



# St. Catharines Public Library Board

## Regular Meeting

Thursday, June 15, 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 (attachment)**
  - 4.1 Regular Meeting – May 18, 2023 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 – Gamerspace – Anne Vandermey, Librarian
  
6. **Consent Agenda (attachments)** Motion
  - 6.1 Correspondence – None
  - 6.2 CEO Report – K. Su
  - 6.3 Department Reports – May 2023
    - 6.3(a) Customer Service – J. Spera
    - 6.3(b) Facilities and Health & Safety – K. Smith Curtis
    - 6.3(c) Innovation, Collections, and Technology – D. Bott
    - 6.3(d) Programming & Promotions – H. Jones
  - 6.4 Quarterly Progress Update on 2023 Work Plan (Q2) – K. Su
  - 6.5 2022 Annual Report – K. Su
  - 6.6 Capital Budget Update – K. Smith Curtis

**7. Discussion Reports (attachments)**

- |     |   |        |
|-----|---|--------|
| 7.1 | SCPL By-Law Number 1 – K. Su                                      | Motion |
| 7.2 | Policy (GOV-02) Risk Management – K. Smith Curtis                 | Motion |
| 7.3 | Policy (P-11) Confidentiality of Employee Information – 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 – May 18, 2023 (attachment) | Motion |
| 8.4    | In-Camera Consent Agenda (attachment)         | Motion |
| 8.4(a) | Staffing (June Update) – L. Dobson            |        |
| 8.5    | In-Camera Discussion Reports (attachment)     |        |
| 8.5(a) | Human Resources Matter – L. Dobson            | 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, September 21, 2023 at 6:00 pm, Mills Room, Central Library & Microsoft Teams
- Ontario Library Service, Virtual Conference for Public Library Boards – Thursday, September 28, 2023, 6-8:30 pm, online through LearnHQ



# St. Catharines Public Library Board

## Regular Meeting Minutes

Thursday, May 18, 2023, 6:00 pm  
Mills Room, Central Library & Microsoft Teams

- Present:** M. Brousseau  
P. Clausi  
J. Coles (Chair)  
K. Dilorio  
S. Dimick (Vice-Chair)  
Lori Littleton  
Councillor G. Miller (arrived 6:54 pm)  
Gail Riihimaki
- Absent:** Councillor J. Lindal
- Staff:** D. Bott  
N. Bryans (Recording Secretary)  
H. Jones  
D. Smith  
K. Smith Curtis  
J. Spera  
K. Su (Secretary)
- Presenters:** Paul Ciapanna  
Jodie Nesbitt

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

### 1. Adoption of Agenda

1.1 Additions/Deletions to Agenda  
None.

1.2 Adoption of Agenda

**MOTION: 2023-53** THAT the Agenda be adopted.  
**MOVED BY:** K. Diorio  
**SECONDED BY:** P. Clausi  
**MOTION CARRIED.**

## 2. Chair's Remarks and Declarations of Interest

The Chair recommended some articles to Board members:

- "Libraries on the Frontline", Walrus Magazine, June 1, 2023 issue.
- "London Public Library refuses to rent space to event featuring author of How Woke Won", Rebecca Zandbergen, CBC News, May 18, 2023.

There were no declarations of interest.

## 3. Presentation

### 3.1 Audited Financial Statements, December 31, 2022

Presentation by KPMG LLP – Paul Ciapanna, CPA, CA, Partner and Jodie Nesbitt, CPA, CA, Manager, Audit.

**MOTION: 2023-54** THAT the Board approve the audited financial statements for the St. Catharines Public Library Board for the year ending December 31, 2022.

**MOVED BY:** G. Riihimaki

**SECONDED BY:** L. Littleton

**MOTION CARRIED.**

## 4. Adoption of Minutes

### 4.1 Inaugural Meeting – April 20, 2023

**MOTION: 2023-55** THAT the Inaugural Meeting Minutes of April 20, 2023 be adopted.

**MOVED BY:** S. Dimick

**SECONDED BY:** M. Brousseau

**MOTION CARRIED.**

### 4.2 Regular Meeting – April 20, 2023

**MOTION: 2023-56** THAT the Regular Meeting Minutes of April 20, 2023 be adopted.

**MOVED BY:** G. Riihimaki

**SECONDED BY:** P. Clausi

**MOTION CARRIED.**

## 5. Monthly Updates

### 5.1 St. Catharines City Council

Councillor Greg Miller reported that Council has approved a Community Improvement Tax Rebate for the 30-floor tower development project planned for 88 James Street next to the Central Library plaza.

### 5.2 OLS Update – J. Coles

No report.

### 5.3 CEO Update – K. Su

The CEO updated the Board about the following:

- City has ratified their Collective Agreement with CUPE – The negotiations with the Library's Local 2220 may now continue.
- Board OnBoarding Training sessions – Ken thanked Board members for attending the sessions on Saturday, April 22, 2023 and provided the mostly beneficial feedback survey results.
- Asset Management Plan – The City's consultant has provided the Library with a proposal for conducting an Asset Management Plan at the Library. The proposed scope and cost was not included in the Library's current Operational budget, so the Library is investigating options for how to fund it. Adding the cost to the 2024 Operational budget may not allow enough time to complete the work. The deadline for this Phase 2 work is July 1, 2024 with Phase 3 Lifecycle management and financial strategy deadline of July 1, 2025. K. Su will update the Board in June.

Karen Smith Curtis updated the Board about the recent CULC meeting she attended on May 1-2, 2023, in the stead of the CEO. She found it to be a supportive group for CEOs to discuss similar Library issues with colleagues.

### 5.4 Board Orientation Update – J. Coles & Board

Board members provided their feedback on the 2023 OnBoarding Training orientation received at the Meridian Community Centre on April 22, 2023.

### 5.5 Department Update – Port Plus Update – Diana Smith, Branch Librarian

D. Smith provided a Power Point Presentation about Port Plus to the Board that highlighted statistics for gate counts, registrations, and circulation, as well as Customer feedback and future programming and facility plans.

Councillor G. Miller joined the Board Meeting on Teams at 6:54 pm.

## 6. **Consent Reports**

### 6.1 Correspondence

### 6.2 CEO Report – K. Su

### 6.3 Department Reports – April 2023

#### 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

**MOTION: 2023-57**

**MOVED BY:**

**SECONDED BY:**

**MOTION CARRIED.**

THAT the Consent Reports be received as circulated.

L. Littleton

S. Dimick

## 7. Discussion Reports

### 7.1 Land Acknowledgement – K. Su

The Board received a written report that outlined staff's recommended wording for a Land Acknowledgement statement. The Board discussed ways to keep the message current by rotating the responsibility for reading the Statement between members over the next nine Board meetings with a review following.

**MOTION: 2023-58** THAT the Board adopt the proposed SCPL Land Acknowledgement to announce before each Board Meeting.

**MOVED BY:** K. Diiorio  
**SECONDED BY:** S. Dimick

**MOTION CARRIED.**

### 7.2 Capital Budget – K. Smith Curtis

The Board received a written report that outlined the City's deadlines for the Capital budget from the Library. The Board discussed having reports sent to Board members before deadlines and how to handle revision and modifications as the proposed 3-year Capital budget plan unfolds.

**MOTION: 2023-59** THAT the Board delegate to staff responsibility to prepare and submit the proposed Capital Budget to meet City deadlines.

**MOVED BY:** L. Littleton  
**SECONDED BY:** G. Riihimaki

**MOTION CARRIED.**

### 7.3 Maintenance Closure of Dr. Huq Branch – K. Smith Curtis

The Board received a written report outlining staff recommendation to close the Dr. Huq Branch for a day for maintenance during the annual maintenance closure of the Kiwanis Aquatic Centre.

**MOTION: 2023-60** THAT the Board approve a one-day closure of the Dr. Huq Branch on June 13, 2023 to allow for needed maintenance activities.

**MOVED BY:** M. Brousseau  
**SECONDED BY:** P. Clausi

**MOTION CARRIED.**

### 7.4 Staff Development Day Library Closure – L. Dobson/K. Su

The Board received a written report that outlined staff recommendation for an annual closure of the Library for Staff Development Day.

**MOTION: 2023-61** THAT the Board approve a Library closure once a year for the purposes of Staff Development Day.

**MOVED BY:** G. Riihimaki  
**SECONDED BY:** S. Dimick  
**MOTION CARRIED.**

7.5 Policy (P-11) Confidentiality of Employee Information – L. Dobson/K. Su

The Board received amended Policy (P-11) Confidentiality of Employee Information. M. Brousseau recommended adding the wording “or in secured digital systems” to the first sentence under Responsibility. P. Clausi recommended including a section in the policy for Requests by Law Enforcement Officers (RBLEO), or, to develop a separate RBLEO Policy as the best practices to protect Employees right to privacy.

**MOTION: 2023-61** THAT the Board approve amended Policy (P-11) Confidentiality of Employee Information.

**MOVED BY:** Councillor G. Miller  
**SECONDED BY:** P. Clausi  
**MOTION LOST.**

**MOTION: 2023-62** THAT the Board request staff amend Policy (P-11) Confidentiality of Employee Information as discussed for reconsideration at the June Board Meeting.

**MOVED BY:** P. Clausi  
**SECONDED BY:** S. Dimick  
**MOTION CARRIED.**

7.6 Risk Management Introduction – K. Smith Curtis

The Board received a written report that outlined next steps for risk management and a draft Policy (GOV-02) Risk Management to be reviewed at the June Board meeting.

**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: 2023-63** THAT the In-Camera Agenda be adopted.  
**MOVED BY:** K. Diorio  
**SECONDED BY:** Councillor G. Miller  
**MOTION CARRIED.**

8.2 Motion to Move In-Camera

**MOTION: 2023-64** THAT the Regular Meeting move to In-Camera Session.  
**MOVED BY:** P. Clausi

**SECONDED BY:** G. Riihimaki  
**MOTION CARRIED.**

The meeting moved to In-Camera Session at 7:56 pm.

8.3 Adoption of In-Camera Minutes  
8.3(a) In-Camera Session – April 20, 2023

**MOTION: 2023-65** THAT the In-Camera Session Minutes of April 20, 2023 be adopted.

**MOVED BY:** L. Littleton  
**SECONDED BY:** P. Clausi  
**MOTION CARRIED.**

8.4 In-Camera Consent Agenda  
8.4(a) Staffing (May Update) – L. Dobson/K. Su

**MOTION: 2023-66** THAT the In-Camera Consent Agenda be received as circulated.

**MOVED BY:** G. Riihimaki  
**SECONDED BY:** M. Brousseau  
**MOTION CARRIED.**

K. Smith Curtis and N. Bryans left the In-Camera Session at 8:04 pm.

8.5 In-Camera Discussion Reports  
8.5(a) Personnel Matter – K. Su

The Board discussed a personnel matter.

K. Su left the In-Camera Session at 8:06 pm and returned at 8:11 pm.

**MOTION: 2023-67** THAT the Board accept the recommendations of the Negotiating Committee as outlined in its report.

**MOVED BY:** L. Littleton  
**SECONDED BY:** P. Clausi  
**MOTION CARRIED.**

8.6 Return to Open Session

**MOTION: 2023-68** THAT the In-Camera Session return to Open Session.

**MOVED BY:** S. Dimick  
**SECONDED BY:** G. Riihimaki  
**MOTION CARRIED.**

The Meeting returned to Open Session at 8:15 pm.

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



**MOTION: 2023-69** THAT the Board adopt any Motions arising from the In-Camera Session.  
**Moved by:** K. Diiorio  
**Seconded by:** P. Clausi  
**MOTION CARRIED.**

**10. Motion to Adjourn**

**MOTION: 2023-70** THAT the Regular Meeting be adjourned.  
**Moved by:** K. Diiorio  
**Seconded by:** N/A  
**MOTION CARRIED.**

The Regular Meeting adjourned at 8:15 pm.

