



# St. Catharines Public Library Board

## Regular Meeting

Thursday, March 21, 2024, 6:00 pm  
Mills Room, Central Library & Microsoft Teams

### AGENDA

Chair calls meeting to order and Councillor G. Miller to read SCPL Land Acknowledgment.

**1. Adoption of Agenda**

1.1 Additions/Deletions to Agenda

1.2 Adoption of Agenda

Motion

**2. Chair's Remarks & Declarations of Interest**

**3. Presentations**

3.1 **Asset Management** – GM BluePlan

**4. Adoption of Minutes (attachment)**

4.1 Regular Meeting – February 15, 2024

Motion

**5. Monthly Updates (verbal)**

5.1 St. Catharines City Council

5.2 OLS Update – J. Coles

5.3 CEO Update – K. Su

5.4 Department Update – CBC Kids Book Club Live – Jen Dell and Meghan Harder  
from Programming & Promotions

5.5 Mobile App Update – D. Bott

**6. Consent Agenda (attachments)**

Motion

6.1 Correspondence

6.2 CEO Report – K. Su

6.3 Department Reports – February 2024

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

- 6.3(b) Facilities and Health & Safety – L. DiDonato
- 6.3(c) Innovation, Collections, and Technology – D. Bott
- 6.3(d) Programming & Promotions – H. Jones
- 6.4 Finance Update – L. DiDonato
- 6.5 Quarterly Progress Update on 2024 Work Plan (Q1) – K. Su
- 6.6 Strategic Plan 2019 – 2024 Review Report – K. Su

## 7. Discussion Reports (attachments)

- |   |        |
|---|--------|
| 7.1 SCPL By-Law Number 2 – L. DiDonato                            | Motion |
| 7.2 Reciprocal Borrowing – J. Spera                               | Motion |
| 7.3 Policy (G-03) Circulation – J. Spera                          | Motion |
| 7.4 Library Programming – K. Su (Verbal)                          |        |
| 7.5 Policy (G-08) Confidentiality of Customer Information – K. Su | Motion |
| 7.6 Policy (G-02) Operational – K. Su                             | Motion |
| 7.7 Strategic Plan 2025 – 2028 RFP Report – K. Su                 | Motion |
| 7.8 Policy (F-04) Reserves – L. DiDonato                          | Motion |
| 7.9 Policy (F-05) Travel and Expense – L. DiDonato                | Motion |

## 8. In-Camera Session

- |   |        |
|---|--------|
| 8.1 In-Camera Agenda                                      |        |
| 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 – February 15, 2024 (attachment) | Motion |
| 8.4 In-Camera Consent Agenda (attachment)                 |        |
| 8.4(a) Staffing (March Update) – L. Dobson                |        |
| 8.5 In-Camera Discussion Reports                          |        |
| 8.5(a) Personnel Matter – J. Coles                        |        |
| 8.6 Return to Open Session                                | Motion |

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

## 10. Motion to Adjourn Motion

## 11. Next Meeting / Upcoming Events

- Volunteer Appreciation Event – Thursday, April 18, 2024 at 4:30 pm, Mills Room, Central Library
- Board Meeting – Thursday, April 18, 2024 at 6:00 pm, Mills Room, Central Library & Microsoft Teams



# St. Catharines Public Library Board

## Regular Meeting Minutes

Thursday, February 15, 2024, 6:00 pm  
Mills Room, Central Library & Microsoft Teams

<b>Present:</b>	M. Brousseau P. Clausi J. Coles (Chair) K. Diiorio	S. Dimick (Vice-Chair) Councillor J. Lindal G. Riihimaki
<b>Regrets:</b>	L. Littleton	Councillor G. Miller
<b>Staff:</b>	D. Bott (left at 7:19 pm) L. Dobson M. Haanstra (left at 7:18 pm) L. Jenter (Recording Secretary) (left at 7:44 pm)	H. Jones (left at 7:18 pm) J. Spera (left at 7:18 pm) K. Su (Secretary)

Chair calls Regular Meeting to order at 6:00 pm

Councillor J. Lindal reads 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: 2024-22**                      THAT the Agenda be adopted.  
**MOVED BY:**                      K. Diiorio  
**SECONDED BY:**                  Councillor J. Lindal  
**MOTION CARRIED.**

2. **Chair's Remarks & Declarations of Interest**

The Chair welcomed the Board to the meeting. There were no Declarations of Interest.

