



# St. Catharines Public Library Board

## Regular Meeting

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

### AGENDA

The Chair designates a Board Member to read the SCPL Land Acknowledgement.

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 (attachments)**

4.1 Joint Board Training – September 18, 2023

Motion

4.2 Regular Meeting – September 21, 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 Community Partner Update – Aiden Johnson, Executive Director, Niagara  
Community Legal Clinic (NCLC)

6. **Consent Agenda (attachments)**

Motion

6.1 Correspondence

6.2 CEO Report – K. Su

6.3 Department Reports – September 2023

6.3(a) Customer Service – M. Haanstra

6.3(b) Facilities and Health & Safety – L. DiDonato

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

6.3(d) Programming & Promotions – H. Jones

#### 6.4 Financial Reports – L. DiDonato

- 6.4(a) 2023 Financial Results & Forecast at September 30, 2023
- 6.4(b) Endowment & Trust Statement at September 30, 2023
- 6.4(c) Short-Term Investments Statement at September 30, 2023

#### 7. Discussion Reports (attachments)

- 7.1 Proposed 2024-2026 Operating Budget – L. DiDonato Motion
- 7.2 Policy (P-09) Employee & Trustee Recognition – K. Su Motion

#### 8. In-Camera Session

- 8.1 In-Camera Agenda (attachment)
  - 8.1(a) Additions/Deletions to In-Camera Agenda
  - 8.1(b) Adoption of In-Camera Agenda Motion
- 8.2 Motion to Move In-Camera Motion
- 8.3 Adoption of In-Camera Minutes
  - 8.3(a) In-Camera Session – September 21, 2023 (attachment) Motion
- 8.4 In-Camera Consent Agenda (attachment) Motion
  - 8.4(a) Staffing (October Update) – L. Dobson
- 8.5 Correspondence (Chair to share with Board)
- 8.6 In-Camera Discussion Reports (attachments)
  - 8.6(a) Personnel Matter – K. Su
  - 8.6(b) Personnel Matter – J. Coles Motion
  - 8.6(c) Personnel Matter – J. Coles Motion
- 8.7 Return to Open Session Motion

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

#### 10. Motion to Adjourn Motion

#### 11. Next Meeting / Upcoming Events

- Winter Celebration Dinner – Wednesday, November 15, 2023 at 6:30 pm, Queenston Heights Restaurant, 14184 Niagara River Parkway, Niagara-on-the-Lake, ON, L0S 1J0
- Board Meeting – Thursday, November 16, 2023 at 6:00 pm, Mills Room, Central Library & Microsoft Teams



# St. Catharines Public Library Board

## Joint Board Training Minutes

Monday, September 18, 2023, 6:00 pm  
Council Chambers, City Hall & Zoom

<b>Present:</b>	M. Brousseau J. Coles (joined at 6:11pm)	Lori Littleton Gail Riihimaki
<b>Regrets:</b>	P. Clausi K. Diiorio S. Dimick	Councillor J. Lindal Councillor G. Miller
<b>Staff:</b>	D. Delvecchio (Chair)	K. Su (Secretary)

The Chair called the Joint Board Training to order at 6:02 pm and read the City of St. Catharines Land Acknowledgment.

### 1. Declarations of Interest

There were no declarations of interest.

### 2. In-Camera Session

#### 2.1 Motion to Move In-Camera

**MOTION: 2023-86** THAT the Joint Board Training move to In-Camera Session.  
**MOVED BY:** All attendees  
**SECONDED BY:** N/A  
**MOTION CARRIED.**

The Joint Board Training moved to In-Camera Session at 6:05 pm.

#### 2.2 In-Camera Training

Training – Michael Maynard, ADR Chambers – Integrity Commissioner  
Training provided to joint Boards.

#### 2.3 Return to Open Session

**MOTION: 2023-87** THAT the In-Camera Session return to Open Session.  
**MOVED BY:** All attendees  
**SECONDED BY:** N/A  
**MOTION CARRIED.**

The In-Camera Session returned to Open Session at 7:29 pm.

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

**MOTION: 2023-88** THAT the Joint Boards adopt any Motions arising from the In-Camera Session.  
**MOVED BY:** All attendees  
**SECONDED BY:** N/A  
**MOTION CARRIED.**

### 4. Motion to Adjourn

**MOTION: 2023-89** THAT the Joint Board Training be adjourned.  
**MOVED BY:** All attendees  
**SECONDED BY:** N/A  
**MOTION CARRIED.**

The Joint Board Training adjourned at 7:30 pm.

### 5. 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

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Chair

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Secretary



# St. Catharines Public Library Board

## Regular Meeting Minutes

Thursday, September 21, 2023, 6:00 pm  
Mills Room, Central Library & Microsoft Teams

<b>Present:</b>	M. Brousseau P. Clausi J. Coles (Chair) S. Dimick (Vice-Chair) (arrived 6:05 pm)	Lori Littleton Councillor G. Miller (arrived 6:12 pm) Gail Riihimaki
<b>Regrets:</b>	K. Diiorio	Councillor J. Lindal
<b>Staff:</b>	D. Bott N. Bryans (Recording Secretary) L. DiDonato L. Dobson	M. Haanstra H. Jones S. Mannella K. Su (Secretary)

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: 2023-90** THAT the Agenda be adopted.  
**MOVED BY:** G. Riihimaki  
**SECONDED BY:** M. Brousseau  
**MOTION CARRIED.**

### 2. Chair's Remarks

The Chair welcomed the Board back after the summer break.

### 3. Declarations of Interest

There were no declarations of interest.

#### 4. Adoption of Minutes

##### 4.1 Regular Meeting – June 15, 2023

**MOTION: 2023-91**            THAT the Regular Meeting Minutes of June 15, 2023 be adopted.  
**MOVED BY:**                P. Clausi  
**SECONDED BY:**            G. Riihimaki  
**MOTION CARRIED.**

#### 5. Monthly Updates

##### 5.1 St. Catharines City Council No report.

5.2 OLS Update – J. Coles  
The Chair reminded Board members to consider standing for the OLS Board Assembly representative position.

5.3 CEO Update – K. Su  
The CEO updated the Board about the following:

- Central Renovation Design – SCPL has met with Tina Ranieri-D'Ovidio, of ward99 Architects, two more times to work on the detailed design phase. Making plans for more library visits in late-October or early-November to get ideas. The CEO will keep the Board informed.
- Joint Board Training Session – Four Board members attended the training on September 18, 2023.
- Winter Celebration Dinner – Five Board members have signed up to attend. Tickets are available from Administration by cash or e-transfer to [finance@myscpl.ca](mailto:finance@myscpl.ca)

5.4 Department Update – Summer Reading Programs – Lydia Smith and Melissa Broere, Programming & Outreach Librarians provided a Power Point Presentation to the Board that highlighted SCPL summer programs and the Summer Reading Club. Attendance statistics increased across all programs and all age groups, but mostly ages 18+. The Mayor's office is interested in continuing the Mayor's storytimes next year.

#### 6. Consent Reports

##### 6.1 Correspondence

##### 6.2 CEO Report – K. Su

##### 6.3 Department Reports – June, July, & August 2023

6.3(a) Customer Service – J. Spera & M. Haanstra

6.3(b) Facilities and Health & Safety – L. DiDonato

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

6.3(d) Programming & Promotions – H. Jones

##### 6.4 Finance Reports – L. DiDonato

6.4(a) 2023 Financial Results and Forecast Statement at June 30, 2023

- 6.4(b) Endowment & Trust Statement at June 30, 2023
- 6.4(c) Short-Term Investments Statement at June 30, 2023
- 6.5 2024 to 2026 Capital Budget Update – L. DiDonoto
- 6.6 Quarterly Progress Update on 2023 Work Plan (Q3) – K. Su

**MOTION: 2023-92** THAT the Consent Reports be received as circulated.  
**MOVED BY:** S. Dimick  
**SECONDED BY:** L. Littleton  
**MOTION CARRIED.**

## 7. In-Camera Session

### 7.1 In-Camera Agenda

- 7.1(a) Additions/Deletions to In-Camera Agenda  
Add Item 7.5(c) Personnel Matter – P. Clausi

- 7.1(b) Adoption of In-Camera Agenda

**MOTION: 2023-93** THAT the In-Camera Agenda be adopted as amended.  
**MOVED BY:** G. Riihimaki  
**SECONDED BY:** Councillor G. Miller  
**MOTION CARRIED.**

D. Bott, M. Haanstra, H. Jones, & S. Mannella left the Regular Meeting at 6:15 pm.

### 7.2 Motion to Move In-Camera

**MOTION: 2023-94** THAT the Regular Meeting move to In-Camera Session.  
**MOVED BY:** M. Brousseau  
**SECONDED BY:** P. Clausi  
**MOTION CARRIED.**

The meeting moved to In-Camera Session at 6:16 pm.

### 7.3 Adoption of In-Camera Minutes

- 7.3(a) In-Camera Session – June 15, 2023

**MOTION: 2023-95** THAT the In-Camera Session Minutes of June 15, 2023 be adopted.  
**MOVED BY:** G. Riihimaki  
**SECONDED BY:** P. Clausi  
**MOTION CARRIED.**

### 7.4 In-Camera Consent Agenda

- 7.4(a) Staffing (September Update) – L. Dobson

**MOTION: 2023-96** THAT the In-Camera Consent Agenda be received as circulated.  
**MOVED BY:** L. Littleton  
**SECONDED BY:** S. Dimick  
**MOTION CARRIED.**

K. Su, L. DiDonato, & N. Bryans left the In-Camera Session at 6:18 pm

7.5 In-Camera Discussion Reports

7.5(a) Personnel Matter – L. Dobson  
The Board discussed a Personnel Matter.

**MOTION: 2023-97** THAT the Board approve the Personnel Matter recommendation outlined in Report 7.5(a), and directions were given to staff.  
**MOVED BY:** L. Littleton  
**SECONDED BY:** S. Dimick  
**MOTION CARRIED.**

K. Su, L. DiDonato, & N. Bryans returned to the In-Camera Session at 6:28 pm.

7.5(b) Human Resources Matter – L. Dobson  
The Board discussed a Human Resources Matter.

