



## Annual General Meeting (2020)

# The Old Library Annual General Meeting August 31st, 2021

### Attendees via Zoom

Livyat Nair	Mr. Musaed (CDA)	Penny Mackenzie	Madhavi Prithvi
Priscilla Mok Smith	Ayadh Farooq	Deepa Kurian	Charu Dua
Muktara Dudhia	Deepti Raman	Zahra Mohtisham	Sri Krishna
Michele Sadoon	Sai Lakshmi	Roohi Mohtisham	Eva Braam
Danielle MacIsaac		Deepa Kurian	Lisa Ripperger

**Regrets:** Gunjan Pradhan, Hind Al Qemzi

1. **Chairperson's Report** (Michele Sadoon) – See attached page 3.
2. **Treasurer's Report and Financial Schedule** (Tara Dudhia) – See attached page 6.

Penny MacKenzie requested the expenditures records and Tara Dudhia informed that the technical limitations of Zoom prevent her from sharing these live, but they will be available for viewing in the library along with the meeting minutes, as well as posted on the website for public viewing.

3. **Coordinator's Report** (Livyat Nair) – See attached page 10.
4. **Election of the New Committee**

There were two nominees for the position of Chairperson. Voting was held online. Invitations to vote were sent to 1,993 members, of which 177 voted. The new Chairperson for the year 2021-2022 is Penny MacKenzie.

The new committee is as follows:

Chairperson: Penny Mackenzie  
Deputy Chairperson: Roohi Mohtisham  
Library Coordinator: Liv Nair  
Treasurer: Priscilla Mok Smith  
General Secretary: Danielle MacIsaac  
Roster Secretary: Deepti Raman  
Volunteer Coordinator: Zahra Mohtisham



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The Old Library thanks outgoing committee members Michelle Sadoon and Gunjan Pradhan for their service and dedication.

5. **Next AGM**

AGM for the 2021 year to be held spring 2022.



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**Name: Michele Sadoon**

**Position: Chairperson**

**Date of AGM: 31/Aug/21**

Ladies and gentlemen, welcome to The Old Library Annual General Meeting of 2020. Just a reminder, we usually have our AGM in March, after the end of our financial year and our audit, but we have been running a little behind due to the circumstances of 2020. Thus, our 2019 AGM took place in December 2020, the 2020 AGM is taking place now, and hopefully by next year we will have caught up with ourselves and the 2021 AGM will take place at the beginning of 2022 as usual.

2020 was a very unusual year for everyone, and The Old Library had its share of challenges as well. The year started out so normally. In February we had our yearly potluck dinner which was very well attended, and which we can now look back on fondly since it may be the last one for a while! But by March, what began with a few vague warnings of a worldwide health crisis became more ominous, and we all started keeping a very close eye on how the situation was evolving. As things worsened, and after taking direction from the Community Development Authority (CDA), we unfortunately had to come to the decision to close the library on the 18<sup>th</sup> of March. We kept our dropboxes available for returns until the 23<sup>rd</sup> of March, but as Dubai initiated a lockdown for all non-essential activities, these were as well removed, to avoid members and volunteers leaving their houses and coming to the library. We reassured members that we would keep in mind that these are exceptional circumstances, and that we would revise the deadline for borrowed books and memberships.

During these few months, we tried to keep the members fully informed on the status, and every day Liv answered many emails of members and non-members, especially parents, eager to know when they could come and pick up books to ease the boredom of this enforced isolation! But the lockdown, although very frustrating, was also instrumental in bringing the health crisis under control. As the situation improved, we were able to re-install the dropboxes on the 1<sup>st</sup> of June if people wished to return their books, and we tried to make it clear to all our members that they would not be incurring any fines for late returns; at this point we really wanted our books back! As well, it was decided to extend all memberships by 3 months, which was appreciated by most of our members.

