



# St. Catharines Public Library Board

## Regular Meeting

Thursday, February 16, 2023, 6:00 pm  
Mills 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**

**3. Declarations of Interest**

**4. Adoption of Minutes**

4.1 Regular Meeting – January 19, 2023 (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 – OLA Presenters: Marcella Haanstra & Diana Smith from Customer Service, Sam Walker from Programming & Promotions, and Jake Anderson & Erica Wilson from Innovation, Collections & Technology

**6. Consent Reports (attachments)**

Motion

6.1 Correspondence – none

6.2 CEO Report – K. Su

6.3 Department Reports – January 2023

6.3(a) Customer Service – H. Jones

6.3(b) Facilities and Health & Safety – K. Smith Curtis

6.3(c) Innovation, Collections, and Technology – D. Bott

6.3(d) Programming & Promotions – R. Di Marcantonio

6.4 Financial Reports – K. Smith Curtis

6.4(a) 2022 Operating Budget Statement at December 31, 2022

6.4(b) Endowment & Trust Statement at December 31, 2022

6.4(c) Short-Term Investments Statement at December 31, 2022

7. **Discussion Reports (attachments)**

7.1 Policy (P-17) Volunteer – L. Dobson

Motion

7.2 Completion of Auditor's Form – J. Coles

Motion

7.3 Draft Board Legacy Document – J. Coles

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 – January 19, 2023 (attachment)

Motion

8.4 In-Camera Consent Reports (attachments)

Motion

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

8.5 In-Camera Discussion Reports (Chair to email Board)

8.5(a) CEO contract – J. Coles

Motion

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, March 16, 2023 at 6:00 pm, Mills Room, Central Library & Microsoft Teams



# St. Catharines Public Library Board

## Regular Meeting Minutes

Thursday, January 19, 2023, 6:00 pm  
Mills Room, Central Library & Microsoft Teams

<b>Present:</b>	J. Coles (Chair) V. De Luca S. Dimick (Vice-Chair)	Councillor J. Lindal L. McDonald F. Sheikh
<b>Regrets:</b>	K. Dilorio H. Findlay	Councillor G. Miller
<b>Staff:</b>	N. Bryans (Recording Secretary) L. Dobson	K. Smith Curtis K. Su (Secretary)

The Chair called the meeting to order at 6:03 pm.

### 1. Adoption of Agenda

1.1 Additions/Deletions to Agenda  
Add Item 7.5 Succession Planning – J. Coles

1.2 Adoption of Agenda

**MOTION: 2023-01** THAT the Agenda be adopted as amended.  
**MOVED BY:** L. McDonald  
**SECONDED BY:** V. De Luca  
**MOTION CARRIED.**

### 2. Chair's Remarks

The Chair wished everyone a Happy New Year and she welcomed Councillors Jackie Lindal and Greg Miller as new members on the Library Board. She congratulated staff for presenting the Library budget that Council passed on Monday, January 16, 2023.

The Chair has received from the Auditors a fraud questionnaire form for the Board to answer. She will bring it as an agenda item at the February meeting.

### 3. Declarations of Interest

There were no declarations of interest.

### 4. Adoption of Minutes

#### 4.1 Regular Meeting – November 17 2022

**MOTION: 2023-02** THAT the Regular Minutes of November 17, 2022 be adopted.

**MOVED BY:** V. De Luca

**SECONDED BY:** S. Dimick

**MOTION CARRIED.**

### 5. Monthly Updates

#### 5.1 St. Catharines City Council

Councillor J. Lindal reported that she appreciated the library's budget presentation.

#### 5.2 CEO Update – K. Su

The CEO updated the Board about the following:

- Board Recruitment – online application form is open on the City's website from January 16 to February 10 at noon.
- Central Library Renovation – working to fill in the Green Infrastructure Buildings Grant application. SCPL may hire an expert to help fill in the form by the deadline of February 28, 2023. SCPL is also investigating the following grants:
  - Infrastructure Canada Grant
  - Natural Resources Grant
- Mayor's Library Visit – Friday, January 27, 2023, will also invite the Councillors for Library tours
- Board Orientation – Niagara CEOs are planning a session in April 2023.

