



A Regular Meeting of
the Richmond Hill Public Library Board
will be in the Boardroom of the Central Library
on Thursday, September 19, 2019
at 7:30 pm

AGENDA

- 1.0 **Call to Order**
- 2.0 **Regrets**
- 3.0 **Adoption of Agenda**
- 4.0 **Disclosure of Pecuniary Interest and the General Nature Thereof**
- 5.0 **Minutes**
 - 5.1 **Library Board Minutes – June 27, 2019**
 - 5.2 **Special Library Board Minutes – August 14 2019**
- 6.0 **Correspondence**
- 7.0 **Reports**

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

- 7.1 Draft 2020 Capital Budget Report SRLIB19.33
- 7.2 Richmond Green Library Materials Handling System Acquisition Report SRLIB19.34
- 7.3 New Oak Ridges Library Status Report SRLIB19.35

8.0 **Member Announcements**

9.0 **Date of Next Meeting**

The next meeting of the Library Board will be held on **Thursday, October 17, 2019 at 7:30 p.m.** at Central Library in the Boardroom.

***Please advise Louise Procter Maio of regrets for attendance, by **noon** on Thursday, September 19, 2019 at 905-884-9288, extension 5041 or e-mail: lproctermaio@rhpl.ca.*

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



Richmond Hill Public Library Board

DRAFT 2020 CAPITAL BUDGET REPORT

SRLIB19.33

Subject: Draft 2020 Capital Budget Report
From: Louise Procter Maio
Date: September 19, 2019

1.0 Recommendation

That the draft *Richmond Hill Public Library 2020 Capital Budget* dated September 19, 2019 be approved.

2.0 Purpose

To provide the Library Board with a draft 2020 Capital Budget that outlines key projects for 2020, in accordance with Council's guideline that the overall municipal 2020 Tax Supported Capital Budget be capped at \$14 million.

3.0 Background

As with all aspects of municipal budget development and review, the process and format for preparation of capital budgets are established by the City of Richmond Hill.

Capital expenditures are described as follows:

- *Any significant expenditure incurred to acquire, construct or improve land, buildings, engineering structures, or machinery and equipment used in providing library services and that creates or extends the life of an asset for one year or longer and at a cost of \$5,000 or more.*
- *Two exceptions to this threshold are the computer replacement program and the library materials replacement program.*

The primary intent of the definitions is to stabilize the Library’s overall operating budget expenditures, by removing irregular costs that are not part of an ongoing operational activity.

4.0 Capital Budget Strategy

The City is taking a different approach to capital budgeting this year. In accordance with the City staff report:

“The Municipal 2020 Capital Budget request will highlight current projects in need of the City’s resources. In light of the continued pressures on the City’s capital related reserve funds, capital projects need to be prioritized in terms of risk, timing and financial commitments. City staff have identified the Tax Supported Capital reserve funds as facing the most immediate pressure.

In early 2019, Council approved the formation of a Capital Sustainability Steering Committee that will eventually approve a Financial Sustainability Strategy to provide guidance on future Tax Supported capital programs”.¹

“The purpose of the Committee is to inform and educate Committee and Council on fiscal sustainability in asset management and establish a

¹ City of Richmond Hill. SRCFS.19.019 – 2020 Capital and Operating Budget Strategy, June 26, 2019.

sustainable long term capital investment strategy that includes all areas of tax supported and storm-water capital investment, and that informs the Comprehensive Asset Management Plan, the Financial Sustainability Strategy, future Development Charges updates, future Capital Budgets and Forecasts, and future Operating Budgets.

The mandate of the Committee is to evaluate opportunities to deliver long term capital investments that are in line with community expectations and fiscally sustainable. This includes a review of strategic infrastructure program investment. The funding framework within the financial sustainability strategy will be the basis for financing capital budgets for 2020 onwards.”²

On July 9, 2019 Council approved a 2020 Capital Budget Strategy:

- That the 2020 Tax Supported Capital Budget be capped at \$14 million.

