



# St. Catharines Public Library Board

## Regular Meeting

Thursday, October 20, 2022, 6:00 pm  
Rotary/Bankers Room, Central Library & Microsoft Teams

### AGENDA

1. **Adoption of Agenda**
  - 1.1 Additions/Deletions to Agenda
  - 1.2 Adoption of Agenda Motion
  
2. **Chair's Remarks & Declarations of Interest**
  
3. **Presentation**
  - 3.1 Central Library Renovation – Design Concept – Tina Ranieri-D'Ovidio, ward99 architects
  
4. **Adoption of Minutes**
  - 4.1 Regular Meeting – September 15, 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 – Customer Service – H. Jones, M. Haanstra, and P. derNederlanden
  
6. **Consent Reports (attachments)** Motion
  - 6.1 Correspondence (none)
  - 6.2 CEO Report – K. Su
  - 6.3 Department Reports – September 2022
    - 6.3(a) Customer Service – H. Jones
    - 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) Operating Budget Statement – as at September 30, 2022
  - 6.4(b) Endowment and Trust Fund Statement – as at September 30, 2022
  - 6.4(c) Short Term Investments Statement – as at September 30, 2022

**7. Discussion Reports (attachments)**

- 7.1 Central Library Renovation – Design Concept – K. Su Motion
- 7.2 Draft 2023 Operating Budget – K. Smith Curtis Motion
- 7.3 Policy (GOV-01) Succession Planning – J. Coles Motion
- 7.4 Board Legacy Document update – J. Coles
- 7.5 Policy (G-07) Code of Conduct – R. Di Marcantonio Motion
- 7.6 Policy (P-09) Employee and Trustee Recognition – 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 – September 15, 2022 (attachment) Motion
- 8.4 In-Camera Consent Reports (attachment) Motion
  - 8.4(a) Staffing (October Update) – L. Dobson
- 8.5 In-Camera Discussion Reports
- 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**

2023 Budget and Council Orientation – Wednesday, November 16, 2022  
 Board Meeting – Thursday, November 17, 2022, at 6:00 pm, format TBD,  
 (Rotary/Bankers Room, Central Library)



# St. Catharines Public Library Board

## Regular Meeting Minutes

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

<b>Present:</b>	J. Coles (Chair) K. Dilorio S. Dimick (Vice-Chair)	H. Findlay Councillor L. Littleton (to 7pm) L. McDonald F. Sheikh
<b>Regrets:</b>	V. De Luca	Councillor B. Williamson
<b>Staff:</b>	D. Bott N. Bryans (Recording Secretary) R. Di Marcantonio L. Dobson	H. Jones S. Mannella K. Smith Curtis J. Spera K. Su (Secretary)
<b>Presenters:</b>	M. Broere	K. Fast

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

### 1. Adoption of Agenda

#### 1.1 Additions/Deletions to Agenda

Move Item 7 Discussion Reports to after the Adoption of the Minutes.

#### 1.2 Adoption of Agenda

**MOTION: 2022 - 95**  
**MOVED BY:**  
**SECONDED BY:**  
**MOTION CARRIED.**

THAT the Agenda be adopted as amended.  
S. Dimick  
L. McDonald

## 2. Chair's Remarks

The Chair welcomed the Board to the Library's both in-person and online hybrid style September meeting.

## 3. Declarations of Interest

None

## 4. Adoption of Minutes

### 4.1 Regular Meeting – June 16, 2022

**MOTION: 2022-96** THAT the Minutes of June 16, 2022 be adopted.

**MOVED BY:** S. Dimick

**SECONDED BY:** K. Di Iorio

**MOTION CARRIED.**

The meeting moved to Item 7. Discussion Reports

## 5. Monthly Updates

### 5.1 St. Catharines City Council

None

### 5.2 OLS Update – J. Coles

J. Coles will attend an OLS Board Assembly meeting on Saturday, September 17, 2022. She encouraged Board members to register through LearnHQ and attend the virtual conference available on Wednesday, September 21, 2022 at 6:00 pm titled *Public Library Boards: 2022 Stronger Libraries. Stronger Communities.*

### 5.3 CEO Update – K. Su

On September 12, 2022, the CEO attended the OLS meeting to develop a Valuing Public Libraries Toolkit with CEOs from libraries serving populations 75,000 and above. The consultants hired by OLS will develop a tool, share it with libraries by next April, and give them one year to evaluate. He will keep the Board updated.

### 5.4 Department Update – Programming & Promotions – K. Fast, & M. Broere

The Programming & Outreach Librarians provided a verbal update of the various SCPL initiatives over the summer months. The Board thanked them and encouraged their plans to continue and expand these initiatives through the next year.

## 6. Consent Reports

### 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 – 3<sup>rd</sup> Quarter Update – K. Su
- 6.7 2023 Board Meeting Dates to April – K. Su
- 6.8 Library Closures 2023 – K. Su

**MOTION: 2022-102**      THAT the Consent Reports be received as circulated.  
**MOVED BY:**              L. McDonald  
**SECONDED BY:**        S. Dimick  
**MOTION CARRIED.**

## 7. Discussion Reports

- 7.1 Preliminary Draft 2023 Operating Budget – K. Smith Curtis  
 The Board received an overview of the preliminary draft 2023 Operating Budget which is based on a 3.2% increase plus an additional \$1.00 per citizen. This is a total City contribution increase request of 5.6%. The \$1.00 per citizen is intended to be requested over the next few years to equalize library funding to that of peer libraries. The Board discussed some details and received further explanations from K. Smith Curtis.

The Draft 2023 Operating Budget will be included in the October 20, 2022 Board package for approval before submission to the City.

- 7.2 Board recruitment, Succession planning & Legacy documents – J. Coles  
 In preparation for the transition from this Board's term to the next Board's term, there are some proposed changes coming to the Board in October. The Chair urged Board members to review Policy (GOV-01) Succession Planning and to note the Board legacy document that will be prepared for the next Board. It includes a Roles and Competencies section to encourage citizens to volunteer for Board recruitment.
- 7.3 SCPL Board Member Recruitment Pamphlet – K. Su  
 SCPL has prepared a Recruitment Pamphlet to provide citizens with information on the Board appointment process and requirements. The Board suggested some minor edits.

**MOTION: 2022-97**      THAT the Board approve the SCPL Board Member  
 Recruitment Pamphlet as amended.  
**MOVED BY:**              L. McDonald  
**SECONDED BY:**        S. Dimick  
**MOTION CARRIED.**

- 7.4 Fine Freedom for All & Policy (G-03) Circulation – J. Spera  
 The Board received a report on Fine Freedom for All and recommendations for amending Policy (G-03) Circulation. The Board discussed the Public Libraries Act

and if the interpretations by various libraries to pass on to customers administrative fees for ILLO materials may be a violation of the Act. The Board recommended some amendments and edits to the wording in the policy.

**MOTION: 2022-98** THAT the Board approve fine freedom for all effective February 1, 2023, and,  
 THAT the Board rescind Policy (G03) Circulation approved March 18, 2021 and approve Policy (G-03) Circulation as amended.  
**MOVED BY:** Councillor L. Littleton  
**SECONDED BY:** K. Di Iorio  
**MOTION CARRIED.**

Councillor L. Littleton left the meeting at 7:00 pm.

7.5 Policy (P-14) Disconnect from Work – L. Dobson  
 The Board approved Policy (P-14) Disconnect from Work at the May 19, 2022 Board Meeting. Since then, a Union grievance requested some wording changes. Staff provided an amended policy for review and approval.

**MOTION: 2022-99** THAT the St Catharines Public Library Board approve the amended Disconnect from Work policy.  
**MOVED BY:** L. McDonald  
**SECONDED BY:** S. Dimick  
**MOTION CARRIED.**

7.6 Policy (P-15) Accommodation – L. Dobson  
 The Board reviewed Policy (P-15) in June but there were outstanding questions for staff research. This amended policy removes the Canadian Human Rights Act or Commission and includes citizenship as one of the grounds free from discrimination.

**MOTION: 2022-100** THAT the Board approve Policy (P15) Accommodation Policy and Procedure.  
**MOVED BY:** L. McDonald  
**SECONDED BY:** K. Di Iorio  
**MOTION CARRIED.**

7.7 Policy (P-16) Electronic Monitoring – D. Bott/L. Dobson  
 The Board reviewed the new Policy (P-16) Electronic Monitoring as required by the Working for Workers Act section of the Employment Standards Act. The Board recommended some amendments to the policy.

**MOTION: 2022-101** THAT the St Catharines Public Library Board approve the Electronic Monitoring Policy as amended.  
**MOVED BY:** K. Di Iorio  
**SECONDED BY:** L. McDonald  
**MOTION CARRIED.**

The meeting returned to Item 5. Monthly Updates

**8. In-Camera Session**

8.1 In-Camera Agenda

8.1(a) Additions/Deletions to In-Camera Agenda

Add Item 8.5(a) HR Compensation Challenges – L. Dobson

8.1(b) Adoption of In-Camera Agenda

**MOTION: 2022-103** THAT the In-Camera Agenda be adopted as amended.

**MOVED BY:** K. Di Iorio

**SECONDED BY:** S. Dimick

**MOTION CARRIED.**

8.2 Motion to Move In-Camera

**MOTION: 2022-104** THAT the Regular Meeting move In-Camera

**MOVED BY:** L. McDonald

**SECONDED BY:** H. Findlay

**MOTION CARRIED.**

The meeting moved In-Camera at 7:25 pm.