### 6. Consent Reports

#### 6.1 Correspondence

#### 6.2 CEO Report – K. Su

#### 6.3 Department Reports – November & December 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 – G. Howes, S. Walker, & M. Broere

#### 6.4 Finance Reports – K. Smith Curtis

##### 6.4(a) 2022 Operating Budget Statement at December 31, 2022

##### 6.4(b) Endowment & Trust Statement at December 31, 2022

##### 6.4(c) Short-Term Investments Statement at December 31, 2022

6.5 Financial System Update – K. Smith Curtis

6.6 Quarterly Progress Update on 2022 Work Plan (4<sup>th</sup> Quarter) – K. Su

**MOTION: 2023-03** THAT the Consent Reports be received as circulated.  
**MOVED BY:** F. Sheikh  
**SECONDED BY:** L. McDonald  
**MOTION CARRIED.**

## 7. Discussion Reports

7.1 Policy & Program (P-01) Workplace Violence – L. Dobson

The Board received the amended Policy & Program (P-01) Workplace Violence.

**MOTION: 2023-04** THAT the Board approve amended Policy & Program (P-01) Workplace Violence.  
**MOVED BY:** L. McDonald  
**SECONDED BY:** S. Dimick  
**MOTION CARRIED.**

7.2 Policy & Program (P-02) Workplace Harassment – L. Dobson

The Board received the amended Policy & Program (P-02) Workplace Harassment.

**MOTION: 2023-05** THAT the Board approve amended Policy & Program (P-02) Workplace Harassment.  
**MOVED BY:** Councillor J. Lindal  
**SECONDED BY:** F. Sheikh  
**MOTION CARRIED.**

7.3 Policy & Program (P-03) Sexual Harassment – L. Dobson

The Board received the amended Policy & Program (P-03) Sexual Harassment.

**MOTION: 2023-06** THAT the Board approve amended Policy & Program (P-03) Sexual Harassment.  
**MOVED BY:** Councillor J. Lindal  
**SECONDED BY:** L. McDonald  
**MOTION CARRIED.**

7.4 Policy (G-13) Occupational Health & Safety – L. Dobson

The Board received the amended Policy (G-13) Occupational Health & Safety.

**MOTION: 2023-07** THAT the Board approve amended Policy (G-13) Occupational Health & Safety.  
**MOVED BY:** S. Dimick  
**SECONDED BY:** V. De Luca  
**MOTION CARRIED.**

7.5 Succession Planning – J. Coles

The Chair encouraged Board members to submit their completed Board Legacy documents to her for compilation and review at the February meeting.

The City's recruitment portal is open for applications for any Board members that wish to reapply. The Succession Planning policy outlines that the nominating panel is composed of 2 Councillors, interested Board members that are leaving the Board, and others appointed by Clerk's office. The nominating panel may choose to share Board applicant names with SCPL staff for comments. Ultimately, it is City Council's decision who to appoint as Board members.

The Chair encouraged Board members to attend the 4 Information Sessions / Recruitment Fairs scheduled for January 24, 26, 31, and February 7, 2023.

**8. In-Camera Session**

8.1 In-Camera Agenda

8.1(a) Additions/Deletions to In-Camera Agenda  
None

8.1(b) Adoption of In-Camera Agenda

**MOTION: 2023-08** THAT the In-Camera Agenda be adopted.  
**MOVED BY:** L. McDonald  
**SECONDED BY:** F. Sheikh  
**MOTION CARRIED.**

8.2 Motion to Move In-Camera

**MOTION: 2023-09** THAT the Regular Meeting move to In-Camera Session.  
**MOVED BY:** L. McDonald.  
**SECONDED BY:** S. Dimick  
**MOTION CARRIED.**

The meeting moved to In-Camera Session at 6:40 pm.