5.0 Draft 2020 Capital Budget

The draft 2020 RHPL Capital Budget request has been prepared in accordance with the above-noted guideline and in discussion with City staff. All projects relate to the RHPL Strategic Plan. While numerous capital needs were identified throughout the budget process, all were analyzed and prioritized based on a comprehensive risk assessment in accordance with the City’s budgeting exercise. The Library’s draft 2020 Capital Budget of \$897,200 represents the highest ranked projects.

² City of Richmond Hill. Capital Sustainability Steering Committee of Council Terms of Reference, April 17, 2019.

Table 1: 2020 Capital Projects most in need of resources

	2020 Capital Budget Request
EXISTING CAPITAL PROJECT	
Workstations & Peripherals	\$ 250,000
Collection Inventory	141,600
Total Existing Capital Projects	391,600
NEW CAPITAL PROJECTS	
Modular Collaborative Spaces	160,000
Collection Development	345,600
Total New Capital Projects	505,600
TOTAL CAPITAL EXPENDITURE	\$ 897,200

5.1 Existing Capital Projects

These projects relate to replacement of existing assets such as furniture, equipment and collections. Replacement capital is for existing capital which has deteriorated to the extent that replacement is a more effective option than maintenance. These projects extend the life of an asset or replacement at the end of the asset's economic life. Funding is Tax Supported. There are two critical asset replacement projects recommended:

- Workstations and peripherals
 - computing workstations, purchased in 2013, have reached end of life and require replacement in accordance with the lifecycle management program
 - supporting software will no longer be supported by Microsoft
 - potential risks include reputational and operating harm

- RFID security gates, purchased in 2012, have reached end of life and require replacement in accordance with the lifecycle management program
- potential risks include service interruptions and collection vulnerability as detection system could fail resulting in reputational and operational harm
- Richmond Green Collection Inventory
 - a comprehensive collection maintenance program is required to refresh and update collections and to ensure collection targets are preserved, for both public and high school student use
 - potential risks include collections becoming irrelevant, outdated and/or in poor physical condition resulting in reputational and operational harm

Each recommended capital project has a project sheet attached including a risk assessment table.

5.2 New and Growth Capital Projects

These are projects which are required to meet a new level of service or respond to needs of a growing community. Funding sources can be varied and may include Development Charges.

There are two new and growth related projects recommended:

- Central Library modular collaborative spaces
 - customers have noted their desire for private study/meeting rooms (55%)³

³ Richmond Hill Public Library Feasibility Study for the Expansion of Central Library, December 2017.

- acquisition of modular study rooms will provide opportunities for collaborative use in the North Reading Room while remaining respectful of customers interested in quiet study
 - creating modular space that encourages collaboration will support the changing dynamic and uses of libraries and customer expectations
 - these modular spaces are flexible allowing for reconfiguration for future space needs or design
 - dedicated collaborative spaces are provided for in the new Oak Ridges Library and in many other public libraries such as Markham, Vaughan, Kitchener and more
 - potential risks include reputational and operational harm as the Library cannot meet the expressed needs of residents nor provide the space amenities of a modern library
- Collection development
 - additional materials are required to keep pace with the collection demands of a growing and increasingly diverse population
 - provides a diverse and comprehensive collection that meets the educational, informational and recreational needs of Richmond Hill residents
 - potential risks include reputational and operational harm to a core service as a reduction in library collection service levels will result

Each recommended capital project has a business case attached including a risk assessment table.

6.0 Timing

The current capital budget review schedule assumes Capital Budget adoption by Council by November 2019.

7.0 Alignment with the Strategic Plan

The draft 2020 Capital Budget aligns with the strategic direction to *Enrich Your Choices* by reviewing our many services and programs and making the best use of our resources, including budget as we add, divest and adjust customer offerings. The capital budget also aligns with the strategic direction to *Reinforce our Capabilities* by ensuring that as a key guiding document, it underpins our strategies.

8.0 Conclusion

The draft 2020 Capital Budget has been prepared in accordance with Council's Capital Budget Strategy and in discussions with City staff. It is recommended that the draft Richmond Hill Public Library 2020 Capital Budget, dated September 19, 2019 be approved.

