



A Regular Meeting of
the Richmond Hill Public Library Board
will be in the Auditorium of the Richvale Library
on Thursday, June 27, 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 – May 16, 2019**
- 6.0 **Correspondence**
- 7.0 **Presentations**
 - 7.1 **Melanie Dugard, Principal, Grant Thornton**
Re: 2018 Audited Financial Statements

8.0 Reports

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

8.1 **2018 Audited Financial Statements of Richmond Hill Public Library Board Report SRLIB19.26**

8.2 **Fees and Service Charges Policy and Related Policies Report SRLIB19.27**

8.3 **2018 Final Richmond Hill Public Library Community Report SRLIB19.28**

8.4 **2018 Final Richmond Green Library Annual Report SRLIB19.29**

8.5 **Provincial Regional Government Review Report SRLIB19.30**

8.6 **Interlibrary Loan Service Update Report SRLIB19.31**

8.7 **New Oak Ridges Library Status Report SRLIB19.32**

8.8 **Revenue Generation**

9.0 Member Announcements

10.0 Date of Next Meeting

September Meetings of the Library Board will be held on:

Thursday, September 12, 2019 at 7:30 p.m. at Central Library – Finance Committee of the Whole Meeting; and

Thursday, September 19, 2019 at 7:30 p.m. at Central Library – Regular Meeting.

***Please advise Louise Procter Maio of regrets for attendance, by **noon** on Thursday, June 27, 2019 at 905–884–9288, extension 5041 or e-mail: 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

The Richmond Hill Public Library Board
Thursday, May 16, 2019

MINUTES

The Richmond Hill Public Library Board held its regularly scheduled meeting on Thursday, May 16, 2019 in the Boardroom at Central Library, 1 Atkinson Street, Richmond Hill, Ontario.

Present: Councillor Greg Beros – remote attendance
Stephen Chait
Regional and Local Councillor Joe Di Paola
Claire Yuanfeng Geng
Gwen Johnstone, Vice Chair
Alicia Lauzon
Councillor Tom Muench
Regional and Local Councillor Carmine Perrelli – remote attendance
Mahnaz Shahbazi
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
Eva Liu, Executive Manager, Talent and Culture

Greg Patterson, Manager, Central Library
Susan Quinn, Advisor, Business Services

1.0 Call to Order

The Vice-Chair called the meeting to order at 7:30 p.m. She announced Councillor Li's resignation from the Board and noted his years of service, and welcomed the new Board members, Regional and Local Councillors Di Paola and Perrelli and Councillors Beros and Muench.

2.0 Regrets

David Bishop
Chungsen Leung

3.0 Adoption of Agenda

Motion:

19:46

Moved By:

S. Chait

Seconded by:

J. Zhang

THAT the Agenda of May 16, 2019 be adopted as revised with the addition of Item 8.5 Reconsideration of Election of Chair and Vice-Chair positions

CARRIED

4.0 Disclosure of Pecuniary Interest and the General Nature Thereof

There were no disclosures of pecuniary interest.

7:36 p.m. Councillor T. Muench arrived to the meeting.

5.0 Minutes

5.1 Library Board Minutes – April 18, 2019

Motion:

19:47

Moved By:

A. Lauzon

Seconded by:

C. Yuanfeng Geng

THAT the Minutes of April 18, 2019 be adopted.

CARRIED

6.0 Correspondence

There was no correspondence

7.0 Presentations

7.1 Mary Jane Celsie, Director, Content

Re: Content Division

Motion:

19:48

Moved By:

Regional and Local Councillor J. Di Paola

Seconded by:

C. Yuanfeng Geng

THAT the Library Board received the *Content Division Presentation* for information.

CARRIED

7.2 Catherine Charles, Director, Community Connections

Re: Community Connections Division

Motion:

19:49

Moved By:

C. Yuanfeng Geng

Seconded by:

S. Chait

THAT the Library Board received the *Community Connections Division Presentation* for information.

CARRIED

8.0 **Reports**

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

8.1 **SOLS Public Governance Best Practices Report – verbal**

S. Chait, C. Yuanfeng Geng, G. Johnstone, A. Lauzon and J. Zhang gave a verbal account of their participation in the SOLS Public Governance Best Practices Workshop held at RHPL on Saturday, May 4, 2019.

Motion:

19:50

Moved By:

A. Lauzon

Seconded by:

J. Zhang

THAT the verbal SOLS Public Governance Best Practices Report, be received for information.

CARRIED

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

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

Motion:

19:51

Moved By:

S. Chait

Seconded by:

C. Yuanfeng Geng

THAT the Impact of SOLS Budget Cuts Report, dated May 16, 2019, be received for information.

CARRIED

8.3 Reconsideration of 2019 Library Services Report – SRLIB19.23

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

Motion:

19:52

Moved By:

Councillor T. Muench

Seconded by:

S. Chait

THAT the Reconsideration of 2019 Library Services Report, dated May 16, 2019, be received for 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.