8.3 Adoption of In-Camera Minutes

8.3(a) In-Camera Session – June 16, 2022

**MOTION: 2022-105** THAT the In-Camera Minutes of June 16, 2022 be adopted.

**MOVED BY:** L. McDonald

**SECONDED BY:** H. Findlay

**MOTION CARRIED.**

8.4 In-Camera Consent Reports

8.4(a) Staffing (September Update) – L. Dobson

**MOTION: 2022-106** THAT the In-Camera Consent Report be received as circulated.

**MOVED BY:** S. Dimick

**SECONDED BY:** K. Di Iorio

**MOTION CARRIED.**

8.5 In-Camera Discussion Reports (attachments)

8.5(a) HR Compensation Challenges – L. Dobson

The Board reviewed a report on HR Compensation Challenges.

**MOTION: 2022 - 107** THAT the St. Catharines Public Library Board endorses a compensation strategy as per the report.  
**MOVED BY:** S. Dimick  
**SECONDED BY:** F. Sheikh  
**MOTION CARRIED.**

8.6 Return to Open Session

**MOTION: 2022 - 108** THAT the In-Camera Session return to Open Session.  
**MOVED BY:** L. McDonald  
**SECONDED BY:** K. Di Iorio  
**MOTION CARRIED.**

The Meeting returned to Open Session at 7:54 pm.

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

**MOTION: 2022 - 109** THAT the Board adopt any Motions arising from the In-Camera Session.  
**MOVED BY:** L. McDonald  
**SECONDED BY:** F. Sheikh  
**MOTION CARRIED.**

**10. Motion to Adjourn**

**MOTION: 2022 - 110** THAT the Regular Meeting be adjourned.  
**MOVED BY:** L. McDonald  
**SECONDED BY:** N/A  
**MOTION CARRIED.**

The Regular Meeting adjourned at 7:55 pm.

**11. Next Meeting / Upcoming Events**

Board Meeting – Thursday, October 20, 2022, at 6:00 pm, Format TBD

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Chair

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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 – September 2022
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## CEO Report

**submitted by Ken Su, CEO (September 2022)**

### For Information

#### **Collective Agreement Negotiation with CUPE**

The Employer has been waiting for updates from the City as well as the Union. No meeting date and location are determined at the moment.

#### **Central Library Renovation**

The architect from Ward99 updated the Library on September 21, 2022 that the final Class D Estimate report will be ready by the end of September. They are planning to meet with the Library early October, complete their final report including findings and recommendations, and present to the Library Board on October 20, 2022.

#### **Niagara Public Libraries OnBoard Training Workshop**

In anticipation that new library boards will be appointed before the Spring 2023, Niagara library CEOs met on September 21, 2022 to plan an OnBoard training workshop for Board Members. A planning committee was established and consists of Julie Andrews (CEO of Lincoln Pelham Public Library), Julianne Brunet (CEO of Welland Public Library), Alicia Subnaik Kilgour (CEO of Niagara Falls Public Library), and Ken Su (CEO of St. Catharines Public Library). The workshop will be held at the Meridian Community Centre in Fonthill on Saturday, April 22 or 29, 2023 depending on availability.

The planning committee is meeting sometime in October or November to develop a draft training schedule and hoping to get it finalized with all other Niagara library CEOs in December 2022. Detailed information will be provided to Board Members once it become available.

## Customer Service

**submitted by Holly Jones, Customer Service Assistant Manager (September 2022)**

All data provided is for September 2022 comparing to the same month in 2021. The library continued at full operations this month.

	<b>September 2022</b>	<b>% change from 2021</b>
<b>Gate Count</b>	24,431	15,964 (+53%)
<b>Membership</b>	703	495 (+42%)
<b>Holds Placed</b>	11,221	11,288 (-1%)
<b>Questions</b>	5517	4675 (18%)

### **Gate Count**

Following the busy summer months, the library traditionally experiences a slow-down as we move into Fall and families return to school. However, our gate count system-wide continues to trend upwards towards pre-pandemic levels, with an increase of 53% over September 2021.

### **Membership**

Our new membership count continues to trend upwards. Membership count for September 2022 is up by an astonishing 92% from pre-pandemic September 2019. Fine Freedom for children, teens and seniors, a greater focus on outreach membership drives, including a recent membership drive at Brock University, and the availability of an online membership form on the library's website have contributed to this positive growth.

### **Holds Placed**

The number of holds placed were close to even with September 2021, but have shown a small increase of 1.5% over pre-pandemic 2019.

### **Training Highlights**

The Training Librarian continued with the second workshop of the Customer Service Standard – “Courteous”. Public service staff were again divided into small groups and engaged 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 Training Librarian will be facilitating a session of the “Courteous” workshop with the Management Team at the end of October.

**Pop-Up Book Sale**

On Saturday, September 3<sup>rd</sup> the library held a pop-up book sale in the atrium at the Central Branch. The book sale was advertised on our website, social media accounts, and on CKTB radio. It was also picked up and advertised on CHCH news. The library earned approximately \$1300.00, and responses from customers were overwhelmingly positive; many expressed their interest in hearing about future book sales. Plans are underway to host another pop-up book sale in the Spring.

## Facilities and Health & Safety

submitted by Karen Smith Curtis, Business Administrator (September 2022)

### Facilities

The most significant facility project for 2022 will be replacement of the HVAC units at the Central Library. The Library was notified on September 23, 2022 that a delay in manufacturing has again hindered the project.

It is now anticipated that 5 of the 6 HVAC units will be installed in the last week of October 2022. The last HVAC unit as well as the condensing units and coils will be installed in December 2022. Library management continues to follow-up with E.S. Fox and EFI Master to ensure new time-lines are maintained.

SmartCentre has started improvements to the ramp at the Merritt Branch.

### Health & Safety

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

Location	Date	Results	Update
Annual Inspections			
Central	August 5, 2022	Audio book shelves - narrow aisle.	Include in renovation plans.
Port	August 11, 2022	Front door step is deteriorating.	Repairs completed by City on Sept 30/22.
Regular Inspections			
Dr. Huq	Sept 12, 2022	Nothing to report.	N/A
Central – 2 <sup>nd</sup> Floor	Sept 16, 2022	Nothing to report.	N/A
Merritt	Sept 27, 2022	Nothing to report.	N/A
Dr. Huq	Sept 28, 2022	Loose floor electrical box in Children's area.	Repaired Sept 28, 2022.
Port	Oct 3, 2022	<ul style="list-style-type: none"> <li>• Too many book trucks causing trip hazard.</li> <li>• Cluttered closet.</li> </ul>	Complete - two trucks sent to Central Branch. Complete – organize and redistributed supplies.

The next meeting of the Joint Health & Safety Committee will be held on December 15, 2022.

## Innovation, Collections & Technology

**submitted by David Bott, Manager, Innovation, Collections & Technology (September 2022)**

### **Physical Circulation**

There was a decrease in physical circulation statistics from August to September 2022 (-18%), however such a drop is common at the end of summer with people returning to work and school. Furthermore, physical circulation is still showing an increase from last year, with September 2022 being 6% higher than September 2021.

### **Digital Circulation**

Digital circulation decreased by about 6% from August to September 2022. However, like physical circulation, digital circulation continues to increase from last year, with September 2022 being 23% higher September 2021.

### **Library of Things**

The Library of Things launched Rummikub and Ouija Boards, as well as Halloween Cookie Cutters.

### **Central Audiobook Relabeling Project**

In an effort to standardize call numbers across collections, ICT has been relabeling Central's audiobook collection so that spine labels are the same. The project is halfway completed. Branch audiobook collections will be relabeled once Central's collection is finished.

### **Bicycle Friendly Business Area – Welcome Centre**

ICT met with representatives from St. Catharines Downtown Association, Ontario by Bike, the City & the Niagara Region to discuss their plans to designate the downtown core as a Bicycle Friendly Business area and the Central Branch becoming the Welcome Centre for the project. The Central Library is now equipped with a bike repair kit and local cycling maps. Additionally, we have purchased bicycle repair kits for the remaining branches although they are not designated as Welcome Centres.

## Programming and Promotions

submitted by Rita Di Marcantonio, Manager, Programming and Promotions  
(September 2022)

### For Information

#### Programming Highlights

September programming focused on end of summer outreach and back to school with several outreach events and class visits as follows:

#### **Celebration of Nations - September 10**

Celebration of Nations is Niagara's annual gather of Indigenous Arts, Culture and Heritage. The library attended one day of this three-day event and engaged with 121 customers.

#### **Grape and Wine Family Fun Zone in Montebello Park - September 17 & 24**

September 2022 was the first year the Library attended Grape and Wine. We attended two Saturday events in Montebello Park as part of the Family Fun Zone, where we provided storytimes, the buttonmaker and a place to sit and read. Over the two days we engaged with 720 customers.

#### **Applewood School**

Staff visited three kindergarten classes at Applewood School in Merriton where we connected with 59 young students.

#### **Brock University**

Programming and Customer Service staff were at hand at Brock University to promote library services and the benefits of a library membership to Brock student. Forty-seven new members were signed up.

#### **School visits to a library branch:**

John Calvin – Grade 7 – 34 students  
Ferndale Public School – Grade 4 – 25 students  
Collegiate – Grade 9 – 28 students  
Collegiate – Special Education – 11 students  
Laura Secord – Grade 10 – 10 students

**Back to School Buttons** – Kids attending the Dr. Huq and Merritt branches from Aug. 29 to September 9 had an opportunity to participate in a passive program where they designed their own buttons. A total of 440 buttons were made.

