



St. Catharines Public Library Board

Regular Meeting

Thursday, November 16, 2023, 6:00 pm
Mills Room, Central Library & Microsoft Teams

AGENDA

Chair calls the meeting to order. Kelly Diiorio reads the SCPL Land Acknowledgement.

1. Adoption of Agenda

1.1 Additions/Deletions to Agenda

1.2 Adoption of Agenda

Motion

2. Chair's Remarks & Declarations of Interest

3. Presentation

~~3.1 Schoolhouse Products – Sylvia Myers, Senior Account Manager & Design Lead~~

Note: Presentation postponed to January 18, 2024 Board Meeting.

4. Adoption of Minutes (attachment)

4.1 Regular Meeting – October 19, 2023

Motion

5. Monthly Updates (verbal)

5.1 St. Catharines City Council

5.2 CEO Update – K. Su

5.3 Department Update – Port Plus Update – Marcella Haanstra, Assistant Manager,
Customer Service

6. Consent Agenda (attachments)

Motion

6.1 Correspondence – None

6.2 CEO Report – K. Su

6.3 Department Reports – October 2023

6.3(a) Customer Service – J. Spera

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

7. Discussion Reports (attachments)

- | | | |
|-----|--|--------|
| 7.1 | 2024-2026 Operating Budget – Additional Information – L. DiDonato | Motion |
| 7.2 | Reciprocal Borrowing – J. Spera | Motion |
| 7.3 | Policy (G-03) Circulation – J. Spera | Motion |
| 7.4 | Policy (G-04) Collection Management – D. Bott | Motion |
| 7.5 | Policy (F-03) Gifts in Kind & Policy (G-14) Library Works of Art – L. DiDonato | Motion |
| 7.6 | Policy (P-04) Compensation for Exempt Employees – 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 – October 19, 2023 (attachment) | Motion |
| 8.4 | In-Camera Consent Agenda (attachment) | Motion |
| 8.4(a) | Staffing (November 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) | HR Matter – L. Dobson | Motion |
| 8.6(c) | Personnel Matter– J. Coles (Chair to share with Board) | 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**

- Annual Board Meeting – Thursday, January 18, 2024 at 6:00 pm, Rotary / Bankers Room, Central Library & Microsoft Teams
- Board Meeting – Thursday, January 18, 2024 at 6:30 pm, (or following Annual Meeting) Rotary / Bakers Room, Central Library & Microsoft Teams



St. Catharines Public Library Board

Regular Meeting Minutes

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

Present: M. Brousseau S. Dimick (Vice-Chair)
P. Clausi Lori Littleton
J. Coles (Chair) Councillor J. Lindal
K. Diiorio

Regrets: Councillor G. Miller Gail Riihimaki

Staff: D. Bott (left at 7:33 pm) H. Jones (left at 7:33 pm)
N. Bryans (Recording Secretary) J. Spera (left at 7:33 pm)
L. DiDonato (left at 7:59 pm) K. Su (Secretary)
M. Haanstra (left at 7:33 pm)

Guest: Aidan Johnson (NCLC) (left at 6:45 pm)

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

Peter Clausi 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.

1. Adoption of Agenda

1.1 Additions/Deletions to Agenda
None

1.2 Adoption of Agenda

MOTION: 2023-114 THAT the Agenda be adopted.

MOVED BY: Councillor J. Lindal
SECONDED BY: L. Littleton
MOTION CARRIED.

2. Chair's Remarks

The Chair thanked staff for their work and she reminded Board members that SCPL could reimburse their parking expenses related to Library Board business.

3. Declarations of Interest

There were no declarations of interest.

4. Adoption of Minutes

4.1 Joint Board Training – September 18, 2023

MOTION: 2023-115 THAT the Joint Board Training Minutes of September 18, 2023 be adopted.

MOVED BY: M. Brousseau
SECONDED BY: L. Littleton
MOTION CARRIED.

4.2 Regular Meeting – September 21, 2023

MOTION: 2023-116 THAT the Regular Meeting Minutes of September 21, 2023 be adopted.

MOVED BY: S. Dimick
SECONDED BY: Councillor J. Lindal
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:

- Plans to modify the Full-Time staff pay cycle – Modification will occur on May 30, 2024. SCPL anticipates no issues, have already discussed with the Union.
- Incidents at Dr. Huq branch – SCPL to meet with the City and NRP to discuss their suggestions for signage, staff training to reinforce use of the Code of Conduct, and the possibility of restricting access to the Wi-Fi password. The Board discussed their mandate to provide service for all and are not in favour of restricting the Wi-Fi password. The CEO will keep the Board informed.

- Plans to update branch furniture – Sylvia Myers of Schoolhouse Products will present proposed furniture options for Merritt and Port branches to the Board at the November meeting.
 - Central Renovation Design – SCPL has met with Tina Ranieri-D'Ovidio, of ward99 Architects, 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.
 - Professional Ethics Training – CEO has sent emails to Board members for training sessions on November 2, 2023, 7:00 – 9:00 pm in Niagara-on-the-Lake.
- 5.4 Community Partner Update – Aidan Johnson, Executive Director, Niagara Community Legal Clinic, provided a verbal presentation to the Board that highlighted the work they do to provide free legal services to low-income residents of the Niagara region. He thanked SCPL for their partnership support, patience, and assistance to provide access to justice for all citizens.

Aidan Johnson left the Regular Meeting at 6:45 pm.

6. Consent Reports

- 6.1 Correspondence – None
- 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, & 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 September 30, 2023
 - 6.4(b) Endowment & Trust Statement at September 30, 2023
 - 6.4(c) Short-Term Investments Statement at September 30, 2023

MOTION: 2023-117 THAT the Consent Reports be received as circulated.
MOVED BY: S. Dimick
SECONDED BY: K. Diorio
MOTION CARRIED.

7. Discussion Reports

- 7.1 Proposed 2024-2026 Operating Budget – L. DiDonato
- The Board received a written report and an online presentation that outlined staff's budget recommendations. The Chair noted some minor wording amendments. The Board discussed the budget alternatives requested by Council and the budget presentation slides.

MOTION: 2023-118 THAT the Board approve the 2024 to 2026 Operating Budget for submission to the City of St. Catharines, as amended.

MOVED BY: L. Littleton
SECONDED BY: K. Diorio
MOTION CARRIED.

MOTION: 2023-119 THAT the Board direct Library staff to present the 21% service reduction alternative, as requested by Council but not endorsed by the Board.

MOVED BY: P. Clausi
SECONDED BY: K. Diorio
MOTION CARRIED.

7.2 Policy (P-09) Employee & Trustee Recognition – K. Su

The Board received a written report that outlined the revisions to Policy (P-09) Employee & Trustee Recognition.

MOTION: 2023-120 THAT the Board approve revised Policy (P-09) Employee & Trustee Recognition.

MOVED BY: Councillor J. Lindal
SECONDED BY: L. Littleton
MOTION CARRIED.

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: 2023-121 THAT the In-Camera Agenda be adopted as amended.

MOVED BY: S. Dimick
SECONDED BY: L. Littleton
MOTION CARRIED.

8.2 Motion to Move In-Camera

MOTION: 2023-122 THAT the Regular Meeting move to In-Camera Session.

MOVED BY: M. Brousseau
SECONDED BY: L. Littleton
MOTION CARRIED.

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

8.3 Adoption of In-Camera Minutes

8.3(a) In-Camera Session – September 21, 2023

MOTION: 2023-123 THAT the In-Camera Session Minutes of September 21, 2023 be adopted.
MOVED BY: P. Clausi
SECONDED BY: M. Brousseau
MOTION CARRIED.

8.4 In-Camera Consent Agenda
8.4(a) Staffing (September Update) – L. Dobson

MOTION: 2023-124 THAT the In-Camera Consent Agenda be received as circulated.
MOVED BY: L. Littleton
SECONDED BY: S. Dimick
MOTION CARRIED.

8.5 Correspondence – J. Coles
The Chair shared correspondence with the Board and staff.

MOTION: 2023-125 THAT the Board supports the collections work being carried out by its professional staff.
MOVED BY: M. Brousseau
SECONDED BY: S. Dimick
MOTION CARRIED.

D. Bott, M. Haanstra, H. Jones, & J. Spera left the In-Camera Session at 7:33 pm.

8.6 In-Camera Discussion Reports
8.6(a) Personnel Matter – K. Su
The Board discussed a Personnel Matter.

8.6(b) Personnel Matter – J. Coles
The Board discussed a Personnel Matter.

K. Su, L. DiDonato, & N. Bryans left the In-Camera Session at 7:59 pm.

8.6(c) Personnel Matter – J. Coles
The Board discussed a Personnel Matter.

MOTION: 2023-126 THAT the Board authorize the continuation of the Manager-in-Charge positions through to March 19, 2024, to be re-evaluated in April 2024.
MOVED BY: K. Diorio
SECONDED BY: S. Dimick
MOTION CARRIED.

K. Su & N. Bryans returned to the In-Camera Session at 8:10 pm.

8.7 Return to Open Session

MOTION: 2023-127 THAT the In-Camera Session return to Open Session.
MOVED BY: Councillor J. Lindal
SECONDED BY: L. Littleton
MOTION CARRIED.

The Meeting returned to Open Session at 8:10 pm.

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

MOTION: 2023-128 THAT the Board adopt any Motions arising from the In-Camera Session.
MOVED BY: K. Diiorio
SECONDED BY: S. Dimick
MOTION CARRIED.

10. **Motion to Adjourn**

MOTION: 2023-129 THAT the Regular Meeting be adjourned.
MOVED BY: M. Brousseau
SECONDED BY: N/A
MOTION CARRIED.

The Regular Meeting adjourned at 8:11 pm.

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

Chair

Secretary



Thursday, November 16, 2023

Port Plus Update



St. Catharines
Public Library



how it started

Spring 2023

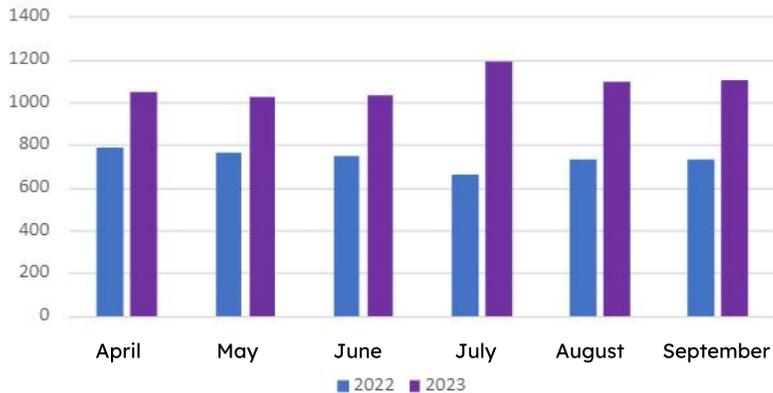
Months of meetings, discussions and planning came together on April 3, 2023 - the official launch date for Port Plus.



how it's going

Gate Count Statistics

Gate Count - Port Branch

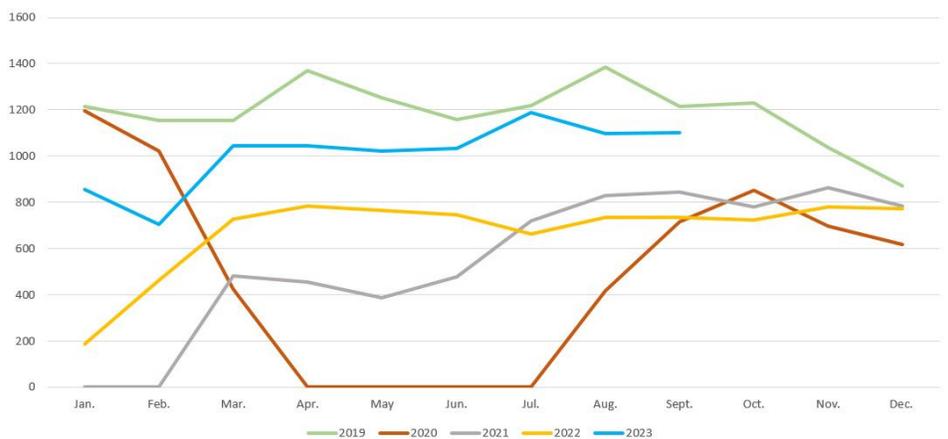


Total foot traffic at Port increased 46% between April and September as compared to the same time frame in 2022.

