



St. Catharines Public Library Board

Regular Meeting

Thursday, September 15, 2022, 6:00 pm
Microsoft Teams & Rotary/Bankers Room, Central Library

AGENDA

1 Adoption of Agenda

- 1.1 Additions/Deletions to Agenda
- 1.2 Adoption of Agenda

Motion

2 Chair's Remarks

3 Declarations of Interest

4 Adoption of Minutes

- 4.1 Regular Meeting – June 16, 2022) (attachment)

Motion

5 Monthly Updates (verbal)

- 5.1 St. Catharines City Council
- 5.2 OLS Update – J. Coles
- 5.3 CEO Update – K. Su
- 5.4 Department Update – Programming & Promotions – K. Fast, & M. Broere, Librarians, Programming & Outreach

6 Consent Reports (attachments)

Motion

- 6.1 Correspondence (none)
- 6.2 CEO Report – K. Su
- 6.3 Department Reports – June, July, & August 2022
 - 6.3(a) Customer Service – J. Spera
 - 6.3(b) Facilities and Health & Safety – K. Smith Curtis
 - 6.3(c) Innovation, Collections, & Technology – D. Bott
 - 6.3(d) Programming & Promotions – R. Di Marcantonio

- 6.4 Finance Reports – K. Smith Curtis
 - 6.4(a) 2022 Operating Budget Statement – as at June 30, 2022
 - 6.4(b) Endowment and Trust Fund Statement – as at June 30, 2022
 - 6.4(c) Short Term Investments Statement – as at June 30, 2022
- 6.5 Financial System Update – K. Smith Curtis
- 6.6 2022 SCPL Work Plan – 3rd Quarter Update – K. Su
- 6.7 2023 Board Meeting Dates to April – K. Su
- 6.8 Library Closures 2023 – K. Su

7 Discussion Reports (attachments)

- 7.1 Preliminary 2023 Draft Operating Budget – K. Smith Curtis
- 7.2 Board recruitment, Succession planning & Legacy documents – J. Coles(verbal)
- 7.3 SCPL Board Member Recruitment Pamphlet – K. Su Motion
- 7.4 Fine Freedom for All & Policy (G-03) Circulation – J. Spera Motion
- 7.5 Policy (P-14) Disconnect from Work – L. Dobson Motion
- 7.6 Policy (P-15) Accommodation – L. Dobson Motion
- 7.7 Policy (P-16) Electronic Monitoring - D. Bott/L. Dobson Motion

8 In-Camera Session

- 8.1 In-Camera Agenda (attachment)
 - 8.1(a) Additions/Deletions to In-Camera Agenda
 - 8.1(b) Adoption of In-Camera Agenda Motion
- 8.2 Motion to Move In-Camera Motion
- 8.3 Adoption of In-Camera Minutes
 - 8.3(a) In-Camera Session – June 16, 2022 (attachment) Motion
- 8.4 In-Camera Consent Reports (attachments) Motion
 - 8.4(a) Staffing (September Update) – L. Dobson
- 8.5 In-Camera Discussion Reports (attachments)
- 8.6 Return to Open Session Motion

9 Motion(s) Arising From In-Camera Session Motion

10 Motion to Adjourn Motion

11 Next Meeting / Upcoming Events

Board Meeting – Thursday, October 20, 2022, at 6:00 pm, Format TBD (Board Room or Rotary/Bankers Room, Central Library)



St. Catharines Public Library Board

Regular Meeting Minutes

Thursday, June 16, 2022
Microsoft Teams

Present:	J. Coles (Chair) K. Dilorio S. Dimick	H. Findlay Councillor L. Littleton L. McDonald F. Sheikh
Regrets:	V. De Luca	Councillor B. Williamson
Staff:	D. Bott N. Bryans (Recording Secretary) R. Di Marcantonio L. Dobson	H. Jones S. Mannella K. Smith Curtis J. Spera K. Su (Secretary)

The Chair called the meeting to order at 6:00 pm.

1. Adoption of Agenda

1.1 Additions/Deletions to the Agenda
None

1.2 Adoption of the Agenda

MOTION: 2022-79
MOVED BY:
SECONDED BY:
MOTION CARRIED.

THAT the Agenda be adopted.
L. McDonald
Councillor L. Littleton

2. Chair's Remarks

The Chair commented that SCPL's new brand is being noticed beyond our borders.

3. Declaration of Interest

There were no Declarations of Interest.

4. Adoption of Minutes

4.1 Regular Meeting – May 19, 2022

MOTION: 2022-80 THAT the Regular Minutes of May 19, 2022 be adopted.
MOVED BY: S. Dimick
SECONDED BY: H. Findlay
MOTION CARRIED.

5. Monthly Updates

5.1 St. Catharines City Council

Councillor L. Littleton reported that on June 27, 2022, Council would review Community Benefit Charges. These charges may help the City to develop the growth of libraries and new community amenities.

5.2 CEO Update – K. Su

K. Su provided a verbal update to the Board:

- SCPL's new branding is receiving positive attention and R. Di Marcantonio, Manager, Programming & Promotions will collaborate with Cinnamon Toast to investigate trademarking the new brand. A trademark is good for 10 years and can be renewed every 10 years.
- SCPL tradition is to take a group photo of each Board term. He proposed that this 2019-2022 Board assemble in the fall to take a photo.
- Robots launch date is July 21, 2022; invitations sent to Board and local politicians.

5.3 Department Updates – D. Bott, Manager, Innovation, Collections & Technology

D. Bott updated the Board with a video of SCPL's robots in action. He outlined that SCPL will soft-launch the robots in early-July and the official launch is Thursday, July 21, 2022. Discussion ensued.

6. Consent Reports

6.1 Correspondence

None

6.2 CEO Report – K. Su

The Board received the CEO Report.

6.3 Department Reports – May 2022

The Board received the Department Reports – May 2022

6.4 2022 SCPL Work Plan – 2nd Quarter Update – K. Su

The Board received the 2022 SCPL Work Plan – 2nd Quarter Update.

- 6.5 2021 Annual Report – K. Su
The Board received the 2021 Annual Report.

MOTION: 2022-81 THAT the Consent Reports be received as circulated.
MOVED BY: L. McDonald
SECONDED BY: H. Findlay
MOTION CARRIED.

7. Discussion Reports

- 7.1 Board By-Law Number 1 – K. Su
K. Su reported that in response to the Board's request to post Board packages online, Management recommends amendments to SCPL Board By-Law Number 1 and changes to the Library's website. Discussion ensued. The Board directed staff to add the word 'draft' on un-approved Minutes and to redact personal information from the Board packages.

MOTION: 2022-82 THAT the Board approve the amended SCPL By-Law Number 1.
MOVED BY: F. Sheikh
SECONDED BY: K. Dilorio
MOTION CARRIED.

- 7.2 Policy (G04) Collection Management – D. Bott
D. Bott reported on the Collections Management policy amended by the Collections Librarians and Management. Discussion ensued. The Board suggested some additional amendments.

MOTION: 2022-83 THAT the Board approve the amended Policy (G04) Collection Management.
MOVED BY: K. Dilorio
SECONDED BY: Councillor L. Littleton
MOTION CARRIED.

- 7.3 Policy (G27) Local History – D. Bott
D. Bott reported on the development of the Local History policy prepared by the Collections Librarians and Management. Discussion ensued. The Board suggested some language revisions.

MOTION: 2022-84 THAT the Board approve Policy (G27) Local History with the suggested language revisions.
MOVED BY: L. McDonald
SECONDED BY: S. Dimick
MOTION CARRIED.

- 7.4 Policy (P15) Accommodation – L. Dobson

L Dobson reported on the creation of Policy (P15) Accommodation. Discussion ensued. The Board had questions about the appeals process and the involvement of the Canadian Human Rights Act or Commission.

MOTION: 2022-85 THAT the Board defer approval of Policy (P15) Accommodation to the September Board Meeting.
MOVED BY: Councillor L. Littleton
SECONDED BY: S. Dimick
MOTION CARRIED.

- 7.5 Staff Development Day closure – L. Dobson
L Dobson reported that SCPL is requesting permission to close on November 21, 2022, to support staff development and training. Discussion ensued.

MOTION: 2022-86 THAT the Library Board approve closing all branches of SCPL on Monday November 21 for staff development and training.
MOVED BY: F. Sheikh
SECONDED BY: K. Dilorio
MOTION CARRIED.

- 7.6 September Board Meeting Date – K. Su (verbal)
K. Su reported that the September Board Meeting was moved to September 8 to allow the Board time to deliberate budget. However, 2022 is an election year and the City has announced budget submission dates that allow SCPL to review the draft 2023 budget at the October Board Meeting. He proposed to move the September Board Meeting back to September 15. Discussion ensued.

MOTION: 2022-87 THAT the Board change the September Board Meeting date from September 8, to September 15, 2022.
MOVED BY: K. Dilorio
SECONDED BY: F. Sheikh
MOTION CARRIED.

8. In-Camera Session

- 8.1 In-Camera Agenda (attachment)
8.1 (a) Additions/Deletions to In-Camera Agenda
Add Item 8.5 (b) HR Matter update – L. Dobson

8.1 (b) Adoption of In-Camera Agenda

MOTION: 2022-88 THAT the In-Camera Agenda be adopted as amended.
MOVED BY: F. Sheikh
SECONDED BY: L. McDonald
MOTION CARRIED.

8.2 Motion to Move In-Camera

MOTION: 2022-89 THAT the Regular Meeting move In-Camera.
MOVED BY: L. McDonald
SECONDED BY: K. Dilorio
MOTION CARRIED.
The Regular Meeting moved In-Camera at 6:59 pm.

8.3 Adoption of In-Camera Minutes

8.3 (a) In-Camera Session – May 19, 2022 (attachment)

MOTION: 2022-90 THAT the In-Camera Minutes of May 19, 2022 be adopted.
MOVED BY: H. Findlay
SECONDED BY: Councillor L. Littleton
MOTION CARRIED.

8.4 In-Camera Consent Reports (attachments)

8.4 (a) In-Camera Correspondence

MOTION: 2022-91 THAT the In-Camera Consent Report be received as circulated.
MOVED BY: L. McDonald
SECONDED BY: F. Sheikh
MOTION CARRIED.

8.5 In-Camera Discussion Reports (attachments)

8.5 (a) Customer Comment – K. Su/K. Smith Curtis

K. Su and K. Smith Curtis provided verbal updates on a customer comment.

8.5 (b) HR Matter update – L. Dobson

L. Dobson provided a verbal update on an HR Matter.

8.6 Return to Open Session

MOTION: 2022-92 THAT the In-Camera Session return to Open Session.
MOVED BY: L. McDonald
SECONDED BY: F. Sheikh
MOTION CARRIED.

9. Motion(s) Arising from In-Camera Session

MOTION: 2022-93 THAT the Board adopt any Motions arising from the In-Camera Session.
MOVED BY: K. Dilorio

SECONDED BY: L. McDonald
MOTION CARRIED.

10. Motion to Adjourn

MOTION: 2022-94 THAT the Regular Meeting be adjourned.
MOVED BY: K. Dilorio
MOTION CARRIED.

The Regular Meeting adjourned at 7:06 pm.

11. Next Meeting / Upcoming Events

Official Launch of Robots – Thursday, July 21, 2022.

Board Meeting – Thursday, September 15, 2022, at 6:00 pm, format TBD

Chair

Secretary

Consent Reports

Recommendation

THAT the Consent Reports be received as circulated.

6. Consent Reports (attachments)

Motion

- 6.1 Correspondence (none)
- 6.2 CEO Report – K. Su
- 6.3 Department Reports – June, July, & August 2022
 - 6.3(a) Customer Service – J. Spera
 - 6.3(b) Facilities and Health & Safety - K. Smith Curtis
 - 6.3(c) Innovation, Collections, & Technology – D. Bott
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- 6.8 Library Closures 2023 – K. Su

CEO Report

submitted by Ken Su, CEO (June, July and August 2022)

For Information

Collective Agreement Negotiation with CUPE

The Employer negotiated with CUPE on July 14, 2022 at the CUPE Niagara Office. Parties were able to reach an agreement on a number of items and signed off on agreed items at the end of the day. Due to internal changes in CUPE and pending issues with the City, parties agreed to potentially meet again some time in October or November. The actual meeting date and location are to be determined.

Central Library Renovation

On August 17, 2022, the architect from ward99 architects updated the Library that the architectural portion of the report is ready, but the mechanical and electrical engineers and the cost consultant had indicated their report and a class D costing won't be available until the end of September. Therefore, the complete report will be presented to the Board at the October Board Meeting.

PathStone Wellness Wall Program

Library staff met with a representative from PathStone on July 17, 2022 to discuss a potential partnership to launch a wellness wall program called "InSTALLations". This program will fill restrooms with positive and proactive mental health and wellness messaging and strategies as well as direct community members to where they can find support. Each participating organization will receive Wellness Wall InSTALLations kits made of a cling material that can be easily applied to washroom stalls or walls. The Library agreed to take two sets of these posters that will arrive mid to late September 2022. PathStone will coordinate an official launch in the community.

Developing a Valuing Ontario Libraries Toolkit

The CEO was invited by the Ontario Library Service (OLS) on August 8, 2022 to engage in the process of developing a Valuing Ontario Libraries Toolkit for all Ontario public libraries. The toolkit will be designed to provide consistent ways that libraries can report on the value they contribute to communities across Ontario.

NORDIK Institute from Algoma University has been contracted to lead a series of engagement meetings with public libraries across the province to develop a toolkit with a province-wide lens. Engagement meetings will focus on questions of how you represent the value that public libraries create in your communities, what unique aspects should be encompassed by the toolkit, any pressures related to how that value is communicated, and any previous experience with similar tools to measure value. The 1st meeting is scheduled on September 12, 2022.

Customer Service

submitted by Joanna Spera, Manager, Customer Service (June-August 2022)

For Information

All data provided is for June to August 2022 comparing to the same months in 2021. The library enjoyed returning to a summer of full operations following pandemic closures. By contrast, in June to August 2021 the library was offering contactless curbside pick up with only limited in-person service.

	June-August 2022	% change from 2021
Gate Count	79,012	33,795 (+57%)
Membership	1,808	1,059 (+41%)
Holds Placed	33,286	44,728 (-26%)
Questions	14,623	7,460 (+49%)

Gate Count

The library enjoyed a very busy summer with lots of families returning to the library for in-person service. The addition of more customer friendly space for study, work and play is inviting our customers to stay longer in the library. Our gate count system-wide is trending upwards, notably in August 2022 it was down only %11 from pre-pandemic August 2019.

Membership

Our new membership count continues to trend upwards. Membership count for summer 2022 is up by 50% from the pre-pandemic summer of 2019.

Holds Placed

Holds places are down from summer 2021 as library was still running holds pick up service with less in person service. It should be noted that the holds are down only 2% from the pre-pandemic summer 2019.

Training Highlights

The summer was busy as the Training Librarian rolled out the first workshop of the Customer Service Standard – “Engaged”. The training was offered to all public service staff in small groups and with hands on examples and discussion. The Customer Service

Standard clarifies customer and employee expectations, facilitates honest commitment from the library, and promotes customer satisfaction so that we can fulfill our mission to provide spaces, resources, and experiences for all citizens to learn, grow, and connect. The next workshop is scheduled for September and the Customer Service Standard that will be covered is – “Courteous”.

Customer Feedback Highlights

The library collects passive customer feedback to help SCPL understand what customers are noticing and appreciating and how we can improve. Highlights from the feedback collected through June to August include:

- The launch of two robots at Central
- Providing knowledgeable, helpful and efficient customer service
- Creating a more spacious layout at Central
- Connecting with community at outreach events

The library is continually evaluating the suggestions for improvements. Based on feedback received earlier in the year, a play and craft area has been created at the Central library to support children's development. Interactive toys have also been added to all library locations.

Facilities and Health & Safety

submitted by Karen Smith Curtis, Business Administrator (June, July and August 2022)

For Information

Facilities

The most significant facility project for 2022 will be replacement of the HVAC units at the Central Library. Supply chain issues for the electronic components, condensing units and coils have delayed the project. It is now anticipated that 5 of the 6 HVAC units will be installed in early October 2022. The last HVAC unit as well as the condensing units and coils will be installed in December 2022. Library management is following up with E.S. Fox to see if any mitigation of the dates is possible.

