



A Regular Meeting of
the Richmond Hill Public Library Board
will be held at Richmond Green Library
on Thursday, April 20, 2023 at 4:00pm

AGENDA

1.0 Call to Order

2.0 Regrets

3.0 Adoption of Agenda

3.1 Opening Remarks Board Chair

3.2 Adoption of Agenda

4.0 Disclosure of Pecuniary Interest and the General Nature Thereof

5.0 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.

6.0 Minutes

- 6.1 *Library Board Minutes – February 16, 2023**
- 6.2 *RHPL Board Finance Steering Committee Minutes – March 10, 2023**
- 6.3 *RHPL Board Master Plan Steering Committee Minutes – April 5, 2023**
- 6.4 *RHPL Board Intellectual Freedom Steering Committee Minutes – April 11, 2023**

7.0 Presentations

- 7.1 Intellectual Freedom Working Group Update**
Joshua Dyer, Director Content Strategy & Delivery

8.0 Reports

- 8.1 *Customer Code of Conduct Policy Update Report SRLIB23.04**
- 8.2 *Circulation Policy Update Report SRLIB23.05**
- 8.3 *2022 Year-End Financial Close Report SRLIB23.06**
- 8.4 *Salary Administration for the Non-Union Employee Group Policy Update – SRLIB23.07**

9.0 New Business

9.1 New Motions

9.2 Correspondence

- 9.2.1 *Article from CBC – dated March 27, 202

CBC Toronto and Richmond Hill Library host Creator Camp

- 9.2.2 *Under the Influence with Terry O'Reilly

Long Overdue: The Creative Boom of Library Marketing

This week, we look at the ways libraries market themselves. If you think libraries are quiet, you've got another thing coming. We'll

talk about a library video series that played out like a TV cop show and we'll look at library wars - when libraries battle each other on social media. <https://www.cbc.ca/listen/live-radio/1-70-under-the-influence/clip/15890250-long-overdue-the-creative-boom-library-marketing>

9.3 Member Announcements

9.3.1 Hillcrest Pop-Ups (verbal, J. Dyer)

9.3.2 Denison Conference Case Study (verbal, R. Fribance)

9.3.3 Website and Branch Launch Date Update (verbal, R. Fribance)

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

10.1 Labour relations or employee negotiations

11.0 Resolution to Reconvene in Open Session

Adoption of Recommendations Arising from Closed Session (if any)

12.0 Date of Next Meetings

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

Thursday, May 18, 2023 @ 4:00 p.m. at Richvale Library to be followed by library tour.

13.0 Adjournment

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

The Richmond Hill Public Library Board
Thursday, February 16, 2023

MINUTES

The Richmond Hill Public Library Board held a regular meeting on Thursday, February 16, 2023 at Oak Ridges Library, 34 Regatta Avenue, Richmond Hill, Ontario.

Present: Sugantha Raj, Vice Chair
Jason Cherniak
Councillor Carol Davidson
Councillor Castro Liu
Sadra Nasser
Mona Shahnazari
Councillor Scott Thompson

Staff: Darren Solomon, Chief Executive Officer
Joshua Dyer, Director, Content & Strategy Delivery
Robin Fribance, Director, Experience & Strategy
Yunmi Hwang, Director, Branch Services
Annesha Hutchinson, Communications Manager
Mirza Mehdi, Digital Product Manager
Matthew Leung, Supervisor Application Services, City of Richmond Hill
Susan Quinn, Administrative Coordinator

1.0 Call to Order

The Vice Chair called the meeting to order at 4:02 p.m.

2.0 **Regrets**

Stephen Chait

Sofia Ma

3.0 **Adoption of Agenda**

Motion:

23:12

Moved by:

Councillor C. Davidson

Seconded by:

S. Nasser

THAT the Agenda of February 16, 2023 be adopted.

CARRIED UNANIMOUSLY

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

There were no disclosures of pecuniary interest.

5.0 **Delegations**

None

6.0 **Minutes**

6.1 Library Board Minutes – January 19, 2023

Motion:

23:13

Moved by:

M. Shahnarazi

Seconded by:

J. Cherniak

THAT the Minutes of January 19, 2023 be adopted.

CARRIED UNANIMOUSLY

4:09 p.m. Councillor S. Thompson arrived to the meeting

4:20 p.m. Councillor C. Liu arrived to the meeting

7.0 Presentations

7.1 Quarterly Strategic Priorities Update

Robin Fribance, Director Experience & Strategy

7.2 Brand Update

Joshua Dyer, Director Content Strategy & Delivery

7.3 Website Preview

Robin Fribance, Director Experience & Strategy

Mirza Mehdi, Digital Product Manager

Matthew Leung, Supervisor Application Services, City of Richmond Hill

Annesha Hutchinson, Communications Manager

Motion:

23:14

Moved by:

M. Shahnazari

Seconded by:

Councillor C. Liu

THAT the Quarterly Strategic Priorities Update; Brand Update; and Website Preview presentations be received for information.

CARRIED UNANIMOUSLY

8.0 Reports

8.1 Strategic Plan Progress Report Q4 2022 SRLIB23.03

Motion:

23:15

Moved by:

S. Nasser

Seconded by:

M. Shahnazari

That the Richmond Hill Public Library Board receive this report and presentation for information.

CARRIED UNANIMOUSLY

9.0 New Business

9.1 New Motions

None

9.2 Correspondence

9.2.1 9.2.1 Article from Richmond Hill Liberal – February 10, 2023

'We're all in this together': Iranian-Canadian artists fight for freedom through public art in Richmond Hill

Motion:

23:16

Moved by:

J. Cherniak

Seconded by:

Councillor C. Liu

That the Correspondence be received for information.

CARRIED UNANIMOUSLY

9.3 Member Announcements

9.3.1 2023 OLA Super Conference – highlights & discussion (verbal, D. Solomon)

9.3.2 CBC Toronto Creator Camp - This March RHPL is partnering with CBC Toronto to host our first ever Creator Camp. This full day event will include presentations and workshops on content creation from social media influencers and CBC journalists. At the end of the day one participant will be selected as a CBC reporter/ambassador and will work with a CBC journalist embedded at RHPL for one week. (verbal, J. Dyer)

10.0 Date of Next Meetings

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

Thursday, April 20, 2023 @ 4:00 p.m. at Richmond Green Library to be followed by a tour.

11.0 Adjournment

Motion:

23:17

Moved by:

S. Nasser

Seconded by:

Councillor C. Davidson

THAT the meeting be adjourned at 5:47 p.m.

CARRIED UNANIMOUSLY

Respectfully submitted,

“Signed version on file in the Administration Offices”

Sugantha Raj

Vice Chair

Darren Solomon

Chief Executive Officer



RHPL Board Finance Steering Committee

Friday, March 10, 2023 at 1:00pm at Central Library

Chair: Darren Solomon chaired meeting until Sadra Nasserri was elected as Chair

In Attendance:

- Stephen Chait
- Sadra Nasserri
- Sugantha Raj
- Darren Solomon, CEO
- Andrew Li, City of Richmond Hill, Finance Business Partner
- Sharon Anantram, Administrative Assistant

Regrets:

- Susan Quinn, Administrative Coordinator

Agenda

1. Agenda adoption
2. Electing Chair of RHPL Board Finance Steering Committee / D. Solomon
3. Electing Vice Chair of RHPL Board Finance Steering Committee / D. Solomon
4. Electing Secretary of RHPL Board Finance Steering Committee / D. Solomon
5. 2022 Draft Year End RHPL Operating and Capital Budget Results / A. Li
6. 2023 Council-Approved RHPL Operating and Capital Budgets / A. Li
7. New Business
8. Adjournment

1. Agenda Review and Adoption

Motion: FC23.01

That the agenda be adopted.

Moved by: S. Nasser

Carried

2. Electing Chair of RHPL Board Finance Steering Committee / D. Solomon

Motion: FC23.02

That Sadra Nasser be the chair of Finance Steering Committee

Moved by: S. Chait

Carried

3. Electing Vice Chair of RHPL Board Finance Steering Committee / D. Solomon

Motion: FC23.03

That Sugantha Raj be the Vice Chair of Finance Steering Committee

Moved by: S. Nasser

Carried

4. Electing Secretary of RHPL Board Finance Steering Committee / D. Solomon

Motion: FC23.04

That Susan Quinn be the Secretary of Finance Steering Committee

Moved by: D. Solomon

Carried

5. 2022 Draft Year End RHPL Operating and Capital Budget Results / A. Li

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

- Discussed short fall of revenue actuals vs budget in 2022
 - First quarter still saw the impacts of COVID and the carryover impacts in certain revenue areas continues.
 - Reduced demand for room rentals and availability of paid program offerings contributed to the short fall.

- New Manger of Revenue Development, who will be the person to look at long term revenue growth as part Financial Sustainability Strategy, to be hired in 2023.
- Many old capital projects from 2016 to 2018 were completed in 2022 and will be closed. Other older projects are delayed due to sourcing but are actively being worked on with the goal of closing in 2023.