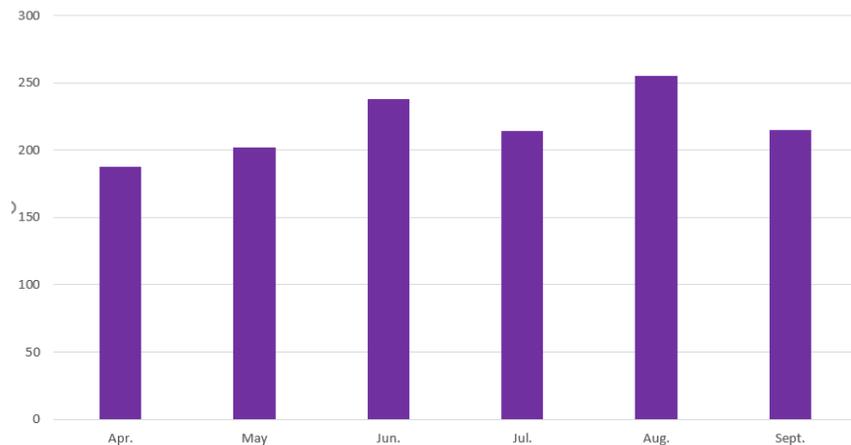
Gate Count Statistics

Overall, foot traffic at Port is far exceeding the previous four years and is nearing pre-pandemic levels.

Gate Count - Port Branch



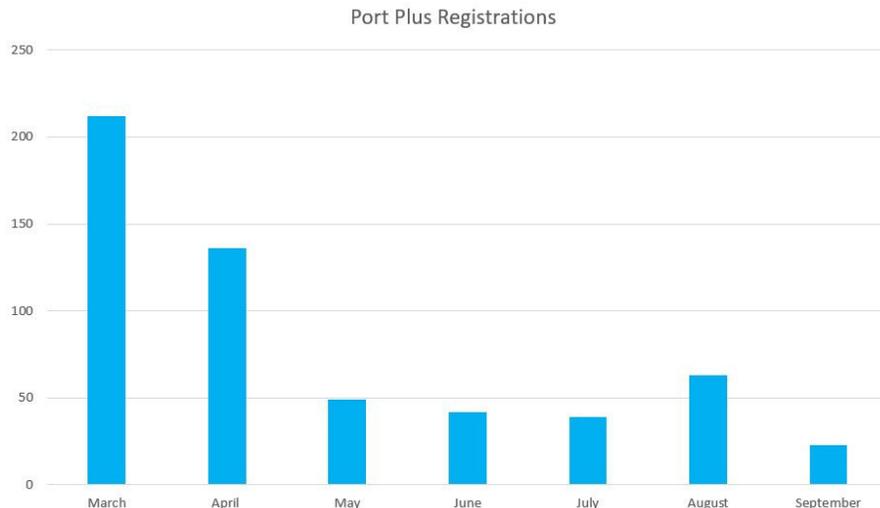
Gate Count Statistics - Port Plus



The Gate Count for Open+ Hours experienced a slight decrease in July and September, a common occurrence during the early summer and beginning of the school year.

Registration Statistics - Port Plus

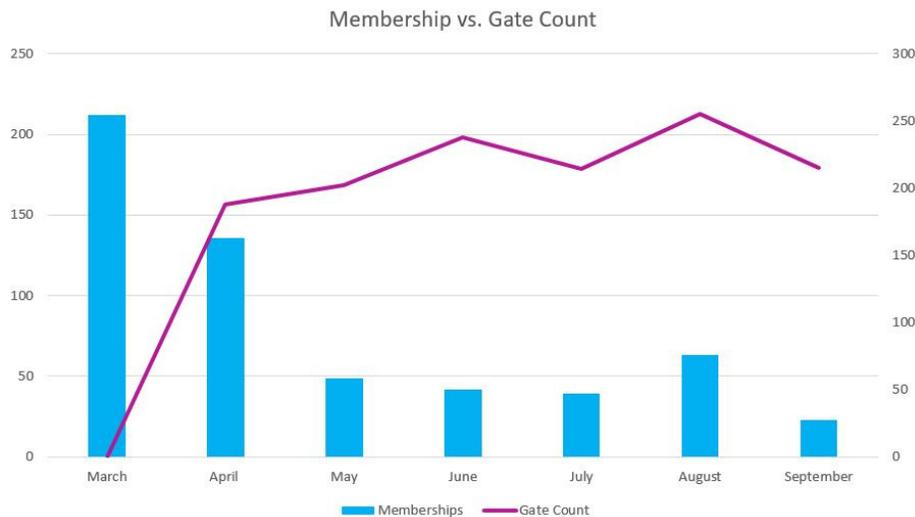
Registrations for Open+ had a strong start in March and dropped to a fairly consistent level from May through October.



Registration Statistics - Port Plus

Registrations for Port Plus had a strong start in March and dropped to a fairly consistent level from May through October.

Even as registrations decreased, the Gate Count during Port Plus hours increased.

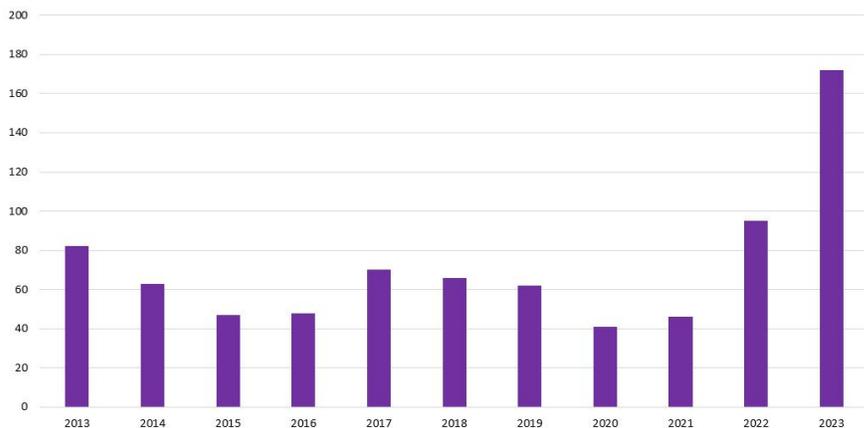


© SCPL mysopl.ca

8

Membership Statistics - Port Branch

Port New Memberships



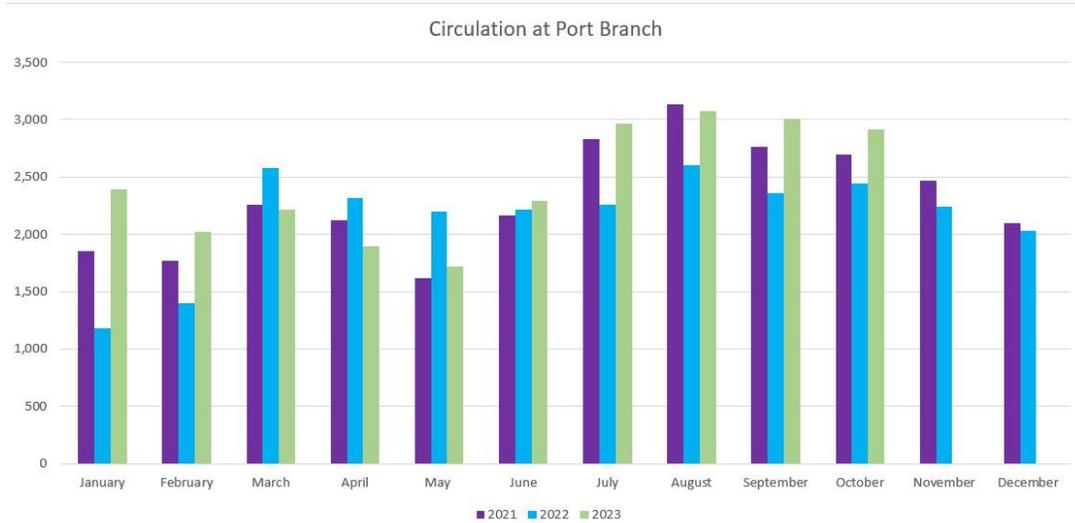
In general, library memberships at the Port branch have increased dramatically in the past year - climbing 81% from 2022, and 139% above the average annual membership throughout the past decade.

© SCPL mysopl.ca

9

Circulation Statistics

Circulation at the Port Branch has experienced tremendous growth in the past seven months with an increase of 54% and is trending to be consistently higher than previous years.



customer feedback

Ongoing Positive Feedback

Of the feedback we've received so far, 81% has been praise. Customers are excited about the new service model and appreciate the convenience of extended hours.

“Port Plus is very convenient and helpful and even though I was a little hesitant to sign up, I found the experience exciting!”

“I love being able to come to the library when I want - I often don't even look at the clock, I just head over.”

“I love, love, love Port Plus!!”

programming

Programming at Port

With the success of Port Plus, we are increasing programming opportunities in the space.

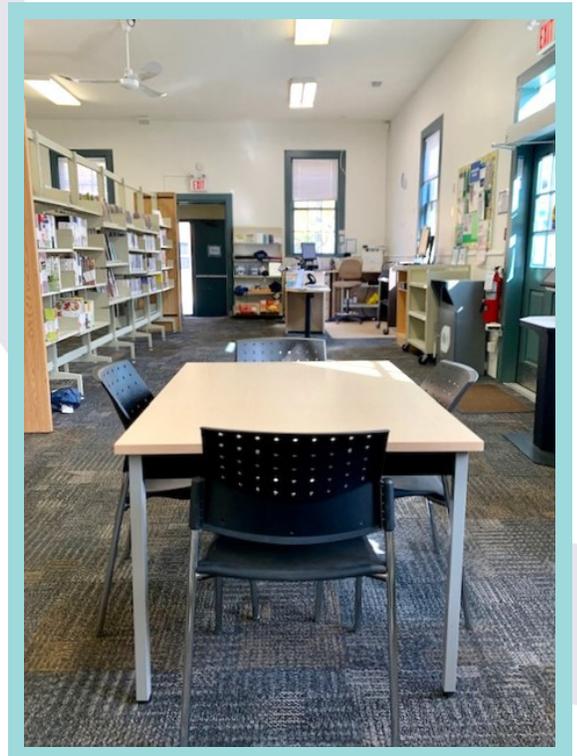
- Book clubs continue to meet at the Port branch
- Passive programming continues to do well, and includes monthly contests, colouring pages and children's activities.
- A group of 25+ students from a local school will be visiting the Port branch on a monthly basis for a class visit



looking ahead

The Future of Port Plus

- The City has provided convenient, 1-hour parking in front of the library for our customers
- Potential redesign from Schoolhouse Products is in motion
- Continuing to create awareness of the benefits and opportunities presented by Port Plus to the community
- Ongoing practice of soliciting customer feedback and address any concerns that may arise



Thank you

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 – October 2023
 - 6.3(a) Customer Service – J. Spera
 - 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

CEO Report

submitted by Ken Su, CEO (October 2023)

For Information

Central Library Renovation

The architect met with most managers individually on October 25, 2023 to discuss their departmental expectations and needs. The architect plans to complete these discussions in the next couple of weeks and then send the final drawing to Engineering.

The Library was also able to confirm the Library Tour with the architect and the Toronto Public Library. 24 staff and Board Members visited the York Woods Branch and the Albert Campbell Branch on November 6, 2023.

The architect is scheduled to attend the staff meeting on November 13, 2023 to share their latest design and solicit feedback from staff.

Library Asset Management Plan

After library staff met with two consultants from GM BluePlan on October 4th, the Library didn't hear anything back from GM BluePlan, so staff reached out to them on October 27, 2023.

Consultants responded that they recently met to review the project schedule and will provide an update to us in the next week. At the time of writing this report, the Library hasn't received any update from them.

Additional information will be provided to the Board when they become available.

Branch Furniture Upgrade

The Library received a draft furniture design from Schoolhouse Products on November 3, 2023 and will discuss at the Management meeting on November 8, 2023.

The Senior Account Manager and Design Lead from Schoolhouse Products will present her design to the Board and answer questions at the November meeting.

Fall 2023 CULC Meeting Update

The CEO attended the Fall 2023 CULC Meeting in Vancouver on October 23 and 24. Close to 50 library CEOs across the country attended the meeting and discussed the following topics:

- Cross Canada Roundtable – most library CEOs identified two major concerns: budgetary pressure and staff safety, and several libraries shared their new building projects, including Saskatoon Public Library and Guelph Public Library.
- Overdue: the Case for Canada's Public Libraries Report – CEOs had a discussion with staff from Canada Urban Institute about their report.
- Library Education – CEOs met with the Program Chair of the Master of Library and Information Science program at UBC and discussed ways that the MLIS program can take to better support their students' future career.
- Safety and Security – CULC formed a working group in 2022 to develop a toolkit that will help address some safety and security concerns. The working group shared their draft toolkit with CEOs.

