



Annual General Meeting (2022)

The Old Library Annual General Meeting May 2nd, 2023

Attendees via Zoom

Saeed Almuhaier (CDA)	Anuradha Bajla	Amira Bargache	Aruna Tayi
Mr. MUSAED (CDA)	Priscilla Mok	Michele Sadoon	Deepa Kurian
Penny Mackenzie	Jockbed Gatwiri	M. ElKhoury	Eva Braam
Sai Deepak	Nitu Bhojwani	Shiva Subramanian	Roohi Mohtisham
Livyat Nair	Deepti Raman	Chafic Mekkaoui	Vikki Stenstream

1. **Chairperson's Report** (Penny MacKenzie) – See attached, page 2.
2. **Treasurer's Report** (Priscilla Mok) – See attached, page 4.
The financial report is available at the library for viewing.
3. **Coordinator's Report** (Livyat Nair) – See attached, page 6.
4. **Election of the New Committee**

The new committee is as follows:

Chairperson: Sai Deepak
Vice Chairperson: Penny MacKenzie
Treasurer: Priscilla Mok
General Secretary: Nitu Bhojwani
Roster Secretary: Deepti Raman
Training Coordinator: Anuradha Bajla
PR and Marketing: Pragya Gianani

Coordinator position has been removed from the committee (see notes)

5. **Next AGM**
AGM for the 2023 year to be held spring of 2024.



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Name: Penelope Theola Mackenzie

Position: Chairperson

Date of AGM: 02/May/2023

Welcome members and our invited guests to The Old Library Annual General Meeting for the year ending December 2022

Our last AGM was held in October 2022 for the year ending December 2021, so we're delighted to be closing the gap between our financial year end and the AGM. Next year we expect to host the AGM in March of 2024 bringing us in line with accounting standards "best practices".

As a result, it's been less than six months since my last report on activities in the library, nonetheless we continue to improve our library with great ideas and streamlining operating processes.

Storytime

Storytime continues to evolve. Our current offering sees Storytime hosted once a month, often with a guest author visiting the library.

First Friday of the Month Opening

Our late openings on the first Friday of the month are continuing with a few regulars taking advantage of the quiet and volunteers using this shift as an opportunity to catch up on admin tasks.

Referral Program

We have introduced a referral program whereby our members receive an extra month of membership when they introduce a friend or colleague to the library.

Subcommittees and the Management Committee – Thanks and Updates

There continues to be a great deal of valuable support from volunteer members at the subcommittee level with processes being constantly reviewed and improved or evolved.

It is heartening to see volunteers constantly taking up responsibilities in so many areas.

Training

Anuradha Bajla, our training coordinator, ensures that new trainees receive a full set of four four hour shifts of training and a feed-back session before volunteers are considered fully trained. Furthermore, our shift volunteers are encouraged to take advantage of regular up-date training opportunities.

In our process, there is then a seamless transfer of trained volunteers to Deepti Raman who has, for a few years, managed the volunteer allocation of shifts. Deepti runs this vital aspect of the library incredibly well and has in place a process that places and monitors our 70 odd volunteers so that in most months we have 50 to 55 members active in volunteering activities.

Manika Srivastav's student volunteers are a great support to the adult shift volunteers. this initiative has grown so much over the years and is one we are proud to host.

Book Buying

The book buyers, (represented on the management committee by JB Gatwiri) continue to be up to date with trends in the book world ensuring that our library is well stocked at every level with books that reflect our memberships interests and what is popular in the wider world of readers. Book buying is not only about buying books and over the



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past months there has been lots of work from various teams to improve and regularize processes and keep up to date with admin tasks.

The catalog team is, in addition to cataloging books into the library, acting as support to the book buyers by cross checking all data captured on new books that are cataloged by book buyers.

With over 26 000 books in the library, as you can imagine, there is a lot of work done in the background by various teams.

Finance

Priscilla Mok-Smith, our treasurer, with her assistants looks after the library's day to day money matters and spent a great deal of time forward planning to ensure our financial well-being. Priscilla looks after all our finances from claims for volunteer snacks to preparing budgets for the year.

Secretarial

Vikki Stenstream has for the past six months been superbly dealing with the administration functions in the library including those related to the CDA and our record keeping. Vikki will now pass this knowledge on before she leaves her role on the library management committee. It is wonderful to see the exchange of knowledge and information to more volunteers. Vicky is leaving the UAE and we wish her a calm transition to her new life and many adventures in the years to come.

There are two people that I must single out for extra special thanks

Coordinating

Our library coordinator, Liv Nair works tirelessly on admin, generating reports from our systems following up on emails, sorting out all our maintenance issues and generally being a go-to person for everyone. In short she carries the burden of being on top of everything that goes on in the library. She remembers what must happen and makes sure it gets done with tact and grace.