**11. Next Meeting / Upcoming Events**

Board Meeting – Thursday, June 15, 2023, at 6:00 pm, Mills Room, Central Library & Microsoft Teams

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Chair

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Secretary

## Consent Agenda

### Recommendation

THAT the Consent Agenda be received as circulated.

#### 6. **Consent Agenda (attachments)**

Motion

- 6.1 Correspondence – None
- 6.2 CEO Report – K. Su
- 6.3 Department Reports – May 2023
  - 6.3(a) Customer Service – J. Spera
  - 6.3(b) Facilities and Health & Safety – K. Smith Curtis
  - 6.3(c) Innovation, Collections, and Technology – D. Bott
  - 6.3(d) Programming & Promotions – H. Jones
- 6.4 Quarterly Progress Update on 2023 Work Plan (Q2) – K. Su
- 6.5 2022 Annual Report – K. Su
- 6.6 Capital Budget Update – K. Smith Curtis

## CEO Report

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

### For Information

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

The City reached a tentative agreement with its CUPE locals in the week of May 7. The City CUPE locals ratified the tentative agreement on May 10 and City Council ratified it on May 15. The Library is planning to meet with its CUPE local on July 12 and 13 to resume negotiations.

#### **Central Library Renovation**

The Library submitted its Green and Inclusive Community Buildings grant application on February 24, 2023. After the application was submitted, the federal government postponed the application deadline twice to accommodate three Northern territories. It was initially postponed to March 31 and then to April 11. The application is now officially closed and the website states that Infrastructure Canada will communicate the results in writing in the coming months.

While the Library is waiting for the application result, staff have been proactively conducting some research to prepare for the kickoff of the renovation project.

#### **Library Asset Management Plan**

The Business Administrator and the CEO met with the City's consultant on May 30, 2023 and discussed the scope and the cost outlined in their proposal sent to the Library on April 24, 2023. After the meeting, staff emailed a copy of the Library's asset list to the consultant so they will review the list and propose some changes to their original proposal. Updates will be provided to the Board when they become available.

#### **Library Board Online Training**

City Council recently received training from the City's Integrity Commissioner about the Municipal Conflict of Interest Act and the City's Code of Conduct. Given that several local boards are at the beginning of their terms, the City Clerk's Office is working with the St. Catharines Downtown Association, the Library, and the Performing Arts Centre to organize a joint online training session for their board members.

The City Clerk's Office proposed a few dates/times below and the CEO will survey the Board Members for their availability at the June Board Meeting. For those who are unable to attend the meeting, the CEO will contact them via email after the meeting.

- Wednesday September 13 from 6:00 – 7:30 pm
- Monday September 18 from 6:00 – 7:30 pm
- Tuesday September 26 from 6:00 – 7:30 pm
- Wednesday September 27 from 6:00 – 7:30 pm

## Customer Service

submitted by Joanna Spera, Manager, Customer Service (May 2023)

### For Information

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

	May 2023	% change from 2022
<b>Gate Count</b>	29,015	20,337 (+30%)
<b>Membership</b>	468	509 (-9%)
<b>Holds Placed</b>	10,941	10,114 (+8%)
<b>Questions</b>	5554	4458 (+20%)

#### Gate Count

Our gate count system-wide continues to trend upwards toward pre-pandemic 2020 levels, with an increase of 30% over May 2022.

#### Membership

New membership count continues to grow, although there was a decrease of 9% in May 2023 over last year. May 2022 saw a return to full operational hours post pandemic, which may have spiked the number of memberships created that month.

#### Holds Placed

The number of holds placed increased this month by 8% over May 2022. The holds system continues to be an integral library service for customers across the city.

#### Port Plus Update

Port Plus service continues to run smoothly. The library registered a total of 397 members for the service since March. The branch was accessed by 202 customers in May during Port Plus hours, an increase of 7% from April 2023. The library is collecting passive customer feedback relating to the service. Customers continue to praise the increased access to the branch and the ease and convenience of using the Open Plus software.

**Training Highlights**

The Training Librarian rolled out the next workshop of the Customer Service Standard – “Informed”. The training was offered to all public service staff in-person and in small groups with hands-on examples and discussion. The Customer Service Standard clarifies customer and employee expectations, facilitates honest commitment from the library, and promotes customer satisfaction so that we can fulfill our mission to provide spaces, resources, and experiences for all citizens to learn, grow, and connect. The next workshop will take place in the fall and the Customer Service Standard that will be covered is – “Accountable”.

## Facilities and Health & Safety

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

### For Information

#### Facilities

The developer for 88 James Street has agreed to the City and Library's proposal to re-home the time capsule at the Central Library. In addition, the developer will be making a donation to the Library to offset costs of an appropriate display. Timing for the move of the time capsule will be determined as soon as possible.

As Story Hours will be conducted in the Children's open area going forward and the Children's Program room will not be used. As such it is being converted to staff space for the Programs & Promotions Team. The space is being re-organized and refreshed with new paint. Staff will move into the space over the summer. The room currently used by the Programs & Promotions Team will be converted to rental space or a quiet study room.

The Facilities team is gearing up for the maintenance closure of the Dr. Huq Branch on June 13, 2023. Activities include:

- Replace light bulbs in globe light fixtures;
- Replace burned out ballasts as needed;
- Remove one shelf in the Children's area and move another enlarging children's play area.

#### 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			
Central – 2 <sup>nd</sup> Floor	May 10/23	Nothing to report.	N/A
Dr. Huq	May 15/23	Nothing to report.	N/A
Port	May 19/23	Nothing to report.	N/A
Merritt	May 25/23	Nothing to report.	N/A

The next meeting of the Joint Health & Safety Committee will be held on June 12, 2023. The agenda includes the following:

- Review of Policy P-02 Workplace Harassment
- Annual health and safety inspections
- Scent-free Workplace Policy

## Innovation, Collections & Technology

**submitted by David Bott, Manager Innovation, Collections & Technology (May 2023)**

### For Information

#### **Port Plus**

202 customers accessed the library during non-staffed hours during the month of May. Since launch on April 3, 400 customers have registered for the service and 390 customers have used Port Plus during non-staffed hours.

#### **Physical Circulation**

Physical circulation decreased by a small amount (4.8%) from April 2023 to May 2023. However, physical circulation for May 2023 is nearly 31% higher than that of May 2022, showing a continual trend of increased circulation from last year. Overall, YTD physical circulation is up 30.6% from that of 2022.

#### **Digital Circulation**

Digital circulation increased by 5% from April 2023 to May 2023. This increase in digital circulation may account for the similar decrease in physical circulation.

#### **Coming Soon Lists**

Coming Soon Lists have been relaunched on the Library's website with a new appearance. These curated lists highlight new and coming soon items to the collection and will be updated three times a year – Spring/Summer, Fall and Winter.

#### **International Dyslexia Association (IDA) Ontario Grant**

The grant application was successful and the Library will receive \$500.00 in funding to help expand the "decodable" book collection. "Decodable" books are helpful for individuals with dyslexia and reading disabilities.

#### **Niagara Community Foundation Grant**

The Niagara Community Foundation Mini Grant proposal submitted in April 2023 has been approved for the \$750 requested. This funding will be used to develop a collection of Sensory Support Kits for individuals with Autism and other neurodivergent challenges. The kits will consist of hearing protection, sunglasses, and a wide variety of tactile objects designed to help individuals self-calm when experiencing sensory-related anxiety when visiting the Library.



### **Automatic Release Plans (ARPs)**

Following an evaluation of the Library's vendors, a decision was made to move the Multilingual ARP from Library Service Centre (LSC) to Library Bound Inc (LBI). The Collections Librarians will be meeting with VOX Books to evaluate their product as a replacement for the Wonderbook collection.

Moving forward, the ICT department will continually monitor the performance of its vendors to ensure optimal and cost-effective collection development.

### **Gamerspace**

In May, the Gaming PCs have been used 184 times with 422 games being played. The consoles have been used a combined total of 88 times.

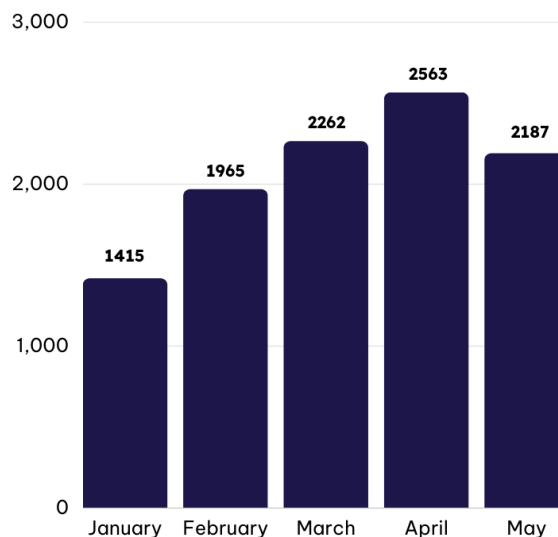
## Programming and Promotions

submitted by Holly Jones, Manager, Programming & Promotions (May 2023)

### For Information

#### Programming Highlights

In total, 2187 customers attended or engaged in programs in May. Attendance dipped slightly this month from April 2023, but marked an increase of 90% over May 2022.



Of special programming note in May:

1. **May class visits**, including visits to the library and outreach to the schools, resulted in 750 students reached. This marks an increase of 49% over April 2023.
2. **Free Comic Book Day** (May 6), in partnership with local business *Mostly Comics*, was well attended, with over 150 buttons, activity sheets and free comics for all ages handed out.
3. **Spring Storytime sessions** wrapped up in May and were attended by 478 people.
4. **Spring Chess Clubs** for children and teens concluded in May with 181 attended.
5. **Gaming programs**, including Scrabble Club, Chess Club, and video game events in the new Gamerspace, are consistently popular with 129 attendees.

6. **Drop-in programming** for all ages has proven successful with 95 attendees at the Mother's Day Card Workshop, 56 attendees at the LEGO Build Challenge, and 62 attendees at World of Birds craft and activity program.

### **Communication Highlights**

SCPL received a nomination in Pride Niagara's 10<sup>th</sup> Annual 2023 Niagara UNITY Awards for the Community Involvement Award.

Work was completed on the draft of the 2022 annual report.

### **Media Mentions**

**04-May 610 CKTB**

St. Catharines Public Library celebrating Free Comic Book day, Spring book sale promotion, update on recent additions to SCPL's Library of Things

## Quarterly Progress Update on 2023 Work Plan (Q2)

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

### For Information

The purpose of this report is to update the Library Board on the status of some tasks identified in the 2023 Work Plan including both newly introduced tasks and tasks carried forwards from the previous year. The content of the report will change from quarter to quarter as new tasks start, progresses are made, and tasks are completed. This report is not meant to be a complete description of the work performed by Library staff during that quarter, instead, it highlights some particular tasks that are worth noting and relevant to the Library's core services and operations.

#### **Background**

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

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

Furthermore, at the April 2022 Board Meeting, the Board approved to extend the current Strategic Plan from 2022 to 2024.

Based on the Strategic Plan, staff developed a 2023 work plan in Summer/Fall 2022, presented to the Board in October 2022, and the Board formerly approved it at the same meeting.

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

### **Highlights of the second quarter in 2023**

The highlight of this quarter is that the Library successfully launched its Port Plus service on April 3, 2023. The mayor and several councillors came to the launch and staff have since received many positive comments, including:

*"A customer praised the extended hours available with Port Plus and looks forward to visiting the branch to access the Wi-Fi and read books to their grandchildren."*

*"When a customer heard about Port Plus from our website, they decided to visit the Port branch for the first time in a while. The customer signed up for Port Plus and were happy that they would be able to ride their bike to pick up books even when the library was unstaffed."*

This initiative has helped the Library increase the number of customers using the Port Dalhousie branch and raise the Library's profile in the community.