Motion: FC23.05

- That the Draft 2022 RHPL Operating Results be received for information purposes by the RHPL Board Finance Steering Committee;
- That the list of capital projects closed, as at December 31, 2022, be received for information purposes by the RHPL Board Finance Steering Committee;
- That the RHPL Board Finance Steering Committee recommends that the Library Board approve:
 - The Draft 2022 RHPL Operating Results;
 - The transfer of the \$313,911 2022 surplus to the Library’s Special Purpose Reserve to support organizational realignment costs in 2023;
 - The City’s closure of the following 4 capital projects and that all unexpended monies be returned to City Reserves
 1. 2017 Community Skill Dev. Tech.
 2. 2017 Auto Materials Handling Sortation
 3. 2018 Service Desk Replacement RG
 4. 2018 Auto Materials Handling Sortation

Moved by: S. Chait

Carried

6. 2023 Council-Approved RHPL Operating and Capital Budgets / A. Li

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

- 2023 Budget was brought to the Library Board in December 2022, and was approved by City Council on February 22, 2023.
- Library increase was \$440,600 which represent a 5.5% budget increase and a 0.36% tax rate increase to the City.

- Discussion about current operating challenges due to Shared Services Memorandum of Understanding between Library Board and City of Richmond Hill.
 - Darren Solomon is working with the City Manager to improve current model, with a proposal likely coming to the Board in May/June.

Motion: FC23.06

- That the approved 2023 RHPL Operating and Capital Budget be received for information purposes by the RHPL Board Finance Steering Committee.

Moved by: S. Chait

Carried

7. New Business

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

- When will next RHPL Board Finance Steering Committee meeting take place?
 - Quarterly meetings to be scheduled about a month after the City completes the quarter-end financial statements.
 - Q1 2023 budget review meeting likely will be end of April.
 - All meetings to be on Friday mornings at 10:30am.

Motion: FC23.07

That meetings will be held quarterly at 10:30am on Fridays.

Moved by: S. Raj

Carried

Next Steps

Action Item	Accountable	Due
Set up next meeting	Susan Quinn	End April 2023

8. Adjournment

Motion: FC23.08

That the meeting be adjourned at 1:37 pm

Moved by: S. Raj

Carried

RHPL Board Master Plan Steering Committee

Wednesday, April 5, 2023 at 3:00pm

Location: Virtual

Chair: Yunmi Hwang chaired meeting until she was elected as Chair

In Attendance:

- Councillor Carol Davidson, RHPL Board Member
- Sofia Ma, RHPL Board Member
- Darren Solomon, RHPL CEO
- Josh Dyer, Director, Content & Strategy Delivery
- Robin Fribance, Director, Experience and Strategy
- Yunmi Hwang, Director, Branch Services
- Greg Patterson, Manager, Central Library

Regrets:

- Stephen Chait, RHPL Board Chair
- Councillor Castro Liu, RHPL Board Member

Agenda

1. Agenda adoption
2. Electing Chair of RHPL Board Master Plan Steering Committee / Y. Hwang
3. Electing Vice Chair of RHPL Board Master Plan Steering Committee / Y. Hwang
4. Electing Secretary of RHPL Board Master Plan Steering Committee / Y. Hwang
5. Master Plan Progress Update / Y. Hwang
6. Approval of Master Plan Indigenizing the Library Workshop minutes / Y. Hwang
7. New Business
8. Adjournment

1. Agenda Review and Adoption

Motion: MPC23.01

That the agenda be adopted.

Moved by: D. Solomon

Carried

2. Electing Chair of Master Plan Steering Committee / Y. Hwang

Motion: MPC23.02

That Yunmi Hwang be elected as the Chair of RHPL Board Master Plan Steering Committee

Moved by: D. Solomon

Carried

3. Electing Vice Chair of Master Plan Steering Committee / Y. Hwang

Motion: MPC23.03

That Greg Patterson be elected as the Vice Chair of Master Plan Steering Committee

Moved by: D. Solomon

Carried

4. Electing Secretary of Master Plan Steering Committee / Y. Hwang

Motion: MPC23.04

That Yunmi Hwang be elected as the Secretary of the Master Plan Steering Committee

Moved by: Councillor C. Davidson

Carried

5. Master Plan Progress Update / Y. Hwang

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

- The last Library Facility Master Plan was done in 2013.
- The Library engaged an architecture consultant Brook McIlroy to update the Library Facility Master Plan.

- The Master Plan work was started in August 2022 and scheduled to be completed for May 2023 in 3 Phases:
 - Phase 1: Background, Analysis, and Draft Principles – includes research and visioning workshops
 - Phase 2: Draft Facilities Master Plan – includes public engagement for feedback
 - Phase 3: Final Facilities Master Plan – includes presentation to the Library Boards and City Council
- Highlights of the two presentations delivered by Brook McIlroy were discussed including the impact of different space service target levels, and current and future space deficits
- The funding models for possible library expansions and new builds were discussed which included development charges, sponsorship and donation, and other revenue sources.

Motion: MPC23.05

That the Master Plan progress update be received.

Moved by: Councillor C. Davidson

Carried

6. Approval of Master Plan Indigenizing the Library Workshop minutes / Y. Hwang

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

- As a part of Phase 1 of the Master Plan project to engage stakeholder feedback, local indigenous group participated in a workshop to identify indigenous content and place-making opportunities.
- The workshop took place on Feb 26, 2023 and the minutes from the workshop was reviewed.
- The action items identified in the minutes are being following up by various stakeholders and the discussion will be incorporated the Master Plan recommendations.

Motion: MPC23.06

That the Master Plan Indigenizing the Library workshop minutes be received.

Moved by: Councillor C. Davidson

Carried

7. New Business

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

- Greg Patterson will have a more active role in Master Plan project and he is recommended to be a staff member of the Master Plan Steering Committee.

Motion: MPC23.07

That Greg Patterson be a member of the Master Plan Steering Committee.

Moved by: Councillor C. Davidson

Carried

8. Adjournment

Motion: MPC23.08

That the meeting be adjourned at 3:34 p.m.

Moved by: J. Dyer

Carried

Secretary: Yunmi Hwang

Approved by Chair: Yunmi Hwang

RHPL Board Intellectual Freedom Steering Committee

Tuesday, April 11, 2023 at 3:00pm

Location: Virtual

Chair: Joshua Dyer chaired meeting until Jason Cherniak was elected as Chair

In Attendance:

- Stephen Chait, RHPL Board Chair
- Mona Shahnazari, RHPL Board Member
- Councillor Scott Thompson, RHPL Board Member
- Jason Cherniak, RHPL Board Member
- Darren Solomon, RHPL CEO
- Josh Dyer, Director, Content & Strategy Delivery
- Robin Fribance, Director, Experience and Strategy
- Jordan Graham, Manager, Collections Development & IFWG Chair

Regrets:

- Yunmi Hwang. Director, Branch Services

Agenda

1. Agenda adoption
2. Electing Chair of RHPL Board Intellectual Freedom Steering Committee / J. Dyer
3. Electing Vice Chair of RHPL Board Intellectual Freedom Steering Committee / J. Dyer
4. Electing Secretary of RHPL Board Intellectual Freedom Steering Committee / J. Dyer
5. Intellectual Freedom Working Group Update / J. Dyer
6. New Business
7. Adjournment

1. Agenda Review and Adoption

Motion: IFC23.01

That the amended agenda be adopted.

Moved by: Councillor S. Thompson

Carried

2. Jordan Graham is recommended to be a staff member of the Intellectual Freedom Steering Committee.

Motion: IFC23.02

That Jordan Graham be a member of the Intellectual Freedom Steering Committee.

Moved by: J. Cherniak

Carried

3. Electing Chair of Intellectual Freedom Steering Committee / J. Dyer

Motion: IFC23.03

That Jason Cherniak be elected as the Chair of RHPL Board Intellectual Freedom Steering Committee

Moved by: Councillor S. Thompson

Carried

4. Electing Vice Chair of Intellectual Freedom Steering Committee / J. Dyer

Motion: IFC23.04

That Jordan Graham be elected as the Vice Chair of Intellectual Freedom Steering Committee

Moved by: J. Dyer

Carried

5. Electing Secretary of Intellectual Freedom Steering Committee / J. Dyer

Motion: IFC23.05

That Joshua Dyer be elected as the Secretary of the Intellectual Freedom Steering Committee

Moved by: S. Chait

Carried

5. Intellectual Freedom Working Group Update / J. Dyer

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

- Clarifying the role of TMU's database and how similar cases may be addressed differently by different library systems.
- Discussion around the various challenge process flows, including: that the Steering Committee should be last step in all process flows for reviewing and discussion of cases; clarification around decision-making responsibilities; and recommendations for consistency and usability.
- Discussion about how other forms of media address the variety of information and expression when distributing content to their users, and noted that it's important to continue to watch and learn from relevant use cases in other sectors.
- Recognition of the importance of the Board's role in defending and championing intellectual freedom as core to the library's purpose and values in light of the growing number of challenges across the North America and Ontario

Motion: MPC23.06

That the Intellectual Freedom Working Group update be received.

Moved by: M. Shahnazari

Carried

Next Steps

Action Item	Accountable	Due
Share with Steering Committee past responses to residents from book and programming challenges with the working group as examples	Jordan Graham	May 15, 2023
Explain the roles and responsibilities of all the stakeholders in the process to the Board at	Josh Dyer	April 20, 2023

the next Board meeting, specifically the role they play		
Create standing Steering Committee agenda item to review all in-progress and resolved cases	Jason Cherniak	N/A
Review challenge process flows for optimization, and add into them: (1) “Notify Director” after Manager notification, and (2) add “Steering Committee Case Review” as the last step in all flows	Josh Dyer	April 20, 2023

6. New Business

- None

8. Adjournment

Motion: IFC23.08

That the meeting be adjourned at 5:20 p.m.