Deputy Chairperson

Special thanks to Sai Deepak who has worked very closely with me as the Deputy Chairperson bringing a planners skill to most of my hopeful ideas. Sai quietly worked on improving various processes in the library being a guide and support not only to me as the Chairperson but by being a voice of clarity in all the areas that she touches.

Collaborations

We have, over the past year, had several collaborations with *The Courtyard Playhouse* with prizes and discounted offers to our members. *The Emirates Festival of Literature* also kindly offered free tickets over the festival to several our members. We are in talks now with a couple of organizations to offer our members discounts.

Moving forward

As our processes and volunteer engagement continues to improve we are in a good position to cope with membership growth. This needs to be our next area of focus. If we can grow membership, we can look forward to having more volunteers and with more volunteers we can potentially be open on more days or for longer hours. With an increase of between 15% to 20% in our membership we could potentially look forward to being open 7 days a week - for example.



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I am stepping down from the position of Chairperson in line with a vision of the committee roles being taken up and changed regularly with a variety of member volunteers. Fresh ideas and new energy are so important, and I look forward to seeing what the coming year brings.

Name: Priscilla Mok
Position: Treasurer
Date of AGM: 02/May/2023

We start the year of 2022 with the Cash flows (cash in hand/bank balance) of **AED288,382**, with a fixed deposit of **855k** in bank. (Maturity in July 2023, currently exploring options to reinvest the FD)

Throughout 2022, The Old Library has achieved revenue of AED447,055 by the year ended 31 December 2022. The two main revenues are from our memberships fees and the overdue book fines. (refer to below table)

Side Note: Based on 2022, 1714 active members.

New Membership – 903

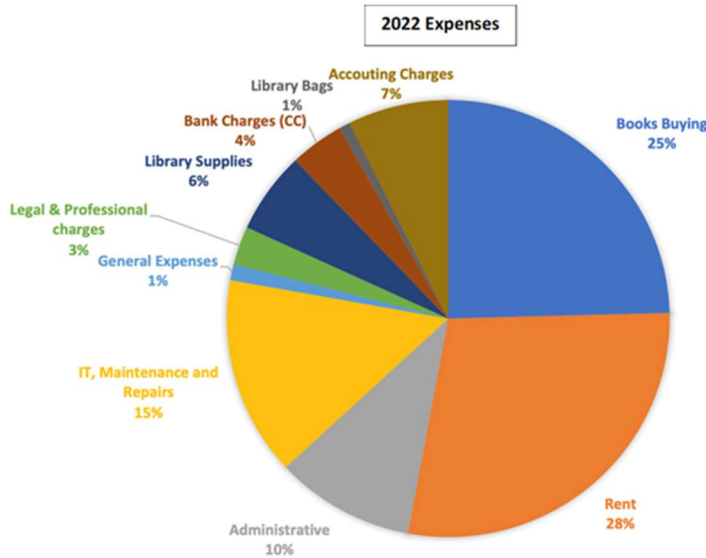
Renewal Membership – 768

Volunteer Renewal - 43

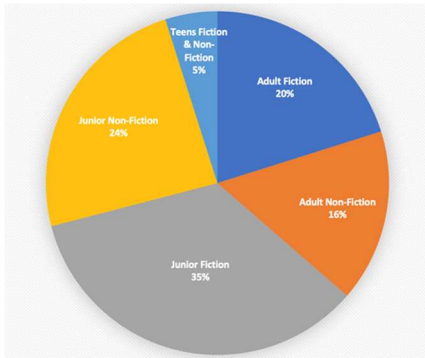
Income 2022	AED447,055.00	
New Memberships	AED198,660.00	44.44%
Membership Renewals	AED168,960.00	37.79%
Fines	AED57,042.00	12.76%
Used Book Sales	AED5,618.00	1.26%
Volunteers Renewals	AED6,450.00	1.44%
Lost Book Charges	AED3,093.00	0.69%
Bag Sales	AED3,082.00	0.69%
Child membership cards	AED3,440.00	0.77%
Lost membership card	AED710.00	0.16%

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The operating expenses are **AED366,279**. The 5 mains expenses made up from the Emaar rent, book buying, Administrative, IT, Maintenance & Repair and accounting services.



As the library activities comprises lending of books, about 25% of the expenses are for book buying.