Several smaller but important initiatives have been undertaken over the summer. These include:

- Assisted with the transition of the Henley trophies to a new location by the Canadian Henley Rowing Commission
- Removed knee wall, painted and assisted in set up of enhanced children's area at Central including frosting the lower windows
- New water fountain with bottle filler was installed to support extreme heat events
- Removes owl logos in all branches and aided with installation of new signage where possible
- Painted and assisted with set-up of mobile library trailer

SmartCentre has agreed to improvements to the ramp at the Merritt Branch. The details and timing are outstanding but will be shared when known.

Health & Safety

The following table shows the results of Health and Safety inspections:

Location	Date	Results	Update
Annual Inspections			
Central	August 5, 2022	1) Cable management needed: <ul style="list-style-type: none"> • microfilm station • 2nd floor Info desk 2) Story Hour room – unlocked electrical cabinet 3) Fire extinguishers need inspection 4) Audit book shelves - narrow aisle	Complete – Aug 5, 2022 Complete – Aug 5, 2022 Complete – Aug 5, 2022 Complete – Aug 5, 2022 Include in renovation plans.

Dr. Huq	August 11, 2022	Nothing to report.	N/A
Port	August 11, 2022	1) New extension cord to be added for kettle. 2) Front door step is deteriorating.	Complete – Sept 5, 2022 City to make necessary repairs.
Merritt	August 11, 2022	Nothing to report.	N/A
Regular Inspections			
Central – 3 rd Floor	June 23, 2022	Nothing to report.	N/A
Dr. Huq	June 28, 2022	Secure ladder is break room.	Completed June 29/22.
Port	June 28, 2022	Tripping hazard by bathroom/study tables due to electrical cords.	Removed.
Merritt	June 29, 2022	Nothing to report.	N/A
Port	July 26, 2022	Replace diffuser over Circulation desk.	Done – Aug 17, 2022.
Dr. Huq	July 28, 2022	Nothing to report.	N/A
Merritt	Aug 3, 2022	Nothing to report.	N/A
Central – Basement	Aug 18, 2022	Nothing to report.	N/A
Central – 1 st Floor	Aug 18, 2022	Nothing to report.	N/A
Port	Aug 25, 2022	Nothing to report.	N/A
Merritt	Sept 6, 2022	Nothing to report.	N/A

The next meeting of the Joint Health & Safety Committee is scheduled for September 15, 2022. Agenda items will include:

- Review of Policy P3 - Sexual Harassment Prevention Policy and Program
- Dress code
- Merritt accessibility ramp

Innovation, Collections & Technology

submitted by David Bott, Manager, Innovation, Collections & Technology (June, July & August 2022)

For Information

Physical Circulation

From May to June 2022, physical circulation remained virtually unchanged at the Library. However, from June to July 2022, physical circulation increased by almost 16% (49,184 checkouts in June to 56,824 checkouts in July). This also represents about a 24% increase compared to the physical circulation statistics of July 2021 (45,901 checkouts). Checkouts increased by about 8% from July to August 2022. Compared to August 2021, circulation was up 22% in August 2022.

Digital Circulation

Digital Circulation increased by about 23% from May to June 2022, and about 7.5% from June to July.

Floating Collections

Floating Collections allow the checking-in branch to shelve the item locally, regardless of the original home location. In June, floating collections expanded to include Adult and Children audiobooks as well as Children's DVDs.

Library of Things

Explorer Kits for Kids were launched in August 2022, and were well-received by Library customers. The kits contain child-friendly binoculars, flashlights, magnifying glasses, microscopes, compasses, and books about insects and minerals. All six kits were checked out following the launch, and there are currently holds on the collection.

Nintendo Switches have been added to the collection. The consoles will be launched in September 2022.

A pilot musical instrument lending collection has been purchased and will be launched in November 2022. The initial collection will consist of ukuleles, keyboards and electronic drum kits.

Automatic Release Plans (ARPs)

Following a six-month long evaluation of the Library's vendors, a decision was made to move nonfiction ARPs from LSC to LBI. Moving forward, the ICT department will

continually monitor the performance of its vendors to ensure optimal and cost-effective collection development. In August 2022, a new travel ARP was established with LBI.

Local History Collection Policy

The Library Board approved the new Local History Collection Policy in June 2022.

Digitization Assistants

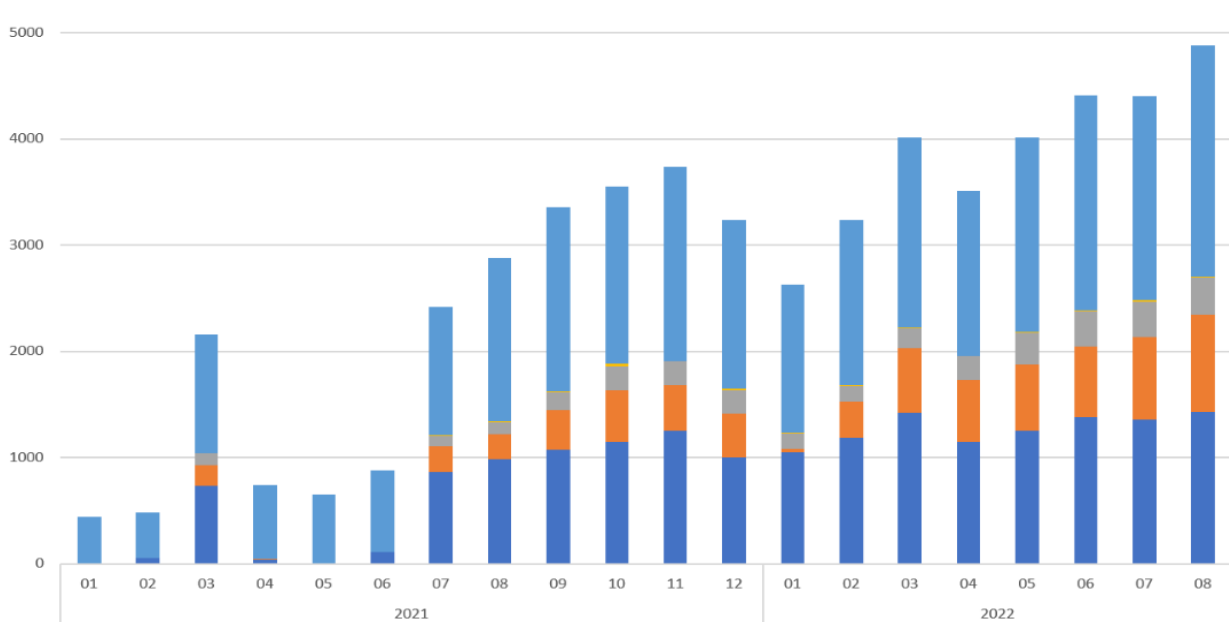
The Library hired two university students through the Canada Summer Jobs grant. The students worked for 8 weeks and assisted with the library's digitization initiatives. They digitized a total of 44 scrapbooks and 4 binders from the Local History Collection, and updated and reviewed the postcard and photograph collection. The students were also assigned shifts shadowing a library program, the circulation desk, the information desks, and they participated in staff training. This project provided valuable experience for both of the students, and the Department plans to pursue this program again next year.

Robots

Successfully launched 2 robots donated by the Wind Group on July 21st. Robots are able to guide customers to various collection locations within the library and assist with carrying customer items to the circulation desk.

PC Reservation and Wi-Fi

Customer usage of our public Internet computers and Wi-Fi continue to increase since the beginning of the pandemic, although average monthly 2022 usage is still less than half of pre-pandemic levels. The graph below shows a trending increase of the combined use of these services.



Programming and Promotions

submitted by Rita Di Marcantonio, Manager, Programming and Promotions (June-August, 2022)

For Information

Programming Highlights

Our Summer Reading Club (SRC), launched in-person on June 25th and ended August 31st. This year we saw a 5.2 % increase over our last in-person launch in 2019 (825 registered) with a total of 872 participants. This was also a 68% increase over 2021's iteration of SRC (519 registered). The SRC was promoted through our various outreach activities, and through our first ever Summer Reading Celebration in Pearson Park. Included in the Celebration were author readings by BIPOC author Ayana Francis, (introduced by Mayor Sendzik), as well as partnerships with the St. Catharines Museum and Mad Science for children's events and science experiments. Approximately 200 people attended our Summer Reading Celebration.

A number of in-house programs were offered at all SCPL locations this summer. In total, we provided 143 program sessions that reached 1560 customers across our system.

Several outreach events were also held from June to August as per below:

Elementary School Class Visits – DSBN & NCDSB – June 6, 7, 9

We promoted SRC and library services through several outreach visits to the following schools:

- Harriet Tubman Public School (6 classes visited)
- St. Nicholas Catholic Elementary School (6 classes visited)
- Prince of Wales Public School (7 classes visited)

Attendance: 710 people.

Pride in the Park – Partnership with Pride Niagara – June 4

The library was given the large stage in Montebello Park, and provided:

- An information booth with a prize giveaway and library card signups
- A family reading area with LGBTQ+ books
- Three scheduled drag queen storytimes
- Three tables with crafts and activities

Attendance: Storytimes - 110 people, Information booth – 375 people.
Total – 485 people.

Kids Ultimate Challenge – Partnership with Niagara Health – June 18

We brought Fleur, our mobile outreach library, to Burgoyne Woods and set up in the Fun Zone, providing:

- A reading area with comfy seating and appealing books

- An activity tent with magnetic building blocks and Giant Jenga
- A craft and information table with the button maker, crafts, and book giveaways
- A live storytime featuring Belle from Beauty and the Beast

Attendance: Storytime – 45 people, Information booth – 572 people.
Total – 617 people.

Fam Jam – Partnership with Downtown Association – July 8

We provided a 30-minute drop-in storytime for all ages at the corner of James and St. Paul streets as part of a street party organized by the St. Catharines Downtown Association.

Attendance: 20 people.

Summer Heat – Partnership with DSBN – July 7, 19, 20, 21

We provided an introduction to SCPL as a library system and services as well as the Summer Reading Club to 14 classes at 4 schools between the grades of K-4. Literacy-based activities were also provided, including storytelling games, monster flip books, fairy tales action game and storytimes.

Attendance: 300 people.

World Hepatitis Day – Partnership with Niagara Health – July 22

We staffed an information booth in Montebello Park for library memberships and information about our collections and services.

Attendance: 28 people.

Drop-in Storytime – ACW Fairview Daycare – August 11 & 18

We provided two storytime were conducted for ages 2-8.

Attendance: 39 people.

Outreach at Boys and Girls Club of Niagara – August 25

We provided an interactive, introduction to the library system, button making, STEM equipment play and book reading for children between the ages of 4-8 for a 1.5-hour visit.

Attendance: 32 people.

Promotions Highlights

June 4 CKTB Pride, Summer Reading Club

June 13	Niagara Falls Review	Brock partners with Niagara schools for Canada Games-themed art show
June 24	St. Catharines Standard	St. Catharines library launches Summer Reading Club with emphasis on fun, not format.
July 9	CKTB	Summer Reading Club Celebration + 3 Services You May Not Know SCPL Offered (Reader's Advisory, Book Bundles, and Visiting Library)
July 10	St. Catharines Standard	A new season and new chapter for St. Catharines library
July 26	St. Catharines Standard	New robots at the St. Catharines library help with navigation, book carrying
July 27	I Heart Radio - CKTB News	Robots

2022 Operating Budget Statement as at June 30, 2022

submitted by Karen Smith Curtis, Business Administrator

For Information

	JUNE 30, 2022			FULL YEAR 2022		
	Actual	Budget	%	Actual	Budget	%
REVENUE						
City Contribution (1)	\$2,940,000	\$ 2,940,000	100.0	\$5,876,428	\$5,876,428	100.0
Miscellaneous (2)	40,611	39,644	102.4	323,965	323,746	100.1
Total	<u>2,980,611</u>	<u>2,979,644</u>	100.0	<u>6,200,393</u>	<u>6,200,174</u>	100.0
EXPENDITURES						
Salaries & Benefits (3)	1,933,433	2,165,040	89.3	4,218,252	4,330,079	97.4
Library Materials (4)	442,060	422,500	104.6	845,000	845,000	100.0
Occupancy (5)	250,558	270,901	92.5	563,332	541,801	104.0
Supplies & Services (6)	175,500	181,579	96.7	384,744	363,158	105.9
Capital Costs (7)	44,623	60,068	74.3	189,064	120,136	157.4
Total	<u>2,846,174</u>	<u>3,100,087</u>	91.8	<u>6,200,393</u>	<u>6,200,174</u>	100.0
UNEXPENDED BALANCE (8)						
	<u>\$ 134,437</u>	<u>-\$ 120,443</u>		<u>\$ 0</u>	<u>0</u>	

NOTES:

REVENUE

(1) The City approved funding increase of 3.5% for the Library for 2022. All payments have been received to June 2022. The Library is funded at \$44.15 per capita compared to peer libraries which receive \$47.67 per capita on average.

(2) Miscellaneous Revenues were 2.4% above budget in the first half of 2022. This is not expected to continue as fines are eliminated later in the year and lower photocopy revenues are experienced. Rental revenues are also trending below budget with only 11.0% of the budget achieved at June 2022. These trends are expected to continue and Miscellaneous Income is estimated to be on budget in 2022.

EXPENDITURES

(3) The pandemic restrictions early in 2022 had an impact on Salaries & Benefits in the first half of 2022. Retirements and vacancies added to the under spending. The Library's 2022 budget included significant risk in Salaries & Benefits which has been eliminated through effective management of human resources. In addition, a positive outcome to benefits renewal contributed to closing the gap.

(4) Although Materials is 4.6% above budget at June, this is being actively managed and is expected to be on budget at the end of 2022. Materials was reduced by 4.5% for the 2022 so further impacts will need to be minimized.

(5) In 2022, it is expected that Occupancy will be higher than budget by 4.0%. Utilities are expected to be lower by 1.1% based on usage but delay of the HVAC replacement project has resulted in higher ongoing maintenance costs.

(6) It is expected that the Supplies & Services budget will be 5.9% over budget at the end of 2022. Higher promotional costs related to roll-out of the new brand and increased professional fees are expected to drive the negative variance.

(7) An investment will be made in headsets, IT equipment and furnishings to enhance customer service in alignment with the strategic objectives. All other Operating Capital items are on budget.

UNEXPENDED BALANCE

(8) In mid-2022, lower than budgeted Salaries and a positive outcome to the annual benefits renewal has eliminated the risk built into the 2022 budget. A balanced budget is expected at the end of 2022.

Endowment & Trust Fund Statement as at June 30, 2022

submitted by Karen Smith Curtis, Business Administrator

For Information

<u>Income/Expenditures</u>	
Opening Balance	\$ 1,550,486
Donations	72,705
Interest	1,137
TOTAL INCOME	<u>\$ 1,624,329</u>
Less Expenditures	(-)
NET REVENUE	<u><u>\$ 1,624,329</u></u>
Current Assets	
Cash	\$ 150,034
GIC's	1,471,633
Receivables	2,662
TOTAL CURRENT ASSETS	<u>\$ 1,624,329</u>
Less Current Liabilities	(-)
NET ASSETS	<u><u>\$ 1,624,329</u></u>
Encumbered Amount	\$ 241,404
Unencumbered Amount	1,382,925
TOTAL	<u><u>\$ 1,624,329</u></u>

Short-Term Investments Statement as at June 30, 2022

submitted by Karen Smith Curtis, Business Administrator

For Information

Broker	Due	Yield	Market Value
Canada Trust Company	Sept 16, 2022	1.20%	\$380,964
TD Bank	Sept 16, 2022	1.20%	\$152,769
TD Bank	Sept 16, 2022	1.20%	\$250,667
Concerta Bank	Aug 11, 2022	0.92%	\$100,000
Equitable Bank	July 28, 2022	0.86%	\$100,000
General Bank	July 28, 2022	0.85%	\$100,000
Versa Bank	July 28, 2022	0.85%	\$100,000
Home Trust	Aug 11, 2022	0.92%	\$100,000
Canadian Western Bank	Aug 11, 2022	0.87%	\$100,000
Home Equity Bank	Aug 11, 2022	0.79%	\$100,000
Icici Bank	Aug 11, 2022	0.55%	\$87,900
B2B Bank	Apr 11, 2023	2.38%	\$100,000
HSBC Bank Canada	Apr 11, 2023	2.30%	\$50,000

Financial System Update

submitted by Karen Smith Curtis, Business Administrator

For Information

Background

Over the last 23 years, the Library has used the City's Vailtech platform for several financial functions. Vailtech is a legacy system that has provided the City's taxation functions, payroll, general ledger and accounts payable. Several of the local Boards and Commissions have used these systems for their financial needs and in turn have reimbursed the city for their share of costs.