**MOTION: 2023-98** THAT the Board approve the Human Resources Matter outlined in report 7.5(b)  
**MOVED BY:** G. Riihimaki  
**SECONDED BY:** Councillor G. Miller  
**MOTION CARRIED.**

7.5(c) Personnel Matter – P. Clausi  
The Board covered discussion of this Personnel Matter in Item 7.5(a).

7.6 Return to Open Session

**MOTION: 2023-99** THAT the In-Camera Session return to Open Session.  
**MOVED BY:** L. Littleton  
**SECONDED BY:** M. Brousseau  
**MOTION CARRIED.**

The Meeting returned to Open Session at 6:39 pm.  
D. Bott, M. Haanstra, H. Jones, & S. Mannella returned to the Regular Meeting at 6:40 pm,

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



**MOTION: 2023-100** THAT the Board adopt any Motions arising from the In-Camera Session.  
**MOVED BY:** M. Brousseau  
**SECONDED BY:** S. Dimick  
**MOTION CARRIED.**

## 9. Discussion Reports

### 9.1 SCPL By-Law Number 1 – K. Su

The Board received a written report that outlined staff's recommendations for amendments to the SCPL By-Law Number 1. The Board discussed transparency for Chair and Vice-Chair terms. The CEO will check with City Clerk's office. Development of Board assessment & evaluation recommended for discussion at a later meeting.

**MOTION: 2023-101** THAT the Board approve 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

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

### 9.2 Policy (G-05) Meeting Rooms – L. DiDonato

The Board received a written report that outlined the amendments to Policy (G-05) Meeting Rooms. The Chair noted a minor wording amendment.

**MOTION: 2023-102** THAT the Board approve amended Policy (G-05) Meeting Rooms.  
**MOVED BY:** Councillor G. Miller  
**SECONDED BY:** P. Clausi  
**MOTION CARRIED.**

### 9.3 Policy (P-30) Programming – H. Jones

The Board received a written report for the proposed Policy (P-30) Programming.

**MOTION: 2023-103** THAT the Board approve Policy (P-30) Programming.  
**MOVED BY:** L. Littleton  
**SECONDED BY:** M. Brousseau  
**MOTION CARRIED.**

### 9.4 Policy ((P-14) Disconnect from Work – L. Dobson

The Board received a written report outlining no changes for the annual review of Policy (P-14) Disconnect from Work.

**MOTION: 2023-104** THAT the Board approve Policy (P-14) Disconnect from Work.  
**MOVED BY:** P. Clausi  
**SECONDED BY:** Councillor G. Miller  
**MOTION CARRIED.**

9.5 Policy (P-06) CEO Evaluation – J. Coles  
The Board received a written report. The Board discussed a further amendment to the wording in Policy (P-06) CEO Evaluation.

**MOTION: 2023-105** THAT the Board approve amended Policy (P-06) CEO Evaluation.  
**MOVED BY:** P. Clausi  
**SECONDED BY:** S. Dimick  
**MOTION CARRIED.**

9.6 Appoint CEO Evaluation Committee – J. Coles  
The Chair called for Board volunteers for the CEO Evaluation Committee.

**MOTION: 2023-106** THAT the Board appoint members J. Coles, L. Littleton, and S. Dimick to the CEO Evaluation Committee.  
**MOVED BY:** G. Riihimaki  
**SECONDED BY:** M. Brousseau  
**MOTION CARRIED.**

9.7 2024 Work Plan – K. Su  
The Board received a written report outlining the 2024 Annual Work Plan goals based on the Strategic Plan. The Board discussed smart outcomes, items without timelines, and website branding updates.

**MOTION: 2023-107** THAT the Board approve the 2024 Annual Work Plan.  
**MOVED BY:** G. Riihimaki  
**SECONDED BY:** L. Littleton  
**MOTION CARRIED.**

Break at 7:15 pm for 5 minutes, returned at 7:20 pm.

9.8 Draft Proposed 2024 to 2026 Operating Budget – L. DiDonato  
The Board received a written report. Lisa outlined the budget presentation timelines, the main budget pressures, and mitigation strategies. The Board discussed strategies used to develop the draft budget and options for the presentation.

**MOTION: 2023-108** THAT the Board approve, in principle the draft Proposed 2024 to 2026 Operating Budget.

**MOVED BY:** L. Littleton

**SECONDED BY:** M. Brousseau

**MOTION CARRIED.**

Councillor Greg Miller left the meeting at 7:41 pm

9.9 Designate Head under MFIPPA – K. Su

The Board received a written report.

**MOTION: 2023-109** THAT the Board designate Qingyi (Ken) Su, CEO, as Head under MFIPPA.

**MOVED BY:** P. Clausi

**SECONDED BY:** S. Dimick

**MOTION CARRIED.**

9.10 2024 Board Meeting Dates – K. Su

The Board received a written report.

**MOTION: 2023-110** THAT the Board approve the 2024 Board Meeting Dates.

**MOVED BY:** G. Riihimaki

**SECONDED BY:** L. Littleton

**MOTION CARRIED.**

9.11 2024 Library Closure Dates – K. Su

The Board received a written report.

**MOTION: 2023-111** THAT the Board approve the 2024 Library Closure Dates.

**MOVED BY:** M. Brousseau

**SECONDED BY:** P. Clausi

**MOTION CARRIED.**

9.12 Winter Celebration Dinner Closure – K. Su

The Board received a written report.

**MOTION: 2023-112** THAT the Board approve closing all branches of SCPL at 6:00 pm on Wednesday, November 15, 2023, for the Winter Celebration Dinner.

**MOVED BY:** G. Riihimaki

**SECONDED BY:** L. Littleton

**MOTION CARRIED.**

M. Brousseau read the following SCPL Land Acknowledgment:

The land on which the Board meets today is the traditional territory of the Haudenosaunee and Anishinaabe peoples, many of whom continue to live and work here today. This territory is covered by the Upper Canada Treaties and is within the land

protected by the Dish with One Spoon Wampum agreement. Today this gathering place is home to many First Nations, Metis, and Inuit Peoples. Acknowledging this is a reminder that our great standard of living is directly related to the resources and friendship of Indigenous people.

## 10. Motion to Adjourn

**MOTION: 2023 - 113**      THAT the Regular Meeting be adjourned.  
**MOVED BY:**              L. Littleton  
**SECONDED BY:**         N/A  
**MOTION CARRIED.**

The Regular Meeting adjourned at 7:51 pm.

## 11. Next Meeting / Upcoming Events

- Ontario Library Service, Virtual Conference for Public Library Boards – Thursday, September 28, 2023, 6-8:30 pm, online through LearnHQ
- Board Meeting – Thursday, October 19, 2023, at 6:00 pm, Mills Room, Central Library & Microsoft Teams
- Winter Celebration Dinner – Wednesday, November 15, 2023 at 6:30 pm, Queenston Heights Restaurant, 14184 Niagara River Parkway, Niagara-on-the-Lake, ON, L0S 1J0

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Chair

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Secretary

## Consent Agenda

### Recommendation

THAT the Consent Agenda be received as circulated.

- |  |        |
|--|--------|
| <b>6. Consent Agenda (attachments)</b>                                     | Motion |
| 6.1 Correspondence   |        |
| 6.2 CEO Report – K. Su   |        |
| 6.3 Department Reports – September 2023                                    |        |
| 6.3(a) Customer Service –M. Haanstra                                       |        |
| 6.3(b) Facilities and Health & Safety – L. DiDonato                        |        |
| 6.3(c) Innovation, Collections, and Technology – D. Bott                   |        |
| 6.3(d) Programming & Promotions – H. Jones                                 |        |
| 6.4 Financial Reports – L. DiDonato  |        |
| 6.4(a) 2023 Financial Results and Forecast Statement at September 30, 2023 |        |
| 6.4(b) Endowment & Trust Statement at September 30, 2023                   |        |
| 6.4(c) Short-Term Investments Statement at September 30, 2023              |        |

## CEO Report

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

### For Information

#### **Central Library Renovation**

Management met with the architect four times in September and October to develop a detailed floorplan. The architect is planning to come in person sometime in October to meet with each manager and discuss expectations and requirements in their spaces. The architect is also contacting Toronto Public Library and Vaughan Public Library to arrange a library tour that will most likely take place at the end of October or the beginning of November.

Once managers share their thoughts on the detailed design, the architect is planning to attend the staff meeting on November 13 to share their latest design and solicit feedback from staff.

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

Library staff met with two consultants from GM BluePlan on October 4<sup>th</sup> to kick off the Asset Management Plan project. Participants discussed project objectives, timeline, and deliverables, and also reviewed the Library's existing asset management practice and potential risks and management strategies.

The group will meet regularly in the coming months to review the Library's tangible capital asset file, develop strategies to manage those assets, and draft a plan to minimize future risks. The consultants are planning to present the final report to the Board at the March 2024 meeting. Once the plan is approved by the Board, it will be submitted to the City to be incorporated into the City's overall asset management plan.

#### **Branch Furniture Upgrade**

In order to provide functional and aesthetically pleasing spaces to customers, the Library is planning to upgrade some furniture at the Merritt Branch and the Port Dalhousie Branch. A Senior Account Manager and Design Lead from Schoolhouse Products will visit those two branches on October 18 to discuss with staff and then provide design planning and digital rendering later. Updates will be provided to the Board when they become available.

## Customer Service

**submitted by Marcella Haanstra, Assistant Manager, Customer Service (September 2023)**

### For Information

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

	<b>September 2023</b>	<b>% change from 2022</b>
<b>Gate Count</b>	27,107	25,164 (+7%)
<b>Membership</b>	616	703 (-13%)
<b>Holds Placed</b>	11,624	11,221 (+3%)
<b>Questions</b>	4952	5760 (-16%)

#### **Gate Count**

Our gate count system-wide continues its upward climb toward pre-pandemic 2020 levels, with an increase of 7% over September 2022.

#### **Membership**

Although our new membership count in September 2023 was less than 2022, our overall new memberships for 2023 are 7% higher than last year. Class visits and membership drives, such as September's Library Signup Contest, continue to drive new membership creation.

#### **Holds Placed**

The number of holds placed increased this month by 3% over September 2022. The holds system continues to be an integral library service for customers across the city.