8.3 Adoption of In-Camera Minutes

8.3(a) In-Camera Session – November 17, 2022

**MOTION: 2023-10** THAT the In-Camera Minutes of November 17, 2022 be adopted.  
**MOVED BY:** L. McDonald  
**SECONDED BY:** V. De Luca  
**MOTION CARRIED.**

8.4 In-Camera Consent Reports

8.4(a) Staffing (January Update) – L. Dobson  
The Board received the Staffing (January Update) report.

8.4(b) Human Resources Matter – L. Dobson  
The Board received the Human Resources Matter report.

**MOTION: 2023-11** THAT the In-Camera Consent Reports be received as circulated.  
**MOVED BY:** Councillor J. Lindal  
**SECONDED BY:** L. McDonald  
**MOTION CARRIED.**

K. Su, K. Smith Curtis, L. Dobson, and N. Bryans left the meeting at 6:45 pm.

#### 8.5 In-Camera Discussion Reports

8.5(a) CEO Evaluation – J. Coles  
The Board discussed the CEO Evaluation.

**MOTION: 2023-12** THAT the Board approve the CEO Evaluation.  
**MOVED BY:** S. Dimick  
**SECONDED BY:** L. McDonald  
**MOTION CARRIED.**

K. Su and N. Bryans returned to the meeting at 6:56

#### 8.6 Return to Open Session

**MOTION: 2023-13** THAT the In-Camera Session return to Open Session.  
**MOVED BY:** Councillor J. Lindal  
**SECONDED BY:** L. McDonald  
**MOTION CARRIED.**

The Meeting returned to Open Session at 6:56 pm.

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

**MOTION: 2023-14** THAT the Board adopt any Motions arising from the In-Camera Session.  
**MOVED BY:** F. Sheikh  
**SECONDED BY:** L. McDonald  
**MOTION CARRIED.**

### 10. **Motion to Adjourn**

**MOTION: 2023-15** THAT the Regular Meeting be adjourned.  
**MOVED BY:** Councillor J. Lindal

**SECONDED BY:** N/A  
**MOTION CARRIED.**

The Regular Meeting adjourned at 6:57 pm.

**11. Next Meeting / Upcoming Events**

Regular Board Meeting – Thursday, February 16, 2023, at 6:00 pm, Mills Room, Central Library & Microsoft Teams

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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 – January 2023
  - 6.3(a) Customer Service – H. Jones
  - 6.3(b) Facilities and Health & Safety – K. Smith Curtis
  - 6.3(c) Innovation, Collections, and 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 at December 31, 2022
  - 6.4(b) Endowment & Trust Statement at December 31, 2022
  - 6.4(c) Short-Term Investments Statement at December 31, 2022

## CEO Report

**submitted by Ken Su, CEO (February 2023)**

### For Information

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

The Employer continues to wait for updates from the City as well as the Union. The Union recently appointed a new National Rep and the CEO sent him a welcome email but no meeting date and location have been determined at the moment.

#### **Central Library Renovation**

Library staff continue to work with City Staff and the architect to apply for the Green and Inclusive Community Buildings Grant. The Library hired an engineering firm on January 24, 2023 to help with the carbon reduction and energy saving modelling, which is a requirement for the grant application. The deadline for the grant is February 28, 2023.

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

The Niagara Library CEOs met on February 8, 2023 and discussed to offer a meaningful and respectful educational session regarding the indigenous community and libraries' calls to action at the OnBoard Training Workshop on April 22, 2023. The Region's newly hired Indigenous Relations Advisor, Brian Kon, has been invited and may speak at the training as a keynote speaker.

#### **Library Board Recruitment**

To promote Board Recruitment and engage potential Board Members, library staff organized four mini recruitment fairs at library locations as following:

- January 24, 2023, 10am – 12pm, Dr. Huq Branch
- January 26, 2023, 10am – 12pm, Merritt Branch
- January 31, 2023, 10am – 12pm, Central Library
- February 7, 2023, 10am – 12pm, Port Branch

In total, library staff spoke with 25 people who were interested in learning more about Library Board and considered applying.