3. **Presentations**

3.1 Central Renovation Design

The CEO provided an update on the Green and Inclusive Community Building Program Grant. The CEO confirmed that ward99 architects will continue second phase design to complete shovel-ready plans.

Tina Ranieri-D'Ovidio, ward99 architects, presented the Phase Two Design Development progress; providing an overview of the results of the community survey, highlighting accessibility features, and confirming the Civic Square design project aligns with Library design objectives.

4. **Adoption of Minutes (attachment)**

The Chair discussed changes to Board Minutes protocols to align with the City of St. Catharines.

4.1 Annual Meeting – January 18, 2024

**MOTION: 2024-23**                      THAT the Annual Meeting Minutes of January 18, 2024 be adopted.  
**MOVED BY:**                              G. Riihimaki  
**SECONDED BY:**                          M. Brousseau  
**MOTION CARRIED.**

4.2 Regular Meeting – January 18, 2024

**MOTION: 2024-24**                      THAT the Regular Meeting Minutes of January 18, 2024 be adopted.  
**MOVED BY:**                              Councillor J. Lindal  
**SECONDED BY:**                          S. Dimick  
**MOTION CARRIED.**

5. **Monthly Updates (verbal)**

5.1 St. Catharines City Council

No updates.

5.2 CEO Update – K. Su

The CEO updated the Board about the following:

- Library Budget – City Council has approved the 2024 Operating and Capital Budgets.



- Strategic Plan RFP – the Library has posted the RFP to close on February 23. Staff will review applications and provide recommendation to the Board.
- Library Bank Account – the Library's TD Bank account was compromised in January due to cheque fraud. TD Bank advised the Library to close the bank account and open a new one. Fraud costs were recouped. Business Administrator will provide update at March Board Meeting.
- State of the Region – Event will be held on March 27, 2024. Board members welcome to attend.

5.3 Department Update – J. Anderson, P. Der Nederlanden, K. Robinson, M. Torres, and M. Harder

Staff presented experiences from attending and presenting at the Ontario Library Association Super Conference. The Board congratulated staff on a successful OLA presentation.

5.4 Department Update – D. Bott

D. Bott provided an update on Niagara Regional Broadband Network majority share purchase by Cogeco. The Library has signed a new five-year service agreement with grandfathered terms.

6. **Consent Agenda**

6.1 CEO Report – K. Su

6.2 Department Reports – January 2024

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

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

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

6.2(d) Programming & Promotions – H. Jones

**MOTION: 2024-25**

THAT the Consent Agenda be received as circulated.

**MOVED BY:**

G. Riihimaki

**SECONDED BY:**

Councillor J. Lindal

**MOTION CARRIED.**

7. **Discussion Reports**

7.1 Financial Results & Forecast at December 31, 2023 – K. Su

The Board received the yearend financial report that outlined an anticipated surplus. Staff recommended the surplus is used to enhance Library security and alleviate health and safety risks. P. Clausi recommended widening the scope for the use of SCPL Reserve funds to any Board approved expenditure.

**MOTION: 2024-26**

THAT the St. Catharines Public Library (SCPL) Board approve the transfer of the net December 31, 2023 yearend surplus to a SCPL Reserve and that the funds be designated to offset costs, as approved by the Board.

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

- 7.2 Policy (P-11) Confidentiality of Employee and Volunteer Information – L. Dobson  
The Board received a Policy (P-11) Confidentiality of Employee and Volunteer Information with amendments to include volunteers under the policy.

**MOTION: 2024-27** THAT the Board approve Policy (P-11) Confidentiality of Employee and Volunteer Information.  
**MOVED BY:** Councillor J. Lindal  
**SECONDED BY:** S. Dimick  
**MOTION CARRIED.**

- 7.3 Policy (G-01) Policy Development – K. Su  
The Board received Policy (G-01) Policy Developments with recommended amendments.