9.0 Attachments

1. *Draft 2020 Richmond Hill Public Library Capital Budget*, dated September 19, 2019
2. *Draft 2020 Richmond Hill Public Library Capital Project Sheet: Asset Replacement - Workstations and Peripherals*, dated September 19, 2019
3. *Draft 2020 Richmond Hill Public Library Capital Project Sheet: Asset Replacement - Richmond Green Collection Inventory*, dated September 19, 2019
4. *Draft 2020 Richmond Hill Public Library Capital Business Case: Central Library Modular Collaborative Spaces*, dated September 19, 2019
5. *Draft 2020 Richmond Hill Public Library Capital Business Case: Collection Development*, dated September 19, 2019

Pre-Submission Review

Executive Leadership Team – Tuesday, August 27, 2019

Prepared by:

Approved by:

“Signed version on file in the Administration Office”

Nusrat Ahmed
Executive Manager, Business Services

Louise Procter Maio
Chief Executive Officer



RICHMOND HILL PUBLIC LIBRARY
DRAFT 2020 CAPITAL BUDGET

	Draft 2020 Capital Budget
EXISTING CAPITAL PROJECT	
<u>Furniture & Equipment</u>	
<u><i>Technologies</i></u>	
<u>Workstations & Peripherals</u>	\$ 250,000
<u><i>Content</i></u>	
<u>Collection Inventory</u>	141,600
Sub-Total Furniture & Equipment:	391,600
TOTAL EXISTING CAPITAL PROJECT	391,600
NEW CAPITAL PROJECTS	
<u>Furniture & Equipment</u>	
<u><i>Customer Experiences</i></u>	
<u>Modular Collaborative Spaces</u>	160,000
Sub-Total Furniture & Equipment:	160,000
<u>Collection Development</u>	
<u><i>Content</i></u>	
<u>Collection Development</u>	345,600
TOTAL NEW CAPITAL PROJECTS	505,600
TOTAL CAPITAL EXPENDITURE	\$ 897,200

Project Name: Workstation and Peripherals	
Project Sponsor Division: Technologies	Target Project Start Date: January, 2020

Project Description, Deliverables and Outcomes

This project is to replace existing assets including computer workstations and library material security gates with related software and peripherals. Existing assets have reached end of life and the operational software on current computer workstations will not be supported beyond 2020. Replacing these assets will increase productivity and reduce risks associated with outdated equipment.

Project Drivers:

Asset Stewardship/State of Good Repair

- This project is required to improve the condition of an existing asset which has reached the end of life.
- Existing computer stations have reached their life expectancies.
- The supporting software for computer stations will reach end of life in Jan 2020. There will be no further support and updates. There is increased security risks and reduced productivity with the existing assets if not replaced.
- Existing RFID library material security gates have reached their end of life. There is increased risk of failure if not replaced.

Growth or Customer Service Improvement

- This project will benefit service delivery to current or future library customers. This project is needed improve service delivery and enhance existing assets.
- Replacement of the existing equipment will benefit service delivery of customers with increased productivity.

Service Delivery and Project Benefit

Service: Library

Existing Customer Level of Service: Provision of library services

Key Performance Indicator: Library material transactions processed, organizational IT security maintained

Social and Community Benefits: When Library borrowing services are processed properly with reliable computer equipment and systems, the community benefit from more efficient library services without service interruptions.

Grant Funding Considerations: None

Project Delivery Options

Direct Infrastructure Impacts

Service	Asset Class	Asset Type	Asset Type Criticality	Asset Replacement Value	Existing	Condition
Library	Computer	Workstation	High	\$200,000	Yes	EOL
Library	Computer	LMHS (Security Gates)	High	\$50,000	Yes	EOL

Project Bundling and Corridor Planning Consideration:

The Library reviewed organizational priorities for 2020 and completed a risk assessment internally for all potential R&R projects. This project was considered a crucial 2020 budget request because it is required to improve the condition of an existing asset which has reached the end of life. There are significant risks and potential harms if not replaced.