Staff were also able to complete tasks listed below:

- Implemented the 2<sup>nd</sup> phase of two way radios at Central in May 2023 by installing call buttons at two service points
- Gaming Room was launched on April 17, 2023
- Reference desk at Dr. Huq was removed to streamline service point and provide additional space to the public
- Successfully received the 2023 Summer Experience Program grant to hire a summer student for community outreach and summer reading program
- Concluded the pay equity project and made retroactive adjustment to ensure all positions are in compliance with the Ontario Pay Equity Act
- Completed the installation of the HVAC monitoring, and final test of system and controls is underway

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

## 2023 SCPL Departmental Work Plan - Quarterly Update

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

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

Department: Administration and Facilities						Q2 Update	
Strategic Goal	Annual Objective / Action Item	SMART Goals and outcomes	Key Players	Timelines	Status	Explanation	
#5	Develop and implement a Performance Evaluation Program	Evaluate work performance, support and coach staff in their current role and advance their career	HR Consultant and Managers	implement Jan 2023 for staff, started in summer 2022 with Management		This process has been favourably received by most staff. We are in a learning phase .	
#5	Job Evaluation for the Union	Work with the Union to evaluate union 'positions and perform job evaluations	HR Consultant, CEO, JJEC	starting in fall 2022 to complete in Q1 2023		Pay Equity adjustments for Union staff were paid in Q2. A new salary grid needs to be negotiated with CUPE.	
#5	Develop and implement a strategic training plan to support staff development	Develop a training budget and plan to support staff development to support the succession plan and future staffing needs	HR Consultant	Q2		This will be tied with performance coaching model - staff identifying growth opportunities.	
#3	Develop a good relationship with new City Council, continue to work with the City and the Union collaboratively, maintain a positive relationship	Present to City Council 3 times a year, address issues or concerns raised by the City or the Union within 72 hours, organize activities with the City/Union at least 4 times a year, maintain ongoing communications	CEO	2023 and ongoing		Presentation to Council got delayed due to their busy schedule but have had individual meetings with councillors to discuss specific topics, met with CAO and city staff to discuss labour relations and security issues	
#1, 5	Assist Board recruitment, train board members and develop a two-way onboarding experience	Produce recruitment brochure, host training/onboarding sessions, provide library tours, solicit feedback and address any concerns	CEO	Jan - Jun 2023	✓, Completed	New Board appointed in March, had onboarding meetings with the CEO, attended their first meeting on April 20, and participated in the regional library board orientation training on April 22.	
#1, 2, 4, 5	Central Library Renovation	Seek City/Council support on the Phase 1 Conceptual Design	CEO, Business Administrator	Q1 2023		✓ Completed	
		Complete Phase 2 detailed design and cost	All managers	Q2 2023		Waiting outcome of GICB Grant application.	
		Seek approval from the Board, City and Council	CEO, Business Administrator	Q3 2023		✓ Completed	
		Explore available funding alternatives at federal and provincial levels.	CEO, Business Administrator	Q1 2023		Waiting outcome of GICB Grant application.	
		Execute procurement activities	Business Administrator	Q3 2023		On hold pending GICB grant approval.	
		Kick off the renovation project	All managers	Q4 2023		Q4 2023 start.	

#1, 5	Maintain and improve internal communication	Organize 4 staff meetings a year, fully utilize the Intranet to post announcements, attend department meetings at least once a year per department	CEO	2023 and ongoing		Organized a discuss late March and due to staffing change, is planning to arrange another meeting in the fall after new exempt staff join the team
#1, 5	Maintain and improve communication	Plan meetings with City Finance staff 3 times a year, plan meetings with City EFES staff 3 times a year	Business Administrator	2023 and ongoing		Capital budget meeting with EFES held April 25th.
#5	Develop risk management tool	Draft Risk Management policy, create risk universe, risk map and measurement tool	CEO, Business Administrator, Managers, Librarians			Intro to Risk Management - May Board meeting. Policy to be approved at June Board meeting. Templates established for universe, map and measurement. To be more fully developed post policy approval.
		- Policy		Q2 2023		Risk management introduction completed at May Board meeting. Policy approval requested at June 15, 2023 Board meeting.
#5	New G/L, A/P and EFT solution implementation	Perform necessary procurement activities, initiate project, plan implementation, decommission Vailtech platform	Business Administrator	Q2 2023		Jan 1/23 balance sheet values complete and loaded into Sage. Retention strategy for old G/L data complete. Vailtech no longer in use for Library purposes.
#1, #2, #4, #5	Provide new and enhanced spaces, improve and upgrade functionality of existing spaces, and provide inclusive, barrier-free and welcoming spaces	Library Led	CEO, Business Administrator	Ongoing		Started updates at Dr. Huq Branch. HVAC monitoring installation complete - final testing of system and controls underway. Preparing StoryHour room for staff work spaces.
#5	Provide new and enhanced spaces	Work with City to develop ideal location for Merritt Branch	CEO, Business Administrator, City stakeholders	Q3 2023		Discussions on-going with City. Expansion included in 2023 Capital budget. Two contacts with SmartCentres re additional square footage.
<b>Department: Innovation, Collections and Technology</b>						<b>Q2 Update</b>
<b>Strategic Goal</b>	<b>Annual Objective / Action Item</b>	<b>SMART Goals and outcomes</b>	<b>Key Players</b>	<b>Timelines</b>	<b>Status</b>	<b>Explanation</b>
#1, #3, #4, #5	Extended Access for Port	Increase service and hours of operation to be consistent with other branches using Open+	All departments	Apr. 2023	✓, Completed	Launched on April 3
#1, #3, #4, #5	Event Calendar & Room Booking	Provide integrated event calendar and resource booking	Programming & Promotions, IT	Mar. 2023		Trial started
#1 #3, #4, #5	Digitization Project	Digitize rare local history items for preservation and remote accessibility	Heather	2023 and Ongoing		Digitization continues, however, we did not receive CSJ funding.
		- Investigate Controlled Digital Lending solutions				Archive.org lost lawsuit against publishers re: CDL
#1 #3, #4, #5	Gaming Room	- Create gaming room for children, teens and adults	ICT, Customer Service	Project commences	✓, Completed	Launched April 17
<b>Department: Customer Services</b>						<b>Q2 Update</b>
<b>Strategic Goal</b>	<b>Annual Objective / Action Item</b>	<b>SMART Goals and outcomes</b>	<b>Key Players</b>	<b>Timelines</b>	<b>Status</b>	<b>Explanation</b>
#2, #4, #5	Various training for staff with an inward and outward focus based on an annual training plan	Outwards: Deliver training on trauma-informed service, Diversity, Equity and Accessibility and Living with Homelessness and Indigenous matters. Inward: Customer Service, Intellectual Freedom, Community Outreach	Training Librarian, Customer Service Managers	Q4 2023		Training Librarian investigating de-escalation training for staff.

#1, #4, #5	Continue to enhance Customer Service	Finish the delivery other training to support the Customer Service Standard. Implement two-way radio technology at Central. Develop and implement roving reference strategy	Training Librarian, Customer Service Managers	Q3 2023		Presented "Informed" Customer Service Standard workshops to staff.
#3, #4, #5	Review and update circulation policy, procedures and workflows system-wide	Continue to seek ways to remove barriers to access for customers and update the Circulation Policy as needed. Investigate reciprocal borrowing	Customer Service Mangers, Customer Service Technician	Q4 2023		Staff researching reciprocal borrowing best practices for possible implementation at SCPL.
#1, #4, #5	Expand the work and study space at the Branches in response to increasing public demand	Reconfigure the service desks at Dr. Huq to streamline workflow and improve customer service. Investigate incorporating a second study bar. Incorporate inviting furniture and educational toys to support children's development. Reconfigure staff desks and declutter the staff work space at Merritt.	Customer Service Managers, Branch Librarians	Q3 2023		Reference desks removed from Dr. Huq to streamline service point. Quotes out for second study bar at Dr. Huq. Staff weeding and shifting to enlarge the children's area.
#1, #4, #5	Increase access to the Port Dalhousie branch	Introduce Open+ to provide more flexible service hours and expand the Branch's use as an available study space.	Customer Service Managers	Q2 2023		Port Plus pilot project successfully launched on April 3rd. Progress reports with metrics will be provided to the Board at 6 month and one year marks.

**Department: Programming and Promotions** **Q2 Update**

Strategic Goal	Annual Objective / Action Item	SMART Goals and outcomes	Key Players	Timelines	Status	Explanation
#2 Build a recognized and valued brand #5 Transform as we evolve	Create a system-wide communication plan	Audit external communications and create a plan with specific measurables, ie. Targeted mail campaign to increase library membership in specific neighbourhoods	Promotions, Customer Service	Complete for May 2023		Deferred to allow for the development of a communications plan to support the Central renovation.
#3 Foster more community connections #4 Be a library for all	Conduct a city-wide Library Survey	Canvas card holders and non-cardholders on view of library services, (dis)satisfaction, library experiences etc. Make recommendations for services, collections and programming based on results.	Promotions, Customer Service, ICT	Survey in September 2023		Initiated research to develop the survey, with the goal to launch in the Fall.
#4 Foster more community connections	Strengthen partnerships with DSBN and NCDSB	Target schools for regular, ongoing class visits every three weeks, three schools each, Central, Huq, Merritt and two schools Port.	Programming, Customer Service	2023 and ongoing		Improvements continue on tools used to conduct class visits. Ongoing visits now occurring with 6 schools across the city, 2 at Central, 2 at Merritt, and 1 each at Dr. Huq and Port. 86 visits conducted between Jan-Jun, with 2406 students attended.
#5 Transform as we evolve	Continue to investigate/Library automation software	Evaluate vendors based on specific needs such as room booking, program registration, customer contact management, focus on implementation if approved.	ICT, Customer Service, Admin, Prog & Promot	Q2 2023		LibCal software tested and purchase approved following 1 month demo period in May. Set-up underway and will continue through summer for release in Sep 2023.





SC  
PL

# 2022 ANNUAL REPORT



# 2022 at the Library

In 2022, SCPL's style bloomed with the launch of our new brand. We introduced three colourful logos and a fun new aesthetic that expresses our vision for the future of your library. Our new brand is complemented by two sub-brands for teens and kids that make it easy for customers to identify services and programs that are right for them.

We were thrilled to welcome new additions to the SCPL team including two robots who now call our Central Library home. You may also have spotted Fleur, SCPL's new mobile outreach trailer in the community last summer, which we use to bring the library to you!

In 2022, you asked for more ways to get your library news, and we listened. Our monthly e-newsletter launched in October and quickly became your new source for all things SCPL.

Last but not least, our Library of Things stole the show with the addition of musical instruments. We're proud to offer you an ever-growing collection of fun and impactful items and we can't wait to share even more in the year ahead.

**597,515**  
**physical items**  
were borrowed in  
2022, a 28%  
increase from 2021.

**5,889**  
**memberships**  
were issued,  
including 1,286  
online memberships.

# Message from the Chair and CEO

The Board and staff made significant progress in fulfilling our mission in 2022. We developed, reviewed and approved the Central Library Renovation Conceptual Design, a project to enhance our spaces for all. We requested and successfully secured more resources from the City to improve programs and services. Additionally, we shared Board experiences by developing a legacy document that will ensure continued success, and by posting Board meeting documents on our website to promote transparency.

We identified several key priorities for 2023, including launching the Central Library Renovation project, improving services at the Port Dalhousie Branch, and enhancing our relationship with the City and the community.

Despite the impact of the COVID-19 pandemic, we remain committed to providing high-quality resources and services to our community. We thank our customers, staff, volunteers, community partners, and all levels of government for your ongoing support and contributions to the success of the Library.

**Janice Coles**  
Library Board Chair

**Ken Su**  
CEO

## Financials

Revenues	
Municipal Contributions	\$5,876,428
Provincial Grants	\$228,616
Miscellaneous Revenue	\$197,155
<b>Total Revenues</b>	<b>\$6,302,199</b>

Expenditures	
Salaries and Benefits	\$4,273,044
Materials	\$816,943
Occupancy Costs	\$531,815
Services and Supplies	\$328,058
Operating Capital	\$444,450
<b>Total Expenditures</b>	<b>\$6,394,310</b>

# Our Values

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## Inclusion

We are committed to creating a space that is welcoming, accessible, and free of judgement.