### Promotions Highlights

As September is Library Card Sign-up Month, we distributed 5,000 postcards to households in Western Hill encourage new sign-up and introducing potential customers to library programs and services.

**September 1** St. Catharines Standard St. Catharines library holding pop-up book sale to make more shelf space

**September 3** CKTB Canadian Library Month, Pumpkinville and a book talk

**September 24** Niagara This Week Five books to read ahead of National Day of Truth and Reconciliation



## Operating Budget Statement as at September 30, 2022

submitted by Karen Smith Curtis, Business Administrator

### For Information

	SEPTEMBER 30, 2022			FULL YEAR 2022		
	Actual	Budget	%	Actual	Budget	%
<b>REVENUE</b>						
City Contribution (1)	\$4,410,000	\$ 4,410,000	100.0	\$5,876,428	\$5,876,428	100.0
Miscellaneous (2)	93,319	71,360	130.8	359,144	323,746	110.9
Total	<u>4,503,319</u>	<u>4,481,360</u>	100.5	<u>6,235,572</u>	<u>6,200,174</u>	100.6
<b>EXPENDITURES</b>						
Salaries & Benefits (3)	2,901,163	3,247,559	89.3	4,275,693	4,330,079	98.7
Library Materials (4)	599,778	633,750	94.6	845,000	845,000	100.0
Occupancy (5)	385,661	406,351	94.9	553,625	541,801	102.2
Supplies & Services (6)	235,148	272,369	86.3	373,617	363,158	102.9
Capital Costs (7)	51,394	90,102	57.0	187,637	120,136	156.2
Total	<u>4,173,144</u>	<u>4,650,131</u>	89.7	<u>6,235,572</u>	<u>6,200,174</u>	100.6
<b>UNEXPENDED BALANCE (8)</b>						
	<u>\$ 330,175</u>	<u>-\$ 168,771</u>		<u>\$ -</u>	<u>\$ -</u>	

#### NOTES:

##### REVENUE

(1) The City approved funding increase of 3.5% for the Library for 2022. All payments have been received to September 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 are 30.8% above budget at September 2022. Higher interest rates are escalating interest income and this is expected to be 179.4% over budget at year end. Partially offsetting interest income are rentals that are trending below budget with only 30.4% of the budget achieved at September 2022. The Operating Grant from the Provincial government is expected in the 4th quarter. At the end of 2022, Miscellaneous revenues are expected to be 10.9% higher than budget.

##### EXPENDITURES

(3) The pandemic restrictions early in 2022 had a positive impact on Salaries & Benefits in 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. A positive outcome to benefits renewal contributed to closing the gap. At the end of the year, Salaries & Benefits are expected to be 1.3% below budget.

(4) Although Materials is 5.4% below budget at September, 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 2.2%. Utilities are expected to be lower by 1.1% lower 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 2.9% 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) At the end of the third quarter, 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 at September 30, 2022

submitted by Karen Smith Curtis, Business Administrator

### For Information

<u>Income/Expenditures</u>	
Opening Balance	\$ 1,550,486
Donations	77,038
Interest	8,529
TOTAL INCOME	<u>\$ 1,636,053</u>
Less Expenditures	( - )
NET REVENUE	<u><u>\$ 1,636,053</u></u>
<u>Current Assets</u>	
Cash	\$ 154,592
GIC's	1,481,461
Receivables	-
TOTAL CURRENT ASSETS	<u>\$ 1,636,053</u>
Less Current Liabilities	( - )
NET ASSETS	<u><u>\$ 1,636,053</u></u>
Encumbered Amount	\$ 241,454
Unencumbered Amount	1,394,600
TOTAL	<u><u>\$ 1,636,053</u></u>

## Short-Term Investments Statement at September 30, 2022

submitted by Karen Smith Curtis, Business Administrator

### For Information

Broker	Due	Yield	Market Value
The Canada Trust Company	Mar 16, 2023	3.90%	\$383,268
TD Bank	Mar 16, 2023	3.90%	\$153,693
TD Bank	Mar 16, 2023	3.90%	\$252,183
B2B Bank	Apr 11, 2023	2.38%	\$100,000
HSBC Bank Canada	Apr 11, 2023	2.30%	\$50,000
ADS Canadian Bank	Aug 2, 2023	4.15%	\$100,000
National Trust Company	Aug 2, 2023	4.15%	\$100,000
Scotia Mortgage Corporation	Aug 2, 2023	4.15%	\$102,500
Bank of Nova Scotia	Aug 15, 2023	4.15%	\$92,000
Concerta Bank	Aug 15, 2023	4.16%	\$100,000
Equitable Bank	Aug 15, 2023	4.15%	\$100,000
General Bank	Aug 15, 2023	4.15%	\$100,000
Montreal Trust	Aug 15, 2023	4.15%	\$100,000

## Discussion Reports

### 7. Discussion Reports (attachments)

- |     |  |        |
|-----|--|--------|
| 7.1 | Central Library Renovation – Design Concept – K. Su        | Motion |
| 7.2 | Draft 2023 Operating Budget – K. Smith Curtis              | Motion |
| 7.3 | Policy (GOV-01) Succession Planning – J. Coles             | Motion |
| 7.4 | Board Legacy Document update – J. Coles                    |        |
| 7.5 | Policy (G-07) Code of Conduct – R. Di Marcantonio          | Motion |
| 7.6 | Policy (P-09) Employee and Trustee Recognition – L. Dobson | Motion |

## Central Library Renovation – Design Concept

submitted by K. Su

### Recommendation

THAT the Board approve the St. Catharines Public Library Central Library Branch Renovation, Phase One Conceptual Design Report, as presented by ward99 architects inc.

#### **Background**

At the May 19, 2022 Board Meeting, the Board received a visual presentation outlining the preliminary Central Library Renovation – Concept Design as presented by ward99 architects inc. Board members and staff were able to ask questions and provide feedback so that the architects could prepare a final conceptual design.

At the October 20, 2022 Board Meeting, the Board received the Central Library Branch Renovation Phase One Conceptual Design Report and a presentation by ward99 architects.

#### **Link to Report**

The following report is available on the SCPL website:

St. Catharines Public Library  
[Central Library Branch Renovation](#)  
[Phase One Conceptual Design Report](#)

Prepared by ward99 architects inc.

Date: October 14, 2022

# Draft 2023 Operating Budget

submitted by Karen Smith Curtis, Business Administrator

## Recommendation

THAT the Library Board approve the Draft 2023 Operating Budget in principle and recommend to the next Library Board approval of this budget.

### Background

At the meeting on September 15, 2022, the Board received a preliminary draft of the 2023 Operating Budget. This was included to allow the Board sufficient time to consider the Draft 2023 Operating Budget. Important dates for the next steps are:

Date	Action Item
October 20, 2022	Final Board review and approval of Draft 2023 Operating Budget
October 24, 2022	2023 Operating Budget due to City
Nov 16, 2022	Budget presentation to Budget Standing Committee
Nov 23, 2022	Council budget deliberations
Late January 2023	Target for Budget approval by Council
March or April 2023	Library Board ratify the October motion

### Update

SCPL requests a Municipal Contribution of \$6,067,411 to fund the 2023 Operating Budget. This is an increase of 3.25% over 2022 funding bringing the 5-year average to 2.4% or 1.3% over 10 years.

SCPL is also requesting \$136,803 (\$1 per resident) to narrow the funding gap compared to peer libraries. SCPL is funded at a lower rate than peer Library's. In 2020, in average peer libraries received \$47.67 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.

Combined these increases equates to an increase in the Municipal Contribution over 2022 of 5.6%. This would bring the 5-year average to 2.8% and the average increase over 10 years to 1.5%.

The Ministry has not advised the library community of any changes in the Provincial Grant for 2023 and there has been no change for 29 years.

The Library is expecting to raise \$93,995 from internal sources including fines and memberships, photocopying, audio visual equipment rentals, meeting room rentals, programming and sundry accounts. This is a decrease of 1.2% in revenue over the previous year's revenue accounts primarily due to expansion of Fines Free mostly offset by higher interest income.

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 the Port Dalhousie branch, enhanced programs and improving infrastructure such as the financial system.

The Draft 2023 Operating Budget with detailed notes follows.

**Recommendation**

THAT the Library Board approve the Draft 2023 Operating Budget in principle and recommend to the next Library Board approval of this budget.



# ST. CATHARINES PUBLIC LIBRARY BOARD

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## 2023 OPERATING BUDGET

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### EXPLANATORY NOTES



A community enriched by lifelong opportunities for learning and connection.

K. Smith Curtis  
Business & Facilities Administrator

K. Su  
Chief Executive Officer

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## Executive Summary

St. Catharines Public Library is dedicated to its role in helping the City of St. Catharines achieve its vision of being “the most dynamic, innovative, sustainable and livable city in North America.” To be a dynamic, innovative, sustainable and livable City, St. Catharines needs a library that “provides spaces, resources, and experiences for all citizens to learn, grow, and connect”.

While the pandemic continued to interrupt Library operations, SCPL focused on the groundwork needed to position the Library for success in 2023 and for years to come. This groundwork will help achieve the strategic vision of “a community enriched by life- long opportunities for learning and connection.”