#### **Customer Feedback Highlights**

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

- Appreciation for the Holds to Go service at the Seymour-Hannah arena
- Creating more play space in the children's section and study space
- Providing friendly, knowledgeable and efficient customer service
- Sending hold and auto-renewal notices via email

The library is continually evaluating the suggestions for improvements and new services.

### **Open Study Service**

In response to customer feedback, the Dr. Huq and Merritt branches are introducing Open Study, which will take place in each respective branch's program room. Customers are invited to use the room during designated dates and times, which are listed on the library's event calendar. This service is intended to provide an additional quiet space for customers to study, write, read and accomplish other activities that are mindful and respectful of others using the space. For collaborative activities such as group projects, Zoom calls and interviews, customers are invited to book a private study space through our LibCal booking service.



## Facilities and Health & Safety

submitted by Lisa DiDonato, Business Administrator

### For Information

#### Facilities

In September, the Library introduced new Incident Reporting Policy and Procedures and an online reporting tool to draw attention to incidents in order to prevent future incidents or minimize the likelihood that future incidents will happen.

The four outstanding lighting replacements at Dr. Huq Branch were completed September 28, before opening, in coordination with the City electricians.

The current operator of the cafe provided notice and closed effective September 30. As we look for alternatives we continue to provide snacks and coffee/tea available for reasonable prices in the staff lunchroom with all proceeds going to the United Way.

#### Health & Safety

The table attached as Appendix A show the results of Health and Safety inspections.

The Joint Health & Safety Committee met on September 28, 2023. Due to illness, there were only two members in attendance, one representing each Management and Union, so the majority of the items were deferred to the December 14, 2023 meeting.

The next meeting of the Joint Health & Safety Committee is scheduled for December 14, 2023. The agenda includes the following:

- Monthly Inspection Reports
- Annual Inspections Status
- Scents in Workplace – Dress Code Policy Update
- Joint Health and Safety Certification/Recertification Status
- Policy Review - Sexual Harassment Prevention (POL-P03)

## Appendix A – Health and Safety Inspection Results

<b>Location</b>	<b>Date</b>	<b>Results</b>	<b>Update</b>
<b>Annual Inspections</b>			
Central	August 5, 2022	Audio Book Shelves aisles are too narrow.	Included in renovation plans.
<b>Regular Inspections</b>			
Central - Basement	July 26, 2023	Some flood clean-up/repairs outstanding.	Facilities team completed flood cleanup and City arranging permanent modifications to mitigate risk.
Central – 2 <sup>nd</sup> Floor	September 6, 2023	Nothing to report.	N/A
Dr. Huq	September 29, 2023	Nothing to report.	N/A
Merritt	September 26, 2023	Nothing to report.	N/A
Port	September 26, 2023	Nothing to report.	N/A

## Innovation, Collections & Technology

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

### For Information

#### **Physical Circulation**

Physical circulation declined by 8% in September from August 2023. However, this seems to reflect a common dip at this time of year. Last year, physical circulation dropped by 18.7% from August to September. Overall, physical circulation continues to rise above that of 2022. This year (to date), physical circulation is up 28.9% compared to 2022, and we are projecting a 30% increase by the end of the year.

#### **Digital Circulation**

Like physical circulation, digital circulation also seems to dip around this time of year and decreased by 4% from August to September 2023. However, digital circulation for September 2023 (18,180) is on par with digital circulation from September 2022 (18,196).

#### **Library of Things - Musical Instrument Collection**

On September 18, our Musical Instrument Collection expanded to include bongo drums, full size guitars and children's accordions. All copies of each instrument are currently checked out and the most requested new item is the children's accordion.

#### **Floating Collections**

Floating Collections allow the checking-in branch to shelve the item locally, regardless of the original home location. In September, floating collections expanded to include Children's Easy Readers and Wonderbook Easy Readers. The video game collection is the next collection targeted for floating.

#### **Online Incident Reporting System**

Staff developed and implemented an online incident reporting system for staff and security to better report and document incidents throughout the system. Incident reports are sent to all managers to allow better follow-up and resolution of incidents.

#### **Video Surveillance Systems**

Video surveillance systems were purchased for Dr. Huq and Merritt branches. Cabling and installation are scheduled for early October.

## Programming and Promotions

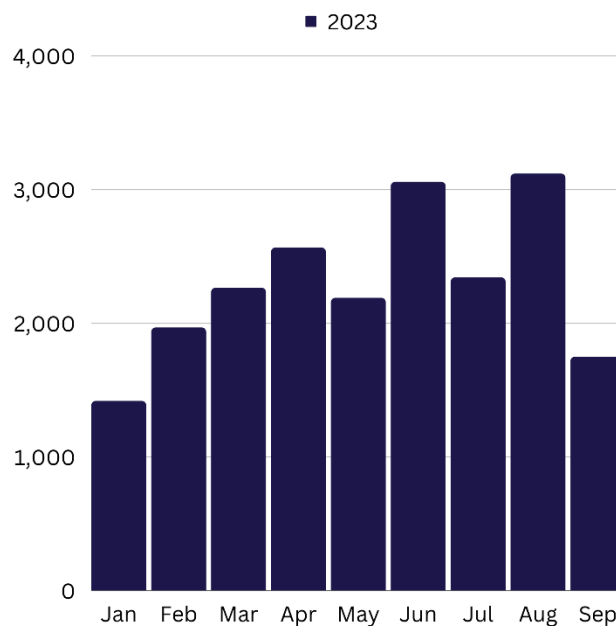
submitted by Holly Jones, Manager, Programming & Promotions (September 2023)

### For Information

#### Programming Highlights

In total, 1746 customers attended or engaged in programs in September. Attendance dipped 21% this month from September 2022 (2230 attendees) owing to a combination of factors, including staffing challenges and fewer class visits to start the school year. School partners have indicated a preference to push back library visits to mid-Fall to allow students time to readjust following the summer break. We anticipate class visit numbers will climb as the school year proceeds.

SCPL launched LibCal, our new room booking and event management platform, on September 1. LibCal replaces Eventbrite as a platform through which to promote and manage program registration, and provides customers with a self-serve tool for room bookings. The transition was seamless, and feedback from staff and customers has been positive.



Of special programming note in September:

1. **Outreach events**, including Celebration of Nations at the Performing Arts Centre (50 interactions), the Grape & Wine Festival at Montebello Park (895 interactions), a school open house at St. Nicholas Catholic School (52 interactions), and a membership drive at Brock University (51 interactions), were a significant source of community engagement, with a total of 1110 interactions.
2. **Drop-in Batman Day** was well attended, with 42 children and caregivers enjoying a variety of crafts, including button-making, and Batman themed materials from our collection to browse and borrow.
3. **English Club**, in partnership with Niagara Folk Arts Multicultural Centre, launched this month, providing newcomers with an opportunity to grow their English-learning skills, including listening, speaking, vocabulary, and pronunciation. 22 attendees attended our first two sessions.
4. **Brock Talks** in partnership with Brock University, resumed with an engaging lecture by Dr. Robert Alexander "What is Comics Journalism" (10 attendees).
5. **Pirate Storytime**, for families with children 5 and under, offered pirate-themed stories, activities and crafts, and proved popular with 34 attendees.
6. **Culture Days**, the annual 3-week long celebration of arts, culture, and heritage, launched on September 23. St. Catharines has been designated as a 2023 Hub Community, with SCPL serving as the centralized location. SCPL, in partnership with the City of St. Catharines and the St. Catharines Cultural Investment Program (SCCIP), will host several events between September 23-October 15.
7. **The National Day for Truth & Reconciliation** took place September 30. SCPL organized several book displays at Central and the Branches featuring Indigenous voices and broadcast the 94 Calls to Action on the promotional TV screens. The library was represented at the City's flag raising ceremony, and all staff were invited to wear orange shirts on Friday, September 29 and Saturday September 30. As well, the library partnered with the City of St. Catharines to collect non-perishable food donations in support of the Niagara Regional Native Centre and Fort Erie Native Friendship Centre's Food Pantry.

### Communication Highlights

SCPL celebrated Library card sign-up month in September with a promotional contest that ran throughout the month. All new library members were entered into a draw to win a library swag prize package. This contest helped to generate 616 new memberships.

SCPL is supporting Brock University as a community partner in their Experiential Learning program at the Goodman School of Business. Through this partnership, students will assemble a 1-year marketing plan for the library that will address some of our biggest challenges, such as teen engagement and reactivating inactive cardholders.

We continue to maintain a strong presence on social media, supporting library initiatives including the LibCal launch, the introduction of musical instruments to the Library of Things collection, and Culture Days.

### Media Mentions

<b>07-Sep</b>	<b>Niagara This Week</b>	Unlock the power of your library when you sign up for a St. Catharines library card
<b>14-Sep</b>	<b>Brock News</b>	Brock Talks to touch on community-themed topics
<b>28-Sep</b>	<b>Niagara This Week</b>	Listen to Indigenous voices with these books at the St. Catharines Public Library
<b>28-Sep</b>	<b>I Heart Radio – CKTB News</b>	St. Catharines will mark Truth & Reconciliation Day with flag raising ceremony tomorrow

## 2023 Financial Results & Forecast at September 30, 2023

submitted by Lisa DiDonato, Business Administrator

### For Information

	SEPTEMBER 30, 2023			FULL YEAR 2023		
	Actual	Budget	%	Forecast	Budget	%
<b>REVENUE</b>						
City Contribution (1)	\$ 4,635,000	\$ 4,653,160	99.6	\$ 6,204,214	\$ 6,204,214	100.0
Miscellaneous (2)	165,067	70,497	234.1	\$ 427,930	322,595	132.7
Total	<u>4,800,067</u>	<u>4,723,657</u>	101.6	<u>\$ 6,632,144</u>	<u>6,526,809</u>	101.6
<b>EXPENDITURES</b>						
Salaries & Benefits (3)	3,257,421	3,460,255	94.1	\$ 4,601,942	4,613,674	99.7
<b>LIBRARY MATERIALS</b>						
Library Materials (4)	542,815	600,000	90.5	\$ 800,000	800,000	100.0
<b>OCCUPANCY</b>						
Occupancy (5)	329,346	420,470	78.3	\$ 558,992	560,628	99.7
<b>SUPPLIES &amp; SERVICES</b>						
Supplies & Services (6)	225,571	315,715	71.4	\$ 439,442	420,953	104.4
<b>OPERATING CAPITAL</b>						
Capital Costs (7)	60,053	98,666	60.9	\$ 209,979	131,554	159.6
Total	<u>4,415,207</u>	<u>4,895,106</u>	90.2	<u>\$ 6,610,355</u>	<u>6,526,809</u>	101.3
<b>UNEXPENDED BALANCE (8)</b>	<u>\$ 384,861</u>	<u>-\$ 171,449</u>		<u>\$ 21,788</u>	<u>-</u>	

#### NOTES:

##### REVENUE

(1) The actual and forecast at September 30 align with the 2023 budget approved by the City of St. Catharines.

