



A Regular Meeting of
the Richmond Hill Public Library Board
will be held in the boardroom at Central Branch
on Thursday, September 21, 2023 at 4:00pm

AGENDA

1.0 Call to Order

2.0 Land Acknowledgement read by Board Chair

We are gathering on lands that have been home to First Nations Peoples from time immemorial. We acknowledge that what we now call Richmond Hill is on the Treaty Lands and Territory of the Mississaugas of the Credit First Nation and the Mississauga and Chippewa Nations of the Williams Treaty. We also recognize that we are on part of the traditional territories of the Haudenosaunee and the Huron Wendat.

We would also like to acknowledge all First Nation, Inuit and Métis peoples from across North America, also known as Turtle Island, who now reside in the City of Richmond Hill. We are committed to rebuilding constructive and cooperative relationships.

3.0 Regrets

4.0 Adoption of Agenda

4.1 Opening Remarks Board Chair

4.2 Adoption of Agenda

5.0 Disclosure of Pecuniary Interest and the General Nature Thereof

6.0 Delegations

None

Approval of Consent Agenda Items

All Consent Agenda Items (*) are considered to be routine, which require no discussion or debate, and are recommended for approval by the Chair. They may be enacted in one motion or any item may be held for discussion.

7.0 Minutes

7.1 *Library Board Draft Minutes – June 15, 2023

7.2 *RHPL Board Finance Steering Committee Approved Minutes – July 27, 2023

7.3 *RHPL Board Intellectual Freedom Steering Committee Draft Minutes – August 8, 2023

7.4 *RHPL Board Master Plan Steering Committee Draft Minutes – August 29, 2023

7.5 *RHPL Board Finance Committee Draft Minutes – September 15, 2023

8.0 Presentations

8.1 RHPL 2024-2039 Master Plan Update

Yunmi Hwang, Director, Branch and Customer Experiences

9.0 Reports

9.1 *RHPL 2024-2039 Master Plan Update Report SRLIB23.14

9.2 New RHPL Alcohol Policy Report SRLIB23.15

9.3 RHPL Board Governance Steering Committee Report SRLIB23.16

9.4 *2023 Q2 Financial Report SRLIB23.17

9.5 *2023 Q2 Strategic Plan Progress Report SRLIB23.18

10.0 New Business

10.1 New Motions

None

10.2 *Correspondence

10.2.1 Article The Walrus, dated June 12, 2023 - Re: Have you been to the Library lately? <https://thewalrus.ca/future-of-libraries/>

10.2.2 Article The Liberal, dated June 29, 2023 - Re: RH-Library unveils art installation with YRDSB students indigenous artist
https://www.yorkregion.com/news/richmond-hill-library-unveils-art-installation-with-yrdsb-students-indigenous-artist/article_7d245785-443c-52bb-aed8-b5d4413cf00a.html

10.2.3 Article The Liberal, dated June 29, 2023 - Re: Rooftops, Cafes and Zoom rooms: Libraries evolve to serve remote workers
<https://www.washingtonpost.com/technology/2023/06/29/libraries-remote-hybrid-work-offices-rto/>

- 10.2.4 Article The Liberal, dated July 5, 2023 - Re: RHPL's new brand reflects modern community hub for all
https://www.yorkregion.com/news/richmond-hill-public-library-s-new-brand-reflects-modern-community-hub-for-all/article_39fbca7d-2302-5ff0-994b-be54ff457600.html
- 10.2.5 Article The Liberal, dated July 6, 2023 - Re: RHPL's central branch hosts first indigenous artist vendor market
https://www.yorkregion.com/news/richmond-hill-public-librarys-central-branch-hosts-first-indigenous-artist-vendor-market/article_6721f888-4dec-58ba-8376-d1a6e77ddb7e.html
- 10.2.6 Twitter Post, dated July 17, 2023 - Re: Barack Obama letter to librarians of America
<https://twitter.com/BarackObama/status/1680927869021696005>
- 10.2.7 Article The Liberal, dated July 18, 2023 - Re: 'Everybody's story is special: Richmond Hill exhibit shares immigration tales'
https://www.yorkregion.com/news/everybody-s-story-is-special-richmond-hill-exhibit-shares-immigration-tales/article_9e91ab44-ccb0-5c8d-a5d3-eb29a3b387dc.html
- 10.2.8 Letter from Prime Minister, dated July 31, 2023 Re: RHPL Commemoration of Emancipation Day

10.3 Member Announcements

- 10.3.1 Hillcrest Mall – Summer Reading Club Kick-Off & Wrap-Up / J. Dyer

11.0 Date of Next Meetings

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

Thursday, October 19, 2023 @ 4:00 p.m. at Central Branch

12.0 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, June 15, 2023

MINUTES

The Richmond Hill Public Library Board held a regular meeting on Thursday, June 15, 2023 at 4:00 p.m. in the boardroom at Central Branch, 1 Atkinson Street, Richmond Hill, Ontario.

Present: Stephen Chait, Chair (virtual)
Jason Cherniak
Councillor Carol Davidson
Sadra Nasser
Sugantha Raj, Vice Chair
Mona Shahnazari
Councillor Scott Thompson

Staff: Darren Solomon, Chief Executive Officer
Joshua Dyer, Director, Content & Community Engagement
Yunmi Hwang, Director, Branch & Customer Experiences
Andrew Li, Financial Management Advisor, City of Richmond Hill
Gumaran Nithiyanandan, Manager, Grant Thornton LLP

Courtney Beatty, HR Business Partner, City of Richmond Hill

Daniella Shurgold, Manager, Fund Development

Susan Quinn, Executive Assistand and Governance Coordinator

1.0 Call to Order

The Chair called the meeting to order at 4:01 p.m.

2.0 Regrets

Councillor Castro Liu

Sofia Ma

3.0 Adoption of Agenda

Motion:

23:44

Moved by:

S. Nasser

Seconded by:

M. Shahnazari

THAT the Agenda of June 15, 2023, as amended by D. Solomon to remove add item 9.3.3 Introduction of new Manager, Fund Development, be adopted.

CARRIED UNANIMOUSLY

4.0 Disclosure of Pecuniary Interest and the General Nature Thereof

There were no disclosures of pecuniary interest.

5.0 Approval of Consent Agenda Items

Motion:

23:45

Moved by:

J. Cherniak

Seconded by:

S. Nasser

THAT the Richmond Hill Public Library Board approves the consent agenda, as amended by Councillor C. Davidson to pull item 8.1 for discussion; Councillor S. Thompson to pull item 8.4 for discussion; and J. Cherniak to pull items 8.2 and 8.3 for discussion.

CARRIED UNANIMOUSLY

6.0 Minutes

6.1 Library Board Draft Minutes – May 18, 2023 (Adopted by Consent)

Motion:

23:46

Moved by:

J. Cherniak

Seconded by:

S. Nasser

THAT the Minutes of May 18, 2023 be adopted.

CARRIED UNANIMOUSLY

7.0 Presentations

None

8.0 Reports

8.1 Including RHPL Libraries as Facilities for Special Occasion Permits in the City Municipal Alcohol Policy Report SRLIB23.10

Motion:

23:47

Moved by:

S. Chait

Seconded by:

J. Cherniak

That the Richmond Hill Public Library Board:

1. Defer receipt of the report and request that staff not proceed with application to City of Richmond Hill at this time;
2. Invite staff to return to the next Board meeting with an updated report that also includes an alcohol use policy.

CARRIED UNANIMOUSLY

8.2 Indigenous Land Acknowledgment Report SRLIB23.11

Motion:

23:48

Moved by:

J. Cherniak

Seconded by:

Councillor C. Davidson

That the Richmond Hill Public Library Board:

1. Approve the adoption of the following statement, as the Library's Indigenous Land Acknowledgement:

We are gathering on lands that have been home to First Nations Peoples from time immemorial. We acknowledge that what we now call Richmond Hill is on the Treaty Lands and Territory of the Mississaugas of the Credit First Nation and the Mississauga and Chippewa Nations of the Williams Treaty. We also recognize that we are on part of the traditional territories of the Haudenosaunee and the Huron Wendat.

We would also like to acknowledge all First Nation, Inuit and Métis peoples from across North America, also known as Turtle Island, who now reside in the City of Richmond Hill. We are committed to rebuilding constructive and cooperative relationships.

2. Add this Indigenous Land Acknowledgement to Library Board Meeting agendas to be read by the Chair.

3. And include this Indigenous Land Acknowledgment, or something similar, to be read at official RHPL public events.

CARRIED UNANIMOUSLY

8.3 2022 Draft Audited Financial Statements Report SRLIB23.12

Motion:

23:49

Moved by:

S. Nasser

Seconded by:

S. Raj

That the Richmond Hill Public Library Board:

1. Approve the 2022 Audited Financial Statements and authorize the Board Chair and Chief Executive Officer to sign the Financial Statements; and
2. Receive the Grant Thornton Report to the Board of Directors: Audit Strategy and Results, for the year ended December 31, 2022 for information.

