for the period ending March 31, 2024.

Moved by: S. Chait

Carried

Next Steps

Action Item: Add Report to May 2024 Board package

Accountable: S. Quinn

Due date: May 2024

5. 2024 Anticipated Operating Budget Adjustment Report FCSRLIB24.03 / R.

Fribance

- S. Chait acknowledged appreciation to staff for this information.

Motion: FC24.12

That the RHPL Board Finance Steering Committee receive this report for information.

Moved by: S. Raj

Carried

Next Steps

Action Item:

Accountable:

Due date:

6. New Business

- None

7. Adjournment

Motion: FC24.13

That the meeting be adjourned at 2:46 pm.

Moved by: S. Quinn

Carried

Secretary: S. Quinn

Approved by Chair: S. Nasseri



Subject: Richmond Hill Public Library Final Facilities Master Plan Report

For: Receipt and Approval

Date: May 16, 2024

Report #: SRLIB24.08

To: Richmond Hill Public Library Board

From: Yunmi Hwang, Director, Branch and Customer Experiences

SUMMARY

A final draft of the Master Plan was presented to the Board Master Plan Steering Committee and the Library Board in February by the consultants from Brook McIlroy.

The consultants received final comments and feedback from the Committee and the Library Board and incorporated them into the final copy of the Master Plan. The Board Master Plan Steering Committee reviewed the final copy of the Master Plan, at their April 12, 2024 meeting, and recommended the Board to receive and approve the final plan.

The Final Master Plan is provided as a separate document.

RECOMMENDATION

That the Richmond Hill Public Library Board receive and approve the Final Library Facilities Master Plan

RATIONALE

The consultant made the following modifications, based on the feedback provided by the Committee and Board, and added final reconciliation of images, captions and map legends:

- Ensure costing assumptions are clearly outlined in the report.
 - Section 8.1. clarifies that outlines of estimated capital costs are in alignment with the Development Charges funding cycle to 2032. Recommendations outside of this time horizon will be subject to a further costing exercise at a later date.
 - Section 8.2.2. clarifies that the cost estimates are provided for high-level information purposes only, and do not represent a capital budget commitment until individually approved. The cost is to be further refined by future feasibility study and detailed design. All figures are in 2023 dollars.
- Include a statement about seeking non-traditional facility acquisition opportunities and cost considerations.
 - Section 8.2.1 under the discussion related to alternative funding and facility delivery methods, the consultants included examples of facilities in mixed use development and leased facilities.

- Include statement in introduction and costing section any cost will be subject to further monitoring by CRH Finance.
 - Under executive summary, the consultant added that a sustainable funding strategy that has been developed alongside the staff in Financial Services at the City of Richmond Hill.
 - Section 8.2.2 states any capital budget commitment needs to be further confirmed and approved.

- Change language in Oak Ridges recommendations to ensure any short-term improvements/furnishings focus on increasing study space capacity and recognize the impact of the potential new school just north of the branch.
 - Section 6.2 discusses the new potential secondary school and recognizes the potential impact of the school.
 - Section 7.3.2 further discusses the impact of the changes in the community and the recommendations are modified to reflect the needs for more study space

- Acknowledge the need for more community space for the population growth in Richmond Green area. Add clarification regarding the future of Richmond Green Branch.
 - Section 7.3.3 further recommends RG branch considers long-term solution to meet the growing needs in the area.

- Ensure early planning for new branches to secure sites in new development areas.
 - Section 7.2 emphasizes the need to engage landowners and developers early on the process to secure sites and agreements

- Section 7.2.1, under the discussion of Yonge and Bernard KDA as a potential location, discusses the need to secure a location early in the planning stage.

The Board Master Plan Steering Committee met on April 12, 2024 and reviewed the changes made and received the plan to recommend to the Board.

It is important to keep in mind that a Facilities Master Plan is a guiding document that outlines a long-term vision for the development, improvement, and management of physical facilities within an organization. It establishes a framework and a roadmap for orderly growth and development of capital improvements. The approval of the individual capital projects is accomplished through the annual capital budget process which includes evaluation, selection and approval of capital projects.

NEXT STEPS

After the Library Board receives the final RHPL Facilities Master Plan, the Master Plan will be presented at the CRH Capital Sustainability Steering Committee along with other City Master Plans for further review and prioritization. The CSSC meetings for presentations are scheduled throughout April to September 2024.