Moved by: D. Solomon

Carried

Secretary: Joshua Dyer

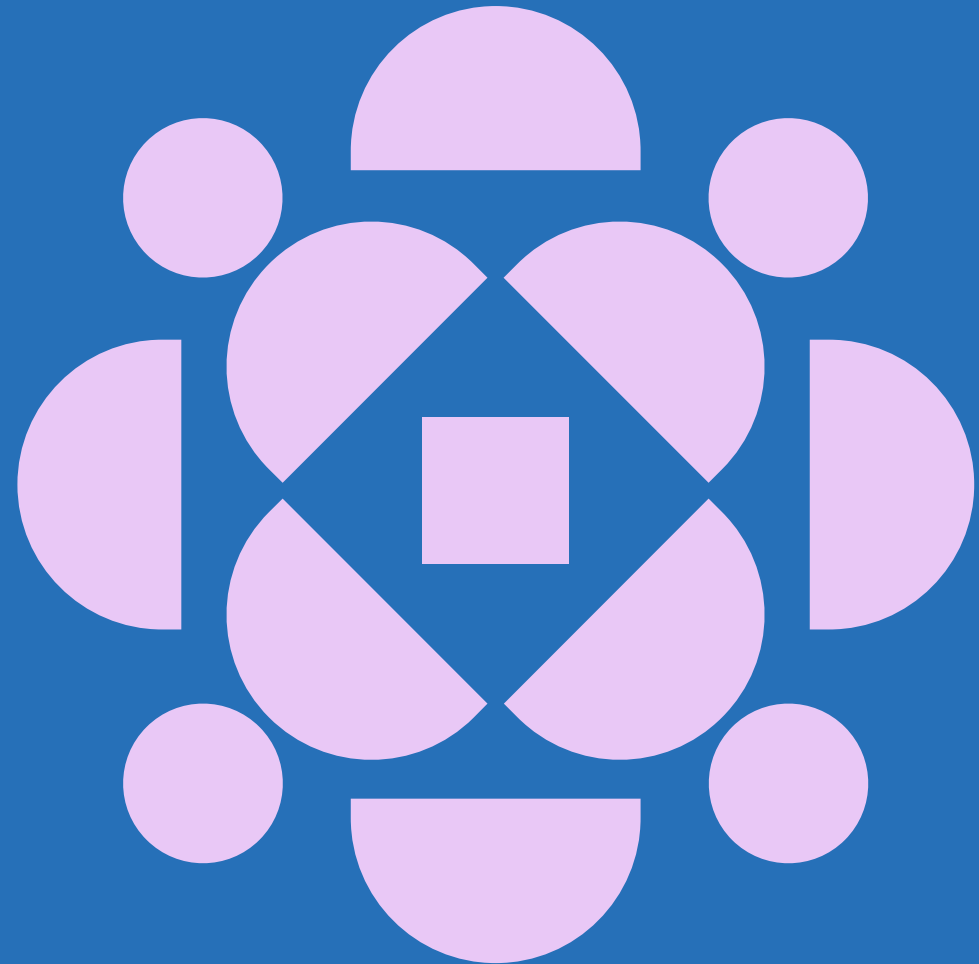
Approved by Chair: Jason Cherniak

Richmond Hill Public Library

April 18, 2023

Intellectual Freedom Working Group Update

Richmond Hill
Public Library



Intellectual Freedom

What is intellectual freedom? Why is it important to libraries?

Intellectual freedom is the right to express one's views, as well as seek and receive information without interference.

Expression can be oral, in writing, in the form of art, or through any other medium of one's choice

Freedom of expression includes freedom both with respect to the content of the expression and to the manner of expression

It is protected by law under [Article 19 of the Universal Declaration of Human Rights](#), and in [section 2b of the Canadian Charter of Rights and Freedoms](#)

Intellectual Freedom at RHPL

At Richmond Hill Public Library our commitment to intellectual freedom is supported by our endorsement of the [Canadian Federation of Library Associations' \(CFLA\) Statement on Intellectual Freedom and Libraries](#), the [Urban Library Council's Declaration of Democracy](#), and documented through the following policies:

- Collection Development Policy
- Meeting Room Policy
- Display Policy
- Customer Code of Conduct

RHPL's Intellectual Freedom Working Group

As challenges to intellectual freedom in libraries continue to increase, we've taken a proactive approach by creating an Intellectual Freedom Working Group (IFWG) consisting of 12 staff members representing all RHPL branches and departments.

The IFWG discusses potential challenges, develops frameworks for decision-making, assesses policies for revisions, documents challenges, and provides recommendations based on staff insights and experiences regarding intellectual freedom and expression.

For more info view the [IFWG Charter](#)

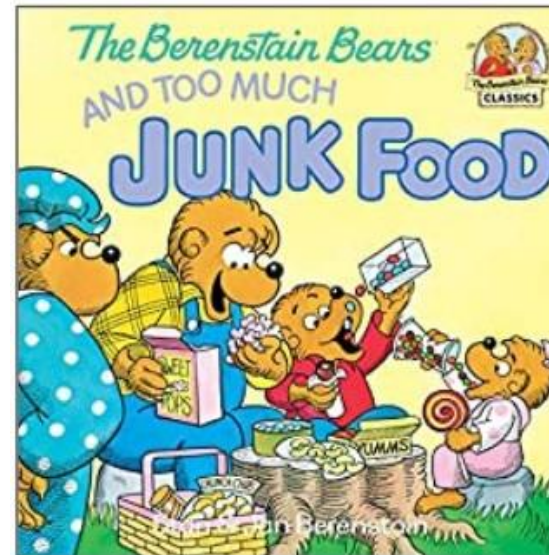
For more examples of library challenges view the IFWGs [Media Package](#)

IFWG's First Challenge

A formal review of ***The Berenstain Bears and Too Much Junk Food*** was requested by a customer for body shaming.

Key Questions:

- What about this material aligns with the RHPL Collection Development Policy?
- What about this material does not align with the RHPL Collection Development Policy?
- What would be the impact of denying or restricting access to this material?
Have other libraries received requests to reconsider this item? What was their response?

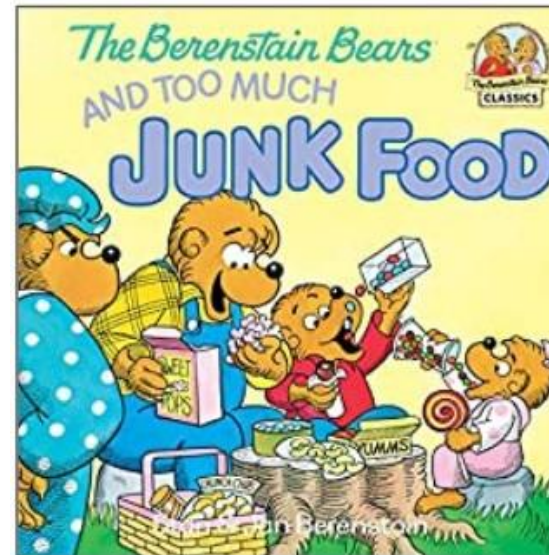


IFWG's First Challenge

A formal review of ***The Berenstain Bears and Too Much Junk Food*** was requested by a customer for body shaming.

Key Discussion Points:

- Parents and guardians are responsible for monitoring use of materials by children
In order to uphold our commitment to Intellectual Freedom, the threshold has to be really high to remove a book from the collections and removing this book may set a precedent that lowers that threshold
- It is up to readers to determine whether they want to read a book themselves - we should not impose our own thinking or ideas on them through something like a trigger warning
- Unanimous recommendation from all attendees to keep the book in the collection



IFWG Case Studies

RHPL's IFWG has began testing our policies, practices, and preparedness using case studies developed by the [Centre for Free of Expression](#) (Toronto Metropolitan University).

Outcomes from the first [case study](#):

- Identified need for policy to state that the Library's logo cannot be used without permission
- Discussed ideas of libraries as "neutral" spaces
- Considered safety of staff and customers, may need a safety plan for certain events
- Discussed the library's responsibility to provide community access to spaces and to honour booking unless the Criminal Code is violated

Documenting Challenges

The IFWG is documenting all challenges at RHPL and submitting them to a national database managed by the [Centre for Free Expression](#). This allows us to reference decisions by other libraries nation-wide and compare our outcomes.

RHPL has documented 5 challenges so far:

Item Challenged	Creator	Form of Complaint	Library	Year	Object Category	Reason A for complaint	Reason B for complaint	Action requested	Action Taken
Hamas: A History from Within	Tamimi, Azzam	Direct	Richmond Hill Public Library	2013	Collection	Terrorism		Remove	Retained
Drag Queen Storytime	Münster, Gila	Direct	Richmond Hill Public Library	2021	Program	Pro LGBTQIA2S+	Age Inappropriate	Cancel Event	Did Not Cancel
Unreal City	Bryant, D.J.	Direct	Richmond Hill Public Library	2021	Collection	Explicit Content		Remove	Retained
Romanian Practical Dictionary: Romanian-English, English-Romanian	Miroiu, Mihai	Direct	Richmond Hill Public Library	2022	Collection	Objectionable Content		Remove	Retained
The Berenstain Bears and Too Much Junk Food	Berenstain, Jan & Berenstain, Stan	Direct	Richmond Hill Public Library	2022	Collection	Denigrates Physical Appearance		Remove	Retained

1 - 5 / 5

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Intellectual Freedom Challenge Review Process

The IFWG with support from ELT has developed a series of processes through which challenges will be addressed.