Although Vailtech still functions, it is a legacy system and as such, a much older technology that is rigid and difficult to maintain. The reporting capabilities are limited and data mining is essentially nonexistent.

In addition, the version that is currently being used for both general ledger and accounts payable are very old and will soon no longer be supported by Vailtech. The City and the Boards and Commissions could function on the current platform but if any issues are encountered, Vailtech will not assist in solutions.

In November 2020, the Library successfully transitioned the payroll from Vailtech to ADP thereby reducing our reliance on the City's legacy system.

Update

In May 2022, the City informed the Library that the current financial system platform, Vailtech was becoming unstable. This has been mainly experienced in the Payroll module and as such, has not affected the Library due to the ADP implementation.

Due to the risk that has been increasing, the City has made the decision to transition the general ledger and accounts payable to a shared PeopleSoft system operated by the Region of Niagara for January 1, 2024. Vailtech will then be de-commissioned in later 2024. The tax and utility invoicing is being transitioned to a platform called Central Square.

Current Status

During the summer months, the Business Administrator explored the alternatives to the Vailtech platform. The investigation included cloud-based solution as well as software the Library would host. Options investigated are outlined below:

1. Oracle's NetSuite is designed for larger corporations and is meant to integrate with their enterprise resource planning software. It would be a very expensive alternative with an estimated annual cost of at least \$12,000. It would also involve a complex implementation which would be very costly.

2. QuickBooks is well rated but has been designed for small, owner operated businesses. Although this solution would be cost effective with an annual cost of \$1,700 and implementation and training at \$5,000, QuickBooks does not provide the control environment needed by the Library. QuickBooks has minimal audit trails that would enhance control and transactions can be reversed at any time.

In addition, QuickBooks limits the number of accounts to 250. At present, SCPL operates with many more than this (> 750 accounts). Although Administration is committed to streamlining the chart of accounts to a much more realistic number, 250 is too few.

3. Another solution considered was transitioning to the Regions PeopleSoft solution along with of the City. Due to the cost and the time-line that the City needs to meet, transitioning to the Region's PeopleSoft platform is not an option for SCPL. The estimated annual cost should the Library move to the Region's PeopleSoft system is in the range of \$50 – 80,000 per annum. In addition, the implementation cost is thought to be at least six figures.
4. Microsoft's Business Central is a business management solution for small and mid-sized organizations that is geared to distribution and manufacturing. Adaptable and rich with features, Business Central enables companies to manage their business, including finance, manufacturing, sales, shipping, project management and services. The annual cost would be about \$8,000 with implementation in the range of \$32,000. Although a potential solution, the cost is slightly greater than Sage and concern is that the focus on distribution and manufacturing may not meet SCPL's service orientation.
5. Sage 300 is a solution already used by many libraries including Ajax, Brampton, Burlington, London, Oshawa and Windsor. As such, the Business Administrator is familiar with this solution and knows that it will meet the needs of SCPL. The cost on an annual basis is \$5,000 and implementation is quoted at \$24,000. Implementation services will be provided by Baass Business Solutions Inc. This company also provides services to Burlington Public Library and will deliver the needed solution on a timely basis.

Next Steps

The Library has selected Sage and is expected to receive the contract and issue the Purchase Order prior to the Board meeting. The project will start by the end of September with implementation for January 1, 2023. The Library wants to be on the new platform well ahead of the City's transition to avoid any issues and streamline the City's implementation. The current Vailtech platform will be decommissioned for Library use after closing the 2022 year end and the project is expected to be complete by June 30, 2023.

2022 SCPL Work Plan – 3rd Quarter Update

submitted by Ken Su, CEO (September 2022)

For Information

The purpose of this report is to update the Library Board on the status of some tasks identified in the 2022 Work Plan. The content of the report will change from quarter to quarter as new tasks start, progresses are made, and tasks are completed. This report is not meant to be a complete description of the work performed by Library staff during that quarter, instead, it highlights some particular tasks that are worth noting and relevant to the Library's core services.

Background

The Library Board approved the St. Catharines Public Library Strategic Plan 2019 – 2022 in October 2019. The Plan identifies five strategic goals:

- Embrace innovation, creativity, and boldness in everything we do
- Build a recognized and valued brand
- Foster more community connections
- Being a library for all
- Transform as we evolve

Based on the Strategic Plan, staff developed a 2022 work plan in Summer 2021, presented to the Board in September 2021, and the Board formerly approved it in January 2022.

This report offers a snapshot of the current status of some tasks, provides a summary of each task, highlights its contribution to the Strategic Plan, and identifies phases or timeline of each task. This report demonstrates staff's commitment to accountability and willingness to keep the Library Board informed on a quarterly basis.

Highlights of the third quarter in 2022

After the consecutive summers disrupted by COVID-19, the Library was finally able to offer in-person TD Summer Reading Club and summer programs to the community. The number of TD Summer Reading Club registrants in 2022 surpassed that in 2019.

Staff were also able to complete tasks listed below:

- Launched two robots in July at the Central Library
- Two summer students hired through the Canada Summer Jobs grant digitized a total of 44 scrapbooks and 4 binds from the Local History Collection
- Introduced Explorer Kits for Kids to Library of Things and will soon launch Nintendo Switches in September
- Created a more spacious layout at Central and Merritt
- New membership registration in the summer is up by 50% from the summer of 2019
- The Library was promoted multiple times by local media, 3 times in St. Catharines Standard and 3 times on CKTB

STATUS KEY	
	No changes, progress as planned
	Minor changes, no significant impact
	Major changes, attention required
✓	Completed

2022 SCPL Work Plan - 3rd Quarter Update

- Strategic Goal 1: Embrace Innovation, creativity, and boldness in everything we do
 Strategic Goal 2: Build a recognized and valued brand
 Strategic Goal 3: Foster more community connections
 Strategic Goal 4: Be a library for all
 Strategic Goal 5: Transform as we evolve

STATUS KEY

No Change
Minor Changes, no significant impact
Major Changes, attention required
✓, Completed

Department: Administration and Facilities						Q3 Update	
Strategic Goal	Annual Objective / Action Item	SMART Goals and outcomes	Key Players	Timelines	Status	Explanation	
#3	Continue to work with the City and the Union collaboratively, maintain a positive relationship	Present to City Council 3 times a year, address issues or concerns raised by the City or the Union within 72 hours, organize activities with the City/Union at least 4 times a year, maintain ongoing communications	CEO	2022 and ongoing		Given the upcoming municipal election, was unable to schedule a presentation	
		Plan meetings with City Finance staff 3 times a year, plan meetings with City EFES staff 3 times a year	Business Administrator	2022 and ongoing		Several meeting held with City staff related to Central renovation, capital budget and other issues. Meeting for 2023 to be scheduled.	
#5	Develop risk management tool	Draft Risk Management policy, create risk universe, risk map and measurement tool	CEO, Business Administrator, Managers, Librarians			Scheduled for Board review in 2023. Work to proceed after policy approval.	
		- Policy		June 2022			
		- Universe & Map		Sept. 2022			
		- Measurement tool		Dec. 2022			
#5	New G/L, A/P and EFT solution implementation	Perform necessary procurement activities, initiate project, plan implementation	Business Administrator	Dec 2022		Analysis of G/L has continued. Proposal received for implementation from Sage - analysis underway.	

#2	Continue to explore alternate revenue streams	Continue to advocate for funding comparable to peer libraries	CEO, Business Administrator	Ongoing		Adjustment potentially requested in 2023 budget if Board is aligned.
#1, #2, #4, #5	Provide new and enhanced spaces, improve and upgrade functionality of existing spaces, and provide inclusive, barrier-free and welcoming spaces	Library Led	CEO, Business Administrator, Manager Facilities			Investigating light replacement at Dr. Huq. Merritt furniture realignment complete. Changes made at Central as requested (knee wall and children's etc). Henley trophies rehomed.
		Replace HVAC (a) Prepare technical specifications (b) Issue tender and award (c) Plan project work and execute		June 2022		Delay due to electronic components. Delivery now planned for September with installation to follow in October. Project meeting to be complete. RTU 6 and condensers until late 2022.
		Cosmetic repair in the library and relocate shelves, furniture, and work space when needed		Ongoing		Furniture and equipment relocated as needed.

#1, #4, #5	Re-evaluate how space is used on our library	Plan Central renovations and obtain City buy-in/support, prepare issue and award tenders for initial conceptual design as well as detailed project plan, project will be carried out in phases	CEO, Business Administrator, Manager Facilities	Dec. 2022		Cost estimates delayed but Phase 1 should be complete for October Board meeting. Info provided to City on a timely basis.
		- Additional Phases		2023 and beyond		More detailed projects will start after.
		- Plan project work and execute				To be determined
#5	Provide new and enhanced spaces	Work with City to develop ideal location for Merritt Branch	CEO, Business Administrator, City stakeholders	Sept. 2022		City resourcing needed. Currently reviewing documentation, requirements.
#5	Develop and implement a Performance Evaluation Program	Evaluate work performance, support and coach staff to grow in their current role and advance their career.	CEO, HR Consultant	Jun-22		Currently modelling the tool and making adjustments based on feedback from Managers.
#5	Job evaluation for the Union	Work with the Union to evaluate union positions and perform pay equity evaluation	CEO, HR consultant			Developed a timeline through April 2023 for this project. Training is scheduled for mid September. Staff will complete questionnaires then evaluations will be done in the Fall.

#5	Develop a Succession Plan	Develop and implement a Succession Plan, focus on developing staff for future roles and to minimize risks of information loss when long-term employees leave the Library	CEO, HR Consultant	Sept. 2022		Succession Plan has been introduced and discussed with Management Team
Department: Collections and ILS						Q3 Update
Strategic Goal	Annual Objective / Action Item	SMART Goals and outcomes	Key Players	Timelines	Status	Explanation
#1, #4, #5	Review and update collections policies and procedures	Investigate current best practices for Scope Statements, selection, acquisitions, deselection, collection size and budget, review current practices of comparator libraries and OLS	Manager, Management Team	Feb – Mar 2022	✓ Completed	Collection Policy approved by Board June 2022
#1	Develop additional ARPs	Review 2020/2021 circulation statistics, establish and implement additional ARPs, redeploy funds from materials budget to new ARPs, and monitor ARP performance	Manager; ILS Technician, Acq. Technician; Vendors	March 2022 and ongoing		Created Travel ARP, Recreated ARPs with new vendors
#1, #4, #5	Review and develop a mandate for the Norval Johnson Heritage Collection and assess materials in the Collection	Evaluate materials and increase Canadian content with a focus on local information	Manager of Customer Service, Central Librarians	Jun-22	✓ Completed	Local History Collection Policy approved by Board June 2022
Department: Customer Services						Q3 Update
Strategic Goal	Annual Objective / Action Item	SMART Goals and outcomes	Key Players	Timelines	Status	Explanation
#2, #4, #5	Various trainings to staff and customers to create a customer centric culture	Offer Diversity, Equity and Inclusion training, indigenous Education Develop training on social challenges and issues	Manager of Customer Service, Training Librarian, Customer Service Technician	Dec 2022 and ongoing		Working with York U to introduce a DEI student intern. Developed Talking Points for staff tool
#1, #4, #5	Enhance Customer Service	Provide various training to support the Customer Service Standard, develop a discussion board to engage and develop a customer service culture, develop a new members welcome sheet/brochure	Manager of Customer Service, Training Librarian, Customer Service Technician, Communication Specialist	Dec 2022 and ongoing		Customer Service Standard "Courtesy" training will be completed in September. New
#2, #5	Implement a Staff Onboarding process	Create a new staff onboarding process (access training, customer service resources, etc.), investigate the possibility of integrating onboarding process with ADP	Manager of Customer Service, Training Librarian, Customer Service Technician, HR Consultant	Jun-22		Updated training list created and shared with staff.

#3, #4, #5	Review and update circulation policy, procedures and workflows system-wide	Review and update Circulation policy, procedure and workflow, evaluate existing fine free practice, and potentially introduce Fine Free for all	Manager of Customer Service, Training Librarian, Customer Service Technician	Dec. 2022		Presenting Fine Freedom for All recommendation at the Board meeting in Sept along with a revised Circulation Policy
#1, #3, #4, #5	Develop a continuous feedback strategy on customer service including programs and services	Develop ongoing customer feedback surveys, investigate use of feedback boards	Manager of Customer Service, Customer Service Technician, Manager of Programming and Promotion	June 2022 and ongoing		Passive feedback composed into a report shared with staff. Adding actions taken based on feedback provided.
#1, #4, #5	Fully utilize Home Service module in Horizon to better serve Visiting Library customers	Populate the Home Module with current Visiting Library customers and reading preferences	Manager of Customer Service, Central Staff, ILS Technician	Dec. 2022	✓ Completed	Procedures and training delivered to staff
#1, #4, #5	Evaluate location and signage for central collections	Increased public awareness and promotion of collections	Manager of Customer Service, Central Librarians	Mar. 2022		Continuing to shift collections for better flow and customer service and creating more free space for customers. Children's interactive toy and craft area created.

Department: IT					Q3 Update	
Strategic Goal	Annual Objective / Action Item	SMART Goals and outcomes	Key Players	Timelines	Status	Explanation
#1, #5	- Migrate MX for mail.stcatharines.library.on.ca to Office 365	Allow for retiring old KMS mail server and still maintain legacy domain for receiving email	Manager of IT	Mar. 2022	Start Sept. 2022	
	- Update ILS holds notification system to use Office 365		Manager of IT, Manager of Customer Service	Mar. 2022	Start Sept. 2022	
#1, #5	- Promotional		IT / Programming & Promotions Dept.	Dec. 2022	Ongoing	Participating in vendor demos and evaluation
#1, #5	- Programming		IT / Programming & Promotions Dept.	Dec. 2022	Ongoing	Participating in vendor demos and evaluation

#1, #3, #4, #5	Extended Access for Port	- Determine budget and implementation timeline for Jan. 2023 launch	All departments	Jul-22	In process	Equipment ordered. Delivery ETA Oct/Nov.
#1, #3, #4, #5	Deploy Robots	Demonstrate bold and innovative ideas to engage our customers	All departments		✓ Completed	
Department: Programming and Promotions						
Strategic Goal	Annual Objective / Action Item	SMART Goals and outcomes	Key Players	Timelines		
#1, #2, #5	Advertising/membership campaign	Strategic advertising campaign to promote new brand past initial rollout and library services and programs, work with Customer Service department to integrate a membership drive	Managers, Customer Service and Programming and Promotions	Sept. 2022	Minor Changes, no significant impact	Library Card Month (September) campaign in process. Mail campaign happening last week of August/first week of September. Awaiting to see results by end of Sept.
#1,#5	Inventory internal and 3 rd party software	inventory and evaluate suitability of all internal and 3rd party software and applications used for programming and promotion, connect with comparator libraries to compare software complement and use, review needs and gaps	Manager and Communications Specialist	Begin planning March 2022	Minor Changes, no significant impact	Vendor demonstration completed. In evaluation and pricing phase, prior to recommendation.

2023 Board Meeting Dates to April

submitted by Ken Su, CEO

For Information

Given the upcoming municipal election and potential changes of Library Board members, staff are planning regular Library Board Meetings up to April 2023 in anticipation that the new Board will be appointed by April 2023 and can then determine its meeting schedule.