It is very important to note our accomplishments in 2022:

- Launched a new brand in May 2022
- Introduced two robots donated by Wind Group Inc. and SPARC Technologies
- Highlights of statistics
  - 68% increase in registrations for Summer Reading Club from 2021 (5% over pre-pandemic 2019)
  - Membership is up 50% from pre-pandemic levels
  - Digital circulation has increased 80% from 2019
- Standardized operating hours and by doing so, added 19% to service hours
- New and innovative Library of Things is in circulation that includes board games, telescopes, sports equipment and crafting tools
- Fine free initiative will be expanded for all customers effective February 1, 2023
- Successful in obtaining several grants that extend services including Canada Summer Jobs for digitization and International Dyslexia Association of Ontario for decodable books
- Phase 1 planning is complete for the renewal of the 1976 Central Library



Public libraries deliver more than services to the communities they support, they deliver value. Studies based on work completed by the Toronto Public Library and Martin Prosperity Institute have consistently shown that public libraries return on average **\$6.27** for every \$1 invested by their City or an amazing **415%** return on investment. On average public libraries deliver **\$357** of value to every resident and **\$925** to each family.

The Strategic Agenda is to explore alternate revenue streams to ensure that SCPL is well funded. In analyzing the City’s Contribution, the following facts serve as a reference:

- In 2020, peer libraries received \$47.67 per citizen from their City. SCPL received \$42.65, \$5.02 less per citizen or \$668,000 less than peers\*
- Niagara Falls provides \$52.99 per citizen, \$10.34 more or \$1,300,000 more funding
- In the 10 years to 2022, Niagara Falls received a 29% increase in funding while SCPL received 10%

With the objective of closing the gap, the 2023 Draft Operating Budget includes a 3.25% increase in the City’s base contribution for 2022 bringing the 5-year average increase for the Library to 2.4% or 1.3% over 10 years. In addition, SCPL is requesting an additional \$1 per citizen with the goal of closing the gap over a few years.

\*Peer libraries with populations 100,000 - 250,000 include Guelph, Cambridge, Whitby and Barrie in the group of 18.

## 2023 Operating Budget Highlights

	<b>% of Total Budget</b>	<b>2023 Budget</b>	<b>2022 Budget</b>	<b>% Difference Budget to Budget</b>	
<b><u>Revenue</u></b>					
City Contribution	93.0%	\$6,067,411	\$5,876,428	3.2%	} 5.6%
City Contribution - Growth	0.0%	136,803	-	---	
Provincial Grant	3.5%	228,600	228,600	0.0%	
Miscellaneous Revenue	1.4%	93,995	95,146	-1.2%	
<b>TOTAL REVENUE</b>	<b>97.9%</b>	<b>\$6,526,809</b>	<b>\$6,200,174</b>	<b>5.3%</b>	
<b><u>Expenditures</u></b>					
Salaries and Benefits	70.7%	\$4,613,674	\$4,345,239	6.2%	
Library Materials	12.3%	800,000	845,000	-5.3%	
Occupancy Costs	8.6%	560,628	526,641	6.5%	
Supplies & Services	6.4%	420,953	363,158	15.9%	
Operating Capital	2.0%	131,554	120,136	9.5%	
<b>TOTAL EXPENDITURES</b>	<b>100.0%</b>	<b>\$6,526,809</b>	<b>\$6,200,174</b>	<b>5.3%</b>	

### **REVENUE \$6,526,809**

- The St. Catharines Public Library Board requests a Municipal Contribution of **\$6,067,411** to fund SCPL's 2023 Operating Budget. This is an increase of 3.25% over 2022 funding.
- SCPL is also requesting an additional **\$136,803** (\$1 per resident) to narrow the funding gap in comparison to peer libraries. SCPL is funded at a lower rate than peer Library's. In 2020, in average peer libraries received \$47.67 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.
- Combined this equates to an increase in funding over 2022 of 5.6%.
- The Ministry has not advised the library community of any changes in the Provincial Grant for 2023 and there has been no change in the Grant for over 29 years.
- The Library is expecting to raise \$93,995 from internal sources including fines and memberships, photocopying, audio-visual equipment rentals, meeting room rentals and sundry accounts. This is a decrease of 1.2% in revenue over the previous year primarily due to expansion of Fines Free which is mostly offset by higher interest income.

### **EXPENDITURES \$6,526,809**

- SCPL will spend \$ 3,719,504 on Salaries in 2023, an increase of 6.2% over 2022. The budget includes an estimate of wage increases for professional, non-professional and maintenance staff as required by the Collective Agreement. This also covers 19% higher service hours added by standardizing operation hours.
- Employee benefits are budgeted at \$879,010 for 2023. This includes all benefits as required by legislation and those mandated in the Collective Agreement.
- The Ontario Municipal Employees Retirement System (OMERS) has announced the elimination of minimum hours for part-time employees to join and as such, SCPL expects higher pension contributions in 2023. The cost to provide pension benefits to SCL staff in 2023 will be \$320,282, an increase of 12.5% in 2023.
- The cost to provide existing employees life, long-term disability, health and dental benefits is expected to be \$248,408. This is 8.9% lower than 2022 as experience increases were not realized and long-term employees retired.
- An expense of \$22,902 is included in the 2023 Operating Budget to cover Salaries and Benefits for Sunday openings at the Dr. Huq Branch.
- The Materials budget will be decreased by 5.3% to \$800,000 or 12.3% of the total budget. SCPL has historically spent a higher proportion of the budget on Materials than peers. In 2020, peer libraries spent 11.0% on materials while SCPL spent 16.5%. This is being strategically lowered to ensure that the budget is being utilized effectively while ensuring our customers receive the materials they want.
- The lease for the Merritt Branch was renewed to March 31, 2025 at very competitive rates. SCPL continues to work with City staff to determine the optimal location for this branch beyond 2025.
- A modest increase of 6.5% is expected in Occupancy costs resulting from several factors including Utilities at 3.1% higher and an increase in insurance of 11.9%. SCPL is experiencing increases in many service contracts and cleaning supplies.
- A budget of \$35,600 for Furniture and Equipment has been included to replace old, obsolete or non-ergonomic furniture throughout the Library and a budget of \$5,000 has been allowed to comply with the Accessibility for Ontarians with Disabilities Act 2005.
- A budget of \$90,954 to finance the principle payment for the Dr. Huq Branch at the Kiwanis Aquatic Centre is included. As at December 31, 2023 the outstanding debt will be \$726,908. The debenture will be completely paid on November 1, 2031.
- 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 improving infrastructure such as the financial system.

## 2023 Operating Budget Details

	% of Total Budget	2023 Budget	2022 Budget	Variance
<b><u>REVENUE</u></b>				
City Contribution	93.0%	6,067,411	5,876,428	190,983
City Contribution - Growth	2.1%	136,803	-	136,803
Provincial Grant	3.5%	228,600	228,600	-
Fines/Membership	0.1%	5,285	15,131	- 9,846
Photocopying	0.0%	2,905	3,864	- 959
AV Services Equipment	0.0%	220	1,157	- 937
Investment Income	0.8%	54,400	34,733	19,667
Meeting Room Rentals	0.0%	2,835	8,618	- 5,783
Sundry	0.4%	28,350	28,277	73
Programs	0.0%	-	3,366	- 3,366
<b>TOTAL REVENUE</b>	<b>100.0%</b>	<b>6,526,809</b>	<b>6,200,174</b>	<b>326,635</b>
<b><u>EXPENDITURES</u></b>				
<b><u>Salaries &amp; Benefits</u></b>				
Total Salaries & Benefits	70.7%	4,613,674	4,345,239	- 268,435
<b><u>Library Materials</u></b>				
Books	7.1%	465,800	484,500	18,700
Processing	0.1%	7,500	7,500	-
Visual Materials	1.0%	67,000	65,000	- 2,000
Microfilm	0.0%	3,000	6,000	3,000
Periodicals	3.8%	249,000	274,000	25,000
Sound Recordings	0.1%	7,700	8,000	300
<b>TOTAL LIBRARY MATERIALS</b>	<b>12.3%</b>	<b>800,000</b>	<b>845,000</b>	<b>45,000</b>
<b><u>Occupancy Costs</u></b>				
Utilities	3.3%	217,287	210,830	-6,457
Insurance	0.7%	47,254	42,233	-5,021
Rent/Taxes	1.6%	105,001	106,250	1,249
Repairs & Maintenance-Building	2.2%	143,810	121,818	-21,992
Repairs & Maintenance-Grounds	0.1%	5,076	4,700	-376
Communications	0.6%	42,200	40,810	-1,390
<b>TOTAL OCCUPANCY COSTS</b>	<b>8.6%</b>	<b>560,628</b>	<b>526,641</b>	<b>- 33,987</b>
<b><u>Library Supplies &amp; Services</u></b>				
Library Supplies	0.6%	39,275	32,435	-6,840
Electronic & Peripheral Supplies	0.1%	4,200	4,200	0
Professional Fees	0.9%	58,510	53,224	-5,286
Staff Training & Development	0.7%	44,495	31,350	-13,145
Rental of Equipment	0.1%	9,627	10,425	798
Repairs & Maintenance-Equipmer	2.2%	141,700	122,250	-19,450
Transportation	0.6%	41,325	34,825	-6,500
Sundry	0.2%	14,349	10,563	-3,786
Printing & Stationary	0.0%	2,200	1,500	-700
Public Relations	0.3%	20,120	19,272	-848
Programs	0.2%	11,925	10,925	-1,000
Data Processing	0.5%	33,228	32,189	- 1,039
<b>TOTAL SUPPLIES &amp; SERVICES</b>	<b>6.4%</b>	<b>420,953</b>	<b>363,158</b>	<b>- 57,795</b>
<b><u>Operating Capital</u></b>				
Furniture & Equipment	0.2%	15,600	4,042	- 11,558
Facility & Systems Enhancements	0.3%	20,000	23,500	3,500
Debenture Debt-Aquatic Centre	1.4%	90,954	87,594	- 3,360
Accessibility Improvements	0.1%	5,000	5,000	-
<b>TOTAL CAPITAL COST</b>	<b>2.0%</b>	<b>131,554</b>	<b>120,136</b>	<b>- 11,418</b>
<b>TOTAL EXPENDITURES</b>	<b>100%</b>	<b>6,526,809</b>	<b>6,200,174</b>	<b>- 326,635</b>

## EXPENDITURES EXPLANATORY NOTES

### **EXPENDITURES TOTAL - \$6,526,809**

#### **SALARIES AND BENEFITS - \$4,613,674**

In 2023, the Salaries and Benefits budget will increase by 6.2% over 2022.