Roles and Responsibilities

Intellectual Freedom Working Group – Conducts research, reviews policies, develops frameworks, provides recommendations, and documents challenges.

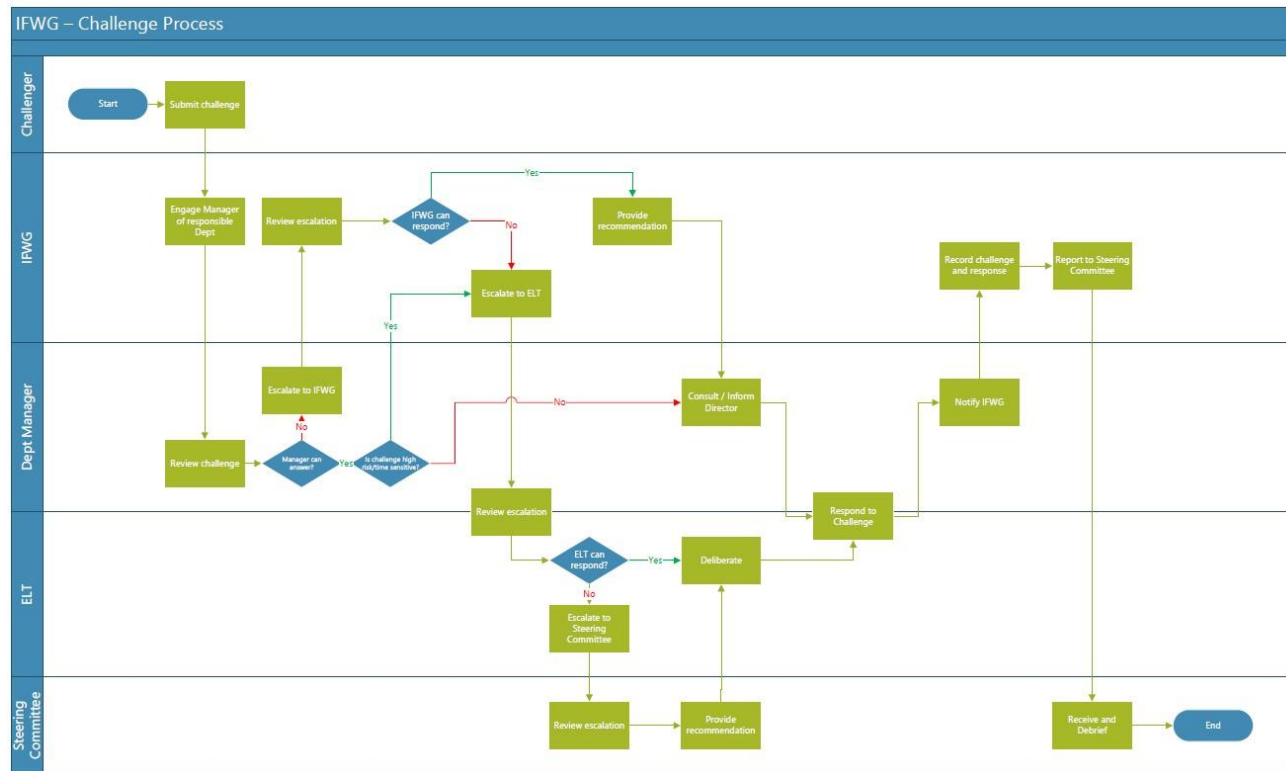
Intellectual Freedom Steering Committee – Reviews all policy change recommendations, provides guidance when requested by ELT, and receives updates on intellectual freedom cases

Managers/ELT – Make decisions and respond to challenges

RHPL Board – Makes final decision on all policy changes

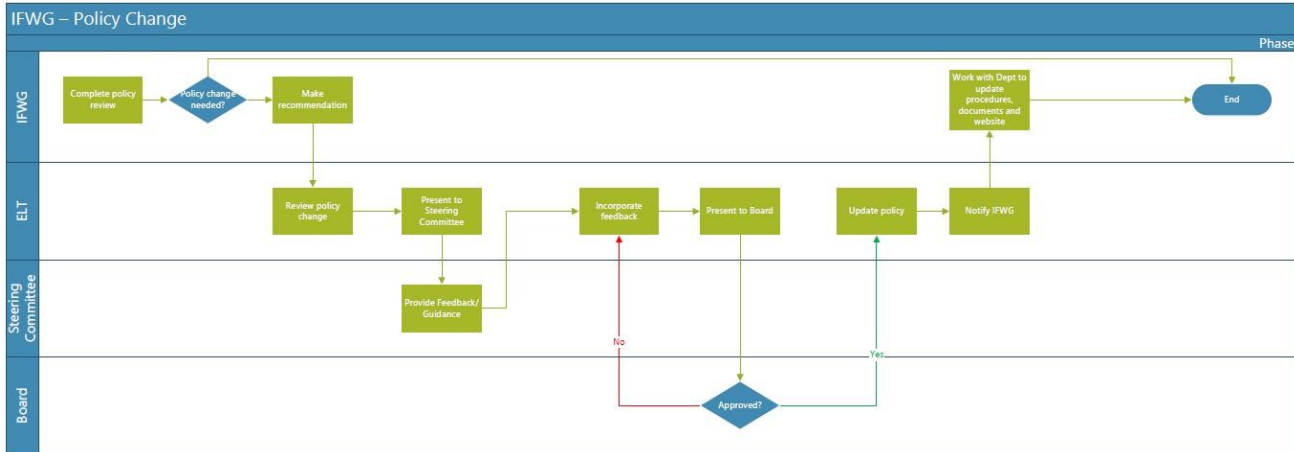
Process

Intellectual Freedom Challenges



Process

Policy Change Recommendations



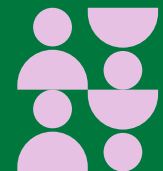
IFWG Next Steps

- **Comprehensive policy review**
- **Drag Queen Story Time Guidelines**

Thank you.

Richmond Hill Public Library
1 William F. Bell Parkway
Richmond Hill, ON
L4S 2T9

April 18, 2023
rhpl.ca





Report Subject: Richmond Hill Public Library Code of Conduct Policy Update

Report For: Approval

Meeting Date: April 20, 2023

Staff Report #: SRLIB23.04

To: Richmond Hill Public Library Board

From: Len Wong, Manager, Richmond Green Library

SUMMARY

The purpose of this report is to request approval for the updates made to the Customer Code of Conduct Policy. The revised policy ensure that it aligns with the core statements and values in the Library's Strategic Plan and our new brand voice, complies with government legislation and regulations, and reflects best practices in public libraries. It also addresses the rise in incidents in libraries by better enabling our team members to provide safe and respectful spaces for everyone.

RECOMMENDATION

That the Richmond Hill Public Library Board:

1. Approve the updated *Customer Code of Conduct Policy*, now called the *Code of Conduct Policy*.

RATIONALE

There are substantial changes made to the policy to reflect our goal of improving customer experience and our commitment to providing a safe, respectful, and inclusive environment that ensures a positive library experience for both our team members and our community members. The main updates are:

- The positioning of the policy - The previous policy was framed as a Customer Code of Conduct, which addressed the policy only to the Library's members and visitors. However, the conditions described in the policy apply to anyone at the Library, including staff, volunteers, community partners and others. The changes in the better reflects the intent and scope of this overarching policy.
- Section 1.0 Purpose and Scope - The updated statement reflects the Library's organizational values and our commitment to provide safe and inclusive community spaces.
- Voice and tone – The language is updated throughout to reflect our new brand voice of being friendly and straightforward.
- Section 4.0 Violation of Policy Rules – The changes empower our team members to take various forms of action when the Code of Conduct Policy is violated. In light of the recent increases in safety and security incidents at many libraries, including our own, this change will enable staff to take appropriate action at the time of a violation.

ATTACHMENTS – if applicable

1. Proposed *Code of Conduct* dated April 2023
2. [Customer Code of Conduct](#) dated December 2014



Richmond Hill Public Library Board

CODE OF CONDUCT POLICY

1.0 PURPOSE AND SCOPE

As a strong cornerstone of Richmond Hill, we exist to improve people's quality of life. Our role is a gathering place for our community and to provide equitable and universal access to resources that support people's well-being. The purpose of this policy is to encourage a safe, respectful and inclusive use of library space and to guide appropriate use of that space.

2.0 POLICY

Richmond Hill Public Library (RHPL) is intended to be a welcoming space for the use and enjoyment of all. We created our Code of Conduct to encourage a safe, respectful, and inclusive environment that supports a positive library experience for both our community members and our team of employees.

Our team makes every effort to apply these rules in a fair, respectful and positive manner that benefits everyone. We recognize that every person's circumstance is unique and we strive to apply our code of conduct with equity in mind.

Violation of our Code of Conduct could result in a member's library membership being suspended, their removal from library branches or programs, charges for replacement fees for damaged items and/or, in extreme cases, prosecution under the Trespass to Property Act or the Criminal Code. Recordings of security video cameras may be used to validate the violation of the Code of Conduct at the discretion of the Library and City of Richmond Hill.