According to the Board's past practice, regular Board Meetings will be held either in-person or on Microsoft Teams at 6pm on the 3rd Thursday of the month, and usually with the exception of the month of January, held on the 4th Thursday of January. However, this year, due to a pre-approved arrangement the January Board Meeting will be held at 6pm on the 3rd Thursday of January.

The Board Meeting dates and times are listed below:

6pm, Thursday, January 19, 2023

6pm, Thursday, February 16, 2023

6pm, Thursday, March 16, 2023

6pm, Thursday, April 20, 2023

Board Meeting date, time, and location may be changed at the discretion of the Board and will be announced to the public before each meeting.

Library Closures 2023

submitted by Ken Su, CEO

For Information

To follow the Employment Standards Act and provide library closure information to staff who will be able to submit vacation requests for the 1st half of 2023 starting October 1, 2022 as defined in the Collective Agreement, Management lists library closure dates in 2023 below:

New Year's Day 2023	Sunday, January 1, 2023	Closed
Holiday Closure	Monday, January 2, 2023	Closed in lieu of Sunday
Family Day	Monday, February 20, 2023	Closed
Good Friday	Friday, April 7, 2023	Closed
Easter Sunday	Sunday, April 9, 2023	Closed
Easter Monday	Monday, April 10, 2023	Closed
Victoria Day	Monday, May 22, 2023	Closed
Holiday Closure	Friday, June 30, 2023	Closed in lieu of Saturday
Canada Day	Saturday, July 1, 2023	Closed
Civic Holiday	Monday, August 7, 2023	Closed
Labour Day	Monday, September 4, 2023	Closed
Thanksgiving Day	Monday, October 9, 2023	Closed
Holiday Closure	Friday, November 10, 2023	Closed in lieu of Saturday
Remembrance Day	Saturday, November 11, 2023	Closed
Christmas	Monday, December 25, 2023	Closed
Boxing Day	Tuesday, December 26, 2023	Closed

Discussion Reports

7. Discussion Reports (attachments)

- 7.1 Preliminary 2023 Draft Operating Budget – K. Smith Curtis
- 7.2 Board recruitment, Succession planning & Legacy documents – J. Coles(verbal)
- 7.3 SCPL Board Member Recruitment Pamphlet – K. Su Motion
- 7.4 Fine Freedom for All & Policy (G-03) Circulation – J. Spera Motion
- 7.5 Policy (P-14) Disconnect from Work – L. Dobson Motion
- 7.6 Policy (P-15) Accommodation – L. Dobson Motion
- 7.7 Policy (P-16) Electronic Monitoring - D. Bott/L. Dobson Motion

Preliminary Draft 2023 Operating Budget

submitted by Karen Smith Curtis, Business Administrator

For Information

Budget Standing Committee

Guidance for preparation of the 2023 Operating Budget was presented at the City's Budget Standing Committee (BSC) meeting held on May 25, 2022. City staff provided the BSC with information on conditions that will impact the 2023 budget including inflation and potential collective agreement settlements. Factoring in many variables, City staff suggested a budget increase for 2023 of 7%.

The usual practice is for the BSC to endorse a recommended increase that is provided to City departments and the Agencies, Boards and Commissions to base the upcoming budget on. At the May 25, 2022 meeting, the BSC did not approve the guidance of 7% for the 2023 budget. Instead the BSC asked that City staff present a draft 2023 budget with a "reasonable increase".

Library Update

Library work on the Draft 2023 Operating Budget started during the summer months. Draft work-plans for 2023 have been established, inputs for the budget have been provided by the managers and a draft of the 2023 Operating Budget has been compiled.

As discussed at the February 17, 2022 Board meeting, this preliminary draft budget has been included in the Board package for your information. This is included to allow the Board sufficient time to consider the Draft 2023 Operating Budget.

After this meeting and as further information becomes available, estimates will be enhanced and the Draft 2023 Operating Budget will be included in the October 20, 2022 Board package with a motion to recommend the draft budget to the new Board for approval.

The motion that will be drafted for the October meeting will be "THAT the Library Board approve the Draft 2023 Operating Budget in principle and recommend to the next Library Board approval of this budget." When in place the new board will be asked to ratify the motion thereby approving the 2023 Operating Budget.

Important dates for the next steps related to the 2023 Operating budget are:

Date	Action Item
Sept 15, 2022	Initial Board review of Preliminary Draft 2023 Operating Budget
Sept 16 – 23, 2022	Final revisions to Draft 2023 Operating Budget and written comments on 2023 Operating Budget prepared
October 20, 2022	Final Board review and approval of Draft 2023 Operating Budget

Date	Action Item
October 24, 2022	2023 Operating Budget due to City
Nov 9, 2022	Budget presentation to Budget Standing Committee
Nov 30, 2022	Council budget deliberations
Dec 12, 2022	Council budget night
March or April 2023	Library Board ratify the October motion

The preliminary Draft 2023 Operating Budget follows with notes containing relevant information and details.

2023 Operating Budget

	% of Total Budget	2023 Budget	2022 Budget	Variance \$	%	Notes
<u>REVENUE</u>						
City Contribution	93.0%	6,067,412	5,876,428	190,984	3.2%	1
City Contribution Growth	2.1%	136,803	-	136,803	---	2
Provincial Grant	3.5%	228,600	228,600	-	0.0%	3
Miscellaneous	1.4%	93,995	95,146	- 1,151	-1.2%	4
TOTAL REVENUE	100.0%	6,526,810	6,200,174	326,636	5.3%	
<u>EXPENDITURES</u>						
<u>Salaries & Benefits</u>						
Total Salaries & Benefits	70.6%	4,608,064	4,345,239	- 262,825	-6.0%	5
<u>Library Materials</u>						
Books	7.1%	465,800	484,500	18,700	3.9%	
Processing	0.1%	7,500	7,500	-	0.0%	
Visual Materials	1.0%	67,000	65,000	- 2,000	-3.1%	
Microfilm	0.0%	3,000	6,000	3,000	50.0%	
Periodicals	3.8%	249,000	274,000	25,000	9.1%	
Sound Recordings	0.1%	7,700	8,000	300	3.8%	
TOTAL	12.3%	800,000	845,000	45,000	5.3%	6
<u>Occupancy Costs</u>						
Utilities	3.3%	217,287	210,830	-6,457	-3.1%	
Insurance	0.7%	47,254	42,233	-5,021	-11.9%	
Rent	1.6%	105,001	106,250	1,249	1.2%	
Repairs - Building	2.2%	143,810	121,818	-21,992	-18.1%	
Repairs - Grounds	0.1%	5,076	4,700	-376	-8.0%	
Communications	0.6%	42,200	40,810	-1,390	-3.4%	
TOTAL	8.6%	560,628	526,641	- 33,987	-6.5%	7
<u>Supplies & Services</u>						
Library Supplies	0.6%	39,212	32,435	-6,777	-20.9%	
Electronic Supplies	0.1%	4,200	4,200	0	0.0%	
Professional Fees	1.0%	62,580	53,224	-9,356	-17.6%	
Staff Development	0.7%	44,495	31,350	-13,145	-41.9%	
Rental of Equipment	0.1%	9,127	10,425	1,298	12.5%	
IT Maintenance	2.2%	146,114	122,250	-23,864	-19.5%	
Transportation	0.6%	37,825	34,825	-3,000	-8.6%	
Sundry	0.2%	14,060	10,563	-3,497	-33.1%	
Printing & Stationary	0.0%	2,200	1,500	-700	-46.7%	
Public Relations	0.3%	20,120	19,272	-848	-4.4%	
Programs	0.2%	11,925	10,925	-1,000	-9.2%	
Data Processing	0.5%	34,705	32,189	-2,516	-7.8%	
TOTAL	6.5%	426,564	363,158	- 63,406	-17.5%	8
<u>Operating Capital</u>						
Furniture & Equipment	0.2%	15,600	4,042	- 11,558	-286.0%	
Facility Enhancements	0.4%	25,000	28,500	3,500	12.3%	
Debenture Debt	1.4%	90,954	87,594	- 3,360	-3.8%	
TOTAL	2.0%	131,554	120,136	- 11,418	-9.5%	9
TOTAL EXPENDITURES	100%	6,526,810	6,200,174	- 326,636	-5.3%	10

NOTES:

REVENUE

1) The Library is asking for an increase to the base City Contribution of 3.5% to cover incremental operating costs especially those related to inflation. This equates to an average increase over the last 10 years of 1.3% annually.

2) SCPL is funded at a lower rate than peer Library's. In 2020, in average peer libraries received \$47.79 in funding per citizen while SCPL is funded at \$42.65 per citizen. The Library is asking for an additional increase in City funding over the next few years to equalize our funding to that of our peers. For 2023, SCPL is requesting the first increment of \$1 per citizen.

3) The Operating grant from the Province of Ontario has not changed in approximately 30 years. No increase is anticipated in 2023.

4) There are several changes in the Miscellaneous revenues but they offset each other to result in a reduction of 1.2%. The most significant change is the elimination of revenue from fines and programs. These decreases are offset by an expected increase in Interest Income resulting from higher interest rates. Additionally, lower rental revenue is expected given the earlier closing hour of 8:00 PM.

EXPENDITURES

5) A modest change of 6.0% is anticipated in Salaries & Benefits. Further details related to this change will be available through inquires In-Camera.

6) The Library has historically spent a higher proportion of the Operating Budget on Materials than our peers. In 2020, peer libraries spent 11.0% on collections while SCPL spent 16.5%. This is being strategically lowered to ensure that the budget is being utilized effectively while ensuring our customer receive the materials they use.

7) A modest increase of 6.5% is expected in Occupancy costs. This results from several factors including Utilities at 3.1% higher and an anticipated increase in insurance rates of 11.9%. The Library is experiencing cost increases in many service contracts as well as cleaning supplies. In 2022, a service contract for the HVAC was budgeted for only 6 months due to the scheduled replacement project in mid-2022 while in 2023, a full year may be required. This is still under investigation and may be reduced in the next draft budget.

8) Supplies & Services are expected to experience an increase of 17.5% in 2023. There are many factors driving this increase including higher library card usage, higher legal fees and strategic investments in staff training and development. Cost of IT annual fees are higher due to consideration of Open + at Port as well as program and communication software.

9) The overall increase in Operating Capital is expected to be 9.5%. The majority of the expenditures are required to pay the debenture for the Dr. Huq Family Branch. The remaining budget will provide for necessary equipment and building repairs.

10) Overall, it is expected that the Library's Operating Budget will increase by 5.3% in 2023. Given current inflation levels, this is a moderate change and at the same time, allows for some strategic improvements in Library operations including expanding hours at Port, enhanced programs and enhancing infrastructure such as the financial system.

SCPL Board Member Recruitment Pamphlet

submitted by Ken Su, CEO

Recommendation

That the Board approve the SCPL Board Member Recruitment Pamphlet

Background

The 2022 Ontario Municipal Election is on Monday, October 24, 2022. According to the Public Libraries Act, the new City Council, as soon as the Council members take office, shall appoint members of a new Library Board at a regular Council meeting. In anticipation that the City Clerk's Office will organize and start recruitment process in early 2023, staff drafted a SCPL Board Member Recruitment pamphlet that will be used to share necessary information with potential applicants and help recruit Board members.

Recommendation

Staff recommend that the Board approves the proposed pamphlet.

What is a Library Board?

The Library Board is a governing board that gets its authority from the Public Libraries Act. The Library Board develops its strategic plan that determines strategic direction, outlines strategic priorities, and ensures the Library provides programs and services that meet the community's needs.

Benefits of being a Library Board member

SCPL Board members can impact the future of their community by contributing ideas and skills to shape the Library's services. SCPL is an essential service in St. Catharines connecting people to ideas and community to culture.

By donating your time and talents as a Library Board member, you can ensure the success and longevity of this community service.



Board Package - September 15, 2022

Visit Us

Central Library
54 Church Street

Dr. Huq Family Library Branch
425 Carlton Street

Merritt Branch
149 Hartzel Road

Port Dalhousie Branch
23 Brock Street

Holds & Books To Go Locker
Seymour-Hannah Sports and Entertainment Centre
240 St. Paul Street West

Contact Us

905-688-6103
info@myscpl.ca
myscpl.ca



Join the Library Board

Is being a Board Member right for you?

Responsibilities of Library Board members

- Attend monthly board meetings.
- Provide strategic direction and governance of SCPL through financial stewardship and accountability, policy framework, CEO support and oversight, and advocacy.
- Act as an advocate for the Library in the community and with Municipal Council
- Provide support in policy development.
- Support fundraising efforts.
- Attend Library events & network on behalf of the organization.
- Evaluate the strategic direction of the Library and adjust as necessary.
- Evaluate Board effectiveness and adjust as necessary

Skills we seek in Library Board members

You don't need to have loads of board experience to be a valued asset to SCPL. Here are a few skills we seek in board members to create a well-rounded board:

- Governance
- Finance
- Legal
- HR
- Strategic planning
- Marketing and public relations

How much time is required?

The Board meets on the third Thursday each month, with the exception of July, August, and December. Board members can expect to spend at least five (5) hours each month on board business (attending regular meetings, committee meetings, committee work and reviewing board documents).

How long is a board term?

A board term is four (4) years, beginning as soon as the newly elected Municipal Council appoints a new Library Board and runs concurrently with the term of the Council. If there is a vacancy during the term of a Library Board, the newly appointed board member has the same term as the rest of the Board. The term officially ends when a new board is appointed by the Council.

Do you qualify?

- At least 18 years old.
- A Canadian citizen or a permanent resident of Canada.
- A resident of the City of St. Catharines.
- Not employed by the City of St. Catharines or the St. Catharines Public Library Board.

How to apply to become a Library Board member

Applying to be an SCPL Board member is easy! When there is a vacancy on the Board, SCPL will put out a call for applicants. The applications will be available on the City's website.

Follow SCPL on social media to see updates around application openings and deadlines.



Fine Freedom for All & Policy (G-03) Circulation

submitted by J. Spera, Manager Customer Service

Recommendation

THAT the Board approve fine freedom for all effective February 1, 2023.

and,

Recommendation

THAT the Board rescind Policy (G03) Circulation approved March 18, 2021 and approve Policy (G-03) Circulation.

Objective:

This report outlines the rationale for a recommendation to implement fine free borrowing for all library customers. Fine Freedom for All is being proposed for the following reasons:

- Aligns with SCPL's strategic goals: "Be a library for all" and "transform as we evolve".
- Removes fines as a barrier to access and recognizes the fact that fines disproportionately impact individuals and families with lower socio-economic statuses.
- Research and experience demonstrates that fine free status increases membership, circulation and enhances good will among customers.

Background:

The Library Board approved Fine Freedom for Children, Teens and Seniors in March 2021 and the Library implemented this initiative May 4th, 2021. Since implementation many positive trends have developed.

Circulation on children's cards has been increasing steadily month to month since offering fine freedom to children as illustrated in Figure 1. Most notably in July 2022, circulation on children's cards was up 65% from pre-pandemic 2019. June 2022 was the first time circulation on teen cards surpassed June 2019, with an increase of 23%, as seen in Figure 2. Although circulation on a senior's card has not surpassed the pre-pandemic circulation numbers it has started to trend upwards as of June 2022, as seen in Figure 3.

Figure 1: Circulation for juvenile customers (age 0-11) from 2019 to present.