Customer Service

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

For Information

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

	September 2023	% change from 2022
Gate Count	29,018	25,035 (+14%)
Membership	434	547 (-21%)
Holds Placed	12,520	10,381 (+20%)
Questions	5,298	5,536 (-4%)

Gate Count

Our gate count system-wide continues its upward climb toward pre-pandemic 2020 levels, with an increase of 14% over September 2022.

Membership

Although our new membership count in October 2023 was less than 2022, our overall new memberships for 2023 are up 4% year to date.

Holds Placed

The number of holds placed increased this month by 20% over October 2022. The holds system continues to be an integral library service for customers across the city.

Sunday Service

Sunday service hours at Huq have commenced on October 15. Due to customer feedback, service hours have been increased by an additional one and half hours (from 1:30-5 pm to 12-5 pm) to support customer demand.

Facilities and Health & Safety

submitted by Lisa DiDonato, Business Administrator (October 2023)

For Information

Facilities

Security Cameras have been installed at Merritt, Huq and Port branches.

To meet customer demands, an additional customer computer counter has been installed at Huq.

Health & Safety

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

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

Location	Date	Results	Update
Annual Inspections			
Central	August 5, 2022	Audio Book Shelves aisles are too narrow.	Included in renovation plans.
Regular Inspections			
Central - Basement	July 26, 2023	Some flood clean-up/repairs outstanding.	Facilities team completed flood cleanup and City arranging permanent modifications to mitigate risk.
Dr. Huq	October 25, 2023	Nothing to Report	N/A
Merritt	October 25, 2023	Nothing to Report	N/A
Port	October 25, 2023	Nothing to Report	N/A

Innovation, Collections & Technology

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

For Information

Physical Circulation

There was virtually no change in physical circulation statistics from September to October 2023. However, physical circulation remains significantly higher than 2022 levels, with October 2023 being 36.5% higher than October 2022.

Digital Circulation

Digital circulation increased slightly by 1% from September to October 2023.

Library of Things – Kids STEM Kits

STEM (Science, Technology, Engineering, and Math) Kits are a fun, hands-on way for children to learn new skills in the areas of STEM. Code & Go Robot Mouse, Ozobots, and Code-a-Pillar Twist kits are all checked out and have multiple holds on each item.

Decodable Books

The Decodable Book Collection was expanded to celebrate Dyslexia Awareness Month. These books are designed to help engage and improve the literacy skills of individuals living with dyslexia. Decodable books were purchased through a grant from the International Dyslexia Association, Ontario.

Sensory Kits

3 Sensory Kits as well additional sensory materials were lent to the Gallery Players of Niagara for their Adaptive Concert Performance. They were very appreciative of the Library's support and even mentioned our contribution in their concert publication.

Video Surveillance Systems

A video surveillance system consisting of 5 cameras was installed at the Merritt Branch. Cabling was completed at Dr. Huq and installation of cameras is scheduled for November.

Programming and Promotions

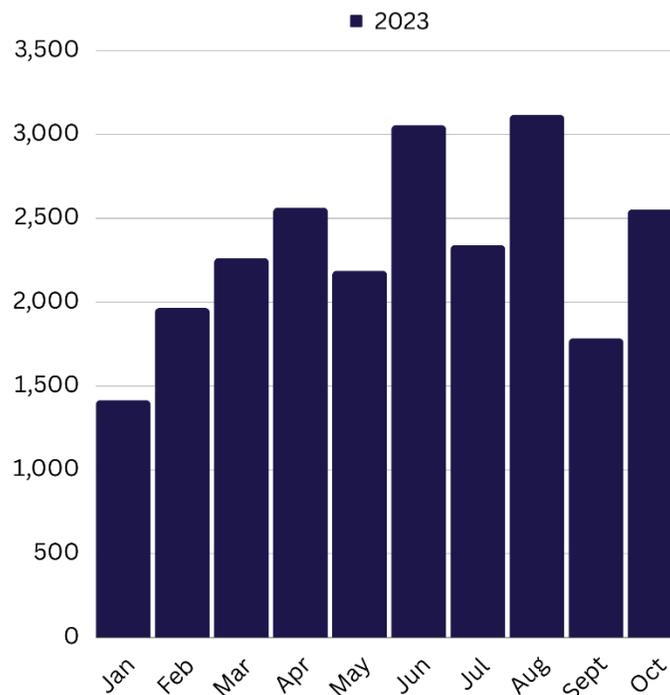
submitted by Holly Jones, Manager, Programming & Promotions (October 2023)

For Information

Programming Highlights

In total, 2553 customers attended or engaged in programs in October. Attendance grew 26% this month from October 2022 (2027 attendees). Fall programming, including regular class visits, storytimes, Brock Talks, and Chess Club, are now in full swing across the system.

SCPL celebrated its 135th birthday with a month-long display at the Central Library highlighting the library's history, as well as an interactive, customer-driven art project during Ontario Public Library Week (October 16th-October 20th). At each of our four locations, customers were invited to help create a community art installation by exploring this year's Ontario Public Library Week theme of "Libraries for Life" in relation to SCPL. Prompts were provided for customers to consider and find inspiration from. The installation will be on display across the system until mid-November. A total of 209 customers participated in this program in celebration of SCPL.



Of special programming note in October:

1. **Pumpkinville**, in partnership with the City and held annually at Happy Rolph's Animal Farm, provided a valuable opportunity to connect with families and promote library services (325 interactions).
2. **Drop-in Halloween Storytime** was well attended, with 31 children and caregivers enjoying a variety of crafts and activities, as well as seasonal materials from our collection to browse and borrow.
3. **The North Wind Man author talk** invited the community to hear from Cree author and survivor of the "Sixties Scoop" Clarence Cachagee, whose co-authored biography recounts his journey of survival and healing (30 attendees).
4. **Culture Days**, in partnership with the City, wrapped up on October 15th. The annual 3-week long celebration of arts, culture, and heritage featured 9 different artists, 22 separate program sessions, and served 245 people.

Communication Highlights

SCPL celebrated Canadian Library month in October with a promotional contest that ran throughout the month. Customers who visited an SCPL branch in October were invited to fill out a ballot to win an SCPL swag prize package, which will be awarded in November.

Owing to a decline in customer engagement on Twitter/X, SCPL will pause active use of the platform, and instead refocus attention to more active communication channels. We will continue to monitor the library's Twitter/X account, responding to customer queries and redirecting customers to our e-newsletter, Instagram and Facebook.

Media Mentions

- | | | |
|---------------|-----------------------------|--|
| 31-Oct | Niagara This Week | St. Catharines Public Library revamps Food for Fines program |
| 31-Oct | Niagara Falls Review | St. Catharines Public Library revamps Food for Fines program |

Discussion Reports

7. Discussion Reports (attachments)

- | | | |
|-----|--|--------|
| 7.1 | 2024-2026 Operating Budget – Additional Information – L. DiDonato | Motion |
| 7.2 | Reciprocal Borrowing – J. Spera | Motion |
| 7.3 | Policy (G-03) Circulation – J. Spera | Motion |
| 7.4 | Policy (G-04) Collection Management – D. Bott | Motion |
| 7.5 | Policy (F-03) Gifts in Kind & Policy (G-14) Library Works of Art – L. DiDonato | Motion |
| 7.6 | Policy (P-04) Compensation for Exempt Employees – L. Dobson | Motion |

2024 to 2026 Operating Budget – Additional Information

submitted by **Lisa DiDonato, Business Administrator**

Recommendation

THAT the Board approve the submission of the additional information requested by the City of St. Catharines.

Background

At the meeting on October 19, 2023, the Board received and approved the submission of the 2024 to 2026 Operating Budget with a 2024 municipal contribution increase of 7.05% and municipal contribution increases of 5.55% in 2025 and 5.53% in 2026.

Update

On November 1, 2023, the Board Chair, CEO, and Business Administrator attended St. Catharines City Council and presented the multi-year budget as approved by the Board on October 19, 2023.

Following a question and answer period, Council approved the following motion:

That the budget be referred back to the St. Catharines Public Library staff to be returned with what a 0% increase would look like and what a 3% increase would look like with specific budget implications and detailed backup information.

Attached, as Appendix is the proposed response to City Council's motion of November 1, 2023.

Next Steps

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

Date	Action Item
November 20, 2023	SCPL Response to November 1, 2023 Council Motion
November 21, 2023 – February 26, 2024	City of St. Catharines Consolidated 2024 to 2026 Budget Process
February 27, 2024	Budget Adoption



November 20, 2023

Kristen Sullivan
City Clerk Legal and Clerks Services
Office of the City Clerk
50 Church Street
St. Catharines, Ontario L2R 7C2

Sent via email: ksullivan@stcatharines.ca

Re: City Council Motion November 1, 2023

Dear Ms. Sullivan,

At the meeting on November 16, 2023, the St. Catharines Public Library Board approved the response to City Council's motion of November 1, 2023:

That the budget be referred back to the St. Catharines Public Library staff to be returned with what a 0% increase would look like and what a 3% increase would look like with specific budget implications and detailed backup information.

St. Catharines Public Library Board Response:

The 2024 to 2026 Operating Budget approved by the Board at its meeting on October 19, 2023, included a 7.05% increase in City Contributions.

The recommended City Contribution increase of \$437,369 (7.05%) includes \$473,614 in salaries and benefits offset by other net expenditure savings. The salaries and benefits increase is primarily the result of the implementation of pay equity, job evaluation, and the resulting collectively bargained agreement.

In order to achieve an increase of 0% the SCPL would need to find \$437,369 in savings and for a 3% increase the SCPL would need to find \$251,243 in savings.

	2024 Recommended at 7.05%	2024 Budget at 0% requested by Council	2024 Budget at 3% requested by Council
2023 City Contribution	\$6,204,214	\$6,204,214	\$6,204,214
Increase	\$437,369	-	\$186,126
2024 City Contribution	\$6,641,583	\$6,204,214	\$6,390,340

Understanding the ongoing budget pressures faced by the City, for 2024 to 2026, SCPL has already identified and included a number of operational efficiencies and mitigation opportunities to reduce the City funding contribution increases. With salaries and benefits approximately 73% of the expenditures budget, the only alternative is a reduction in staffing; subsequently leading to service reduction.

Although NOT recommended or endorsed by the Board, the tables below illustrate the reductions required to achieve 0% and 3% increases in City Contributions in 2024.

2024 SCPL Budget - City Contribution Increase at 0%	
2023 Approved Budget City Contribution	\$6,204,214
Board Recommended Increase	\$437,369
2024 City Contribution at 7.05%	\$6,641,583
21 Part Time Staffing Position Reductions	(\$437,369)
2024 City Contribution	\$6,204,214
Service Impact:	
<ul style="list-style-type: none"> • Reduction in Port Dalhousie branch staffed hours from 24 to 0 hours per week. • Closure of Dr. Huq branch on Sundays. • Closure of ALL branches on Thursdays. • Library Hour Reduction of 23%. • Reduction in programming, services and material processing. 	

2024 SCPL Budget - City Contribution Increase at 3%	
2023 Approved Budget City Contribution	\$6,204,214
Board Recommended Increase	\$437,369
2024 City Contribution at 7.05%	\$6,641,583
17 Part Time Staffing Position Reductions	(\$251,243)
2024 City Contribution	\$6,390,340
Service Impact:	
<ul style="list-style-type: none"> • Reduction in Port Dalhousie branch staffed hours from 24 to 0 hours per week. • Closure of Dr. Huq branch on Sundays. • Closure of Dr. Huq and Merritt Branches on Thursdays. • Library Hour Reduction of 18%. • Reduction in programming, services and material processing. 	

Socio Economic Impact

- As one of the only remaining free community hubs, the reduction in operating hours would seriously impact our ability to be a safe place to our diverse and at risk population.
- During economic downturn, libraries historically see an increase in demand for services. Reducing hours limits access to workspaces, information, and communication technology including free Wi-Fi.
- Service and program reduction for vulnerable population including visiting library to homebound customers, class visits, early literacy programs, senior's programs, book and other clubs, and newcomer's programs.
- Reducing hours is a significant barrier to accessibility and inclusiveness; limiting access to resources, spaces, and experiences.
- A negative community economic impact of \$1.5 million at 3% and \$3.5 million at 0%. Source: Canadian Urban Institute. (October, 2023). Overdue: The Case for Canada's Public Libraries.https://canurb.org/wp-content/uploads/CUI_Overdue_report_10.04.23.pdf

Please let us know if you have any questions or require additional information.