Risk Assessment:

Potential Risk from Project Deferrals or Cancellations:

The current computer workstations were replaced in 2013. With estimated useful life of 5 years for computer equipment, the current asset is overdue for its replacement. If the hardware is not replaced in 2020, there is a potential risk related to operational limitations and harms. There is also a potential risk related to the operating software, Windows 7, on the current computer stations. Microsoft recently announced that it will officially begin the Windows 7 end of life phase on January 2020. The company will stop supporting Windows 7 on laptops and desktops, and will no longer patch it with security updates and provide support which creates potential for reputational and operational harm.

Another asset to be replaced with this project is RFID library material security gates for 3 library branches. They were last replaced in 2012. With estimated useful life of 5 years for this type of equipment, the current asset is overdue for its replacement. This could potentially cause service interruptions and operational harm. Library materials are at risk without passing through the security gate detection system because any material that has not been through a complete checkout process will not be detected systematically.

Both assets need to be replaced in 2020 because they have reached their useful life. Without

replacing these assets, there are high associated risks of service interruptions and operational limitations.


List of Potential Risk (Describe risk)	Weighted Consequence Score (A)	Risk Likelihood (B)	Risk Rating (A)X(B)
Potential for reputational and operational harm due to equipment and software EOL (End-of-life)	2.58	4	10.33
Average Risk Score	2.58	4	10.33

Constraints & Assumption:

None noted.

Approvals

<p>_____</p> <p>Director of Technologies</p> <p>August 26, 2019</p> <p>_____</p> <p>Date</p>	
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	Project Needs Form
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Project Name: Richmond Green Library Collection Inventory	
Project Sponsor Division: Content	Target Project Start Date: March 2020

Project Description, Deliverables and Outcomes

Richmond Green Library was opened 14 years ago, as a joint facility serving both the Elgin West catchment area as a public library, and the Richmond Green Secondary School as a high school resource centre. The collection is selected with regard to both public recreational, informational and educational use and specific secondary-school level curricular support. At present, the collection has outgrown optimal size, and items need to be reviewed due to age, outdatedness and/or condition.

The project is intended to readjust the size of the collection to the defined optimal number of 70,000. This will both refresh the collection and allow for more flexible spaces for public use and high school study. The project will require:

- professional analysis resulting in the deselection of outdated and redundant materials and the selection of new items, particularly due to the curricular support component for the high school and the changing demographics of this rapidly growing sector of the city;
- clerical support to withdraw and decommission the deselected items from the library databases.

Based on work previously completed on the Oak Ridges Library (which has a similar collection, but without the additional challenge of the high school service) this work will take approximately one year.

Project Drivers:

Asset Stewardship/State of Good Repair

This project is required to improve the condition of an existing asset, the Richmond Green Library collection, which requires a thorough vetting and refreshing to ensure that a current, authoritative, popular and curriculum supporting collection is maintained.

Many of the older materials are now outdated or in poor condition. There is an increased risk and reduced relevancy if the collection is not refreshed.

Growth or Customer Service Improvement

The project will result in a collection responsive to the needs of the growing community in the area, including relevant multilingual materials, as well as in a collection supporting the current curriculum specifications for the secondary school partner.

Refreshment of the existing collection, making it both more relevant and more attractive to use, will benefit service delivery to customers.

Service Delivery and Project Benefit

Service: Library

Existing Customer Level of Service: Provision of materials of value and interest to the general community in the Leslie St./Elgin Mills area, as well as curriculum support to the Richmond Green Secondary School faculty and students through our service contract with the York Region District School Board (YRDSB).

Key Performance Indicator: Feedback from customers, materials circulation metrics.

Social and Community Benefits When the Richmond Green collection is refreshed with new and updated materials, the community benefits with resources that meet their informational, educational and recreational needs.

Developing and expanding the Richmond Green Library's collection of library materials underpins Richmond Hill Public Library's purpose: "We are Your Library. Your Knowledge Centre".