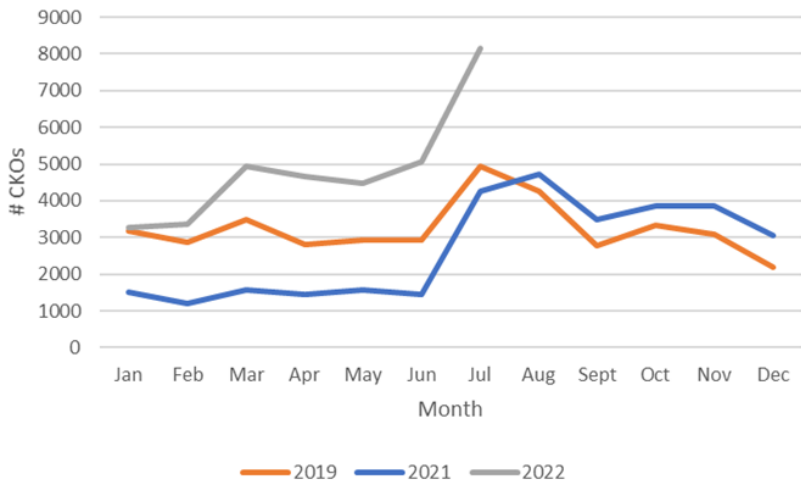


Figure 2: Circulation for young adult customers (age 12-17) from 2019 to present.

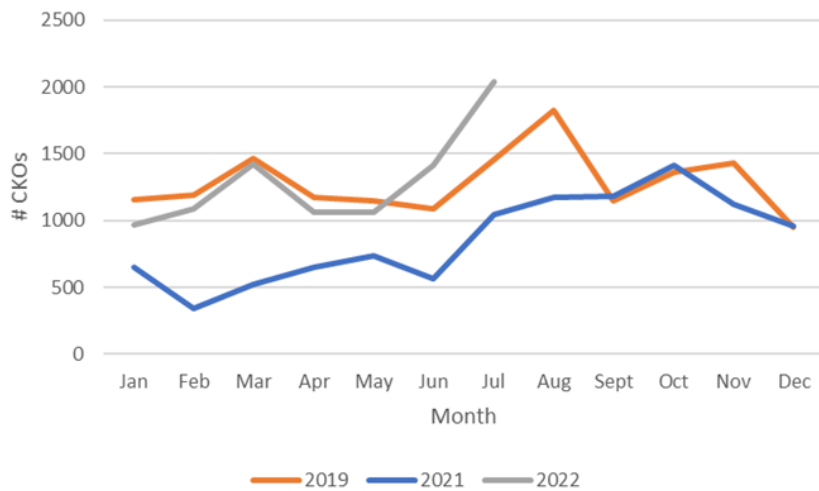
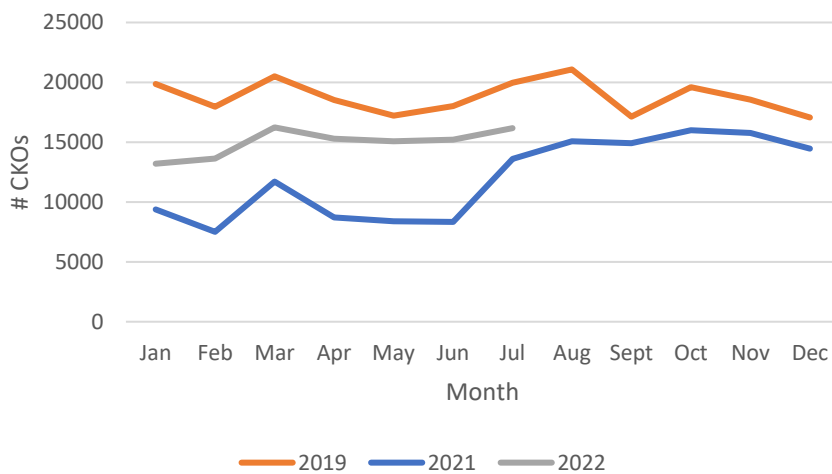


Figure 3: Circulation for senior customers (age 65+) from 2019 to present.



Although we are unable to determine late returns specifically on children's, teen's and seniors' cards, since partial fine freedom was implemented in May 2021 the late returns on all materials have only increased by less than 1% on average. Despite the common perception that fees result in higher accountability to return materials on time, data shows otherwise.

Customer Service staff have received positive feedback in regards to fine freedom. Outreach staff have received positive reactions to fine freedom for children at recent class visits. One child said, "I'm going to tell my mom about fine freedom, and maybe we can come back to the library now!"

Although the library is currently fine free for Children, Teens and Seniors this represents only 40% of our customers. There were 6386 Children, Teen and Senior customers actively using their cards since May 4 2021 (start of fine freedom), representing 38% of all active customers since May 4 2021.

Expanding fine freedom to all will extend these positive trends to all library customers, eliminate fines as a barrier to access and allow us to align ourselves with our strategic goal of being a library for all.

Why Fine Freedom for All?

At their core, public libraries are both advocates and instruments for the removal of barriers to knowledge, learning and literacy through the services they offer. Recently, however, public libraries are coming to terms with a long-standing barrier to access that they themselves have created: overdue fines.

There is mounting evidence that fines for overdue materials have unwittingly added to social inequity and created a significant barrier to providing public library service to those most in need. Past rationales for having an overdue fine structure - such as teaching responsibility or preventing the loss of materials - are being examined under a new lens and these measures have proven ineffective in addressing their desired outcome. Currently 20% of all adult accounts are blocked due to fines.

Staff anticipate that the elimination of late fees for all will have a positive impact on library service as already noted during partial fine freedom, including:

- an increase in library usage;
- an increase in public donations;
- an increase in membership retention; and
- an increase in new members.

Revenue Impact:

From a financial perspective, fines were a sustainable source of additional operating revenue, but that is no longer the case. As digital collections continue to grow and become a larger percentage of materials borrowed, revenue potential decreases. The revenue from fines is about 1% of the Library's annual budget. These revenues have declined steadily from \$90,000 in 2014 to \$66,000 in 2019 (the last complete year before the pandemic and partial fine freedom). SCPL has experienced an increased use of digital content and a decline in usage of physical materials. Usage of digital content does not result in late fees as the items are automatically checked in. As digital use continues to grow, libraries cannot rely on late fees as a stable revenue source. Budget consideration for complete fine freedom has been incorporated into the 2023 Budget.

Fine Freedom Parameters:

In order to mitigate any potential negative impact from offering fine freedom for all, SCPL will implement the following as noted in the revised Circulation Policy:

- Implement auto-renewals. Items that have no holds and/or have not reached the maximum of five renewals will renew automatically, giving members more peace of mind as well as more time with Library materials.
- To ensure prompt return of materials, the length of time that overdue items are permitted to be on a customer's card before charging replacement costs will be reduced to be in line with current Children, Teen and Senior borrower parameters. When returned, fines and replacement charges will be waived.
- In an effort to increase customer relations and experience, the threshold at which the Library forwards unpaid accounts to an outside collection agency will be raised from \$10.00 to \$50.00. Use of collection agency continues to be a best practice with library comparators who implemented complete fine freedom.
- All borrowing privileges will be suspended when unpaid charges reach \$10.00 and/or the customer has 10 or more items overdue.

Circulation Policy Update:

Policy (G-03) Circulation was newly approved in May 18, 2021 to reflect fine freedom for children, teen and seniors. Implementing fine freedom for all will require many changes to parameters within this policy, some identified in the "Fine Freedom Parameters". Other changes include streamlining loan periods and renewals as well as introducing annual card expiration to reflect our active borrower base. It is cleaner to rescind the old policy and implement a new Policy (G-03) Circulation.

ST. CATHARINES PUBLIC LIBRARY BOARD

POLICY

Section: General Number: G03	Subject: Circulation	Motion #: 2019-50 2005-50 2019-61 2006-63 2019-70 2009-74 2020-71 2011-68 2021-39 2016-26
Policy Level: Library Board	Author: Manager,	Review: Annual
Approval Date: 2005-06-16	Last Review: 2020-10-xx?	Next Review: 2022
Notes: Approved at the Board Meeting of June 16, 2005. Amended at the Board Meetings of: September 21, 2006; November 19, 2009; October 20, 2011; March 17, 2016, May 16, 2019, June 20, 2019, August 28, 2019, and September 17, 2020. Rescinded and approved March 18, 2021.		

POLICY STATEMENT

The purpose of this policy is to provide the overall framework for material circulation. Only those with a valid Library card may borrow material from the collections.

This policy is to be read in conjunction with the Operational Policy.

SCOPE

The policy applies to all users of the St. Catharines Public Library. It covers activities relating to the registration of Library users and the borrowing and use of Library collections and services. It sets:

- conditions and use of the library card
- borrowing privileges, responsibilities and restrictions
- a schedule of fines and fees

REGULATIONS

1. A Library card is available free of charge to those who reside, own property, work or study within the boundaries of the municipality of the City of St. Catharines.
2. A Library card is available for all other non-residents for an annual fee. (Appendix 1 – Limits/Loan Periods/Fine Schedule/Charges and Fees)
3. A replacement fee will be charged for lost or damaged Library cards. (Appendix 1 – Limits/Loan Periods/Fine Schedule/Charges and Fees)

4. Only those with a St. Catharines Public Library Card may borrow material from the collections.
5. Notwithstanding any provision of this policy, the Chief Executive Officer may issue a Library card to individuals, groups, institutions, or bodies, whether resident, incorporated or otherwise, upon such terms and conditions as the Chief Executive Officer may determine.

Section 1: Membership

1. Applicants for Library cards must present approved identification and provide registration information before being issued a Library card.
2. An application by a child under the age of 12 years shall be made on their behalf by the parent or legal guardian.
3. Anyone giving false information shall have their Library privileges withdrawn.
4. Patrons shall present their Library card each time they wish to borrow Library material. Photographs or photocopies of Library cards will not be accepted.
5. Patrons accept responsibility for their Library card and all items borrowed, and agree to report the loss of the card and any changes in registration information.
6. Patrons remain responsible for any unauthorized use of a lost Library card until such time as the loss of the Library card is reported to the Library.
7. Patrons will not alter their Library card in any way.

Adult Card Registration (18 years and over)

1. One piece of official Ontario Government photo identification showing correct name and address of residence:
 - Ontario Driver's License,
 - Ontario Photo Card, or
2. Two pieces of valid identification are required, one of which must include a current address. Valid identification includes but is not limited to:
 - Passport,
 - Birth Certificate,
 - Government issued document,
 - Social Insurance Number card or document,
 - Student card,
 - Formal Mortgage, Rental or Lease Agreement,
 - Utility bill or other piece of formal and current correspondence (issued in the last 3 months) that can validate the address.

Teen Card Registration (12-17 years)

1. One piece of valid identification is required. Valid identification includes: birth certificate, Social Insurance card, student card, bus pass, or driver's license.

Children's Card Registration (11 years and under)

1. Proof of parent's/legal guardian's address is required (see Adult Card Registration) and one piece of identification for the child to validate their legal name. The parent/legal guardian's name is listed in the patron record, and the parent/legal guardian signs the child's card.

Temporary Card Registration

1. Temporary memberships (valid for 90 days) are available to individuals residing in transitional or temporary housing. Patron must show a piece of valid identification along with documentation of residency from the shelter's administration. Patron will need to bring a new letter to continue membership past 90 days.

Temporary memberships (valid for 90 days) are available to be requested via the St. Catharines Public Library website. Patron will be emailed a library card number and PIN. Prior to first checkout of physical items, name identification and address verification as per Adult or Child Card Registration must be presented.

Work or Study in St. Catharines Card Registration

1. Full membership privileges are extended to individuals who work or study in St. Catharines. Name identification and address verification as per Adult or Children's Card Registration and proof of one of the following is required:
 - Employment in St. Catharines
 - Enrollment in a St. Catharines educational institution

Educator Card Registration

1. Educator memberships are available to educators currently working or living in St. Catharines. This includes Kindergarten to Grade 12 classroom teachers in public and private schools and licenced daycare employees. Name identification and address verification as per Adult Card Registration and proof of educator status is required.

Section 2: Borrowing of Materials

1. A patron in good standing may, upon presentation of their Library card, borrow circulating material.
2. Patrons must be 18 years or older to borrow restricted DVDs rated R or 18A by the Canadian Home Video Rating System.
3. The Manager shall have the discretionary authority to determine the number of items that may be borrowed.

Loan Period

1. The regular loan period for most material is 21 days. Some items have shorter loan periods (see Appendix 1-Limits/Loan Periods/Fine Schedule/Charges and Fees).

Renewal

1. The loan period of circulating items may be extended by seven days at a time, up to a maximum of five times. Some restrictions apply. (See Appendix 1 Limits/Loan Periods/Fine Schedule/Charges and Fees).

Section 3: Charges and Overdues

Overdue Material

1. It is the responsibility of the patron to ensure that materials are returned on time so that they will be available to others. The Board has established fines as an incentive for prompt return of materials. Patrons will be notified of materials that are overdue.
2. Fines are charged to all registered borrowers for the late return of library materials, with the exception of the following library patrons:
 - Visiting Library Patrons
 - Educator Card Patrons
 - Children (11 years and under)
 - Teens (12-17 years)
 - Seniors (65+ years)
3. Fines for overdue material vary with item type and borrower (see Appendix 1- Limits/Loan Periods/Fine Schedule/Charges and Fees).
4. Full replacement costs are levied for long overdue, lost or damaged items.

Notifications

1. Library cardholders receive notifications regarding their borrowing from the Library. Patrons are notified by email, automated telephone calls/voicemail messages or mail regarding items that are overdue or are on hold and ready to be picked up.
2. Patrons, who provide an email address, will additionally, receive emails about items that are coming due. If patrons prefer not to receive library notifications and opt to manage their borrowed materials, this can be requested.
3. Notices are addressed to patrons, except children under the age of 12 that are sent to the child in care of the parent or guardian who is registered in the child's account.

Damaged/Lost Materials and Lost Cards

1. Patrons must report loss of or damage to Library materials at the earliest possible opportunity.

2. All patrons are responsible for library materials borrowed from any branch of the St. Catharines Public Library. Lost or stolen cards must be reported immediately.
3. The Library will charge a replacement cost for material which is long overdue, and for material which is lost or damaged.
4. Replacement in kind, or substitution, for lost or damaged materials is not accepted.

Suspension of Borrowing Privileges

1. All borrowing privileges are suspended when unpaid charges reach \$10.00 and/or the patron has 10 or more items overdue.
2. Privileges are reinstated upon return of overdue items and payment of fines.

Collection Agency

1. The Library reserves the right to forward any unpaid accounts with a balance of \$10.00 or more to an outside collection agency for recovery of materials and fines owed.
2. A service fee of \$10.00 plus applicable taxes is added to the amount owed if balance remains unpaid 21 days following the date an invoice is issued.
3. Unpaid accounts of minors under the age of 18 are forwarded to the collection agency in the name of the parent or guardian.

Implementation

The Policy shall be implemented by the C.E.O. and shared with staff and posted on the Library's website.

APPENDIX

Appendix 1 –Limits/Loan Periods/Fine Schedule/Charges and Fees

ST. CATHARINES PUBLIC LIBRARY**ITEM LIMITS BY CARD TYPE**

Child's Card (0-11 Years)	Teen Card (12-17 Years)	Adult Card (18+ Years)	Temporary Card	Educator Card
25 items <u>Exclusions:</u> DVDs Video Games Hotspots Park Passes	50 items <u>Exclusions:</u> Restricted DVDs	50 items <u>No Exclusions</u>	5 items <u>No Exclusions</u>	75 items <u>Exclusions:</u> 3 and 7 day materials renewals <u>Exceptions:</u> 42 day loans Fine free

LOAN PERIODS & ITEM LIMITS

Item Type	Loan Period	Item Limit	Renewals (Maximum <u>5</u> <u>Renewals</u>, if not requested)
DVDs – Adult	7 Days	10 (Includes Express Collection)	7 Days
DVDs – Children's	7 Days	10 (Includes Express Collection)	7 Days
Video Games	7 Days	2	7 Days
New CDs	7 Days	10	7 Days
CDs (Adult & Children's)	21 Days	10	7 Days
Audiobooks	21 Days	NONE	7 Days
New Fiction Books	7 Days	NONE	7 Days
Fiction & Non-Fiction Books	21 Days	NONE	7 Days
Magazines – Adult & Teen	7 Days	NONE	7 Days
Magazines – Children's	21 Days	NONE	7 Days
Paperbacks	21 Days	NONE	7 Days
Express Collection	3 Days	Included in DVDs Children's (10) & Adult (10) limit	NONE
Hotspots	14 Days	1	2 x 7 days
Park Passes	7 days	1	NONE

1. **DVDs** with 10 or more requests will decrease to a 4-Day Loan Period (from 7-Days)
2. **Fiction & Non-Fiction Books** with 12 or more requests will decrease to a 7-Day Loan Period (from 21-Days)
3. **New CDs & New Fiction Books** are considered "New" for the first 4 months (labelled with 7-Day loan sticker)
4. Requests cannot be placed on the **Express Collection**

RENEWALS

To renew material, call our 24/7 Automated Telephone and Message Service at **905-687-4832** from your touch-tone phone or visit our catalogue at:

<http://search.stcatharines.library.on.ca/>

FINE SCHEDULE

Item Type	TEEN, ADULT & TEMPORARY CARD		CHILD'S CARD	
	Fine per Item, per Day	Maximum Fines per Item	Fine per Item, per Day	Maximum Fines per Item
DVDs	\$1.00	\$10.00	Cannot borrow on child's card	
Video Games	\$1.00	\$10.00	Cannot borrow on child's card	
New CDs & CDs	\$0.25	\$10.00	\$0.10	\$10.00
Audiobooks	\$0.25	\$10.00	\$0.10	\$10.00
New Fiction Books	\$0.50	\$10.00	\$0.25	\$10.00
Fiction & Non-Fiction Books	\$0.25	\$10.00	\$0.10	\$10.00
Magazines	\$0.25	\$6.00	\$0.10	\$6.00
Paperbacks	\$0.25	\$6.00	\$0.10	\$6.00
Express Collection	\$1.00	\$10.00	Cannot borrow on child's card	

Please respond to all Overdue & Fines Notices.