Qingyi (Ken) Su
Chief Executive Officer
St. Catharines Public Library

Janice Coles
Chair
St. Catharines Public Library Board

Reciprocal Borrowing

submitted by Joanna Spera, Manager, Customer Service

Recommendation

THAT the Board maintain Non-Resident membership but allow anyone with a Library card from other libraries that have signed the SCPL Reciprocal Borrowing Agreement to borrow physical items from the St. Catharines Public Library.

Objective:

This report outlines the rationale for a recommendation to implement reciprocal borrowing. Reciprocal Borrowing is being proposed for the following reasons:

- Aligns with SCPL's strategic goals: "Be a library for all" and "transform as we evolve".
- Removes another barrier to access and acknowledges the fact that customers often don't recognize municipal boundaries when it comes to borrowing library materials.
- Potential increase in library membership, physical circulation of materials and library foot traffic as well as enhance good-will among customers.

Background:

At the October 18, 2018 Board meeting, the former CEO provided a report to the former Board in responding to an article in The Standard (September 24, 2018) on reciprocal borrowing agreement between 5 library systems – Fort Erie, Niagara Falls, Niagara-on-the-Lake, Pelham and Welland. The former CEO recommended to the former Board that there was no advantage for St. Catharines Public Library to be a part of this agreement because SCPL's collections is available to customers in other public library and university libraries through interlibrary loan.

At the October 17, 2019 Board meeting, the CEO provided a Reciprocal Borrowing update as instructed by the former Board Chair. The report focused on outlining other public libraries outside of Niagara Region provide reciprocal borrowing. The report found that most libraries surveyed charge a non-resident fee and many have reciprocal borrowing agreements. The report cautioned against providing reciprocal borrowers (non-residents) with electronic resource access and breaking vendor agreements due to population stipulations or potentially driving up costs for pay per use resources.

Why Reciprocal Borrowing?

At their core, public libraries are both advocates and instruments for the removal of barriers to knowledge, learning and literacy through the services they offer. The library continues to investigate ways in which it can remove barriers and expand access to the community.

Customer Service staff have received feedback in regards to reciprocal borrowing: "Customer praised Reciprocal Borrowing service as they have used it at other libraries in Niagara. Enjoys SCPL, but wished it was part of this Regional borrowing agreement." Further feedback from another customer read: "She wishes she could borrow from, Thorold or Niagara-on-the-Lake. She said that sometimes one library has some books in a series but another has the rest of the series, and it would be nice if she could just borrow and pick up from one location."

Currently, St. Catharines Public Library is the only library in the Niagara Region that does not have any reciprocal borrowing agreements. Reciprocal borrowing agreements are a common practice in the library world where members can use their home library card to borrow items from a nearby or neighbouring library. These types of agreements are typically found in areas where other systems are close geographically and there is movement between residents of the surrounding areas.

The average customer does not understand why they can not simply go to any library branch and borrow as they do not recognize municipal boundaries when it comes to borrowing library materials. Customers just want the service.

Staff anticipate that reciprocal borrowing will bring numerous positive impacts to the library, which include:

- An increase in new membership
- An increase in physical circulation, which can lead to decreased cost per item circulation
- An increase in foot traffic
- Allow us to raise the library profile in the community and promote SCPL as a welcoming, inclusive and vibrant community hub.

SCPL Reciprocal Borrowing Agreement

The value of reciprocal arrangements is to reduce barriers to people who have a natural reason to use our collections because of proximity (e.g. they work in St. Catharines, study in St. Catharines or spend time in St. Catharines but live in a neighbouring municipality such as Thorold or Niagara-on-the-Lake). Currently, the St.

Catharines Public Library offers a free full access membership to customers who live, work, study or own property in St. Catharines. Non-residents must pay a \$75 yearly fee or \$37.50 semi-annual fee.

Reciprocal borrowing is a service co-ordinated, by formal agreement (Appendix A) with surrounding library systems. The agreement must be approved by Board Chair or Designate from participating library systems. Staff have presented draft SCPL Reciprocal Borrowing agreement (Appendix A) to all ten Niagara Regional libraries to gauge interest in their participation. All libraries responded positively to the agreement while Thorold, Welland and Wainfleet Public Libraries presented the draft to their Boards and were approved (Appendix B). The remainder of the libraries (Niagara Falls, Lincoln Pelham, Niagara-on-the-Lake, Grimsby, Port Colborne) will share with respective Boards once the SCPL Reciprocal Borrowing Agreement is approved by the St. Catharines Public Library Board. Fort Erie and West Lincoln libraries did not respond to e-mails.

The SCPL Reciprocal Borrowing agreement (Appendix A) outlines mutually agreeable parameters between libraries. Notably, reciprocal borrowers will not have access to digital resources due to vendor agreements nor the Library of Things collection. Registration for membership will be completed in-person while presenting an active library card from their servicing library. Customers borrowing items will be responsible for the return of the borrowed items directly to the lending library. The emphasis with reciprocal borrowers is on in person service and inviting them to borrow from our physical collections. Currently, approximately 12% of our physical collections are circulating at one time. With increased membership, reciprocal borrowing may help increase SCPL's physical circulation.

Reciprocal Borrowing Impacts:

Concerns about extending free physical materials borrowing to Niagara Region libraries are minimal. The non-resident membership has been on a steady decline and in 2022 the revenue generated was \$225 since customers who live, work, study or own property in St. Catharines are entitled to a free full access membership. Reciprocal Borrowers who would like to receive access to Library of Things and Digital Collections must purchase a non-resident membership.

At the same time, there may be some concern that residents of smaller municipalities will unfairly monopolize St. Catharines' extensive collection or that St. Catharines will lose card holders to a library that might be seen as more convenient for users. In speaking with larger library systems such as Hamilton, Barrie and Waterloo Public Libraries which hold a number of reciprocal agreements, to date there has been no

evidence to suggest that this is the case. The prevailing philosophy is that fewer barriers to access result in higher usage and accessibility of libraries overall.

Recommendation:

That the Board maintain Non-Resident membership but allow anyone with a Library card from other libraries that have signed the SCPL Reciprocal Borrowing Agreement to borrow physical items from the St. Catharines Public Library.

Appendix A

SCPL Reciprocal Service Agreement

The St. Catharines Public Library Board and _____ Public Library Board agree to honour the borrower cards of both St. Catharines Public Library and _____ Public Library customers and grant these customers membership in their reciprocal library effective 2024.

It is agreed that:

- Customers must present an active library card from their servicing library, as well as an official piece of identification showing correct name and address residence, to be eligible for a library card in their reciprocal library.
- Customers will accept the borrowing terms, policies and procedures of the lending library as part of the condition of the loan.
- Customers borrowing items will be responsible for the return of the borrowed items directly to the lending library.
- Customers will be held responsible for lost or damaged items, and this responsibility will not be passed on to their servicing library.
- Reciprocal borrowers will not have access to digital resources due to vendor agreements.
- Reciprocal borrowers will not have access to the Library of Things collection.
- Interlibrary loans, Visiting Library services are available to customers only through their servicing library.

Termination of this agreement shall take place under either of the following provisions:

- Either Board giving notice to the other Board at least ninety (90) days prior to the date of termination.
- By mutual agreement of the Boards.

This agreement will become effective after ratification and signing by the authorized representative of each Board.

Chair, St. Catharines Public Library Board
or Designate

Chair, _____ Public Library Board
or Designate

Policy (G-03) Circulation

submitted by Joanna Spera, Manager, Customer Service

Recommendation

That the Board approve (G03) Borrowing (formerly named Circulation) as amended.

Circulation Policy Update:

It is recommended that the Circulation Policy (G03) is renamed as Borrowing Policy (G03) to better reflect its purpose using non-library language. Other amendments include incorporating reciprocal borrowing parameters into the policy.



Policy Name	Circulation Borrowing		
Section & Number	Board – G-03	Effective Date	2005-06-16
Motion Number	2022-98	Last Review	2021-09-15
Author	Manager, Customer Service	Next Review	2023

Policy Statement

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

Scope

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

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

Responsibility

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

Operational Guidelines

1. A Library card is available free of charge to those who reside, own property, work or study within the boundaries of the municipality of the City of St. Catharines.
2. ~~St. Catharines Public Library has several formal reciprocal borrowing agreements with neighbouring municipalities. A Library card is available to~~

those who have an active library from their servicing library participating in the reciprocal borrowing partnership. A list of participating systems can be found on the St. Catharines Public Library webpage (linked).

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

Section 1: Membership

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

Adult Card Registration (18 years and over)

1. One piece of official Ontario Government photo identification showing correct name and address of residence:

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

Teen Card Registration (12-17 years)

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

Children's Card Registration (11 years and under)

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

Temporary Card Registration

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

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

Work or Study in St. Catharines Card Registration

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

Educator Card Registration

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

Reciprocal Borrowing Card Registration

1. Reciprocal borrowing memberships are available to individuals who hold an active library card from their servicing library that is participating in the reciprocal borrowing partnership. A list of participating systems can be found on the St. Catharines Public Library webpage (linked).

Customers must present an active library card from their servicing library, as well as an official piece of identification showing correct name and address residence as per Adult, Teen or Children's Card Registration. Registration must be completed in person and membership will be renewed annually.

Section 2: Borrowing of Materials

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

Electronic Resources

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

Interlibrary Loan Materials

1. Interlibrary Loan materials may be requested from other libraries, subject to certain limitations. Customers will be charged a replacement fee if interlibrary loan items are lost, damaged, or not returned.

Library of Things

1. Library of Things items are used at sole risk of the customer. The Library will not be held responsible for any injuries obtained, damages done, or costs incurred while using items. The customer is responsible for the safe keeping and return of these items to the Library in good working order, assume liability for the items while they are in their care, and may be billed for reasonable repair or replacement costs associated with the damage or loss

of the item(s). The St. Catharines Public Library has sole discretion in making these decisions.

Loan Period

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

Renewal

1. Items on your account will automatically renew on the due date. Most physical items borrowed are eligible for up to 5 auto-renewals.
2. The loan period of circulating items may be extended by seven days at a time, up to a maximum of five times.
3. Items that have reached their renewal limit and items another customer has requested to borrow (items on hold) are not eligible for renewals. Some exemptions apply. (See Appendix 1 – SCPL Limits, Loan Periods, & Fees).
4. While the Library may, as a courtesy, remind the customer about due dates of borrowed materials, the customer is responsible for all fees associated with overdue/lost items, even if the Library has not contacted the customer to provide information about due dates of items borrowed.

Section 3: Charges and Overdues

Overdue Material

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

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

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

Notifications

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

Damaged/Lost Materials and Lost Cards

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

Suspension of Borrowing Privileges

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

Collection Agency

1. The Library reserves the right to forward any unpaid accounts with a balance of \$50.00 or more to an outside collection agency to help encourage customers with overdue materials and/or bills to return Library materials or pay bills in arrears. The prompt return of Library materials enables their availability for other customers.

2. A service fee of \$10.00 plus applicable taxes is added to the amount owed if balance remains unpaid 32 days following the date an invoice is issued.
3. Unpaid accounts of minors 11 and under are forwarded to the collection agency in the name of the parent or guardian. The following customers are exempt from the collections agency process:
 - Teens ages 12-17 years old
 - ILLO
 - Visiting Library
 - Temporary

Implementation

The Policy shall be implemented by the CEO, shared with staff, and posted on the Library's website.

Appendix

Appendix 1 – SCPL Limits, Loan Periods, & Fees

Appendix 1 – SCPL Limits, Loan Periods, & Fees

Card Limit by Borrower Type

	Children's	Teen	Adult	Temporary	Educator
Full Access	30 items	60 items	60 items	5 items	75 items
	<u>Exclusions</u> Hotspots Nintendo Switch Restricted DVDs Telescopes Tool Set	<u>Exclusions</u> Nintendo Switch Restricted DVDs Telescopes Tool Set	No Exclusions	No Exclusions	<u>Exclusions</u> 3 & 7-day materials Hotspots
Reciprocal Borrowing	Children's	Teen	Adult		
	30 items	60 items	60 items		
	<u>Exclusions</u> Library of Things Restricted DVDs Digital Collections Online Resources	<u>Exclusions</u> Library of Things Restricted DVDs Digital Collections Online Resources	<u>Exclusions</u> Library of Things Digital Collections Online Resources		

Loan Period & Item Limits

Item Type	Loan Period	Item Limit	Renewals (Maximum of 5, if not requested)
Express Collection	3 Days	3	No Renewals
DVDs	7 Days	20	7 Days
Video Games	7 Days	10	7 Days
Library of Things	7 Days	None	7 Days
Adult Magazines	7 Days	None	7 Days
New Fiction Books	7 Days	None	7 Days
Hotspots	14 Days	None	7 Days
Audiobooks & CDs	21 Days	None	7 Days
Fiction & Non-Fiction Books	21 Days	None	7 Days
Children's Magazines	21 Days	None	7 Days
Launchpads	21 Days	2	7 Days
Book Club Kits	42 Days	2	No Renewals

1. DVDs with 10 or more requests will decrease to a 4-Day Loan Period
2. Hotspots with 10 or more requests will decrease to a 7-Day Loan Period
3. Fiction & Non-Fiction Books with 12 or more requests will decrease to a 7-Day Loan Period
4. New Fiction Books are considered "New" for the first 4 months
5. Requests cannot be placed on Express Collection

Miscellaneous Fees

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

Policy (G-04) Collection Management

submitted by David Boff, Innovation, Collections and Technology Manager

Recommendation

THAT the Board approve amended Policy (G-04) Collection Management.