CARRIED UNANIMOUSLY

8.4 Convert Payment and Refund Policy to a Procedure Report SRLIB23.13

Motion:

23:50

Moved by:

J. Cherniak

Seconded by:

M. Shahnazari

That the Richmond Hill Public Library Board approve the recommendation to convert the existing Payment and Refund Policy into a procedure.

CARRIED UNANIMOUSLY

9.0 New Business

9.1 New Motions

None

9.2 Correspondence (Received by Consent)

9.2.1 * Article from Liberal – dated May 26, 2023

RHPL receives Honorable Mention award at 2023 Innovations Celebration

9.2.2 *Opinion from Globe & Mail – May 26, 2023

U.S.-style book bans could happen in Canada too, if we're not careful

9.2.3 *Connecting the Community podcast Interview:

<https://marjaw.podbean.com/e/darren-solomon-and-joshua-dyer-tell-us-how-the-library-can-make-us-resilient-yes-at-the-library/>

9.2.4 *105.9 the Region Interview:

<https://share.transistor.fm/s/88ee0495> (start at 36 minutes)

Motion:

23:51

Moved by:

J. Cherniak

Seconded by:

S. Nasser

That the Correspondence be received for information.

CARRIED UNANIMOUSLY

9.3 Member Announcements

9.3.1 Board HR Committee (verbal S. Chait)

9.3.2 Closure for team training, Monday, June 19, 2023 (verbal, D. Solomon)

9.3.3 Introduction of Daniella Shurgold, Manager, Fund Development (verbal D. Solomon)

5:00 p.m. M. Shahnazari left the meeting.

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

10.1 Personal matters about an identifiable individual

Motion:

23:52

Moved By:

S. Nasser

Seconded by:

J. Cherniak

THAT the Board move into Closed Session for personal matters about an identifiable individual.

CARRIED UNANIMOUSLY

At 5:03 p.m. the Board moved into Closed Session.

5:18 p.m. S. Raj left the meeting.

At 5:25 p.m. the Board returned to Open Session

11.0 Adoption of Recommendations Arising from Closed Session (if any)

None.

12.0 Date of Next Meetings

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

Thursday, September 21, 2023 @ 4:00 p.m. at Central Branch.

13.0 Adjournment

Motion:

23:53

Moved by:

S. Nasser

Seconded by:

Councillor C. Davidson

THAT the meeting be adjourned at 5:26 p.m.

CARRIED UNANIMOUSLY

Approved by:

Stephen Chait
Chair

Darren Solomon
Chief Executive Officer

RHPL Board Finance Steering Committee Minutes**Thursday, July 27, 2023 at 1:00pm****Central Branch****Chair:** Sadra Nasseri**In Attendance:**

- Sadra Nasseri, Chair
- Sugantha Raj, Vice-Chair
- Stephen Chait
- Darren Solomon, CEO
- Daniella Shurgold, Manager, Fund Development
- Shawn Dillon, Finance and Administrative Assistant
- Susan Quinn, Secretary

Regrets:

- Andrew Li, Finance Management Advisor, City of Richmond Hill

Agenda

1. Agenda adoption
2. Minutes approval
3. 2023 Q2 Financial Report / A. Li & S. Dillon
4. Fundraising Update Presentation / D. Shurgold
5. 2024 Budget timelines / S. Dillon
6. Statement of Activities review / D. Solomon
7. New Business
8. Adjournment

1. Agenda Review and Adoption

Motion: FC23.20

That the agenda be adopted.

Moved by: S. Chait

Carried

2. Minutes Approval

Motion: FC23.21

That the draft minutes of June 15, 2023 be approved.

Moved by: S. Raj

Carried

Next Steps

Action Item	Accountable	Due
Add approved Minutes to September Board package	S. Quinn	Sep 2023

3. 2023 Q2 Financial Report / A. Li & S. Dillon

Motion: FC23.22

That the RHPL Board Finance Steering Committee recommends the Board’s receipt of the *2023 Q2 Financial Reports for the period ending June 30, 2023.*

Moved by: S. Chait

Carried

Next Steps

Action Item	Accountable	Due
Add report to September Board package	S. Quinn	Sep 2023

4. Fundraising Update Presentation / D. Shurgold

Motion: FC23.23

That the presentation be received for information.

Moved by: S. Dillon

Carried

5. 2024 Budget timelines / S. Dillon

Motion: FC23.24

That 2024 Budget timelines be received for information.

Moved by: D. Solomon

Carried

6. Statement of Activities review / D. Solomon

Motion: FC23.25

That the Statement of Activities review be received for information.

Moved by: S. Chait

Carried

7. New Business

- City to transfer the portion of its security guard operating budget that covers the Library from the Facilities Management to the Library effective mid-year 2023, to enable RHPL to better meet the changing needs of Library operations
- Board Finance Steering Committee Chair to co-present the 2024 budget presentation to Council

Motion: FC23.26

That the new business be received for information.

Moved by: S. Dillon

Carried

8. Adjournment

Motion: FC23.27

That the meeting be adjourned at 2:30 pm.

Moved by: S. Chait

Carried

Secretary: S. Quinn

Approved by Chair: S. Nasser

RHPL Board Intellectual Freedom Steering Committee **Draft Minutes****Tuesday, August 8, 2023 at 3:00pm****Central Branch****Chair:** Jason Cherniak**In Attendance:**

- Jason Cheriak, Chair
- Stephen Chait
- Councillor Scott Thompson
- Darren Solomon, CEO
- Josh Dyer, Director, Content & Strategy Delivery
- Robin Fribance, Director, Experience and Strategy
- Yunmi Hwang, Director, Branch & Customer Experience
- Jordan Graham, Manager, Collections Development & Intellectual Freedom
Working Group Chair

Regrets:

- Mona Shahnazari

Agenda

1. Agenda adoption
2. Drag Queen Story Time Debrief / Jordan Graham
3. Intellectual Freedom Working Group Update / Jordan Graham
4. Correspondence

5. Member Announcements
6. Adjournment

1. Agenda Review and Adoption

Motion: IFC23.01

That the amended agenda be adopted.

Moved by: S. Chait

Carried

2. Drag Queen Story Time Debrief / Jordan Graham

Motion: IFC23.02

Key discussion points

- Guidelines developed by Assistant Manager of Community Engagement were shared with staff in advance of event.
- RHPL received a customer complaint, however community feedback was overwhelmingly positive.
- Protesters arrived near the end of the event. Staff and security asked them to leave and police were called. They left without any incidents.
- Protesters posted a video to YouTube. RHPL has requested the video be removed from the platform.
- Event was well attended at full capacity of 40 people.
- Committee inquired about what is considered a protest and whether RHPL's policies regarding protests are applied consistently. The IFWG will conduct a policy review to ensure the Library has a clear definition and stance on protests.
- For future events, the Committee recommended we station security guards in the parking lot for greater visibility.

Action Item	Accountable	Due
Conduct policy review	IFWG	Next Meeting

That the Drag Queen Story Time Debrief be received for information

Moved by: S. Thompson

Carried

3. Intellectual Freedom Working Group Update / Jordan Graham

- The group is meeting regularly and recruiting new members

4. Correspondence

Key discussion points

- President Obama’s recent social media post regarding “profoundly misguided book bans” (J. Dyer)

Motion: MPC23.03

That the correspondence be received

Moved by: S. Chait

Carried

5. Member Announcements

- The IFWG’s work resulting in a change to the Library’s Meeting Room Rental Terms of Use.
- An intellectual freedom workshop by the Centre for Freedom of Expression was offered to staff at the Library’s Team Creativity Day.

- Discussion from the committee on how intellectual freedom can be incorporated into the newsletter as a symbol that the Library is continually standing up for intellectual freedom

6. Adjournment

Motion: IFC23.04

That the meeting be adjourned at 4:32 p.m.

Moved by: Darren Solomon

Carried

Secretary: J. Dyer

Approved by Chair: J. Cherniak

RHPL Board Master Plan Steering Committee **Draft Minutes****Tuesday, August 29, 2023 at 1:00pm****Location:** Central Library Boardroom, Hybrid**Chair:** Yunmi Hwang, Director, Branch & Customer Experience**In Attendance:**

- Yunmi Hwang, Chair
- Councillor Castro Liu
- Councillor Carol Davidson
- Stephen Chait
- Darren Solomon, CEO
- Greg Patterson, Manager, Branch Experience
- Josh Dyer, Director, Content & Community Engagement
- Robin Fribance, Director, Strategy & Service Innovation
- Gigi Li, Director, CRH, Financial Services & Treasurer
- Jacqueline Galang, Branch Experience Coordinator
- Caitlin Schultz, Associate Urban Designer and Planner, Brook McIlroy Inc.
- Allsun Campbell, Brook McIlroy Inc.

Regrets:

- Sofia Ma

Agenda

1. Agenda adoption

2. Draft Library Facilities Master Plan Presentation / Caitlin Schultz, Brook McIlroy
3. New Business
4. Adjournment

1. Agenda Review and Adoption

Motion: MPC23.09

That the agenda be adopted.