CARRIED

8.4 New Oak Ridges Library Status Report – SRLIB19.24

A report was issued prior to the meeting and was presented by B. Ransom, Director, Customer Experiences.

Motion:

19:53

Moved By:

A. Lauzon

Seconded by:

Regional and Local Councillor J. Di Paola

THAT the New Oak Ridges Library Status Report dated May 16, 2019 be received for information.

CARRIED

8.5 Reconsideration of the Election of the Chair and Vice-Chair Positions

The Vice-Chair quoted the Public Libraries Act noting Section 14. (3) *A board shall elect one of its members as chair at its first meeting in a new term.*

This agenda item was withdrawn.

9.0 Member Announcements

G. Johnstone complimented staff on the wonderful display cases in the front lobby and the great Arts Contest Celebration held on Tuesday, May 7, 2019.

10.0 Date of Next Meeting

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

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

11.0 Adjournment

Motion:

19:54

Moved By:

S. Chait

Seconded by:

A. Lauzon

THAT the meeting be adjourned at 8:55 p.m.

CARRIED

Respectfully submitted,

“Signed version on file in the Administration Offices”

G. Johnstone
Vice-Chair

L. Procter Maio
Chief Executive Officer



Richmond Hill Public Library Board

**2018 YEAR END AUDITED FINANCIAL STATEMENTS
REPORT
SRLIB19.26**

Subject: 2018 Year End Audited Financial Statements Report
From: Louise Procter Maio, Chief Executive Officer
Date: June 27, 2019

1.0 Recommendation

That the 2018 Audited Financial Statements as of December 31, 2018 be approved; and

That the Board Chair and Chair, Finance Committee be authorized to sign the Financial Statements; and

That the report from Grant Thornton regarding the Communication of Audit Results for the year ended December 31, 2018 be received.

2.0 Purpose

One of the fundamental roles of the Board is stewardship of the organization's resources. This duty includes the responsibility to protect the organization's assets and to oversee its financial affairs. Financial statements are the primary means of communicating information about the organization's financial position

at year end and financial results of its operations over a period of time. The purpose of this report is to provide the financial results of the Library Board's operating funds and reserves for the year ending December 31, 2018.

3.0 Background

As required under the Public Libraries Act, an annual audit of the public library board accounts and transactions must be carried out by an auditor appointed under the Municipal Act. The Library Board jointly engaged the services of Grant Thornton, LLP, Chartered Accountants, external auditor for the Town of Richmond Hill.

The financial statements are the responsibility of the Board's management. Grant Thornton's responsibility is to express an opinion on these financial statements, based on their audit. In their opinion, these financial statements present fairly, in all material respects, the financial position of the Library Board as of December 31, 2018 and in accordance with Canadian generally accepted accounting principles.

Staff has reviewed the attached Auditor's Report for 2018 and concurs with the financial statements contained therein. These financial statements appear differently than the traditional **format** reported in SRLIB19.11 as presented to the Library Board at the March 28, 2019 meeting, due to the detailed presentation reflecting the formal accounting requirements. The operating budget closed in the traditional sense in a surplus position of \$131,257. The Library Board approved the transfer of the surplus to the City of Richmond Hill.

The auditor will be in attendance to present her report and findings.

4.0 Alignment with Strategic Plan

The 2018 year end audited financial statements report aligns with the strategic direction to *Reinforce Our Capabilities* as a key guiding document that underpins our strategies.

5.0 Conclusion

Staff would like to extend their sincere appreciation to the Town's Director of Financial Services and staff for their assistance. Staff recommends the approval of the 2018 year end audited financial statements.

6.0 Attachments

1. 2018 Audited Financial Statements as of December 31, 2018
2. Report to the Board of Directors – Communication of audit strategy and results for the year ended December 31, 2018

Pre-Submission Review

Executive Leadership Team – Tuesday, June 11, 2019

Submitted by:

Approved by:

“Signed version on file in the Administration Office”

Nusrat Ahmed
Executive Manager, Business Services

Louise Procter Maio
Chief Executive Officer



Richmond Hill Public Library Board

**FEES AND SERVICE CHARGES POLICY AND RELATED
POLICIES REPORT
SRLIB19.27**

Subject: Fees and Service Charges Policy and Related Policies Report
From: Louise Procter Maio, Chief Executive Officer
Date: June 27, 2019

1.0 Recommendation

That the revised Fees and Service Charges and Related Policies Report including Fees and Service Charges, Filming and Photography, Meeting Room Rental, Payment and Refund, Proctoring and Circulation Policies, dated June 27, 2019 be approved.

2.0 Purpose

To provide the Library Board with a revised Fees and Service Charges Policy and related policies for consideration, with recommended changes to enhance customer service and accountability of library resources.

3.0 Background

Staff developed the Fees and Service Charges Policy in 2013 which codified fees and service charges levied by Richmond Hill Public Library into one document.

In 2014 it was recommended that this policy be brought to the Library Board for annual review. As this policy impacts five additional policies a corresponding housekeeping update is required to reflect revisions in the Fees and Service Charges Policy.