**MOTION: 2024-28** THAT the Board approve Policy (G-01) Policy Development as amended.  
**MOVED BY:** M. Brousseau  
**SECONDED BY:** K. Diorio  
**MOTION CARRIED.**

- 7.4 Library Health & Safety – K. Su  
The Board received a verbal report updating Library Health & Safety concerns. Library staff met with Mayor Siscoe who requested a list of Board approved recommendations for improving health and safety at the Library. The Board recommended staff investigate security solutions including partnerships with community health organizations and Lived Experience workers.

- 7.5 Policy (G-20) Video Surveillance – D. Bott  
The Board received Policy (G-20) Video Surveillance with recommended amendments.

**MOTION: 2024-29** THAT the Board approve Policy (G-20) Video Surveillance as amended.  
**MOVED BY:** M. Brousseau  
**SECONDED BY:** Councillor J. Lindal  
**MOTION CARRIED.**

## 8. In-Camera Session

M. Haanstra, H. Jones, and J. Spera left the meeting at 7:18 pm

8.1 In-Camera Agenda

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

8.1 (b) Adoption of In-Camera Agenda

**MOTION: 2024-30**            THAT the In-Camera Agenda be adopted.  
**MOVED BY:**            K. Diorio  
**SECONDED BY:**        G. Riihimaki  
**MOTION CARRIED.**

D. Bott left the meeting at 7:19 pm

8.2 Motion to Move In-Camera

**MOTION: 2024-31**        THAT the Regular Meeting move to In-Camera Session to  
discuss personnel matters.  
**MOVED BY:**            K. Diorio  
**SECONDED BY:**        G. Riihimaki  
**MOTION CARRIED.**

The meeting moved to In-Camera Session at 7:19 pm

L. Jenter left the In-Camera Session at 7:44 pm.

8.6 Return to Open Session

**MOTION: 2024-33**        THAT the In-Camera Session return to Open Session  
**MOVED BY:**            M. Brousseau  
**SECONDED BY:**        Councillor J. Lindal  
**MOTION CARRIED.**

The Meeting returned to Open Session at 8:25 pm

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

**MOTION: 2024-34**        THAT staff proceed as directed during the closed session.  
**MOVED BY:**            K. Diorio  
**SECONDED BY:**        G. Riihimaki  
**MOTION CARRIED.**

10. **Motion to Adjourn**

**MOTION: 2024-35**            THAT the Regular Meeting be adjourned.  
**MOVED BY:**            S. Dimick  
**SECONDED BY:**        N/A  
**MOTION CARRIED.**

Meeting adjourned at 8:26 pm

11. **Next Meeting / Upcoming Events**

- Board Meeting – Thursday, March 21, 2024 at 6:00 pm, Mills Room, Central Library & Microsoft Teams

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Chair

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Secretary

## Consent Agenda

### Recommendation

THAT the Consent Agenda be received as circulated.

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

Motion

- 6.1 Correspondence
- 6.2 CEO Report – K. Su
- 6.3 Department Reports – February 2024
  - 6.3 (a) Customer Service – J. Spera & M. Haanstra
  - 6.3 (b) Facilities and Health & Safety – L. DiDonato
  - 6.3 (c) Innovation, Collections, and Technology – D. Bott
  - 6.3 (d) Programming & Promotions – H. Jones
- 6.4 Finance Report – L. DiDonato
- 6.5 Quarterly Progress Update on 2024 Work Plan (Q1) – K. Su
- 6.6 Strategic Plan 2019 – 2024 Review Report – K. Su

## Correspondence

**(as of March 15, 2024)**

### For Information

#### **Received**

Card received February 12, 2024 from Nancy Bryans thanking the Board and staff for her retirement celebrations and gift.

#### **Library Newsletters sent to the City on February 22, 2024 to update City Council on library activities.**

1. December 18, 2023
2. January 15, 2024
3. February 20, 2024



January 2024

Dear St. Catharines Public Library  
Board + Staff,

I enjoyed working with each of  
you as part of the SCP team.  
Thank you so much for your  
generous retirement gifts, your kind  
acknowledgements, and for the  
chance to celebrate by sharing fond  
memories! Best wishes and  
thanks again!