Moved by: D. Solomon

Carried

2. Draft Library Facilities Master Plan Presentation / Caitlin Schultz

- The Master plan uses the Library's Strategic Plan as the framework, which should be aligned together.
- The analysis in the Master plan shows that we are currently in deficit for library space, which is concerning. Potential library users may be making alternative choices due to the lack of adequate space.
- The increased space service level of 0.8 sq.ft. only meets the current needs.
- The notion of an express branch/service is good for meeting short-term needs. Express branches, in the form of a bookmobile, only provide access to the collection when there is a need for more space. Exploring leased space may be an alternative way to address the space deficit. It may also be a more financially prudent option.
- Consider splitting Express Branches according to the purposes they may serve. Mobile or impermanent branches may address access to collection needs while a smaller permanent branches may address space gaps in library services.
- The committee recommends Library staff continue to work with City Finance on exploring funding options before presenting them to the Board for approval.

- Funding sources are a significant challenge for the City and the Library.
- The Library may need to explore more funding options, such as partnerships with YRDSB for the OR branch.
- We could consider more short-term solutions that are affordable while also planning for the future.
- The draft Master Plan will be presented at the September Board meeting for information to ensure everyone understands the plan and the vision to meet the needs, without approving any specific projects. A full approval of the Master Plan with a comprehensive funding plan will be presented at the January board meeting.

Motion: MPC23:10

That the presentation be received and the draft Master Plan be presented to the Library Board at the September meeting for information.

Moved by: S. Chait

Carried

Next Steps

Action Item	Accountable	Due
Send a copy of the presentation to the committee	Yunmi Hwang	September 8, 2023

3. New Business

None

4. Adjournment

Motion: MPC23.11

That the meeting be adjourned at 2:45 p.m.

Moved by: J. Dyer

Carried

Approved by Chair: Yunmi Hwang

RHPL Board Finance Steering Committee **Draft Minutes****Friday, September 15, 2023 at 1:00pm****Central Branch****Chair:** Sadra Nasseri**In Attendance:**

- Sadra Nasseri, Chair
- Sugantha Raj, Vice-Chair
- Stephen Chait
- Darren Solomon, CEO
- Andrew Li, Supervisor, Operating Budgets, City of Richmond Hill
- Shawn Dillon, Finance and Administrative Assistant
- Susan Quinn, Secretary

Guests/Presenters:

- Erin Holl, Senior Associate, Pesce & Associates

Regrets:

- None

Agenda

- 1. Agenda adoption
- 2. Minutes approval
- 3. Personnel Matter (verbal) / E. Holl & D. Solomon
- 4. 2024 Draft Operating & Capital Budget Presentation / D. Solomon & A. Li
- 5. New Business
- 6. Adjournment

1. Agenda Review and Adoption

Motion: FC23.20

That the agenda be adopted.

Moved by: S. Chait

Carried

2. Minutes Approval

Motion: FC23.21

That the draft minutes of July 27, 2023 be approved.

Moved by: S. Chait

Carried

Next Steps

Action Item	Accountable	Due
Add approved Minutes to September Board package	S. Quinn	Sep 2023

3. Personnel Matter (verbal) / D. Solomon

Motion: FC23.22

That the Board Finance Steering Committee receive the personnel matter for information, and instructs staff to work with City Finance on strategy for implementation.

Moved by: S. Chait

Carried

4. 2024 Draft Operating & Capital Budget Presentation/ D. Solomon & A. Li

Motion: FC23.23

That the *2024 Draft Operating & Capital Budget* be received as information.

Moved by: S. Raj

Carried

5. New Business

- Update on fundraising opportunity

Motion: FC23.24

That the Board Finance Steering Committee receive the new business for information.

Moved by: S. Raj

Carried

6. Adjournment

Motion: FC23.25

That the meeting be adjourned at 2:52 pm.

Moved by: S. Chait

Carried

Secretary: S. Quinn

Approved by Chair: S. Nasseri



Subject: Richmond Hill Public Library Facilities Master Plan Update Report

For: Receipt

Date: September 21, 2023

Report #: SRLIB23.14

To: Richmond Hill Public Library Board

From: Yunmi Hwang, Director, Branch and Customer Experiences

SUMMARY

The Richmond Hill Public Library’s previous Facilities Master Plan was done in 2013. The Master Plan needs to be updated to be aligned to the Library’s new Strategic Plan and the City’s vision for growth, and to provide safe, flexible, convenient and inclusive community spaces that meet the needs of the community.

In May 2022, the Library engaged Brook McIlroy Inc. to provide consulting services for the Library Facility Master Plan.

Phases 1 and 2 of the project consisted of research, analysis, and stakeholder consultation and engagements with internal and external stakeholders, including City of Richmond Hill staff and RHPL customers, to guide the basic principles to draft a Master Plan.

The project is currently in Phase 3, in which a draft of the Master Plan report is being presented to various stakeholders for feedback. The Library and the consultant are also working closely with the City's Financial Services team to develop a phasing and implementation framework for the recommendations, determining the associated capital costs and funding sources.

The final Master Plan report will be brought to the Board for approval in January, 2024.

RECOMMENDATION

That the Richmond Hill Public Library Board:

1. Receive the Library Facilities Master Plan Update Report and presentation for information.

RATIONALE

The Richmond Hill Public Library's previous Facilities Master Plan was completed in 2013 by Monteith Brown Planning Consultants. A lot has changed since then: the City has and continues to experience year-over-year intensification, much of the growth coming through vertical living developments; the post-Covid landscape sees more people needing free modern spaces to work and study remotely; and Library services have evolved significantly, with more focus on new technologies, experiential learning, and arts and culture.

Brook McIlroy Inc was contracted to provide consulting services for the new RHPL Facilities Master Plan. Their expertise lies in architecture, interior design, and urban design and planning services, specializing in community and education facilities across Canada. Brook McIlroy also has one of the only Indigenous Design Studios in the country, which was valuable to the work as the Library pursues reconciliation.

The consultant has been working closely with Library staff to explore issues, trends and opportunities related to library spaces in the City, while developing strategies to improve the service level to meet the current and future needs of the community. The Master Plan Working Group consisted of staff from both the Library and the City of Richmond Hill.

The project consisted of 3 phases:

- **Phase 1: Background, Analysis and Draft Principles** - In this phase, the consultants reviewed the research and background documents to inform the Master Plan. They also conducted multiple engagement sessions with key stakeholders, including Library users, Library staff, community members, and City of Richmond Hill staff in Planning, Financial Services, Facility Management, Economic Development and Community Services.
- **Phase 2: Draft Facilities Master Plan** - In this phase, the results of the activities done during Phase 1 were reflected in a draft document solidifying the recommendations to meet the needs identified during the research. A high-level costing analysis of the recommendation was also developed.
- **Phase 3: Final Facilities Master Plan** - We are currently in the final stage of the Master Plan project, where we are finalizing the implementation framework. A draft of the plan was presented to the Library's Master Plan Steering Committee and their feedback, along with final comments from the Board and other stakeholders, will be incorporated into the final document to be presented to the Library Board and City Council, beginning in January 2024. Between now and then, the consultants and Library staff are working closely with the City's Financial Services group to identify the associated capital costs and funding sources to deliver the final recommendations.

A few key findings and recommendations by the consultant include:

- There is a significant deficit of library space in the City;
- There are geographic areas of the City without nearby library branches and services;
- There are opportunities to develop Express Branches as more flexible and lower cost ways to provide a greater level of access and flexibility;
- To meet the goals and visions of the RHPL Strategic Plan and improve accessibility and sustainability, RHPL could improve its service levels by:
 - Increasing RHPL’s space provision target;
 - Continuing the “tiered model” of Central branch and Community/Neighbourhood branches, and adding Express branches;
 - Improving its geographic coverage by building new branches and service points; and
 - Revitalizing RHPL’s existing branches.

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

This presentation is intended to provide the Library Board with a deeper understanding of the process we have undertaken to recommend the development strategies for Library facilities, and to listen to Board feedback as part of finalizing the report.

RELATED DOCUMENTS

1. RHPL Facilities Master Plan Update Presentation (to be made available on rhpl.ca after board meeting)



Subject: New RHPL Alcohol Policy Report

For: Approve

Date: September 21, 2023

Report #: SRLIB23.15

To: Richmond Hill Public Library Board

From: Josh Dyer, Director, Content and Community Engagement

SUMMARY

As a follow-up to the discussion on SRLIB23.10 (attached) at the June 15, 2023 Board meeting, the Board asked staff to create a new Alcohol Policy for consideration. This is now that report with accompanying draft policy.

As with most cultural institutions, younger adults in Richmond Hill are among the least engaged in our library's offerings. As a public library, it is important that we create relevant and curated offerings that appeal to everyone in the community to experience and draw value from.