3.0 GENERAL RULES

RHPL Code of Conduct is inspired by our values. We believe that understanding and embracing diversity enriches us and that our services should be accessible to everyone. The intent of the rules below is to support safe and welcoming experiences for everyone at RHPL, and these rules apply to our branches, our online spaces, and at any of our outreach events.

- 3.1 All community members and RHPL team members should be treated with respect.** Behaviour that demeans, bullies or discriminates persons based on their race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, gender identity, gender expression, age, marital status, family status, disability or the receipt of public assistance or any other violation of the Ontario Human Rights Code will not be tolerated.
- 3.2 Every person has the right to feel safe while visiting our branches.** Behaviour, language or attire that is disruptive, unlawful, disorderly, abusive, or threatening to our team or our community members is not permitted. While in our spaces, you're expected to follow current public health directives that support the wellbeing of those around you. Photography and video recording isn't permitted anywhere in our branches without the approval of a team member.
- 3.3 Our materials and equipment are intended to be enjoyed by all.** Which is why we expect all persons to treat them with care. Each person is also responsible for their own personal items they bring into our branches.
- 3.4 Caregivers are responsible for children.** Whenever and wherever they interact with the Library. Children under the age of 11 must be accompanied by an appropriate adult caregiver while visiting our branches. If your child is attending a program, we expect caregivers to remain inside the library branch for the duration of the program.
- 3.5 Our spaces are built with purpose, with the comfort of our community members and operational needs in mind.** Workspaces for our team members are not intended for public use or entry. Children's spaces are intended for children and their caregivers, and public study spaces are intended for studying.
- 3.6 Service animals.** As defined in the Accessibility for Ontarians with Disabilities Act, are welcome into our branches and other spaces. As much

as we all love our furry friends, though, for the safety of people in the library other animals have to remain outside of our branches, unless they are there for library purposes (e.g. a program) or have received special permission by one of our managers on duty.

3.7 Go ahead and use the internet. Community members must comply with the appropriate use of the internet and its resources as outlined in the Public Internet Use Policy.

4.0 VIOLATION OF RULES

We expect all community members to treat our team members with respect and dignity, and we support team members in the decisions they make when it comes to the violation of our Code of Conduct.

4.1 At the discretion of our team, anyone exhibiting behaviours that violate our Code of Conduct may result in being asked to leave our branches and may not return to the Library for the same calendar day. These behaviours may include, but not limited to:

- a. Any behaviour that poses a threat to public health and safety;
- b. Repeatedly exhibiting disruptive behaviour that disturbs community members or the daily operation of Library services;
- c. Exhibiting harassment or threatening behaviour or use of foul or threatening language;
- d. Misuse of Library materials or Library facilities resulting in damage or harm;
- e. Canvassing, selling, promoting or distributing unsolicited materials on Library property;
- f. Any behaviour that is contrary to Library Board policy; and/or
- g. Engaging in any activity that violates federal, provincial, local, or other applicable law or regulation.

4.2 Repeatedly breaking RHPL's Code of Conduct and exhibiting the above behaviour(s) will be grounds for exclusion from Library property for extended periods of time.

4.3 Vandalism, tampering, intentional damage or theft of library property may be subject to prosecution and excluded from use of library facilities for an extended period.

- 4.4 Persons who commit offences under the Criminal Code will be reported to York Regional Police and excluded from use of library facilities for an extended period.
- 4.5 We are obligated by law to call York Regional Police or the Children's Aid Society of York Region if a child is left unattended, or if we are concerned for their safety.
- 4.6 We reserve the right to inspect contents of all bags, briefcases and other containers as needed.

5.0 RELATED POLICIES

- 1. Public Internet Use Policy (December 2013)

Approval Date:	April 20, 2023 Motion: 23:XX
Date of Last Revision:	Dec 11, 2014 Motion: 14:113



Report Subject: Richmond Hill Public Library Circulation Policy Update

Report For: Approval

Meeting Date: April 20, 2023

Staff Report #: SRLIB23.05

To: Richmond Hill Public Library Board

From: Yunmi Hwang, Director, Branch Services

SUMMARY

The purpose of this report is to request approval for the updates made to the *Circulation Policy*. The updates in the policy build on the Library's ongoing commitment to adapt our practices to better-reflect members' changing needs and to improve the member experience.

RECOMMENDATION

That the Richmond Hill Public Library Board:

1. Approve the changes to the *Circulation Policy*.

RATIONALE

As we continue our transition to a more digital organization and to improve the member experience, we are modernizing our practices for registering for a library membership. One of these changes includes making digital library membership registration available.

The changes in the policy reflects our shift to digital registration and the Library's customer-centric strategic vision.

The first main update is to Section 2.1. The existing policy refers to signing on a physical library card to apply for a membership and to accept Library's terms and conditions. But physical cards will no longer be required to have a library membership, so the updated language removes the need for a signature and clarifies that opening a library account is an acknowledgment of the terms and conditions of using the Library.

The second key update in the policy removes the need for physical identification verification as part of the registration process. The current policy mandates that to apply for a Library membership, a person and their address must be verified through a physical form of identification (e.g. a driver's license). This has always been a common practice in libraries as an extra form of accountability to help libraries recover outstanding fees from members who are not paying their bills. However, some libraries are beginning to move to a model whereby members can easily register or renew a membership online by simply entering their name and address – then a backend data system validates that their address is a local address.

The number of accounts with outstanding fees that require recovery has come down since the removal of late fines, however there are still charges related to lost items that need to be collected. Currently, collection notices are sent by email and by mailing an invoice to the address provided; where there is no response, we escalate to a collection agency. With digital registration, there is a risk, albeit very small, that some members will not provide their real address, which would then limit our ability to follow up with a collection agency. The Library's financial exposure in this scenario is small because we will continue to email collection notices and have the ability to suspend borrowing privileges for accounts that are past due. Further, the cost is offset by the time employees will save by not needing to confirm an address with physical identification and the customer experience will be improved. There are several reasons why this shift in registration model would benefit our members, including:

- The member experience is negatively impacted by requiring busy people to go in-person to a branch or book an online appointment to verify a physical form of identification.
- Research data shows that Richmond Hill has a digitally-savvy population and the ability to fulfill transactions online is table stakes for modern consumers. Therefore, the current practice hurts the Library's credibility as a digitally-relevant organization and limits the Library's opportunity to attract and sign-up digital-only consumers.
- Further, our digital members have told us they want this. In our recent website survey, online renewals and online membership were the two most in-demand features by our users. Coming into a branch for a membership renewal was found to be a particular pain point.

Finally, the new policy also includes minor general language updates that aim to make the terms of membership more clear to applicants and account holders.

ATTACHMENTS

1. Proposed *Circulation Policy* dated April 2023
2. Link to current *Circulation Policy* dated June 2021 [Circulation Policy 2021.pdf](#)



Richmond Hill Public Library Board

CIRCULATION POLICY

1.0 Purpose and Scope

The Richmond Hill Public Library *Circulation Policy* applies to all members of the Richmond Hill Public Library. It allows Richmond Hill Public Library to serve all members in an accurate, consistent, equitable, and accountable manner.

2.0 Library Membership

2.1 **General**

Members are responsible for all materials borrowed on their account. Creating a library account constitutes acceptance of and adherence to all the terms and conditions of Richmond Hill Public Library found on the library's website at www.rhpl.ca. The member (or the parent/guardian if the member is under 18 years of age) is responsible for all fees, damage charges and loss of materials.

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

Membership cards are not transferable for use by another person.

Amounts for any charges or fees can be found in the *Fees and Service Charges Policy*.

2.2 Eligibility

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

3.0 Registration

3.1 Requirements

When registering to become a member of Richmond Hill Public Library, a confirmation of eligibility must be verified either in person or online. To receive a free card, verification of name and address is required.

Provision of a valid email address is required, unless in the unlikely situation that a member does not have one.

Those who work or go to school in York Region but do not live within it are also eligible for a library membership. Eligibility requires verification of name and address along with proof of working or going to school in York Region (examples of verification of eligibility include staff identification, pay stub, student card or report card).

To obtain a library card for a child (age 0 – 13 years) a parent/guardian's identification and verification of address are required.

4.0 Library Cards

4.1 Card Types

Child (0 – 13 years of age)

Children 13 years of age and younger require permission of a parent or guardian to obtain a library card. Parents and guardians are responsible

for the selection, usage and safe return of library materials borrowed by their children.

Student (14 – 17 years of age)

A student/youth (14 -17) may apply for their own library card without consent of a parent or guardian. Parental responsibility for a youth's penalties continues until the age of 18.

Adult (18 years or older)

Each adult may apply for their own membership card, subject to name and address verification.

Visitor Card

Members who are residing in Richmond Hill temporarily without a proof of a permanent address in Richmond Hill can obtain a Library card for a monthly fee up to a total of six (6) months, after which the non-resident annual fee would apply. Provision of permanent address and temporary local address are required.

Non-Resident Card

There is an annual per person fee per for all non-residents of Richmond Hill (exclusive of YRPLP member libraries) who wish to have a Library card for longer than six (6) months. Non-resident cards expire annually.

Ease of Access Card

Members who can provide proof of identity but who are not able to provide an address may obtain an Ease of Access Card by applying in person. This card allows full access to RHPL's e-resources and computers, and limited physical materials. Up to 5 holds and 5 physical materials may be borrowed at a time on this card and further materials may be borrowed upon return of previously borrowed material. Use of the physical collection will be suspended if material is lost or damaged. There may be

exceptions to borrowing on the Ease of Access Card.