Background

The collection of the Library is an integral component of the services we offer the community. It is also a key factor in the Library achieving its Strategic Plan. The Policy was last amended and approved by the Board in June 2022.

Update

Since the last amendment, the Library has removed the appendices for the following items and hyperlinked them to the original sources:

- Canadian Federation of Library Associations - Statement on Intellectual Freedom and Libraries
- Canadian Federation of Library Associations - Statement on Diversity and Inclusion
- Ontario Library Associations - Statement on Intellectual Freedom and the Intellectual Rights of the Individual Introduction
- Suggest a Purchase Form
- Request for Reconsideration Form

Included for Board review are the following documents:

- Black-line version of Policy (G-04) Collection Management showing the proposed amendments
- Clean version of Policy (G-04) Collection Management in the new brand format

Recommendation

Management recommend that the Board approve Policy (G-04) Collection Management, as amended.

ST. CATHARINES PUBLIC LIBRARY BOARD**POLICY**

Section: General Number: G04	Subject: Collection Management	Motion#: 2003-79 1993-59 2020-18 1993-66 2021-37 2022-83
Policy Level: Library Board	Author: Collections Librarians	Review: Annual
Approval Date: 1993-06-17	Last Review: 2021-03-18	Next Review: 2023
Notes: Approved at the Board Meeting of: June 17, 1993. Amended at the Board Meetings of: July 15, 1993; October 23, 2003; and February 20, 2020. Rescinded and approved March 18, 2021. Amended at the Board Meeting of June 16, 2022 .		

POLICY STATEMENT

The purpose of this policy is to provide an overall framework for the development of the Library's collections and is the basis for collection planning and budgeting.

SCOPE

The St. Catharines Public Library's Collection supports the Library's mission to provide spaces, resources, and experiences for all citizens to learn, grow, and connect. The Collection also supports the goal for the Library to *Be A Library For All* by striving to provide services to our diverse population.

1. The library provides **accessible** collections of physical and digital materials that are responsive to the needs and interests of our diverse community including a variety of alternative formats and multilingual materials.
2. The Collection shall be balanced and represent diverse points of view and may include materials that some members of the public consider to be controversial in nature.
3. The presence of an item in the Collection does not indicate an endorsement of its contents by the Library, but rather is an affirmation of the principle of intellectual freedom as embodied in the [Canadian Federation of Library Associations' Position Statement on Intellectual Freedom and Libraries](#) as well as its [Position Statement on Diversity and Inclusion](#).
4. It may happen that materials in the Collection meet the needs of students, but this is not the primary reason for their selection. It is the responsibility of schools to provide materials which support their curricula.

5. The library develops physical and digital collections which include, but are not limited to, the following areas: fiction and non-fiction for adults, young adults (YA) and children, books, movies, music, magazines, newspapers, video games, local history and the Library of Things (a collection of non-traditional materials).
6. The staff is responsible for developing profiles for each area of the Collection to further define the scope of the collections. These profiles are tools for collection development and evaluation.
7. The library participates, where appropriate, in consortia and in pools to broaden the scope and size of the Collection.
8. To provide users with print disabilities with a broader selection the library works with the Centre for Equitable Library Access (CELA).
9. Recognized, professional standards will be used to determine the appropriate size of the Collection. Planning for budgets and facilities must reflect these standards.

DEFINITIONS

For the purpose of this Policy, the following definitions shall apply:

1. The Collection – all materials at the St. Catharines Public Library in various formats available and accessible to the public.
2. A collection – a subset of the Collection (e.g., adult fiction collection).
3. Selection – the identification of titles/materials suitable for inclusion in various collections.
4. Acquisition – the actual purchase, lease, or subscription of materials which have been selected for inclusion in the various collections.
5. Access – the means used to make materials available in an organized manner to the public.
6. Maintenance – the inventory, disposal, replacement, repair, and preservation of materials in the collections.

REGULATIONS

1. The Library Board supports the individual's right to intellectual freedom as embodied in the [Canadian Charter of Rights and Freedoms](#).
2. The [Canadian Federation of Library Associations' Statement on Intellectual Freedom and Libraries](#), [Statement on Diversity and Inclusion](#), and the [Ontario Library Association's Statement on the Intellectual Rights of the Individual](#) are endorsed by the Library Board ~~and appended in their entirety to this policy.~~
3. The Library complies with any applicable law enacted at the federal, provincial or municipal level, and therefore does not collect or maintain items which have been judged obscene or pornographic, or have been banned by the courts. The relevant sections of the [Criminal Code of Canada](#) are sedition, hate propaganda and obscenity.

RESPONSIBILITY

1. The Library Board delegates the overall responsibility for the Collection to the Chief Executive Officer (C.E.O.) and through the C.E.O. to managers and staff.
2. Selection responsibility for specific portions of the Collection may be delegated to staff.

OPERATIONAL GUIDELINES

The Collection will be developed, assessed, and maintained in accordance with the selection criteria and guidelines outlined below.

A. Selection

1. The staff will proactively solicit advice from, as well as anticipate the needs and interests of, the diverse community.
2. In selecting materials, staff will use library data, public library trends, professional resources, judgment, knowledge and experience.
3. What is ordered, and what remains in the collections, is based on the following criteria:
 - public and/or anticipated demand and current trends
 - importance of subject matter in relation to community needs
 - relation to existing collections and other materials on a subject
 - quality, clarity, comprehensiveness and accuracy of materials
 - Canadian content and perspective
 - suitability of physical and/or digital form for library use
 - publication, creation or release date
 - timeliness or permanence of the work
 - availability of funds and space
 - **availability** of materials in other libraries, for free via the internet, or from other easily and freely accessible resources
 - educational or recreational technologies that may be inaccessible or cost prohibitive
 - promotion of a communal sharing economy
 - **accessibility criteria and features**

An item need not meet all of the above criteria in order to be acceptable. Items that do not meet these criteria may be purchased to meet community needs.

B. Acquisitions

The criteria and parameters used for the acquisition of materials selected for inclusion in collections will include price, format and availability. In selecting a vendor, consideration will be given to discounts and performance.

C. Access

Professional standards (e.g., Dewey Decimal Classification) will be used to ensure the integrity of data within the catalogue.

D. Maintenance

1. An up-to-date, aesthetically pleasing and useful Collection is maintained through a continual maintenance process.
2. The Library continually identifies items from its collections for discard based upon the following criteria:
 - a Item's subject is outdated
 - b Item is no longer of interest or in demand
 - c Overabundance of an item or subject as interest wanes
 - d Worn or damaged copies
3. Replacement of Library materials shall depend on demand for the title, availability of the title, availability of more current material on the subject, and the extent to which the subject is already covered in the Collection.
4. Withdrawn materials may be donated, recycled, discarded or sold.

E. Suggestions, Donations and Gifts

- **Suggestions:** The Library encourages customer participation in the shaping of the Collection. Customers may place formal requests for the purchase of collection materials by completing a "[Suggest a Purchase](#)" form provided by the Library. Suggestions are referred to staff responsible for the Collection and considered according to the Library's selection criteria.
- **Donations:** In general, donations of items to the St. Catharines Public Library are not accepted due to costs associated with evaluating and processing such items. Exceptions may be made for items of local historical significance (e.g., local history books, photographs, and postcards). All donations are subject to terms and conditions outlined in [Gifts in Kind \(F03\) Policy](#). Donations shall become the property of the Library and may be disposed of in the future at the discretion of the Library, subject to this Policy.
- **Gifts:** The Library welcomes gift copies of work from local authors, recording artists and filmmakers, provided they are submitted in a format currently supported. Items that are not added to the Collection are not returned, but rather donated, recycled, discarded or sold. The Library cannot accept imposed conditions relating to any item (e.g., consignment, return).

F. Request for Review

The Library is a resource where many points of view and modes of expression can be examined without hindrance. While people have the right to reject for themselves items of which they do not approve, they do not have the right to restrict the freedom of others.

The following will not cause an item to be automatically included or excluded from the Collection:

- race, religion, sexual orientation, gender identity, nationality or political views of an author or creator
- frankness or coarseness of language
- controversial content
- endorsement or disapproval of an individual or group
- language in which the work is written or spoken

Items which have been judged obscene or pornographic, banned by the courts or breach legislation such as the Ontario Human Rights Code or the Criminal Code of Canada will be excluded from the Collection.

Customers may request a review for items currently in the Collection by completing a "[Request for Reconsideration](#)" Form. All Requests for Reconsideration will be reviewed by the staff responsible for the Collection in accordance with the Collection Management Policy. Their decision will be communicated to the requestor. Customers who are not satisfied with the response can submit an appeal to the C.E.O and subsequently the Library Board. The final decision on any challenge to the Collection rests with the Library Board.

IMPLEMENTATION

This Policy shall be implemented by the C.E.O. The responsibility for collection management is vested in the office of the C.E.O., which delegates activity to staff.

REMOVE ALL APPENDICES

Canadian Federation of Library Associations

Statement on Intellectual Freedom and Libraries

The Canadian Federation of Library Associations recognizes and values the Canadian Charter of Rights and Freedoms as the guarantor of the fundamental freedoms in Canada of conscience and religion; of thought, belief, opinion, and expression; of peaceful assembly; and of association.

The Canadian Federation of Library Associations supports and promotes the universal principles of intellectual freedom as defined in the Universal Declaration of Human Rights, which include the interlocking freedoms to hold opinions and to seek, receive and impart information and ideas through any media and regardless of frontiers.

In accordance with these principles, the Canadian Federation of Library Associations affirms that all persons in Canada have a fundamental right, subject only to the Constitution and the law, to have access to the full range of knowledge, imagination, ideas, and opinion, and to express their thoughts publicly. Only the courts may abridge free expression rights in Canada.

The Canadian Federation of Library Associations affirms further that libraries have a core responsibility to support, defend and promote the universal principles of intellectual freedom and privacy.

The Canadian Federation of Library Associations holds that libraries are a key institution in Canada for rendering expressive content accessible and affordable to all. Libraries are essential gateways for all persons living in Canada to advance themselves through literacy, lifelong learning, social engagement, and cultural enrichment.

Libraries have a core responsibility to safeguard and facilitate access to constitutionally protected expressions of knowledge, imagination, ideas, and opinion, including those which some individuals and groups consider unconventional, unpopular or unacceptable. To this end, in accordance with their mandates and professional values and standards, libraries provide, defend and promote equitable access to the widest possible variety of expressive content and resist calls for censorship and the adoption of systems that deny or restrict access to resources.

Libraries have a core responsibility to safeguard and foster free expression and the right to safe and welcoming places and conditions. To this end, libraries make available their public spaces and services to individuals and groups without discrimination.

Libraries have a core responsibility to safeguard and defend privacy in the individual's pursuit of expressive content. To this end, libraries protect the identities and activities of library users except when required by the courts to cede them.

Furthermore, in accordance with established library policies, procedures and due process, libraries resist efforts to limit the exercise of these responsibilities while recognizing the right of criticism by individuals and groups.

Library employees, volunteers and employers as well as library governing entities have a core responsibility to uphold the principles of intellectual freedom in the performance of their respective library roles.

Approval History: ~ CLA: June 27, 1974. Amended November 17, 1983; November 18, 1985; September 27, 2015. CFLA-FCAB: Adopted August 26, 2016; Reviewed April 12, 2019.

Ontario Library Associations

Statement on Intellectual Freedom and the Intellectual Rights of the Individual Introduction

Introduction

The Ontario Library Association and its divisions are committed to the fundamental rights of intellectual freedom, the freedom to read and freedom of the press, as embodied in the Canadian Charter of Rights and Freedoms.

Ontario Libraries have the important responsibility to facilitate expressions of knowledge, creativity, ideas, and opinion, even when viewed as unconventional or unpopular.