The *Public Libraries Act* (RSO 1990, Chapter P.44) of Ontario establishes the framework whereby library boards must allow the public access to and use of designated materials and services without making a charge. However, a library board may impose fees for the use of parts of a building that are not used for public library purposes or the use of library services by persons who do not reside in the area of the board's jurisdiction and may impose fines for breaches of lending rules.

The Fees and Service Charges Policy was last approved by the Board in April 2018. At that time a new section, Section 13.0 Collection Agency was added to reflect the engagement of a third party collection agency to manage overdue accounts.

Fines and fees are reviewed annually to ensure that costs are reasonable in order to maximize community access to Library services and resources and reflect best practices with comparator libraries and in accordance with City practices where feasible.

Charges are established in accordance with the following general considerations:

- Comparability to neighbouring and comparator public libraries;
- Affordability to residents and customers;
- Justifiable and reasonable cost recovery;
- Adjustment by the Toronto-based Consumer Price Index where applicable;
- Opportunity for revenue generation; and/or
- Balance between access to/use of resources and Library financial accountability.

Additionally, applicable federal and provincial taxes will be charged.

4.0 Proposed Revisions

As a result of the review process there a number of revisions proposed:

- fines for overdue adult material be increased;
- rates for filming at the library be increased;
- customer accounts be suspended at a lower dollar threshold;
- a new \$5 per title fee be enacted for customers who do not pick up a requested interlibrary loan;
- add new rental space at Richmond Green Library; and
- the 2019 Toronto-based CPI factor of 2% be applied to applicable fees.

The Fees and Service Charges Policy has five related policies. The proposed revisions to the Fees and Service Charges Policy, which impact the related policies, are noted below by individual policy.

4.1 Circulation Policy

- Non-resident fee (exclusive of York Region libraries) be increased by the Consumer Price Index of 2%, from \$60 to \$61.20
- Adult fines for overdue materials be increased from \$.30 per day per item to \$.35 per day per item
- Suspension of borrowing privileges be reduced from \$25 to \$20
- Add a new \$5 per title fee for requested interlibrary loan material not picked up by the customer (new fee)

4.2 Filming and Photography Policy

- Update the commercial filming and photography fees, more in keeping with current rates, from \$1,623.65 to \$2,500 per day of filming;
- Increase the administrative fee from \$541.20 to \$550

4.3 Meeting Room Rental Policy

- Fees for meeting room rentals be increased by the Consumer Price Index (CPI) of 2% for all non-profit and commercial rates
- Add Richmond Green's meeting room as a rental space (new fee)
- Remove all references to required insurance coverage as per City policy

4.4 Payment and Refund Policy

- NSF cheque fee be increased from \$43 to \$45 as per City policy

4.5 Proctoring Policy

- Fees for proctoring be increased by the Consumer Price Index (CPI) of 2%, from \$40 to \$41

4.6 Fees and Service Charges Policy

- To reflect all above revisions
- HST is applied to all applicable fees and service charges

5.0 Alignment With Strategic Plan

The Fees and Service Charges Policy Report aligns with the strategic direction to Enrich Your Choices by making the best use of the Library's resources and to

Reinforce Our Capabilities through responsibly identifying means of producing revenue.

6.0 Conclusion

The Fees and Service Charges Policy has been revised to update and clarify fees and service charges applicable to all relevant sites. Factors guiding the 2019 fees and service charges update process include reasonability, comparability to neighbouring and comparator libraries, affordability for residents and customers, applicability of the 2019 Toronto based Consumer Price Index (CPI) where appropriate, opportunity for revenue generation, and balance between access to services and financial accountability.

Fees and service charges will continue to be monitored annually to ensure efficient and effective stewardship of library resources. Approval of new charges and revisions to existing fees as identified within the report will contribute to continued policy relevancy and accountability. Additionally all related policies will be updated in accordance with the revised Fees and Service Charges Policy.

Staff recommends the Fees and Service Charges Policy and related Policies Report, dated June 27, 2019, for approval effective August 6, 2019. This will allow time for public notice and enactment of system changes.

7.0 Attachment

.1 Fees and Services Charges Policy, dated June 27, 2019

Pre-Submission Review

Executive Leadership Team – Thursday, June 13, 2019

Prepared by:

Submitted by:

“Signed version on file in the Administration Office”

Karen Wales
Manager, Customer Services

Barbara Ransom
Director, Customer Experiences

Approved by:

“Signed version on file in the Administration Office”

Louise Procter Maio
Chief Executive Officer



Richmond Hill Public Library Board

FEES AND SERVICE CHARGES POLICY

1.0 Purpose and Scope

Richmond Hill Public Library *Fees and Service Charges Policy* is intended to consolidate all aspects of RHPL policies regarding fees and service charges. More information regarding each section of this policy can be accessed in the five related policies cited at the end of the document.

2.0 Library Membership

There is no charge for membership with the Richmond Hill Public Library to those who live, work, attend school or own property in Richmond Hill or any of the York Public Libraries Partnership (YRPLP) – Aurora, East Gwillimbury, Georgina, King Township, Markham, Newmarket, Vaughan, and Whitchurch-Stouffville.