If address requirements are later supplied the card can be converted to a regular card.

4.2 Membership Renewal

With the exception of the Visitor Card and Non-Resident Card, a member's library card expires every two years. At the time of renewal, the member's name, address, email address (if any) and telephone number (if any) need to be verified online or in person. Students, children, members living outside York Region, and persons with an Ease of Access Card will need to renew in person.

All outstanding monies owing to the Library must be paid in full before the member's library card can be renewed.

4.3 Number of Cards

A registered member of the Richmond Hill Public Library may only have one (1) Richmond Hill Public Library Card assigned in their name and must report any card loss to the Library as soon as they are aware.

Members are responsible for all outstanding monies or materials on any card/account found in their name.

4.4 Lost Library Cards

Members who request a replacement for a library card may be charged for the replacement fee.

5.0 Borrowing Privileges

5.1 General

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

Loan periods, limits, renewals, holds, age restrictions, notifications and their frequency, and return times are all noted in detail on our website www.rhpl.ca

Additional information or requirements may be needed to borrow iPads, Chromebooks, Experience Passes, the Library of Things collection and other materials that the Library may add or change from time to time.

5.2 Suspension of Borrowing Privileges

Members will be notified when their library account reaches \$25 or more in charges owing to the Library. All Library privileges will be suspended once this threshold is reached. Library privileges are restored once material is returned or monies paid put the account below \$25. If the account is up for renewal the account needs to be paid in full in order to renew and restore full privileges.

5.3 Lost and Damaged Material

Members are required to report lost or damaged material at the earliest possible opportunity.

Charges for lost items or materials claimed to have been returned are based on the full replacement cost of the items, plus a non-refundable processing fee to cover the costs of acquiring, cataloguing and processing the replacement item, plus HST.

Material will be considered lost and charged to the member when it is four (4) weeks overdue. All charges will be removed if the material is returned in good condition.

Full replacement cost for a material that a member believes they have already returned will be charged to the member if the material has not been found by the Library within three (3) months after it was claimed to have been returned.

Items returned in incomplete or partially damaged condition will result in the assessment of costs needed to return the title to a condition suitable for loan. This may result in a non-refundable partial or full replacement fee for the material, plus a non-refundable processing fee, plus HST.

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

5.4 Refunds

If a member finds, and returns in good condition, lost material that they have already paid for they are eligible for a refund of their material replacement fee, not including any non-refundable processing fees. The time limit for refunds for payment of lost materials is three (3) months from the date of payment. Members must produce their receipt to receive the refund.

5.5 Interlibrary Loan Materials

The borrower is responsible for the full replacement cost of lost or damaged items, as assessed by the lending library, as well as a non-refundable processing fee plus HST. Outstanding balances for these charges will be reflected on the member's record and all terms in this policy regarding accounts will apply.

Members who do not pick up their requested interlibrary loan in the time-frame given will be charged a non-refundable service fee.

5.6 Collection Agency

RHPL employs a third-party collection agency to help facilitate the return of lost material and/or payment of bills in arrears.

A non-refundable administrative fee is added to all member accounts sent to the collection agency. All monies owed must be paid in full to reinstate borrowing privileges.

6.0 Related Policies

1. Fees and Service Charges (September 2020)
2. Code of Conduct (April 2023)
3. Visiting Library Service Policy (May 2018)

Approval Date:	April 20, 2023 Motion: 23:XX
Date of Last Revision:	June 22, 2021 Motion: 21:45



Report Subject: 2022 Financial Close

Report For: Approval

Meeting Date: April 20, 2023

Staff Report #: SRLIB23.06

To: Richmond Hill Public Library Board

From: Darren Solomon, CEO and Andrew Li, Financial Management Advisor, City of Richmond Hill

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 2022 year-end financial process, the Library Board needs to approve the closing out of Capital projects completed in 2022 and approve the transfer of the 2022 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 Committee.

RECOMMENDATION

That the Richmond Hill Public Library Board:

1. Approve the closure of the following fifteen capital projects and return all unexpended monies to City Reserves:

- P/000173.01 – 2016 Website Redesign TE;
- P/000289.01 – 2017 Public Furniture & Design RV;
- P/000292.01 – 2017 Automated Materials Handling Sortation System TE;
- P/000294.01 – 2017 Children’s Zone RV;
- P/000417.01 – 2018 Automated Materials Handling Sortation System RG;
- P/000421.01 – 2018 Service Desk Replacement CE;
- P/000422.01 – 2018 Service Desk Replacement RG;
- P/000423.01 – 2018 Public Furniture RV;
- P/000618.01 – 2019 Browsery Furniture CE;
- P/000624.01 – 2019 Children’s Area Refurbishment RG;
- P/000627.01 – 2019 Public Furniture & Equipment CE;
- P/000628.01 – 2019 Staff Furniture CE;
- P/000620.02 – 2020 Collection Development CO;
- P/000784.01 – 2020 Modular Collaborative Spaces CE;
- P/000796.01 – 2021 Strategic Plan AD

2. Approve the transfer of the projected 2022 year-end surplus of \$313,909 to the Library Special Purpose Reserve.

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.

2022 Operating Result

The 2022 Operating Results, for the period ending December 31, 2022, are attached and identified as interim as it is not yet an audited financial statement. The 2022 fiscal year represented a gradual recovery from the COVID-19 pandemic, which has persisted since 2020. The start of the year began with reduced operating hours at all libraries in accordance with public health guidelines on restricted social gatherings and capacity limits. Over the course of the year, RHPL adapted to a new normal with all libraries

returning to full service hours by year's end. Nonetheless, RHPL has had to be flexible to adapt to the ever-evolving landscape. From the interim 2022 year-end results, the Operating Fund has an overall surplus of \$313,909. As per the December Library Board meeting, the Library Board agreed to transfer the surplus funds to the Library Special Purpose Reserve to support the Library's organizational realignment work.

Revenue

Overall, total actual operating revenues were 97.4% to budget. This was largely due to a shortfall in Library-generated revenues (eg. program revenues, room rentals and used material sales) which were negatively impacted by reduced operating hours at the start of the year combined with reduced overall demand for room rentals and availability of program offerings. Library-generated revenues came in at 45.2% of its budget.

Expenditures

Library expenditures were 96.3% spent, as compared to budget.

- **Personnel** - Personnel expenses were underspent due to gapping of in-year vacancies and retirements, along with reduced operating hours at the start of the year.
- **Collection Development** - The cost and volume of e-materials acquisitions increased because of the ongoing consumer shift in demand to digital products, as well as the pandemic-influenced growth of digital services.
- **Contract & Services** - The budget included \$200,000 for consulting contracts, which was earmarked to fill core capability gaps in content and project management. As a result of personnel gapping savings, RHPL was able to fill these gaps through the hiring of contract staffing which are categorized under personnel costs.
- **Materials & Supplies** - Additional spending was incurred under materials/supplies due to minor furniture purchases, IT equipment and office supplies.

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 2022 and therefore no year-end transfer to the operating fund was needed:

The Reserve has a year-end balance of \$639,292 (that includes \$16,417 interest for 2022), broken out as follows:

- \$123,000 allocated for Local History Digitization project (Motion 18:116 December 2018)
- Remaining balance of \$516,293 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 \$313,909 of the 2022 year-end operating surplus will be transferred into this Reserve, as previously designated by the Board and City Treasurer. The 2021 Community Foundations of Canada Grant project was also completed this past year so the corresponding \$20,415 in grant funding was transferred to operating to cover the 2022 operating expenses.

This results in a year-end closing balance of \$1,308,199, which is allocated as follows:

- \$313,909 from 2022 year end surplus to support 2023 operating budget needs
- \$36,000 for 2022 Community Foundations of Canada Grant
- \$100,000 for Space Enhancement Project (Motion 22:04 January 2022)
- \$858,290 balance from 2015 to 2020, undesignated

Capital

The attached RHPL Status of Capital Projects presents the Library Board with information on the status of capital projects through December 31, 2022. It identifies projects that have been completed, with any remaining balances returned to the City as their original source of funding. The portfolio of the remaining 17 open capital projects continues to be worked on by staff in a timely manner.

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 9.1 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, 2022. For this period, sole and single source acquisitions were awarded for a cumulative value of \$364,485.