The Ontario Library Association declares its acceptance of the following principles for libraries:

1. Equitable access to library service to the public is based upon the right of the citizen, under the protection of the law, to judge individually on questions of politics, religion and morality.
2. Intellectual freedom requires freedom to critically examine and create other ideas, opinions, views, and philosophy of life, other than those currently approved by the local community or by society in general and including those ideas and interpretations which may be unconventional, uncommon or unpopular.
3. The free traffic in ideas and opinions is essential to the health and growth of a free society and that the freedom to read, listen, view, and create is fundamental to such free traffic.
4. Library governance ensures that the principles of intellectual freedom and expression of thought are upheld.

Library Service, Collections and Resources:

5. It is the responsibility of libraries to maintain the right of intellectual freedom and to implement it consistently in the selection of books, periodicals, films, recordings, and other materials including the provision of access to electronic sources of information and access to the internet. Materials are not excluded from library collections based on race, place of birth, origin, ethnic origin, ethnicity, citizenship, age, creed, disability, family structure, sex, and sexual orientation.
6. It is part of the library's service to its public to resist any attempt by any individual or group within the community it serves to abrogate, censor or curtail access to information, the freedom to read, view, listen or participate by demanding the removal of, or restrictions to library information sources in any format.

Library Programming, Events, and Space Bookings

7. It is the responsibility of libraries to maintain the right of intellectual freedom and expression by implementing it consistently when hosting programs and events within the public space of the library including rented public space by individuals and community organizations.
8. Libraries create welcoming community spaces where community members are free from discrimination and may engage in peaceful assembly. Libraries may cancel or deny permits to individuals or organizations when speech or displays are used in a way that is unlawful.

Canadian Federation of Library Associations

Statement on Diversity and Inclusion

The Canadian Federation of Library Associations (CFLA-FCAB) believes that a diverse and pluralistic society is central to our country's identity. Libraries have a responsibility to contribute to a culture that recognizes diversity and fosters social inclusion.

Libraries strive to deliver inclusive service. Canada's libraries recognize and energetically affirm the dignity of those they serve, regardless of heritage, education, beliefs, race, religion, gender, age, sexual orientation, gender identity, physical or mental capabilities, or income.

Libraries understand that an acceptance of differences can place individual and collective values in conflict. Libraries are committed to tolerance and understanding. Libraries act to ensure that people can enjoy services free from any attempt by others to impose values, customs or beliefs.

Applicable legislation:

[Canadian Charter of Rights and Freedoms](#): Section 2(b) of the Charter of Rights and Freedoms protects "freedom of thought, belief, opinion and expression, including freedom of the press and other media of communication".

[Criminal Code](#): Section 63 pertains to Unlawful Assemblies and Riots. Section 297 pertains to defamatory libel. Section 318 pertains to hate propaganda.

[Ontario Human Rights Code](#): Sub-section 13 pertains to infringing on freedom from discrimination.

Revision approved at the OLA AGM, January 30, 2020

Sample Request for Reconsideration Form

Request for Reconsideration Form

St. Catharines Public Library follows the Statement of Intellectual Freedom by The Canadian Federation of Library Associations. Please note the following from our Collection Management Policy:

The Collection shall be balanced and represent diverse points of view and may include materials that some members of the public consider to be controversial in nature.

The presence of an item in the Collection does not indicate an endorsement of its contents by the Library, but rather is an affirmation of the principle of intellectual freedom as embodied in the Canadian Federation of Library Associations' Position Statement on Intellectual Freedom and Libraries.

All Requests for Reconsideration will be reviewed by the staff responsible for the Collection in accordance with our Collection Management Policy, which can be viewed here: <https://www.myscpl.ca/about-us/policies>

* Required

1. Your Name *

Enter your answer

2. Phone Number *

Enter your answer

3. E-mail Address *

Enter your answer

4. Title *

Enter your answer

5. Author *

Enter your answer

6. Audience *

Adult

Children

Teen

7. Format *

Audiobook

DVD

Book

eBook

Graphic Novel

Large Print

Magazine

Music CD

Other

8. What is the basis of your objection? Please be specific. *

Enter your answer

9. What do you think might be the consequence of reading / viewing / listening to this material? *

Enter your answer

10. What did you find of value in the material? *

Enter your answer

11. Did you examine the entire work? *

Yes

No

12. Do you have an alternate material to suggest?

Enter your answer

13. What steps do you wish the library to take? *

Enter your answer

14. Are you representing your own views, or those of a group? *

My own views

Group

Submit

Sample Suggest a Purchase Form

St. Catharines Public Library welcomes recommendations from our customers for titles we do not already have in our collection.

For each suggestion, please provide your name, library card number, format, and the title you are requesting. Further details such as author/artists, publisher and ISBN may help us find the item more easily, but are not required.

Before submitting an item title, please check the Library's Catalogue to ensure that SCPL does not already own it. Please request titles published more than five years ago through our Interlibrary Loan Service.

Bear in mind that not-yet-released popular books, movies and music are likely on our order list.

Suggestions are evaluated according to SCPL's Collection Management Policy and will be considered only for items that are available for purchase.

You may make up to 5 suggestions for purchase per month.

* Required

1. Your Name *

2. Library Card Number *

3. Email or Phone Number *

4. Format *

Audiobook

Book

Book (Large Print)

DVD

e-Book

e-Audiobook

Music CD

Video Game

Unknown

5. Game System (i.e. Nintendo Switch, PS5, etc.)

6. Title *

7. Author/Artist

8. Publisher

9. ISBN

10. Where did you hear about this item?

11. If we decide to purchase this item, at which library would you like to pick it up?(not applicable to e-books or e-audiobooks)

- Central Library
- Dr. Huq Family Library Branch
- Merritt Branch
- Port Dalhousie Branch



Policy Name	Collection Management		
Section & Number	Board G-04	Effective Date	1993-06-17
Motion Number	2023-##	Last Review	2022-06-16
Author	Collections Librarians	Next Review	2024

Policy Statement

The purpose of this policy is to provide an overall framework for the development of the Library’s collections and is the basis for collection planning and budgeting.

Scope

The St. Catharines Public Library’s Collection supports the Library’s mission to provide spaces, resources, and experiences for all citizens to learn, grow, and connect. The Collection also supports the goal for the Library to *Be A Library For All* by striving to provide services to our diverse population.

1. The library provides accessible collections of physical and digital materials that are responsive to the needs and interests of our diverse community including a variety of alternative formats and multilingual materials.
2. The Collection shall be balanced and represent diverse points of view and may include materials that some members of the public consider to be controversial in nature.
3. The presence of an item in the Collection does not indicate an endorsement of its contents by the Library, but rather is an affirmation of the principle of intellectual freedom as embodied in the [Canadian Federation of Library Associations’ Position Statement on Intellectual Freedom and Libraries](#) as well as its [Position Statement on Diversity and Inclusion](#).

4. It may happen that materials in the Collection meet the needs of students, but this is not the primary reason for their selection. It is the responsibility of schools to provide materials which support their curricula.
5. The library develops physical and digital collections which include, but are not limited to, the following areas: fiction and non-fiction for adults, young adults (YA) and children, books, movies, music, magazines, newspapers, video games, local history and the Library of Things (a collection of non-traditional materials).
6. The staff is responsible for developing profiles for each area of the Collection to further define the scope of the collections. These profiles are tools for collection development and evaluation.
7. The library participates, where appropriate, in consortia and in pools to broaden the scope and size of the Collection.
8. To provide users with print disabilities with a broader selection the library works with the Centre for Equitable Library Access (CELA).
9. Recognized, professional standards will be used to determine the appropriate size of the Collection. Planning for budgets and facilities must reflect these standards.

Definitions

For the purpose of this Policy, the following definitions shall apply:

1. The Collection – all materials at the St. Catharines Public Library in various formats available and accessible to the public.
2. A collection – a subset of the Collection (e.g., adult fiction collection).
3. Selection – the identification of titles/materials suitable for inclusion in various collections.
4. Acquisition – the actual purchase, lease, or subscription of materials which have been selected for inclusion in the various collections.
5. Access – the means used to make materials available in an organized manner to the public.
6. Maintenance – the inventory, disposal, replacement, repair, and preservation of materials in the collections.

Regulations

1. The Library Board supports the individual's right to intellectual freedom as embodied in the [Canadian Charter of Rights and Freedoms](#).
2. The [Canadian Federation of Library Associations' Statement on Intellectual Freedom and Libraries](#), [Statement on Diversity and Inclusion](#), and the [Ontario Library Association's Statement on the Intellectual Rights of the Individual](#) are endorsed by the Library Board.
3. The Library complies with any applicable law enacted at the federal, provincial or municipal level, and therefore does not collect or maintain items which have been judged obscene or pornographic, or have been banned by the courts. The relevant sections of the [Criminal Code of Canada](#) are sedition, hate propaganda and obscenity.

Responsibility

1. The Library Board delegates the overall responsibility for the Collection to the Chief Executive Officer (C.E.O.) and through the C.E.O. to managers and staff.
2. Selection responsibility for specific portions of the Collection may be delegated to staff.

Operational Guidelines

The Collection will be developed, assessed, and maintained in accordance with the selection criteria and guidelines outlined below.

A. Selection

1. The staff will proactively solicit advice from, as well as anticipate the needs and interests of, the diverse community.
2. In selecting materials, staff will use library data, public library trends, professional resources, judgment, knowledge and experience.
3. What is ordered, and what remains in the collections, is based on the following criteria:
 - public and/or anticipated demand and current trends
 - importance of subject matter in relation to community needs
 - relation to existing collections and other materials on a subject
 - quality, clarity, comprehensiveness and accuracy of materials

- Canadian content and perspective
- suitability of physical and/or digital form for library use
- publication, creation or release date
- timeliness or permanence of the work
- availability of funds and space
- availability of materials in other libraries, for free via the internet, or from other easily and freely accessible resources
- educational or recreational technologies that may be inaccessible or cost prohibitive
- promotion of a communal sharing economy
- accessibility criteria and features

An item need not meet all of the above criteria in order to be acceptable. Items that do not meet these criteria may be purchased to meet community needs.

B. Acquisitions

The criteria and parameters used for the acquisition of materials selected for inclusion in collections will include price, format and availability. In selecting a vendor, consideration will be given to discounts and performance.

C. Access

Professional standards (e.g., Dewey Decimal Classification) will be used to ensure the integrity of data within the catalogue.

D. Maintenance

1. An up-to-date, aesthetically pleasing and useful Collection is maintained through a continual maintenance process.
2. The Library continually identifies items from its collections for discard based upon the following criteria:
 - a Item's subject is outdated
 - b Item is no longer of interest or in demand
 - c Overabundance of an item or subject as interest wanes
 - d Worn or damaged copies
3. Replacement of Library materials shall depend on demand for the title, availability of the title, availability of more current material on the subject, and the extent to which the subject is already covered in the Collection.

4. Withdrawn materials may be donated, recycled, discarded or sold.

E. Suggestions, Donations and Gifts

- **Suggestions:** The Library encourages customer participation in the shaping of the Collection. Customers may place formal requests for the purchase of collection materials by completing a "[Suggest a Purchase](#)" form provided by the Library. Suggestions are referred to staff responsible for the Collection and considered according to the Library's selection criteria.
- **Donations:** In general, donations of items to the St. Catharines Public Library are not accepted due to costs associated with evaluating and processing such items.
Exceptions may be made for items of local historical significance (e.g., local history books, photographs, and postcards). All donations are subject to terms and conditions outlined in [Gifts in Kind \(F03\) Policy](#). Donations shall become the property of the Library and may be disposed of in the future at the discretion of the Library, subject to this Policy.
- **Gifts:** The Library welcomes gift copies of work from local authors, recording artists and filmmakers, provided they are submitted in a format currently supported. Items that are not added to the Collection are not returned, but rather donated, recycled, discarded or sold. The Library cannot accept imposed conditions relating to any item (e.g., consignment, return).

F. Request for Review

The Library is a resource where many points of view and modes of expression can be examined without hindrance. While people have the right to reject for themselves items of which they do not approve, they do not have the right to restrict the freedom of others.

The following will not cause an item to be automatically included or excluded from the Collection:

- race, religion, sexual orientation, gender identity, nationality or political views of an author or creator
- frankness or coarseness of language
- controversial content
- endorsement or disapproval of an individual or group
- language in which the work is written or spoken

Items which have been judged obscene or pornographic, banned by the courts or breach legislation such as the Ontario Human Rights Code or the Criminal Code of Canada will be excluded from the Collection.

Customers may request a review for items currently in the Collection by completing a "[Request for Reconsideration](#)" Form. All Requests for Reconsideration will be reviewed by the staff responsible for the Collection in accordance with the Collection Management Policy. Their decision will be communicated to the requestor. Customers who are not satisfied with the response can submit an appeal to the C.E.O and subsequently the Library Board. The final decision on any challenge to the Collection rests with the Library Board.