Nancy Bryans



December 18, 2023

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## New year, new programs coming up at SCPL!



Read, learn, play and more with us this winter as we dive into dozens of programs next month.

Whether you're looking for something to do while school's out, or need an indoor activity during the chilly winter months, SCPL is the place to be.

Registration opens on December 18th at 9am.

[Events Calendar](#)

## Browse the library better with new SCPL browsing baskets!

More books than you can carry? No problem! Introducing... Browsing baskets.

Grab a basket on your way in to the Central Library, Dr. Huq Branch, or Merritt Branch for a better browsing experience.



## We're pausing Sunday hours at the Dr. Huq Branch for the holidays.



Planning a Sunday visit to the Dr. Huq Family Library Branch? Please note we will be closed on the following Sundays for the holidays:

**Sunday, December 24**

**Sunday, December 31**

Thank you for your understanding! We look forward to seeing you soon.





# Catch a movie with us!

No registration necessary. Check out our line-up of movies and showtimes:

## For Kids



**Turning Red (2022)**

Wednesday, January 3 at 11am at the Central Library.



**Elemental (2023)**

Friday, January 19 at 11am at the Merritt Branch.

## For Adults



**Respect (2021)**

Wednesday, January 10 at 1pm at the Merritt Branch.



**Champions (2023)**

Tuesday, January 23 at 11am at the Central Library.

Due dates will be extended over the holidays — it's our gift to you!

AUTHOR	
St. Catharines Public Library	
TITLE	
Holiday Due Date Announcement	
DATE	BORROWER'S NAME
Jan. 8	Bleey Heeler
Jan. 8	Pete the Cat
Jan. 8	Nancy Drew
Jan. 8	Frodo Baggins
Jan. 8	Holden Caulfield

**Due dates between  
December 23 & January 7  
have been extended!**





Complete your holiday reading list with our extended deadlines. All materials with due dates between December 23rd and January 7th will now be due back January 8th.

Happy reading!



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January 15, 2024

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## Fall in love with SCPL's February programs!



Improve your writing skills with the Canadian Author's Association or explore art journaling when you register for our exciting February programs!

We've got lots of activities to do with the kids too, including drop-in programs, movies, and crafts!

Program registration opens on Monday, January 15 at 9am.

[Events Calendar](#)

## Level up with LinkedIn Learning

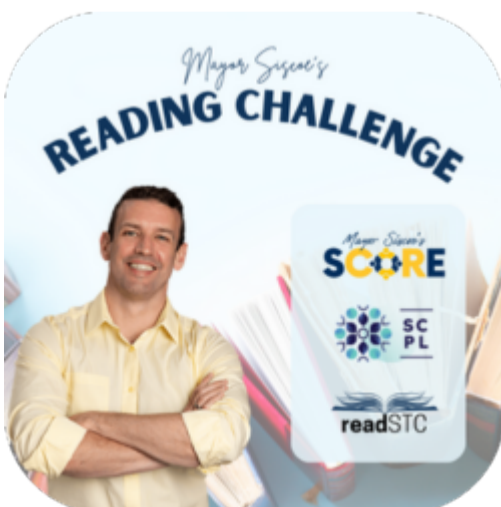
New year, new you? Get started on your professional development New Year's resolutions with LinkedIn Learning's countless free online courses. Your library card is the key to unlocking new skills like project management, photography, data science, and more!

Sign in to LinkedIn Learning today to explore all of the courses and sharpen your skills.

[Start Learning Here](#)



## Introducing the Mayor's Reading Challenge!



SCPL and Mayor Mat Siscoe have teamed up to challenge you to read 12 books this year alongside your community. The challenge is simple: Select a book each month based on the provided category, read your book, and submit your reading list to [readstc@stcatharines.ca](mailto:readstc@stcatharines.ca) for a chance to win a grand prize at the end of the year.

Check out all the details and start your challenge now!