The final RHPL Facilities Master Plan will be communicated to the general public through the various means of communication including website and newsletter.

RELATED DOCUMENTS

1. RHPL Final Facilities Master Plan



Report Subject: 2023 Financial Close

Report For: Approval

Meeting Date: May 16, 2024

Staff Report #: SRLIB24.09

To: Richmond Hill Public Library Board

From: Robin Fribance, Interim CEO

SUMMARY

The management of the Library Board's financial reporting is supported by the City of Richmond Hill's Corporate and Financial Services Department. As part of their 2023 year-end financial process, the Library Board needs to approve the transfer of the 2023 Operating surplus to a reserve account, to balance the ledger and allow the City to continue forward with the audit process.

Recommendations herein have been reviewed and endorsed by the RHPL Board Finance Steering Committee at their May 2, 2024 meeting.

Attached documents include the Status of Capital Projects, Interim Statement of Operations, Statement of Reserve Activity and Non-Competitive Procurement Acquisitions.

RECOMMENDATION

That the Richmond Hill Public Library Board:

1. Approve the transfer of the projected 2023 year-end surplus of \$55,553 to the Library's Special Purpose Reserve; and
2. Approve the closure of the following two capital projects and return all unexpended monies to City Reserves:
 - P/000614.01 2019 Online Payment Module
 - P/000625.01 2019 Presentation Equipment CE

RATIONALE

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

2023 Operating Results

The 2023 Operating Results, for the period ending December 31, 2023, are attached. The fiscal year represented a return to regular operations, or the new normal. The COVID-19 pandemic no longer affected libraries' operating hours or placed any restrictions on social gathering and capacity limits, as it did towards the beginning of 2022. Highlights and accomplishments from 2023 include the coordinated roll-out of a new brand strategy and identity with the launch of the first of three phases of a reimagined digital branch; initial expansion of multilingual programs and titles; the introduction of lendable "experience passes" to GTA museums and attractions; and a significant organizational realignment that streamlined service for customers and established some key functions, including digital product management, business intelligence, customer insights, and an innovation hub. From the 2023 year-end results,

the Operating Fund ended the year with an overall surplus of \$55,553. Library staff, in agreement with City Treasurer, recommend that the surplus funds be transferred to the Library's Special Purpose Reserve to support the RHPL's ongoing operating needs.

Revenue

Overall, total actual operating revenues were 93.1% to budget. This was largely due to a shortfall in Library-generated revenues (e.g. fees, program revenues, room rentals and used material sales) due to less-than-expected demand for room rentals and reduced program offerings consistent with demand. In addition, RHPL had budgeted for new revenue streams from the hiring of a Manager, Fund Development. However, the new revenue generating streams did not materialize, as the position turned over twice in 2023. Overall, Library-generated revenues came in at 38.0% of budget. Partially offsetting the library generated revenue shortfall, was the funding received from York Region District School Board for their adjusted share of resources at the Richmond Green Library location, post organizational realignment.

Expenditures

Library expenditures were 98.0% spent, as compared to budget.

- **Personnel** - Personnel expenses were at 101.4% of budget and over expended as a result of the organizational realignment in 2023. The costs of the realignment outweighed the savings from personnel gapping savings (i.e.. in-year vacancies, retirements and other unpaid absences).
- **Collection Development** – these expenses were underspent at 93.9% of its total annual budget. Staff were more conscientious and intentional with the collection materials purchased, with a greater focus on assessing current segments of the collection before selecting and purchasing new material. The work will improve the quality of the collection in the long run but affected the

purchase of new materials in the short-term (2023). Also, the organizational realignment impacted collection purchases, as new Content staff had to be trained.

- **Contract & Services** - The contracts & services budget was underspent, at 82.5% of the total annual budget. This expense category includes costs related to IT software maintenance, telephone, professional development, professional fees and general external consulting costs. During the year, RHPL identified that the personnel and materials/supplies budget would be overspent due to the realignment and that library generated revenues would not be as robust as budgeted. As a result, staff made a conscious effort to mitigate these pressures by curtailing spending through reduced conference, training, external consulting/professional fees spending.
- **Materials & Supplies** - Additional spending was incurred under materials/supplies due to minor furniture purchases, IT equipment and office supplies related to the realignment of staff.