Book Buying Costing for 2022	AED80,238.00
Adult Fiction	AED16,161.00
Adult Non-Fiction	AED13,026.00
Junior Fiction	AED27,749.00
Junior Non-Fiction	AED19,355.00
Teens Fiction & Non-Fiction	AED3,947.00

The year ended with revenue of AED447,055 (Revenue + other income), with operating cost of the year AED483,775 (inclusive depreciation of 135,745), which means this year we stay profitable of AED99,025.

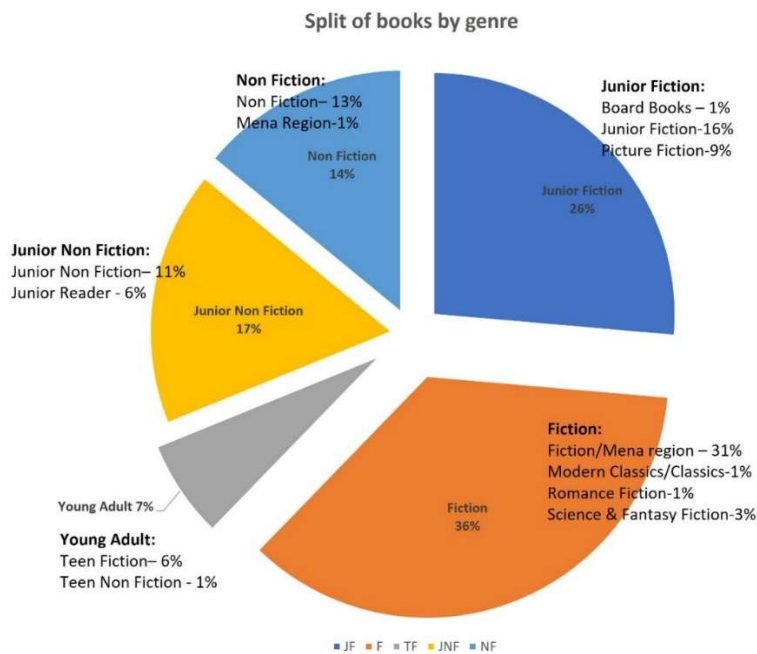
With this, the closing cash balance including cash in hand, petty cash and bank balances for 2022 are AED367,214 and our fixed deposit account of 855k, the Library is well positioned for future challenges and the continuous support from our volunteers and members.

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Name: Livyat Nair
Position: Coordinator
Date of AGM: 02/May/2023

1. Operational points:

A. We have about 26,000 books in the Library with a our titles split across the different genres.



2. Library membership:

New membership numbers for 2022

Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sep	Oct	Nov	Dec
31	69	73	87	69	85	81	75	90	76	60	73

- Our new membership numbers have seen a drop of 14% from 2021.
- We had a referral program that we started in September 2022 – where an existing member would get 1 month additional on their membership period for every new member that was signed in. We have seen a moderate response to this program with **21** new referrals coming in between Sept 22 and Dec 22.
- We have been successful in our communications with members about waivers of fines and we can report that we had no waivers offered last year
- Overall, through our newsletters and emails, we have been able to guide our members on using the library more effectively (e.g. using our online catalogue to search for books, getting in touch with us to renew books in advance)



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3. With regards to our volunteers:

- A. Student volunteers: Our student volunteer program is doing well and we have maintained a good roster through the year. We have an average of 30 students on our roster and we train 6-8 students every month.
- B. Adult volunteers:
 - a. Our total volunteer count is at 64
 - b. No. of volunteers – In 2022 we had 21 volunteers who expressed an interest in signing up with us. 15 of these volunteers are now on board with us.

Other Items:

Vote on the following changes to the Articles of Association:

- Add term limits to Committee positions (Put forth by Vikki, seconded by Penny)
 - Limited to three years in one position, up to five years on the Committee. After serving five years on the Committee, member would need to take one year off of the Committee before running for any position.
- Remove Coordinator paid position from the Articles (*Put forth by Sai, seconded by Chafic*)
 - If this becomes an option in the future, it can be added back
- Remove Coordinator from the Committee (*Put forth by Penny, seconded by Nitu*)
 - Due to the nature of the job it would put the library in jeopardy to place term limits on this position.

Questions from attendees:

- Clarification on what is a Not for Profit
 - TOL is considered a Not for Profit, meaning it exists to fulfill an owner's (in this case, the Library members) objectives.
- Will we move to a larger location?
 - Currently, TOL will remain at the Gold and Diamond Park. We receive a favorable rental rate from EMAAR, and would not be able to find this rate elsewhere.
- Should the Coordinator be removed from the Committee? It is a very important role in the library and should be a part of the Committee.
 - The removal is for the purpose to ensure continuity of the role because there would be no term limit on the position. The Committee will continue the discussion in monthly meetings.