[Learn More](#)

## Catch a movie with us!

No registration necessary. Check out our line-up of movies and showtimes:





### For Kids



**Ruby Gillman, Teenage Kraken (2023)**

Friday, February 16 at 1pm at the Central Library.



**Frozen 2 (2019)**

Saturday, February 17 at 11am at the Merritt Branch.

### For Adults



**The Woman King (2022)**

Wednesday, February 7 at 1pm at the Merritt Branch.



**Till (2022)**

Saturday, February 24 at 11am at the Central Library.

## Book Bundles: Get hand-picked book recommendations from your library experts!





Yes, you read that right! If you're tired of searching for hours to find your next favourite book, our amazing staff will do it for you. Simply complete a Book Bundle Request Form on our website, tell us about the kinds of books/genres you love, and we'll find a handful of titles you're sure to love.

Tip: Request a Children's Book Bundle for the little one in your life to help foster a love of reading!

[Adult Book Bundle Form](#)

[Children's Book Bundle Form](#)



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# February 20, 2024

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## Break out of your routine with our March programs!



It's time to register for all of SCPL's March programs. Whether you're gearing up for March Break or looking for ways to connect with your community, our lineup of March programs is perfect for all ages!

Program registration opens on Tuesday, February 20 at 9am.

[Events Calendar](#)

## A March Break program you don't want to miss: CBC Kids Book Club LIVE!

This March Break, our friends at CBC Kids will be joining us for a special program filled with reading, singing, crafts, activity stations, and more! Plus, pop by the program to meet and greet with special guest, Daniel Tiger!

Join us for this can't-miss event:  
**Saturday, March 16**  
**1pm-3pm**  
**Central Library**



[More Details](#)

## 'Tis the season... for our Tax Clinic!



Book your appointment now for one of our free Income Tax Clinics!

Volunteers will be available at the Library this season to help you prepare personal income tax returns for modest-income earners. Visit the Library or call 905-688-6103 to confirm eligibility and to book an appointment.

Tax Clinics are available at the Central, Dr. Huq and Merritt Branches in March and April.

[Learn More](#)



## Catch a movie with us!

### Watch a movie virtually!

No registration necessary. Check out our line-up of movies and showtimes:

## For Kids



**Vivo (2021)**

Saturday, March 9 at 1pm at the Merritt Branch.



**The Secret Life of Pets 2 (2019)**

Tuesday, March 12 at 1pm at the Central Library.

## For Adults



**Indiana Jones and the Dial of Destiny (2023)**

Wednesday, March 6, at 11am at the Central Library.



**Patch Adams (1998)**

Friday, March 22, at 1pm at the Central Library.



**Belfast (2021)**

Wednesday, March 27, at 1pm at the Merritt Branch

## Hit the books with Open Study Hours at our branches!



Need a quiet place to study for your next test or read your textbook? We've created Open Study Hours dedicated to creating a quiet space for students to excel! Visit our event calendar to find selected times for Open Study.





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## CEO Report

**submitted by Ken Su, CEO (February 2024)**

### For Information

#### **Central Library Renovation**

The Library was notified by Infrastructure Canada on February 13, 2024 that the Library's application for the Green and Inclusive Community Buildings (GICB) program was unsuccessful. The CEO sent an email on the same day to update the Board and the City, and will continue to work with the City on new funding applications.

In the meanwhile, the Library originally planned to present its detailed renovation plan to the City's Accessibility Committee, but unfortunately due to the Committee's other commitments, the presentation was rescheduled to March 27, 2024. The architect is planning to report back to the Board after the meeting with the Accessibility Committee.

#### **Solar Eclipse Event**

Given the upcoming solar eclipse event on April 8, 2024, the Library worked with the City to coordinate its operations. At the moment, all city facilities, including the Library, are scheduled to open while some employees may work from home if possible.

The City has scheduled additional meetings on March 20, April 2, and April 6 to review its plan and discuss any issues/concerns that may come up. The Library is invited to those meetings and will adjust its operations accordingly.