The annual membership fee for those who do not live, work, attend school or own property in Richmond Hill, or a YRPLP municipality is \$61.20 per person.

Replacement cost for a lost or damaged membership card is \$2.00.

3.0 Fines

Fines or overdue charges are applicable to all circulating materials and are levied as follows:

Children's Material

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

Adult Material

- \$0.35 per day per item
- \$5.00 maximum per item

Book Express

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

DVDs/Videos

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

iPads

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

Customers of the Visiting Library Service and customers with Special Needs Status are not charged fines but will be charged for lost or damaged materials.

4.0 Lost and Damaged Materials

Customers are responsible for library materials checked out on their record.

The charge for lost or damaged materials is based on the full replacement cost including the cost to acquire, catalogue and process the item. HST will be applied to all non-print material including kits.

A non-refundable \$5.50 plus HST processing fee will be collected for each item.

Replacement copies in lieu of payment are not accepted.

5.0 Copying of Material/Printing

Richmond Hill Public Library adheres to the laws of Canada governing the copying of all materials. The Library retains a copying license for public libraries through Access Canada, a non-profit organization formed and run by Canada's leading associations of creators and publishers. The Library operates within the terms and conditions of this license and makes every effort to ensure customers and staff do likewise.

Use of photocopiers to reproduce all or a substantial part of work protected by copyright is governed by the Canadian Copyright Act. Copying of a work or a substantial part of a work protected by a copyright requires the permission of the copyright owner. No parts of some work, such as music, can be copied without permission. However it is not an infringement of copyright to "deal fairly" with some works for the purpose of private study, research, criticism, review or newspaper summary. The responsibility of determining whether permission is required, and then obtaining permission, is that of the person making the copy and the Richmond Hill Public Library. Staff will neither participate in nor condone infringements of copyright. The Copyright Act is available at service desks should further information be required.

Printing is available from photocopiers, laser printers and the microfilm/microfiche readers. The costs are as follows:

- \$1 for copy card plus min. \$1 loaded for printing
- Black and white printing is \$0.15/side
- Colour printing \$.40 /side
- Scanning \$.05 /side

6.0 Interlibrary Loans

Customers are responsible for the replacement of lost and damaged materials consistent with the policies of the lending institution. A non-refundable processing fee of \$5.50 plus HST will be collected for each lost or damaged item. Outstanding balances for these charges will be reflected on the customer's record and RHPL policies regarding delinquent accounts will apply.

A \$5 per title fee will be levied for any interlibrary loan material that is not picked up.

7.0 York Region Bus Passes and Ticket Sales

Richmond Hill Public Library acts as a Sales Agent for York Region Transit Commission. Prices for YRT bus passes and tickets are set by York Region Transit Commission. All refunds and exchanges must take place through YRT Head Office, not at any library site.

8.0 Program Registration

Fees for programs are determined on an individual basis, with the intent of recovering the cost for external resource people and materials. Programs primarily intended for those 15 years and older will be subject to HST.

An administration fee of 20% will be charged for each requested registration fee refund. If applicable program fees are less than \$5.00 no refund will be issued.

No refunds will be issued after a program has started.

9.0 **Meeting Room Rental Fees**

Meeting rooms may be rented by groups or organizations for meetings, workshops and seminars in a 3-hour block or part thereof at the following rates, plus HST:

9.1 **Non-Profit Groups**

Library	Room	Rental Fees	Additional Time
Central	A or B	\$49.70 per 3-hour block or part thereof	\$16.50 per hour
Central	A & B combined	\$66.20 per 3-hour block or part thereof	\$22.00 per hour
Central	C	\$33.10 per 3-hour block or part thereof	\$11.00 per hour
Oak Ridges		\$33.10 per 3-hour block or part thereof	\$11.00 per hour
Richvale		\$33.10 per 3-hour block or part thereof	\$11.00 per hour
Richmond Green		\$33.10 per 3-hour block or part thereof	\$11.00 per hour

9.2 Commercial Groups

Library	Room	Rental Fees	Additional Time
Central	A or B	\$99.40 per 3-hour block or part thereof	\$33.10 per hour
Central	A & B combined	\$116 per 3-hour block or part thereof	\$38.65 per hour
Central	C	\$66.20 per 3-hour block or part thereof	\$22.00 per hour
Oak Ridges		\$66.20 per 3-hour block or part thereof	\$22.00 per hour
Richvale		\$66.20 per 3-hour block or part thereof	\$22.00 per hour
Richmond Green		\$66.20 per 3-hour block or part thereof	\$22.00 per hour

Refunds for prepaid bookings will be issued, less a 20% Administrative Fee if the cancellation is made at least seven (7) days before the booking date.

Cancellations made within seven (7) days of the booking will be non-refundable.

10.0 Filming and Photography in the Library

Richmond Hill Public Library allows commercial filming and photography in the Library provided there is no disruption of library service or cost to the library and that the library's image and reputation are preserved.