The online application will close on February 10, 2023 and all applications will then be forwarded by City Clerk's Office to Councillor Lindal and Councillor Miller for evaluation.

### **Central Library Tour**

Library staff invited the Mayor and all City Councillors to visit the Central Library at their most convenient time and took the opportunity to highlight the Library's past accomplishments and future plans during their visit.

- Mayor Siscoe and his Chief of Staff visited the Library on Friday, January 27, 2023.
- Councillor Garcia visited the Library on Monday, January 30, 2023.
- Councillor McPherson visited the Library on Friday, February 3, 2023.
- Councillor Ratzlaff will visit the Library on Thursday, February 16, 2023.

A few more Councillors expressed interest and are working to determine a date and time that work for them.

## Customer Service

submitted by Holly Jones, Assistant Manager, Customer Service (January 2023)

### For Information

#### Statistics

All data provided is for January 2023 comparing to the same month in 2022. The library continues at full operations.

	January 2023	% change from 2022
<b>Gate Count</b>	28,570	14,767 (+93%)
<b>Membership</b>	666	263 (+153%)
<b>Holds Placed</b>	13,591	14,248 (-5%)
<b>Questions</b>	6191	4497 (+37.7%)

#### Gate Count

Our gate count system-wide continues its upward climb toward pre-pandemic 2020 levels, with an increase of 93% over January 2022. It should be noted that in January 2022, the Dr. Huq Branch was providing curbside service only owing to COVID-19 provincial regulations, and the Port Dalhousie Branch was closed because of pandemic related staffing issues.

#### Membership

New membership count continues to grow, with a dramatic increase of 153% in January 2023 over January 2022. The convenience of our online membership application, an improved focus on community outreach, and the continued expansion of collections and services are contributing factors in our strong membership growth.

#### Holds Placed

The number of holds placed decreased slightly this month, falling 5% below that of January 2022. This is likely explained by last year's temporary closure of the Port Branch and curbside-only service at the Dr. Huq Branch. Holds placed for January 2023 are within 1% of pre-pandemic January 2020 numbers.

**Two-way Radios**

The Customer Service department adopted the use of two-way radios on January 16<sup>th</sup> for the purpose of improving communication, promoting staff mobility, and ensuring staff and customers' safety. The radios permit the customer service team to more promptly respond to customer queries, and allow staff to rove throughout the library and be more available to customers. Staff have adapted well to using the radios, and are excited to provide even better service to our customers.

## Facilities and Health & Safety

submitted by Karen Smith Curtis, Business Administrator (January 2023)

### For Information

#### Facilities

Communications challenges have been experienced in the HVAC monitoring system but a solution has been identified that will be implemented in February, 2023. Intermittent outages in the units are still occurring and the Library continues to work with E.S. Fox as well as EFI Master to identify the cause and solution. The project has a 10% holdback which will be retained by the Library until the issues are resolved.

On an annual basis, the Library's property and cyber insurance policies, which have been with the same broker for several years, are renewed. When the renewal for 2023 was received, the increase in premiums was 23.5% over 2022 premiums and 20.9% over the amount budgeted for 2023. Premiums were budgeted to increase 12.0% above 2022.

The Business Administrator reached out to other brokers and ultimately moved the property and cyber insurance to Verge Insurance Group. The premiums for 2023 will be 20.8% lower than the premiums with the original broker and will be 4.3% below budget. In addition, premiums will be 2.2% lower than 2022 premiums for property and cyber insurance. Pressure on insurance premiums is expected to continue and the Library will need to be prudent in procurement of insurance going forward.