#### **EAP Implementation**

The CEO discussed the possibility of implementing an EAP at the Library with the Union President on February 20, 2024 and received a very positive response. The Union President appreciated the Board's support and thought that the Program will be well received. The Library and the Union signed a Letter of Understanding (LOU) on February 20, 2024 outlining that the Library will offer an EAP free of charge to all union members that is provided by a third party service provider, but having access to the EAP does not automatically qualify union members for the Library's EHC Group Plan and Dental Plan.

After the LOU was signed, the Library instructed the Insurance Broker to implement the Program and hopefully the EAP will take effect on April 1, 2024. The Library made an announcement to staff and provided some educational materials. Additional information will be provided to staff when they become available.

## Customer Service

submitted by Marcella Haanstra, Assistant Customer Service Manager (February 2024)

### For Information

All data provided is for February 2024 compared to the same month in 2023. The library continues at full operations.

	<b>February 2024</b>	<b>% change from 2023</b>
<b>Gate Count</b>	32,953	25,810 (+24%)
<b>Membership</b>	562	600 (-7%)
<b>Holds Placed</b>	12,550	11,162 (+12%)
<b>Questions</b>	6,539	4,894 (+29%)

#### **Gate Count**

Our gate count system-wide continues its upward climb toward pre-pandemic 2020 levels, with an increase of 24% over February 2023 and only 5% less than February 2020. The upward trend is especially evident at the Dr. Huq branch where the gate count was 20% higher than pre-pandemic levels.

#### **Membership**

New membership count continues to grow, and although the February 2024 new membership count was 7% lower than February 2023, the opportunity to increase memberships abounds with class visits and outreach to schools underway and plans to promote library card registration alongside the Promotions team.

#### **Holds Placed**

The number of holds placed increased this month by 12% over February 2023. The holds system continues to be an integral library service for customers across the city.

#### **Readers' Advisory Initiatives**

Alongside interactions with staff, the library continues to employ strategies to promote its collections to customers. Two passive Readers' Advisory initiatives are simple in nature but

have held proven impact. One initiative is Shelf Talkers, which are clipped to library shelves and feature the title, author and short summary of a library item on display. The other is Popsicle Stick Call-outs, which present short phrases that reference a topic or theme of the material displayed, such as the Mayor's Reading Challenge, a Tween Pick or a Western Theme. With both initiatives, library materials can be highlighted for customers' enjoyment. In February alone, these passive Readers' Advisory initiatives resulted in 114 items circulating, the majority of which were books featured for the Mayor's Reading Challenge!

### **Training Update**

To meet our goal of being a Library for All and providing excellent customer service, the Library recently subscribed to Ryan Dowd's Homeless Training catalogue. The year-long subscription through Niche Academy will give all staff the opportunity to learn about subjects such as de-escalation techniques, mental illness and prejudice, among many others.

## Facilities and Health & Safety

submitted by Lisa DiDonato, Business Administrator

### For Information

#### Facilities

ebase – On April 1, 2024, SCPL will be launching ebase an all-in-one work order solution that streamlines communications around facility requests to better manage resources.

#### Health & Safety

A special Joint Health & Safety Committee meeting was held on February 20, 2024 to coordinate the completion of the Workplace Violence Risk Assessments.

The risk assessments were completed by working groups that included workers, managers and joint health and safety committee members. There were two separate assessments completed, one for the Central Branch and one for the Merritt, Dr. Huq and Port Dalhousie Branches.

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 June 13, 2024. The agenda currently includes the following:

- Monthly Inspection Reports Status
- Annual Inspection Reports Status
- Joint Health and Safety Certification / Recertification Status
- Quarterly Inspection Report

**Appendix A – Health and Safety Inspection Results**

Location	Date	Results	Update
<b>Annual Inspections</b>			
Central	August 5, 2022	Audio Book Shelves aisles are too narrow.	Included in renovation plans.
<b>Regular Inspections</b>			
Port Branch	February 23, 2024	Nothing to report.	n/a
HUQ Branch	February 22, 2024	Nothing to report.	n/a
Merritt Branch	February 13, 2024	Nothing to report.	n/a
Central – 3 <sup>rd</sup> Floor	February 20, 2024	Nothing to report.	n/a

## Innovation, Collections & Technology

**submitted by David Bott, Manager Innovation, Collections & Technology (February 2024)**

### For Information

#### **Physical Circulation**

Physical circulation remained virtually the same from January to February 2024, and continues to show a significant increase from that of 2023. Compared to February 2023, February 2024 circulation was up 17.6%.