#### **Salaries – \$3,719,504**

Investments in people are the most significant and most important operational investment at SCPL. The Salaries budget includes compensation for salary and wage adjustments that are provided to all staff. The Library will spend \$3,719,504 on Salaries in 2023, an increase of \$192,863 or 5.5% higher than the previous budget amount.

SCPL has had difficulty recruiting over the past year. It is therefore imperative that we retain the workforce we have. Without staff, SCPL is a building of materials and it is our staff that provides the excellent customer service that the residents of St. Catharines expect and deserve. In order to retain and attract staff, SCPL needs to compensate them fairly and competitively.

Extending hours was identified in development of SCPL's Strategic Plan. Increasing hours supports our goal of providing better service to customers and fostering community connections so that the residents of St. Catharines can enjoy the same level of library services as people in other cities. As we have returned to normal operations, SCPL standardized operating hours and by doing so, added 19% to service hours. To maintain this, a continued investment in Salaries is required.

This budget also includes the security complement of one guard for all open hours at the Central Library. Customer volumes and the presence of security have reduced the number of incidents to a manageable level. This will be carefully monitored.

#### **Employee Benefits - \$879,010**

Employee Benefits includes all government legislated deductions such as CPP, EI, WSIB, EHT, as well as non-legislated group benefits including OMERS Pension Plan, Health, Dental, LTD, AD&D and Group Life insurance premiums.

The Ontario Municipal Employees Retirement System (OMERS) Pension Plan provides pension benefits to all Library employees. OMERS has announced the elimination of minimum hours for part-time employees and as such, SCPL expects higher pension contributions in 2023. The cost to provide pension benefits to SCL staff in 2023 will be \$320,282, an increase of 12.5% in 2023.

The Library's group benefits policy with Canada Life renews each year on April 1. The policy covers extended healthcare, dental and long-term disability benefits for all full-time employees as well as eligible retirees. The cost to provide existing employee health & dental benefits is expected to be \$248,408. relatively unchanged over the previous year. This is 8.9% lower than 2022 as experience increases were not realized and long-term employees retired.

## LIBRARY MATERIALS - \$800,000

The Materials budget will be decreased by 5.3% to \$800,000 or 12.3% of the budget. SCPL has historically spent a higher proportion of the budget on Materials than peers. In 2020, peer libraries spent 11.0% on materials while SCPL spent 16.5%. This is being strategically lowered to ensure that the budget is being utilized effectively while ensuring our customers receive the materials they use.

	2023	2022	Adjustment
Books	465,800	484,500	-18,700
Processing	7,500	7,500	0
Visual Materials	67,000	65,000	2,000
Microfilm	3,000	6,000	-3,000
Periodicals	249,000	274,000	-25,000
Sound Recordings	7,700	8,000	-300
Binding		0	0
<b>Total</b>	<b>\$800,000</b>	<b>\$845,000</b>	<b>-\$45,000</b>

## OCCUPANCY COSTS - \$560,628

### Utilities - \$217,287

Overall the Utilities budget has increased 3.1% over the 2022 budget amount to reflect current use patterns and pricing updates.

### Insurance - \$47,254

Premiums cover the cost to replace property and assets in case of fire and water damage. To reduce the cost, the City provides SCPL with coverage for Vehicle, Crime policy, Liability, Municipal Accident Property and Conflict and SCPL reimburses the City for the actual cost. The budget for 2023 is \$47,254, an increase of 11.9% over 2022.

### Rent & Taxes - \$105,001

#### Centennial Library

A lease agreement was signed between the City of St. Catharines and SCPL extending the lease at Centennial Library until December 31, 2017. We are in the process of developing a Service Level Agreement to be put in place as part of a new lease agreement. No change is anticipated in the financial arrangements in the new lease.

#### Dr. Huq Family Branch

The interest expense of \$36,607 relating to the annual debenture payment has been included in the 2023 Rent and Taxes budget.

#### William Hamilton Merritt Branch

The lease for the Merritt Branch was renewed to March 31, 2025 at very competitive rates. Work continues with the City to determine optimal location for the long term.

#### Port Dalhousie Branch

The Port Dalhousie Branch Library is located at 23 Brock Street and is leased from the City of St. Catharines for an annual rental payment of \$600. The branch is approximately 1,000 square feet in size and is located next to the Seniors Community Centre.



### **Repairs & Maintenance – Building - \$143,810**

This expense includes preventative maintenance programs including mechanical and electrical contracts and repairs for all four locations. Preventative maintenance programs play a vital role in ensuring the health and safety of the public and employees, minimizing the downtime of equipment and maintaining a high level of cleanliness. Repairs and maintenance costs are expected to increase 18.1%. In 2022, a service contract for the HVAC was budgeted for only 6 months due to the scheduled replacement project in mid-2022.

### **Communications - \$42,200**

This expense is for the telephone system, network telecommunications, and fax costs. The Library's Internet service and inter-branch fibre optic network service for the 4 locations is purchased from the NRBN. The annual cost for the Internet service will be \$4,616 per location. A 10-year extension was approved by the Board in June 2019.

### **GENERAL LIBRARY SUPPLIES– \$426,564**

#### **Library Supplies - \$39,212**

This expense contains funding to acquire the general office products to support the work of the library system. The primary expenditures include copier paper, print cartridges, membership cards and microfilm toner. The increase related primarily to the increased membership requiring additional library cards.

#### **Electronic and Peripheral Supplies - \$4,200**

The Electronic and Peripheral budget covers cost related to the purchase of electronic products such as printers, keyboards, barcode scanners, UPS devices, as well as supplies such as batteries, projection lamps and other related consumables for use throughout the library system. There is no change to this budget line.

#### **Professional Fees - \$62,580**

The Professional Fees primarily covers the cost of the annual audit, legal and labour relation matters relating to the Collective Agreement and other professional services that the Library contracts during the fiscal year. The increase of 17.5% reflects increased complexity and related fees.

#### **Staff Training and Development - \$44,495**

For 2023, an allocation of \$44,495 has been committed in order to maintain a skilled and technologically proficient workforce. It is increasingly important that the Library fund on-going training so the budget was increased by 41.9%.

#### **Rental of Equipment – \$9,627**

This budget cost covers the expenditures related to the lease and rental of equipment such as photocopiers, debit machine fees, and a license agreement with the Canadian Copyright Licensing Agency.

#### **Repairs and Maintenance – Equipment - \$141,700**

This budget covers expenditures relating to services contracted by SCPL including software licensing agreements. The major expenditure is the annual maintenance fee of \$80,000 paid to SirsiDynix to service the Integrated Library System. Cost of IT annual fees is higher due to Open + at Port as well as program and communication software.

**Transportation – \$41,825**

Transportation includes postage, mileage, inter-branch delivery and courier services. Employees are reimbursed by the Library when they use their personal vehicle for Library-related business. The average cost for mileage for the system is \$4,050 annually. \$24,500 has been budgeted to cover the costs of inter-branch delivery, repairs and fuel.

**Sundry - \$14,349**

The Sundry Budget supports the acquisition of miscellaneous expenditures and other goods and services not acquired on a regular basis. The expenses charged to this account include physician forms, retirement presentations, special meetings and interlibrary loan charges.

**Public Relations - \$20,120**

The Public Relations budget finances a wide variety of activities centered on Library programs and marketing strategies.

**Programs - \$11,925**

The Library offers a wide variety of programs for the community and for all age groups. Programs are free of charge but some are offered at either a cost-recovery charge. The Programs budget has increase \$1,000 from 2022 to align with the Strategic Plan.

**Data Processing - \$34,705**

The Library is moving to Sage 300 for general ledger and accounts payable software in early 2023. The library has used the City's financial software application to process and maintain financial records and has still included this for half of 2023. The budget also includes the cost for ADP, the Library's payroll processor.

**OPERATING CAPITAL- \$120,135****Furniture and Equipment - \$15,600**

A provision of \$15,600 has been allocated for the replacement of items such as chairs, desks, book trucks, printers, shelving and other miscellaneous items at all four branches.

**Facility and System Enhancements - \$20,000**

The budget includes repairs and upgrades required to minimally maintain the facility.

**Debenture Debt – Dr. Huq Branch - \$90,954**

On June 19, 2008 the Board approved the expenditure of \$1,760,000 to build a branch in the Kiwanis Aquatic Centre. The City of St. Catharines has advised the Library that the debenture estimated annual repayment schedule will be amortized over twenty years with an annual payment of \$126,430 with an interest rate of 3.8% annually for the life of the debenture. The debenture debt as at December 31, 2023 will be \$726,908.