Fees for such use are as follows:

- \$550.00 plus HST non- refundable Administration Fee payable in advance at the time of application
- \$2,500.00 plus HST per calendar day (or part thereof)

RHPL may reduce or waive the fee for non-commercial production agencies and public broadcasting institutions producing educational and public interest programs, including documentaries.

11.0 Returned (N.S.F.) Cheques

There is a \$45.00 service charge on N.S.F. (non-sufficient funds) cheques received as payment for Library fees or services. The replacement payment must be cash, certified cheque, debit card, Visa or MasterCard.

12.0 Proctoring

Examination proctoring is offered at Central Library for a fee of \$41.00 plus HST. The Library accepts no responsibility for any charges involved in proctoring such as photocopying or mailing charges. Any such costs are borne by the student taking the exam and must be paid before the exam commences.

13.0 Collection Agency

Richmond Hill Public Library utilizes a third party collection agency for customers who have overdue, unpaid bills on their account. A non-refundable fee of \$20 is levied on any customer account sent to the Collection Agency.

14.0 Related Policies

1. Circulation Policy (June 2019)
2. Filming and Photography Policy (June 2019)
3. Meeting Room Rental Policy (June 2019)

4. Payment and Refund Policy (June 2019)
5. Proctoring Policy (June 2019)

Enriching Your Connections, Choices and Community

Dates	Motion #
Effective Date: August 6, 2019	
Approval Date: June 27, 2019	#19.xx
Date of Last Revision: April 19, 2018	#18:43



Richmond Hill Public Library Board

**2018 RICHMOND HILL PUBLIC LIBRARY COMMUNITY
REPORT
SRLIB19.28**

Subject: 2018 Richmond Hill Public Library Community Report
From: Louise Procter Maio, Chief Executive Officer
Date: June 27, 2019

1.0 Recommendation

That the 2018 Richmond Hill Public Library Community Report dated June 27, 2019 be received for information.

2.0 Purpose

To provide the Library Board with the final print version of the 2018 Richmond Hill Public Library Community Report.

3.0 Background

The Library Board has an obligation under the *Public Libraries Act* to make an annual report to the Minister. On a yearly basis, Richmond Hill Public Library summarizes its annual activity and presents it to the public in the form of an annual report. The report for 2018 communicates to the public the breadth and depth of activities and initiatives in which the Library was involved throughout

2018. With the Strategic Plan as the touchstone, our story is told through the four guiding strategies, directly to our residents.

The final printed copy of the 2018 Richmond Hill Public Library Community Report, approved at the April meeting, has been published and will be distributed at the Board meeting. Following Board receipt, it will be disseminated to the Ministry of Tourism, Culture and Sport, local organizations and partners and will also be accessible on the Library website and at all library locations.

4.0 Alignment with the Strategic Plan

This report aligns with the Library's Vision, as it enriches connections, choices and community by conveying the Library as the connecting knowledge centre.

It also aligns with the strategic direction to Reinforce Our Capabilities, as this corporate communication piece acts as a key guiding document that underpins our four strategies.

5.0 Attachment

1. 2018 Richmond Hill Public Library Community Report, dated June 27, 2019

Pre-Submission Review

Executive Leadership Team – Tuesday, June 11, 2019

Prepared by:

Submitted by:

“Signed version on file in the Administration Office”

Brock Smith
Manager, Communications

Catherine Charles
Director, Community Connections

Approved by:

“Signed version on file in the Administration Office”

Louise Procter Maio
Chief Executive Officer



Richmond Hill Public Library Board

2018 RICHMOND GREEN LIBRARY ANNUAL REPORT

SRLIB19.29

Subject: 2018 Richmond Green Library Annual Report
From: Louise Procter Maio, Chief Executive Officer
Date: June 27, 2019

1.0 **Recommendation**

That the 2018 Richmond Green Library Annual Report dated June 27, 2019 be received for information.

2.0 **Purpose**

To provide the Library Board with the final print version of the 2018 Richmond Green Library Annual Report.

3.0 **Background**

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 Richmond Green Secondary School (RGSS).

The report demonstrates the effectiveness of the partnership between the YRDSB, the Richmond Hill Public Library Board, and the City of Richmond Hill. As a result of the partnership, students attending RGSS have access to a large

collection of library materials for their education requirements, library support from professional librarians within and beyond regular school hours, and a space where student success is celebrated through library instruction, orientation sessions, and programs.

The final printed copy of the 2018 Richmond Green Library Annual Report, approved at the April meeting, has been published and will be distributed at the Board meeting. Following Board receipt, it will be disseminated to key stakeholders, YRDSB officials, available to the public, and will also be accessible on the Library website.

4.0 Alignment with the Strategic Plan

This report aligns with the Library's Vision, as it enriches connections, choices and community by conveying the Library as the connecting knowledge centre.

It also aligns with the strategic direction to Reinforce Our Capabilities, as this corporate communication piece acts as a key guiding document that underpins our four strategies.