Grant Funding Considerations: None

Project Delivery Options

Discussion of Project Delivery Options

Due to the age and condition of some of the materials involved, and in order to ensure a relevant and cohesive collection, it is most efficient and effective to complete the project in one step.

Direct Impacts

The materials collection at Richmond Green is the asset being affected.

The estimated project cost for **Library Collection Inventory** is **\$141,600**.

Project Bundling and Corridor Planning Consideration:

The Library reviewed organizational priorities for 2020 and did risk assessment internally for all potential R&R projects. This project was considered crucial for 2020 budget request because it is required to maintain and improve the condition of an existing asset which forms the core of library service due to our contractual obligations to the York Region District School Board to provide up-to-date and relevant curriculum support materials, as well as to provide a vibrant and comprehensive collection to the rapidly growing community at Leslie Street and Elgin Mills Road East. There are significant risks and potential harms if materials are not replaced on a regular schedule.

Risk Assessment:

Potential Risk from Project Deferrals or Cancellations:

If the project is not completed, Richmond Green Library's collection of library materials will retain materials that are irrelevant, outdated and/or in poor condition. Newer, relevant and attractive materials will not be available to residents and students, resulting in severely reduced service levels in terms of both available materials and quality of information, and resulting in dissatisfaction on the part of the Richmond Hill residents who have high expectations of their library. As well, this could have a detrimental effect on the YRDSB contractual relationship, if the students do not have the most current and accurate curricular support material available.

List of Potential Risk (Describe risk)	Weighted Consequence Score (A)	Risk Likelihood (B)	Risk Rating (A)X(B)
<i>Impacts for service delivery to YRDSB and public library customers</i> <i>Potential for loss of reputation as source of information</i>	2.17	4	8.67
Average Risk Score	2.17	4	8.67

Constraints & Assumption:

None noted.

Approvals

Director of Content

August 19, 2019

Date



Customer Experiences Business Case – Growth & New Capital Central Library Modular Collaborative Spaces

Background

Central Library serves a diverse and evolving community of customers. Increasingly, the Library has customers seeking spaces to work collaboratively be it for projects, business purposes, or recreation. Providing modular study rooms on the Central Library 3rd floor that are enclosed and can accommodate 1-4 customers will create more collaborative spaces while mitigating sound transference.

Both community members and staff have identified a need for more collaborative spaces in the Richmond Hill Public Library Feasibility Study for the Expansion of Central Library. Customers indicated a desire for private study/meeting rooms (54.55%). Staff members also indicated a desire for: “more study spaces, including collaborative spaces, and smaller, information breakout areas/meeting nooks” for customers.

Creating a space on the 3rd floor in the North Reading Room that encourages collaboration will support the changing dynamic and uses of libraries. In developing the space it is essential to continue to provide different spaces to support existing customers for quiet study while responding to evolving needs of customers for more collaborative and active spaces.

Project Description

The Library plans to acquire modular study rooms for the 3rd floor of the Central Library. Approximately 800 square feet in the North Reading Room will be used to accommodate 4 accessible modular rooms accommodating groups of up to 4 customers.

The project will include the purchase of tangible assets:

- 4 modular study rooms the estimated useful life of which is 20 years.
- Furniture for the study rooms, consisting of chairs and tables, the estimated useful life of which is 20 years.

Capital Forecast

Yes.

Comparative Analysis

The Central Library presently has no individual study rooms available to customers. Frequently customers; students working on group projects, business owners, and other



Customer Experiences Business Case – Growth & New Capital Central Library Modular Collaborative Spaces

community members; request study rooms or meeting spaces for small groups. In the vicinity of the Central Library no such spaces available to customers. Local students would benefit from the availability of modular study rooms to enhance their group work. Beyond this, customers seeking co-working spaces or meeting spaces for small groups have limited options within the community and the region. The Small Business Enterprise Centre has noted community members leave Richmond Hill to use co-working spaces in adjacent municipalities to meet their needs. Providing modular rooms would support these customers.