**Accessibility Improvements - \$5,000**

On July 13, 2005 the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) received Royal Assent and is now law. This Act applies to every person or organization in the public sectors of the Province of Ontario. The purpose of the AODA is to benefit all Ontarians by developing, implementing and enforcing accessibility standards in order to achieve accessibility for all Ontarians with disabilities by 2025.

The Library has allocated \$5,000 in this year's budget to comply with Facilities Accessibility improvements established by the Provincial Government.

## REVENUE - EXPLANATORY NOTES

### **Revenue Total \$6,526,809**

#### **Municipal Contribution \$6,204,214**

The City of St. Catharines is the major source of funding for the St. Catharines Public Library. In 2022, the City is providing 94.8% of the funding needed to maintain the facilities, equipment, collections, services and programs.

SCPL requests a Municipal Contribution of \$6,067,411 to fund 2023 Operating Budget. This is an increase of 3.25% over 2022 funding bringing the 5-year average increase for the Library to 2.4% or 1.3% over 10 years.

	<b>2023</b>	<b>2022</b>	<b>2021</b>	<b>2020</b>	<b>2019</b>
Municipal Contribution	\$6,067,412	\$5,876,428	\$5,677,708	\$5,677,708	\$5,512,338
	3.25%	3.50%	0.00%	3.00%	2.10%

As well, SCPL is requesting an additional \$136,803 (\$1 per resident) to narrow the funding gap in comparison to peer libraries. SCPL is funded at a lower rate than peer Library's. In 2020, in average peer libraries received \$47.67 in funding per citizen while SCPL is funded at \$42.65 per citizen.

Combined these requests equals an increase in funding over 2022 of 5.6%.

#### **Provincial Grant \$228,600**

Each year the Province of Ontario, through the Ministry of Tourism, Culture and Sport, provides the Library Operating Grant. In 2022, the Province of Ontario provided 3.5% of the funding to the Operating Budget.

The Ministry has not advised the library community of any changes in the Grant for 2023 and there has been no change in the Grant for twenty-nine years.

#### **Miscellaneous Revenue \$93,995**

Miscellaneous Revenue is 1.4% of Library income as outlined below:

	<b>2023</b>	<b>2022</b>
Fines/Membership	5,285	15,132
Photocopying	2,905	3,865
AV Services Equipment	220	1,157
Investment Income	54,400	34,733
Meeting Room Rentals	2,835	8,618
Sundry	28,350	28,277
Programs	-	3,366
	<u>93,995</u>	<u>95,146</u>

This is a declining portion of revenue (1.4% of revenue budget in 2023 compared to 1.4% for 2022). It is anticipated that in 2022, the most significant reduction will be to Fines with the continuation of fines free to remove barriers to Library use. Investment income is expected to increase in 2023 as interest rates are projected to rise.

## RESERVES - EXPLANATORY NOTES

In October 2021, the Board approved an amended policy on Reserves. The policy allows for two reserve accounts:

1. Capital Reserve: To be used for substantial maintenance, upgrading or replacement of capital items including but not limited to HVAC, roofs, windows, IT infrastructure, interior finishes and condition assessments and feasibility studies.
2. Stabilization Reserve: To moderate the impact of unforeseen expenditures and shortfalls in revenue including but not limited to decrease or loss of provincial grants, legislative wage or benefits costs, legal costs, pay equity costs.

In 2021, the Reserves were not touched as the pandemic affected our ability to move some projects forward and underspending of operating funds which were used to pay for infrastructure replacements.

The Stabilization Reserve balance is currently \$312,250 and it is not expected that there will be any contributions until after 2025. Additionally, this reserve may need to be used if sufficient funding is not received for the 2023 Operating Budget.

The Capital Reserve is being used in 2022 to fund the HVAC replacement project of \$1,375,000. This will significantly reduce the balance of the Reserve account by the end of 2022.

In 2023, this Reserve will be used to fund Phase 2 architectural work for the Central renovations and initial demolition. In addition, the Reserve will be called upon to facilitate Merritt Branch relocation or renovation and to maintain the currency of the Dr. Huq Branch in 2027.

It is important to note that the Library's share of the Central renovations will be partially funded through the Capital Reserve (\$1,174,000) and partially through the Endowment & Trust (\$1,300,000). The Class D estimate projects that the renovations will cost \$15,100,000.

The Capital Reserve is budgeted as follows:

Capital Reserve - 10 Year Forecast										
	2023	2024	2025	2026	2027	2028	2029	2030	2031	2032
Reserve balance	\$2,166,242	\$1,882,948	\$1,987,551	\$994,247	\$211,079	\$71,959	\$184,930	\$299,994	\$417,150	\$186,398
Contribution from Operating	-	104,604	106,696	108,788	110,880	112,972	115,064	117,156	119,248	121,340
Contribution from Retained Savings	-	104,604	106,696	108,788	110,880	112,972	115,064	117,156	119,248	121,340
Port Dalhousie Branch Improvements									350,000	
Dr. Huq Family Branch Improvements					250,000					
Merritt Branch Renovations/Relocation			1,100,000							
Central - Improvements										
Central - Renovations	108,044			891,956						
Central Phase 2 Architecture Plans	175,250									
Total Spending	283,294	0	1,100,000	891,956	250,000	0	0	0	350,000	0
Anticipated Year End Balance	1,882,948	1,987,551	994,247	211,079	71,959	184,930	299,994	417,150	186,398	307,738

## Policy (GOV-01) Succession Planning

**submitted by J. Coles, Board Chair**

### Recommendation

THAT the Board approve the amended Policy (GOV-01) Succession Planning.

### **Background**

The Board approved Policy (GOV-01) Succession Planning at the November 18, 2021 Board Meeting. This past summer, the Succession Planning Board Committee received additional information from the City on the City's process of Board member recruitment. The committee amended the Library policy to be in alignment with the City's processes. The Succession Planning policy is attached for the Board's review.

**ST. CATHARINES PUBLIC LIBRARY****POLICY**

<b>Section:</b> Governance <b>Number:</b> GOV-01	<b>Subject:</b> Succession Planning	<b>Motion#:</b> 2021-132 <u>2022-##</u>
<b>Policy Level:</b> Library Board	<b>Author:</b> Library Board	<b>Review:</b> 4 years
<b>Approval Date:</b> 2021-11-18	<b>Last Review:</b>	<b>Next Review:</b> 2025
<b>Notes:</b> Approved at the Board Meeting of November 18, 2021. <u>Amended at the Board Meeting of October 20, 2022.</u>		

**POLICY STATEMENT**

An effective Library Board is comprised of people who collectively have the knowledge, skills and competencies necessary to govern with excellence and to lead the St. Catharines Public Library (the Library) in the realization of its vision. Municipal Council appoints members to the Library Board, and through this policy, the Library Board supports the planning and process for Board succession.

**SCOPE**

This policy applies to the Board and the CEO.

**REGULATIONS**

Public Libraries Act

Municipal Act

Freedom of Information and Protection of Privacy Act

Municipal Freedom of Information and Protection of Privacy Act

**RESPONSIBILITY**

The Board is responsible for planning, organizing, and leading the successful transition from the outgoing Library Board to the incoming Board.

The CEO provides assistance and support.

**OPERATIONAL GUIDELINES**

1. The Library Board recognizes that the Public Libraries Act, R.S.O. 1990, c. P44, s. 10(4) requires that the Municipal Council appoint Library Board members.
2. During the final year of their term, the members of the outgoing Library Board will collaborate on the production of a Board Legacy Document (a sample is attached as Appendix 1). This is to be completed prior to the end of the term. This document will subsequently be provided to the members of the incoming Board at their initial meeting by the Library CEO to assist in the transition process.

3. During the final year of their term, the members of the outgoing Library Board will collaborate on a review of the Board Roles & Competencies document (a sample is attached as Appendix 2). This is to be completed prior to the end of the term. This document will subsequently be provided to the Office of the City Clerk to assist the nominating panel them in the preparation of its selection process. their notice of vacancies.

3. —

4. At the end of the term, the Office of the City Clerk will publish their notice of vacancies and inform the community of the appointment process. This information may also be publicized within the Library system by various means such as physically within the branches or electronically via the Library website. The manner in which this information is made available would be determined by the Library CEO in conjunction with the Office of the City Clerk.

5. Prior to the notice of vacancies being published, information about Library governance and services may be made available to the public. This could include:

- a. information on the role, structure, code of conduct and function of the Library Board
- b. information on the Public Libraries Act
- c. a copy of the current strategic plan

The manner in which this information is made available would be determined by the Library CEO in conjunction with the Office of the City Clerk.

6. Subsequent to the application deadline, a review committee the nominating panel, consisting of the Board's Municipal Council representatives representatives, along with available up to two outgoing Board members not seeking re-appointment (appointed by the outgoing Board), and others appointed by the Office of the City Clerk, will vet applications received and provide Municipal Council with a list of recommended candidates to consider.

6. —

### **IMPLEMENTATION**

The Board and the CEO will implement the policy.

### **APPENDIX**

- Appendix 1 Board Legacy Document Template  
Appendix 2 Board Roles & Competencies

## Appendix 1 - Board Legacy Document Template

This document provides an opportunity for the outgoing Board to review its work over the past term. The document is to be used as a communiqué to the incoming Board.

We achieved success in the following areas...
We faced the following challenges....
Outstanding issues or future areas of concern include...
We participated in the following Board development activities...
We suggest the following development activities for the incoming Board...