(2) Miscellaneous Revenues are higher than budgeted, year to date, primarily as a result of a grant for the gaming room and more than anticipated investment income. Investment income is expected to remain strong due to increased interest rates.

##### EXPENDITURES

(3) The September 30 forecast includes an estimate for 2022 and 2023 retroactive payment related to the settlement of the collective agreements that will be made in October 2023.

(4) Library Materials are being actively managed and are expected to be on budget at the end of 2023. The budget was reduced by 5.3% for 2023 so further impacts will need to be minimized.

(5) For 2023, it is expected that Occupancy will be slightly lower than budget. In 2023, the HVAC was replaced and the maintenance contract was streamlined resulting in better pricing. In addition, property insurance has been placed with a new broker which netted lower premiums.

(6) It is expected that the Supplies & Services budget will be 5.4% over budget at the end of 2023. This is primarily due to spending related to the gaming room grant which is offset by higher Miscellaneous Revenues mentioned above.

(7) The implementation of Port +, early in 2023, is expected to result in some increased costs. As the year progresses, if overall funding permits, SCPL anticipates investing in IT equipment and furnishings to improve customer service in alignment with the strategic objectives.

#### **UNEXPENDED BALANCE**

(8) For the nine month ending September 30, 2023, the net unexpended funding was \$384,861. The surplus is primarily the result of the timing of retroactive salary and benefits, program and operating expenditures. The expectation is that there will be an increase in utilization of the funding in 4th quarter.



## Endowment & Trust Fund Statement at September 30, 2023

submitted by Lisa DiDonato, Business Administrator

### Income/Expenditures

Opening Balance	\$	1,665,850
Donations	\$	10,385
Interest	\$	55,611
TOTAL INCOME	\$	<u>1,731,846</u>
Less Expenditures	\$	-
NET REVENUE	\$	<u><u>1,731,846</u></u>

### Current Assets

Cash	\$	177,336
GIC's	\$	1,536,468
Receivables	\$	18,041
TOTAL CURRENT ASSETS	\$	<u>1,731,846</u>
Less Current Liabilities	\$	-
NET ASSETS	\$	<u><u>1,731,846</u></u>

Encumbered Amount	\$	244,568
Unencumbered Amount	\$	<u>1,487,278</u>
TOTAL	\$	<u><u>1,731,846</u></u>

## Short-Term Investments Statement at September 30, 2023

submitted by Lisa DiDonato, Business Administrator

Broker	Due	Yield	Market Value
The Canada Trust Company	Dec 14, 2023	5.50%	\$395,407
TD Bank	Dec 14, 2023	5.50%	\$158,561
TD Bank	Dec 14, 2023	5.50%	\$260,171
Bank of Nova Scotia	Aug 18, 2025	5.45%	\$127,500
Bank of Nova Scotia Trust	Aug 18, 2025	5.45%	\$100,000
B2B Bank	Apr 12, 2024	4.65%	\$55,000
Versa Bank	Apr 12, 2024	4.72%	\$100,000
Canadian Tire Bank	Aug 6, 2024	5.30%	\$100,000
Community Trust Company	Aug 6, 2024	5.49%	\$100,000
National Trust Company	Aug 6, 2024	5.35%	\$100,000
Montreal Trust Company	Aug 18, 2025	5.45%	\$100,000
National Trust Company	Aug 18, 2025	5.45%	\$100,000
Scotia Mortgage Corporation	Aug 18, 2025	5.45%	\$100,000

## Discussion Reports

### 7. Discussion Reports (attachments)

- 7.1 Proposed 2024 to 2026 Operating Budget – L. DiDonato
- 7.2 Policy (P-09) Employee & Trustee Recognition – K. Su

Motion  
Motion

## 2024 to 2026 Operating Budget

**submitted by Lisa DiDonato, Business Administrator**

### Recommendation

THAT the St. Catharines Public Library Board (Board) approve the 2024 to 2026 Operating Budget for submission to the City of St. Catharines.

### Background

The St. Catharines Public Library (SCPL) Operating Budget has been prepared in alignment with the City of St. Catharines (City) multi-year budget policy. The purpose of the multi-year budget policy is to enhance financial management and long term planning.

At the meeting on September 21, 2023, the Board received and approved, in principle, the draft 2024 to 2026 Operating Budget.

For 2024 to 2026 the SCPL requires a 18.13% total increase in municipal funding to offset the costs related to the implementation of pay equity, job evaluation and the collective agreement.

A municipal contribution of \$6,641,583, a 7.05% increase, is required to fund the 2024 Operating Budget. As the multi-year budget progresses the annual municipal contribution increase decreases to 5.55% in 2025 and 5.53% in 2026. The 2024 to 2026 Operating Budget with detailed notes is attached for Board consideration.

### Update

At its meeting held on September 25, 2023, St. Catharines City Council approved the following motion:

*WHEREAS any increase in taxes in 2024 will have a compounding effect as it will be on top of the 10.5% increase in 2023;*

*THEREFORE, BE IT RESOLVED that, in order to help minimize any potential tax increase for our taxpayers, in addition to the previously approved budget guidance established at the May 24, 2023 Budget Standing Committee meeting, staff present an alternative for 2024 for Council's consideration with an overall operating budget percentage increase of 0%; and*

*BE IT FURTHER RESOLVED that the agencies, boards and commissions also present a 0% increase alternative for 2024.*

**2024 Operating Budget 0% Increase Alternative Impact**

The 2024 to 2026 Operating Budget approved in principle by the Board at its meeting on September 21, 2023, includes a 7.05% increase in City Contributions. In order to achieve an increase of 0% the SCPL would need to find \$437,369 in savings.

Understanding, the ongoing budget pressures faced by the City, for 2024 to 2026, the SCPL has already identified and included a number of operational efficiencies and mitigation opportunities to reduce the municipal funding contribution increases. With salaries and benefits contributing to approximately 73% of the SCPL total expenditure budget the SCPL has limited alternatives to achieve 0%.

Although NOT recommended the alternatives to achieve 0% include:

Service Reduction

- As one of the only remaining free community hubs, the reduction in operating hours would seriously impact our ability to be a welcoming place to our diverse population. Reducing hours is a significant barrier to accessibility and inclusiveness; limiting access to resources, spaces, and experiences.
- To achieve a 0% increase, the Library would need to reduce operating hours across all branches by 50 hours or 21%.
- To achieve 60% of a 0% increase, the Library would need to close both the Merritt and Port branches.

Collection Reduction

- Historically, the SCPL spent a higher proportion of the annual budget on library materials than our peers. Since 2019, the library materials budget has been strategically lowered from \$1,002,500 to \$770,000 in 2024, a 23.2% decrease.
- To achieve a 0% increase, the Library would need to further decrease the library materials budget by another 60% significantly impacting our ability to provide customers that materials they want.

**Next Steps**

Important dates for the next steps related to the 2024 to 2026 Operating Budget are:

Date	Action Item
October 23, 2023	2024 to 2026 Operating Budget due to City of St. Catharines
November 1, 2023	Budget presentation to City of St. Catharines
November 2, 2023 – February 26, 2024	City of St. Catharines Consolidated 2024 to 2026 Budget Process
February 27, 2024	Budget Adoption

# ST. CATHARINES PUBLIC LIBRARY BOARD

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## 2024 to 2026 OPERATING BUDGET

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**A community enriched by lifelong opportunities for learning and connection.**

Lisa DiDonato  
Business & Facilities Administrator

Ken Su  
Chief Executive Officer

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## 2023 Ideas in Bloom

Port Plus introduced at Port Dalhousie Branch, offering registered members with access to the building and services during open, unstaffed hours.

Gamerspace opened to provide a safe, welcoming community hub where members can come together to enjoy equitable access to technologies. The Gamerspace was funded in part through a Niagara Community Foundation grant.

LibCal, an online registration and scheduling platform launched for all programming and room bookings.

Library of Things circulation inventory expanded to include more sports and leisure equipment, bicycle repair kits, musical instruments, crafting kits, green screening kits, board games, Nintendo Switch and STEM equipment.



Seed Library launched at all SCPL locations as part of the "Get Growing" event. A total of 1,575 seed packets were distributed to over 300 customers.

Teddy Bear Storytimes with Mayor Siscoe introduced.

Decodable book collection expanded with support from the International Dyslexia Association Ontario.

Annual cost savings realized through completion of HVAC installation and migration to a new enterprise management and accounting application.

Central Library Renewal grant application successfully reached the 2<sup>nd</sup> phase.

New Incident Reporting Policy, Procedures and Online Reporting Tool introduced to draw attention to incidents in order to prevent future incidents or minimize the likelihood that future incidents will happen.



## 2023 Customer Engagement

2023 Physical and Digital Checkouts projected to exceed 1.035 million; surpassing pre pandemic circulation statistics.

Physical Circulations in 2023 projected at approximately 817,000 an increase by 27% over 2022 and 64.5% over 2021.

Electronic Resource Usage for 2023 projected at almost 1.035. Electronic resources including popular online databases such as PressReader, Ancestry.com, Mango Languages, LinkedIn Learning and others.

Summer Reading program was largest in SCPL history with almost 1500 participants, 75% higher than 2022, and 84% higher than 2019. Participants were 63% children, 3% teens and 34% adults.

Increasing trend in demand for class visits to library and outreach visits to schools built on connection with educators and schools



Improved Study Spaces at Branches

Enhanced member experience with use of two-way radio technology to provide more efficient service to our customers.

Fine Freedom implemented for all to help remove barriers and increase access.

## Executive Summary

St. Catharines Public Library (Library) is dedicated to its role in helping the City of St. Catharines (City) achieve its vision of being “the most dynamic, innovative, sustainable and livable city in North America.”