The number of public libraries providing collaborative spaces and small study rooms for customers is continuing to grow. Comparative libraries with study rooms include: Vaughan Public Libraries has drop-in study rooms at all locations, Markham Public Library Angus Glen and Cornell branches have 8 and 15 rooms respectively, Barrie Public Library Downtown branch has 1 room, and Burlington Central branch has 1 room. Beyond these systems noted many other library systems offer study rooms as a service to customers.

Alternatives

If funding is not approved, Central Library cannot meet the needs of customers seeking collaborative spaces without providing study rooms. This is a common amenity provided in many libraries and which will be provided for in the new Oak Ridges Library.

Risk Assessment

Service delivery goals would be impacted as a consequence of delaying this project. The Library would be unable to serve existing customers and new customers seeking collaborative spaces. Beyond this there would be delay in achieving the strategic objectives of contributing vibrant spaces and enriching choices.

An analysis of public libraries in York Region, and other library systems serving populations of comparable size, demonstrates many of these systems have study rooms available to customers for use. Increasingly, customers have an expectation of services available at libraries and study rooms are one such service.

There are operational harms should these spaces not be provided. There is not an alternative or work around available. Customers will continue to have no access to study rooms for collaborative purposes. The Library would lose potential customers by not providing this service.



**Customer Experiences
Business Case – Growth & New Capital
Central Library Modular Collaborative Spaces**

List of Potential Risk	Weighted Consequence Score (A)	Risk Likelihood (B)	Risk Rating (A)X(B)
Strategic/Service delivery goals would be impacted as a consequence of delaying this project. Operational impacts would continue	1.875	3	5.63
Average Risk Score	1.875	3	5.63

Project Costs and Benefit

Total Project Cost is \$160,000.

An investment in modular, flexible study rooms with tables and chairs, will expand the Library’s ability to meet evolving community needs and be responsive to trends in learning and work. Modular spaces provide flexibility for the future as they may be re-located should Central Library be renovated or expanded.

Operating Budget Impact

None.

Conclusion

The Central Library serves a community with evolving needs. Customers and staff members have identified a need for more collaborative spaces at the Central location. Providing modular rooms for collaborative use will allow the Library to continue to be responsive to customer needs and attract more customers to use the services and resources.



Richmond Hill Public Library Content Business Case – Growth & New Capital Collection Development

Background

The ability to extend existing service levels to new Richmond Hill residents is essential. To address growth levels in the area of library collection development the Richmond Hill Public Library Board works toward an industry best practice ratio of 2.5 volumes per capita.

In 1998 Library staff planned a development process predicated on continuing to receive growth capital for collection development, and aimed at achieving the ideal ratio of library material to population served. In 2020 the funding continues to be necessary for the provision of adequate current materials to the citizens of Richmond Hill. The Library requires the growth capital funds to continue to keep pace with the collection demands of the growing and increasingly diverse citizens of Richmond Hill.

Project Description

The Library plans to expand development of the collections to reflect new formats and diverse languages as well as general materials for all ages, responding to a increasingly sophisticated and diverse community with high expectations for library service.

Capital Forecast

Yes

Comparative Analysis

Comparator libraries in York Region are funded to refresh and renew collections and to ensure timely, relevant collections of value to their communities. This also means adding new formats and new languages as the community grows and becomes increasingly diverse. These funds allow for collection growth to meet community needs and expectations.

Alternatives

If the funding is not approved, the ratio of library materials to population will decrease, resulting in reduced service levels of available material and information. As well, new formats and languages cannot be accommodated, resulting in dissatisfaction on the part of Richmond Hill residents.



**Richmond Hill Public Library
Content
Business Case – Growth & New Capital
Collection Development**

Risk Assessment

The Library reviewed organizational priorities for 2020 and did risk assessment internally for all potential R&R projects. This project was considered crucial for 2020 budget request because this is required to maintain and improve the condition of an existing asset which forms an essential part of library service. There are significant risks and potential harms if materials are not replaced on a regular schedule.