#### Health & Safety

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

Location	Date	Results	Update
Annual Inspections			
Central	Aug 5, 2022	Audio book shelves - narrow aisle.	Include in renovation plans.
Regular Inspections			
Dr. Huq	Jan 11/23	Nothing to report.	N/A
Merritt	Jan 11/23	Nothing to report.	N/A
Central 2 <sup>nd</sup> Floor	Jan 23/23	Nothing to report.	N/A
Port	Jan 24/23	Nothing to report.	N/A

The next meeting of the Joint Health & Safety Committee will be held on March 16, 2023.

## Innovation, Collections & Technology

submitted by David Boff, Manager Innovation, Collections & Technology (January 2023)

### For Information

#### **Port Plus**

The hardware for Port Plus has been configured and we are working with Facilities on an installation schedule.

#### **Gaming Room**

The new equipment for the room has arrived and is in the process of being configured and installed. The room will consist of 5 Alienware Gaming PCs, a Nintendo Switch gaming console and a 65" LCD TV.

#### **Physical Circulation**

There was a significant increase in physical circulation statistics from December 2022 to January 2023. In January, physical circulation was up 29% from December. This is also a 33% increase from physical circulation in January 2022.

#### **Digital Circulation**

Digital circulation decreased by 13% from December 2022 to January 2023. However, a similar decrease was seen in January 2022 from December 2021 (-10%), and the digital circulation statistics for January 2023 are nearly identical to those of January 2022.

#### **Gamerspace**

Progress on the gaming room ("Gamerspace") continued in January 2023, with the Alienware PCs and their peripherals being set up in the room. Controllers for the Nintendo Switch have also been purchased, and an Xbox Series X and gaming monitor have been acquired. The target launch date is now March 13 to coincide with March Break.

#### **Library of Things**

Additional items have been purchased for the Library of Things including Boomwhackers (children's percussion instruments), a green screen kit, and additional board games.

### **Canada Summer Jobs**

The Library submitted its application for the Canada Summer Jobs student grant program. Three students were requested, including one student for ICT to assist with digitization projects.

### **Budget Rollover**

The 2022 budget was closed out in the ILS system. Remaining on-order items were rolled over into 2023, and the ILS system was opened to allow the import of 2023 invoices. Budget parameters were updated to reflect the new 2023 amounts.

### **Annual Renewals**

ICT staff ensured that renewals for periodicals and online resources were completed for 2023.



## Programming and Promotions

submitted by Rita Di Marcantonio, Manager, Programming & Promotions (January 2023)

### For Information

#### Programming Highlights

Programming was off to a good start in January with approximately 1,400 people attending 80 programs. Of special note:

Our Winter Reading Challenge ran for the month with 153 participants of all ages. Participants reported 2,852 total days of reading.

Drop-in programs for all ages, extending several hours and requiring minimal staff were also begun in January. A drop-in paper airplane program at the Dr. Huq Branch was attended by over 100 people.

January was also the start of incorporating our newly purchased movie licence into our programming. The licence allows us to play movies from our collection and/or stream recently released to DVD movies at the Central and Merritt branches. Movies played in January include Lightyear, Turning Red and The Bad Guys.

#### Communications Highlights

We asked Winter Reading Challenge participants how they learned about the Challenge. Of the 40 participants who answered, 37% said they found out via SCPL social media, 15% said they found out via SCPL website, and 1 respondent said they found out from an SCPL flyer.

Page views on [www.myscpl.ca](http://www.myscpl.ca) were up by 45% likely due to promotion around the Winter Reading Challenge and Library Board Recruitment efforts.

<b>Date</b>	<b>Media</b>	<b>Topic</b>
Jan 4	Niagara This Week	New year, new books: St. Catharines Library invites families to Winter Reading Challenge.
Jan 10	CKTB	Winter Reading Challenge, Movies at the Library, Scrabble Club.