## Change

We recognize that societal changes are occurring and we embrace our own evolution to keep up with the times and develop new ways of better serving the community.

## Community

We believe the community is for all people and we are committed to building a healthy and connected St. Catharines.

## Teamwork

We work collaboratively with the Board of Directors, staff, and community partners to provide the best possible service to our customers.

## Service

We believe every customer deserves to be treated with kindness and we are dedicated to delivering outstanding customer service.

## Accountability

We understand the importance of being transparent and taking responsibility for our actions to foster a healthy organization and an engaged community.

**Ideas in bloom.**

# SCPL by the numbers

**270,573**  
in-person  
visits

to all branches  
across St. Catharines

**62,988**  
questions  
answered  
by staff.

**17,340**  
attendees  
attended 747  
programs.

**231,288**  
digital items  
were checked out  
in 2022.

**32,132**  
electronic  
resources  
were accessed.

**566,899**  
catalogue  
searches  
were conducted  
last year!

**38,208**  
social media  
engagements  
including likes,  
comments, & shares.



# Learn more about your SCPL

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## Locations

### **Central Library**

54 Church Street  
St. Catharines, ON  
L2R 7K2

### **Dr. Huq Family Library Branch**

425 Carlton Street  
St. Catharines, ON  
L2M 4W8

### **Merritt Branch**

149 Hartzel Road  
St. Catharines, ON  
L2P 1N6

### **Port Dalhousie Branch**

23 Brock Street  
St. Catharines, ON  
L2N 5E1

### **Books to Go Kiosk, Holds to Go Locker**

240 St. Paul Street W.  
St. Catharines, ON  
L2S 4B8

## Contact us

[info@myscpl.ca](mailto:info@myscpl.ca)

905-688-6103

# Capital Budget Update

submitted by Karen Smith Curtis, Business Administrator

## Background

At the Board meeting on April 18, 2023, the Board was provided with an update on the Capital Budget requirements and deadlines. The Board approved delegating to staff the responsibility to prepare and submit the proposed Capital Budget to meet City deadlines.

Important dates are noted below:

May 25, 2023	First draft of 2024-2026 Capital Budget submitted.
June 14, 2023	Meeting with Senior Leadership Team & Capital Planning staff to review of first draft. K. Su/K. Smith Curtis to attend.
June 27, 2023	2 <sup>nd</sup> meeting with Senior Leadership Team & Capital Planning staff if needed. K. Su to attend.
July 4, 2023	Final submission of 2024-2026 Capital Budget.
August 18, 2023	City staff to finalize 2024-2026 Capital Budget, Program Report and Four-Year Forecast BSC Report.
October 18, 2023	Council Night to present the 2024-2026 Capital Budget

## Update

After the May 18, 2023 Board meeting, City staff made some revisions to the information provided to the Board at the meeting on April 18, 2022. On May 25, K. Smith Curtis, Business Administrator submitted the Library's draft Capital Budget.

The following table updates amounts included in the Library's draft Capital Budget. The projects remain the same and some of the amounts were increased by City staff.

Branch	Project	2023	2024	2025	2026
Central	Fastener Study and Sealant	175,000			
Central	Interior Renovations	4,850,000			
Dr. Huq	Lighting Fixture Replacement		70,000		
Port	Exterior Restoration		150,000		
Merritt	Interior Renovations		800,000		
Port	Washroom Accessibility Upgrades				200,000
Port	Electrical Device Upgrade				25,000
		<u>\$5,025,000</u>	<u>\$1,020,000</u>	-	<u>\$225,000</u>

One question outstanding from the Board meeting on April 18, 2022 was "what is the mechanism if an amount submitted requires change in a future year". Follow-up with City staff indicated that if the Library needs to revise a previously submitted Capital Budget amount, the Library would need to revise number and either reduce or push

forward another project. Alternatively, the Operating Budget could be increased to support the project as long as the overall budget (City + Agencies, Boards and Commissions) are not changing by greater than 1%.

**Next Steps**

- Refine Capital Budget requirements as outlined in the City's Capital Budget guidelines to achieve the July 4, 2023 deadline.
- The City has introduced a multi-year Operating Budget. The Operating Budget is due to the City on October 23, 2023 and will cover the years 2024 – 2026.



## Discussion Reports

### 7. Discussion Reports (attachments)

- |     |   |        |
|-----|---|--------|
| 7.1 | SCPL By-Law Number 1 – K. Su                                      | Motion |
| 7.2 | Policy (GOV-02) Risk Management – K. Smith Curtis                 | Motion |
| 7.3 | Policy (P-11) Confidentiality of Employee Information – L. Dobson | Motion |

# SCPL Board By-Law Number 1

submitted by Ken Su, CEO (May 2023)

## For Discussion

THAT the Board review amending SCPL Board By-Law Number 1. Amending:

1. Article 4, Elections and Appointments
2. Article 5 Conduct of Business
3. Article 6 Quorum
4. Article 7 Committees
5. Article 9 By-Law
6. Article 10 Effective Date
7. Appendix B Committee Meeting Procedures

## BACKGROUND

SCPL Board By-Law Number 1 *For the Operation and Regulations of the "Board"*, was amended most recently June 16, 2022. The following topics have come to the Library's attention that may require the Board to amend Board By-Law Number 1:

- Term of Chair,
- Deputations to the Board,
- Quorum for Meetings.
- Wording Clarifications, and
- Committee Meeting Procedures

Please see SCPL Board By-Law Number 1 attached for the Board's review and discussion. (See Attached By-Law Number 1 with tracked proposed document changes noted with markup corrections and a separate clean copy.)

## TOPIC 1 – TERM OF CHAIR

After the recent Municipal Election, there have been debate discussions amongst public libraries about the term of election of the Board Chair. To clarify we checked with a Consultant from the Ontario Library Service (OLS). The response received was as follows:

### "Election of Board Chair:

Section 14(3) of the PLA states: "A board shall elect one of its members as chair at its first meeting in a new term. R.S.O. 1990, c. P.44, s. 14 (3)."

Meaning that it is the responsibility of the newly appointed board, at the first meeting of its new four-year term, to elect a board chair from among its newly appointed (or re-appointed) membership. ...The chair, therefore, should hold office for the four years concurrent with council's term, barring disqualification from the board as set out in PLA Section 13 or if that person chooses to step down as

Chair. Some libraries do choose to elect a new Chair annually; however, this is not common practice due to the need for continuity and stability in the board’s work throughout the term. “

Basically since the PLA clause says that the chair is elected at the first meeting of the new term – the assumption on the part of the Ministry is that they are elected “for the term” – in other words, for the four year term. Some people don’t want to commit to 4 years, and so they might stand for election knowing full well that they can step down at some point if they wish.

Currently, SCPL Board By-Law Number 1 outlines that the Board elects a Chair annually. Staff recommend the Board elect a Chair for a 4-year term, based on the advice from OLS. In addition, because the Public Libraries Act is silent on Vice-Chair and Board Assembly representatives, staff recommend the same 4-year term apply for these positions.

### **Recommendation 1**

To amend Article 4 Elections and Appointments, items 4.1, 4.2, and 4.3 to outline that the Board would elect a Chair to a 4-year term rather than each year. Also to amend items 4.7 and 4.10 to tidy wording.

## **TOPIC 2 – DEPUTATIONS TO THE BOARD**

From time to time, the Library receives requests from customers expressing their desire to speak to the Board. SCPL Procedure 5 “Deputations to the Board” outlines for customers the process to follow (See Attached Procedure 5). However, as this is a prerogative of the Board, staff recommend that it should be outlined in the Board By-Law.

### **Recommendation 2**

To amend Article 5 Conduct of Business, by adding item 5.5 to outline the procedures for Deputations to the Board.

## **TOPIC 3 – QUORUM FOR MEETINGS**

On March 16, 2023, the Board met for a Regular Board Meeting; however, there was no quorum. The Board members in attendance wished to continue the Board meeting without decisions or motions. Afterwards, staff raised procedure questions with the City Clerk’s office who advised staff to present the Minutes of the meeting for Board adoption. A similar situation would occur if members had to leave a meeting and quorum was lost.

### **Recommendation 3**

To amend Article 6 Quorum, items 6.1 and 6.2 to outline the procedures for Board Meeting quorum.

## **TOPIC 4 – WORDING CLARIFICATIONS**

The opportunity for review also allows for some minor wording clarifications.

**Recommendation 4**

To amend Article 7 Committees, by tidying the format of wording in item 7.3 and removing the first sentence in item 7.4.

**Recommendation 5**

To amend Article 9 By-Law, by tidying the grammatical agreement of wording in item 9.2.

**Recommendation 6**

To amend Article 10 Effective Date, updating it to Board Meeting approval date June 15, 2023.

**TOPIC 4 – COMMITTEE MEETING PROCEDURES**

At the April 20, 2023 Board Meeting, during the In-Camera Session, the Board formed a Negotiating Committee for reviewing a personnel matter with the deadline of reporting to the Board within 1 month at the May Board Meeting. Given the tight deadline and the private nature of the task the committee met, discussed, and created it's report without publishing Agenda's or Minutes.

The current By-Law Number 1 includes Appendix B, which outlines Committee Meeting Procedures. In 2021, the CEO developed these procedures based on the City's Simplified Meeting Procedures. The Library has found that these Committee Meeting Procedures are complex and in some instances contradict By-Law Number 1 (e.g., see Part 4 Ex Officio Members, item 4.1 vs. By-Law Article 7 Committees, item 7.3). The procedures are time consuming and require Board members to perform additional clerical work beyond their Board responsibilities and duties. Library staff can assist with that work, but only if they are included on the committees and attend the committee meetings. The Library has consulted with the City Clerk's Office and has learned that the City recently updated their Simplified Meeting Procedures and they no longer apply to any local Board.

In By-Law Number 1, item 9.2 states: All points of procedure not covered in this by-law shall be decided in accordance with Canadian parliamentary procedure. (Authority: Bourinot, J.G., Rules of Order revised by G.H. Stanford, 4<sup>th</sup> Edition 1995).

Staff recommend removing Appendix B Committee Meeting Procedures from the By-Law. Alternately, if the Board prefers to have other options, a few sentences may be added to item 9.2 such as:

"If a procedural matter is not provided for in this By-Law, the matter shall be decided by the Chair, who may have regard to the City's *Simplified Meeting Procedures* (found on the City's website), if needed. The Chair's decision is final."

**Recommendation 7**

To remove Appendix B – Committee Meeting Procedures from By-Law Number 1.



# ~~St. Catharines Public Library Board~~

~~By-Law Number 1~~

~~For the Operations and Regulation of the “Board”~~

~~Effective June 16, 2022~~



<b><u>By-Law Name</u></b>	<u>For the Operations and Regulations of the "Board"</u>		
<b><u>Section &amp; Number</u></b>	<u>By-Law Number 1</u>	<b><u>Effective Date</u></b>	<u>2023-06-15</u>
<b><u>Motion Number</u></b>	<u>2023-##</u>	<b><u>Reviewed Date</u></b>	<u>2023-06-15</u>
<b><u>Author</u></b>	<u>CEO</u>	<b><u>Next Review Date</u></b>	<u>2027</u>

**ST. CATHARINES PUBLIC LIBRARY**

**BY-LAW NUMBER 1**

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**BY-LAW NUMBER 1**

**ST. CATHARINES PUBLIC LIBRARY BOARD**

**Preamble**

Whereas the St. Catharines Public Library Board, hereinafter called the "Board", is constituted and governed by the provisions of the *Public Libraries Act, 1990* of the Province of Ontario and Regulations made under this Act from time to time.

The Board is responsible for the provision of direct library services to the citizens of the City of St. Catharines in accordance with the *Public Libraries Act, 1990*.