The 2024 to 2026 St. Catharines Public Library (SCPL) Operating Budget has been prepared in alignment with the City of St. Catharines (City) multi-year budget policy. The purpose of the multi-year budget policy is to enhance financial management and long term planning.

### SCPL Budget Pressures

The 2024 to 2026 multi-year budget includes estimated costs associated with the implementation of pay equity, job evaluation and the collective agreements. In April 2023, the SCPL developed and implemented a new Joint Job Evaluation Tool with CUPE and evaluated all unionized positions. As a public sector employer we are obligated to maintain pay equity and job evaluation is integral to this requirement. The goal is to create a fair, equitable and consistent pay structure. The current pay salary structure was implemented after Pay Equity was introduced to the Library and has been maintained for about 30 years. In 2022, a market review of unionized compensation confirmed that the SCPL job rates were below the 50th percentile of market.

In St. Catharines, the SCPL receives significantly less funding per resident than our peers. Per the 2022 Ontario Public Library (OPL) Statistics, the SCPL was locally funded almost \$9 per Capita less than average of our Ontario peers.

The SCPL continues to focus on and grow our strategic vision of “a community enriched by life-long opportunities for learning and connection.” In 2024, the SCPL and the Board will initiate a strategic planning process to set the direction for the future. The 2024 Budget includes costs associated with the development of a new strategic plan.

### SCPL Mitigation Opportunities

The Capital Reserve continuity schedule approved by the Library Board and City Council as part of the 2023 budget process included annual contributions from the Operating Budget, starting in 2024. To mitigate the impact of the pay equity, job evaluation and the collective agreement the multi-year budget includes a deferral of annual contributions to 2026.

The 2024 budget includes a transfer from the Stabilization Reserve to mitigate the impact of the costs associated with the strategic plan.

## 2024 to 2026 Operating Budget Highlights

	2024 Budget		2024 Budget		2026 Budget	
	\$	% Increase	\$	% Increase	\$	% Increase
<b>Revenue:</b>						
<b>City Contribution</b>	<b>\$6,641,583</b>	<b>7.05%</b>	<b>\$7,010,502</b>	<b>5.55%</b>	<b>\$7,397,958</b>	<b>5.53%</b>
Provincial Grant	228,600	0.00%	228,600	0.00%	228,600	0.00%
Other Revenue	104,555	11.23%	94,555	-9.56%	84,555	-10.58%
Transfer from Reserve	40,000	100.00%	-	-100.00%	-	0.00%
<b>Total Revenue</b>	<b>\$7,014,738</b>	<b>7.48%</b>	<b>\$7,333,657</b>	<b>4.55%</b>	<b>\$7,711,113</b>	<b>5.15%</b>
<b>Expenditures:</b>						
Salaries and Benefits	\$5,087,288	10.27%	\$5,388,086	5.91%	\$5,604,197	4.01%
Library Materials	770,000	-3.75%	796,952	3.50%	820,858	3.00%
Occupancy Costs	553,080	-1.35%	565,909	2.32%	579,327	2.37%
Supplies & Services	464,927	10.45%	439,645	-5.44%	451,115	2.61%
Operating Capital	139,443	6.00%	143,066	2.60%	255,616	78.67%
<b>Total Expenditures</b>	<b>\$7,014,738</b>	<b>7.48%</b>	<b>\$7,333,657</b>	<b>4.55%</b>	<b>\$7,711,113</b>	<b>5.15%</b>

## Revenue

### City Contributions

For 2024 to 2026 the SCPL requires a 18.13% total increase in municipal funding to offset the costs related to the implementation of pay equity, job evaluation and the collective agreement.

A municipal contribution of \$6,641,583, a 7.05% increase, is required to fund the 2024 Operating Budget. As the multi-year budget progresses the annual municipal contribution increase decreases to 5.55% in 2025 and 5.53% in 2026.

Even with the 2024 to 2026 municipal funding increases required to close the salary gap, the SCPL per capital funding would still be less than the Ontario peer library average, all other factors being equal.

### Provincial Grant

The Ministry has not advised the library community of any changes in the Provincial Grant and the expectation is that there will be no increases throughout the 2024 to 2026 budget period. There has been no change in the Provincial Grant for over 30 years.

### Other Revenue

Other revenue includes memberships, photocopying, meeting room and equipment rentals, as well as investment interest. For 2024, the expectation is that the SCPL will continue to see increased interest and room rental income and the budget includes an

\$10,560 (11.23%) increase in other revenue. For 2025 and 2026, the SCPL is expecting a decrease in investment income from lowering interest rates.

### **Transfer from Reserve**

The 2024 transfer from reserves is meant to offset the costs associated with strategic planning.

## **EXPENDITURES**

### **Salaries and Benefits**

Approximately 73% of the SCPL total expenditures budget is salaries and benefits. The 2024 to 2026 multi-year budget was prepared with the current complement with no additional staff requests. The increases reflect the impact of implementation of pay equity, job evaluation and the collective agreement, as well as, provisions for 2025 and 2026 collective bargaining that will begin in 2025.

### **Library Materials**

Historically, the SCPL spent a higher proportion of the budget on Materials than our peers. Since 2019, the library materials budget has been strategically lowered from \$1,002,500 to \$770,000 in 2024, a 23.2% decrease. The 2024 to 2026 multi-year library materials budget reflects a balance between being prudent while still ensuring our customers receive the materials they want.

### **Occupancy Costs**

Occupancy costs are expected to remain relatively stable from 2024 to 2026. Insurance and utilities increases will be mostly offset by the decreasing interest portion of the Dr. Huq branch debenture with the City. The Library continues to work with City staff to determine the optimal location for the Merritt branch beyond 2025 when the lease expires.

### **Supplies and Services**

The 2024 Budget includes \$40,000 for Strategic Plan consulting services. The SCPL is proposing that these costs be offset by a transfer from reserves. For 2024 to 2026 the 7.6% increase is primarily due to increased technology license and maintenance subscriptions.

### **Operating Capital**

Operating Capital includes the principle payment for the Dr. Huq Branch at the Kiwanis Aquatic Centre. As at December 31, 2024 the outstanding debt will be \$632,465. The debenture will be completely paid on November 1, 2031.

The 2024 to 2026 Budget includes \$40,000 per year to replace old and obsolete furniture and equipment, including computer equipment and \$5,000 per year to for changes to comply with the Accessibility for Ontarians with Disabilities Act 2005.

## 2024 to 2026 Operating Detailed Budget

	2023 Budget	2024 Budget	2025 % Increase	2025 Budget	2025 % Increase	2026 Budget	2026 % Increase
<b>REVENUE</b>							
City Contribution	\$ 6,204,214	\$ 6,641,583	7.05%	\$ 7,010,502	5.55%	\$ 7,397,958	5.53%
Provincial Grant	228,600	228,600	0.00%	228,600	0.00%	228,600	0.00%
Other Revenue	93,995	104,555	11.23%	94,555	-9.56%	84,555	-10.58%
Transfer from Reserve	-	40,000	100.00%	-	-100.00%	-	0.00%
<b>TOTAL REVENUE</b>	<b>\$ 6,526,809</b>	<b>\$ 7,014,738</b>	<b>7.48%</b>	<b>\$ 7,333,657</b>	<b>4.55%</b>	<b>\$ 7,711,113</b>	<b>5.15%</b>
<b>EXPENDITURES</b>							
<b>Salaries and Benefits</b>							
Total Salaries and Benefits	\$ 4,613,674	\$ 5,087,288	10.27%	\$ 5,388,086	5.91%	\$ 5,604,197	4.01%
<b>Library Materials</b>							
Books including Processing	473,300	460,300	-2.75%	476,411	3.50%	490,703	3.00%
Visual Materials	67,000	66,000	-1.49%	68,310	3.50%	70,359	3.00%
Microfilm	3,000	3,500	16.67%	3,623	3.51%	3,731	2.98%
Periodicals	249,000	236,500	-5.02%	244,778	3.50%	252,121	3.00%
Sound Recordings	7,700	3,700	-51.95%	3,830	3.51%	3,944	2.98%
<b>TOTAL LIBRARY MATERIALS</b>	<b>800,000</b>	<b>770,000</b>	<b>-3.75%</b>	<b>796,952</b>	<b>3.50%</b>	<b>820,858</b>	<b>3.00%</b>
<b>Occupancy Costs</b>							
Utilities	217,287	217,290	0.00%	228,155	5.00%	239,562	5.00%
Insurance	47,254	45,290	-4.16%	47,555	5.00%	49,933	5.00%
Rent/Taxes	105,001	103,111	-1.80%	99,901	-3.11%	96,566	-3.34%
Repairs & Maintenance-Building	148,886	145,489	-2.28%	148,398	2.00%	151,366	2.00%
Communications	42,200	41,900	-0.71%	41,900	0.00%	41,900	0.00%
<b>TOTAL OCCUPANCY COSTS</b>	<b>560,628</b>	<b>553,080</b>	<b>-1.35%</b>	<b>565,909</b>	<b>2.32%</b>	<b>579,327</b>	<b>2.37%</b>
<b>Supplies and Services</b>							
Library Supplies	39,275	40,248	2.48%	40,650	1.00%	41,057	1.00%
Electronic & Peripheral Supplies	4,200	4,200	0.00%	4,242	1.00%	4,284	1.00%
Professional Fees	58,510	98,503	68.35%	59,095	-40.01%	59,686	1.00%
Staff Training & Development	44,495	44,495	0.00%	44,940	1.00%	45,389	1.00%
Rental of Equipment	9,627	13,145	36.54%	13,276	1.00%	13,409	1.00%
Licences & Maitenance	141,700	140,402	-0.92%	144,614	3.00%	148,952	3.00%
Transportation	41,325	41,000	-0.79%	41,410	1.00%	41,824	1.00%
Sundry	14,349	15,460	7.74%	15,615	1.00%	15,771	1.00%
Printing & Stationary	2,200	2,200	0.00%	2,222	1.00%	2,244	1.00%
Public Relations	20,120	23,575	17.17%	25,110	6.51%	27,035	7.67%
Programs	11,925	13,420	12.54%	19,625	46.24%	22,040	12.31%
Data Processing	33,228	28,280	-14.89%	28,846	2.00%	29,423	2.00%
<b>TOTAL SUPPLIES AND SERVICES</b>	<b>420,953</b>	<b>464,927</b>	<b>10.45%</b>	<b>439,645</b>	<b>-5.44%</b>	<b>451,115</b>	<b>2.61%</b>
<b>Operating Capital</b>							
Furniture & Equipment	15,600	20,000	28.20%	20,000	0.00%	20,000	0.00%
Facility & Systems Enhancements	20,000	20,000	0.00%	20,000	0.00%	20,000	0.00%
Debenture Debt (Aquatic Centre)	90,954	94,443	3.84%	98,066	3.84%	101,828	3.84%
Accessibility Improvements	5,000	5,000	0.00%	5,000	0.00%	5,000	0.00%
Reserve Contributions	-	-	0.00%	-	0.00%	108,788	100.00%
<b>TOTAL OPERATING CAPITAL COSTS</b>	<b>131,554</b>	<b>139,443</b>	<b>6.00%</b>	<b>143,066</b>	<b>2.60%</b>	<b>255,616</b>	<b>78.67%</b>
<b>TOTAL EXPENDITURES</b>	<b>\$ 6,526,809</b>	<b>\$ 7,014,738</b>	<b>7.48%</b>	<b>\$ 7,333,657</b>	<b>4.55%</b>	<b>\$ 7,711,113</b>	<b>5.15%</b>