RHPL 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. Some of these funds have designated uses by the donors, while some are assigned by the Library Board and staff. Currently, there is only one project where funds are set aside in the reserve, noted below. However, no additional spending was made on this project in 2023 and therefore no year-end transfer to the operating fund was needed:

The Reserve has a year-end balance of \$664,922 (that includes \$25,630 interest for 2023), broken out as follows:

- \$123,000 allocated for Local History Digitization project (Motion 18:116 December 2018)
- Remaining balance of \$541,922 is unallocated.

Special Purpose Reserve

The Richmond Hill Public Library Board Special Purpose Reserve is used for grant carryovers and library surpluses. The use of surplus funds is determined by staff and the Library Board. The \$55,553 from the 2023 year-end operating surplus is recommended to be transferred to the Special Purpose reserve to support future operating needs.

This results in a year-end closing balance of \$847,550, which is allocated as follows:

- \$55,553 from 2023 year end surplus to support 2024 operating budget needs
- \$36,000 for 2022 Community Foundations of Canada Grant
- \$755,997 balance remains and is unallocated and undesignated

Capital

The attached RHPL Status of Capital Projects presents the Library Board with information on the status of capital projects through December 31, 2023. It identifies projects that have been completed, with any remaining balances returned to the City as their original source of funding.

Non-Competitive Procurement

As per the Procurement Policy, non-competitive procurement takes place in situations where open competition for contract awards is not always possible or practical. When any of the conditions in section 7.1 apply, the CEO and/or Directors may negotiate a contract for the supply of goods and services without a competitive process.

Attachment #4 summarizes the sole and single source acquisitions for the period of January 1 – December 31, 2023. For this period, sole and single source acquisitions were awarded for a cumulative value of \$1,235,652.

ATTACHMENTS

1. RHPL Status of Capital Projects for the period ending December 31, 2023
2. RHPL Interim Statement of Operations for the period ending December 31, 2023
3. RHPL Statement of Reserve Activity for the period ending December 31, 2023
4. RHPL Non-Competitive Procurement Acquisitions for the period ending
December 31, 2023

Richmond Hill Public Library
Status of Capital Projects
For the Period Ending December 31, 2023