5.0 Attachment

1. 2018 Richmond Green Library Annual Report, dated June 27, 2019

Pre-Submission Review

Executive Leadership Team – Tuesday, June 11, 2019

Prepared by:

Submitted by:

“Signed version on file in the Administration Office”

Brock Smith
Manager, Communications

Catherine Charles
Director, Community Connections

Approved by:

“Signed version on file in the Administration Office”

Louise Procter Maio
Chief Executive Officer



Richmond Hill Public Library Board

PROVINCIAL REGIONAL GOVERNMENT REVIEW REPORT SRLIB19.30

Subject: Provincial Regional Government Review Report
From: Louise Procter Maio, Chief Executive Officer
Date: June 27, 2019

1.0 Recommendation

That the Provincial Regional Government Review Report dated June 27, 2019 be received for information.

2.0 Purpose

To provide the Library Board with an alert on the regional government review currently in process and conducted by the Province of Ontario.

3.0 Background

Regional municipalities were established in the 1970s. Since then populations have grown or changed and infrastructure pressures have increased. The Province of Ontario announced a regional government review in 2018. The Minister of Municipal Affairs and Housing appointed two special advisors as an advisory body to help with this review, Ken Seiling and Michael Fenn. The work of the advisory body began in December 2018. The geographic areas under review cover Ontario's 8 regional municipalities (Durham, Halton, Muskoka

District, Niagara, Oxford County, Peel, Waterloo, York), and Simcoe County and their lower-tier municipalities. The York Region review includes the municipalities of Aurora, East Gwillimbury, Georgina, King, Markham, Newmarket, Richmond Hill, Vaughan and Whitchurch-Strouffville.

The mandate of the advisory body is to provide expert advice to the Minister of Municipal Affairs and Housing and to make recommendations to the provincial government on opportunities to improve regional governance and service delivery. Recommendations from the advisory body will focus on questions of municipal governance and decision-making and questions on municipal service delivery.

As part of the process, the advisory body will and has solicited input from elected and appointed council members, municipal and business stakeholders and members of the public. A session for York Region was scheduled for May 6, 2019. Stephen Abram, Executive Director, Federation of Ontario Public Libraries spoke on behalf of public libraries before the advisory body. His remarks are attached.

4.0 Conclusion

The advisory body is to develop recommendations for the Minister of Municipal Affairs and Housing, for the purpose of improving governance, decision-making and service delivery in the regions/Simcoe County and their lower-tier municipalities, and actionable options for implementation. Recommendations are to be submitted to the Minister in early Summer 2019, the special advisors may be retained until the end of September 2019.¹ It is expected that the Province's Regional Government Review will be completed by Fall 2019.

¹ www.ontario.ca/page/regional-government-review

5.0 Attachment

Presentation by Stephen Abram, Executive Director, Federation of Ontario Public Libraries Regional Government Review Consultations, Newmarket, Ontario, May 6, 2019

Pre-Submission Review

Executive Leadership Team – Tuesday, June 11, 2019

Approved by:

“Signed version on file in the Administration Office”

Louise Procter Maio
Chief Executive Officer



ONE VOICE FOR ONTARIO PUBLIC LIBRARIES

Presentation by Stephen Abram, MLS, executive director, FOPL

Regional Government Review Consultations

Newmarket Ontario: May 6, 2019

- Good afternoon. Greetings Chairs Ken Seiling and Michael Fenn.
- Thank you for the opportunity today to participate in your Regional Government Review consultations.
- My name is Stephen Abram and I am a professional librarian and the executive director of the Federation of Ontario Public Libraries / La Fédération des bibliothèques publiques de l'Ontario. We represent Ontario's over 310 library systems with over 6 million library cardholders – in Ontario's rural, northern, town, county, suburban, urban, indigenous, and francophone communities including all 82 Southern Ontario communities covered by this consultation.

I won't bury the lede!

You asked that we focus on comments, in particular, on the advisors are looking for your feedback on regional governance, decision-making, and service delivery.

I believe the context or goal of this consultation is to make recommendations on developing an improved nimble, cost-effective, and efficient governance.

- Ontario's Public Library systems are exemplars of good local, community-led, governance, advanced, large-scale consortial and collaborative activities and strong partnerships with local, regional, municipal, provincial, and federal organizations for the benefit of the communities they serve. We have too much data and proofs to share in the time we have today, but we stand ready to provide this at your request. Our model should be reviewed for other sectors.