ATTACHMENTS

1. RHPL Status of Capital Projects for the period ending December 31, 2022
2. RHPL Interim Statement of Operations for the period ending December 31, 2022
3. RHPL Statement of Reserve Activity for the period ending December 31, 2022
4. RHPL Non-Competitive Procurement Acquisitions for the period ending December 31, 2022



Richmond Hill Public Library
Status of Capital Projects
For the Period Ending December 31, 2022

CLOSED PROJECTS

	Year of Approval	Project Name/Description	Library Dept.	Approved Funding	YTD \$ Spent	Remaining Balance	% Spent	Project Status
1	2016	Website Redesign	IT	\$ 56,500	\$ 56,500	\$ -	100.0%	Closed Q4
2	2017	Public Furniture & Design*	RV	\$ 30,000	\$ 30,000	\$ -	100.0%	Closed Q4
3	2017	Automated Materials Handling Sortation System	IT	\$ 500,500	\$ 500,500	\$ -	100.0%	Closed Q4
4	2017	Children's Zone*	RV	\$ 32,400	\$ 32,400	\$ -	100.0%	Closed Q4
5	2018	Automated Materials Handling Sortation System RG	IT	\$ 230,000	\$ 230,000	\$ -	100.0%	Closed Q4
6	2018	Service Desk Replacments CE*	CE	\$ 50,000	\$ 50,000	\$ -	100.0%	Closed Q4
7	2018	Service Desk Replacment RG*	RG	\$ 30,000	\$ 30,000	\$ -	100.0%	Closed Q4
8	2018	Public Furniture RV*	RV	\$ 20,000	\$ 20,000	\$ -	100.0%	Closed Q4
9	2019	Browsery Furniture CE*	CE	\$ 12,000	\$ 12,000	\$ -	100.0%	Closed Q4
10	2019	Children's Area Refurbishment RG*	RG	\$ 27,100	\$ 27,100	\$ -	100.0%	Closed Q4
11	2019	Public Furniture & Equipment CE*	IS	\$ 10,000	\$ 10,000	\$ -	100.0%	Closed Q4
12	2019	Staff Furniture CE*	IS	\$ 8,500	\$ 8,500	\$ -	100.0%	Closed Q4
13	2020	Collection Development	CO	\$ 345,600	\$ 345,600	\$ -	100.0%	Closed Q4
14	2020	Modular Collaborative Spaces*	IS	\$ 160,000	\$ 160,000	\$ -	100.0%	Closed Q4
15	2021	Strategic Plan	AD/IT	\$ 100,000	\$ 95,175	\$ 4,825	95.2%	Closed Q4
Completed Projects Totals:				\$ 1,612,600	\$ 1,607,775	\$ 4,825		

OPEN PROJECTS

	Year of Approval	Project Name/Description	Library Dept.	Approved Funding	YTD \$ Spent	Remaining Balance	% Spent
1	2016	Telephone System R&R	IT	\$ 85,000	\$ 70,100	\$ 14,900	82.5%
2	2019	Automated Materials Handling Sortation System RV	IT	\$ 200,000	\$ 155,496	\$ 44,504	77.7%
3	2019	Online Payment Module	IT	\$ 15,000	\$ 5,583	\$ 9,417	37.2%
4	2019	STEAM Technologies RV/RG	RV/RG	\$ 30,000	\$ 21,227	\$ 8,773	70.8%
5	2019	Maker Space Equipment CE	IS	\$ 25,000	\$ 5,918	\$ 19,082	23.7%
6	2019	Workstations & Peripherals R&R	IT	\$ 319,500	\$ 121,746	\$ 197,754	38.1%
7	2019	RFID Peripherals Replacement (Scanner)	IT	\$ 26,700	\$ 19,914	\$ 6,786	74.6%

	Year of Approval	Project Name/Description	Library Dept.	Approved Funding	YTD \$ Spent	Remaining Balance	% Spent
8	2019	Presentation Equipment CE	IS	\$ 25,000	\$ 14,142	\$ 10,858	56.6%
9	2020	Workstations & Peripherals	IT	\$ 250,000	\$ 185,198	\$ 64,802	74.1%
10	2020	Collection Development RG	CO	\$ 141,600	\$ -	\$ 141,600	0.0%
11	2021	Cash Register/POS System	CE/IT	\$ 68,600	\$ -	\$ 68,600	0.0%
12	2021	Website Design	AD/IT	\$ 300,000	\$ 153,754	\$ 146,246	51.3%
13	2021	Collection Development	CO	\$ 356,000	\$ 60,326	\$ 295,674	16.9%
14	2022	Master Plan Study	AD	\$ 100,000	\$ 29,318	\$ 70,682	29.3%
15	2022	Collection Development	CO	\$ 366,700	\$ -	\$ 366,700	0.0%
16	2022	Strategic Planning	AD	\$ 100,000	\$ -	\$ 100,000	0.0%
17	2022	Digital Strategy Support	CO	\$ 250,000	\$ 94,497	\$ 155,503	37.8%
Open Projects Totals:				\$ 2,659,100	\$ 937,219	\$ 1,721,881	

* 11 projects combined as per 2021 Business Plan

Legend	
AD - Administration	CE - Central Library
CO - Content	OR - Oak Ridges Library
IT - Technologies	RG - Richmond Green Library
	RV - Richvale Library



Richmond Hill Public Library Board
2022 INTERIM STATEMENT OF OPERATIONS
as at December 31, 2022

	<u>2021</u> <u>Actuals</u>	<u>2022</u> <u>Actuals</u>	<u>2022</u> <u>Approved</u> <u>Budget</u>	<u>2022</u> <u>Variance</u> <u>Fav/(Unfav)</u>	<u>%</u>
REVENUE					
Municipal Operating Grant	\$ (7,777,500)	\$ (7,969,400)	\$ (7,969,400)	-	100.0%
Provincial Grant	(118,499)	(118,499)	(118,500)	(1)	100.0%
Special Grants	(24,115)	(39,700)	(3,700)	36,000	1073.0%
City Reserve Funding	(600,000)	(900,000)	(900,000)	-	100.0%
Library Reserve Funding		(536,615)	(516,200)	20,415	104.0%
YRDSB for RG Library	(310,400)	(297,200)	(297,200)	-	100.0%
SUBTOTAL	(8,830,514)	(9,861,414)	(9,805,000)	56,414	100.6%
LIBRARY GENERATED REVENUE					
Fines	(15,636)	(16,380)	(19,300)	(2,920)	84.9%
Fees	(24,881)	(57,582)	(132,600)	(75,018)	43.4%
Sales	(5,192)	(11,612)	(45,900)	(34,288)	25.3%
Other/Miscellaneous Income	(4,804)	(5,260)	(3,000)	2,260	175.3%
SUBTOTAL	(50,513)	(90,834)	(200,800)	(109,966)	45.2%
TOTAL OPERATING REVENUE	(8,881,027)	(9,952,248)	(10,005,800)	(53,552)	99.5%
EXPENDITURES					
Personnel	5,946,033	6,769,800	7,056,400	286,600	95.9%
Collection Development	866,275	969,284	930,400	(38,884)	104.2%
Contracts & Services	1,036,913	1,397,277	1,584,200	186,923	88.2%
Materials & Supplies	120,067	165,979	134,800	(31,179)	123.1%
Reserves			-		
Miscellaneous Projects	5,806	-	-	-	
Transfer to/from D&B Reserve Fund	(5,806)	-	-	-	
Transfer to/from Library Reserves	20,415	36,000	-	(36,000)	
Transfer to/from City Reserves	300,000	300,000	300,000	-	100.0%
TOTAL OPERATING EXPENDITURES	8,289,703	9,638,339	10,005,800	367,461	96.3%
EXCESS OF REVENUE OVER EXPENSES	\$ (591,324)	\$ (313,909)	\$ -	\$ 313,909	
YEAR-END TRANSFER		\$ 313,909	\$ -	\$ (313,909)	
YEAR-END BALANCE		\$ -	\$ -		



**Richmond Hill Public Library Board
Statement of Reserve Activity - Preliminary
For the period ending: December 31, 2022**

	<u>31-Dec-22</u>	<u>31-Dec-21</u>	<u>Variance</u>
DONATIONS AND BEQUESTS RESERVE FUND			
Beginning Balance (Jan 1)	\$622,875	\$607,980	\$14,896
Transfer from Current Operations	-	-	\$0
Transfer to Current Operations	-	-	\$0
January to December Interest Earned *	16,417	14,896	\$1,521
Closing Balance	<u><u>\$639,292</u></u>	<u><u>\$622,875</u></u>	<u><u>\$16,417</u></u>
SPECIAL PURPOSE RESERVE			
Beginning Balance (Jan 1)	\$1,494,903	\$1,235,588	\$259,315
Transfer from Current Operations	349,909	259,315	90,594
Transfer to Current Operations	(536,615)	-	(\$536,615)
Closing Balance	<u><u>\$1,308,197</u></u>	<u><u>\$1,494,903</u></u>	<u><u>(\$186,706)</u></u>

*2022 Actual interest rate is 2.65%

*2021 Actual interest rate is 2.45%

*2020 Actual interest rate is 2.56%



Richmond Hill Public Library

2022 - Non-Competitive Procurement Acquisitions

<u>Supplier</u>	<u>Goods/Services Acquired</u>	<u>Department</u>	<u>PO Amount</u> (exclusive of taxes)	<u>Sole / Single Source</u>
Library Ideas LLC	USD-Freegal	Collections	\$ 40,914.00	Single Source
Southern Ontario Library Service	Electronic resources through the provincial licensing program, including Britannica Library, NoveList Package 1, Gale Academic OneFile, Gale Business Plan Builder, Gale in Context: Elementary, Kermode, Mango Languages Package, ProQuest Ancestry, ProQuest Public Library Complete.	Collections	\$ 55,458.43	Single Source
Brook McIlroy	Master plan	Administration	\$ 29,318.34	Single Source
Bibliotheca	Bibliotheca service and maintenance - 2022 annual renewal	CFS- Information Technology	\$ 76,575.54	Sole Source
Sirsi/Dynix	Sirsi/Dynix 2022 annual maintenance fee	CFS- Information Technology	\$ 162,218.37	Single Source
TOTAL			\$ 364,484.68	



Report Subject: Salary Administration for the Non-Union Employee Group Policy Update

Report For: Approval

Meeting Date: April 20, 2023

Staff Report #: SRLIB23.07

To: Richmond Hill Public Library Board

From: Darren Solomon, CEO

SUMMARY

The Salary Administration Policy for the Non-Union Employee Group outlines the Library's compensation philosophy for non-union employees, specifically covering salaries and pay equity. The updates to the policy cover the following:

- Removal of implementation details
- Better align the policy to recruitment and retention strategies that support the Library's commitment to provide the community with excellent service
- General updates

The updates to the policy do not change the frequency of market reviews, job rate percentiles, or the step rate increases within salary bands.