OPEN PROJECTS

| | Year of Approval | Project Name/Description | Approved Funding | YTD \$ Spent | Remaining Balance | % Spent |
|------------------------------|---------------------|--|---------------------|---------------------|----------------------|------------|
| 1 | 2019 | Online Payment Module | \$ 15,000 | \$ 14,362 | \$ 638 | 95.7% |
| 2 | 2019 | STEAM Tech RV&RG | \$ 30,000 | \$ 23,847 | \$ 6,153 | 79.5% |
| 3 | 2019 | Maker Space Equipment CE | \$ 25,000 | \$ 5,918 | \$ 19,082 | 23.7% |
| 4 | 2019 | Presentation Equipment CE | \$ 25,000 | \$ 24,948 | \$ 52 | 99.8% |
| 5 | 2019 | Auto Materials Handling Sortation | \$ 200,000 | \$ 155,496 | \$ 44,504 | 77.7% |
| 6 | 2019 | Workstations&Peripherals | \$ 319,500 | \$ 187,197 | \$ 132,303 | 58.6% |
| 7 | 2020 | Collection Inventory | \$ 141,600 | \$ 19,813 | \$ 121,787 | 14.0% |
| 8 | 2020 | Workstations & Peripherals | \$ 250,000 | \$ 245,206 | \$ 4,794 | 98.1% |
| 9 | 2021 | Cash Registers / POS System | \$ 68,600 | \$ 15,044 | \$ 53,556 | 21.9% |
| 10 | 2021 | Website Redesign | \$ 300,000 | \$ 197,989 | \$ 102,011 | 66.0% |
| 11 | 2021 | Collection Development | \$ 356,000 | \$ 16,763 | \$ 339,237 | 4.7% |
| 12 | 2022 | Strategic Planning Initiatives | \$ 100,000 | \$ 25,439 | \$ 74,561 | 25.4% |
| 13 | 2022 | Digital Strategy Support | \$ 250,000 | \$ 231,803 | \$ 18,197 | 92.7% |
| 14 | 2022 | Master Plan Study Library | \$ 101,200 | \$ 100,571 | \$ 629 | 99.4% |
| 15 | 2022 | Collection Development | \$ 366,700 | \$ 93,994 | \$ 272,706 | 25.6% |
| 16 | 2023 | Data Strategy Execution and Expansion | \$ 250,000 | \$ 69,209 | \$ 180,791 | 27.7% |
| 17 | 2023 | Customer Relationship Mgmt Solution | \$ 250,000 | \$ - | \$ 250,000 | 0.0% |
| 18 | 2023 | New Brand Identity Implementation | \$ 150,000 | \$ 81,746 | \$ 68,254 | 54.5% |
| 19 | 2023 | DEI Strategy Execution | \$ 50,000 | \$ 204 | \$ 49,796 | 0.4% |
| 20 | 2023 | Innovation Transformation | \$ 100,000 | \$ - | \$ 100,000 | 0.0% |
| 21 | 2023 | RHPL Business Application Evolution 2023 | \$ 200,000 | \$ 153,944 | \$ 46,056 | 77.0% |
| 22 | 2023 | RHPL - People Counter | \$ 50,000 | \$ - | \$ 50,000 | 0.0% |
| 23 | 2023 | RHPL - ILS Discovery Layer | \$ 210,000 | \$ 133,015 | \$ 76,985 | 63.3% |
| 24 | 2023 | RHPL - IT Infrastructure Replacements | \$ 120,000 | \$ 106,299 | \$ 13,701 | 88.6% |
| 25 | 2023 | RHPL - Microsoft O365 Program | \$ 131,000 | \$ - | \$ 131,000 | 0.0% |
| 26 | 2023 | RHPL - Public Facing Technology Repl. | \$ 180,000 | \$ 150,439 | \$ 29,561 | 83.6% |
| 27 | 2023 | RHPL - Staff Technology Replacements | \$ 40,000 | \$ 17,495 | \$ 22,505 | 43.7% |
| 28 | 2023 | Library - Digital Modernization Program | \$ 250,000 | \$ 7,198 | \$ 242,802 | 2.9% |
| 29 | 2023 | Collection Development | \$ 377,700 | \$ - | \$ 377,700 | 0.0% |
| Open Projects Totals: | | | \$ 4,907,300 | \$ 2,077,936 | \$ 2,829,364 | |

**Richmond Hill Public Library Board
2023 INTERIM STATEMENT OF OPERATIONS
as at December 31, 2023**

| | 2022 <u>Actuals</u> | 2023 <u>Actuals</u> | 2023 <u>Approved Budget</u> | 2023 <u>Variance Fav/(Unfav)</u> | % |
|--|--------------------------------|--------------------------------|--|---|---------------|
| REVENUE | | | | | |
| Municipal Operating Grant | \$ (7,969,400) | \$ (8,501,000) | \$ (8,501,000) | - | 100.0% |
| Provincial Grant | (118,499) | (118,499) | (118,500) | (1) | 100.0% |
| Special Grants | (39,700) | (4,435) | (3,700) | 735 | 119.9% |
| City Reserve Funding | (900,000) | (1,126,600) | (1,126,600) | - | 100.0% |
| Library Reserve Funding | (536,615) | (516,200) | (516,200) | - | 100.0% |
| YRDSB for RG Library | (297,200) | (300,900) | (242,800) | 58,100 | 123.9% |
| SUBTOTAL | (9,861,414) | (10,567,634) | (10,508,800) | 58,834 | 100.6% |
| LIBRARY GENERATED REVENUE | | | | | |
| Fines | (16,380) | (14,957) | (21,800) | (6,843) | 68.6% |
| Fees | (57,582) | (91,127) | (114,900) | (23,773) | 79.3% |
| Sales | (11,612) | (19,662) | (44,700) | (25,038) | 44.0% |
| Other/Miscellaneous Income | (5,260) | (10,724) | (177,600) | (166,876) | 6.0% |
| SUBTOTAL | (90,834) | (136,471) | (359,000) | (222,529) | 38.0% |
| TOTAL OPERATING REVENUE | (9,952,248) | (10,704,105) | (10,867,800) | (163,695) | 98.5% |
| EXPENDITURES | | | | | |
| Personnel | 6,769,800 | 7,562,116 | 7,454,700 | (107,416) | 101.4% |
| Collection Development | 969,284 | 1,092,974 | 1,164,200 | 71,226 | 93.9% |
| Contracts & Services | 1,397,277 | 1,270,980 | 1,540,800 | 269,820 | 82.5% |
| Materials & Supplies | 165,979 | 154,783 | 140,400 | (14,383) | 110.2% |
| Reserves | | | | | |
| Transfer to/from Library Reserves | 349,909 | - | - | - | 0.0% |
| Transfer to/from City Reserves | 300,000 | 567,700 | 567,700 | - | 100.0% |
| TOTAL OPERATING EXPENDITURES | 9,952,248 | 10,648,552 | 10,867,800 | 219,248 | 98.0% |
| EXCESS OF REVENUE OVER EXPENSES | \$ - | \$ (55,553) | \$ - | \$ 55,553 | |
| YEAR-END TRANSFER | \$ | 55,553 | \$ - | (55,553) | |
| YEAR-END BALANCE | \$ - | \$ - | \$ - | - | |

