



A Regular Meeting of  
the Richmond Hill Public Library Board  
will be in the Board Room of the Central Library  
on Thursday, May 16, 2019  
at 7:30 pm

## **AGENDA**

- 1.0 Call to Order**
- 2.0 Regrets**
- 3.0 Adoption of Agenda**
- 4.0 Disclosure of Pecuniary Interest and the General Nature Thereof**
- 5.0 Minutes**
  - 5.1 Library Board Minutes – April 18, 2019**
- 6.0 Correspondence**
- 7.0 Presentations**
  - 7.1 Mary Jane Celsie, Director, Content  
Re: Content Division**
  - 7.2 Catherine Charles, Director, Community Connections  
Re: Community Connections Division**

## 8.0 Reports

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

8.1 **SOLS Public Library Governance Best Practices Report - verbal**

8.2 **Impact of SOLS 2019 Budget Cuts Report SRLIB19.22**

8.3 **Reconsideration of 2019 Library Services SRLIB19.23**

8.4 **New Oak Ridges Library Status Report SRLIB19.24**

## 9.0 Member Announcements

## 10.0 Date of Next Meeting

The next Meeting of the Library Board will be held on

**Thursday, June 27, 2019 at 7:30 p.m. at Richvale Library.**

*\*\*Please advise Louise Procter Maio of regrets for attendance, by **noon** on Thursday, May 16, 2019 at 905-884-9288, extension 5041 or e-mail: [lproctermaio@rhpl.ca](mailto:lproctermaio@rhpl.ca)*

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

The Richmond Hill Public Library Board

Thursday, April 18, 2019

## **MINUTES**

The Richmond Hill Public Library Board held its regularly scheduled meeting on Thursday, April 18, 2019 in the Program Room at Richmond Green Library, 1 William F. Bell Parkway, Richmond Hill, Ontario.

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

**Staff:** Louise Procter Maio, Chief Executive Officer  
Mary Jane Celsie, Director, Content  
Catherine Charles, Director, Community Connections  
Barbara Ransom, Director, Customer Experiences  
Nusrat Ahmed, Executive Manager, Business Services  
Dianne McLeod, Manager, Technologies, Digital Services  
Brock Smith, Manger, Communications  
Len Wong, Manager, Richmond Green

**1.0 Call to Order**

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

**2.0 Regrets**

Councillor Castro Liu

**3.0 Absent**

Mahnaz Shahbazi

**4.0 Adoption of Agenda**

**Motion:**

19:32

**Moved by:**

C. Leung

**Seconded by:**

S. Chait

**THAT** the Agenda of April 18, 2019 be adopted as revised by 8.8 Southern Ontario Library Services (SOLS) Budget for 2019/2020.

**CARRIED**

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

There were no disclosures of pecuniary interest.

## **6.0 Minutes**

### **6.1 Library Board Minutes – March 28, 2019**

**Motion:**

19:33

**Moved By:**

S. Chait

**Seconded by:**

G. Johnstone

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

**CARRIED**

## **7.0 Correspondence**

**7.1** Email from Southern Ontario Library Service (SOLS)  
Re: Regional Workshops on Public Library Governance

**7.2** Email from Howard A. Doughty  
Re: In Praise of Libraries

**7.3** Media Release from Richmond Hill Public Library  
Re: Richmond Hill Public Library Adjusts 2019 Operating Budget  
Following City Council's Decision to Cut Library's Budget Request