Unpaid accounts of \$10 or more are forwarded to a Collection Agency and a \$10.00 + HST Fee is added to the account.

Sign up for Email Due Date Reminders and Avoid Fines

- Patrons who have registered to receive hold and overdue notifications via email can now opt in to receive courtesy email due date reminders 3 days before items are due.
- To sign up, visit the Circulation Desk at any branch or call to let us know your email address.
- Due Date reminders are sent as a courtesy and patrons are responsible for monitoring due dates on materials via check-out slip, online patron account, or calling their local branch.
- **Call 905-688-6103, ext. 210 for more information or to sign up.**

CHARGES AND FEES

Memberships	Resident, Property Owner, Works or Studies in St. Catharines, EducatorFree
	Non-Resident Membership (Annual).....\$75.00
Replacement Library Cards	Adult /Teen /Temporary.....\$4.00
	Child.....\$2.00
Damaged or Lost Items	Damaged/Lost Item.....Full Replacement Cost
	Damaged/Lost AV Case.....\$3.00
	Damaged/Lost Barcode or Security Tag.....\$1.00
Other	Collection Agency Fee.....\$10.00 + HST



Policy Name	Circulation		
Section & Number	Board – G-03	Effective Date	2005-06-16
Motion Number	2022-##	Last Review	2021-03-18
Author	Manager, Customer Service	Next Review	2023

Policy Statement

The purpose of this policy is to provide the overall framework for material circulation. Only those with a valid Library card may borrow material from the collections. The Policy allows St. Catharines Public Library to serve all customers in an accurate, consistent, equitable and accountable manner.

Scope

The policy applies to all users of the St. Catharines Public Library. It covers activities relating to the registration of Library users and the borrowing and use of Library collections and services. It sets:

- conditions and use of the library card
- borrowing privileges, responsibilities and restrictions
- a schedule of loan periods and fees

Responsibility

The Library Board delegates the overall responsibility for the collection to the Chief Executive Officer (C.E.O.) and through the C.E.O. to managers and staff.

Operational Guidelines

1. A Library card is available free of charge to those who reside, own property, work or study within the boundaries of the municipality of the City of St. Catharines.
2. A Library card is available for all other non-residents for an annual or a semi-annual fee. (Appendix 1 – SCPL Limits, Loan Periods, & Fees)

3. A replacement fee will be charged for lost or damaged Library cards. (Appendix 1 – SCPL Limits, Loan Periods, & Fees)
4. Only those with a valid St. Catharines Public Library Card may borrow material from the collections.
5. Notwithstanding any provision of this policy, the Chief Executive Officer may issue a Library card to individuals, groups, institutions, or bodies, whether resident, incorporated or otherwise, upon such terms and conditions as the Chief Executive Officer may determine.

Section 1: Membership

1. Applicants for Library cards must present identification and provide registration information before being issued a Library card.
2. Anyone giving false information shall have their Library privileges withdrawn.
3. A customer's library card expires annually. Customers can renew their card in-person, online or by phone.
4. Customers shall present their Library card or a valid piece of ID (see Adult Card Registration) each time they wish to borrow Library material.
5. Customers accept responsibility for their Library card and all items borrowed, including on a lost card, and agree to report the loss of the card and any changes in registration information.
6. Customers will not alter their Library card in any way.

Adult Card Registration (18 years and over)

1. One piece of official Ontario Government photo identification showing correct name and address of residence:
 - Ontario Driver's License,
 - Ontario Photo Card, or
2. Two pieces of valid identification are required, one of which must include a current address. Valid identification includes but is not limited to:
 - Passport,
 - Birth Certificate,
 - Government issued document,
 - Social Insurance Number card or document,

- Student card,
- Formal Mortgage, Rental or Lease Agreement,
- Utility bill or other piece of formal and current correspondence (issued in the last 3 months) that can validate the address.

Teen Card Registration (12-17 years)

1. One piece of valid identification is required. Valid identification includes: birth certificate, Social Insurance card, student card, bus pass, or driver's license.

Children's Card Registration (11 years and under)

1. Proof of parent's/legal guardian's address is required (see Adult Card Registration) and one piece of identification for the child to validate their legal name. The parent/legal guardian's name is listed in the customer record, and the parent/legal guardian signs the child's card.

Temporary Card Registration

1. Temporary memberships (valid for 90 days) are available to individuals residing in transitional or temporary housing. Customer must show a piece of valid identification along with documentation of residency from the shelter's administration. Customer will need to bring a new letter to continue membership past 90 days.

Temporary memberships (valid for 90 days) are available to be requested via the St. Catharines Public Library website. Customer will be emailed a library card number and PIN.

Work or Study in St. Catharines Card Registration

1. Full membership privileges are extended to individuals who work or study in St. Catharines. Name identification and address verification as per Adult or Children's Card Registration and proof of one of the following is required:
 - Employment in St. Catharines
 - Enrollment in a St. Catharines educational institution

Educator Card Registration

1. Educator memberships are available to educators currently working or living in St. Catharines. This includes Kindergarten to Grade 12 classroom teachers in public and private schools and licensed daycare employees. Name identification and address verification as per Adult Card Registration and proof of educator status is required.

Section 2: Borrowing of Materials

1. A customer in good standing may, upon presentation of their Library card, borrow circulating material.
2. Customers must be 18 years or older to borrow restricted DVDs rated R or 18A by the Canadian Home Video Rating System.

Electronic Resources

1. Loan periods and borrowing limits as specified on the vendor's site (e.g. Hoopla, cloudLibrary).

Interlibrary Loan Materials

1. Interlibrary Loan materials may be requested from other libraries, subject to certain limitations. The lending library may charge a fee which will be paid by the customer. Customers will be charged a replacement fee if interlibrary loan items are lost, damaged, or not returned.

Library of Things

1. Library of Things items are used at sole risk of the customer. The Library will not be held responsible for any injuries obtained, damages done, or costs incurred while using items. The customer is responsible for the safe keeping and return of these items to the Library in good working order, assume liability for the items while they are in their care, and may be billed for reasonable repair or replacement costs associated with the damage or less if the item(s). The St. Catharines Public Library has sole discretions in making these decisions.

Loan Period

1. The regular loan period for most material is 21 days. Some items have shorter loan periods (see Appendix 1 – SCPL Limits, Loan Periods, & Fees).

Renewal

1. Items on your account will automatically renew on the due date. Most physical items borrowed are eligible for up to 5 auto-renewals.
2. The loan period of circulating items may be extended by seven days at a time, up to a maximum of five times.
3. Items that have reached their renewal limit and items another customer has requested to borrow (items on hold) are not eligible for renewals. Some exemptions apply. (See Appendix 1 – SCPL Limits, Loan Periods, & Fees).

4. While the Library may, as a courtesy, remind the customer about due dates of borrowed materials, the customer is responsible for all fees associated with overdue/lost items, even if the Library has not contacted the customer to provide information about due dates of items borrowed.

Section 3: Charges and Overdues

Overdue Material

1. It is the responsibility of the customer to ensure that materials are returned on time so that they will be available to others. Customers will be notified when materials are overdue.
2. Full replacement costs are levied for overdue/unreturned, lost or damaged items.
3. Overdue notification overview:

When Items are 7 days overdue	1st Overdue Reminder sent
When items are 14 days overdue	2nd Overdue Reminder sent
When items are 21 days overdue	Lost Bill sent

4. Lost bills over \$50.00 that are unpaid within 32 days will be forwarded to a collection agency.

Notifications

1. Library cardholders receive notifications regarding their membership and borrowing from the Library. Customers are notified by email, automated telephone calls/voicemail messages or mail regarding items that are renewed, overdue or are on hold and ready to be picked up.
2. The library collects customer email addresses for the purpose of library communications. If customers prefer not to receive library notifications and opt to manage their borrowed materials, this can be requested.
3. Notices are addressed to customers, except children under the age of 12 that are sent to the child in care of the parent or guardian who is registered in the child's account.

Damaged/Lost Materials and Lost Cards

1. Customers must report loss of or damage to Library materials at the earliest possible opportunity.

2. All customers are responsible for library materials borrowed from any branch of the St. Catharines Public Library. Lost or stolen cards must be reported immediately.
3. The Library will charge a replacement cost for material which is long overdue, and for material which is lost or damaged.
4. Replacement in kind, or substitution, for lost or damaged materials is not accepted.

Suspension of Borrowing Privileges

1. All borrowing privileges are suspended when unpaid charges reach \$10.00 and/or the customer has 10 or more items overdue.
2. Privileges are reinstated upon return of overdue items and payment of fees.

Collection Agency

1. The Library reserves the right to forward any unpaid accounts with a balance of \$50.00 or more to an outside collection agency. to help encourage customers with overdue materials and/or bills to return Library materials or pay bills in arrears. The prompt return of Library materials enables their availability for other customers.
2. A service fee of \$10.00 plus applicable taxes is added to the amount owed if balance remains unpaid 32 days following the date an invoice is issued.
3. Unpaid accounts of minors 11 and under are forwarded to the collection agency in the name of the parent or guardian. The following customers are exempt from the collections agency process:
 - Teens ages 12-17 years old
 - ILLO
 - Visiting Library
 - Temporary

Implementation

The Policy shall be implemented by the C.E.O. and shared with staff and posted on the Library's website.

Appendix

Appendix 1 – SCPL Limits, Loan Periods, & Fees

Appendix 1 – SCPL Limits, Loan Periods, & Fees

Card Limit by Borrower Type

Child's Card (0-11 Years)	Teen Card (12-17 Years)	Adult Card (18+ Years)	Temporary Card	Educator Card
30 items	60 items	60 items	5 items	75 items
Exclusions: <i>Restricted DVDs, Telescopes, Hotspots</i>	Exclusions: <i>Restricted DVDs</i>	No Exclusions	No Exclusions	Exclusions: <i>3 & 7-day materials Hotspots</i>

Loan Period & Item Limits

Item Type	Loan Period	Item Limit	Renewals (Maximum 5 Renewals, if not requested)
Express Collection	3 Days	3	No Renewals
DVDs	7 Days	20	7 Days
Video Games	7 Days	10	7 Days
Library of Things	7 Days	None	7 Days
Adult Magazines	7 Days	None	7 Days
Park Passes	7 Days	None	7 Days
New Fiction Books	7 Days	None	7 Days
Hotspots	14 Days	None	7 Days
Fiction & Non-Fiction Books	21 Days	None	7 Days
Audiobooks & CDs	7 Days	None	7 Days
Books & Children's magazines	21 Days	None	7 Days
Launchpads	21 Days	2	7 Days

1. DVDs with 10 or more requests will decrease to a 4-Day Loan Period (from 7-Days)
2. Fiction & Non-Fiction Books with 12 or more requests will decrease to a 7-Day Loan Period (from 21-Days)
3. New CDs & New Fiction Books are considered "New" for the first 4 months (labelled with 7-Day loan sticker)
4. Requests cannot be placed on the Express Collection

Miscellaneous Fees

Memberships	Live/Work/Study/Own Property in St. Catharines.....Free Non-Resident Membership (Annual).....\$75.00 Non-Resident Membership (Semi-Annual).....\$37.50
Replacement Library Cards	\$4.00
Damaged/Lost Fees	Damaged/Lost Item.....Full Replacement Cost Damaged/Lost AV Case.....\$3.00 Damaged/Lost Barcode or Security Tag.....\$1.00
Other	Collection Agency Fee.....\$10.00 + HST

Policy (P-14) Disconnect from Work

submitted by Linda Dobson, Human Resources Consultant

Recommendation

THAT the St Catharines Public Library Board approve the attached Disconnect from Work policy.

Background

In May, the Library Board approved policy P14 Disconnect from Work. The policy was shared with staff.

July 6, the Union filed a grievance over the policy stating that the employer has violated articles 3, 20, 26 and any other related and relevant articles, letters, schedules, appendices, policies, laws, statutes and regulations. All work outside of the normal scheduled hours of work is overtime and needs to be compensated in accordance with the collective agreement. No union employee can "...regularly or frequently work outside their scheduled hours to complete or catch up on work"

The Union was concerned the wording in the policy would lead to a culture of it being acceptable for staff to work outside of work hours and be non-compensated. After discussion, it was agreed that deleting the language,

"The Library understands that employees may want or need to work outside their normal scheduled hours of work to meet a time-sensitive deadline, to attend to an urgent matter, or due to unforeseen circumstances, however, employees should not regularly or frequently work outside their scheduled hours of work to complete or catch up on work."

...preserved Management's rights to allow flexibility where staff needed it for personal situations where they may want to work outside of work or additional hours and could be approved and paid based on the Collective Agreement.

As a result, the policy has been amended and is attached for consideration by the Library Board.

ST. CATHARINES PUBLIC LIBRARY BOARD**POLICY**

Section Number: Personnel P14	Subject: Disconnect from Work	Motion#: 2022-70
Policy Level: Library Board	Author: HR Coordinator	Review: Annual
Approval Date: 2022-05-19	Last Review:	Next Review: 2023
Notes: Approved at the Board Meeting of May 19, 2022.		

POLICY STATEMENT

The purpose of this policy is to define boundaries around the use of electronic communication after working hours and to provide employees with the right to disengage from any work-related activities outside of their scheduled work hours.

It is to support work-life balance of all employees of the St. Catharines Public Library.

SCOPE

This policy applies to all employees.

DEFINITION

Disconnecting from work is defined in the Employment Standards Act, to mean, not engaging in work-related communications, including emails, telephone call, video calls or sending or reviewing other messages, to be free from the performance of work outside of scheduled work hours.

REGULATIONS

The following was added to the Employment Standards Act (ESA) on December 2, 2021.

RESPONSIBILITY

Employers that employ 25 or more employees on January 1, 2022 have until June 2, 2022 to have a written policy on disconnecting from work in place.

The employer is also required to provide the written policy to all employees and new employees within 30 days of being hired.

The employer is required to retain all copies of every policy for three years after it is replaced.

Retention of disconnecting from work policies - (8.1) An employer shall retain or arrange for some other person to retain copies of every written policy on disconnecting from work required under Part VII.0.1 for three years after the policy ceases to be in effect

Employees are responsible for ensuring that they have read and understand this policy as it relates to their own work and that of other employees

PROCEDURAL GUIDELINES

Employees are regularly scheduled for work and will have the right to disconnect from work outside of those scheduled hours with the exception of the following:

- a) The employee is being contacted to be offered an additional shift or overtime
- b) For any reason as described in the employee's job description which requires them to be contacted and to perform work outside of their regular work hours (e.g., on-call responsibilities)
- c) Essential communications related to their employment (e.g., disruptions to services, health and safety information, etc.)
- d) In an emergency situation
- e) Otherwise, where permitted by a Collective Agreement or Library Board Policy

Employees will not face repercussions or be penalized for not communicating outside of their regularly scheduled hours of work.