Richmond Hill Public Library Board
Statement of Reserve Activity - Preliminary
For the period ending: December 31, 2023

| | <u>31-Dec-23</u> | <u>31-Dec-22</u> | <u>Variance</u> |
|--|-------------------------|---------------------------|---------------------------|
| DONATIONS AND BEQUESTS RESERVE FUND | | | |
| Beginning Balance (Jan 1) | \$639,292 | \$622,875 | \$16,417 |
| Transfer from Current Operations | - | - | \$0 |
| Transfer to Current Operations | - | - | \$0 |
| January to December Interest Earned * | 25,630 | 16,417 | \$9,213 |
| Closing Balance | <u>\$664,922</u> | <u>\$639,292</u> | <u>\$25,630</u> |
| SPECIAL PURPOSE RESERVE | | | |
| Beginning Balance (Jan 1) | \$1,308,197 | \$1,494,903 | (\$186,706) |
| Transfer from Current Operations | 55,553 | 349,909 | (294,356) |
| Transfer to Current Operations | (516,200) | (536,615) | \$20,415 |
| Closing Balance | <u>\$847,550</u> | <u>\$1,308,197</u> | <u>(\$460,647)</u> |

*2023 Actual interest rate is 4.06%

*2022 Actual interest rate is 2.65%

*2021 Actual interest rate is 2.45%

2023 - Non-Competitive Procurement Acquisitions

| Supplier | Goods/Services Acquired | Department | PO Amount (exclusive of taxes) | Sole / Single Source |
|--------------------------------|--|-------------------|---|-----------------------------|
| LIBRARY IDEAS LLC | USD-Freegal | Collections | \$ 32,368 | sole source |
| SIRSIDYNIX (CANADA) INC | Paying for existing services related to SirsiDynix such as our ILS Symphony server and related components/integration | IT | \$ 826,635 | sole source |
| BIBLIOCOMMONS CORP. | New Discovery Layer (Online Public Access Catalog) for RHPL (replacing SirsiDynix Enterprise). New Mobile App (replacing SirsiDynix one), and new BiblioEvents module for event planning | IT | \$ 252,649 | sole source |
| ROGERS COMMUNICATIONS CANADA | RHPL Internet access (public wifi, etc.) | IT | \$ 49,000 | sole source |
| EARLY LITERACY STATIONS CANADA | Replacing of computers for kids in the Childrens area (dedicated equipment/machines) | IT | \$ 75,000 | sole source |
| | | | \$ 1,235,652 | |



Subject: 2024 First Quarter (Q1) Financial Report

For: Receipt

Date: May 16, 2024

Report #: SRLIB24.10

To: Richmond Hill Public Library Board

From: Robin Fribance, Interim CEO

SUMMARY

Financial updates are provided to the Library Board on a quarterly basis. The attached Financial Reports, for the period ending March 31, 2024, 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.

This Q1 report was received by the RHPL Board Finance Steering Committee at their May 2, 2024 meeting, which recommended it to the Library Board for receipt.

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

RECOMMENDATION

That the Richmond Hill Public Library Board receive the *2024 First Quarter (Q1) Financial Report* for the period ending March 31, 2024.

RATIONALE

The attached financial reports focuses 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.

Revenue

In Q1, Library revenues generated approximately 17.0% of total budgeted revenues.