**Motion:**

19:34

**Moved By:**

G. Johnstone

**Seconded by:**

A. Lauzon

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

**CARRIED**

**8.0 Presentations**

**8.1 Louise Procter Maio, Chief Executive Officer  
Re: Richmond Hill Library Board Orientation**

**Motion:**

19:35

**Moved By:**

J. Zhang

**Seconded by:**

G. Johnstone

**THAT** the Library Board received the *Richmond Hill Public Library Board Orientation Presentation* as information.

**CARRIED**

**8.2 Barbara Ransom, Director, Customer Experiences  
Re: Customer Experiences Division**

**Motion:**

19:36

**Moved By:**

A. Lauzon

**Seconded by:**

C. Leung

**THAT** the Library Board received the *Customer Services Division Presentation* as information.

**CARRIED**

**9.0 Reports**

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

**9.1 2019 First Quarter Operations Report – SRLIB19.15**

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

**Motion:**

19:37

**Moved By:**

C. Yuanfeng Geng

**Seconded by:**

J. Zhang

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

**CARRIED**

**9.2 2019 First Quarter Use Indicators Report – SRLIB19.16**

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

**Motion:**

19:38

**Moved By:**

A. Lauzon

**Seconded by:**

S. Chait

**THAT** the 2019 First Quarter Use Indicators Report to March 31, 2019 be received as information.

**CARRIED**

**9.3 2019 First Quarter Financial Report – SRLIB19.17**

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

**Motion:**

19:39

**Moved By:**

J. Zhang

**Seconded by:**

G. Johnstone

**THAT** the 2019 First Quarter Financial Report to March 31, 2019 be received as information.

**CARRIED**



#### **9.4 Website Services Snapshot Report – SRLIB19.18**

A report was issued prior to the meeting and was presented by D. McLeod, Manager, Technologies and B. Smith, Manager, Communications.

**Motion:**

19:40

**Moved By:**

C. Yuanfeng Geng

**Seconded by:**

C. Leung

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

**CARRIED**

#### **9.5 2018 Richmond Hill Public Library Community Report – SRLIB19.19**

A report was distributed at the meeting and was presented by B. Smith, Manager.

**Motion:**

19:41

**Moved By:**

S. Chait

**Seconded by:**

C. Leung

**THAT** the 2018 Richmond Hill Public Library Community Report be received as information.

**CARRIED**

**9.6 2018 Richmond Green Library Annual Report – SRLIB19.20**

A report was distributed at the meeting and was presented by L. Wong, Manager.

**Motion:**

19:42

**Moved By:**

S. Chait

**Seconded by:**

C. Leung

**THAT** the Richmond Green Library Annual Report 2018 be received as information.

**CARRIED**

**9.7 Final 2019 Operating Budget Report – SRLIB19.21**

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

**Motion:**

19:43

**Moved By:**

S. Chait

**Seconded by:**

C. Leung

**THAT** the Final Approved 2019 Operating Budget Report, be received as information;

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

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

*and*

**THAT** the Final Approved 2019 Business Plan, dated March 28, 2019, be received as information;

**CARRIED**

**9.8 Southern Ontario Library Services (SOLS) Budget for 2019/2020**

L. Procter Maio, Chief Executive Officer advised that the SOLS budget would be reduced by just over 50%, as per the 2019 Ontario Budget tabled in the provincial legislature on Thursday, April 11, 2019.

**Motion:**

19:44

**Moved By:**

G. Johnstone

**Seconded by:**

J. Zhang

**THAT** the verbal report on the SOLS Budget 2019/220 be received as information;

*and*

**THAT** a letter of support for the Southern Ontario Library Services be written to the Minister of Tourism, Culture and Sport.

**CARRIED**

**10.0 Member Announcements**

**11.0 Date of Next Meeting**

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

**12.0 Adjournment**

**Motion:**

19:45

**Moved By:**

C. Yuanfeng Geng

**Seconded by:**

J. Zhang

**THAT** the meeting be adjourned at 9:35 p.m.

**CARRIED**

Respectfully submitted,

“Signed version on file in the Administration Offices”

D. Bishop  
Chair

L. Procter Maio  
Chief Executive Officer



Richmond Hill Public Library Board

## IMPACT OF THE SOLS 2019 BUDGET CUTS REPORT SRLIB19.22

Subject: Impact of the SOLS 2019 Budget Cuts Report  
From: Louise Procter Maio  
Date: May 16, 2019

### 1.0 **Recommendation**

That the *Impact of SOLS 2019 Budget Cuts Report*, dated May 16, 2019, be received as information.

### 2.0 **Purpose**

To provide the Library Board with local impacts on local library service as a result of the provincial budget cuts to Southern Ontario Library Service (SOLS) and Ontario Library Service – North (OLS-N).