The Library may on occasion send general communications to all employees including those who are not presently at work. Employees should not feel obligated to respond, nor are they expected to respond, to any communication when not at work, apart from unforeseen circumstances, such as an emergency situation. Employees on vacation or sick leave will only be expected to respond upon their return to work.

~~The Library understands that employees may want or need to work outside their normal scheduled hours of work to meet a time-sensitive deadline, to attend to an urgent matter, or due to unforeseen circumstances, however, employees should not regularly or frequently work outside their scheduled hours of work to complete or catch up on work.~~

Employees should discuss workload with their Manager if they are unable to complete their work in their regularly scheduled hours.

All employees who are on vacation will be disconnected from work. Arrangements shall be made prior to the employees' vacation absence to either suspend their work/service or to have another employee cover their essential duties.

Employees who are on sick leave shall also be disconnected from work. Employees should refrain from contacting those on sick leave unless absolutely necessary. They may be contacted for limited medical information related to sick leave and/or their return to work.

OPERATIONAL GUIDELINES

To support this and enhance customer service, employees will be asked to use the out of office function on their email account, identifying when they will be away from the Library,

when they will be returning, and alternate contacts. This will allow people contacting them to know when to expect a response.

IMPLEMENTATION

The Library will post this policy on the Library's Intranet for employees to access, send to all employees, and provide to new hires as part of their orientation package.



Policy Name	Disconnect from Work		
Section & Number	Board – P-14	Effective Date	2022-05-19
Motion Number	2022-##	Last Review	2022-09-15
Author	Human Resources Consultant	Next Review	2023

Policy Statement

The purpose of this policy is to define boundaries around the use of electronic communication after working hours and to provide employees with the right to disengage from any work-related activities outside of their scheduled work hours.

It is to support work-life balance of all employees of the St. Catharines Public Library.

Scope

This policy applies to all employees.

Definitions

Disconnecting from work is defined in the Employment Standards Act, to mean, not engaging in work-related communications, including emails, telephone call, video calls or sending or reviewing other messages, to be free from the performance of work outside of scheduled work hours.

Regulations

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The employer is also required to provide the written policy to all employees and new employees within 30 days of being hired.

The employer is required to retain all copies of every policy for three years after it is replaced.

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Employees are responsible for ensuring that they have read and understand this policy as it relates to their own work and that of other employees

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Employees should discuss workload with their Manager if they are unable to complete their work in their regularly scheduled hours.

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Employees who are on sick leave shall also be disconnected from work. Employees should refrain from contacting those on sick leave unless absolutely necessary. They may be contacted for limited medical information related to sick leave and/or their return to work.

Operational Guidelines

To support this and enhance customer service, employees will be asked to use the out of office function on their email account, identifying when they will be away from the Library, when they will be returning, and alternate contacts. This will allow people contacting them to know when to expect a response.

Implementation

The Library will post this policy on the Library's Intranet for employees to access, send to all employees, and provide to new hires as part of their orientation package.

Policy (P15) Accommodation

submitted by L. Dobson, Human Resources Consultant

Recommendation

THAT the Board approve Policy (P15) Accommodation Policy and Procedure.

Background

The Ontario Human Rights Act and the Occupational Health & Safety Act require employers to accommodate employees and potential employees based on their needs and removing barriers.

St. Catharines Public Library is committed to fostering an inclusive workplace where all employees are treated with respect and dignity. St. Catharines Public Library will act in a manner consistent with its obligations under the Ontario Human Rights Code, and the Employment Standards Act. St. Catharines Public Library will provide a workplace that ensures equal opportunity free from discrimination based on race, colour, national or ethnic origin, religion, age, citizenship, sex (includes pregnancy or child-birth), sexual orientation, gender identity or expression, marital status, family status, genetic characteristics, disability (includes mental or physical disability, disfigurement and dependence on alcohol or a drug) or conviction for an offence for which a pardon has been granted or a record suspended.

St. Catharines Public Library will provide workplace accommodation, to the point of undue hardship. The purpose of accommodation is to ensure that individuals who are otherwise able to work are not discriminated against by being excluded from doing so when working conditions can be adjusted without causing undue hardship to the employee.

This policy identifies the responsibilities of the Library, employees and the Union. This policy has been reviewed with the Joint Labour Management Team and is supported by the Union. The policy and procedure is attached for the Board's consideration.

In June, the Board had a question related to situations where the Canadian Human Rights would apply to the Library and the answer is no, an employment complaint would be handled by the Ontario Human Rights Commission. The appeal procedure has been amended for this change. The policy statement was adjusted to include citizenship as one of the grounds free from discrimination.

Recommendation

Staff recommends Board approval of the Accommodation Policy.

ST. CATHARINES PUBLIC LIBRARY BOARD**POLICY**

Section: Personnel Number: P15	Subject: Accommodation	Motion#: 2022-xx
Policy Level: Library Board	Author: Human Resources Consultant	Review: 4 years
Approval Date: 2022-09-15	Last Review:	Next Review: 2026
Notes: Approved at the Board Meeting of September 15, 2022 .		

POLICY STATEMENT

St. Catharines Public Library is committed to fostering an inclusive workplace where all employees are treated with respect and dignity.

St. Catharines Public Library will act in a manner consistent with its obligations under the ~~Canadian Human Rights Act, the~~ Ontario Human Rights Code, and the Employment Standards Act. St. Catharines Public Library will provide a workplace that ensures equal opportunity free from discrimination based on race, colour, national or ethnic origin, religion, age, citizenship, sex (includes pregnancy or child-birth), sexual orientation, gender identity or expression, marital status, family status, genetic characteristics, disability (includes mental or physical disability, disfigurement and dependence on alcohol or a drug) or conviction for an offence for which a pardon has been granted or a record suspended.

St. Catharines Public Library will provide workplace accommodation, to the point of undue hardship. The purpose of accommodation is to ensure that individuals who are otherwise able to work are not discriminated against by being excluded from doing so when working conditions can be adjusted without causing undue hardship to the employer.

SCOPE

This policy applies to all current employees and applicants for employment of St. Catharines Public Library, including full and part-time, ~~casual~~, contract, permanent, and temporary employees. This policy also applies to employees on approved leave including short and long-term disability leave. This policy applies to all aspects of employment including, but not limited to recruitment, selection, training, promotion, transfers, work arrangements, compensation and benefits, and termination of employment.

DEFINITIONS

An **Inclusive Workplace** means that all employees have the opportunity to contribute and participate in the workplace in a barrier free environment. Critical to the notion of an inclusive workplace is a robust accommodation policy.

Accommodation means taking steps to adjust rules, policies, practices or situations that have a negative impact on an individual or groups, protected under the ~~Canadian Human Rights Act and the~~ Ontario Human Rights Code.

Undue Hardship occurs when accommodation adjustments to the workplace would be prohibitively expensive, or create undue risks to health or safety. Each situation will be viewed as unique and assessed individually. A claim of undue hardship must be supported with facts and a detailed analysis of options, impressionistic or speculative reasons will not suffice.

The following are examples where accommodation could cause undue hardship:

- an employer cannot accommodate without seriously impacting business operations;
- an employee will not be able to return to work in the foreseeable future or is absent so often that it is no longer possible to accommodate them without causing the employer serious financial hardship;
- the employee's position is safety sensitive and, as a result, accommodation may pose a safety risk to the employee, their colleagues, clients and / or the public.

RESPONSIBILITIES AND EXPECTATIONS

Accommodation is a shared responsibility between employees, supervisors and St. Catharines Public Library, as the employer. St. Catharines Public Library is responsible for:

- eliminating barriers that prevent people from accessing, or being included in, the workplace;
- minimizing the need for individual accommodation by regularly reviewing rules, policies, by-laws and practices to ensure that they are not discriminatory;
- ensuring that all employees and job applicants are advised of their right to be accommodated;
- dealing with requests for accommodation in a timely, confidential and sensitive manner;
- providing individual accommodation to the point of undue hardship;
- working with the Union and its members, facilitating and supporting members in the accommodation process. and
- ensuring that this policy is effectively implemented.

Supervisors are responsible for:

- fostering an inclusive work environment by treating all employees and job applicants with respect and dignity;
- identifying and eliminating barriers that prevent people from accessing, or being included in, the workplace;
- dealing with requests for accommodation in a timely, confidential and sensitive manner;
- informing individuals requiring accommodation what information they need to provide to be accommodated;
- generating accommodation options based on the information provided about the individual's accommodation need(s);
- involving individuals requiring accommodation in the search for accommodation;
- initiating a discussion about accommodation when they are aware that an employee or job applicant may have a need for accommodation, but is unable, for any reason, to articulate that need.

Employees and job applicants are responsible for:

- making their accommodation needs known. This does not require the disclosure of the specific cause of their needs but only the effects which create the need for accommodation.
- helping to identify potential accommodation options;
- providing documentation in support of their request for accommodation, including information about any restrictions or limitations; and
- accepting an offer of accommodation that meets their needs, even if it is not their preferred accommodation option.

Employees and job applicants can expect:

- to be treated with respect and dignity;
- to have their needs accommodated up to the point of undue hardship; and
- to be informed of the reasons, if their accommodation request is denied.

Union is responsible for:

- working with the employer and Union members, facilitating and supporting members in the accommodation process;
- considering the rights of other members in the bargaining unit;
- ensuring the reasonable accommodation does not conflict with the collective agreement or seniority rights of its members.

Procedures for Accommodation

Job Applicants

In each job posting, job applicants are advised that St. Catharines Public Library has an accommodation policy and asked whether they require accommodation to participate in the hiring process. The Manager Human Resources will evaluate the job applicant's request for accommodation and may request more information from the applicant to facilitate the accommodation. If a request for accommodation is denied, the reasons why will be clearly communicated to the job applicant.

Employees

An employee may request accommodation by notifying their Manager. The Manager will document the request, including the employee's name, position and date of the request, any details provided by the employee and any accommodation options suggested by the employer or employee. The Manager will share the request with the Manager, Human Resources. The Manager, Human Resources may request supporting documentation from the employee in order to identify accommodation needs and options (e.g. details of restrictions or limitations). When dealing with an accommodation request based on disability, the Manager, Human Resources may ask for medical information to support the accommodation request. The employee may also inform the Union of the accommodation request.

The Manager will consider accommodation options including, but not limited to: workstation adjustments; reassignment of job tasks; changes to scheduling or hours of work; leaves of absence; and temporary or permanent reassignment. The Manager will discuss available accommodation options with the Manager, Human Resources and decide what the Library can do. The accommodation preferences of the employee will be taken into account. However, the Library may proceed with an option that is less costly or easier to provide, when it meets the employee's accommodation needs.

The Manager will clearly communicate the reasons for their decision to the employee in writing. The Manager will review the accommodation measures with the employee on a regular basis to confirm they continue to be necessary and effective. If the available accommodation options raise the likelihood of causing undue hardship, the Manager will ensure that all accommodation options short of undue hardship have been considered prior to refusing accommodation. If a request for accommodation is denied, the Manager will clearly communicate the reasons why to the employee.

Union

The Union will take an active role as a partner in the accommodation process. It is expected that the Union will share responsibility with the employer to facilitate accommodation, including taking an active role in suggesting and testing alternative approaches, and cooperating fully when solutions are proposed.

Monitoring Accommodations

Accommodation needs and organizational needs may change over time. As a result, accommodation plans may require adjustments and ongoing reviews during and after

implementation, to improve effectiveness or efficiency. It is important to regularly monitor and review the accommodation plan between the manager, the person receiving accommodation and the Union (if applicable). Parties will identify the success of the Accommodation Plan, and promptly address any deficiencies or any relevant changes in the workplace or the employee's needs.

Appeals

If an employee or job applicant has been denied accommodation, is not satisfied with the accommodation offered, or believes that his or her request has not been handled in accordance with this policy, he or she may request a second opinion from the CEO. A union employee may file a grievance with the assistance of the Union. An employee or applicant may also file a discrimination complaint with the ~~Canadian Human Rights Commission or the~~ Ontario Human Rights Commission.

Privacy and Confidentiality

All records associated with accommodation requests will be maintained in a secure location in Human Resources and will only be shared with persons who need the information. St. Catharines Public Library and all individuals, including union representatives, involved in the accommodation process will comply with the requirements of maintaining confidentiality to protect personal information.

Appendix A: Requesting Medical Information

Consider whether medical information is required

Over the course of our lives, many of us will need workplace accommodation at some point.

Healthy workplaces are built on mutual trust. Employers should exercise restraint in requesting medical information to support an accommodation request.

For example, if an employee's accommodation request is obviously required to meet their disability or pregnancy-related need, employers should not ask for a doctor's letter. It is obvious that an employee who uses a wheelchair needs automatic door openers, and elevators to access the workplace. Similarly, a woman in late stage pregnancy will require more washroom breaks.

Good accessible design improves the work environment for everyone. The employee with a broken leg or employees who are carrying something in their arms will also benefit from automatic door openers and elevators.

Gather and consider the relevant medical information

To appropriately accommodate an employee's disability, the employer may require information from a medical professional about the employee's accommodation needs.

Employers must keep in mind that requesting medical information for the accommodation process requires the balancing of two competing rights: the employer's right to manage the workplace and the employee's right to privacy.

When asking for medical information to support an accommodation request, employers must use the least intrusive means possible and respect the employee's privacy rights. In most cases the necessary medical information can be provided by the employee's family doctor or specialist. The medical information will allow the employer to make an informed decision about reasonable accommodation options.

Employers need to know:

1. Whether the employee has a disability; and if so
2. What accommodations the employee needs.

Provide relevant information to the medical professional

The employer should provide the medical professional with the following information:

- Description of the employee's job function/responsibilities.
- The employee's work schedule.
- Whether the employee is in a safety-sensitive position.
- Any other relevant information that is particular to the workplace.

Ask the medical professional for information

The employer should ask the following questions:

- Does the employee have a disability that requires accommodation?
- What accommodations does the employee require? For example: are there any restrictions or limitations to the performance of the job?
- What is the employee's prognosis?

- If the employee is off work, are there specific recommendations for accommodation that will facilitate a safe and successful return to work?
- For an employee in a safety sensitive position, is the employee medically fit to safely perform their job? Does the employee require medication where side effects may prevent them from working in their safety sensitive position?

****Employers are rarely entitled to the employee's diagnosis****

Medical information may come in various formats—from a hand-written note to a formal report. Based on the information provided, the employer should be able to determine whether the employee:

- Is able to perform the essential duties of their position with appropriate accommodation.
- Needs to move to a different position due to their accommodation requirements.
- Needs to be off work, and if so, for how long.

Once the medical information has been provided, the employer has the primary responsibility for accommodating the employee.

Include the employee in the accommodation process

The employee has a duty to cooperate in the accommodation process. This can include attending appointments as scheduled, providing complete and accurate information to the medical professional, and providing the employer with the relevant medical information obtained (unless it is sent directly to the employer).

The employee has the final say whether their medical information can be released.

The employee has the right to reasonable accommodation – that is accommodation that meets his or her needs – but they do not have the right to perfect or their preferred accommodation.

Appendix B: Individual Accommodation Request Plan

The St. Catharines Public Library is committed to creating an inclusive workplace and will use the following process to identify and meet accommodation needs.

1. Recognize the need for accommodation

Accommodation can be:

- Requested by the employee or job applicant
- Identified by the employee's manager or hiring manager

2. Gather relevant information and assess individual needs

The employee/job applicant, the manager/hiring manager, and the Union (if applicable) are active participants in this step:

- Information will be collected on the employee's functional abilities or special needs. The information will be kept secure and dealt with in a confidential manner. It will only be disclosed to individuals who need it to perform the accommodation process.
- Parties will work together to find the most appropriate accommodation. A medical or other expert may be engaged to help determine if/how the employee's needs can be accommodated.