By July we could see the light at the end of the tunnel, but there was still a lot of work to be done before we could re-open our doors. We liaised with the Community Development Authority and followed their guidelines in order to ensure the safety of both members and volunteers. These included social distancing, masks, regular sanitizing... the new normal for Dubai and the world! As well, Emaar very kindly let us use an empty shop next to the library. This allowed us to quarantine all books for 3 days upon their return before being put back on the shelf, and we were able to do this until the beginning of this year. To the relief of members and volunteers alike, we were able to re-open our doors on the 9<sup>th</sup> of August 2020. For the first 3 months we were only open for 4 hours every day, except Saturday (our busiest day) which was open normally, but as of November we were back to strength and full timings with a full complement of volunteers.



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I want to take this opportunity to thank all our volunteers for their continued support during these difficult times, and their willingness to come back as soon as it was possible and safe to ensure the reopening of the library, and their dedication in following all the guidelines to keep both the volunteers and the members safe.

I also want to thank Louise, our master storyteller. We obviously had to stop our weekly story time, but Louise graciously rose to the occasion and carried on online, to the great delight of our young members.

It now gives me great pleasure in presenting our new Committee. We are very pleased to have had two candidates for the role of Chairperson, and were able to conduct an online election with all our volunteers and our members. The link was sent to 1,993 members, and an amazing 177 people voted, and Ms. Penny Mackenzie was elected Chairperson for the next Committee.

I hope you will join me in welcoming the new Old Library Committee, which consists of:

- Chairperson: Penny Mackenzie
- Deputy Chairperson: Roohi Mohtisham
- Library Coordinator: Liv Nair
- Treasurer: Priscilla Mok Smith
- General Secretary: DanielleMacisaac
- Roster Secretary: Deepti Raman
- Volunteer Coordinator: Zahra Mohtisham

As my tenure as Chairperson comes to an end, it is with mixed feelings that I write my last report. I'm a bit sad to be leaving, but also very proud to have been a part of this fabulous organization.

I started volunteering fourteen years ago, and became involved with the Committee a few years later, first as Training Coordinator, then as Secretary before taking on the Chairperson role from 2012 to 2016, Deputy Chairperson in 2018, then Chairperson again since 2019. The time has definitely come to pass the torch! In all those years it has been my privilege to work with some fabulous people, some notable characters, and a great number of volunteers of different nationalities, personalities and quirks! I wish I could mention all of these great individuals who have left me with a lasting legacy. But if I start, I won't know where to stop! But I would be remiss if I did not mention a few of my fellow committee members, in particular Liv, our Coordinator extraordinaire, who was always patiently on hand to deal with all the administration involved in the smooth running of the library. And of course, Tara, Sai, Priscilla, Roohi, Danielle, Deepti, Gunjan, Sukanya, Wajeetha... You always had my back over the years, and I am so grateful for your support and friendship. I knew if I started, I wouldn't be able to finish! There are so many more along the years, too many to mention as our Committees evolved and changed.

A big thank you as always goes to Ayadh and Hind, who generously offered their backing by being on our Board of Directors. Thank you for your support and for believing in what we want to accomplish.

During my tenure The Old Library has met many challenges, and last year was just one facet of these trials. If last year has taught us anything, it is that we can endure when we rely on each other, and how



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important our library is in the community. The concern of our members while we were closed, their relief and happiness when we re-opened, was proof enough that we are doing a fabulous service.

It goes without saying that the most valuable asset of the Library is all the fantastic people involved. Of course, the volunteers are the most important aspect, as without them we could not function. You're all stars in my book! I also want to thank the Community Development Authority for their support (and patience), and Emaar and Qadi for their assistance and support last year during those difficult times. And a big thank you to all our members for their continued patronage! I firmly believe that The Old Library is going to flourish again soon, and I am very proud to have been a part of the journey.

Although I step down from my role as Chairperson and from the Committee, I will still be involved in the Library (you can't get rid of me that easily). It has been an honor, a privilege, and great fun to be working with you all.



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**Name: Taramati Dudhia**

**Position: Treasurer (for the year 2020)**

**Date of AGM: 31/Aug/21**

Good morning everyone, I would like to report on the financial operations of the library for the year ended 31st December 2020. As the last reporting was for a sixteen month period no comparisons will be made again this year.