### 3.0 **Background**

Public libraries in Ontario have historically epitomized collaboration and cooperation to maximize both effective and efficient use of funding. These characteristics are embedded in the *Public Libraries Act* through the establishment and existence of library service areas, in the north (OLS-N) and south (SOLS) of the province, with the legislated mandate to increase cooperation and coordination amongst public library boards in order to promote

the provision of library services to the public. Both agencies are to assist public library boards by providing them with services and programs that reflect their needs, including consultation, and training and development services. These unique organizations have fostered a culture of collaboration in the delivery of public library service across Ontario.

The broader public library community has a long standing tradition in expanding the materials and resources available to their own communities by providing equitable access to library collections. The most popular service is the provincial interlibrary loan service facilitated through the service agencies. This service ensures customers have access to information and materials even if the local library does not own it. The interlibrary loan service has now been suspended at least until May 31, 2019 as SOLS studies the impact of their reduced funding. The courier and delivery service provided by SOLS was cancelled as of April 26, 2019.

#### **4.0 Impact on Richmond Hill Public Library**

The suspension of the interlibrary loan system is impactful to Richmond Hill Public Library. RHPL is considered a net lender and as such loaned 3,500 items to libraries across the province in 2018. This is a 107% increase in items loaned by 1 library system alone, over the past 5 years. RHPL also borrows materials from other libraries on behalf of our customers, 800 in 2018, a 23% increase since 2014. The public looks to public libraries to supply information resources, a core mandate.

The ability to manage this service is facilitated by the provincial courier and mail service provided by SOLS that expedites delivery of materials within library systems and to library systems across the province. RHPL depends upon the SOLS courier service, for which we pay a fee, to transport interlibrary loan materials. This courier service also acts as our interbranch delivery service that distributes RHPL materials throughout the 4 branch locations. The elimination of the courier service, effective April 26<sup>th</sup> with little notice, has substantially

impacted core business functionality. The ability of customers to place holds on physical materials has been suspended for over 2 weeks. New materials could not be shipped out to the branches nor could collections be moved between branches.

The loss of the Library's interbranch delivery service is significant as the Library's holds program is an incredible well-used service by the community. In the first quarter of 2019 RHPL fulfilled more than 48,700 holds, almost 535 holds per day. The Library also shipped an average of 450 boxes of materials between its branches, more than 60 boxes per day. The Ministry's remedy to the cancellation of service was to use the postage system. This is unrealistic. Any company managing a large inventory requires shipping services, library service is no different.

## **5.0 Next Steps**

Staff have vigorously sought to find and engage a courier service so that library operations could be normalized for over 72,000 customers who borrowed over 2.1 million items in 2018. Full service was re-established on Monday, May 13, 2019. The timeliness of operations will be impacted as logistics are worked out with the new company recently engaged. However the holds program has been restored and new and existing materials may now be shipped to all sites. Interlibrary loan service remains suspended as we await further information from SOLS and the Ministry on this issue.

## **6.0 Financial Implications**

Fees previously earmarked to SOLS for courier service will be reallocated to the new courier company.

## **7.0 Alignment with Strategic Plan**

This report aligns with the Strategic Plan to *Enrich Your Choices* by re-establishing access to Richmond Hill Public Library's collections for residents.

## **8.0 Conclusion**

Minister Michael Tibollo, Minister, Tourism, Culture and Sport released an April 18, 2019 Statement on Public Library Funding and claimed that SOLS and OLS-N... “are arm’s length agencies that have no involvement in the day-to-day operation of Ontario’s public libraries.” This statement is inaccurate as this budget cut has had detrimental impacts on local libraries throughout Ontario and on Richmond Hill’s four branch library system. The well-used interlibrary loan system is still under review. The courier and delivery system, which was immediately cancelled, caused harmful consequences to local libraries throughout Ontario and particularly on Richmond Hill’s four branch system. After a two+ week delay, RHPL has been able to normalize its operations but still awaits the decision on the interlibrary loan service.