Implementation

This Policy shall be implemented by the C.E.O. The responsibility for collection management is vested in the office of the C.E.O., which delegates activity to staff.

Policies (F-03) Gifts-in-Kind & (G-14) Library Works of Art

submitted by Lisa DiDonato, Business Administrator

Recommendations

THAT the Board approve amended Policy (F-03) Gifts-in-Kind.

THAT the Board rescind Policy (G-14) Library Works of Art.

Background

The Gifts-in-Kind Policy, last reviewed in 2020, provides the framework and guidelines for gifts-in-kind to the Library. The Library Works of Art Policy, last reviewed in 2003, although specific to works of art and cultural property, is virtually identical in intent and language to the Gifts-in-Kind Policy.

Updates

The Gifts-in-Kind Policy amendments are meant to combine the two policies by specifying works of art and cultural property in the definition of gifts-in-kind. Amalgamating the two policies will eliminate policy redundancy.

Included for Board review are the following documents:

- Black-line version of Policy (F-03) Gifts-in-Kind showing the proposed amendments
- Clean version of Policy (F-03) Gifts-in-Kind in the new brand format
- Appendix to Policy (F-03) Gifts-in-Kind – Deed of Gift Form in the new brand format
- Copy of Policy (G-14) Library Works of Art

Recommendation

Management recommends that the Board approve Policy (F-03) Gifts-in-Kind, as amended, and that the Board rescind Policy (G-14) Library Works of Art.

ST. CATHARINES PUBLIC LIBRARY BOARD**POLICY**

Section: Finance Number: F3	Subject: Gifts-in-Kind	Motion #: 1994-40 2005-40 2020-17
Approval Date: Sept. 15/94	Effective Date: October 1994	Review: Annual
Notes: Approved at the Board Meeting of October 24, 1994. Amended at the Board Meeting(s) of: May 19, 2005, February 20, 2020.		

POLICY STATEMENT

The purpose of this policy is to provide the overall framework and guidelines for gifts-in-kind to the Library.

Scope

The Library Board recognizes the importance of gifts-in-kind from individuals, organizations, and businesses to support and augment library collections and services. ~~The purpose of this Policy is to establish guidelines for the appraisal of such donations.~~ The Library Board **Endowment & Trust** is a registered charitable institution (Registration No. 0398602-50-16), and as such, is able to issue receipts for income tax purposes, ~~in compliance with the *Income Tax Act R.S.O. 1990 c. 1.2, Income Tax Act R.S.C. 1985 c.1, the Good Government Act 2011, and the Charities Accounting Act R.S.O 1990, c. C.10.*~~

Definitions

1. ~~For the purposes of this Policy,~~ **Gifts-in-kind (Gift)** (hereinafter referred to as gifts), shall be defined as **means** any non-monetary donation or gift, donation or **bequest** to the Library such as materials, equipment, works of art, **cultural property** etc.
2. The following definition of "Fair Market Value", ~~as established by Canada Revenue Agency,~~ shall apply: "The **Fair market value (FMV)** is, as defined the **Canada Revenue Agency (CRA)**, "normally highest price, expressed in dollars, that property would bring in an open and unrestricted market between a willing buyer and a willing seller who are both knowledgeable, informed, and prudent, and who are acting independently of each other."¹

Regulations

1. The Library Board reserves the right to accept or to decline any gifts. ~~or donation.~~

¹ Government of Canada Revenue Agency, 2020

2. All gifts become the exclusive property of the Library Board, and the Board reserves the right to dispose of the gift as it sees fit at any time after receipt.
3. Charitable donation receipts are issued in accordance with CRA guidelines. Receipts for income tax purposes will be issued for all gifts with a fair market value of \$50 or more. Receipts will be issued upon request for gifts valued at \$20 or more. Receipts will not be issued for a gift valued at less than \$20.
4. The Library does not provide appraisals of gifts for tax deductions or other purposes, but donors may obtain such appraisals if they so desire. Appraisals by an independent appraiser are recommended by CRA Canada Revenue Agency for all gifts with a fair market value in excess of \$1,000. The donor shall bear the cost of such appraisals.
5. All gifts accepted by the Library Board shall be acknowledged and recognized in an appropriate manner.

Procedural Guidelines

1. The following guidelines shall be considered in accepting a gift:
 - appropriateness of the gift for Library purposes;
 - costs incurred by the Library to accept or maintain the gift; and
 - any conditions or restrictions placed upon the gift by the donor.
2. The C.E.O. shall ensure that the appropriate guidelines and procedures for staff are in place for the acceptance and appraisal of various types of gifts.
- ~~3. Donated materials are evaluated by Collection Development staff in accordance with the Library's Collection Management policy.~~
4. All requests for income tax receipts must be sent to Administration with supporting documentation. The amount of detail provided may vary depending upon the nature of the gift. ~~For small and valuable collections, an itemized list with individual prices must be prepared. For larger collections of miscellaneous publications and gifts, a more general statement is acceptable.~~ At a minimum, this statement should include:
 - a) the exact number of items or volumes in the donation;
 - b) a brief comment on the condition of the donation; and
 - e) a brief description of the nature of the donation. [i.e. main subject(s) covered, language(s) represented, imprint date]

Donors are encouraged to make their donations before November if they wish to receive a tax receipt for the current calendar year.

5. The C.E.O. shall advise the Board of gifts with a fair market value of \$1,000 or more.

6. Administration will send a letter of acknowledgement to the donor expressing the Library's appreciation, once the material has been accepted.
7. If the donor requests, a bookplate will be placed in the donated book.

Implementation

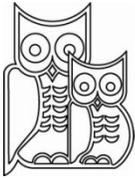
The policy shall be implemented by the C.E.O.

Attachment(s): ~~Appendix 1 – Deed of Gift Form~~

QS/nb

Policy Reviewed by C.E.O. and Business Administrator

February 2020



ST. CATHARINES PUBLIC LIBRARY
54 CHURCH STREET
ST. CATHARINES, ONTARIO L2R 7K2

Phone: 905-688-6103
Fax: 905-688-6292
Email: admin@stcatharines.library.on.ca

DEED OF GIFT

Name of Donor: _____
First Name
Last Name

Address: _____
Street
City
Province
Postal Code

Telephone: _____ Fax: _____ Email: _____

Description of Item(s):	Total No. of Item(s): _____
_____	_____
_____	_____
_____	_____

Do you hold the Copyright to the Item(s) Described Above: Yes No N/A
 If not, who does? _____

Where applicable, as owner of the object(s) described above, I hereby assign Copyright to St. Catharines Public Library for the:

_____ Reproduction Rights (please *initial* if applicable) _____ Exhibition Rights (please *initial* if applicable)

Signature of Donor (if Copyright holder)

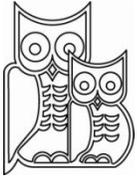
Date

I HEREBY UNCONDITIONALLY GIVE AND TRANSFER FULL TITLE OVER THE MATERIALS listed above, including all present and future rights and privileges of ownership, as a gift for no consideration, to be used or disposed of at the unrestricted discretion of the St. Catharines Public Library. This gift shall be effective from the date of signature hereof by or on behalf of the St. Catharines Public Library. I warrant that I am the legal owner of the material and am 18 years of age or older. I furthermore give permission to the St. Catharines Public Library to use any of the information contained herein for the purposes of, but not exclusive to, research, publication, exhibition, donor recognition, marketing, or library fundraising.

X _____ Signature of Donor (if Copyright holder)	X _____ Name of Donor (Please Print)	X _____ Date
---	---	-----------------

X _____ Signature of Witness	X _____ Name of Witness (Please Print)	X _____ Date
---------------------------------	---	-----------------

X _____ Signed on behalf of St. Catharines Public Library	X _____ Name (Please Print)	X _____ Date
--	--------------------------------	-----------------



ST. CATHARINES PUBLIC LIBRARY
54 CHURCH STREET
ST. CATHARINES, ONTARIO L2R 7K2

Phone: 905-688-6103
Fax: 905-688-6292
Email: admin@stcatharines.library.on.ca

FOR LIBRARY USE

DEED OF GIFT

Accession #: _____ Location of Items: _____

Additional Remarks: _____

How does this relate to St. Catharines Public Library's Collections?

x _____
Signed on behalf of St. Catharines Public Library

x _____
Date

Tax receipts can be provided by the Library upon receipt of an appraisal by an independent appraiser. The donor shall bear the cost of such appraisals.

Income Tax Receipt Issued Yes (Amount \$ _____) No



Policy Name	Gifts-in-Kind		
Section & Number	Finance F-03	Effective Date	2004-06-17
Motion Number	2023-XX	Last Review	2020-02-20
Author	Business Administrator	Next Review	2027

Policy Statement

The purpose of this policy is to provide the overall framework and guidelines for gifts-in-kind to the Library.

Scope

The Library Board recognizes the importance of gifts-in-kind from individuals, organizations, and businesses to support and augment library collections and services.

The Library Board Endowment & Trust is a registered charitable institution (Registration No. 0398602-50-16), and as such, is able to issue receipts for income tax purposes.

Definitions

Gift-in-kind (Gift) means any non-monetary gift, donation or bequest to the Library such as materials, equipment, works of art, etc.

Fair market value (FMV) is, as defined the Canada Revenue Agency (CRA), “normally the highest price, expressed in dollars, that property would bring in an open and unrestricted market, between a willing buyer and a willing seller who are both knowledgeable, informed, and prudent, and who are acting independently of each other.”

Regulations

1. The Library Board reserves the right to accept or to decline any gifts.
2. All gifts become the exclusive property of the Library Board, and the Board reserves the right to dispose of the gift as it sees fit at any time after receipt.
3. Charitable donation receipts are issued in accordance with CRA guidelines. Receipts for income tax purposes will be issued for all gifts with a fair market value of \$50 or more. Receipts will be issued upon request for gifts valued at \$20 or more. Receipts will not be issued for a gift valued at less than \$20.
4. The Library does not provide appraisals of gifts for tax deductions or other purposes, but donors may obtain such appraisals if they so desire. Appraisals by an independent appraiser are recommended by CRA for all gifts with a fair market value in excess of \$1,000. The donor shall bear the cost of such appraisals.
5. All gifts accepted by the Library Board shall be acknowledged and recognized in an appropriate manner.

Procedural Guidelines

1. The following guidelines shall be considered in accepting a gift:
 - appropriateness of the gift for Library purposes;
 - costs incurred by the Library to accept or maintain the gift;
 - any conditions or restrictions placed upon the gift by the donor.
2. The C.E.O. shall ensure that the appropriate guidelines and procedures for staff are in place for the acceptance and appraisal of various types of gifts.
3. All requests for income tax receipts must be sent to Administration with supporting documentation. The amount of detail provided may vary depending upon the nature of the gift. At a minimum, this statement should include:
 - the exact number of items in the donation;
 - a brief comment on the condition of the donation; and
 - a brief description of the nature of the donation.
4. Donors are encouraged to make their donations before November if they wish to receive a tax receipt for the current calendar year.

5. The C.E.O. shall advise the Board of gifts with a fair market value of \$1,000 or more.
6. Administration will send a letter of acknowledgement to the donor expressing the Library's appreciation, once the material has been accepted.
7. If the donor requests, a bookplate will be placed in the donated book.

Implementation

The Policy shall be implemented by the Business Administrator, under the direction of the C.E.O.



Deed of Gifts

Donor Name:			
Mailing Address:			
Telephone:		Email:	

Description of Item(s):	Total No. of Item(s):	

Do you hold the Copyright to the Item(s) Described Above: Yes No N/A

If not, who does? _____

Where applicable, as owner of the object(s) described above, I hereby assign Copyright to St. Catharines Public Library for the:

- Reproduction Rights (please *initial* if applicable)
- Exhibition Rights (please *initial* if applicable)

Signature of Donor (if Copyright holder):	
Print Name:	
Date:	

I HEREBY UNCONDITIONALLY GIVE AND TRANSFER FULL TITLE OVER THE MATERIALS listed above, including all present and future rights and privileges of ownership, as a gift for no consideration, to be used or disposed of at the unrestricted discretion of the St. Catharines Public Library. This gift shall be effective from the date of signature hereof by or on behalf of the St. Catharines Public Library. I warrant that I am the legal owner of the material and am 18 years of age or older. I furthermore give permission to the St. Catharines Public Library to use any of the information contained herein for the purposes of, but not exclusive to, research, publication, exhibition, donor recognition, marketing, or library fundraising.