Based on internal and external research, RHPL sees the inclusion of alcohol in some of its programs as an opportunity to engage with the younger adult demographic that has traditionally not perceived the library as part of their social sphere. Doing so would

enable adults in Richmond Hill to discover, learn and create new connections in a way that is relevant and meaningful to them.

The new Richmond Hill Public Library Alcohol Policy leverages the City of Richmond Hill's Municipal Alcohol Policy (MAP) and the guidelines set out by the Alcohol and Gaming Commission of Ontario (AGCO). There are various designated City facilities where alcohol use is permitted with a Special Occasion Permits (SOP) by the AGCO. Adopting this policy would allow the Library to ask Council to add our Library branches into its list of Facilities for Special Permits. The new policy presents a framework that ensures safe consumption of alcohol in Library facilities.

RECOMMENDATION

That the Richmond Hill Public Library Board:

1. Approve the attached *RHPL Alcohol Policy*
2. Recommend to City Council that the Library be included in the city's list of Facilities for Special Occasion Permits.

RATIONALE

Attracting New Audiences

As a public library we have an obligation to develop a collection and present programs that are relevant to a broad populous with diverse interests. This includes everyone from young children learning their ABC's to retirees picking up a new hobby. That said, we know we're doing a better job of serving some community members than others. Younger adults in particular have proven to be a somewhat elusive audience for cultural institutions across North America and it's no different here at RHPL. Research conducted for the Library's strategic plan in 2021 noted that young adults (ages 19-34) are heavily under indexed as library card holders (less than 10% had engaged with the

library in the past 12 months), and are often unaware of programs and services offered by the library. A recent Pew Research Report notes that this lack of awareness is likely due to a perceived lack of library programs and resources that are relevant to the interests of this demographic, as well as the high-level of competition libraries face in attracting young adults as a place to spend their free time.

Libraries aren't the only organizations facing this challenge. About 10 years ago museums and art galleries with aging membership bases started looking for opportunities to attract a younger audience. The solution required these institutions to engage with young adults on their own terms, ingratiating themselves to urban night life by offering live performances and experiential learning often after regular operating hours and sometimes paired with alcoholic beverages. As the AGO's Executive Director of Education and Public Programming, Kelly McKinley, put it, "we absolutely know that the traditional, sedate, quiet walk-and-look kind of art experience that museums have traditionally offered is simply not going to cut it for a younger audience who is used to interaction, multi-discipline, multi-sensory — and in the Internet age, content when they want it and how they want it."

This led McKinley and her team to introduce the AGO's monthly after-hours program *First Thursdays* in 2012. The program which ran for 6 years consistently attracted over 2,000 participants and is viewed as one of several successful strategies employed by the AGO to not only attract adult audiences who had not experienced the museum before, but also attract new and younger members. Shortly after, the Royal Ontario Museum followed suit with *ROM After Dark*, a monthly event that runs to this day. These two local examples represent a trend that has been followed by institutions across North America and is considered a resolute success.

Building on the success of museums and art galleries, the trend has spread as science centers across Canada have also introduced “after-dark” events to their program roster, turning the traditional educational experience for kids into an adult playground at night. When asked about the success of the Saskatchewan Science Centre’s *Adult Science Nights*, the organizer pointed to the few opportunities for playful learning and connection available to adults stating “sometimes as adults we forget the importance of play, and the opportunity of learning together.”

Where does that leave libraries?

Building on the museum and art gallery approach, libraries across North America have started to deploy the same strategy that has worked so well for other institutions. Aside from galas and fundraisers which almost always include a bar service, many libraries are pairing alcohol with what they’re known for best – books. Examples of this include “Books and Brews” at Vancouver Public Library, “Books, Beers, and Bites” at the Sault Ste Marie Public Library, “Summer Book Club with Cocktails” at the Jackson County Public Library, “Tales with Cocktails” at the Las Vegas Public Library, “Books on Tap” at the Lennox County Public Library, and “Brews & Books Book Club” at the Cornwall Public Library. These library programs are also sometimes done in partnership with local and regional businesses, which can range from make-your-own-wine companies and wineries to restaurants and pubs, which increases awareness for local businesses.

These library events appear to be achieving the same desired result as they did for galleries and museums, tending to sell out and often including fundraising components to them as well. A 2019 article by American Libraries Magazine covering the trend stated that “serving alcohol increases event attendance, particularly among younger adults, and cultivates a public image of the library as a hip, up-to-date social setting”. It’s an example of how libraries can serve younger adults on their terms, taking their interests into consideration while changing outdated perceptions of the library.

A Community Hub for Everyone

In his book, *Drunk: How we Sipped, Danced, and Stumbled our way to Civilization*, University of British Columbia professor Edward Slingerland studies the role of alcohol in human civilization through equal parts anthropology, psychology, and evolutionary biology. He argues that when used in moderation, alcohol can in fact help “solve a number of distinctively human challenges: enhancing creativity, alleviating stress, building trust, and pulling off the miracle of getting fiercely tribal primates to cooperate with strangers”. Simply put, it can help people drop their guard, collaborate, and enjoy each other's company.

In Richmond Hill, there are relatively few places for young adults to get together to appreciate arts and culture. Research for RHPL's Master Plan points to an “arts and culture void” in Richmond Hill where residents must often leave the city to experience attractions such as Markham's Varley Art Gallery, Vaughan's McMichael Canadian Art Collection, the Meridian Arts Centre in North York, or venturing to attractions in Toronto. It is also well-known that there is a lack of night-time spots in the City for younger adults to convene, meet new people and enjoy each other's company. RHPL's community engagement team is currently working on a strategy that looks at how the Library can play a role in filling both arts and culture as well as evening events gaps in Richmond Hill, through more relevant and curated program offerings. These experiences may sometimes call for alcoholic beverages to be served, which is common for exhibition openings, artist talks, etc. It is important to note that alcohol is not meant to be the focal point of these gatherings, but rather a secondary enhancement to another activity involving books, cooking, art, crafts, and other workshops or conversations.

There is good reason to believe there is a demand for this kind of programming at the library, as a survey conducted for the Library's strategic plan listed cooking programs as one of the top interests by community members. This was especially high for young adults where 62% said they'd be interested in cooking or culinary based programs at the Library. Acting on this data, RHPL has started to offer occasional cooking classes for a nominal fee and nearly all of these classes have sold out. To gauge the interest of how well alcohol would be received as a pairing to these classes, the Library tested an advertisement on Facebook and Instagram as part of its new brand in May 2023. The ad posed a simple question, "Couscous and Martinis? Yes, at the Library". Released alongside 3 other advertisements intended to reposition library programs and services, the couscous and martini ad by far out-performed the others, garnering over 50,000 impressions and over 1,000 clicks to the Library's website, 40% more than the next most popular ad.

Further, the ability to offer alcohol would make Library spaces more appealing to organizers of private events who are looking to book meeting spaces. This opportunity would further one of the revenue-generating strategies that is part of our Financial Sustainability initiative.

An Alcohol Policy that Keeps the Library Safe for Everyone

The Alcohol and Gaming Commission of Ontario is responsible for policies regulating alcohol in Ontario. On top of this, the City of Richmond Hill's Municipal Alcohol Policy provides parameters for serving alcohol in city facilities. The new Richmond Hill Public Library Alcohol Policy is meant to ensure that regulations already established by the AGCO and MAP are applied consistently in Library facilities and take into account the safety of our customers. It should be noted that serving alcohol in the library poses no greater risk or challenge than the facilities currently listed in the City's Facilities for Special Occasion Permits (SOP), which includes all Richmond Hill Community Centre's,

the Richmond Hill Heritage Centre, and the Lois Hancey Aquatic Centre as permissible venues for SOPs in Richmond Hill. Much like the Library, these facilities service residents of all ages with diverse interests, and, under the direction of the MAP, are able to balance these interests while allowing for the occasional event involving alcohol.

That said, the RHPL Alcohol Policy does include some specific approaches that take our customers into account. Most notably, preference will be given to events with an SOP that take place outside of Library hours so as to minimize interaction between alcohol and our underage customers or families. Furthermore, all events that include alcohol must also provide low-alcohol or non-alcohol options.

ATTACHMENTS

1. Copy of *Including RHPL Libraries as Facilities for Special Occasion Permits in the City Municipal Alcohol Policy Report SRLIB23.10*
2. RHPL Alcohol Policy



Subject: Including RHPL on Facilities for Special Occasion Permits in the Municipal Alcohol Policy Report

For: Information

Date: June 15, 2023

Report #: SRLIB23.10

To: Richmond Hill Public Library Board

From: Josh Dyer, Director, Content and Engagement

SUMMARY

The consumption of alcohol is prohibited in most City of Richmond Hill facilities even if a Special Occasion Permit (SOP) has been issued, unless a resolution from City Council authorizes such an event. However, there are various designated City properties where alcohol use is permitted.