### **Pre-Submission Review**

Executive Leadership Team – Wednesday, May 8, 2019

Approved by:

“Signed version on file in the Administration Office”

Louise Procter Maio  
Chief Executive Officer





Richmond Hill Public Library Board

## RECONSIDERATION OF 2019 LIBRARY SERVICES REPORT SRLIB19.23

Subject: Reconsideration of 2019 Library Services Report  
From: Louise Procter Maio  
Date: May 16, 2019

### 1.0 Recommendation

That the *Reconsideration of 2019 Library Services Report*, dated May 16, 2019, be received as information;

*and*

That the Library Board approve restoring Sunday service from June 9 to September 1, 2019, by temporarily reallocating personnel costs in 2019 earmarked for the new Oak Ridges Library.

### 2.0 Purpose

To provide the Library Board with an alternative option in realigning library services to meet approved funding.

### **3.0 Background**

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

The Library is required to have a balanced budget. To realign the budget with approved funding required a permanent deletion in staff and service areas. After vigorously reviewing and debating options, the Library Board approved the following budget adjustments, as a balanced, measured approach, to meet the funding envelope:

1. reduction in personnel costs including elimination of 3 existing positions;
2. elimination of Sunday service hours at Central Library for 13 weeks;
3. deletion of new staff asks (3 positions) to provide service to a growing community; and
4. reduction in the transfer to City of Richmond Hill's Capital Reserve Fund.

The Library's final budget was approved at the March 28, 2019, Board meeting and staff began to implement the actions to realign service with funding. During the month of April CUPE 905.24 was advised of impending temporary layoffs as was affected staff. Additionally, the Library began advising the public regarding the 13 week Sunday service closure at Central Library.

### **4.0 Reconsideration of Library Service Options**

Concerns have since been expressed and the Library Board was asked to reconsider the 13 week Sunday service closure at Central Library. An alternative approach has been provided for the Board's consideration.

In March 2019 the City and Zurich Insurance reached an agreement with Buttcon Limited to complete the construction of the new Oak Ridges Library. After a period of assessment and review, the expected completion date of the remaining construction scope is targeted for Fall 2019.

While the majority of the new positions required to staff the new Oak Ridges Library, approved in 2017 in anticipation of a Fall 2017 opening, have been hired, there are some staff costs that have not yet been expended pending a firm occupancy date from the contractor. Costs associated for this remaining staff could be deferred due to the now anticipated Fall 2019 opening of the new Library. Those budgeted 2019 funds could be temporarily reallocated to fund the 13 week gap in Sunday service.

The impacts of this alternative include the following:

- Inability to effectively manage the circulation of library materials with the existing staff at the Oak Ridges Library;
- Temporary deferral of hiring the last complement of Oak Ridges Library staff; and
- Temporary restoration of Sunday service at Central Library in 2019.

## **5.0 Financial Implications**

Reallocating funds earmarked for additional staff hours at the new Oak Ridges Library will be sufficient to restore Sunday library service at Central Library for 13 weeks, allowing for a continuation of Sunday service throughout the year.

## **6.0 Conclusion**

Funding constraints are impacting the Library's ability to carry out existing operations and maintain service levels for a growing community. As a service-based organization, personnel costs represent the largest portion of the Library's budget. Reallocating personnel funds in 2019 from the new Oak Ridges Library to Sunday service is a temporary solution for 2019. Hiring the remaining Oak

Ridges staff will be necessary to effectively deliver service in the new Oak Ridges Library once it opens. The shortfall of funds for full Sunday service must be addressed in the development of the 2020 operating budget so as to meet the service expectations and needs of the community.

**Pre-Submission Review**

Executive Leadership Team – Tuesday, May 7, 2019

Approved by:

“Signed version on file in the Administration Office”

Louise Procter Maio  
Chief Executive Officer



Richmond Hill Public Library Board

## NEW OAK RIDGES LIBRARY STATUS REPORT

### SRLIB19.24

Subject: New Oak Ridges Library Status Report  
From: Louise Procter Maio  
Date: May 16, 2019

#### 1.0 **Recommendation**

That the *New Oak Ridges Library Status Report* dated May 16, 2019 be received as information.

#### 2.0 **Purpose**

To provide the Library Board with an update on the status of the new Oak Ridges Library project.