## 2024 to 2026 OPERATING BUDGET REVENUE - EXPLANATORY NOTES

	2024 Budget		2024 Budget		2026 Budget	
	\$	% Increase	\$	% Increase	\$	% Increase
<b>City Contribution</b>	<b>\$6,641,583</b>	<b>7.05%</b>	<b>\$7,010,502</b>	<b>5.55%</b>	<b>\$7,397,958</b>	<b>5.53%</b>
Provincial Grant	228,600	0.00%	228,600	0.00%	228,600	0.00%
Other Revenue	104,555	11.23%	94,555	-9.56%	84,555	-10.58%
Transfer from Reserve	40,000	100.00%	-	-100.00%	-	0.00%
<b>Total</b>	<b>\$7,014,738</b>	<b>7.48%</b>	<b>\$7,333,657</b>	<b>4.55%</b>	<b>\$7,711,113</b>	<b>5.15%</b>

### City Contribution

The City of St. Catharines is the major source of funding for the St. Catharines Public Library. For 2024 to 2026 the SCPL requires a 18.13% total increase in municipal funding to offset the costs related to the implementation of pay equity, job evaluation and the collective agreement.

A municipal contribution of \$6,641,583, a 7.05% increase, is required to fund the 2024 Operating Budget. As the multi-year budget progresses the annual municipal contribution increase decreases to 5.55% in 2025 and 5.53% in 2026.

### Provincial Grant

Each year the Province of Ontario, through the Ministry of Tourism, Culture and Sport, provides the Library Operating Grant. The Ministry has not advised the library community of any changes in the Grant for 2024 and there has been no change in the Grant for twenty-nine years.

### Other Revenue

Other revenue includes memberships, photocopying, meeting room and equipment rentals, as well as investment interest. For 2024, the expectation is that the SCPL will continue to see increased interest and room rental income and the budget includes an \$10,560 (11.23%) increase in other revenue. For 2025 and 2026, the SCPL is expecting a decrease in investment income from lowering interest rates.

### Transfer from Reserve

The 2024 transfer from reserves is meant to offset the costs associated with strategic planning.

## 2024 to 2026 OPERATING BUDGET EXPENDITURES - EXPLANATORY NOTES

### Salaries and Benefits

	2024 Budget		2024 Budget		2026 Budget	
	\$	% Increase	\$	% Increase	\$	% Increase
Salaries	\$4,126,686	10.50%	\$4,372,340	5.95%	\$4,548,506	4.03%
Benefits	960,602	9.28%	1,015,746	5.74%	1,055,691	3.93%
<b>Total</b>	<b>\$5,087,288</b>	<b>10.27%</b>	<b>\$5,388,086</b>	<b>5.91%</b>	<b>\$5,604,197</b>	<b>4.01%</b>

The 2024 to 2026 multi-year budget was prepared with the current complement with no additional staff requests. The increases reflect the impact of implementation of pay equity, job evaluation and the collective agreement, as well as, provisions for 2025 and 2026 collective bargaining that will begin in 2025.

This salaries and budget also includes the security complement of one guard for all open hours at the Central Library. To maintain a safe, supportive and welcoming environment for Library customers and staff the SCPL monitors and security needs and alternatives. In 2023, the SCPL introduced a new Incident Reporting Policy, Procedures and Online Reporting Tool. All incidents are now to be reported using the online electronic incident report.

Both security and page costs are directly impacted by the 6.8 per cent Ontario minimum wage increases effective October 1, 2023

### Library Materials

	2024 Budget		2024 Budget		2026 Budget	
	\$	% Increase	\$	% Increase	\$	% Increase
Books	\$460,300	-2.75%	\$476,411	3.50%	\$490,703	3.00%
Visual Materials	66,000	-1.49%	68,310	3.50%	70,359	3.00%
Microfilm	3,500	16.67%	3,623	3.51%	3,731	2.98%
Periodicals	236,500	-5.02%	244,778	3.50%	252,121	3.00%
Sound Recordings	3,700	-51.95%	3,830	3.51%	3,944	2.98%
<b>Total</b>	<b>\$770,000</b>	<b>-3.75%</b>	<b>\$796,952</b>	<b>3.50%</b>	<b>\$820,858</b>	<b>3.00%</b>

Historically, the SCPL spent a higher proportion of the budget on Materials than our peers. Since 2019, the library materials budget has been strategically lowered from \$1,002,500 to \$770,000 in 2024, a 23.2% decrease. The 2024 to 2026 multi-year library materials budget reflects a balance between being prudent while still ensuring our customers receive the materials they want.

## Occupancy Costs

	2024 Budget		2024 Budget		2026 Budget	
	\$	% Increase	\$	% Increase	\$	% Increase
Utilities	\$217,290	0.00%	\$228,155	5.00%	\$239,562	5.00%
Insurance	45,290	-4.16%	47,555	5.00%	49,933	5.00%
Rent/Taxes	103,111	1.80%	99,901	-3.11%	96,566	-3.34%
Repairs & Mtc.	145,489	-2.28%	148,398	2.00%	151,366	2.00%
Communications	41,900	-0.71%	41,900	0.00%	41,900	0.00%
<b>Total</b>	<b>\$553,080</b>	<b>-1.35%</b>	<b>\$565,909</b>	<b>2.32%</b>	<b>\$579,327</b>	<b>2.37%</b>

### Utilities

The utilities budget reflects current use patterns and pricing as well as inflation.

### Insurance

Premiums cover the cost to replace property and assets in case of fire and water damage. To reduce the cost, the City provides SCPL with coverage for Vehicle, Crime, Liability, Municipal Accident Property and Conflict and SCPL reimburses the City for the actual cost.

### Rent/Taxes

Centennial Library – Despite no formal lease agreement with the City since December 31, 2017 there are no anticipated changes in the ongoing leasing arrangements. The SPCL and City staff continue to communicate and discuss the need to develop a service level agreement to be put in place as part of a new lease agreement.

Dr. Huq Family Branch – Rent/Taxes includes the interest expense portion of the annual debenture payment.

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

Port Dalhousie Branch - The Port Dalhousie Branch Library is leased from the City of St. Catharines for an annual rental payment of \$600.



### **Repairs & Maintenance**

This expense includes preventative maintenance programs including mechanical and electrical contracts and repairs for all four locations. The 2024 to 2026 budget includes additional service contract savings resulting from the HVAC replacement in 2022.

### **Communications**

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

### **Supplies and Services**

	2024 Budget		2024 Budget		2026 Budget	
	\$	% Increase	\$	% Increase	\$	% Increase
Library Supplies	\$40,248	2.48%	\$40,650	1.00%	\$41,057	1.00%
Electronic Supplies	4,200	0.00%	4,242	1.00%	4,284	1.00%
Professional Fees	98,503	68.35%	59,095	-40.01%	59,686	1.00%
Training & Develop.	44,495	0.00%	44,940	1.00%	45,389	1.00%
Rental of Equipment	13,145	36.54%	13,276	1.00%	13,409	1.00%
Licences & Mtc.	140,402	-0.92%	144,614	3.00%	148,952	3.00%
Transportation	41,000	-0.79%	41,410	1.00%	41,824	1.00%
Sundry	15,460	7.74%	15,615	1.00%	15,771	1.00%
Printing & Stationary	2,200	0.00%	2,222	1.00%	2,244	1.00%
Public Relations	23,575	17.17%	25,110	6.51%	27,035	7.67%
Programs	13,420	12.54%	19,625	46.24%	22,040	12.31%
Data Processing	28,280	-14.89%	28,846	2.00%	29,423	2.00%
<b>Total</b>	<b>\$464,927</b>	<b>10.45%</b>	<b>\$439,645</b>	<b>-5.44%</b>	<b>\$451,115</b>	<b>2.61%</b>

### **Library Supplies**

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

### **Electronic & Peripheral Supplies**

The Electronic and Peripheral budget covers cost related to the purchase of electronic products such as printers, keyboards, barcode scanners, UPS devices, as well as supplies such as batteries, projection lamps and other related consumables for use throughout the library system.

### **Professional Fees**

The Professional Fees primarily covers the cost of the annual audit, legal and labour relation matters relating to the collective agreements and other professional services that

the Library contracts during the fiscal year. The 2024 Budget includes costs associated with the development of a new strategic plan.

### **Staff Training & Development**

Staff Training and Development includes that costs associated with maintaining a skilled and technologically proficient workforce it includes costs related to legislated training.

### **Rental of Equipment**

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

### **Licences and Maintenance**

This budget covers expenditures relating to services contracted by SCPL including software licensing agreements. The major expenditure is the annual maintenance fee of approximately \$80,000 paid to service the Integrated Library System.

### **Transportation**

Transportation costs primarily relate to the vehicle costs incurred for inter-branch and programming support delivery. Also included are mileage reimbursement costs for employee personal vehicle usage for Library-related business.