As the Library moves towards offering more culinary based experiences, attracting non-traditional library users, and looking for new revenue opportunities such as special event space rentals and fundraising events, the ability to acquire SOPs for alcohol consumption is going to become increasingly important. With that in mind, the Library intends to prepare a report to request Richmond Hill City Council to amend its [Municipal Alcohol Policy](#) to include RHPL's branches to their list of facilities where alcohol permits are allowed.

RECOMMENDATION

That the Richmond Hill Public Library Board:

1. Receive the report *Including RHPL on Facilities for Special Occasion Permits in the Municipal Alcohol Policy Report* as information.

RATIONALE

The Liquor License Act of Ontario (L.L.A) prohibits the consumption of alcoholic beverages in public places unless a license or a SOP has been issued by the Alcohol and Gaming Commission of Ontario (AGCO). While the AGCO assumes responsibility for issuing permits throughout the province, the City of Richmond Hill's [Municipal Alcohol Policy](#) (MAP) strictly prohibits alcohol consumption within City facilities, with the exception of those facilities that have been pre-approved under the "Facilities for Special Occasion Permits" (Appendix A).

This list of pre-approved facilities encompasses a broad range of city-owned venues such as arenas, recreation centers, and community centers. Much like these facilities, libraries facilitate community gathering and offer spaces for private events. In fact, our Central branch is one of the most visited public buildings in the city. RHPL is an essential hub whose core role is to leverage its spaces to connect and build community through learning, discovery, and entertainment.

Notably, culinary literacy classes and musical performances have gained considerable popularity as library offerings, effectively enhancing our community engagement strategy. These new programs have become an important part of our strategic approach and we plan on expanding these types of experiences moving forward, given the significant interest they have generated at the Library. The Library's Financial Sustainability Initiative also recognizes the potential of special events and space rentals as revenue sources. These new offerings are all examples of how RHPL is expanding and enhancing its reach to new library users and non-

users alike, and the ability to include alcohol consumption or sale as part of these experiences greatly increases the Library's relevance and appeal for many people in our community.

In light of the aforementioned factors, the Library will be requesting City Council to include Richmond Hill Public Library branches and spaces on the City's pre-approved list of Facilities for Special Occasion Permits. If granted, it is important to emphasize that the Library comply with the MAP and strictly adhere to all AGCO regulations governing the sale, serving, and consumption of alcohol during special occasions.

Facilities of Special Occasion Permits

- Bayview Hill Community Centre
- Bond Lake Arena
- David Dunlap Observatory
- Ed Sackfield Arena
- Elgin Barrow Arena Complex
- Elgin West Community Centre
- Elvis Stojko Arena
- George Forster House
- Lake Wilcox Community Centre
- Langstaff Community Centre
- Lois Hancey Aquatic Centre
- M.L. McConaghy Centre
- Oak Ridges Community Centre
- Ozark Park Richmond Green – Shelter B
- Richmond Green Sports Complex
- Richmond Hill Heritage Centre
- Richvale Community Centre
- Robert Holland Interpretive Centre
- Rouge Woods Community Centre
- Tom Graham Arena Complex
- Town Park – Picnic Shelter



RICHMOND HILL PUBLIC LIBRARY ALCOHOL POLICY

POLICY INTRO AND PURPOSE

Alcohol and other controlled legal substances are key components of the social and leisure activities of many people. However, there can be negative social, legal and health impacts from uncontrolled or high-risk consumption. The consumption of controlled substances is permitted in the Province of Ontario in accordance with regulations and reasonable controls.

The purpose of this policy is to provide guidelines for the safe consumption of alcohol in Library facilities. The policy establishes a series of reasonable conditions, which all persons will be required to follow when and where the consumption of alcohol is permitted in RHPL branches. Furthermore, considering that Library facilities are owned and managed by the City of Richmond Hill, this policy remains fully compliant and consistent with the City of Richmond Hill's Municipal Alcohol Policy.

POLICY OBJECTIVES

- Ensure appropriate supervision and operation of events in which alcohol may be available or consumed
- Ensure all library visitors and program attendees are safe during events in which alcohol may be available or consumed
- Ensure the Library is following all laws and municipal policies governing the availability and consumption of alcohol

DEFINITIONS

For the purposes of this policy:

‘AGCO’ – The Alcohol and Gaming Commission of Ontario.

‘Event’ – A gathering, of any kind, whether social, business, private or otherwise, and includes the set-up, tear-down, cleanup and other ancillary activities that occur in, on or around Library properties.

‘Event Organizer’ – Any person or organization, including Library staff, applying to hold an event on Library premises and includes the person or organization on whose behalf such persons apply or seek permission to hold the event, the person whose name is listed as the permit holder on a Special Occasion Permit.

‘Event Worker’ – Any representative, agent, partner, employee, servant, contractor or other individual or entity working on the Event for the Event Organizer, and includes Library staff, volunteers, the Event Organizer, an Event Organizer’s delegates, Servers and Monitors.

‘Facility Agreement’ – The agreement between an individual or group and the Richmond Hill Public Library for a specified use of a designated facility or space for a defined period of time.

‘LLA’ – Refers to the Liquor License Act, R.S.O. 1990c. L.19, as amended, and includes applicable Regulations passed pursuant to the Act.

‘Server’ – An Event Worker serving or selling alcoholic beverages or who is acting as a bartender or who is monitoring the event.

‘Smart Serve’ – Smart Serve is a certification program for responsible service training to all individuals who serve alcoholic beverages or who work where alcoholic beverages are served in the Province of Ontario.

‘Special Occasion Permit’ (SOP) – A permit that is issued by the Alcohol and Gaming Commission of Ontario (AGCO) and is required for the sale and service of alcohol at special occasions.

‘Library Properties’ – Means those facilities, lands, buildings, structures, rooms or other real property for which the City of Richmond Hill or Richmond Hill Public Library is the legal owner or over which the Library has authority to grant use as part of its operations.

SCOPE

This policy applies to all Library staff and organizers of events held in Library facilities where alcohol is being served.

GENERAL GUIDELINES

The Library is committed to the safety and comfort of all of its customers. While Special Occasion Permits may be given to events taking place during Library operating hours, preference will be given to events with an SOP that takes place outside of Library operating hours so as to minimize the interaction between those participating in events where alcohol is being served and those that aren’t.

SOPs for Library Properties may be acquired by residents, businesses, organizations, or Library staff. For events organized by residents, businesses or organizations, Library staff must be present at all times.

POLICY

The Richmond Hill Public Library is under no obligation to allow licensed events to be held on Library Property. If the Library chooses to allow such events, it may impose whatever restrictions it deems appropriate. Accordingly all Event Organizers wishing to

hold a licensed event on Library Property are required to adhere to the policies set out in this section.

Anyone who wishes to serve alcohol on Library Property must complete a facility agreement that stipulates the conditions under which alcohol may be served. In addition, the responsible person must obtain a SOP from the AGCO. The Event Organizer must ensure that all the conditions of the LLA and the Richmond Hill Public Library Alcohol Policy are adhered to at the event. The Event Organizer must supply RHPL with a copy of the following, fourteen (14) days prior to the function:

- Special Occasion Permit
- List of Certified Servers for the event including their name, address, schedule of work, and Smart Serve registration number
- Appropriate Liability Insurance

Control

Alcoholic beverages will not be sold to or consumed by persons under 19 years of age. The Event Organizer or designated staff person will ask for and confirm proper identification for all individuals who appear to be under the age of 25. The permit holder will accept all forms of identification recognized by the AGCO including:

- Driver's License
- Passport
- Citizenship card
- Canadian Armed Forces Card
- Identification card issued by LCBO
- A secure Indian Status Card
- A permanent Resident Card
- A photo card issued under the Photo Card Act, 2008

The Event Organizer will refuse to serve alcohol to individuals who appear to be rowdy or intoxicated. If a dispute arises from someone denied alcohol, access and/or ejection, the Event Organizer or designate will make the final decision regarding who does and does not gain admittance. RHPL reserves the right to request that rowdy or disruptive patrons are ejected.

The Event Organizer must use Servers with certification from a Smart Serve Ontario. The Smart Serve Program has been developed by the Hospitality Industry Training Organization of Ontario, and is recognized by the Alcohol and Gaming Commission of Ontario.

The Servers and Event Workers will wear visible identification (i.e. name tags, group/event shirts), and will not consume alcohol while on duty or during breaks, nor will they be under the influence of any alcohol consumed before going on duty. The Event Organizer is responsible to ensure compliance with provisions.

The Event Organizer will post the SOP at the location where alcohol is being served.

The Event Organizer will be responsible for determining when external assistance may be needed and for requesting it from the appropriate authorities, including Library staff and members of York Regional Police.

The Event Organizer agrees to ensure there is food available to reduce the risk of intoxication. The food should be set up in a visible location and be available throughout the event.

Sale of Alcohol

When tickets are sold for alcoholic beverages in or around Library Property, there will be a limit of 2 per person. This limit will be reduced to one ticket when a) beer is sold in

pitchers, or b) wine is sold in bottles. Discounts will not be offered for volume purchase of tickets.