- Ontario's local public library boards are **voluntary & community-led**. Unlike county library boards, which are entirely comprised of elected officials, community members are required by law to make up a majority of the members of local public library boards. This leads to strong local ties and community identities being expressed well and local needs being addressed well by the library and in partnership.
- **All of Ontario's local library board trustees are unpaid**, and take on these important roles to ensure that the public library is able to sustainably deliver critical resources and services to the people of their communities. They take on strategic and fiscal risk to contribute to their local communities.
- Local public library boards are **independent from local municipal government**, while at the same time are **focused on responding to the needs and character of their communities**. Many own their own public library buildings, are independently incorporated, and all maintain independent oversight of local public library budgets as set being guided by municipal fiscal decision-making. It is so rare that a library exceeds their allocated budget as to be almost unheard of.
- This local & independent tradition, which has existed for over a century and is set out in the *Public Libraries Act*, and is what **sets public library boards apart from other municipal boards** established under the *Municipal Act*. They provide local, community-led leadership.
- It reflects the fact that **outside of major urban centres, local & independent public library boards are essential to ensuring that people are able to access critical resources and services through the public library close to home**.
- Our **local library board members are community leaders, small business people and professionals – not always politicians**. They understand how to deliver the most value from every dollar spent and work cooperatively to deliver the greatest impact for local people.
- We strongly urge the reviewers, in preparing their recommendations for the Ontario government, to **maintain the current framework for local, independent public library boards in Ontario** – even if this creates an asymmetrical system.
- We also welcome the opportunity to work together with the Ontario government to **address outdated red tape** that will help our local public library boards deliver essential resources and services even more cost-effectively.
- Public Libraries are in the middle of our new term 4-year cycle. We are running governance and accountability training – cost-effectively – for all of our local library boards – supported by online learning and a professional Governance Hub central website of all governance best practices – over one thousand documents with human hotline support.

- Lastly we support our cooperative agencies SOLS and OLS-North that ensure very high cost-effectiveness and efficiencies in local library operations.

Now on to some further context:

The Federation highlights today how public libraries help Ontario's communities.

- Strong public libraries are essential to millions of people in Ontario; they're not a nice to have. Hard-working Ontarians, families with young children, and seniors in every community across the province depend on them. Protecting public libraries will make sure that people will continue to have access to the critical resources and services they provide – no matter where they live in Ontario.
- Public libraries are Ontario's farthest-reaching, most cost-effective public resource, reaching 98% of Ontarians in hundreds of communities of all sizes. Public libraries are local, close to home, and adapt to meet the people-focused needs of their communities. Through strong local partnerships, trained frontline library staff develop & provide programs and services that millions of people depend on. These include job training, small business support and affordable & high-quality children's and senior's programs. They also provide reliable broadband access and are the frontline ServiceOntario point-of-access for thousands of Ontario government transactions and services.
- Public Libraries have a huge positive impact being used by 74% of Ontario's residents who visit our libraries over six times every second 24/7/365 and growing fast!
- Local Public libraries are Ontario's farthest-reaching, most cost-effective public resource as excellent stewards of public funding. Public librarians seem to be able to rub two nickels together and get a quarter's worth of local impact.
- We're growing our impact with growth of our programs of 83% as one of the top, most used, most valued, public institutions in Ontario. We want to emphasize that Ontario's public library systems experts at maximizing the value of every dollar and focused on providing frontline support and people-focused resources. With no funding increase in 22 years for the annual provincial share of public library operating funding, the net present value of the province's investment has decreased by over 60%. We want the government to be aware that we deliver an incomparable and cost-effective, return on investment. In short, dozens of independent, local community studies show that for every dollar of municipal and provincial investment, the community enjoys, on average, over \$5 in raw economic return. Indeed, our **total** economic and social return on investment (in 8 new 2018/9 studies published under Ontario government special funding) showed an enviable return of **2,700 per**

cent! We help millions of regular people in virtually every community across Ontario – large and small – reach their potential.

- We're Ontario's original community hubs, with a proven history of responding to and reflecting local priorities.
- This includes providing access to job training and re-training programs, small business supports, reliable broadband internet, high-quality children's programs for young families, ER diversion, – as well as supporting self-directed lifelong learning.
- Our contribution to the digital capacity of Ontario's small, rural, remote and northern communities is especially important.
- Our libraries drive and sustain economic development, especially for the people in smaller towns, northern, indigenous, and rural communities.
- We're also a lifeline for seniors, keeping them involved and active in their communities as they move through life.
- And in many communities, we're the frontline access point for digital Ontario government services and transactions through a formal partnership with ServiceOntario
- That is to say, public libraries deliver a big return on investment despite just \$2 per resident in annual funding.
- While we're experts at maximizing the value of every dollar, we've reached a critical crossroads.
- Together, we can help make sure that all the people – no matter where they live in Ontario – will have access to their local public library and the critical resources and services it provides.

We appreciate the opportunity to contribute to the Minister of Municipal Affairs Regional Government Consultations and look forward to building upon our long-standing partnership with the Ontario Government.

Contact:

Stephen Abram
Executive Director
Federation of Ontario Public Libraries
sabram@fopl.ca
Direct: 416-395-0746
Cel: 416-669-4855



Richmond Hill Public Library Board

INTERLIBRARY LOAN SERVICE UPDATE REPORT

SRLIB19.31

Subject: Interlibrary Loan Service Update Report
From: Louise Procter Maio, Chief Executive Officer
Date: June 27, 2019

1.0 **Recommendation**

That the *Interlibrary Loan Service Update Report* be received for information.

2.0 **Purpose**

To provide the Library Board with information regarding changes to interlibrary loan services in Ontario (ILLO) and implications for Richmond Hill Public Library's delivery of the interlibrary loan service.