### **Sundry**

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

### **Public Relations**

The Public Relations budget finances a wide variety of activities centered on Library programs and marketing strategies. The increase in public relations costs aligns with the Strategic Plan goal to "build a recognized and valued brand".

### **Programs**

The Library offers a wide variety of free and cost recovery programs for all age groups community. The annual budget increases align with increased offerings and customer engagement.

### **Data Processing**

Data Processing includes the costs associated with the software applications used to process and maintain financial records including payroll. In 2024, the budget includes additional savings related to the transition to SAGE and ADP.

## Operating Capital

	2024 Budget		2024 Budget		2026 Budget	
	\$	% Increase	\$	% Increase	\$	% Increase
Furniture & Equipment	\$20,000	28.20%	\$20,000	0.00%	\$20,000	0.00%
Facility & Systems	20,000	0.00%	20,000	0.00%	20,000	0.00%
Debenture Debt	94,443	3.84%	98,066	3.84%	101,828	3.84%
Accessibility Updates	5,000	0.00%	5,000	0.00%	5,000	0.00%
Reserve Contributions	-	0.00%	-	0.00%	108,788	100.00%
<b>Total</b>	<b>\$139,443</b>	<b>6.00%</b>	<b>\$143,066</b>	<b>2.60%</b>	<b>\$255,616</b>	<b>78.67%</b>

### Furniture and Equipment

A provision of \$20,000 per year has been allocated for the replacement of items such as computers and furniture and equipment at all four branches.

### Facility & System Enhancements

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

### Debenture Debt

On June 19, 2008 the Board approved the expenditure of \$1,760,000 to build the Dr. Huq Branch in the Kiwanis Aquatic Centre. The debenture estimated annual repayment schedule is amortized over twenty years with an annual payment of \$126,430 with an interest rate of 3.8% annually for the life of the debenture. The debenture debt will be \$632,465 at December 31, 2024, \$534,400 at December 31, 2025 and \$432,572 at December 31, 2026.

### Accessibility Improvements

On July 13, 2005 the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) received Royal Assent and is now law. This Act applies to every person or organization in the public sectors of the Province of Ontario. The purpose of the AODA is to benefit all Ontarians by developing, implementing and enforcing accessibility standards in order to achieve accessibility for all Ontarians with disabilities by 2025. The Library has allocated \$5,000 in this year's budget to comply with Facilities Accessibility improvements established by the Provincial Government.

### Reserve Contributions

The Capital Reserve continuity schedule approved by the Library Board and City Council as part of the 2023 budget process included annual contributions from the operating budget, starting in 2024, to mitigate the impact of the pay equity, job evaluation and the collective agreement the multi-year budget includes a deferral of annual contributions to 2026.

## RESERVES - EXPLANATORY NOTES

Since the June Board meeting, City staff have consolidated the 2024 to 2026 Capital Budget removing the Merritton branch renovation pending the results of a Merritton multi-use facility feasibility study. The City multi-year Capital Budget includes \$4 million in 2026 for Merritton initial construction costs. The Capital Reserve forecast has been updated to include the move the Merritton branch relocation (formerly identified as renovation) to 2026 to align with the City.

### Capital Reserve - 10 Year Forecast

	2023	2024	2025	2026	2027	2028	2029	2030	2031	2032	2033
Balance, Beginning of Year	2,480,937	2,248,699	1,965,405	1,965,405	82,237	193,117	56,089	171,153	288,309	57,556	178,897
Contributions from Operating	-	-	-	108,788	110,880	112,972	115,064	117,156	119,248	121,340	123,432
	-	2,248,699	1,965,405	2,074,193	193,117	306,089	171,153	288,309	407,556	178,897	302,329
Centennial HVAC Replacement	232,238	-	-	-	-	-	-	-	-	-	-
Port Dalhousie Improvements	-	-	-	-	-	-	-	-	350,000	-	-
Dr. Hug Family Branch Improvements	-	-	-	-	-	250,000	-	-	-	-	-
Merritt Branch Relocation	-	-	-	1,100,000	-	-	-	-	-	-	-
Central - Renovations	-	108,044	-	891,956	-	-	-	-	-	-	-
Central Phase 2 Architecture Plans	-	175,250	-	-	-	-	-	-	-	-	-
Total Spending	232,238	283,294	-	1,991,956	-	250,000	-	-	350,000	-	-
<b>Anticipated Balance, End of Year</b>	<b>2,248,699</b>	<b>1,965,405</b>	<b>1,965,405</b>	<b>82,237</b>	<b>193,117</b>	<b>56,089</b>	<b>171,153</b>	<b>288,309</b>	<b>57,556</b>	<b>178,897</b>	<b>302,329</b>

### Stabilization Reserve - 10 Year Forecast

	2023	2024	2025	2026	2027	2028	2029	2030	2031	2032	2033
Balance, Beginning of Year	312,250	312,250	272,250	272,250	272,250	272,250	272,250	272,250	272,250	272,250	272,250
Contributions	-	-	-	-	-	-	-	-	-	-	-
	-	312,250	272,250	272,250	272,250	272,250	272,250	272,250	272,250	272,250	272,250
Contribution to Operating:											
Strategic Plan	-	40,000	-	-	-	-	-	-	-	-	-
Total Spending	-	40,000	-	-	-	-	-	-	-	-	-
<b>Anticipated Balance, End of Year</b>	<b>312,250</b>	<b>272,250</b>	<b>272,250</b>	<b>272,250</b>	<b>272,250</b>	<b>272,250</b>	<b>272,250</b>	<b>272,250</b>	<b>272,250</b>	<b>272,250</b>	<b>272,250</b>



# St. Catharines Public Library 2024 to 2026 Operating Budget

Ken Su, Chief Executive Officer  
Lisa DiDonato, Business Administrator

October 21, 2023

Board Package - Regular Meeting - October 19, 2023

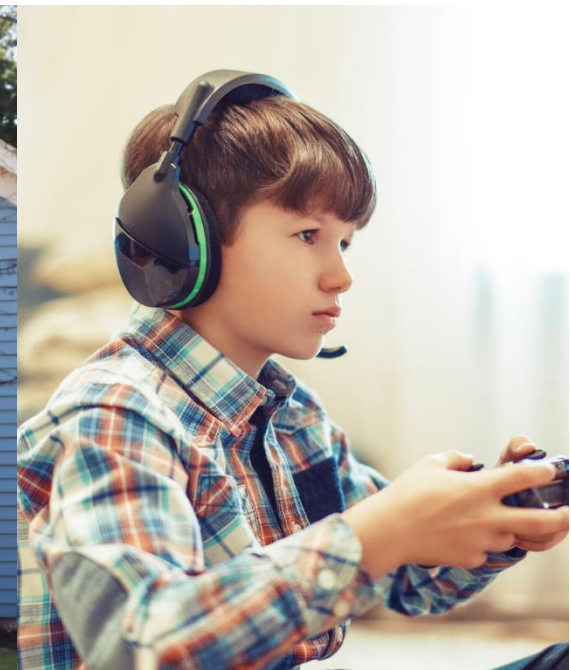


St. Catharines  
Public Library



# 2023 Ideas in Bloom

- ✓ Port Plus Introduced
- ✓ Gamerspace Opened
- ✓ LibCal Implemented
- ✓ Library of Things Expanded
- ✓ Seed Library Launched
- ✓ Teddy Bear Storytimes with Mayor Siscoe Introduced



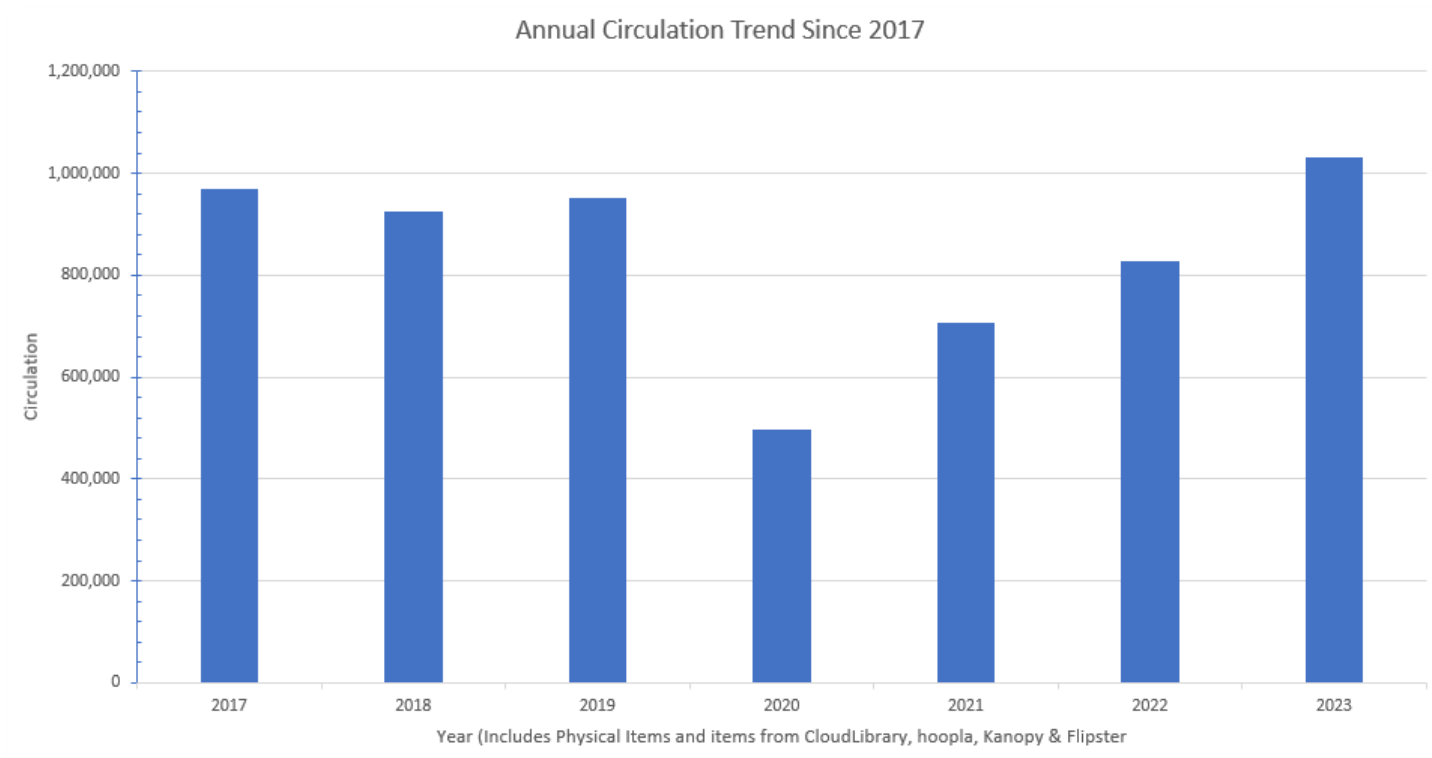
## 2023 Ideas in Bloom

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- ✓ Decodable Book Collection Expanded
- ✓ HVAC Installation
- ✓ ECM & Accounting Application Migration
- ✓ Phase 2 of Central Library Grant Reached
- ✓ Online Incident Reporting Launch