**Article 1**

1.1 The Board shall have a corporate seal, an impression of which is imprinted in Appendix A hereof. This seal shall be affixed under the Direction of the Board to all deeds, contracts, documents or instruments requiring the seal, the impression of which shall be attested by the signatures of the Chair of the Board and the Chief Executive Officer, or by such other members of the Board and/or such officers as the Board shall direct.

1.2 The following rules and procedures of the Board shall be observed for the order and dispatch of the business of the Board and shall regulate the function and duties of its members and officers. Where there is any conflict with the *Public Libraries Act, 1990*, the Act shall take precedence.

**Article 2**

**MEMBERSHIP**

2.1 The Board shall consist of nine members appointed by the Council of the City of St. Catharines in accordance with the City of St. Catharines By-Law 85-432.

2.2 A Board member shall hold office for a term concurrent with the term of the appointing Council or until a successor is appointed and may be appointed for one or more further terms, as per the *Public Libraries Act, 1990, s. 3*.

2.3 Where a vacancy arises in the membership of the Board, the Chief Executive Officer shall, upon instruction of the Board in session, advise the appointing Council that a new member should be appointed to fill the vacancy pursuant to the terms of the *Public Libraries Act, 1990*.

2.4 Attendance of members at meetings shall be recorded in the minutes. A member applying for a leave of absence shall make such request directly to the Board, which leave may be granted only by resolution of the Board.



Under the authority of the *Public Libraries Act, 1990* s. 13, if a member is absent from the meetings of the Board for three (3) consecutive meetings without authorization by Board resolution, the remaining members shall declare the seat vacant and notify the Municipal Council accordingly.

### **Article 3**

#### **BOARD OFFICE**

3.1 The office of the Board shall be located at the Central Library, 54 Church Street, St. Catharines, Ontario, L2R 7K2.

### **Article 4**

#### **ELECTIONS AND APPOINTMENTS**

4.1 The Inaugural Meeting of the new Board shall be held on commencement of the term of the Board, as called by the Chief Executive Officer in accordance with the City of St. Catharines By-Law 85-483.

~~The Annual Meeting of the Board shall be held in January of each year except in January of the commencement of a new term, when an Inaugural Meeting is held.~~

4.2 The order of business at the Inaugural ~~or Annual~~ Meeting shall be:

1. Call to order
2. Election of Chair
3. Election of Vice-Chair
4. Appointment to OLS Board Assembly
5. Chair's remarks
6. Adjournment

To be followed by the Regular Meeting.

4.3 The Chief Executive Officer shall act as Chair for the election of a Chair for the current ~~year term~~ and shall call for nominations. Nominations shall be made with no seconder required. The Chair shall be elected by secret ballot. The member receiving a clear majority of the votes cast shall be declared elected by the Chief Executive Officer, but the count shall not be disclosed. Should no member receive a clear majority, the Chief Executive Officer shall so declare and balloting shall proceed with the member's name receiving the smallest number of votes being dropped.



4.4 Following election, the Chair shall assume the Chair and call for nominations for Vice-Chair. If the Chair is not present, the Chief Executive Officer shall call for nominations for Vice-Chair and the election for Vice-Chair shall be conducted in the same manner as that for Chair.

4.5 Appointments under 4.3 and 4.4 may be dealt with on the basis of a slate of nominations, which, if approved, the officers are duly elected.

4.6 The Chief Executive Officer acts as Secretary and Treasurer to the Board.

4.7 The Chair shall preside at all meetings of the Board and shall be ex-officio member of all committees, ~~and shall be notified of all committee meetings, and can cast a vote.~~ ~~In the event of a tie vote, the Chair shall cast the deciding vote.~~

4.8 The Vice-Chair shall, in the absence of the Chair, perform all the Chair's duties. In the absence of the Vice-Chair, these duties shall be performed by such other member of the Board as may be appointed for the purpose.

4.9 The Board shall make appointments to the Ontario Library Service (OLS) Board Assembly, in accordance with the *Public Libraries Act, 1990* and to any other body on which it is entitled to have representation.

4.10 In the event ~~the chairmanship, or any other office,~~ becomes vacant for any reason, a new ~~Chair or other~~ officer shall be elected or appointed in the same manner outlined heretofore.

4.11 The Board may elect members to committees as per Article 7. Election of the committee members shall be by open nomination, and the vote may be by secret ballot.

## **Article 5**

### **CONDUCT OF BUSINESS**

5.1 The Regular Meetings shall be held in accordance with the *Public Libraries Act, 1990* (Section 16), at such time or place as agreed upon by a resolution of the Board. In accordance with the Act, Regular meetings shall be open to the public, except as they deal with confidential matters.

5.2 A Special Meeting of the Board may be summoned at any time by order of the Chair and it is the Chair's duty to convene a Special Meeting when requested in writing to do so by two members of the Board.



5.3 Written notice of all Regular Board Meetings together with the proposed agenda and the minutes of the immediately preceding Regular Meeting and any subsequent Special Meetings and public reports shall be delivered to each member and posted to the library website at least two (2) working days in advance of such meetings.

5.4 Written notice of all Special Meetings shall be delivered to each member and posted to the library website, when possible, at least two (2) working days prior to the meeting and such notice shall state the specific purpose of the meeting.

5.5 Written notice of requests for Deputations to the Board from individuals or groups shall be delivered to the Chief Executive Officer, who will inform the Chair to determine a convenient regular Board meeting for the deputation presentation. Deputations are for a maximum of 10 minutes unless otherwise determined by the Board. The Board may direct questions to the delegation following the presentation.

## **Article 6**

### **QUORUM**

6.1 The presence of a majority of the Board (5 members) is necessary for the transaction of business at Regular or Special Meetings.

6.2 Where a quorum is not present within ~~30~~15 minutes after the hour fixed for the meeting, or if quorum is lost during a meeting for a period of 15 minutes, the Secretary shall record the names of the Board members present and the meeting shall stand adjourned until the next meeting or until a Special Meeting is called. Any member declaring a conflict of interest in a matter to be discussed during the meeting will not be counted in establishing the quorum for that matter.

In the event that there is no quorum or if quorum is lost during a meeting, members present may agree to proceed informally with the agenda and any proposals made at the informal gathering will be reported by the Secretary to the next scheduled meeting for consideration. No motions or votes can be taken at an informal gathering.

6.3 A Board member who anticipates being absent from a meeting shall notify the Secretary at least two (2) working days in advance of the meeting. If the Secretary is so notified by a majority of the members of the Board, then the Secretary shall inform the Chair, and shall notify all members of the Board that the meeting is cancelled.

## **Article 7**

### **COMMITTEES**

7.1 The Board consists of nine members only, and meets as a Committee of the Whole at Regular and Special Meetings.



7.2 Standing or special committees may be created at the discretion of the Board (e.g. Budget Committee). The Board shall create the Terms of Reference for these committees. Terms of Reference may be amended on the recommendation of the Committee and with the approval of the Board.

7.3 Standing or special committees must include the Chair or Vice-~~chair~~Chair, the ~~C.E.O.~~Chief Executive Officer (or designate), and at least two other members of the Board. Membership of the committees shall be a minimum of three voting members, and for the purposes of a quorum, shall be two members including the Chair (or Vice-Chair) and another voting member.

7.4 ~~Committee meetings shall follow the Committee Meeting Procedures in Appendix B.~~ Standing or special committees shall report their findings and recommendations at Regular or Special Meetings of the Board.

## **Article 8**

### **OFFICERS**

8.1 The Chief Executive Officer (or designate) shall attend all meetings of the Board and any standing and special committees. The Chief Executive Officer shall be responsible for the overall operation of the library system under the management of the Board. The Chief Executive Officer shall report regularly to the Board, and perform such other duties as may from time to time be prescribed by the Board and in accordance with job duties.

8.2 The Chief Executive Officer (or designate) shall be responsible for: keeping a permanent record of the meetings of the Board and its committees, notifying the members of all meetings, conducting necessary correspondence on behalf of the Board, and performing such other duties as the Board may require.

8.3 Bank accounts required for the business of the Board shall be opened in branches of chartered banks by resolution of the Board. All cheques drawn on such bank accounts shall be signed by 2 signing officers; the Chair of the Board or the Chief Executive Officer or the Business Administrator. All cheques operated under the impressed system shall be signed by those designated as signing officers on bank accounts of the Board. The Board, by specific resolution, may authorize the use of a signing plate to imprint the signature of an authorized signing officer on cheques drawn on a specific bank account, subject to such conditions as the Board may stipulate.

## **Article 9**

### **BY-LAW**



9.1 Amendments to this By-Law may only be made by a two-thirds majority vote of all trustees.

9.2 All point of procedure not covered in this by-law shall be decided in accordance with Canadian parliamentary procedure. (Authority: Bourinot, J.G., *Rules of Order* revised by G.H. Stanford, 4<sup>th</sup> Edition 1995).

### **Article 10**

#### **EFFECTIVE DATE**

10.1 This By-law is deemed to come into effect on ~~June 16, 2022~~June 15, 2023. All former rules amended by it are hereby repealed.

/nb



**APPENDIX A**

**CORPORATE SEAL**

**APPENDIX B****COMMITTEE MEETING PROCEDURES****PART 1 – DEFINITIONS**

1.1 For the purposes of these procedures, the following terms have the meaning indicated:

- (a) “Board Member”—A member of Library Board who has been appointed to the Library Board by Council.
- (b) “Chair”—The person presiding at a Meeting.
- (c) “Committee”—A standing or special committee or working group established by Library Board for the purpose of dealing with a special project or issue with a clear mandate and a start and finish date and reports directly to the Library Board.
- (d) “Committee Member”—A member of a Committee who has been appointed to the Committee by Library Board.
- (e) “Deputation”—An oral submission made to board members at a Meeting of the Library Board or the Committee.
- (f) “Meeting”—Any regular, special or other meeting of the Committee.
- (g) “Motion”—A Member’s formal proposal for consideration that may then be voted on or approved by unanimous consent. For example, by stating “I move that ...”.
- (h) “Quorum”—The minimum number of Members required to be present at a Meeting in order to conduct business.
- (i) “Report”—A report that makes recommendations to the Library Board or a Committee, including a report to be received for information.
- (j) “Secretary”—The person, who records the minutes of Meetings, distributes the agenda and material, and may provide procedural advice.
- (k) “Staff”—Employees of the Library and may include any independent contractor, consultant or advisor retained by the Library.
- (l) “Terms of Reference”—Terms of reference adopted by Library Board for the Committee.
- (m) “Unanimous Consent”—When the Committee agrees to take action without a formal vote.

**PART 2 – INTERPRETATION**

2.1 All Committees are advisory only and do not exercise any power or authority. They do not have decision making powers.

2.2 It is the Terms of Reference, and composition of a body that determines if it is a Committee. The name of the Committee is not determinative and need not contain either the term “advisory” or “committee”.

2.3 In any case of conflict between this By law and a Committee's Terms of Reference as adopted by Library Board, the Terms of Reference govern.