## Appendix 2: Board Roles and Competencies

Roles	Breakdown of Roles	Competencies	Weight	<i>Other Considerations</i>
<b>Strategic Direction</b>				<i>The Board should be representative of the community it serves including diversity in age, gender, orientation, and cultural representation.</i>
	Strategic planning - setting the direction for the Library	Strategic thinking, planning and policy development skills	Core	
	Monitoring & evaluation of Strategic Plan - to ensure progress towards achieving the goals outlined in the Strategic Plan	Good decision making skills	Core	
	Establishing the library as an essential community service	Leadership qualities and experience	Important	
		Experience serving on volunteer boards or advisory committees	Important	
		Knowledge of the community's social and economic conditions	Important	
<b>Stewardship</b>				
	Provides oversight - for personnel (CEO)	Ability to accept accountability	Core	
	Provides oversight - financial	Financial planning and management	Important	
	Policy development and oversight	Organizational skills	Optional	
	Risk mitigation and management	Legal expertise	Optional	
	Being aware of the municipal planning context	Human Resources / Labour Relations	Optional	
<b>Relationship Building</b>				
	With the community, City Council & Ontario Public Library Partners	Ability to approach people and problems with an open mind	Core	
	Establishing the library as an essential community service	Ability to actively participate in discussion and deliberation, and to attain positive outcomes	Core	
	Building community pride in the library	Good communication skills, ability to seek and listen to input from all stakeholders	Important	
	Maintain an open dialogue with the community	Experience with community development and engagement	Important	
	Advocating the library's role in the community	Interpersonal skills	Important	
	Developing strategic partnerships with community groups and leaders	Expertise in marketing and public relations	Optional	
<b>Board Renewal and Succession Planning</b>				
	Professional development of Board Members, continuing education	Open to continuous learning	Important	
	Board recruitment & self renewal	Management expertise	Important	
	Board transition planning			



<b>Policy Name</b>	Succession Planning		
<b>Section &amp; Number</b>	Board – GOV-01	<b>Effective Date</b>	2021-11-18
<b>Motion Number</b>	2022-##	<b>Last Review</b>	2022-10-20
<b>Author</b>	Library Board	<b>Next Review</b>	2025

## Policy Statement

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## Scope

This policy applies to the Board and the CEO.

## Regulations

Public Libraries Act

Municipal Act

Freedom of Information and Protection of Privacy Act

Municipal Freedom of Information and Protection of Privacy Act

## Responsibility

The Board is responsible for planning, organizing, and leading the successful transition from the outgoing Library Board to the incoming Board.

The CEO provides assistance and support.

## Operational Guidelines

1. The Library Board recognizes that the Public Libraries Act, R.S.O. 1990, c. P44, s. 10(4) requires that the Municipal Council appoint Library Board members.

2. During the final year of their term, the members of the outgoing Library Board will collaborate on the production of a Board Legacy Document (a sample is attached as Appendix 1). This is to be completed prior to the end of the term. This document will subsequently be provided to the members of the incoming Board at their initial meeting by the Library CEO to assist in the transition process.
3. During the final year of their term, the members of the outgoing Library Board will collaborate on a review of the Board Roles & Competencies document (a sample is attached as Appendix 2). This is to be completed prior to the end of the term. This document will subsequently be provided to the Office of the City Clerk to assist the nominating panel in its selection process.
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The manner in which this information is made available would be determined by the Library CEO in conjunction with the Office of the City Clerk.
6. Subsequent to the application deadline, the nominating panel, consisting of the Board's Municipal Council representative, available outgoing Board members not seeking re-appointment (appointed by the outgoing Board), and others appointed by the Office of the City Clerk, will vet applications received and provide Municipal Council with a list of recommended candidates to consider.

## Implementation

The Board and the CEO will implement the policy.

## Appendix

Appendix 1 Board Legacy Document Template

Appendix 2 Board Roles & Competencies

## Appendix 1 - Board Legacy Document Template

This document provides an opportunity for the outgoing Board to review its work over the past term. The document is to be used as a communiqué to the incoming Board.

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<b>Appendix 2: Board Roles and Competencies</b>				
<b>Roles</b>	<b>Breakdown of Roles</b>	<b>Competencies</b>	<b>Weight</b>	<b>Other Considerations</b>
<b>Strategic Direction</b>				<i>The Board should be representative of the community it serves including diversity in age, gender, orientation, and cultural representation.</i>
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	Provides oversight - for personnel (CEO)	Ability to accept accountability	Core	
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	Being aware of the municipal planning context	Human Resources / Labour Relations	Optional	
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	With the community, City Council & Ontario Public Library Partners	Ability to approach people and problems with an open mind	Core	
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	Advocating the library's role in the community	Interpersonal skills	Important	
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<b>Board Renewal and Succession Planning</b>				
	Professional development of Board Members, continuing education	Open to continuous learning	Important	
	Board recruitment & self renewal	Management expertise	Important	
	Board transition planning			

## Policy (G-07) Code of Conduct

**submitted by Rita Di Marcantonio, Manager, Programming and Promotions**

### Recommendation

THAT the St. Catharines Public Library Board approve the amended Policy (G-07) Code of Conduct.

#### **Background**

In May 2022, the Library Board approved policy G07 Code of Conduct. The policy was shared with staff and posted on the Library's website.

On August 24, 2022, the Library received an email from a customer who expressed concerns about the policy limiting the right to photograph and record in or on SCPL property.

Managers consulted and researched policies from a number of urban public libraries in North American, including Hamilton Public Library, Toronto Public Library, Vancouver Public Library, Halifax Public Library, and Boston Public Library, and also reached out to the Ontario Library Service for their professional opinion. Based on the information gathered, managers had several discussions and agreed that the language with regard to filming and photographing in the Code of Conduct policy needs to be updated and suggest the current language:

“Photographing, filming or video recording on Library premises requires prior approval”

being replaced with:

“Library customers are welcome to film and record their visits on a personal device. Please respect the privacy of other customers and library staff by asking permission before including them in photos, videos, or audio recordings. Photographing, filming or video recording on Library premises for professional or commercial purposes requires prior approval.”

Policy (G-07) Code of Conduct has been amended and is attached for consideration by the Library Board.



<b>Policy Name</b>	Code of Conduct		
<b>Section &amp; Number</b>	Board – G-07	<b>Effective Date</b>	2019-10-17
<b>Motion Number</b>	2022-##	<b>Last Review</b>	2022-05-19
<b>Author</b>	Manager, Programming and Promotions	<b>Next Review</b>	2026

## Policy Statement

To maintain a safe, supportive and welcoming environment for Library customers and staff, St. Catharines Public Library (the 'Library') has the right and obligation to enforce the Code of Conduct (Attachment 1) in a fair and consistent manner.

Once a breach of the Code of Conduct occurs, the Library takes into consideration the severity of the misconduct, the circumstances surrounding the incident and any mitigating factors when determining any sanction including whether a library customer will be suspended from the premises and the period of the suspension.

The Library may take legal action, as appropriate, under the Criminal Code, 1992; Trespass to Property Act and Public Libraries Act, 1990.

The Library is committed to reviewing the Code of Conduct and its application on a regular basis to support fair and equitable access for all.

## Scope

### Non-Compliance with Code of Conduct

1. Library customers who engage in any unacceptable behaviour, as defined in but not limited to the Code of Conduct may, depending on the severity, receive a warning or be suspended immediately from the premises and if necessary, be



placed under suspension for a period of time. The suspension may apply to all programs, facilities, properties and services if warranted. Length of suspension will be determined by the Chief Executive Officer (CEO) or designate depending on the severity of the situation as follows:

- i. a minor breach of the library Code of Conduct (e.g. noise, language, disrespect, disruptive behaviour), will be a one-day minimum suspension;
- ii. major or repeated breaches of the library Code of Conduct will result in a suspension starting with 3 months, then 6 months and then 1 year;
- iii. abuse of staff members or library customers, damaging or destroying library property or any illegal behaviour (behaviour contrary to the Criminal Code), will result in a suspension of not less than six months and for any repeated breach the suspension will be 1 year and may be permanent.

2. Library customers whose suspension is 1 year or more must request reinstatement of Library privileges by letter or by the Request for Reinstatement of Library Privileges form (Appendix 2).

3. Most incidents that result in a suspension from programs, facilities, properties and services will be followed up by a written Trespass to Property notice.

4. Library staff will be notified of individuals who are suspended or who have received a Trespass to Property notice.

5. When a Trespass to Property notice is issued, it can be served verbally, in person, by mail, or by the Police. It will specify the reason, the length of the suspension and the appeal process. A copy of the notice will be kept on file.

6. Breaches of the Code of Conduct may be reported to the Niagara Regional Police and charges may follow.

## Right to Appeal

Any library customer who has been suspended from the Library has the right to appeal the suspension in writing by letter or by the Request for Reinstatement of Library Privileges form (Appendix 2), to the Library during the period of suspension. The library customer is entitled to appeal during the period of suspension using the appeal process described below:

- The library customer may first appeal in writing to the CEO. The CEO, in consultation with the appropriate staff and/or security, will review the appeal and communicate the decision in writing to the individual.

- Upon receipt of a decision of the CEO denying an appeal, the library customer may further appeal in writing to the St. Catharines Public Library Board.
- The decision of the Library Board is final and there are no further steps to be taken in the appeals process.

## Responsibility

The CEO or designate is accountable for the overall administration of the Code of Conduct and related policies.

## Operational Guidelines

The Code of Conduct shall act as a guideline in the day-to-day operation of this Policy. (Appendix 1.)