When tickets are not sold, each person will be limited to a purchase of 2 drinks. This limit will be reduced to the purchase of one pitcher or bottle of wine at a time.

Drinks will be served only in plastic or wax-coated cups and will be limited to a single standard serving that is 12 ounces of a regular beer, (up to 16 ounces of draft beer), 1½ ounces or less of spirits and 5 ounces or less of wine. In the event that pitchers of beer or bottles of wine are permitted to be sold/served, the limit will not exceed a 48 ounce pitcher of beer, or a 1 litre bottle of wine. Pitchers of beer or bottles of wine placed on the food tables are strictly prohibited. The Library at its sole discretion, may exempt an event from the requirement of using plastic or wax-coated cups.

All ticket sales are to close 30 minutes prior to Facility Agreement end time (no later than 1:00 a.m.). There will be no “last call” announced.

Low-Alcohol and Non-Alcohol Options

The Event Organizer will ensure that beverages offered include low-alcohol and non-alcoholic options (i.e. light beer, sodas, water and non-alcoholic cocktails).

Alcohol Marketing

Event Organizers must follow the SOP application regulations regarding alcohol advertising which states that groups cannot advertise the brands or the cost of the alcohol to be served.

Accountability

People with concerns regarding alcohol consumption during the event should be directed to the Event Organizer. Should those concerns not be addressed to their satisfaction, those with concerns should be encouraged to contact the Library Manager on duty.

Safe Transportation

The Event Organizer will be responsible for promoting safe transportation options for all the drinking participants.

Signage

The Event Organizer shall post signage at the event as required under the guidelines of the AGCO, LLA and this Policy. These include:

- SOP permit
- Signage clearly outlining the licensed area and unlicensed areas in which signs specify no alcohol consumption is allowed
- The portions of alcohol served and price per serving (i.e. per ticket)
- AGCO and York Regional Police Contact Numbers

Roles and Responsibilities

Library Staff

Library staff will provide written information or sources to the Event Organizer identifying the conditions and requirements of the RHPL Alcohol Policy and the Library's operating standards and procedures.

The appropriate Library Staff will approve or reject the application and use of Library Property for the event based upon compliance with the RHPL Alcohol Policy, and may, in their sole discretion, add conditions to ensure the safety of event attendees, Library customers or Library staff.

Event Organizer

The Event Organizer is responsible for the management and control of the event in every aspect, including but not limited to organization, planning, set up of the event, training of their designates and other Event Workers, inspection of the Library Property, alcohol service and sales, the safety and sobriety of people attending the event, including those persons turned away to control the event or because of intoxication, control of access to the event, response to emergencies including contacting police or other emergency services, the return of Library Property in vacant and proper condition, as well as compliance with the LLA and the RHPL Alcohol Policy, City By-Laws and any other conditions of the permission for use of Library Property granted by the Library.

It is the Event Organizer's responsibility to ensure that Event Workers and attendees are following the conditions and requirements set out in the RHPL Alcohol Policy and any other agreements for use of Library property, and that sufficient numbers of trained Event Workers are in attendance and applied as needed to monitor, manage and control the Event and use of Library property for the purposes of their responsibilities.

The Event Organizer has a duty to report to Library staff any incident that involves bodily injury or property damage, where AGCO Inspectors under the LLA have made a report, or where the Event Organizer is aware or has been made aware of any LLA or RHPL Alcohol Policy violations. The report will generally be provided after the event or

event day and allow the Library to consider future requests for the use of Library Property by the Event Organizer, and to collect information on incidents occurring on Library Property or carry out necessary repairs.

The Event Organizer must attend the Event for the entire duration, including post-event clean-up, and remain in attendance until the Library Property is vacated, and be responsible for making decisions regarding the operation of the event and safe transportation.

Approval Date: September 21, 2023	Motion # 23:XX
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Subject: Board Governance Committee Report

For: Approval

Date: September 21, 2023

Report #: SRLIB23.16

To: Richmond Hill Public Library Board

From: Darren Solomon, CEO

SUMMARY

The Library currently has Finance, Master Plan, and Intellectual Freedom Board Committees, which support the appropriate oversight of opportunity, risk and accountability on specific streams of work. The aim of this report is to create a new Governance Committee to support the Board's work in developing a strong and accountable organization.

RECOMMENDATION

That the Richmond Hill Public Library Board:

1. Approve the formation and Terms of Reference for the RHPL Board Governance Committee; and
2. Appoint the required Board members to the Committee so they may begin work.

RATIONALE

About Committees

As with the creation of our current committees, the purpose of Board Committees is to facilitate the business of the Board and to support the work of staff when Board participation may be required or beneficial. These are generally collaborative efforts between board members and staff, leveraging each other's strengths, backgrounds, experiences and responsibilities. There are two main types of Board Committees:

1. **Standing Committees** - Committees that run on a continual basis.
2. **Ad Hoc Committees** – Committees that are formed for a limited period of time to address a specific need. When the work of an ad hoc committee is completed, the committee is dissolved.

The scope of committees may vary from working groups, where members are expected to engage in research and development, through to steering groups, where members are primarily there to offer guidance and oversight. Committees report directly to the Board and have no authority other than to provide guidance and/or recommendations. Each committee operates within its Terms of Reference, which is established and approved by the Board. The Terms of Reference guides the committee's scope of work in four areas: Purpose, Responsibilities, Members and Duration. Each committee has a chair and at each meeting a designated Library staff member will take Meeting Minutes, which will be brought to the next RHPL Board meeting for review.

Governance Committee

In coordination with the Board Chair, Library staff recommend that a Governance Committee be formed with membership from board members and staff:

Type: Standing Committee

Purpose: To develop and recommend RHPL's approach to transparent and trustworthy Board governance, and to advise the Board on any areas of concern, best practices, and recommended changes.

Responsibilities:

- a) Evaluate and recommend opportunities to strengthen governing processes and practices;
- b) Review and recommend amendments to RHPL's Board By-laws and Memorandums with the City of Richmond Hill;
- c) Monitor the effectiveness of Board meetings and, when necessary, make recommendations to improve them;
- d) Develop and maintain a Board Competency Matrix for recruitment;
- e) Support and oversee the recruitment and orientation of Board Members and the Chief Executive Officer (CEO);
- f) Conduct annual performance evaluation of the CEO; and
- g) Recommend opportunities for ongoing Board professional development.

Members: The Committee will be composed of the Board Chair, two Board members, the CEO, the Director of Branch and Customer Experiences, the Executive Assistant & Governance Coordinator, and a staff member from Human Resources. The CEO will not attend any discussions where there is a conflict of interest.

Duration: The group will meet ongoing as needed.



Subject: 2023 Q2 Financial Report

For: Receipt

Date: September 21, 2023

Report #: SRLIB23.17

To: Richmond Hill Public Library Board

From: Andrew Li, Financial Management Advisor, City of Richmond Hill and Shawn Dillon, Finance & Administrative Assistant

SUMMARY

Financial updates are provided to the Library Board on a quarterly basis. This Q2 report was received by the RHPL Board Finance Steering Committee at their July 27, 2023 meeting, which recommended it to the Library Board for receipt.

The attached Financial Reports, for the period ending June 30, 2023, reflect expenditures and revenues to date compared to the annual budget, with a focus on significant variances and contributing operational factors. The year to date actuals are also presented alongside the year to date budget for comparison purposes. As a general guideline, revenues and expenses are assumed to occur evenly throughout the year. Given that the Q2 reports cover 6 months (January-June), the general benchmark for actual spend is 50% of the total annual budget.

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

RECOMMENDATION

That the Richmond Hill Public Library Board:

1. Receive the 2023 Q2 Financial Report for information.

RATIONALE

The attached financial reports focus on the Library Board's Q2 results and position. Additional commentary is provided below for significant and notable variances between the budget and actuals for revenues and expenditures.

Revenue

Library revenue generated approximately 35.3% of total budgeted revenues.

- Provincial grant revenue as budgeted is received in a lump sum, typically in the fourth quarter.
- York Region District School Board funding as budgeted reflects a January to August payment deposited in the second quarter and a September to December payment to be deposited in the fourth quarter owing to the School Board's September to August financial calendar.
- Library Generated Income is at 19.9% received. Fines, room rentals and used materials sales to date are not as robust as anticipated. In addition, work on the new revenue streams that were budgeted related to the hiring of the new Manager, Fund Development began in Q2.

Expenditures

Library expenditures are on track with approximately 50.3% spent in the first two quarters.

- **Personnel** expenditures at 50.5% spent is trending on target.
- **Collection Development** expenditures are also at 49.9% spent due to timing of filled and received orders.
- **Contracts & Services** expenditures are at 48.2%
- **Materials & Supplies** are at 70.3% which is anomalous due to the organizational changes requiring furniture and equipment purchases associated with staff moving departments.

Status of Capital Projects Report

The attached chart provides an overview of the Library's capital projects that remain open at June 30, 2023. Capital projects vary in expected delivery time from date of approval owing to their complexity or by staff or resource constraints. Staff continue to work on completing outstanding capital projects.