Signature of Donor (if Copyright holder):	
Print Name:	
Date:	

Signature of Witness:	
Print Name:	
Date:	

Signed on Behalf of St. Catharines Public Library:	
Print Name:	
Date:	

For Library Use	
Accession #:	Location of Items:
Additional Remarks:	
How does this relate to St. Catharines Public Library's Collections?	
Signed on Behalf of St. Catharines Public Library:	
Print Name:	
Date:	
<p>Tax receipts can be provided by the Library upon receipt of an appraisal by an independent appraiser. The donor shall bear the cost of such appraisals.</p> <p>Income Tax Receipt Issued <input type="checkbox"/> Yes (Amount \$_____) <input type="checkbox"/> No</p>	

ST. CATHARINES PUBLIC LIBRARY BOARD**POLICY**

Section: General Number: G14	Subject: Library Works of Art	Motion #: 2003-76
Approval Date: Oct. 23, 2003	Effective Date: Oct. 23, 2003	Review: Annual
Notes: Approved at the Board Meeting of October 23, 2003.		

POLICY STATEMENT

The purpose of this policy is to provide guidelines for the management, display, acquisition and de-acquisition of works of art or cultural property. This policy is based on and supports the principles of the City of St. Catharines Public Art Policy, June 2003, approved by the City Council on June 16, 2003. The St. Catharines Public Library Board does not actively collect works of art or cultural property.

Ownership

The St. Catharines Public Library “owns a collection of artwork and items of moveable and fixed cultural property. It is an accumulation of material from varying sources and provenance brought together through various means, legally owned by the Library and retained on a permanent basis. It is understood that the ownership of the collection by the Library is free and clear, without any limitations placed upon its use.”¹

Definitions

For the purpose of this policy, the following definitions apply:

- a) **Works of art** include “items of artistic interest”, such as:
 - paintings and drawings, produced entirely by hand on any support and in material (excluding industrial designs and manufactured articles decorated by hand);
 - original prints, posters and photographs, as the media for original creativity;
 - original artistic assemblages and montages in any material;
 - work of statutory art and sculpture in any material;
 - works of applied art in such materials as glass, ceramics, metal, wood, etc.

- b) **Cultural property** comprises tangible evidence of human history, tradition, culture and knowledge, such as:
 - memorials, plaques and commemorative tablets;
 - arches, ornamental gateways, foundation stones and other structures of a permanent or fixed character intended for ornament or commemoration, both interior and exterior;
 - a combination of landscaping and landscaping design such as rocks, fountains, reflecting pools, benches and other types of street furniture.²

¹ City of St. Catharines Public Art Policy, June 2003, p. 7

² City of St. Catharines Public Art Policy, June 2003, p. 7 and 8

- c) **Acquisition** shall mean either a gift, donation, bequest, transfer, or purchase of a work of art or cultural property to the Library.

Regulations

1. The Library Board reserves the right to accept or decline any gift, donation, bequest, or transfer of works of art or cultural property.
2. The Library Board reserves the right to accept or decline the acquisition of a work of art or cultural property to commemorate an individual, organization or event.
3. The Library Board reserves the right to accept or decline to display any works of art or cultural property.
4. All gifts, donations, bequests, transfers, or purchases of any works of art or cultural property shall become the exclusive property of the Library Board, as per the **Deed of Gift Form** which must be completed and returned to the Administration Offices (Appendix 1).
5. The Library Board reserves the right to de-acquisition and dispose of any works of art or cultural property.
6. Tax receipts can be provided by the Library upon the receipt of an appraisal by an independent appraiser. The donor shall bear the cost of such appraisals.

Procedural Guidelines

1. All gifts, donations, bequests, or transfers of a work of art or cultural property shall be made directly to the C.E.O.
2. All gifts, donations, bequests, or transfers of a work of art or cultural property shall be reviewed by staff and/or professional artists as necessary, according to the following criteria:
 - a) suitability and appropriateness to the Library
 - b) compatibility with the existing collections
 - c) nature, quality and condition of the item
 - d) physical format and size
 - e) artistic merit
 - f) conservation/restoration implications including maintenance and storage
3. All gifts, donations, bequests or transfers shall be brought to the attention of the Board.
4. All acquisitions of works of art or cultural property made to commemorate an individual, organization or event shall be brought to the attention of the Board.
5. All gifts, donations, bequests or transfers retained shall be acknowledged and recognized in an appropriate manner.
6. All works of art not displayed shall be placed in storage at the Central Library.

7. The Library shall maintain in the central files in Administration a current inventory of all gifts, donations, bequests, transfers and purchases, and any contractual agreements.
8. Works of art and cultural property selected for deacquisition should be examined by staff and/or professional artists as necessary, according to the following criteria:
 - a) condition of artwork, and cost of maintenance and conservation/restoration
 - b) current location of artwork no longer suitable or available, and no alternate location
 - c) nominated "life span" has expired
 - d) suitability to the overall collection.
9. Disposal of the item can include:
 - a) sale with proceeds directed to the Endowment and Trust Fund
 - b) offered to the City of St. Catharines' Cultural Supervisor for disposal, transfer or sale.

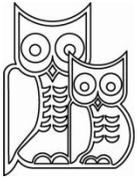
Implementation

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

Attachment(s): Appendix 1 – Deed of Gift Form

LS/dm

Policy Reviewed by C.E.O.
May 2015



ST. CATHARINES PUBLIC LIBRARY
54 CHURCH STREET
ST. CATHARINES, ONTARIO L2R 7K2

Phone: 905-688-6103
Fax: 905-688-6292
Email: admin@stcatharines.library.on.ca

DEED OF GIFT

Name of Donor: _____
First Name *Last Name*

Address: _____
Street *City* *Province* *Postal Code*

Telephone: _____ **Fax:** _____ **Email:** _____

Description of Item(s): _____ **Total No. of Item(s):** _____

Do you hold the Copyright to the Item(s) Described Above: Yes No N/A
If not, who does? _____

Where applicable, as owner of the object(s) described above, I hereby assign Copyright to St. Catharines Public Library for the:
_____ Reproduction Rights (please *initial* if applicable) _____ Exhibition Rights (please *initial* if applicable)

Signature of Donor (if Copyright holder)

Date

I HEREBY UNCONDITIONALLY GIVE AND TRANSFER FULL TITLE OVER THE MATERIALS listed above, including all present and future rights and privileges of ownership, as a gift for no consideration, to be used or disposed of at the unrestricted discretion of the St. Catharines Public Library. This gift shall be effective from the date of signature hereof by or on behalf of the St. Catharines Public Library. I warrant that I am the legal owner of the material and am 18 years of age or older. I furthermore give permission to the St. Catharines Public Library to use any of the information contained herein for the purposes of, but not exclusive to, research, publication, exhibition, donor recognition, marketing, or library fundraising.

✕ _____
Signature of Donor (if Copyright holder)

_____ Name of Donor (Please Print)

✕ _____
Date

✕ _____
Signature of Witness

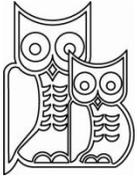
_____ Name of Witness (Please Print)

✕ _____
Date

✕ _____
Signed on behalf of St. Catharines Public Library

_____ Name (Please Print)

✕ _____
Date



ST. CATHARINES PUBLIC LIBRARY
54 CHURCH STREET
ST. CATHARINES, ONTARIO L2R 7K2

Phone: 905-688-6103
Fax: 905-688-6292
Email: admin@stcatharines.library.on.ca

FOR LIBRARY USE

DEED OF GIFT

Accession #: _____ **Location of Items:** _____

Additional Remarks: _____

How does this relate to St. Catharines Public Library's Collections?

x _____ x _____
Signed on behalf of St. Catharines Public Library Date

Tax receipts can be provided by the Library upon receipt of an appraisal by an independent appraiser. The donor shall bear the cost of such appraisals.

Income Tax Receipt Issued Yes (Amount \$ _____) No

Policy (P-04) Compensation for Exempt Employees

submitted by Linda Dobson, Human Resources Consultant

Recommendation

THAT the St Catharines Public Library Board approve revised Policy (P-04) Compensation for Exempt Employees.

Background

This policy was updated in 2022 following a Job Evaluation and Pay Equity process completed in 2021. The policy was revised to include the compensation philosophy adopted by the Library Board when that work was completed.

Discussion

When looking at library comparators, we look to libraries of a similar size as well as neighbouring library systems. Specifically, these are; Barrie, Brantford, Cambridge, Guelph, Hamilton, Niagara Falls, Newmarket, Welland and Whitby.

In order to remain competitive in the library field, we must look to our comparators for both salary and benefits; compensation includes salary and benefits. While the City of St. Catharines is our primary funder and we aim to be consistent with their increases, the Library is a separate employer and has different operating needs and working conditions. If the Library Board's goal is to maintain a compensation philosophy of the 50th percentile of market, there may be times, they need to be different.

For these reasons, two slight changes to the policy are being suggested;

Adding a sentence that explains library comparators are systems of a similar size and neighbouring library systems; and

Removing the requirement for compensation changes to be consistent with the City of St. Catharines.

Included for the Board's review are Policy (P-04) Compensation for Exempt Employees in both a black-lined version and a new branded clean version.

ST. CATHARINES PUBLIC LIBRARY BOARD**POLICY**

Section: Personnel Number: P04	Subject: Compensation for Exempt Employees	Motion#: 1991-65 1993-58 2022-37
Policy Level: Library Board	Author: HR Coordinator <u>Consultant</u>	Review: Annual
Approval Date: 1991-06-20	Last Review: 1993-06-17	Next Review: 2023
Notes: Approved at the Board Meeting of June 20, 1991. Amended at the Board Meeting(s) of: June 17, 1993, and March 17, 2022.		

Underlying Principles / Background

The St. Catharines Public Library Board recognizes the benefit and importance of maintaining fair and equitable compensation practices for all its employees. In order to attract and retain employees, the Library must offer a competitive compensation package, and the Library Board has adopted a compensation philosophy of paying at the 50th percentile of the Library labour market.

The Library Board is responsible for approving the compensation packages for exempt employees, which may be influenced by the City of St Catharines and other library comparators in order to be competitive in the Library labour market. [Library comparators are public library systems of a similar size as well as neighbouring library systems.](#)

POLICY STATEMENT

The purpose of this Policy is to establish a policy and procedure to review and to consider changes in the compensation package and the *Terms of Employment for Exempt Employees*.

Procedural/Operational Guidelines

1. The Library Board has an obligation to maintain pay equity and show that it is being maintained. The HR ~~Coordinator~~Consultant will conduct a maintenance review annually. Any changes to positions as a result of pay equity maintenance will be implemented once approved by the C.E.O.
2. The HR ~~Coordinator~~Consultant will conduct a market review of salaries every 3 years starting in 2021. The Manager Human Resources will report to the Board on the outcome of the review and any recommended changes to the salary structure in order to maintain the 50th percentile of market.

3. The HR ~~Coordinator~~Consultant will bring recommendations to the Library Board regarding the annual increases and benefit package for approval, ~~modelled on increases consistent with the City of St. Catharines.~~

3.

4. The HR ~~Coordinator~~Consultant will review the Terms of Employment for exempt employees and present any recommendations to the Library Board.

Implementation

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



Policy Name	Compensation for Exempt Employees		
Section & Number	Board – P-04	Effective Date	1991-06-20
Motion Number	2023-##	Last Review	2022-03-17
Author	HR Consultant	Next Review	2027

Underlying Principles / Background

The St. Catharines Public Library Board recognizes the benefit and importance of maintaining fair and equitable compensation practices for all its employees. In order to attract and retain employees, the Library must offer a competitive compensation package, and the Library Board has adopted a compensation philosophy of paying at the 50th percentile of the Library labour market.

The Library Board is responsible for approving the compensation packages for exempt employees, which may be influenced by the City of St Catharines and other library comparators in order to be competitive in the Library labour market. Library comparators are public library systems of a similar size as well as neighbouring library systems.

Policy Statement

The purpose of this Policy is to establish a policy and procedure to review and to consider changes in the compensation package and the *Terms of Employment for Exempt Employees*.

Operational Guidelines

1. The Library Board has an obligation to maintain pay equity and show that it is being maintained. The HR Consultant will conduct a maintenance review annually. Any changes to positions as a result of pay equity maintenance will be implemented once approved by the C.E.O.

2. The HR Consultant will conduct a market review of salaries every 3 years starting in 2021. The Manager Human Resources will report to the Board on the outcome of the review and any recommended changes to the salary structure in order to maintain the 50th percentile of market.
3. The HR Consultant will bring recommendations to the Library Board regarding the annual increases and benefit package for approval.
4. The HR Consultant will review the Terms of Employment for exempt employees and present any recommendations to the Library Board.

Implementation

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