## Operating Budget Statement as at December 31, 2022

submitted by Karen Smith Curtis, Business Administrator

### For Information

Entries to Jan 31/23

	YTD DECEMBER 31, 2022					
	Actual	Budget	%	Forecast	%	Notes
<b>REVENUE</b>						
City Contribution	\$ 5,876,428	\$ 5,876,428	100.0	\$ 5,876,428	100.0	(1)
Miscellaneous	402,515	323,746	124.3	359,144	112.1	(2)
Total	<u>6,278,943</u>	<u>6,200,174</u>	101.3	<u>6,235,572</u>	100.7	
<b>EXPENDITURES</b>						
Salaries & Benefits	4,242,038	4,330,079	98.0	4,275,693	99.2	(3)
Library Materials	816,640	845,000	96.6	845,000	96.6	(4)
Occupancy	531,668	541,801	98.1	553,625	96.0	(5)
Supplies & Services	329,497	363,158	90.7	388,648	84.8	(6)
Capital Costs	160,980	120,136	134.0	187,637	85.8	(7)
Total	<u>6,080,823</u>	<u>6,200,174</u>	98.1	<u>6,250,603</u>	97.3	
<b>UNEXPENDED BALANCE</b>	<u>\$ 198,120</u>	<u>\$ -</u>		<u>\$ -</u>		(8)

#### NOTES:

This report was prepared with financial data received and processed to January 31, 2023. Any further adjustments will be processed as part of the audited financial statements presented to the Board for approval in May, 2023.

#### REVENUE

(1) The City approved funding increase of 3.5% for the Library for 2022. All payments were received for 2022.

(2) Miscellaneous Revenues were 24.3% above budget at the end of December, 2022. Higher interest rates increased Interest Income to 153.0% over budget at year end. Partially offsetting Interest Income are Rentals that ended the year at only 60.3% of budget. The Operating Grant from the Provincial government was received in the 4th quarter.

#### EXPENDITURES

(3) The pandemic restrictions early in 2022 had a positive impact on Salaries & Benefits. Retirements and vacancies added to the under spending. The Library's 2022 budget had significant risk in Salaries & Benefits which was eliminated through effective management of human resources. A positive outcome to benefits renewal also contributed to closing the gap. At the end of the year, Salaries & Benefits are were 2.0% below budget.

(4) Materials ended 2023 at 3.4% below budget. The most significant impact, at 11.2% below budget, was in non-fiction print books where significant shipment issues were experienced with one vendor. These purchases were moved to another vendor late in 2023 but the full budget could not be used. Offsetting the underspending in non-fiction books is Hoopla which was 7.8% over budget. The number of allowable monthly check-outs on Hoopla has been reduced from 10 to 8 effective in January, 2023 to mitigate this expense in 2023.

(5) Occupancy ended 2022 1.9% below budget. Utilities are 2.6% higher due to usage and natural gas pricing. Delays in the HVAC replacement resulted in higher ongoing Maintenance costs earlier in 2022.

(6) The Supplies & Services budget was 9.3% below budget at the end of 2022. Higher Promotional costs related to the roll-out of the new brand were experienced while increased Professional Fees were not realized due to delays in bargaining.

(7) Investments were made in headsets, IT equipment and a scanner 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 2022, lower than budgeted salaries and a positive outcome to the annual benefits renewal has eliminated the risk built into the budget. 2022 ended with a budget surplus of 3.2% resulting from higher Interest revenues, lower Salaries & Benefits, lower book purchasing and cautious spending in other categories.

## Endowment & Trust Fund Statement at December 31, 2022

submitted by Karen Smith Curtis, Business Administrator

### For Information

#### Income/Expenditures

Opening Balance	\$	1,550,486
Donations		83,415
Interest		31,949
TOTAL INCOME	\$	<u>1,665,850</u>
Less Expenditures	(	- )
NET REVENUE	\$	<u><u>1,665,850</u></u>

#### Current Assets

Cash	\$	157,476
GIC's		1,481,461
Receivables		26,913
TOTAL CURRENT ASSETS	\$	<u>1,665,850</u>
Less Current Liabilities	(	- )
NET ASSETS	\$	<u><u>1,665,850</u></u>