Richmond Hill Public Library Reserve Activity

Donation and Bequest Reserve Fund

The Richmond Hill Public Library Board Donation and Bequest Reserve Fund is used as a reserve for any monies that are donated to support the library. Q2 saw no changes to this reserve and reflects a balance of \$639,293, broken out as follows:

- \$123,000 for Local History Digitization project (Motion 18:116 December 2018); and

- Remaining balance of \$516,293 is unallocated.

Special Purpose Reserve

The Richmond Hill Public Library Board Special Purpose Reserve is a reserve that is used for grant carryovers or library surpluses. Q2 saw no changes to this reserve and reflects a balance of \$1,308,199:

- \$36,000 for 2022 Community Foundations of Canada Grant;
- \$100,000 for Space Enhancement Project (Motion 22:04 January 2022);
and
- \$1,172,199 balance from 2015 to 2022, undesignated.

A portion of the undesignated balance will be used to fund potential costs related to the Organizational Reallocation, as per SRLIB22.11 from December 2022.

Q2 Summary

Overall, the budget is currently in a deficit of \$376,804 for Q2, or 54.5% of the total budget. This is due to several factors; the provincial grant of \$122,200 hasn't been received, no withdrawals from the special purpose reserve as this is usually a year end entry, and there hasn't been any withdrawals for salary continuance packages. Once all these items are actualized we will likely be back in a surplus position by year end.

BACKGROUND

The following standing note will serve as background for all 2023 operating reports:

In the personnel expenditures budget, salaries involve incremental costs throughout the year as grade and step rate increases are applied. In addition, RHPL is in the midst of a re-organization of structure and staff, which is scheduled to be fully in effect

towards the middle of summer. The result of these changes will likely cause month-to-month variances between actuals to budget, however, it is anticipated that final yearend totals will approximate budget.

Collection development includes the cost of acquiring materials, in addition to the costs of processing and cataloguing them. These costs are subject to the timing and volume of major publishing seasons. As well, costs are incurred at the point when an order is filled and received by the Library, which can be a few short weeks or many months after an order has been placed. As a result, collection development costs are often incurred on an irregular basis. However, total annual spend is expected to approach budget.

A third area of expenditure relates to the public-service dominated contracts and services costs. Inventory control, the bulk of which is information technology, includes maintenance fees and service contracts. General contracts are for services provided to the Library by a third party company needed by the Library year over year. The majority of these costs include IT support and maintenance contracts, which vary in terms of timing and frequency, resulting in irregular or periodic expenditures.

Approximately 50% of the Library collection development costs are self-funded through a transfer to the City's Infrastructure R&R Reserve Fund. The annual total transfer will match the budget, as it is expected that RHPL will fully spend the collection development budget.

The last expenditure category is for materials and supplies. These expenses will occur irregularly throughout the year, on an as needed basis, and will represent more or less the budget by the quarterly reporting period, due to timing of payments.

ATTACHMENTS

1. RHPL Statement of Operations for the period ended June 30, 2023
2. RHPL Status of Capital Projects for the period ended June 30, 2023



2023 Operating Results
RICHMOND HILL PUBLIC LIBRARY BOARD
Overall Summary

	2023	2023	Variance	Actuals %
	<u>YTD Actuals</u>	<u>BUDGET</u>	<u>Fav/(Unfav)</u>	<u>to Budget</u>
Expenditures				
Personnel	3,764,144	7,454,700	3,690,557	50.5%
Collection Development	572,539	1,164,200	591,661	49.2%
Contracts/Services	698,905	1,449,800	750,895	48.2%
Materials/Supplies	98,677	140,400	41,723	70.3%
Transfer to Reserve	-	-	-	0.0%
Transfer to R&R Reserve Fund	283,850	567,700	283,850	50.0%
Total Expenditures	5,418,114	10,776,800	5,358,686	50.3%
Revenues				
Provincial/Other Grants	(735)	(122,200)	(121,465)	(0.6%)
Library Generated Revenue	(71,575)	(359,000)	(287,425)	(19.9%)
YRDSB Funding	(200,600)	(242,800)	(42,200)	(82.6%)
Transfer from Reserve	-	(516,200)	(516,200)	0.0%
Transfer from R&R Reserve Fund	(563,300)	(1,126,600)	(563,300)	(50.0%)
Total Revenues	(836,210)	(2,366,800)	(1,530,590)	(35.3%)
Net Budget	4,581,904	8,410,000	3,828,096	54.5%

YTD Actuals vs YTD Budget				
	2023	2023	Variance	Actuals %
	<u>YTD Actuals</u>	<u>YTD Budget</u>	<u>Fav/(Unfav)</u>	<u>to Budget</u>
Expenditures				
Personnel	3,764,144	3,727,400	(36,744)	101.0%
Collection Development	572,539	582,100	9,561	98.4%
Contracts/Services	698,905	724,900	25,995	96.4%
Materials/Supplies	98,677	70,200	(28,477)	140.6%
Transfer to Reserve	-	-	-	0.0%
Transfer to R&R Reserve Fund	283,850	283,900	50	100.0%
Total Expenditures	5,418,114	5,388,500	(29,614)	100.5%
Revenues				
Provincial/Other Grants	(735)	(61,100)	(60,365)	(1.2%)
Library Generated Revenue	(71,575)	(179,500)	(107,925)	(39.9%)
YRDSB Funding	(200,600)	(121,400)	79,200	(165.2%)
Transfer from Reserve	-	(258,100)	(258,100)	0.0%
Transfer from R&R Reserve Fund	(563,300)	(563,300)	-	(100.0%)
Total Revenues	(836,210)	(1,183,400)	(347,190)	(70.7%)
Net Budget	4,581,904	4,205,100	(376,804)	109.0%



BUDGET APPROVAL YEAR	PROJECT NO.	WBS NO.	WBS DESCRIPTION	APPROVED BUDGET	PTD ACTUAL EXPENSES	NET BUDGET UNDER (OVER) (BUD - PTD)
2019	P/000614	P/000614.01	2019 Online Payment Module	\$ 15,000	\$ 14,362	\$ 638
2019	P/000615	P/000615.01	2019 STEAM Tech RV&RG	\$ 30,000	\$ 23,847	\$ 6,153
2019	P/000617	P/000617.01	2019 Maker Space Equipment CE	\$ 25,000	\$ 5,918	\$ 19,082
2019	P/000625	P/000625.01	2019 Presentation Equipment CE	\$ 25,000	\$ 14,142	\$ 10,858
2020	P/000783	P/000783.01	Collection Inventory	\$ 141,600	\$ 11,494	\$ 130,106
2021	P/000620	P/000620.03	2021 Collection Development	\$ 356,000	\$ 96,819	\$ 259,181
2021	P/000794	P/000794.01	Cash Registers / POS System	\$ 68,600	\$ 2,589	\$ 66,011
2021	P/000795	P/000795.01	Website Redesign	\$ 300,000	\$ 142,464	\$ 157,536
2022	P/000620	P/000620.04	2022 Collection Development	\$ 366,700	\$ 3,043	\$ 363,657
2022	P/000796	P/000796.03	2022 Strategic Planning	\$ 100,000	\$ -	\$ 100,000
2022	P/000911	P/000911.01	2022 Digital Strategy Support	\$ 250,000	\$ 96,497	\$ 153,503
2022	P/000912	P/000912.01	2022 Master Plan Study Library	\$ 100,000	\$ 88,800	\$ 11,200
2023	P/000620	P/000620.05	2023 Collection Development	\$ 377,700	\$ -	\$ 377,700
2023	P/001050	P/001050.01	Data Strategy Execution and Expansion	\$ 250,000	\$ -	\$ 250,000
2023	P/001051	P/001051.01	Customer Relationship Mgmt Solution	\$ 250,000	\$ -	\$ 250,000
2023	P/001052	P/001052.01	New Brand Identity Implementation	\$ 150,000	\$ 48,959	\$ 101,041
2023	P/001053	P/001053.01	DEI Strategy Execution	\$ 50,000	\$ -	\$ 50,000
2023	P/001054	P/001054.01	Innovation Transformation	\$ 100,000	\$ -	\$ 100,000
2019	P/000612	P/000612.01	2019 Auto.MaterialsHandlingSortatio	\$ 200,000	\$ 155,496	\$ 44,504
2023	P/001116	P/001116.01	RHPL - Business App Evolution 2023	\$ 200,000	\$ 22,119	\$ 177,881
2023	P/001118	P/001118.01	RHPL - People Counter	\$ 50,000	\$ -	\$ 50,000
2023	P/001121	P/001121.01	RHPL - ILS Discovery Layer	\$ 210,000	\$ 54,136	\$ 155,864
2023	P/001113	P/001113.01	RHPL - IT Infrastructure Replacements	\$ 120,000	\$ -	\$ 120,000
2023	P/001117	P/001117.01	RHPL - Microsoft O365 Program	\$ 131,000	\$ -	\$ 131,000
2019	P/000621	P/000621.01	2019 Workstations&Peripherals	\$ 319,500	\$ 144,939	\$ 174,561
2020	P/000621	P/000621.02	2020 Workstations & Peripherals	\$ 250,000	\$ 185,198	\$ 64,802
2023	P/001114	P/001114.01	RHPL - Public Facing Technology Repl.	\$ 180,000	\$ -	\$ 180,000
2023	P/001115	P/001115.01	RHPL - Staff Technology Replacements	\$ 40,000	\$ -	\$ 40,000
TOTAL				\$4,656,100	\$ 1,110,821	\$ 3,545,279



Subject: 2023 Q2 Strategic Plan Progress Report

For: Receipt

Date: September 21, 2023

Report #: SRLIB23.18

To: Richmond Hill Public Library Board

From: Robin Fribance, Director, Strategy and Service Innovation

SUMMARY

This is the Q2 2023 update to the Richmond Hill Public Library Board on the progress on our Strategic Plan.