#### 3.0 **Background**

The new Oak Ridges Library will be located on the northwest corner of Yonge Street and Regatta Avenue. A joint project with the City of Richmond Hill and the Library, planning for the new Library began in 2013 with the Library Facilities Master Plan. The architectural design for the new Library was awarded to Perkins + Will Canada Inc. in September 2014. The new Oak Ridges Library project was approved by the City of Richmond Hill Council as part of the 2015 Capital Budget. Architectural design for the new Oak Ridges Library which

includes floor plans, interior design and millwork was completed in December 2015. The selection of a contractor to construct the new Library was coordinated by the City of Richmond Hill in late spring 2016. Bondfield Construction Company Ltd. was awarded the contract July 15, 2016. Construction of the new Oak Ridges Library began in August 2016.

Originally the Library project was to be completed by November 17, 2017. As a result of significant rain delays and other contractual issues, the completion date was changed to March 28, 2018. In early October 2018 the construction of the Library was 90% complete and despite the best efforts of City staff to work with the contractor to complete the construction of the Library little progress was made. As a result on October 3, 2018 the City exercised its right under the contract to terminate Bondfield's right to continue work. Under the warranty provisions in the contract the City called upon the bonding company Zurich Insurance to complete the project.

In early March 2019 the Town and Zurich Insurance reached an agreement with Buttcon Limited to complete the construction of the Library. Buttcon Limited took over construction on March 18, 2019. The expected completion date of the remaining construction scope is fall 2019.

#### **4.0 New Oak Ridges Library Status**

There are many components that require planning and ongoing work in preparation for the move to the new Library. The statuses of these components are outlined below:

##### **Construction**

City of Richmond Hill staff and the Perkins + Will architectural team have been working closely with Buttcon Limited during the transition phase of the project. Buttcon Limited has substantially completed pre-construction surveys and clean up. Early work has begun. Interior finishing is underway with the installation of

flooring in the public and staff areas. Interior glass, doors and door hardware installation in process. Millwork remediation is almost complete. The green roof is near completion. Exterior excavation and grading is scheduled to begin this week with landscaping to follow.

### **Furniture and Shelving**

Furniture and shelving has been ordered.

### **Technology**

Plans for technology equipment selection are complete and purchasing is in process. Technology equipment includes such items as: material sorter, check-in and check-out kiosks, computers and printers for public and staff use, wireless equipment, maker space equipment, audio visual presentation equipment, charging stations, information kiosks and digital signage.

### **Collection Development**

Over 23,000 new material items have been ordered and received and are currently in storage. The new Library's collection size will be over 80,000 items on opening day.

### **Staff**

Update and planning meetings with Oak Ridges Library staff continue in preparation for the move to the new Library.

### **Moving Services**

Specialized library moving services are required to move library material and equipment from the current Library site to the new site. A mover has been selected.

## **5.0 Looking Ahead**

### **Library Closure and Move to the New Site**

The Library will close to the public at its current location when an occupancy date has been established. The occupancy date is a milestone date which allows the Library to occupy and move into the new Library.

It is anticipated that the Oak Ridges Library will be closed to the public for approximately 6 weeks for the move and transition to the new site. Library customers will be redirected to the other Richmond Hill Public Library sites during the closure period.

### **Opening Date**

Opening of the new Oak Ridges Library is anticipated for fall 2019.

Extensive communication of the Oak Ridges Library's closure period and opening date will be posted on the Library's web site, social media channels, and other formats such as signs posted in all Library locations.

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

This report aligns with the Library's *Strategic Plan* directive 'Contribute Vibrant Spaces' by rethinking and designing the new Library's physical spaces for different types of services, programs and uses; spaces that are easily integrated into everyone's daily life and renew customers' library experiences.

## **7.0 Conclusion**

The design and construction of the new Oak Ridges Library will provide opportunities for a wide range of library services that cannot be provided in the current smaller and crowded library facility. The new Library will offer an expanded selection of programs, collections and services to the community; and provide the community with a sense of place and civic presence. The new Oak



Ridges Library will have a flexible design to allow it to grow and adapt to the future needs of the community.

**Pre-Submission Review**

Executive Leadership Team – Friday, May 10, 2019

Submitted by:

Approved by:

“Signed version on file in the Administration Office”

Barbara Ransom  
Director, Customer Experiences

Louise Procter Maio  
Chief Executive Officer