Encumbered Amount	\$	241,550
Unencumbered Amount		1,424,300
TOTAL	\$	<u><u>1,665,850</u></u>

## Short-Term Investments Statement at December 31, 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
Bank of Nova Scotia Trust Com	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 | Policy (P-17) Volunteer – L. Dobson     | Motion |
| 7.2 | Completion of Auditor's Form – J. Coles | Motion |
| 7.3 | Draft Board Legacy Document – J. Coles  | Motion |

## Policy (P-17) Volunteer

**submitted by Linda Dobson, Human Resources Consultant**

### Recommendation

THAT the Board approve Policy (P-17) Volunteer.

#### **Background**

The Library has used volunteers in different service areas including Visiting Libraries, Programs for customers, Teen Advisory group. They have been a welcome support and valuable part of Library operations.

The Library does not have a policy recognizing the role of volunteers. Best practices suggest a volunteer policy that identifies the role of volunteers as well as how they will be recruited, trained, evaluated and recognized. Having a policy and program that lays out all of the processes is good risk management and will provide a framework for both staff and volunteers. This policy is the first step in creating this framework.

#### **Recommendation**

Staff recommends Board approve Policy (P-17) Volunteer.



<b>Policy Name</b>	Volunteer		
<b>Section &amp; Number</b>	Personnel (P-17)	<b>Effective Date</b>	2023-02-16
<b>Motion Number</b>	2023-##	<b>Last Review</b>	
<b>Author</b>	HR Consultant	<b>Next Review</b>	2027

### Policy Statement

The volunteer program of the St. Catharines Public Library creates opportunities for community members to actively contribute to the library’s vision of excellence in library service. The library welcomes volunteers to participate in the operation of the library while performing a valuable service to the community.

### Scope

1. Volunteers are used by the library to enrich and enhance library programs and services. Volunteers do not substitute for or replace paid employees.
2. The policies apply to all volunteers in all programs, including activities that take place outside the library.

### Definitions

The term "volunteer" refers to a person who performs services for the library without compensation or expectation of compensation and, who performs a task at the direction of, and on behalf of, the library.

### Regulations

PIPEDA – Personal Information Protection and Electronic Documents Act – In accordance with federal and provincial government privacy legislation to ensure the collection, safeguarding and appropriate disclosure of personal information of Volunteers.

Workplace Violence Policy – all workplaces, including those of volunteers must be free from harassment and violence.

AODA – Access for Ontarians with Disabilities Act



## Responsibility

The Human Resources Manager will set-up the Volunteer program including the policy, operational guidelines, recruitment practices, etc.

The CEO is responsible for ensuring the processes are followed.

## Operational Guidelines

Volunteers will not perform any task or duty for which a license or certification is required or any task or duty which is done by paid library staff. The CEO will have a conversation with the President of the Union to ensure agreement and support of volunteer positions.

Volunteer tasks may include but are not limited to:

- a) delivery of materials to homebound customers,
- b) special projects,
- c) reading buddies,
- d) teen advisory committee, and/or
- e) delivery of specialty programs, i.e. chess, origami.

Volunteer opportunities will be described in a position description, which will identify the task and responsibilities of the position and the Library department.

Volunteers will be interviewed, references checked, as well as any required documentation.

Volunteers will be trained and all pertinent policies reviewed.

Volunteer performance will be reviewed by Department Managers on a regular basis, any corrective actions will be discussed and documented.

Volunteers will be recognized for their contributions through the annual Volunteer Recognition.

## Implementation

The Chief Executive Officer oversees the coordination and implementation of the volunteer program.

## Completion of Auditor's Form

submitted by **Janice Coles, Board Chair**

### Recommendation

THAT the Board submit the agreed upon responses to the Auditors.

#### Background

February 10, 2023

Dear Fellow Board Members,

At our January meeting, I mentioned that Karen Smith Curtis received this form from our auditor, KPMG. The auditor asked that it be completed by a Board member; Karen believes this is a first for SCPL. I have drafted four short responses; the auditor gets more detail about management practices through Karen. Since the Board speaks with one voice, especially on financial matters, I would like us to discuss and approve the submission at our next meeting.