## Implementation

The CEO or designate is accountable for the implementation of the Code of Conduct and related policies.

## Appendix

Appendix 1 – Code of Conduct

Appendix 2 – Request for Reinstatement of Library Privileges Form

## Appendix 1 – Code of Conduct

The St. Catharines Public Library provides equitable access to a wide range of library services in welcoming surroundings. The Code of Conduct has been established to ensure safety of the public and staff, prevent disruptions to library services and maintain the security of Library customers and property.

1. Library customers and staff have the right to enjoy library services and facilities in an environment that is free from disruptive, abusive, intrusive, discriminatory, harassing, or threatening behaviour. Anyone who is perceived as a threat to the safety or enjoyment of Library service and facilities will be asked to leave.
2. All furniture, equipment, facilities and materials should be used for their intended purposes.
3. Library customers are welcome to use cell phones and other devices in a manner which minimizes disturbance to others.
4. Responsibility for personal belongings lies with the Library customer. Personal belongings should not be left unattended. The Library will not be responsible for lost or stolen items.
5. Library customers are welcome to enjoy securely sealed drinks and snacks except in designated areas. All refuse should be disposed of appropriately.
6. Library customers may be asked to make available for inspection all bags, briefcases, purses, containers, books, and papers.
7. Parents or guardians are responsible for the supervision of their children as per the Children and Teens in the Library policy.
8. Authorization to post notices or distribute flyers requires Library approval. Canvassing, selling, soliciting or engaging in other commercial activity is prohibited unless authorized.
9. Appropriate attire, including shirts and shoes, is required at all times.
10. Smoking, e-cigarettes and vaping are not permitted anywhere in the Library.

11. Library customers with multiple, oversized bags or possessions are asked to respect the health, safety, and personal space of others by ensuring their possessions remain contained.
12. Roller blades, skateboards, hoverboards or other recreational modes of transport are permitted provided they are carried while in the Library. Bicycle racks are provided outside the Library. Large shopping carts are not permitted.
13. Authorized service animals and animals needed to assist a person with a disability are permitted in the Library.
14. [Photographing, filming or video recording on Library premises requires prior approval. Library customers are welcome to film and record their visits on a personal device. Please respect the privacy of other customers and library staff by asking permission before including them in photos, videos, or audio recordings. Photographing, filming or video recording on Library premises for professional or commercial purposes requires prior approval.](#)

Any disregard of the Code of Conduct may result in suspension from the Library, loss of library privileges, cost recovery of charges, and/or prosecution. Appeals of decisions under the above Code of Conduct must be made in writing to the Chief Executive Officer.

Approved by the St. Catharines Public Library Board, October 20, 2022.

**Appendix 2 – Request for Reinstatement of Library Privileges Form**

The St. Catharines Public Library uses the following criteria when determining whether to grant an appeal or the reinstatement of Library privileges:

- a) The safety of the public and Library staff and the circumstances surrounding the suspension.
- b) The past behavior of the person making the application with regard to the Code of Conduct.
- c) The person’s reasons for appealing their suspension or seeking reinstatement, as well as other mitigating factors.
- d) Where applicable, whether the person has reimbursed the Library for all expenses incurred as a result of the person’s actions.
- e) Whether the suspension procedures were applied in accordance with the provisions of the Code of Conduct Policy.

**Reason (select one)**

- Appeal of a suspension
- Request Reinstatement of Library Privileges after 12 months
- Appeal Denial of Reinstatement of Library Privileges after 12 months

First Name:	Middle Name:	Last Name:
Address:	City:	Postal Code:
Phone:	Library Card Number (if applicable):	

**Location of incident leading to suspension:**

Location: <input type="checkbox"/> Central <input type="checkbox"/> Dr. Huq <input type="checkbox"/> Merritt <input type="checkbox"/> Port Dalhousie
Date:

**Reason for the appeal/request for reinstatement (attach additional pages if needed)**

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Signature:	Date:
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**Instructions:** Please submit your completed form to CEO, St. Catharines Public Library, 54 Church Street, St. Catharines, L2R 7K2 or at [admin@myscpl.ca](mailto:admin@myscpl.ca).

*The personal information on this form is collected under the authority of the Public Libraries Act and the Municipal Freedom of Information and Protection of Privacy Act. This information will only be used for the proper administration of the library and the provision of library service and programs by the St. Catharines Public Library*

## Policy (P-09) Employee and Trustee Recognition

**submitted by Linda Dobson, Human Resources Consultant (October, 2022)**

### Recommendation:

THAT the Board approve Policy (P-09) Employee and Trustee Recognition.

#### **Background**

The Board last approved this policy in 2019.

#### **Discussion**

In an effort to be more in touch and supportive of staff and their needs, the policy is being revised to be have a consistent approach for all adult staff.

In the past part-time staff were given a lesser amount of recognition than full-time staff. The library relies on part-time staff to meet the needs of the organization and a committed part-time employee is valuable. Their years of service with the library is the same as a full-time employee, the hours of work are different, and this policy is dealing with years of service.

We want to build a relationship and team environment at SCPL and celebrate an employee completing their first year of service. This year we launched a new logo, and we will have staff pins made and presented to staff at our first Staff Development Day. Going forward, staff will receive their pin in recognition of their first anniversary.

We want staff to feel valued and appreciate the recognition they receive by giving them a choice in selecting a gift they appreciate.

Library Trustees are volunteers and their contributions are valuable, the Library needs to have a Library Board. We want to recognize the contributions of Board members at the end of each term, again consistently.

#### **Financial**

We have funds for staff recognition in the operating budget.

#### **Conclusion**

Recognition helps employees see that their company values them and their contributions to the success of their team and the company overall. Giving staff some input into their recognition adds the personal element, they are more than a number, and it is something they value.



<b>Policy Name</b>	Employee and Trustee Recognition		
<b>Section &amp; Number</b>	Board – P-09	<b>Effective Date</b>	1992-09-17
<b>Motion Number</b>	2022-##	<b>Last Review</b>	2019-04-25
<b>Author</b>	Human Resources Consultant	<b>Next Review</b>	2026

## Policy Statement

The purpose of this Policy is to provide parameters and guidelines for the recognition of employees, retiring employee’s years of service, and for Trustee’s terms of volunteer service.

## Scope

This policy applies to all current full-time and part-time employees and Library trustees.

## Definitions

The following definitions shall apply for the purposes of this Policy:

Years of Service – shall mean the number of years as set out in this policy for any person who has been employed by the St. Catharines Public Library in either a Full-Time or a Part-Time capacity.

Retiring employee – shall mean any person employed by the St. Catharines Public Library and who takes early or regular retirement in accordance with the Collective Agreement or the Terms of Employment.

Trustee – shall mean any person who is appointed to serve as a Library Board Trustee, including Councilors.



## Regulations

Canada Revenue Agency:

A *gift* or an *award* that you give an employee is a taxable benefit from employment, whether it is cash, near-cash, or non-cash. However, there are exceptions for non-cash gifts and awards.

A *gift* has to be for a special occasion such as a religious holiday, a birthday, a wedding, or the birth of a child. An *award* has to be for an employment-related accomplishment such as outstanding service, or employees' suggestions

Cash and near-cash gifts or awards are always a taxable benefit for the employee. A near-cash item is one that functions as cash, such as a gift certificate or gift card.

## Operational Guidelines

1. The C.E.O. shall advise the Board of the names of employees eligible for recognition or retirement as defined in the Policy, if any, at the regular Board meetings. The C.E.O. has the discretion to award staff or trustees, based on their contributions and are retiring without the years of service identified below, the value not to exceed those in the policy.
2. A special celebration in the last quarter of the year will be held to recognize and celebrate staff being recognized. Library trustees will be recognized at either an event or Library Board meeting.
3. Employees will be recognized for 1, 5, and for increments of five years of service at St. Catharines Public Library with a gift. Employees retiring after a minimum of 5 years of service at St. Catharines Public Library will be presented with a retirement gift.
4. Trustees, at the end of each term of service on the St. Catharines Public Library Board will be presented with a gift.
5. The value of the gifts are as follows (including taxes and delivery):
  - Years of Service
  - a 1 year – SCPL pin
  - b 5 years - \$100
  - c 10 years - \$150
  - d 15 years - \$200
  - e 20 years - \$250
  - f 25 years - \$300
  - g 30 years - \$350
  - h 35 years - \$400

Retirement

5 -14 years - \$150

15-24 years - \$200

25 years or more - \$300

Trustees

One term - \$75

6. Changes to the values of the amount of the gifts shall be brought to the Board.

## Implementation

The Policy shall be implemented by the C.E.O.

## Operational Procedure

In January, Payroll will run a list of staff achieving milestones during the calendar year.

Human Resources will determine when and how staff recognition will be celebrated for the year.

About 3 months before the celebration staff will be sent a card or letter recognizing their milestone, congratulating them and asking them to pick from the following options based on the value outlined in the Staff Recognition policy. Gifts will be presented to staff at the celebration.

### **Choices:**

Identify two specific items you would like to receive as a gift (e.g. Tassimo coffee maker, Yeti cooler, Fitbit, etc.), or  
Gift certificate to a favourite restaurant or store, or  
Donation to a favourite charity on your behalf.

**Please note**, if staff select a gift certificate, the Canada Revenue Agency tax rules consider this to be a near cash gift and is considered a taxable benefit to the employee. You will be taxed on the value through payroll, and it will be added to their T4 slip as a taxable benefit.