- **Library Generated Income** is at 7.1% received. Fees, room rentals, used materials sales and program revenues to date have not been as robust as anticipated. In addition, budgeted revenues from new revenue streams related to the Manager, Fund Development have been delayed due to turnover and an intentional pause in the hiring of a new Manager.
- **Provincial Grants and York Region District School Board funding** are received later in the year, however, 25% of the annual budget has been accrued and accounted for up to the end of March.
- **Transfer from the Special Purpose Reserve** is drawn as required and generally made towards yearend.

- **Transfer from R&R Reserve Fund** is at 25% and has been allocated as per budget.

Expenditures

Library expenditures are on track with approximately 23.6% spent in the first quarter.

- **Personnel** expenditures at 23.9% spent and trending on target for the first quarter.
- **Collection Development** expenditures are at 25.9% spent and on target for the first quarter. Collection development spend may fluctuate throughout the year depending on the timing of filled and received orders.
- **Contracts & Services** expenditures are at 21.0% spent, as a result of lower program costs, in line with lower than anticipated revenues. In addition, professional development costs and contract costs (e.g. audit fees) are typically incurred later in the year, rather than in the first quarter.
- **Materials & Supplies** are at 13% and include items such as minor capital (e.g. furniture and equipment), office and library supplies. Spending on these items are typically on an as needed basis and may fluctuate from month to month.
- **Transfer to R&R Reserve Fund** is at 25% and has been allocated as per budget.

Status of Capital Projects Report

The attached chart provides an overview of the Library's capital projects that remain open at March 31, 2024. 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 \$664,922, broken out as follows.

- \$123,000 for Local History Digitization project (Motion 18:116 December 2018).
- Remaining balance of \$541,922 is unallocated.

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 \$847,550.

- \$55,553 from 2023 year end surplus to support 2024 operating budget needs
- \$36,000 for 2022 Community Foundations of Canada Grant
- \$755,997 balance is unallocated and undesignated

Q1 Summary

Overall, actual spend is trending at 25.4% of the annual budget, compared to the benchmark of 25.0% for the end of the first quarter. RHPL operations results are in line with budget.

BACKGROUND

The following standing note will serve as background for all 2024 operating reports:

In the personnel expenditures budget, salaries and benefits involve incremental costs throughout the year due to the application of cost of living, 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. RHPL has experienced an organizational change at the senior leadership level in Q1. The full operational impact of the change is yet to be determined but the result of the change will likely have an impact on the final yearend personnel costs, if personnel gapping savings are not sufficient to offset those costs.

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.

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.

The last expenditure category is 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.

ATTACHMENTS

1. RHPL Statement of Operations for the period ended March 31, 2024
2. RHPL Status of Capital Projects for the period ended March 31, 2024



2024 Operating Results
RICHMOND HILL PUBLIC LIBRARY BOARD
Overall Summary

| | 2024 | 2024 | Variance | Actuals % |
|--------------------------------|---------------------------|-------------------------------|---------------------------|-------------------------|
| | <u>YTD Actuals</u> | <u>Approved BUDGET</u> | <u>Fav/(Unfav)</u> | <u>to Budget</u> |
| Expenditures | | | | |
| Personnel | 1,879,020 | 7,859,300 | 5,980,280 | 23.9% |
| Collection Development | 290,014 | 1,119,300 | 829,286 | 25.9% |
| Contracts/Services | 331,721 | 1,580,200 | 1,248,479 | 21.0% |
| Materials/Supplies | 15,364 | 118,500 | 103,136 | 13.0% |
| Transfer to R&R Reserve Fund | 133,900 | 535,600 | 401,700 | 25.0% |
| Total Expenditures | 2,650,018 | 11,212,900 | 8,562,882 | 23.6% |
| Revenues | | | | |
| Provincial/Other Grants | (30,550) | (122,200) | (91,650) | 25.0% |
| Library Generated Revenue | (23,020) | (322,800) | (299,780) | 7.1% |
| YRDSB Funding | (79,000) | (316,200) | (237,200) | 25.0% |
| Transfer from Reserve | - | (516,200) | (516,200) | 0.0% |
| Transfer from R&R Reserve Fund | (267,800) | (1,071,300) | (803,500) | 25.0% |
| Total Revenues | (400,370) | (2,348,700) | (1,948,330) | 17.0% |
| Net Budget | 2,249,648 | 8,864,200 | 6,614,552 | 25.4% |