Progress on Strategic Plan Priorities is proceeding well. There are no blocked projects, and only minor delays on a few initiatives. Several major initiatives were completed in Q2, including the completion of the brand strategy and launch of the new brand, as well as the organization realignment.

Progress on Strategic Plan Objectives is mixed with half of the KPIs exceeding targets. In general, those that are below target are approaching target levels and remain on track to achieve goal by the end of the year.

2023 targets are currently under review and may be revised in order to provide a greater level of precision based on prior performance, population trends, and strategic objectives.

This report is meant to provide accessible documentation of the information contained in the charts, which may not be easily read by individuals using screen reader technology.

RECOMMENDATION

That the Richmond Hill Public Library Board:

1. Receive the 2023 Q2 Strategic Plan Progress Report for information.

Q2 2023 PROGRESS

Strategic Plan Priorities

Priority 1: Inspiring In-person Experiences

P1.1. Launch New Central Café	Complete
P1.2. Modernize Meeting Room Facilities <i>Proceeding ahead of schedule with Central Boardroom Upgrades</i> <i>Expected completion 2025</i>	On track
P1.3. Develop RHPL Master Plan <i>Expected completion Q4 2023</i>	On track
P1.3a. Explore Branch Specialization <i>Dependency: P1.3 - RHPL Master Plan</i>	On track
P1.3b. Assess After-hours Model <i>Dependency: P1.3 - RHPL Master Plan</i>	On track
P1.4. Redesign Service Model <i>Dependency: Organization realignment</i> <i>Expected completion Q4 2024</i>	On track

Priority 2: Accelerated Digital Experiences

P2.1. Redevelop RHPL Website <i>External dependency: CRH IT</i> <i>Phase 1 launch May 15, 2023</i> <i>Expected Completion Q2 2024</i>	On track
P2.2. Develop Digital Product Strategy <i>Expected completion Q1 2024</i>	Delayed
P2.3. Integrate Personalization <i>Dependency: CRM System onboarding</i> <i>Project kick-off May 2023</i> <i>Experiencing delays due to turnover in the</i> <i>IT Project Management Office</i>	Delayed

Priority 3: Customer- and Mission-focused Content

P3.1. Develop Future-ready Content <i>Ongoing</i>	On track
P3.2. Support Entrepreneurs & Small Business <i>Expected start 2024</i>	Not started
P3.3. Enhance Multilingual Offerings <i>Ongoing across multiple departments, and will</i> <i>be documented in department plans starting Q2 2023</i>	On track
P3.4. Expand Membership to Relevant Organizations <i>Incremental start: partnership with Soulpepper Theatre,</i> <i>Black Creek Pioneer Village</i>	On track

Priority 4: Expanded & Deeper Engagement

P4.1. Develop a Brand Strategy & New Identity	Completed
P4.2. Build & Execute a Marketing & Media Plan	Completed
P4.3. Integrate Proof Point of Library Value into Customer Journeys <i>Dependencies: P4.1 - Brand Identity, P4.2 - Marketing Plan</i> <i>Expected start Q1 2024</i>	Not started
P4.4 Build Librarians into Personalities <i>Dependency: P2.1 – Website</i> <i>Expected start Q2 2024</i>	Not started
P4.5 Develop a Literacy Initiative <i>Expected start 2024</i>	Not started

Priority 5: Insights & Innovation

P5.1. Create an Innovation & Insights Strategy <i>Expected completion Q4 2023</i> <i>Delayed due to other high-priority projects</i>	Delayed
P5.2. Develop Innovation & Foresight Capabilities <i>Dependency: Organization realignment</i> <i>Ongoing and will be included in the innovation and insights strategy</i>	On track

Priority 6: Information & Technology Advancement

P6.1. Application Management Program <i>External dependency: CRH IT</i> <i>Ongoing</i>	On track
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P6.2. Expand Collaboration Tools On track
External dependency: CRH IT
Partially complete with Outlook, Teams,
Sharepoint in place

P6.3. Develop Data Strategy Complete

Priority 7: Effective Governance

P7.1. Develop Financial Sustainability Strategy On track
Feasibility study competed Q4 2022
Manager of Revenue Development recruited

P7.2. Conduct Board Governance Review On track
Ongoing
Expected completion Q4 2023

P7.3. Develop Environmental Sustainability Strategy Not started
Expected start 2024

P7.4. Develop Department Plans On track
Dependency: Organization realignment
Expected completion for all departments
Q2 2023-Q1 2024
Annual planning cycle being on-boarded now

Priority 8: Expanded & Deeper Partnerships

P8.1. Participate at Local/Regional Planning Tables On track
Dependency: Organization realignment
Incremental start
Plan included in Community Engagement Department Plan

P8.2. Broaden Library Best Practices On track

Recent activity:

- Leadership on CULC Futures Lab
- Steering Committee for OLS “Valuing Ontario Libraries” initiative
- Member of ULC Strategic Plan Steering Committee
- Initiated Multicultural Community Advisory Group
- York Region Collaborative Programming Partnership

P8.3. Expand Volunteer Program Not Started

Dependency: Organization realignment

Expected start 2024

Priority 9: High-performance Organization

P9.1. Develop Culture On track

Ongoing; Next culture survey in Spring 2024

P9.2. Develop Performance Management Program Not started

External dependency: CRH HR

Organization realignment

Expected start Q4 2023

P9.3. Align Org Structure to Strat Plan Completed

Strategic Plan Objectives

RHPL has identified three indicators of Library health: Customer Use, Customer Satisfaction, and Customer Retention and Growth.

We are in the process of updating and enhancing the methods of collecting, evaluating & reporting the Strategic KPIs.

- For some indicators the data collection procedures have been updated. Q2 2023 report results & outputs will necessarily vary as a result.

- Where possible data from previous reporting has been updated to match the new reporting framework in an attempt to maintain consistency.
- Advancements in data collection and business intelligence practices will result in a re-evaluation of 2023 targets over the next couple of months.

Customer Use

- Monthly Average Website Users Exceeded target
- Unique Website Visits Exceeded target
- Unique Catalogue Searches Below target
- Monthly Average Wifi Sessions Below target
- In-Person Visits (Foot Traffic) Data unavailable

Due to equipment malfunctions during the quarter, quarterly door counts are unavailable. IT is currently working on a solution.

Customer Satisfaction

- Customer Satisfaction 4.17 average rating (out of 5)

Customer Retention/Growth

- Percentage of Active Cardholders per Capita Below target
- No. of Active Cardholders by Quarter Above target
- New, Renewed & Lapsed Net gain in members
- Number of Physical Items Circulating Below target
- Number of Digital Items Circulating Above target

RELATED DOCUMENT

1. Strategic Plan Progress Q2 2023 Presentation



PRIME MINISTER • PREMIER MINISTRE

July 31, 2023

Dear Friends:

I am pleased to extend my warmest greetings to everyone attending this evening's commemoration of Emancipation Day at the Richmond Hill Public Library.



Officially designated on March 24, 2021, by a unanimous vote in the House of Commons, Emancipation Day falls on the day in 1834 that slavery was abolished in the British Empire. On this day, we recognize and honour people of African descent for their courage, determination and resilience in the face of the transatlantic slave trade's devastating effects on their individual freedoms, families, and cultures. We also acknowledge the painful history of slavery here in Canada and pay tribute to the perseverance and resolve of countless changemakers who have worked – and continue to work – so hard to ensure all members of Black communities in Canada can fully participate in society.

Finally, Emancipation Day offers an important opportunity to celebrate the significant contributions that Canadians from Black communities have made to the history and continued growth of our nation, and to recommit ourselves to the fight against anti-Black racism and discrimination. Together, we will help to build a better, more inclusive Canada for all.

On behalf of the Government of Canada, I offer my best wishes for a memorable and enlightening commemoration.

Sincerely,

The Rt. Hon. Justin P. J. Trudeau, P.C., M.P.
Prime Minister of Canada