~~2.4 In the case of conflict between this By-law or a Committee's Terms of Reference as adopted by Library Board and any provincial statute or regulation that applies to the Committee, the statute or regulation govern.~~

~~2.5 This By-law is to be interpreted in a manner that recognizes the right of the majority to decide, the minority to be heard, the public to have an opportunity to participate, and all participants being treated with courtesy and respect.~~

### **~~PART 3 - ELIGIBILITY TO SERVE ON COMMITTEE~~**

~~3.1 Every Member on a Committee must be either a Board Member, Staff, or a person nominated by another body specified in the Terms of Reference.~~

~~3.2 All appointments to Committees are made at the pleasure of Library Board and appointments may be terminated by Library Board at any time.~~

### **~~PART 4 - EX OFFICIO MEMBERS~~**

~~4.1 The Board Chair is ex officio Member of all Committees but does not vote and is not counted towards quorum, unless the Terms of Reference provide otherwise.~~

~~4.2 Members of Council shall not be appointed as Chair or Vice Chair of any Committee.~~

### **~~PART 5 - REMUNERATION~~**

~~5.1 Committee Members shall serve without remuneration.~~

### **~~PART 6 - CHAIR AND SECRETARY~~**

~~6.1 If the Committee's Terms of Reference do not provide for the appointment of a Chair, Vice Chair, or Secretary, the Committee will elect a Chair, Vice Chair and a Secretary at its first meeting.~~

~~6.2 The Chair will preside at all Meetings of the Committee, follow the agenda, decide on whether Motions are in order, rule on all procedural matters and maintain decorum.~~

~~6.3 The Chair will ensure Motions and amendments are clearly expressed and, if there is no motion under consideration, summarize the discussion for the purpose of the minutes.~~

~~6.4 The Vice Chair will perform the duties of the Chair in the Chair's absence or if the position is vacant.~~

~~6.5 If a procedural matter is not provided for in this By-law or the Terms of Reference, the matter shall be decided by the Chair. The Chair's decision is final.~~

~~6.6 The Secretary will give notice of each regular Meeting of the Committee and prepare and distribute an agenda of the matters to be considered so that the notice and agenda will reach the Committee Members at least five (5) days, where feasible, in advance of the Meeting.~~

~~6.7 The Secretary will give notice of any special meeting of the Committee together with an agenda of the matters to be considered so that the notice and agenda will reach the Committee Members as soon as reasonably possible in advance of the Meeting.~~



~~6.8 The Secretary will prepare and distribute minutes of every Meeting of the Committee by attaching them to the agenda for the next regular Meeting of the Committee, or as soon as possible.~~

~~6.9 The Secretary shall provide the Library CEO with copies of all agendas when they are distributed to the Committee Members, and copies of all minutes within five (5) days after they are confirmed by the Committee.~~

#### **~~PART 7 - AGENDAS, MINUTES, RECORDS~~**

~~7.1 An agenda and minutes are required for every Meeting of a Committee.~~

~~7.2 A Committee as part of its agenda will consider only matters set out in its Terms of Reference.~~

~~7.3 Items to be included on an agenda for a Meeting must be submitted to the Secretary by ten (10) business days before the Meeting, whenever possible, or the Chair, in consultation with the Secretary, may establish a schedule of agenda deadline dates.~~

~~7.4 Committee Members may submit items that are set out in the Committee's Terms of Reference for inclusion on the agenda by giving them to the Secretary by the agenda deadline date.~~

~~7.5 The Chair, in consultation with the Secretary, set the agenda, based on matters submitted prior to the agenda deadline.~~

~~7.6 The Chair will accommodate Committee Member requests for inclusion of agenda items, whenever possible, but the Chair has the final decision about which items are included on the agenda.~~

~~7.7 The Secretary will make the agenda available to the public after delivery of the agenda to the Committee Members and the Library CEO.~~

~~7.8 Any communication or agenda item that is received prior to a Meeting but too late to be included in the agenda may be added to the agenda by the Chair, if it pertains to a matter listed on the agenda or is considered by the Chair to be urgent. Otherwise, it will be included on the agenda of the next subsequent Meeting.~~

~~7.9 In accordance with the principles of adequate notice, transparency and openness new substantive items should not be introduced on the Agenda during a Meeting as new business.~~

~~7.10 Confidential material will be distributed by the Secretary to the Committee Members under confidential cover. This material is to be provided to the Library CEO as part of the record of the meeting.~~

~~7.11 The Minutes shall be prepared using the format prescribed by the Library CEO, and record who was in attendance, where the Meeting took place, when the meeting started and adjourned, who chaired the Meeting, whether any participants left or arrived while the meeting was in progress and if so, what time this occurred, any persons that appeared and addressed the Committee, a detailed description of the substantive and procedural matters discussed, including any specific documents considered, any Motions, including the Member moving the Motion, and all votes taken, and all actions approved or directions given.~~



~~7.12 The minutes of each Meeting will be submitted to the Committee for confirmation at the next meeting, or as soon as possible.~~

~~7.13 All books, documents and files kept by the Committee shall be under the custody and control of the Library CEO.~~

#### **~~PART 8 – QUORUM~~**

~~8.1 A quorum shall consist of a simple majority of the Committee Members.~~

~~8.2 A vacant position will not be counted to calculate quorum.~~

~~8.3 In the event quorum is not present 15 minutes after the time the Meeting is to start, or if quorum is lost during a meeting for a period of 15 minutes or the Committee Member leaving the Meeting clearly indicates that they will not return to the Meeting, any Committee Member present may ask the Secretary to call the roll and record the names of the Committee Members present and the Meeting will then stand adjourned until the next scheduled Meeting, or at the call of the Chair.~~

~~8.4 If neither the Chair nor Vice Chair has arrived 15 minutes after the time the Meeting is to start and, if a quorum is present, one of the other Members of the Committee may by unanimous consent assume the Chair and preside at the Meeting until the arrival of the Chair or Vice Chair.~~

~~8.5 In the event that there is no quorum or if quorum is lost during a Meeting, Committee Members present may agree to proceed informally with the agenda and any proposals made at the informal gathering will be reported by the Secretary to the next scheduled Meeting for consideration. No Motions or votes can be taken at an informal gathering.~~

#### **~~PART 9 – MEETINGS~~**

~~9.1 A Committee may meet at the call of the Chair or may decide to adopt a schedule of regular meetings, unless the Terms of Reference provide otherwise.~~

~~9.2 Special meetings of the Committee may be called by the Chair, on 24 hours' notice, when exceptional or urgent circumstances require the Committee to meet. The notice of a special meeting shall include an agenda and indicate the exceptional or urgent circumstances that require the meeting.~~

~~9.3 If a written request is made by a majority of the Committee Members to call a special meeting, it is the duty of the Chair to summon a special meeting on 24 hours' notice.~~

~~9.4 A regular meeting that is rescheduled is not a special meeting.~~

~~9.5 Members of the Committee are expected to try to attend every Meeting at the time established, be prepared for the Meeting by reading the Agenda in advance, and to be prepared to discuss agenda items.~~

~~9.6 Meetings of the Committee shall not conflict with regular meetings of Library Board, and shall have regard to Staff resources and availability.~~

~~9.7 Meetings of the Committee shall be held at the Central Library, unless otherwise provided in the Terms of Reference or approved by resolution of the Committee.~~

~~9.8 Notice of Committee Meetings shall be provided to the public by posting notice of the time and place of the meeting on the Library's web-site, together with a copy of~~



~~the agenda. The Secretary shall comply with the direction of the Library CEO regarding procedures for public notice.~~

#### **~~PART 10 – OPEN MEETINGS~~**

~~10.1 All ordinary meetings of Committees shall be open, and no person shall be excluded from a meeting except for improper conduct.~~

~~10.2 Open Meetings, require Committee Members to discuss and debate the matters on the agenda at the Meeting held for that purpose.~~

~~10.3 Committee Members shall not discuss or deal with a matter that materially advances the business or decision making of the Committee outside of Meetings, including through electronic communications.~~

#### **~~PART 11 – MEETINGS CLOSED TO THE PUBLIC~~**

~~11.1 A Committee may meet in private only if the subject to be discussed relates to:~~

- ~~a) the security of the property of the board;~~
- ~~b) personal matters about an identifiable individual;~~
- ~~c) a proposed or pending acquisition or disposition of land by the board;~~
- ~~d) labour relations or employee negotiations;~~
- ~~e) litigation or potential litigation, including matters before administrative tribunals, affecting the board;~~
- ~~f) advice that is subject to solicitor-client privilege, including communications necessary for that purpose;~~
- ~~g) a matter in respect of which a board or committee of a board may hold a closed meeting under another Act;~~

~~11.2 The Chair or Secretary shall consult with the Library CEO prior to meeting in private.~~

~~11.3 A Motion is required before meeting in private and the Motion must identify the general subject matter to be discussed and the reason for meeting in private.~~

~~11.4 Voting is not permitted in private. Any Motions must be moved and voted on in public.~~

~~11.5 Where a matter has been discussed in private, and where the matter remains confidential, Committee Members must not disclose the content of the matter discussed or the substance of the discussions.~~

#### **~~PART 12 – RULES OF DEBATE~~**

~~12.1 The Chair decides the order in which Committee Members speak or ask questions and makes sure that every Committee Member indicating a desire to speak has an opportunity to speak to an item on the agenda.~~

~~12.2 When a proposal is made, the Chair may re-state the proposal to ensure that everyone understands the intent. The proposal may then be discussed and the discussion may include possible changes to the wording of the proposal. When the discussion is concluded the Chair may frame the resulting proposal as a Motion that can be voted upon.~~

~~12.3 A Committee may act by unanimous consent and a formal vote will not be necessary. The Chair may specify a proposed action and, if there is no objection,~~



~~announce that the action is approved. If a Committee Member disagrees with the proposed action, a formal Motion to approve the action and a vote is required.~~

~~12.4 A Motion requires a mover but does not need to be seconded.~~

~~12.5 A Motion relating to a matter not within the Terms of Reference of a Committee is not in order.~~

~~12.6 A Motion to approve the minutes of a previous Meeting is an opportunity for the Committee Members to correct any errors or omissions in the minutes. It is not in order on a Motion to approve the minutes to re-open the discussion on any matter recorded in the minutes.~~

~~12.7 A Motion to reconsider any matter previously decided by the Committee may only be moved by a member that voted on the prevailing side, and requires a two-thirds majority of the Committee Members present to pass. No matter may be reconsidered more than once during the term of the Committee that decided it.~~

~~12.8 A Committee cannot submit a recommendation to Library Board on an issue that has already been decided by Library Board during the previous 12 months of the current term of Library Board unless Library Board has re-opened the matter and authorized the Committee to do so.~~

~~12.9 A Committee may, at its discretion, hear deputations from the public that pertain to a matter that is within the Committee's mandate, and may set limits for speaking time. It is in order for the Committee to limit the maximum number of deputations on matters not on the agenda. The Chair may end a public deputation if there is disorder or a failure to observe decorum.~~

~~12.10 Members of the Committee may ask questions of speakers but should not engage in debate. The Chair shall instruct speakers to address their comments or questions through the Chair.~~

~~12.11 A Committee may invite specific persons, experts, organizations, or groups to make a public presentation to it on any matter within its Terms of Reference.~~

~~12.12 Members of Library Board that are not Members of the Committee may attend any open Committee Meeting and may speak once on any matter that is on the agenda, prior to the Committee discussion.~~

### **PART 13 – VOTING**

~~13.1 Every Committee Member that is present at a meeting when the vote is taken, including the Chair, must vote unless they have declared a conflict of interest.~~

~~13.2 If a Committee Member that has not declared a conflict of interest abstains from voting, it will be counted as a NO vote.~~

~~13.3 No Committee Member shall be permitted to cast any vote by proxy.~~

~~13.4 A tie vote means that the Motion is defeated.~~

~~13.5 All votes will take place by show of hands and recorded votes are not permitted.~~

~~13.6 Upon the request of any Committee Member, and when the Chair is satisfied that a matter under consideration contains distinct proposals, the vote upon each proposal may be taken separately.~~

### **PART 14 – CONFLICT OF INTEREST**



~~14.1 Committee Members should disclose any personal interest in a matter under consideration at a meeting, and should avoid taking part in any discussion of the matter or voting if their interest is not an interest in common with other persons interested in the Committee's Terms of Reference, and is of a sufficiently significant and personal nature that it could influence their participation.~~

~~14.2 Except as provided in clause 14.1, Members that attend Committee meetings in their capacity as representatives of organizations are not required to declare a conflict of interest that is personal, nor is a pecuniary interest of the organization a conflict of interest.~~

~~14.3 Members of Council and Board Members that participate on Committees shall comply with the same rules that are applicable to members of Council or Board Members pursuant to the *Municipal Conflict of Interest Act*.~~

~~14.4 The Secretary will record all declarations of a conflict of interest in the minutes and whether or not the Committee Member participated in the discussions and vote on the matter.~~