The Library’s collections enrich the choices of the Library’s customers and are the core of library service. Robust and diverse collections answer the questions, expand the explorations and drive the aspirations of Richmond Hill residents, who have come to expect – and demand – a wide range of library materials, languages and formats. Reduced funding for replacing this collection will result in severely reduced service levels for residents who depend on the library to meet their informational, educational and recreational needs.

List of Potential Risk	Weighted Consequence Score (A)	Risk Likelihood (B)	Risk Rating (A)X(B)
<p><i>Significant impact to ability to deliver expectations of library services to CRH taxpayers</i></p> <p><i>Insufficient, outdated collections would result in a sustained negative impression on the part of the Library’s customers</i></p> <p><i>Restoring collections to adequate standard would require significant</i></p>	2.17	5	10.83



**Richmond Hill Public Library
Content
Business Case – Growth & New Capital
Collection Development**

<i>investment if the collection is not maintained</i>			
Average Risk Score	2.17	5	10.83

Project Costs and Benefit

Total Project Cost is \$345,600

Library collections enrich the choices of the Library’s customers and are the core of library service. Robust and diverse collections answer the questions, expand the explorations and drive the aspirations of Richmond Hill residents, who have come to expect – and demand – a wide range of library materials, languages and formats.

Operating Budget Impact

None

Conclusion

The capital collection development program provides for growth of the Library’s collections, relative to population growth. As well, the program enables expansion of scope, formats and languages of the materials available to meet the needs and expectations of an increasingly sophisticated and diverse population.



Richmond Hill Public Library Board

**RICHMOND GREEN LIBRARY MATERIALS HANDLING
SYSTEM ACQUISITION REPORT
SRLIB19.34**

Subject: Richmond Green Library Materials Handling System Acquisition Report
From: Louise Procter Maio, Chief Executive Officer
Date: September 19, 2019

1.0 Recommendation

That the Library Board waives the competitive procurement process for the purchase of the Richmond Green Library automated library materials handling system; *and*

That the Library Board approves the non-competitive acquisition of the Library Materials Handling System as being in the best interest of the Library; *and*

That Library staff manage the non-competitive procurement process.

2.0 Purpose

To seek Board approval for a non-competitive acquisition greater than \$100,000 for the provision of an automated library materials handling system (LMHS) for the Richmond Green Library pursuant to sections 7.4 and 9.1 (g) and (j) of the Procurement Policy, and managed by library staff.

3.0 Background

The automated Library Materials Handling System (LMHS) system has been in place at Central Library since 2007. This system processes and sorts library materials in a timely and efficient manner. It mechanically checks in returned library materials, updates the current location of each item in the library catalogue, automatically sorts materials by call number, and routes the materials to the designated sorting bin. This system also integrates with the Library's existing systems such as self-serve kiosks, inventory devices, security gates and the Radio Frequency Identification (RFID) System. The Central LMHS was most recently upgraded in August 2017. The Library Board approved the single sourcing of the upgrade Central automated Library Materials Handling System in December 2016 to ensure continued compatibility and integration.

The new Oak Ridges Library was designed for an automated Library Materials Handling System. In order to accommodate the integration between systems, the vendor selection process for the new Oak Ridges Library's automated library materials handling system was also a single sourced high values acquisition and approved in September 2017 as part of readying the new library for service.

In order to accommodate the integration between systems and across the library sites, the vendor selection process for the Richmond Green Library's automated library materials handling system needs to be a single sourced high value acquisition.

4.0 Current Status

The Library Board approved a 2018 capital project to introduce an automated sortation system and enhance self-service at Richmond Green Library. This will create staff efficiencies and better customer service by providing quick, efficient and accurate check-in of materials and enabling staff to spend more time interacting with customers. The project includes the purchase of a new five-bin

sorter, self-induction units and peripherals, as well as the renovation of existing space to accommodate the sortation unit.

In accordance with the Procurement Policy, section 7.4, any request for goods and services exceeding \$100,000 shall be authorized by the Board after having issued a tender or public request for proposal. However, the Board may by resolution waive such procedure as being in the best interest of the Library.