3.0 **Background**

In May 2019, the Library Board was provided with a staff report¹ outlining 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). At that time, SOLS had announced the cancellation of the provincial delivery and

¹ Richmond Hill Public Library Board. Impact of the SOLS 2019 Budget Cuts Report, May 16, 2019.

courier service effective April 26, 2019. SOLS further announced a suspension of all interlibrary loan services until May 31, 2019.

4.0 Impact on Richmond Hill Public Library

The cessation of the provincial courier and delivery service was impactful on 2 counts for Richmond Hill Public Library. This service expedited the delivery of materials within library systems and to library systems across the province. RHPL depended upon the SOLS courier service, for which we paid a fee, to transport interlibrary loan materials. This courier service also acted as our inter-branch delivery service that distributed RHPL materials throughout the 4 branch locations. As of May 13, 2019 RHPL had engaged a private courier service to partially restore the inter-branch deliveries of new materials, holds and returns. The Library will engage in a full procurement process later in 2019 to determine costs for full restoration of the inter-branch delivery system and normalize core business functionality.

SOLS and OLS-N recently announced a resumption of interlibrary loan services in Ontario following extensive discussions with the Ministry of Tourism, Culture and Sport. The temporary suspension of the Interlibrary Loan service was lifted as of June 1, 2019. Although interlibrary loan services are resuming, SOLS is shifting to a different model that relies upon the Canada Post library materials postage rate, with a partial provincial subsidy for libraries. In addition, SOLS and OLS-North will also maintain the software service to support the interlibrary loan service. The proposed new provincial subsidy is capped at \$340,000 in southern Ontario and \$21,000 in northern Ontario in 2019. It is not known exactly how much individual libraries will be reimbursed, it is dependent upon the overall volume of interlibrary loans and the number of libraries participating.

RHPL's interlibrary loan service remained suspended until June 17th to provide time to measure the impact of these changes and to decide if modifications to the local service were necessary. Typically up to 400 packages are sent out monthly to other libraries. The current Library Materials Postage Rate for items that

RHPL sends to other libraries is \$1.34 (GTA area) and \$2.25 (for libraries outside the GTA), for an average of \$1.80.

The SOLS postage reimbursement will be based on the volume of total loans for the year. For example, based on both RHPL's loan volume for 2018 and the money available through SOLS, RHPL will be reimbursed \$1.15 in postage for each package. This would leave an average shortfall of \$0.65 postage per item. However, the reimbursement amount may change for 2019 dependent on volume across the southern part of the province. In tracking the first 6 months of 2019 and forecasting the volume for the remainder of 2019, there is approximately an additional \$1,000 required over the budgeted amount of \$1,200. This overage may be supported in the 2019 budget.

Until further information is available regarding SOLS interlibrary loan Service and the available postal subsidies, ILLO service at RHPL will continue as is for 2019. The only change to policies and procedures would be the addition of a \$5.00 charge levied for interlibrary loan items not picked up by requesting customers. A review of past practice indicates that 18% of ILLO requests are not picked up by Richmond Hill customers. This fee was recommended in the Fees and Service Charges Policy, previously discussed by the Board.

5.0 Alignment with Strategic Plan

This Report aligns with the strategic direction to *Strengthen Your Connections* by providing relevant collections to our customers by collaborating with library partners across the province.

6.0 Conclusion

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. Providing interlibrary loan service to other libraries (and, by extension, their customers) allows libraries across the province

to have access to a vast collection of resources. This service ensures customers have access to information and materials even if the local library does not own it. Correspondingly, RHPL's own collections are expanded to the benefit of our customers with more specialized information needs.

Postal costs will be closely monitored for the remainder of 2019. Staff will also track and review the changes that other libraries make over the coming months to ensure careful management of this new service model.

Pre-Submission Review

Executive Leadership Team – Thursday, June 20, 2019.

Prepared by:

Approved by:

“Signed version on file in the Administration Office”

Mary Jane Celsie
Director, Content

Louise Procter Maio
Chief Executive Officer



Richmond Hill Public Library Board

NEW OAK RIDGES LIBRARY STATUS REPORT

SRLIB19.32

Subject: New Oak Ridges Library Status Report
From: Louise Procter Maio
Date: June 27, 2019

1.0 **Recommendation**

That the *New Oak Ridges Library Status Report* dated June 27, 2019 be received for 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, the two story building has been designed with flexible and adaptable spaces and a dynamic interweaving of book spaces and people spaces. It will be a welcoming community destination offering free and accessible library services.

4.0 New Oak Ridges Library Construction Status

City of Richmond Hill staff and the Perkins + Will architectural team have been working closely with Buttcon Limited to complete the construction of the Library. The proposed occupancy date is September 2019. Recent trade strikes may have an impact on the construction schedule.

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 key 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 – Thursday, June 20, 2019

Submitted by:

Approved by:

“Signed version on file in the Administration Office”

Barbara Ransom
Director, Customer Experiences

Louise Procter Maio
Chief Executive Officer