# 2023 Customer Engagement

- ✓ 1.035 Million Physical and Digital Checkouts
- ✓ 1.2 Million Electronic Resource Uses

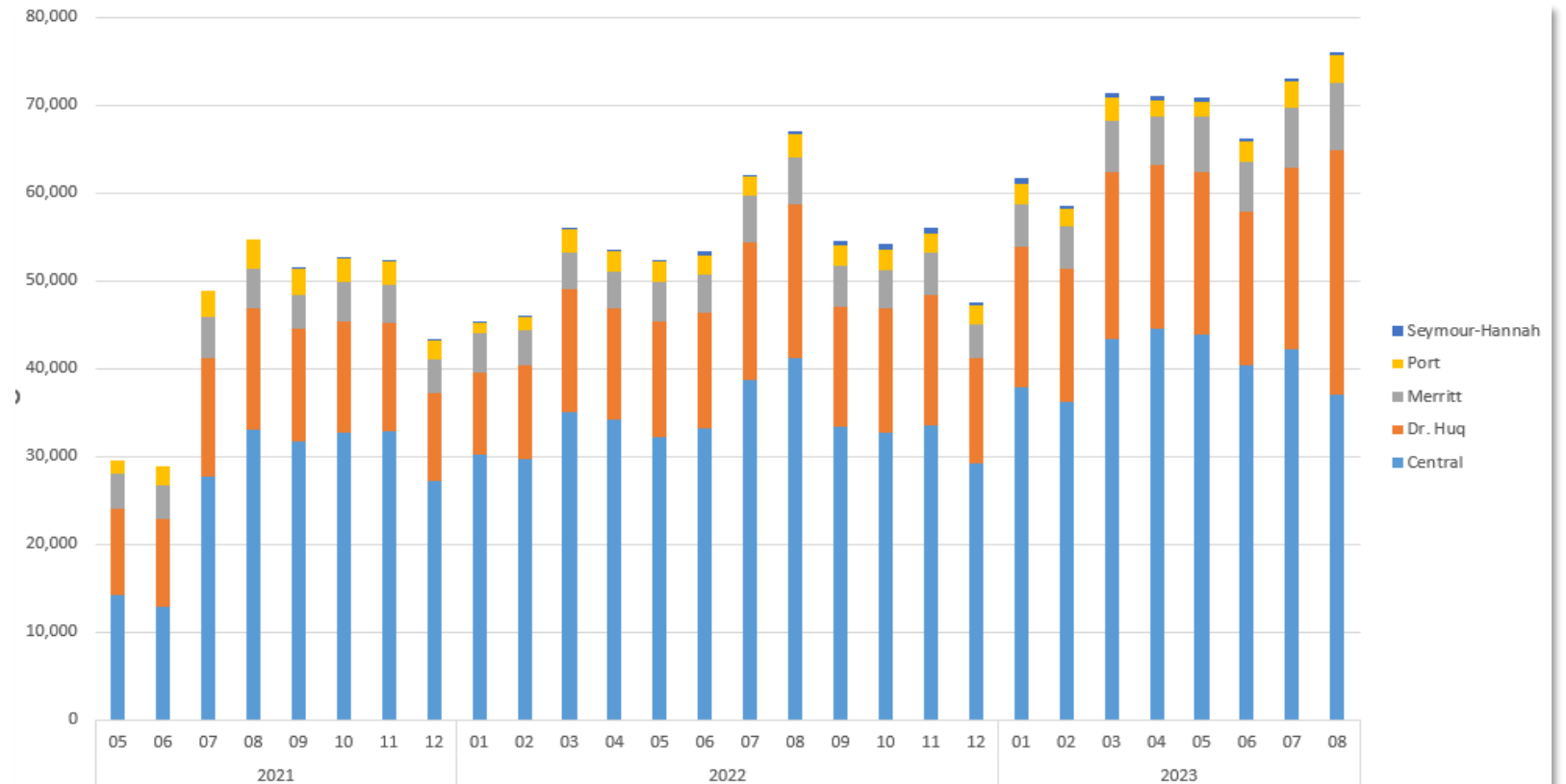


- ✓ 822,000 Physical
- ✓ 213,000 Digital



# 2023 Customer Engagement

✓ 27% Increase in Physical Circulations



# 2023 Customer Engagement

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- ✓ Largest Summer Reading Program in SCPL History
- ✓ Increasing in Class Visits to Library and Outreach Visits to Schools
- ✓ Enhanced Customer Service Communication
- ✓ Fine Freedom Expanded



# SCPL Budget Pressures

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Implementation of pay equity, job evaluation and the collective agreements

SCPL locally funded almost \$9 per Capital less than average of Ontario Peers  
(Source: 2022 Ontario Public Library (OPL) Statistics)

New Strategic Plan Development

# SCPL Budget Mitigation Opportunities

↓ Deferral of Annual Capital Reserve Contributions

↓ Reserve Funded Strategic Plan

# 2024 to 2026 Operating Budget

	2024 Budget		2025 Budget		2026 Budget	
	\$	% Increase	\$	% Increase	\$	% Increase
<b>Revenue:</b>						
City Contribution	\$6,641,583	7.05%	\$7,010,502	5.55%	\$7,397,958	5.53%
Provincial Grant	228,600	0.00%	228,600	0.00%	228,600	0.00%
Other Revenue	104,555	11.23%	94,555	-9.56%	84,555	-10.58%
Transfer from Reserve	40,000	100.00%	-	-100.00%	-	0.00%
<b>Total Revenue</b>	<b>\$7,014,738</b>	<b>7.48%</b>	<b>\$7,333,657</b>	<b>4.55%</b>	<b>\$7,711,113</b>	<b>5.15%</b>
<b>Expenditures:</b>						
Salaries and Benefits	\$5,087,288	10.27%	\$5,388,086	5.91%	\$5,604,197	4.01%
Library Materials	770,000	-3.75%	796,952	3.50%	820,858	3.00%
Occupancy Costs	553,080	-1.35%	565,909	2.32%	579,327	2.37%
Supplies & Services	464,927	10.45%	439,645	-5.44%	451,115	2.61%
Operating Capital	139,443	6.00%	143,066	2.60%	255,616	78.67%
<b>Total Expenditures</b>	<b>\$7,014,738</b>	<b>7.48%</b>	<b>\$7,333,657</b>	<b>4.55%</b>	<b>\$7,711,113</b>	<b>5.15%</b>

# Impact of 0% Increase

## Service Reduction

- ↓ Reduce Operating Hours by **21%**
- ↓ Close Local Branches
- ↑ Increase Barriers to Inclusiveness and Accessibility
- ↓ Limit access to Resources, Spaces and Experiences

## Collections Reduction

- ↓ Reduce Library Materials Acquisitions by **60%**
- ↓ Impact Customer Access to Current Content and Resources



# Questions?

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

**submitted by Ken Su, CEO**

### Recommendation:

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

### **Background**

The Library Board approved Policy (P-09) Employee and Trustee Recognition in October 2022 and the Policy took effect on January 1, 2023. When the Library implemented the policy this year, staff encountered some procedural challenges and had to make some adjustment.

As a result, managers discussed and made related revisions in the policy to reflect the changes.

### **Recommendation**

Management recommend that the Board approve the revised Policy (P-09) Employee and Trustee Recognition.





<b>Policy Name</b>	Employee and Trustee Recognition		
<b>Section &amp; Number</b>	Board – P-09	<b>Effective Date</b>	2023-01-01
<b>Motion Number</b>	2022-118	<b>Last Review</b>	2022-10-20
<b>Author</b>	Human Resources Consultant	<b>Next Review</b>	2026

## Policy Statement

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

## Scope

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

## Definitions

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

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

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

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

## Regulations

Canada Revenue Agency:

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

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

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

## Operational Guidelines

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

Retirement

5 -14 years - \$150

15-24 years - \$200

25 years or more - \$300

Trustees

One term - \$75

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

## Implementation

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

## Operational Procedure

### Years of Service

In January, the Payroll Administrator will run a list of staff achieving milestones during the calendar year and distribute it to the HR Coordinator and the Executive Assistant to the CEO for CRA recordkeeping.

Human Resources will contact each staff member with a letter congratulating them on the milestone and informing them of their eligibility for a service recognition gift. The staff member will be asked to select one of the three choices below up to the eligible value. ~~determine when and how staff recognition will be celebrated for the year.~~

~~About 3 months before the celebration staff will be sent a card or letter recognizing their milestone, congratulating them and asking them to pick from the following options based on the value outlined in the Staff Recognition policy. Gifts will be ordered and wrapped by admin staff, and presented to staff at the celebration time of achieving their milestone. Their years of service will be acknowledged at a staff celebration of the year.~~

### Staff Retirement

When a staff member submits their notice to retire, the Executive Assistant to the CEO will contact the employee to acknowledge their retirement and inform them they are eligible for a retirement gift from the Library Board. The employee will be asked to select one of the three choices below up to the eligible value.

The Executive Assistant will coordinate with admin staff to order and wrap the gift and have it ready for presenting to the employee.

### **Choices:**

Identify ~~two specific~~ items you would like to receive as a gift (e.g. Tassimo coffee maker, Yeti cooler, Fitbit, etc.), or

Gift card certificate to a favourite restaurant or store, or

Donation to a favourite charity on your behalf.

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