Engaging in non-competitive procurement for this project is appropriate because the following conditions from the Procurement Policy are applicable.

Under *RHPL Procurement Policy, 9.1 Non-competitive Procurement Processes*:

(g) Where the Library is acquiring specialized equipment to add to its current inventory or replacement unit of an existing system, in which case the supply sources may be identified based on technical specifications prepared by Library employees;

(j) Where it is necessary or in the best interest of the Library to acquire non-standard items, or consulting and professional services from a preferred supplier or from a supplier who has a proven track record with the Library, in terms of pricing, quality, and service;

The Bibliotheca library materials handling system integrates with the Library's existing systems such as self-service kiosks, inventory devices, security gates and RFID tags. Bibliotheca has a proven track record with the Library in terms of pricing, quality, and service. It would not be practical or prudent for the Library to change vendors for a library materials handling system alone, all existing integrated systems would also have to be changed because of the integration and compatibility factor.

5.0 Financial Implications

The cost of the sortation unit including 2 self-service induction units for returns is estimated at \$180,125. This cost is within the approved 2018 capital budget.

Upon the Board's approval to waive the competitive procurement process, staff will commence procurement for the library materials handling system with the vendor, Bibliotheca.

6.0 Alignment with Strategic Plan

Implementation of the automated library materials handling system is aligned with the strategic goal of *Enrich Your Choices* by providing a user-friendly self-service option for the return of library materials at the Library. In addition, the enhanced solution for the check-in area will be aligned with *Reinforce our Capabilities* by enhancing the new service delivery model.

7.0 Conclusion

It is in the best interest of the Library to continue the existing vendor relationship with Bibliotheca ITG Inc. because this vendor's LMHS meets the technical specification required to integrate with all existing systems.

Staff recommends that the competitive procurement process for acquisition of the automated library materials handling system be waived and that staff manage the non-competitive procurement process.

8.0 Attachment

1.0 RHPL Procurement Policy, dated June 2014

Pre-Submission Review

Executive Leadership Team – Tuesday, August 27, 2019

Submitted by:

Approved by:

“Signed version on file in the Administration Office”

Yunmi Hwang
Director, Technologies

Louise Procter Maio
Chief Executive Officer



Richmond Hill Public Library Board

NEW OAK RIDGES LIBRARY STATUS REPORT

SRLIB19.35

Subject: New Oak Ridges Library Status Report
From: Louise Procter Maio
Date: September 19, 2019

1.0 Recommendation

That the *New Oak Ridges Library Status Report* dated September 19, 2019 be received for information.

2.0 Purpose

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

3.0 Background

The new Oak Ridges Library will be located on the northwest corner of Yonge Street and Regatta Avenue. A joint project with the City of Richmond Hill and the Library, the two story building has been designed with flexible and adaptable spaces and a dynamic interweaving of book spaces and people spaces. It will be a welcoming community destination offering free and accessible library services.

4.0 New Oak Ridges Library Construction Status

City of Richmond Hill staff and the Perkins + Will architectural team have been working closely with the contractor Buttcon Limited to complete the construction of the Library. The final phases of construction continue.

5.0 Looking Ahead

Library Closure and Move to the New Site

The current Oak Ridges Library closed on September 7, 2019. The move to the new Library site is now in process. Public notification about the closure of the Library, the transition period and information on optimizing library service during the period of closure is posted on the Library's web site, social media channels, and other print formats. Library customers have been redirected to other Richmond Hill Public library sites during the closure period.

Opening Date

Opening of the new Oak Ridges Library is anticipated for fall 2019. The opening date is dependent on construction completion.

6.0 Alignment with the Strategic Plan

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

7.0 Conclusion

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

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

Pre-Submission Review

Executive Leadership Team – Friday, September 13, 2019

Submitted by:

Approved by:

“Signed version on file in the Administration Office”

Barbara Ransom
Director, Customer Experiences

Louise Procter Maio
Chief Executive Officer