#### **PART 15 -- CODE OF CONDUCT**

~~15.1 The City's Code of Conduct for Elected Officials, Local Boards and Advisory Committees applies to the conduct of all Members of Committees, with necessary modifications.~~

#### **PART 16 -- VACANCIES, REAPPOINTMENT**

~~16.1 If a Committee Member misses three consecutive Meetings or more than 50% of Meetings in a calendar year, without cause acceptable to the Committee, the following process will be followed:~~

~~a) The Committee can report the absences to the Board Chair;~~

~~b) The Board Chair shall provide written notice to the Committee Member of his / her absenteeism and advise the Committee Member that they may resign from the Committee or submit, in writing for the next Meeting, the reasons for their absence;~~

~~c) The Committee may, by resolution:~~

~~i. Waive the attendance requirements, if reasonable or compassionate circumstances exist, and the Committee Member will remain on the Committee;~~

~~ii. Request that Library Board declare the seat vacant, if a response is not provided or if the response is not reasonable or compassionate to the satisfaction of the Committee. This motion will be referred directly to Library Board and the position will be considered vacant upon a decision of Library Board.~~

~~16.2 Upon written confirmation from a Committee Member that they will no longer be serving on the Committee, the position will immediately be considered vacant and Library Board will commence the appointment process to replace the Committee Member.~~

~~16.3 In the case of a vacancy, for any cause, the Committee Member appointed to fill the vacancy shall hold position for the balance of the term of the Committee Member whose place is vacant.~~



~~16.4 Committee Members shall be eligible for reappointment, unless the Terms of Reference provide otherwise.~~

**~~PART 17 – ROLE OF STAFF~~**

~~17.1 Staff are not Committee Members and do not vote, unless the Terms of Reference provide otherwise.~~

~~17.2 Committees do not direct Staff. Any advice or recommendations of the Committee that require implementation, reports or other action by staff, that is outside the scope of work reasonably contemplated by the Committee's Terms of Reference, shall be requested in a Motion to be considered by Library Board unless otherwise delegated.~~

~~17.3 Committee Members shall not make or incur any liability for any operating expenditure.~~

**~~PART 18 – ACTION TO BE TAKEN~~**

~~18.1 Where a Committee approves an action to be taken that is within the authority of the Committee, the person authorized to take the action may do so immediately and does not need to wait for the minutes of the Committee to be approved.~~



<b>By-Law Name</b>	For the Operations and Regulations of the “Board”		
<b>Section &amp; Number</b>	By-Law Number 1	<b>Effective Date</b>	2023-06-15
<b>Motion Number</b>	2023-##	<b>Reviewed Date</b>	2023-06-15
<b>Author</b>	CEO	<b>Next Review Date</b>	2027

**ST. CATHARINES PUBLIC LIBRARY**

**BY-LAW NUMBER 1**

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## **BY-LAW NUMBER 1**

### **ST. CATHARINES PUBLIC LIBRARY BOARD**

#### **Preamble**

Whereas the St. Catharines Public Library Board, hereinafter called the "Board", is constituted and governed by the provisions of the *Public Libraries Act, 1990* of the Province of Ontario and Regulations made under this Act from time to time.

The Board is responsible for the provision of direct library services to the citizens of the City of St. Catharines in accordance with the *Public Libraries Act, 1990*.

#### **Article 1**

1.1 The Board shall have a corporate seal, an impression of which is imprinted in Appendix A hereof. This seal shall be affixed under the Direction of the Board to all deeds, contracts, documents or instruments requiring the seal, the impression of which shall be attested by the signatures of the Chair of the Board and the Chief Executive Officer, or by such other members of the Board and/or such officers as the Board shall direct.

1.2 The following rules and procedures of the Board shall be observed for the order and dispatch of the business of the Board and shall regulate the function and duties of its members and officers. Where there is any conflict with the *Public Libraries Act, 1990*, the Act shall take precedence.

#### **Article 2**

##### **MEMBERSHIP**

2.1 The Board shall consist of nine members appointed by the Council of the City of St. Catharines in accordance with the City of St. Catharines By-Law 85-432.

2.2 A Board member shall hold office for a term concurrent with the term of the appointing Council or until a successor is appointed and may be appointed for one or more further terms, as per the *Public Libraries Act, 1990*, s. 3.

2.3 Where a vacancy arises in the membership of the Board, the Chief Executive Officer shall, upon instruction of the Board in session, advise the appointing Council that a new member should be appointed to fill the vacancy pursuant to the terms of the *Public Libraries Act, 1990*.

2.4 Attendance of members at meetings shall be recorded in the minutes. A member applying for a leave of absence shall make such request directly to the Board, which leave may be granted only by resolution of the Board.



Under the authority of the *Public Libraries Act, 1990* s. 13, if a member is absent from the meetings of the Board for three (3) consecutive meetings without authorization by Board resolution, the remaining members shall declare the seat vacant and notify the Municipal Council accordingly.

### **Article 3**

#### **BOARD OFFICE**

3.1 The office of the Board shall be located at the Central Library, 54 Church Street, St. Catharines, Ontario, L2R 7K2.

### **Article 4**

#### **ELECTIONS AND APPOINTMENTS**

4.1 The Inaugural Meeting of the new Board shall be held on commencement of the term of the Board, as called by the Chief Executive Officer in accordance with the City of St. Catharines By-Law 85-483.

4.2 The order of business at the Inaugural Meeting shall be:

1. Call to order
2. Election of Chair
3. Election of Vice-Chair
4. Appointment to OLS Board Assembly
5. Chair's remarks
6. Adjournment

To be followed by the Regular Meeting.

4.3 The Chief Executive Officer shall act as Chair for the election of a Chair for the current term and shall call for nominations. Nominations shall be made with no seconder required. The Chair shall be elected by secret ballot. The member receiving a clear majority of the votes cast shall be declared elected by the Chief Executive Officer, but the count shall not be disclosed. Should no member receive a clear majority, the Chief Executive Officer shall so declare and balloting shall proceed with the member's name receiving the smallest number of votes being dropped.

4.4 Following election, the Chair shall assume the Chair and call for nominations for Vice-Chair. If the Chair is not present, the Chief Executive Officer shall call for nominations for Vice-Chair and the election for Vice-Chair shall be conducted in the same manner as that for Chair.

4.5 Appointments under 4.3 and 4.4 may be dealt with on the basis of a slate of nominations, which, if approved, the officers are duly elected.



- 4.6 The Chief Executive Officer acts as Secretary and Treasurer to the Board.
- 4.7 The Chair shall preside at all meetings of the Board and shall be ex-officio member of all committees, shall be notified of all committee meetings, and can cast a vote.
- 4.8 The Vice-Chair shall, in the absence of the Chair, perform all the Chair's duties. In the absence of the Vice-Chair, these duties shall be performed by such other member of the Board as may be appointed for the purpose.
- 4.9 The Board shall make appointments to the Ontario Library Service (OLS) Board Assembly, in accordance with the *Public Libraries Act, 1990* and to any other body on which it is entitled to have representation.
- 4.10 In the event any office becomes vacant for any reason, a new officer shall be elected or appointed in the same manner outlined heretofore.
- 4.11 The Board may elect members to committees as per Article 7. Election of the committee members shall be by open nomination, and the vote may be by secret ballot.

## **Article 5**

### **CONDUCT OF BUSINESS**

- 5.1 The Regular Meetings shall be held in accordance with the *Public Libraries Act, 1990* (Section 16), at such time or place as agreed upon by a resolution of the Board. In accordance with the Act, Regular meetings shall be open to the public, except as they deal with confidential matters.
- 5.2 A Special Meeting of the Board may be summoned at any time by order of the Chair and it is the Chair's duty to convene a Special Meeting when requested in writing to do so by two members of the Board.
- 5.3 Written notice of all Regular Board Meetings together with the proposed agenda and the minutes of the immediately preceding Regular Meeting and any subsequent Special Meetings and public reports shall be delivered to each member and posted to the library website at least two (2) working days in advance of such meetings.
- 5.4 Written notice of all Special Meetings shall be delivered to each member and posted to the library website, when possible, at least two (2) working days prior to the meeting and such notice shall state the specific purpose of the meeting.
- 5.5 Written notice of requests for Deputations to the Board from individuals or groups shall be delivered to the Chief Executive Officer, who will inform the Chair to determine



a convenient regular Board meeting for the deputation presentation. Deputations are for a maximum of 10 minutes unless otherwise determined by the Board. The Board may direct questions to the delegation following the presentation.

## **Article 6**

### **QUORUM**

6.1 The presence of a majority of the Board (5 members) is necessary for the transaction of business at Regular or Special Meetings.

6.2 Where a quorum is not present within 15 minutes after the hour fixed for the meeting, or if quorum is lost during a meeting for a period of 15 minutes, the Secretary shall record the names of the Board members present and the meeting shall stand adjourned until the next meeting or until a Special Meeting is called. Any member declaring a conflict of interest in a matter to be discussed during the meeting will not be counted in establishing the quorum for that matter.

In the event that there is no quorum or if quorum is lost during a meeting, members present may agree to proceed informally with the agenda and any proposals made at the informal gathering will be reported by the Secretary to the next scheduled meeting for consideration. No motions or votes can be taken at an informal gathering.

6.3 A Board member who anticipates being absent from a meeting shall notify the Secretary at least two (2) working days in advance of the meeting. If the Secretary is so notified by a majority of the members of the Board, then the Secretary shall inform the Chair, and shall notify all members of the Board that the meeting is cancelled.

## **Article 7**

### **COMMITTEES**

7.1 The Board consists of nine members only, and meets as a Committee of the Whole at Regular and Special Meetings.

7.2 Standing or special committees may be created at the discretion of the Board (e.g. Budget Committee). The Board shall create the Terms of Reference for these committees. Terms of Reference may be amended on the recommendation of the Committee and with the approval of the Board.

7.3 Standing or special committees must include the Chair or Vice-Chair, the Chief Executive Officer (or designate), and at least two other members of the Board. Membership of the committees shall be a minimum of three voting members, and for the purposes of a quorum, shall be two members including the Chair (or Vice-Chair) and another voting member.



7.4 Standing or special committees shall report their findings and recommendations at Regular or Special Meetings of the Board.

## **Article 8**

### **OFFICERS**

8.1 The Chief Executive Officer (or designate) shall attend all meetings of the Board and any standing and special committees. The Chief Executive Officer shall be responsible for the overall operation of the library system under the management of the Board. The Chief Executive Officer shall report regularly to the Board, and perform such other duties as may from time to time be prescribed by the Board and in accordance with job duties.

8.2 The Chief Executive Officer (or designate) shall be responsible for: keeping a permanent record of the meetings of the Board and its committees, notifying the members of all meetings, conducting necessary correspondence on behalf of the Board, and performing such other duties as the Board may require.

8.3 Bank accounts required for the business of the Board shall be opened in branches of chartered banks by resolution of the Board. All cheques drawn on such bank accounts shall be signed by 2 signing officers; the Chair of the Board **or** the Chief Executive Officer **or** the Business Administrator. All cheques operated under the impressed system shall be signed by those designated as signing officers on bank accounts of the Board. The Board, by specific resolution, may authorize the use of a signing plate to imprint the signature of an authorized signing officer on cheques drawn on a specific bank account, subject to such conditions as the Board may stipulate.

## **Article 9**

### **BY-LAW**

9.1 Amendments to this By-Law may only be made by a two-thirds majority vote of all trustees.

9.2 All point of procedure not covered in this by-law shall be decided in accordance with Canadian parliamentary procedure. (Authority: Bourinot, J.G., *Rules of Order* revised by G.H. Stanford, 4<sup>th</sup> Edition 1995).