We are all aware that last year brought us a challenge unlike any we have witnessed before in the form of the global pandemic (Covid 19) and its impact on all businesses and organisations was immediate and, for some, devastating. We, too, were not unaffected. The national lockdown imposed for everyone's safety meant we were closed for four and a half months from mid-March to the first week of August 2020. The resulting loss of revenue over this period, when most monthly expenses still had to be met, meant that we had an operating loss for this financial year.

The revenue for the year from membership fees, fines, bag and book sales and lost books and cards totaled AED 272,212 and interest earned for the year on the Fixed Deposit with ENBD bank brought in a further AED 17,283. Operating costs for the year were AED 435,822, resulting in a loss of AED 146,265 and, allowing for depreciation of AED 136,338, means an actual operating loss of AED 9,927.

The bulk of our expenses is made up of recurring monthly costs listed below at the annual amount:

- Emaar - rent and services: AED 84,029
- Qadi Accountants - fees: AED 22,500
- Etisalat – telephone and internet: AED 12,068
- Electricity - charges: AED 5,172
- Covid Protocols – Cleaning, disinfecting and sanitization: AED 9,860

New expenditure included a payment to the Department of Civil Defense of AED 2,020 for their smart monitoring system and a rental cost of AED 1,000 for the new credit card machine introduced during the year. The only capital expenditure in the year was AED 2,900 for additional shelving in the children's section.

Sharaf DG with whom we had an annual maintenance contract to maintain our computers and support our software failed to do so for the last two months of the contract with no explanation provided, and consequently we signed on with another provider, Cadvil Solutions. On a more uplifting note, Emaar generously provided rent relief in the amount of AED 8,070 and Qadi Accountants kindly waived three months fees, totaling AED 7,500. Such thoughtful support in difficult times was much appreciated.

While the year was challenging in many ways, I was heartened to see the loyalty shown by our volunteers, who returned to take up their duties so readily despite health concerns, and our members, who came back in numbers to support their library and who took all the new Covid protocols in their stride.



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With a cash balance of AED 152,939 and substantial savings in our Fixed Deposit account the library is well positioned to weather future challenges and to continue to support our members.

Thank you.

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TOL  
Sub schedules for the expenses  
Financial year 2020

**Honorarium (Jan to Dec -2,000 Monthly)-24,000**

**Books and Library Materials-63,372**

Bank Charges on credit card collection	3,050
Credit card machine rent	1,000
Book buying:Book Buying-Adult-Fiction	13,202
Book buying:Book buying-Adult-Non fiction	8,961
Book buying cost-Teens	35,994
Cost of Library bags	1,165
	<u>63,372</u>

**Administrative expenses-32,723**

Volunteer refreshments		100
<b><u>Covid -19 precautions protocol expenses</u></b>		
Disinfection fee paid to Busy Bees	6,200	
Safety stickers	330	
Hand sanitizer and spray	<u>3,330</u>	9,860
Event Expenses:Cofee Mornings		415
<b><u>Library general expenses</u></b>		
Ministry of interior-General dept of Dubai civil defense-In: dated 24.09.2019 -(Oct 19 to Sep 20)-paid by Ms.Liv from credit card,bill received on 23.05.2020	1,000	
DHL courier charges	285	
Renewal of PO box-2020	945	
New phone with answering machine	231	
Labeling machine-Brother-P-touch-PT-D200AR-AED 319+VAT	319	
DCD smart monitoring system renewal-Department of civil defense-Oct 20 to Sep 21	2,020	
Book deposit refund	62	
Christmas light	132	
UAE national day decoration	<u>115</u>	5,109
Communication expenses-Etisalat-Jan to Dec 21		12,068
Electricity charges-Jan to Dec 21		<u>5,171</u>
		<u>32,723</u>



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TOL  
Sub schedules for the expenses  
Financial year 2020