Thanks,

Janice

***Please see below for a few inquiries with have for those charged with governance. Kindly fill out the respective column with your response.***

Category	Detailed Description	Those Charged with Governance Response
Fraud	What are your views about fraud risks at the entity?	Management has developed a system that minimizes the risk of fraud.
Fraud	How do those charged with governance exercise effective oversight of management's processes for identifying and responding to the risk of fraud in the entity and internal controls management has established to mitigate these fraud risks?	There are financial policies and procedures in place to minimize the risk, including regular Board reviews of the financial statements.
Fraud	Are you aware of or have you identified any instances of actual, suspected, or alleged fraud, including misconduct or unethical behavior related to financial reporting or misappropriation of assets? If so, have the instances been appropriately addressed and how have they been addressed?	No.
Significant unusual transactions	Has the entity entered into any significant unusual transactions?	No.



## 2019-2022 Board Legacy Document

*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:**

- Created a new strategic plan that included the impetus for rebranding, reorganization, fine freedom, more inclusivity, increased opening hours (the library is now open on Mondays!), new technologies such as robots, increased publicity, and different ways of discussing what is important in a library
- Started renewal of Central Library
- Changed focus of Board to governance
- Started to work towards parity with other library systems for vacation time, salaries, etc.
- Achieved more funding through City Hall
- Developed a process to regularly review, discuss and approve policies
- Met with local community organizations to discuss issues regarding people experiencing homelessness

### **We faced the following challenges:**

- The pandemic, which affected the ability of the board to meet in person, get to know one another and work collaboratively to achieve more
- A mostly new Board with a new CEO; as members changed, difficulty deciding which direction to go
- A 0% budget increase in 2020 (following Council's direction) without cutting services; a huge accomplishment but also a major challenge
- Challenged by some downtown customers; maintaining the balance between the library being a place for everyone and keeping staff and all customers safe and comfortable

### **Outstanding issues or future areas of concern include:**

- Merritt Branch lease and location
- Aging and inadequate Port Dalhousie Branch
- Upcoming condo development beside the Central Branch may mean some disruption in library services
- Underserved area in the southwest part of the city
- Future fiscal pressure on province and city could lead to reduced funding
- Having a Board that better reflects the faces of the community with more diverse board members. Not something the Board has a lot of control over, as Board members can only be selected from those that apply.

- Not so much a concern, but there is work that needs to be continued, e.g., Central Library reorganization of space
- Board needs to take ownership of and lead the strategic planning process, so the plan is more strategic than operational
- Stronger bonds between the Board and Council members

**We participated in the following Board development activities:**

- Board Orientation for new members
- Public Library Boards: 2022 Stronger Libraries, Stronger Communities Virtual Conference
- A strategic plan exercise and presentations that helped with an understanding of what the Board is responsible for and should do
- SCPL rep participated in OLS Board Assembly meetings

**We suggest the following development activities for the incoming Board:**

- An annual retreat to plan, set goals, learn outside the formal meeting environment, reconnect, focus on what we need to do and can do, and checkup to see if we're on target. Suggested times: a) on a Saturday; b) just an afternoon, nothing huge
- Board Orientation in person at the library, including for those who had it online. Orientation should emphasize Board roles and responsibilities.
- To assist new Board members, Board members who have been reappointed should be assigned to new Board members as mentors
- More frequent reviews of how the Board is doing
- Be more visible to the community and interact more with the diverse communities the Board represents
- Perhaps we should be actively recruiting members. Also, have we considered having a youth representative, similar to the 'Student Trustees' a school board would have? [Note: the PLA requires Board members to be at least 18 years of age]
- Meet in person; Board members only use Teams when they are ill or out of town
- Keep track of Board Legacy items as they happen so we don't have to try to recall everything in four years