## **Article 10**

### **EFFECTIVE DATE**

10.1 This By-law is deemed to come into effect on June 15, 2023. All former rules amended by it are hereby repealed.

/nb



**APPENDIX A**

**CORPORATE SEAL**

**ST. CATHARINES PUBLIC LIBRARY****PROCEDURE**

<b>Section:</b> Procedures <b>Number:</b> 5	<b>Subject:</b> Deputations to the Board	<b>Date:</b> December 22, 2006
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**General**

To define procedures for individuals and groups wishing to appear as a deputation at Board meetings. Deputations will be permitted before regular meetings of the Board on any matters relevant to the St. Catharines Public Library.

**Procedural Guidelines**

1. The individual or organization wishing to appear before the Board shall submit a written request to the C.E.O. at least 10 days prior to the scheduled meeting of the Board.
2. The request must stipulate the subject matter upon which the individual/organization wishes to speak. All presentation materials for consideration for the Board must be included with the request and will be included as part of the support material attached to the agenda when the matter is presented.
3. The C.E.O. will inform the Chair. The C.E.O. will inform the individual/organization of the date, time and place of the deputation (generally the next scheduled meeting).
4. The deputation appearance (including subject) of the deputation shall be included as an appointment on the Regular Agenda.
5. Each deputation shall be permitted to address the Board for a maximum of 10 minutes, unless otherwise determined by leave of the Chair. Where a deputation consists of 5 or more persons, it may be permissible for 2 spokespersons to address the Board, for a total of 10 minutes.
6. The Board may direct questions to the delegation following the presentation.
7. Unscheduled deputations will require 2/3 majority vote of Library Board members in attendance in order to proceed with a deputation immediately.

LS/dm

Procedure Reviewed by C.E.O.
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March 2012
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## Policy (GOV-02) Risk Management

**submitted by Karen Smith Curtis, Business Administrator**

### Recommendation

THAT the Board approve Policy (GOV-02) Risk Management.

#### **Background**

Risk Management is an integral part of the governance framework and operational and strategic planning processes. The Library is committed to embedding Risk Management into strategic and operational decision making so that risk is mitigated to an acceptable level and opportunities to deliver excellent and responsive service are leveraged. Effective management of risks and opportunities contributes towards the Library's ability to deliver services efficiently, and to achieve strategic and operational objectives.

One of the necessary first steps to implementing Risk Management practices is to establish a Risk Management Policy. The Policy establishes the practices and procedures necessary for managing risk in the interest of mitigating harm while empowering the organization to make sound decisions.

An Introduction to Risk Management was provided at the Board meeting on May 18, 2023. In addition, a draft of the Risk Management Policy (GOV-02) was provided. The policy is attached for your consideration.

#### **Recommendation**

Staff recommends the Board approve Policy (GOV-02) Risk Management.



<b>Policy Name</b>	Risk Management		
<b>Section &amp; Number</b>	GOV-02	<b>Effective Date</b>	2023-06-15
<b>Motion Number</b>	2023-##	<b>Last Review</b>	N/A
<b>Author</b>	Business Administrator	<b>Next Review</b>	2027

## Policy Statement

Through this policy, the St. Catharines Public Library (the “Library”) establishes the practices and procedures necessary for managing risk in the interest of mitigating harm while empowering the organization to make sound decisions. This enables the Library to fulfill its mission and strategic objectives.

Risk management is an integral part of the governance framework and operational and strategic planning processes. The Library is committed to embedding risk management into strategic and operational decision making so that risk is mitigated to an acceptable level and opportunities to deliver excellent and responsive service are leveraged. Effective management of risks and opportunities contributes towards the Library's ability to deliver services efficiently, and to achieve strategic and operational objectives.

A well-established risk management process assists both the Board and staff in decision-making by enabling informed choices, identification of priorities and selection of the most appropriate course of action. The Library is committed to ensuring that appropriate staff are provided with adequate guidance and training on the principles of risk management and their responsibilities.

The Library will regularly review and monitor the implementation and effectiveness of the risk management process to foster a risk aware culture across the organization.

## Scope

Risk is an inherent aspect of all work undertaken by the Library. Sound risk management principles must become part of routine management of activities across the Library.

This policy will ensure that the Library has a consistent basis for understanding and actively managing, monitoring and reporting risks across the Library at all appropriate levels. It is essential in managing public resources, contributing to sound decision-making, and enhancing accountability and transparency.

This policy covers risks and opportunities associated with the following areas:

1. Strategic risks – internal or external uncertainties, whether event or trend-driven, that impact the Library's strategy or implementation of strategy/strategic initiatives. Examples include governance and effectiveness of the Board and CEO, stakeholder and relationship management, achievement of strategic objectives, maintaining relevance, and reputation (public image).
2. Compliance risks – legal, legislative, by-law and policy compliance including directives from City Council and financial accountability requirements.
3. Fiscal risks – risk of monetary loss including fraud.
4. Operational risk – people, capital assets, processes including program development, program/service delivery in branches, controls established to achieve organizational efficiency, and continuity of offerings.

## Policy Objectives

The Library seeks to protect its assets while encouraging responsible risk taking to ensure proper stewardship of resources. This policy is a formal acknowledgement of the Library's commitment to risk management. The aim of the policy is to ensure that every effort is made to manage risk appropriately, maximize potential opportunities, facilitate the achievement of strategic objectives, and to minimize the adverse effects of risk.

The policy enables:

- Effective implementation of a Risk Management program;
- Assessment of the risks inherent to the environment within which Library operates;
- Effective allocation and use of resources for a risk response;
- Increased likelihood of achieving objectives aligning with the strategic direction of the Library;
- Improved stakeholder confidence and trust; and
- Improved operational effectiveness and efficiency.

## Definitions

1. Risk - The effect of uncertainty (positive or negative) on the achievement of objectives. The chance of something happening that will have a positive or negative impact on objectives.
2. Opportunity - A favourable combination of advantageous capabilities and occasion or time that if acted upon, may accelerate achievement of objectives and enhance an organization's position.
3. Risk Management - The culture, process and procedures that are in place to realize potential opportunities whilst managing adverse effects.
4. Risk Management Process - The application of policies and procedures in establishing context, identifying, analyzing, evaluating, treating monitoring and reviewing risks.
5. Risk Owner - The manager responsible for developing, implementing and monitoring response effectiveness to address major risks and opportunities.
6. Risk Response - The selection and implementation of strategies and measures to modify or control the risks, or leverage an opportunity and increase the likelihood of success.

## Regulations

The policy applies to all programs and services planned, implemented and monitored by the Library that may have associated strategic, compliance, fiscal, and operational risks.

Risk Impact Assessments (RIAs) will be conducted on new ventures and activities, including projects, programs, processes, systems and activities to ensure that these are aligned with the Library's goals and objectives.

Additionally, where there is a significant shift in the strategic direction (as outlined within a project charter or other similar planning document) for any initiative, a RIA is recommended to determine if any additional risks arise from the shift.

The Library will maintain a risk register which will include information of the identified risks, and risk responses including mitigation measures.

## Responsibility

The Chief Executive Officer (CEO) is to champion a risk management culture within the organization.

Managers are accountable for overseeing the implementation of the Risk Management Policy and Framework within their departments. This includes ensuring that risks pertinent to business processes within their control are identified and managed. The CEO and managers serve as the risk owners, accountable for specific categories of Risk as determined by their mandate. While it is possible and even likely that some categories of risk may span the jurisdiction of one or more managers, each Risk is to be ascribed to a single Risk Owner.

Staff is responsible for complying with the provisions of this policy and the Risk Management Framework by proactively identifying Risks and Opportunities, reporting incidents and other concerns to management, and complying with the policy and procedures to harness Opportunities while minimizing the Library's exposure to Risk.

## Operational Guidelines

1. A Risk Management Framework will be developed, approved and implemented.
2. Understanding and actively managing of risks and opportunities shall apply to all significant programs/services, policies and budgetary considerations.
3. The risk management process to be reflected in a Risk Register.
4. Development of a Risk Impact Assessment tool in order to assess new or significantly modified Library initiatives.
5. Communication, training, and tools will be developed to support the implementation of Risk Management throughout the Library.

## Implementation

This policy will be implemented by the CEO.

## Policy (P-11) Confidentiality of Employee Information

submitted by Linda Dobson, Human Resources Consultant

### Recommendation

THAT the Board approve amended Policy (P-11) Confidentiality of Employee Information.

#### Background

An employer's need for information should be balanced with an employee's right to privacy. Employers have legitimate requirements for personal information about their employees. They need to know who they're hiring, they need to address performance issues and require information to support some of their benefits and policies. Employers should also ensure that information they collect for one purpose isn't used for an unrelated purpose without the employee's consent.

In Ontario, there are two main laws that deal with access to information and privacy that apply to the Library.

**Municipal Freedom of Information and Protection of Privacy Act (MFIPPA):** This is the local government equivalent of FIPPA (Freedom of Information and Protection of Privacy Act) and covers municipal institutions such as municipalities, cities, towns, school boards, police services and many other local government entities. MFIPPA came into force on January 1, 1991.

**Freedom of Information and Protection of Privacy Act (FIPPA):** Ontario's Provincial Public Sector Privacy Law, which provides rules regarding the collection, retention, use, disclosure and disposal of personal information in its custody or control.

One purpose of the Acts is to protect the privacy of individuals with respect to personal information about themselves held by the Library. Personal information is defined in the Acts as recorded information about an identifiable individual, including his or her race, age, family status, address, telephone number, medical or employment history and other information. Both Acts contain privacy rules governing the collection, retention, use, disclosure and disposal of personal information held by government.

The Library policy aligns with the legislation; identifying who has access to this information, how and what information will be shared with others, and how staff can access their own personnel file, so they can verify the accuracy and completeness of information. The Library culture values and respects privacy.



<b>Policy Name</b>	Confidentiality of Employee Information		
<b>Section &amp; Number</b>	Personnel P-11	<b>Effective Date</b>	2007-11-22
<b>Motion Number</b>	2023-##	<b>Last Review</b>	2023-05-18
<b>Author</b>	HR Consultant	<b>Next Review</b>	2027

## Policy Statement

The St. Catharines Public Library recognizes its responsibility to its employees to preserve the confidentiality of information entrusted to its care.

## Scope

All documents related to an employee's work history with St. Catharines Public Library shall be retained in the original copy whenever possible, which shall be deemed confidential and stored in a central personnel file. Exempted examples include, job descriptions, probation schedules and other documents that may be identified as being not of a personal nature and for which working copies are required.

## Regulations

Access and disclosure of personal information to be in accordance with the principles set out in the *Freedom of Information and Protection of Privacy Act* (FIPPA) and the *Municipal Freedom of Information and Privacy Act* (MFIPPA).

## Responsibility

Personnel files are to be kept in locked files in the Administration department or in secured digital systems.

Control of employee personnel files is restricted to the Chief Executive Officer (CEO), Manager Human Resources or designate.

## Operational Guidelines

1. Access to relevant employee information is restricted to those staff who require it for the performance of their duties.
2. The removal or copying of documents from an employee's personnel file, requires the approval of the CEO, Manager Human Resources or designate.
3. Employees have the right to review their personnel file in the Administration department by making a request to the CEO, Manager Human Resources or designate.
4. Staff are encouraged not to share any personal information with customers.
5. Staff should not share any personal information about a colleague with customers or others who inquire. This includes their full name, address, phone number, status, work schedule or reasons they are not at work. Staff are encouraged to take a message for the colleague.

### External Access to Employee Information

1. All requests for information from external agencies, including prospective employers, financial and government institutions, will be referred to the Chief Executive Officer, Human Resources Manager or designate.
2. In response to requests for information from a prospective employer and with the employee's consent, the following information will be shared, either positively or negatively:
  - Length of service
  - Position(s) held
  - Salary
  - Employee's work record
  - Reason for leaving
3. In response to requests for information from banks, credit unions and other financial institutions, the Chief Executive Officer, Human Resources Manager or designate, may verify the following in accordance with the employee's consent:
  - Period of employment
  - Salary range
  - Position held

4. Other requests for personal information shall only be released as required by legislation or law by the Chief Executive Officer, Human Resources Manager or designate.

## Implementation

The CEO is responsible for ensuring the implementation of this policy.