RECOMMENDATION

That the Richmond Hill Public Library Board:

1. Approve the updated Salary Administration Policy for the Non-Union Employee Group.

RATIONALE

A new salary and pay equity review for the Library is planned for Q3 of this year. To ensure our approach to this work is current and relevant, the Salary Administration Policy for the Non-Union Employee Group is being updated. The main updates to the policy are as follows:

Removal of implementation details

For the past two years, as the Library has been updating policies, we have been removing content related to procedures and implementation. These updates reflect best practices in governance, as policies are meant to be strategic sets of statements endorsed by the Board to guide decisions and outcomes. Library staff create separate operational documents that outline procedures for implementation, which may require frequent updating or changing based on a variety of factors. The new policy removes implementation detail elements, such as the factors used to create comparator groups, the number of steps within a salary band, and the various employee positions that are involved in different parts of the process.

Better align the policy to recruitment and retention strategies that support the Library's commitment to provide the community with excellent service

The Policy Statement in Section 1.0 has been expanded to express the Library's compensation philosophy and to recognize the responsible use of public funds.

As well, Section 3.3 (f) has been added, which enables the CEO to approve off-schedule salary adjustments when required. This addition reflects a practice that has already been occurring at the Library for years but now puts a cap in place, while still giving the Library the flexibility to recruit and retain the right talent in an increasingly-competitive market.

The frequency of market reviews, job rate percentile targets, and step rate intervals within salary bands have not changed.

General updates

The updated policy has some language and structural updates to improve the clarity of the policy and to ensure the policy is representative of diversity and inclusion. Some of these changes include:

- Tightening, combining and reordering some existing content to be more succinct, improve the flow, and create consistency;
- Breaking the original section called “Salary Grid & Movement Through The Grid” into two separate sections, and integrating the original “Acting Pay” and “Red Circled Incumbents” sections into those new sections;
- Ensuring gender neutrality by changing “he or she” to “they”;

ATTACHMENT

1. Proposed *Salary Administration for the Non-Union Employee Group Policy*



Richmond Hill Public Library

PERSONNEL POLICY & PROCEDURES MANUAL

SALARY ADMINISTRATION FOR THE NON-UNION EMPLOYEE GROUP POLICY

1.0 POLICY STATEMENT

Richmond Hill Public Library's compensation philosophy is guided by its desire to be a great place to work, its commitment to excellence to the community, and its goal of being a high performing organization. The Library recognizes that competitive compensation is a key element in attracting and retaining the necessary talent to deliver high quality public services, while managing public dollars responsibly. The Library will maintain a salary administration policy that is internally equitable, externally competitive and pay equity compliant. The Library is committed to providing a work environment where all individuals are treated in a fair and consistent manner and that respects the value of the skills, experiences, abilities and market demand of individuals working for the Library.

2.0 SCOPE

All non-union full-time and part-time employees at the Library. Contract employees will receive compensation in accordance with the terms of the contract. Compensation and wage administration for bargaining unit employees will be covered by the Collective Agreement.

3.0 POLICY

The implementation of the policy shall be carried out by the CEO or their designate for employees or the Library Board Chair for the CEO. An expert in compensation should be accessed when required to ensure an objective and informed review and assessment of the work.

3.1 PAY EQUITY AND JOB EVALUATION

- a) The Library will maintain a job evaluation system which will be applied in a manner that maintains internal equity and pay equity compliance.
- b) A relevant comparator group of organizations across sectors will be used to support the development of a salary grid, which will be used to assess the Library's positions equitably relative to market competitiveness. This review will be done at an interval of no more than three (3) years.
- c) Pay equity reviews will be done at an interval of no more than three (3) years and a report will be provided to the Board.
- d) Job evaluation and pay equity will be reviewed where new positions have been created, where positions have undergone significant change, or when a market review has been undertaken.

3.2 SALARY GRID

- a) Job rate is defined as the top step on the salary grid. The job rate for each pay grade in the salary grid will reflect the 66 2/3 percentile of the comparator group.
- b) When the Library adopts an updated salary grid after a market review and the job rate for a pay grade is increased as a result, the employee will move to the next closest step in the newly adjusted pay range.
- c) The salary grid will be comprised of steps for each salary band, with 4% step intervals.
- d) An assessment will be undertaken annually to determine the appropriate amount to budget for the cost of living adjustment to the salary grid.

3.3 MOVEMENT THROUGH THE SALARY GRID

- a) New employees will be placed at an appropriate step within the salary grid based upon experience, skills, abilities, and market competitiveness.
- b) Movement through the salary grid will be based on the anniversary date of an employee's hiring and job performance.
- c) When an employee is permanently transferred or promoted to a position in a higher pay range, they will take on a new higher rate of pay. The percentage between their current and higher salary levels will

provide a meaningful adjustment, at minimum placement to the next closest step in the new salary pay grade.

- d) Acting pay is given to an employee who temporarily performs the essential core duties of another position at a higher grade for a period of more than thirty (30) days. Acting pay shall be retroactive to the first day of work in the higher graded position, and the employee shall receive a salary increase of up to ten percent (10%) of their current salary or step one (1) of the acting position pay band, whichever is higher, for the duration of their appointment. Board approval will be required for acting pay for the CEO position.
- e) If an employee is permanently demoted or transferred to a position in a lower pay grade, their current salary level will be red-circled, unless there is a compelling reason for not doing so. Red-circling occurs when an incumbent is in a position where the Job Rate of the salary range is less than the current pay of the incumbent. The pay of red-circled incumbents will be frozen with no step movement or market adjustments until such time as the pay range “catches up” to the pay of the red-circled incumbent.
- f) In certain circumstances the CEO may approve a salary adjustment that does not conform to the positional salary bands or grades. The adjustment may not exceed 10% of a current employee’s salary or 10% of the Job Rate for a new employee being hired. Examples of exemption cases include: retention of high-performing employees or subject matter experts who are flight risks or whose departures would negatively impact the Library, hiring individuals where the relative candidate pool is weak, and recruitment of high-demand or highly-competitive roles in the market.

Approval Date:	April 20, 2023 Motion 23:XX
Date of Last Revision:	June 28, 2018 Motion 18:73

Community

CBC Toronto and Richmond Hill Library host Creator Camp

Richmond Hill students come together for a daylong digital creator camp

CBC Communications · Posted: Mar 27, 2023 2:39 PM EDT | Last Updated: March 27



The winning team of the Creator Camp interactive storytelling sprint poses for a photo. (Tie Smith/CBC)

On March 25, CBC Toronto hosted a Creator Camp for youth in Richmond Hill. The event was in partnership with the Richmond Hill Public Library, where 40 young emerging digital creators gathered to learn the essentials of digital storytelling from a range of speakers while engaging with like minded peers.

CBC Toronto News' Marivel Taruc kicked things off, letting participants know what to expect during the jam packed day. Participants then learned about the anatomy of TikTok with CBC Street Cents contributors, Anisha Joshi and Mercedes Gaztambide. Following up was CBC Toronto reporter, Dalia Ashry on how to report the news on social and digital media.



Street Cents contributors Mercedes Gaztambide and Anisha Joshi taught participants the importance of being content creators rather than content recyclers during the Creator Camp. (Jennifer Williams/CBC)

Participants were then treated to a special presentation on how to build a brand by Richmond Hill social media influencer, Shawn Medi. Shawn generously shared secrets on how he successfully secured his first brand deals and answered questions from participants on how to work with big brands while retaining your authenticity. CBC Toronto Associate Producer, Kelsey Mohammed rounded out the speakers by touching on social media storytelling for news.

The variety of perspectives shared by the speakers helped participants to build the knowledge to dive right into the storytelling sprint portion of the Creator Camp.

"My mom signed me up because I was making vlogs. It was different from what I was expecting, I was pleasantly surprised and I learned a lot. Maybe I'll get into content creation," says Tong Tong Li, a high school student in Richmond Hill.



Richmond Hill students pose for a photo after Creator Camp. Participants stated that new friendships and a community of creators were formed during the day. (Isatu Barrie)

In the afternoon, participants formed into groups of five for the interactive storytelling sprint. They had an hour to create a content video piece following the sprint's guidelines and parameters.

Under a tight deadline, students were able to create a variety of compelling videos. In the end, the panel of judges consisting of the day's CBC presenters and a representative from the Richmond Hill Library chose one group as the winner. The group's video highlighted the history of a local coffee shop, which was formerly a high school in Richmond Hill. The group won a paid weeklong mentorship opportunity with CBC Toronto reporter, Dalia Ashry along with a deluxe CBC Toronto swag pack.

In the end, My Richmond Hill: Creator Camp proved to be a day full of knowledge sharing and fun for all who participated. Many spoke of creating new friendships and gaining the confidence to produce content that they can share.

"We made a community here today and we will create content together in the future," says Celina Xiao, a high school student in Richmond Hill.