2024 Operating Results
RICHMOND HILL PUBLIC LIBRARY BOARD
Overall Summary

YTD Actuals vs YTD Budget

| | <u>2024</u> <u>YTD Actuals</u> | <u>2024</u> <u>YTD Budget</u> | <u>Variance</u> <u>Fav/(Unfav)</u> | <u>Actuals %</u> <u>to Budget</u> |
|--------------------------------|---|--|---|--|
| Expenditures | | | | |
| Personnel | 1,879,020 | 1,964,800 | 85,780 | 95.6% |
| Collection Development | 290,014 | 279,800 | (10,214) | 103.7% |
| Contracts/Services | 331,721 | 395,100 | 63,379 | 84.0% |
| Materials/Supplies | 15,364 | 29,600 | 14,236 | 51.9% |
| Transfer to R&R Reserve Fund | 133,900 | 133,900 | - | 100.0% |
| Total Expenditures | 2,650,018 | 2,803,200 | 153,182 | 94.5% |
| Revenues | | | | |
| Provincial/Other Grants | (30,550) | (30,550) | - | 100.0% |
| Library Generated Revenue | (23,020) | (80,700) | (57,680) | 28.5% |
| YRDSB Funding | (79,000) | (79,000) | - | 100.0% |
| Transfer from Reserve | - | (129,100) | (129,100) | 0.0% |
| Transfer from R&R Reserve Fund | (267,800) | (267,800) | - | 100.0% |
| Total Revenues | (400,370) | (587,150) | (186,780) | 68.2% |
| Net Budget | 2,249,648 | 2,216,050 | (33,598) | 101.5% |