<b>Repair &amp; Maintenance-41,888</b>		
<u>IT Related Expenses</u>		
Quick books subscription	1,451	
Domain charges-theoldlibrary.ae	629	2,080
<u>Repair &amp; Maintenance</u>		
IS Oxford Heritage Library Management System-Deferment-(957.67*8)+(1,037.49*4)	11,811	
AMC- Sharaf Computers-Deferment-1,267.75*11	13,956	
AMC-cleaning services-tool time-Deferment-(1,100*11)+966.67	13,067	
Change back door lock keys-claimed by Livyat	250	
AC repair charges-4TR FCU stainer,remove and cleaning,coil cleaning,drainage pipe flushing,exaustor setting	600	
Keys	49	
Tissue boxes and others	75	39,808
		<b>41,888</b>
		<b>41,888</b>

<b>Legal, Visa &amp; Professional charges-34,226</b>		
<u>Legal &amp; Professional Fee</u>		
Trade license fee-Deferment-168.33*12	2,020	
Translation fee-Trade license renewal application	143	2,163
VAT Expenses-output vat for the period 23.01.2020 to 30.04.2020 borne by TOL.(VAT portion not charged to the customer)		3,563
Accounting charges-2,500*9 months (Mar to May waived off)		22,500
Audit fee-Cubic Auditing		6,000
		<b>34,226</b>
		<b>34,226</b>



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**Name: Livyat Nair**

**Position: Coordinator**

**Date of AGM: 31/Aug/21**

**1. Stocktaking number: We carried out our stocktaking as usual during the summer months.**

Average number of books (as per our 2020 stocktake): 23,368

**2. Other operational points:**

**a. Closure of the Library:**

- Memberships were extended by 3 months
- Fines were waived off on all books that had due dates after 17<sup>th</sup> March (when we closed) till the 15<sup>th</sup> of September
- Before we reopened, we gave members the option of renewing their memberships by choosing an option of a bank transfer to avoid having to come in and wait at the Library. We got a good response to this, with some members even opting to use this to pay fines.

Memberships expiring between March and August 2020: 802; No. of memberships that were renewed: 340

**b. Credit card machine:**

- In June of 2020 we started discussions with Network International for a credit card machine. With the pandemic going on, and contactless payment options being preferred by everyone, it was a sensible move for the Library. This has been well received by our members as well.
- Training was conducted via Zoom and in person sessions for all our volunteers prior to our reopening in September.
- Our invoicing structure was changed in September to reflect that we were now accepting payment with cash and card.

**c. POS Machine:** During our closure, the Committee had discussed the option of going ahead with a point of sale machine/software that would help us capture our invoices in an electronic format rather than having us do it manually. This would also be beneficial to our accounting firm as it would reduce the manual data entry on their part. Also a lot of our members do not really want/keep the physical invoice with them.

- We reached out to 2 companies but unfortunately neither company was able to give us a customized solution. Most of their solutions were off the shelf ones with little area for customization. We even reached out to our Library Management System-Cirqa- to see if this is something they could incorporate into what we are using currently but this wasn't feasible.
- We are now working with Zoho to build something unique for our Library to be able to use. This should also eliminate the system of printed copies as we can then email all invoices to the customer. Since we cannot link Cirqa to the Zoho system, there will be a bit of data entry but we hope that it will drastically reduce the time taken to fill out an



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invoice. Our Treasurer Priscilla and another volunteer Vasudha are working on this project.

### 3. Membership numbers for 2020:

Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sep	Oct	Nov	Dec
31	42	74	Closed	Closed	Closed	2	97	86	88	83	97

**Total at the end of the year: 600**

### 4. With regards to our volunteers:

- a. Training: Our Adult Volunteer Coordinator – will be stepping down this year and Zahra Mohtisham will be taking her place.
- b. Student volunteers: We have had a steady stream of student volunteers through the year.
- c. Adult volunteers: Our team of volunteers were absolutely fantastic with helping out last year when we were closed. Deepti, our Roster Secretary did a great job with scheduling for the dropboxes to be cleared. A big thank you to all the volunteers who agreed to come in all through those months that we were closed.
- d. We have had to unfortunately cancel our in-person coffee mornings due to the pandemic but we hope to be able to start them again soon.