3. Develop an individual accommodation plan

After identifying the most appropriate accommodation(s), the details will be documented in a written plan, including:

- What accommodation(s) will be provided;
- How to make information accessible to the employee, such as accessible formats and communication supports;
- Employee's emergency contact info or plan (if applicable);
- When the plan will be reviewed and updated.

The employee will receive a copy of the individual accommodation plan or written reasons for denying accommodation, in an accessible format (if applicable).

4. Implement, monitor and update the plan

After an individual accommodation plan is developed, the employee and their manager will implement, monitor and review the plan to ensure that it is effective. Formal reviews and updates will take place on the mutually agreed upon, predetermined schedule in the employee's accommodation plan.

- If the accommodation is no longer appropriate, the employee, the manager, and the Union (if applicable) will reassess the situation (go back to step 2) and update the plan.
- If the accommodation is no longer required, the employee, the manager, and the Union (if applicable) will meet and terminate the plan.

The accommodation plan will also be reviewed and updated if:

- The employee's work location or position changes
- The nature of the employee's disability changes
- The employer's operation changes

Confidential when completed

Employee Information

Last Name		First Name	
Title		Department	

Manager Information

Last Name		First Name	
Title		Department	

Information on Functional Limitations or Special Needs

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Accommodations

Accommodation Plan			
Start Date		End Date	
Review Frequency		New Review Date	

Comments

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Policy Name	Accommodation Policy and Procedure		
Section & Number	Board – P-15	Effective Date	2022-09-15
Motion Number	2022-##	Last Review	
Author	Human Resources Consultant	Next Review	2026

Policy Statement

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St. Catharines Public Library will provide workplace accommodation, to the point of undue hardship. The purpose of accommodation is to ensure that individuals who are otherwise able to work are not discriminated against by being excluded from doing so when working conditions can be adjusted without causing undue hardship to the employer.

Scope

This policy applies to all current employees and applicants for employment of St. Catharines Public Library, including full and part-time, contract, permanent, and temporary employees. This policy also applies to employees on approved leave including short and long-term disability leave. This policy applies to all aspects of employment including, but not limited to recruitment, selection, training, promotion, transfers, work arrangements, compensation and benefits, and termination of employment.

Definitions

An **Inclusive Workplace** means that all employees have the opportunity to contribute and participate in the workplace in a barrier free environment. Critical to the notion of an inclusive workplace is a robust accommodation policy.

Accommodation means taking steps to adjust rules, policies, practices or situations that have a negative impact on an individual or groups, protected under the Ontario Human Rights Code.

Undue Hardship occurs when accommodation adjustments to the workplace would be prohibitively expensive, or create undue risks to health or safety. Each situation will be viewed as unique and assessed individually. A claim of undue hardship must be supported with facts and a detailed analysis of options, impressionistic or speculative reasons will not suffice.

The following are examples where accommodation could cause undue hardship:

- an employer cannot accommodate without seriously impacting business operations;
- an employee will not be able to return to work in the foreseeable future or is absent so often that it is no longer possible to accommodate them without causing the employer serious financial hardship;
- the employee's position is safety sensitive and, as a result, accommodation may pose a safety risk to the employee, their colleagues, clients and / or the public.

Regulations

Ontario Human Rights Code requires companies to have a policy and procedure.

Accessibility for Ontarians with Disabilities Act (AODA) requires companies to accommodate applicants during the recruitment process.

Responsibility

Accommodation is a shared responsibility between employees, supervisors and St. Catharines Public Library, as the employer. St. Catharines Public Library is responsible for:

- eliminating barriers that prevent people from accessing, or being included in, the workplace;

- minimizing the need for individual accommodation by regularly reviewing rules, policies, by-laws and practices to ensure that they are not discriminatory;
- ensuring that all employees and job applicants are advised of their right to be accommodated;
- dealing with requests for accommodation in a timely, confidential and sensitive manner;
- providing individual accommodation to the point of undue hardship;
- working with the Union and its members, facilitating and supporting members in the accommodation process. and
- ensuring that this policy is effectively implemented.

Supervisors are responsible for:

- fostering an inclusive work environment by treating all employees and job applicants with respect and dignity;
- identifying and eliminating barriers that prevent people from accessing, or being included in, the workplace;
- dealing with requests for accommodation in a timely, confidential and sensitive manner;
- informing individuals requiring accommodation what information they need to provide to be accommodated;
- generating accommodation options based on the information provided about the individual's accommodation need(s);
- involving individuals requiring accommodation in the search for accommodation;
- initiating a discussion about accommodation when they are aware that an employee or job applicant may have a need for accommodation, but is unable, for any reason, to articulate that need.

Employees and job applicants are responsible for:

- making their accommodation needs known. This does not require the disclosure of the specific cause of their needs but only the effects which create the need for accommodation.
- helping to identify potential accommodation options;
- providing documentation in support of their request for accommodation, including information about any restrictions or limitations; and
- accepting an offer of accommodation that meets their needs, even if it is not their preferred accommodation option.

Employees and job applicants can expect:

- to be treated with respect and dignity;

- to have their needs accommodated up to the point of undue hardship; and
- to be informed of the reasons, if their accommodation request is denied.

Union is responsible for:

- working with the employer and Union members, facilitating and supporting members in the accommodation process;
- considering the rights of other members in the bargaining unit;
- ensuring the reasonable accommodation does not conflict with the collective agreement or seniority rights of its members.

Operational Guidelines

Job Applicants

In each job posting, job applicants are advised that St. Catharines Public Library has an accommodation policy and asked whether they require accommodation to participate in the hiring process. The Manager Human Resources will evaluate the job applicant's request for accommodation and may request more information from the applicant to facilitate the accommodation. If a request for accommodation is denied, the reasons why will be clearly communicated to the job applicant.

Employees

An employee may request accommodation by notifying their Manager. The Manager will document the request, including the employee's name, position and date of the request, any details provided by the employee and any accommodation options suggested by the employer or employee. The Manager will share the request with the Manager, Human Resources. The Manager, Human Resources may request supporting documentation from the employee in order to identify accommodation needs and options (e.g. details of restrictions or limitations). When dealing with an accommodation request based on disability, the Manager, Human Resources may ask for medical information to support the accommodation request. The employee may also inform the Union of the accommodation request.

The Manager will consider accommodation options including, but not limited to workstation adjustments; reassignment of job tasks; changes to scheduling or hours of work; leaves of absence; and temporary or permanent reassignment. The Manager will discuss available accommodation options with the Manager, Human Resources and decide what the Library can do. The accommodation preferences of the employee will be taken into account. However, the Library may proceed with an option that is less costly or easier to provide, when it meets the employee's accommodation needs.

The Manager will clearly communicate the reasons for their decision to the employee in writing. The Manager will review the accommodation measures with the employee on a regular basis to confirm they continue to be necessary and effective. If the available accommodation options raise the likelihood of causing undue hardship, the Manager will ensure that all accommodation options short of undue hardship have been considered prior to refusing accommodation. If a request for accommodation is denied, the Manager will clearly communicate the reasons why to the employee.

Union

The Union will take an active role as a partner in the accommodation process. It is expected that the Union will share responsibility with the employer to facilitate accommodation, including taking an active role in suggesting and testing alternative approaches, and cooperating fully when solutions are proposed.

Monitoring Accommodations

Accommodation needs and organizational needs may change over time. As a result, accommodation plans may require adjustments and ongoing reviews during and after implementation, to improve effectiveness or efficiency. It is important to regularly monitor and review the accommodation plan between the manager, the person receiving accommodation and the Union (if applicable). Parties will identify the success of the Accommodation Plan, and promptly address any deficiencies or any relevant changes in the workplace or the employee's needs.

Appeals

If an employee or job applicant has been denied accommodation, is not satisfied with the accommodation offered, or believes that his or her request has not been handled in accordance with this policy, he or she may request a second opinion from the CEO. A union employee may file a grievance with the assistance of the Union. An employee or applicant may also file a discrimination complaint with the Ontario Human Rights Commission.

Privacy and Confidentiality

All records associated with accommodation requests will be maintained in a secure location in Human Resources and will only be shared with persons who need the information. St. Catharines Public Library and all individuals, including union representatives, involved in the accommodation process will comply with the requirements of maintaining confidentiality to protect personal information.

Implementation

The CEO and the HR Consultant will implement the policy and procedure in discussion with the Union.

This policy will be posted on the Intranet. Job Postings have a notice on them for job applicants who may require an accommodation.

Appendices

Appendix A: Requesting Medical Information

Appendix B: Individual Accommodation Request Plan

Appendix A: Requesting Medical Information

Consider whether medical information is required

Over the course of our lives, many of us will need workplace accommodation at some point.

Healthy workplaces are built on mutual trust. Employers should exercise restraint in requesting medical information to support an accommodation request.

For example, if an employee's accommodation request is obviously required to meet their disability or pregnancy-related need, employers should not ask for a doctor's letter. It is obvious that an employee who uses a wheelchair needs automatic door openers, and elevators to access the workplace. Similarly, a woman in late stage pregnancy will require more washroom breaks.

Good accessible design improves the work environment for everyone. The employee with a broken leg or employees who are carrying something in their arms will also benefit from automatic door openers and elevators.

Gather and consider the relevant medical information

To appropriately accommodate an employee's disability, the employer may require information from a medical professional about the employee's accommodation needs.

Employers must keep in mind that requesting medical information for the accommodation process requires the balancing of two competing rights: the employer's right to manage the workplace and the employee's right to privacy.

When asking for medical information to support an accommodation request, employers must use the least intrusive means possible and respect the employee's privacy rights. In most cases the necessary medical information can be provided by the employee's family doctor or specialist. The medical information will allow the employer to make an informed decision about reasonable accommodation options.

Employers need to know:

1. Whether the employee has a disability; and if so
2. What accommodations the employee needs.

Provide relevant information to the medical professional

The employer should provide the medical professional with the following information:

- Description of the employee's job function/responsibilities.
- The employee's work schedule.
- Whether the employee is in a safety-sensitive position.
- Any other relevant information that is particular to the workplace.

Ask the medical professional for information

The employer should ask the following questions:

- Does the employee have a disability that requires accommodation?
- What accommodations does the employee require? For example: are there any restrictions or limitations to the performance of the job?
- What is the employee's prognosis?
- If the employee is off work, are there specific recommendations for accommodation that will facilitate a safe and successful return to work?
- For an employee in a safety sensitive position, is the employee medically fit to safely perform their job? Does the employee require medication where side effects may prevent them from working in their safety sensitive position?

****Employers are rarely entitled to the employee's diagnosis****

Medical information may come in various formats—from a hand-written note to a formal report. Based on the information provided, the employer should be able to determine whether the employee:

- Is able to perform the essential duties of their position with appropriate accommodation.
- Needs to move to a different position due to their accommodation requirements.
- Needs to be off work, and if so, for how long.

Once the medical information has been provided, the employer has the primary responsibility for accommodating the employee.

Include the employee in the accommodation process

The employee has a duty to cooperate in the accommodation process. This can include attending appointments as scheduled, providing complete and accurate information to the medical professional, and providing the employer with the relevant medical information obtained (unless it is sent directly to the employer).

The employee has the final say whether their medical information can be released.

The employee has the right to reasonable accommodation – that is accommodation that meets his or her needs – but they do not have the right to perfect or their preferred accommodation.

Appendix B: Individual Accommodation Request Plan

The St. Catharines Public Library is committed to creating an inclusive workplace and will use the following process to identify and meet accommodation needs.

1. Recognize the need for accommodation

Accommodation can be:

- Requested by the employee or job applicant
- Identified by the employee's manager or hiring manager

2. Gather relevant information and assess individual needs

The employee/job applicant, the manager/hiring manager, and the Union (if applicable) are active participants in this step:

- Information will be collected on the employee's functional abilities or special needs. The information will be kept secure and dealt with in a confidential manner. It will only be disclosed to individuals who need it to perform the accommodation process.
- Parties will work together to find the most appropriate accommodation. A medical or other expert may be engaged to help determine if/how the employee's needs can be accommodated.

3. Develop an individual accommodation plan

After identifying the most appropriate accommodation(s), the details will be documented in a written plan, including:

- What accommodation(s) will be provided;
- How to make information accessible to the employee, such as accessible formats and communication supports;
- Employee's emergency contact info or plan (if applicable);
- When the plan will be reviewed and updated.

The employee will receive a copy of the individual accommodation plan or written reasons for denying accommodation, in an accessible format (if applicable).

4. Implement, monitor and update the plan

After an individual accommodation plan is developed, the employee and their manager will implement, monitor and review the plan to ensure that it is effective. Formal reviews and updates will take place on the mutually agreed upon, predetermined schedule in the employee's accommodation plan.

- If the accommodation is no longer appropriate, the employee, the manager, and the Union (if applicable) will reassess the situation (go back to step 2) and update the plan.
- If the accommodation is no longer required, the employee, the manager, and the Union (if applicable) will meet and terminate the plan.

The accommodation plan will also be reviewed and updated if:

- The employee's work location or position changes
- The nature of the employee's disability changes
- The employer's operation changes

Confidential when completed

Employee Information

Last Name		First Name	
Title		Department	

Manager Information

Last Name		First Name	
Title		Department	

Information on Functional Limitations or Special Needs

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Accommodations

Accommodation Plan			
Start Date		End Date	
Review Frequency		New Review Date	

Comments

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Policy (P-16) Electronic Monitoring

submitted by Linda Dobson, Human Resources Consultant

Recommendation

THAT the St Catharines Public Library Board approve the attached Electronic Monitoring Policy.

Background

The Working for Workers Act became law April 11, 2022 and amended the Employment Standards Act with a new section. Employers that employ 25 or more employees on January 1, 2022 are required to have a written Electronic Monitoring policy in place by October 11, 2022 and share the policy with staff within 30 days. The employer is also required to provide the written policy to all new employees within 30 days of being hired. If the existing policy is changed, employees must be provided with a copy within 30 days of the change being made. Employees are responsible for ensuring that they have read and understand this policy as it relates to their own work and that of other employees.

The Library does not use any programs to monitor staff performance. However, following I.T. and security best practices, there are logs of employee activity using Library equipment and facilities gathered as part of normal business operations.

The Management Team and the Labour Management Cooperative Committee have reviewed this policy.



Policy Name	Electronic Monitoring		
Section & Number	Board – P-16	Effective Date	2022-10-01
Motion Number	2022-##	Last Review	
Author	Human Resources Consultant	Next Review	2024

Policy Statement

The purpose of this policy is to increase transparency and to protect employee privacy by informing them how they are monitored by the employer.

Scope

This policy applies to all employees.

Definitions

Electronic monitoring is all forms of employee monitoring that is done electronically. It can take the following forms;

- GPS on vehicles
- Scanners used to track how quickly items are scanned
- Software programs tracking websites visited by employees during working hours
- Software programs monitoring emails and online chats

Electronic monitoring is not defined by the Employment Standards Act (ESA).

Regulations

The Working for Workers Act became law April 11, 2022 and amended the ESA with a new section.

Responsibility

Employers that employ 25 or more employees on January 1, 2022 are required to have a written Electronic Monitoring policy in place by October 11, 2022 and share the policy with staff within 30 days.

The employer is also required to provide the written policy to all new employees within 30 days of being hired.

If the existing policy is changed, employees must be provided with a copy within 30 days of the change being made

Employees are responsible for ensuring that they have read and understand this policy as it relates to their own work and that of other employees

Operational Guidelines

Employees are entitled to know what type of employee monitoring is done electronically in the workplace.

SCPL uses the following electronic programs for the following business purposes;

- ADP Payroll system which records the time and attendance for employees;
- Microsoft Office 365 has audit logs available to IT staff for troubleshooting purposes; it's primarily used to assist for security and troubleshooting.
- HR Downloads is used for employee training, and it does track training completed for each employee.
- Genetec door access and third party security systems are used to secure facilities.
- Electronic surveillance to monitor the safety and security of library customers and facilities. There is an Electronic Surveillance Policy, which is separate from this policy.

Implementation

This policy will be posted on the Library's Intranet for employees to access. It will also be sent to employees and provided to new hires as part of their orientation package.

The policy will be updated as required.