| BUDGET APPROVAL YEAR | WBS NO. | WBS DESCRIPTION | APPROVED BUDGET | PTD ACTUAL EXPENSES | NET BUDGET UNDER (OVER) (BUD - PTD) | UNDER (OVER) (BUD - PTD) % | Status | Estimated Time of Completion |
|----------------------|-------------|--|---------------------|---------------------|-------------------------------------|----------------------------|-------------------|------------------------------|
| 2019 | P/000614.01 | 2019 Online Payment Module | 15,000.00 | 14,361.65 | 638.35 | 95.74% | To be Closed | |
| 2019 | P/000615.01 | 2019 STEAM Tech RV&RG | 30,000.00 | 23,847.18 | 6,152.82 | 79.49% | In progress | Q4 2024 |
| 2019 | P/000617.01 | 2019 Maker Space Equipment CE | 25,000.00 | 5,917.71 | 19,082.29 | 23.67% | Design Phase | Q3 2024 |
| 2019 | P/000625.01 | 2019 Presentation Equipment CE | 25,000.00 | 24,947.56 | 52.44 | 99.79% | To be Closed | |
| 2019 | P/000612.01 | 2019 Auto.MaterialsHandlingSortatio | 200,000.00 | 155,496.38 | 44,503.62 | 77.75% | Warranty Phase | Q4 2024 |
| 2019 | P/000621.01 | 2019 Workstations&Peripherals | 319,500.00 | 187,384.03 | 132,115.97 | 58.65% | In progress | Q4 2024 |
| 2020 | P/000783.01 | Collection Inventory | 141,600.00 | 27,394.71 | 114,205.29 | 19.35% | In progress | Q4 2024 |
| 2020 | P/000621.02 | 2020 Workstations & Peripherals | 250,000.00 | 245,206.06 | 4,793.94 | 98.08% | Complete | |
| 2021 | P/000794.01 | Cash Registers / POS System | 68,600.00 | 15,043.92 | 53,556.08 | 21.93% | In progress | Q2 2024 |
| 2021 | P/000795.01 | Website Redesign | 300,000.00 | 204,756.13 | 95,243.87 | 68.25% | In progress | Q4 2024 |
| 2021 | P/000620.03 | 2021 Collection Development | 356,000.00 | 20,953.21 | 335,046.79 | 5.89% | In progress | Q4 2024 |
| 2022 | P/000796.03 | 2022 Strategic Planning Initiatives | 100,000.00 | 25,438.98 | 74,561.02 | 25.44% | In progress | Q4 2024 |
| 2022 | P/000911.01 | 2022 Digital Strategy Support | 250,000.00 | 231,802.80 | 18,197.20 | 92.72% | In progress | Q2 2024 |
| 2022 | P/000912.01 | 2022 Master Plan Study Library | 101,200.00 | 100,570.64 | 629.36 | 99.38% | In progress | Q2 2024 |
| 2022 | P/000620.04 | 2022 Collection Development | 366,700.00 | 138,063.09 | 228,636.91 | 37.65% | In progress | Q4 2024 |
| 2023 | P/001050.01 | Data Strategy Execution and Expansion | 250,000.00 | 69,208.59 | 180,791.41 | 27.68% | In progress | 2025 Onwards |
| 2023 | P/001051.01 | Customer Relationship Mgmt Solution | 250,000.00 | 0 | 250,000.00 | | Defer | 2025 Onwards |
| 2023 | P/001052.01 | New Brand Identity Implementation | 150,000.00 | 84,086.15 | 65,913.85 | 56.06% | In progress | Q4 2024 |
| 2023 | P/001053.01 | DEI Strategy Execution | 50,000.00 | 203.52 | 49,796.48 | 0.41% | Design Phase | Q4 2024 |
| 2023 | P/001054.01 | Innovation Transformation | 100,000.00 | 1,441.13 | 98,558.87 | 1.44% | In progress | Q4 2024 |
| 2023 | P/001116.01 | RHPL Business Application Evolution 2023 | 200,000.00 | 153,943.87 | 46,056.13 | 76.97% | Procurement Phase | 2025 Onwards |
| 2023 | P/001118.01 | RHPL - People Counter | 50,000.00 | 0 | 50,000.00 | | Procurement Phase | Q4 2024 |
| 2023 | P/001121.01 | RHPL - ILS Discovery Layer | 210,000.00 | 133,777.79 | 76,222.21 | 63.70% | Warranty Phase | Q4 2024 |
| 2023 | P/001113.01 | RHPL - IT Infrastructure Replacements | 120,000.00 | 106,298.63 | 13,701.37 | 88.58% | In progress | 2025 Onwards |
| 2023 | P/001117.01 | RHPL - Microsoft O365 Program | 131,000.00 | 0 | 131,000.00 | | Defer | 2025 Onwards |
| 2023 | P/001114.01 | RHPL - Public Facing Technology Repl. | 180,000.00 | 150,438.62 | 29,561.38 | 83.58% | In progress | Q4 2024 |
| 2023 | P/001115.01 | RHPL - Staff Technology Replacements | 40,000.00 | 17,495.22 | 22,504.78 | 43.74% | Procurement Phase | Q4 2024 |
| 2023 | P/001122.01 | Library - Digital Modernization Program | 250,000.00 | 28,585.42 | 221,414.58 | 11.43% | Procurement Phase | 2025 Onwards |
| 2023 | P/000620.05 | 2023 Collection Development | 377,700.00 | 0 | 377,700.00 | | Design Phase | 2025 Onwards |
| 2024 | P/001197.01 | Digital Strategy Pilots and Implement. | 175,000.00 | 0 | 175,000.00 | | Study Phase | 2025 Onwards |
| 2024 | P/001219.01 | RHPL Strategic Planning | 100,000.00 | 0 | 100,000.00 | | Procurement Phase | 2025 Onwards |
| 2024 | P/001198.01 | Express Branch Pilot | 150,000.00 | 0 | 150,000.00 | | Procurement Phase | 2025 Onwards |
| 2024 | P/001199.01 | Oak Ridges Library Public Furniture | 80,000.00 | 0 | 80,000.00 | | Design Phase | 2025 Onwards |
| 2024 | P/001116.02 | RHPL Business Application Evolution 2024 | 320,000.00 | 23,702.08 | 296,297.92 | 7.41% | Procurement Phase | 2025 Onwards |
| 2024 | P/001148.01 | RHPL - IT Foundational Program 2024 | 130,000.00 | 0 | 130,000.00 | | In progress | 2025 Onwards |
| 2024 | P/000620.06 | 2024 Collection Development | 389,000.00 | 0 | 389,000.00 | | Design Phase | 2025 Onwards |
| | | Total | 6,251,300.00 | 2,190,365.07 | 4,060,934.93 | | | |