#### **Digital Circulation**

There was a 10% decrease in digital circulation from January to February 2024. Despite this dip, digital resource usage is still up by approximately 17% compared to February 2023.

#### **Gamerspace Update**

The Gamerspace continues to be popular, with the console kits being checked out 130 times and the PCs 271 times.

#### **Surveillance System at Dr. Huq**

The final 2 cameras were installed at Dr. Huq bringing the total to 5 cameras. A camera covering the entrance area was installed, as well as one covering the Children's area.

## Programming and Promotions

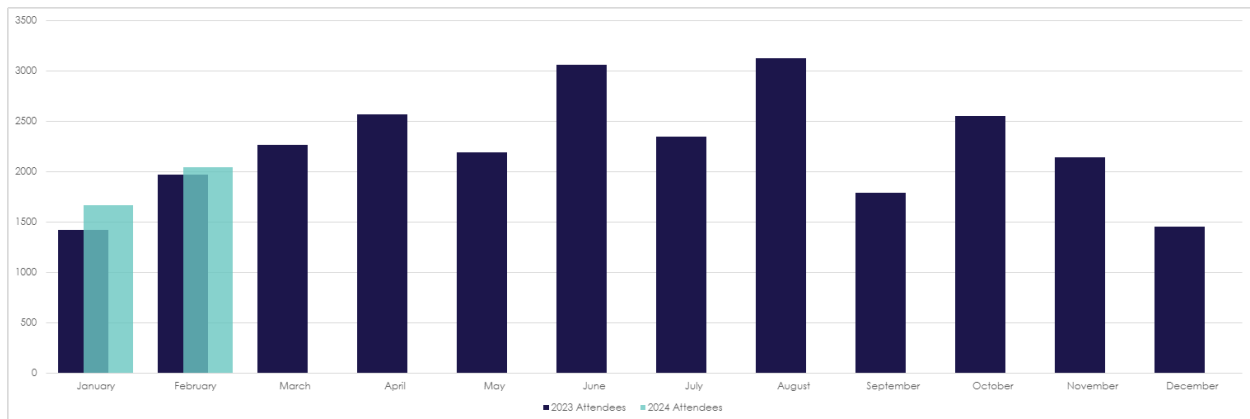
submitted by Holly Jones, Manager Programming & Promotions (February 2024)

### For Information

#### Programming Highlights

February was a busy month, with a wide variety of ongoing and seasonal programming for all ages. In total, 2037 customers attended or engaged in programs in February. Attendance grew 4% this month from February 2023, and 22% from January 2024.

**Attendees by Month, 2024 vs. 2023**



Of special programming note in February:

1. **Folk Arts: Lunar New Year** at the Central Library welcomed the community to learn about Lunar New Year. In collaboration with the Community Connections staff of the Niagara Folk Arts Multicultural Centre, the event included a Korean culture display in the atrium, an introduction to Chinese Calligraphy, and family friendly games (63 attendees).
2. **Life at the Brown Homestead: Layers, Generations, and Eras** was the second in a 3-part series taking place at the Central Library with The Brown Homestead. Attendees explored the history of St. Catharines' oldest home as a tavern, farm, and First World War training ground (21 attendees).
3. **Drop-In: Valentine's Day Craft Extravaganza** at the Dr. Huq Branch invited families to participate in seasonal crafts and activities (54 attendees).
4. **Mario Cart Tournament** invited tweens and teens ages 9-15 to experience group gaming in SCPL's Gamerspace (16 attendees).

5. **Drop-in: Pokémon, Catch 'Em All!** Families were invited to the Dr. Huq Branch and Central Library to explore and enjoy a variety of games, crafts, and other Pokémon-inspired activities (80 attendees total).
6. **Drop-in: PD Days at the Museum** was the first in a new collaborative series between SCPL and the St. Catharines Museum. Families engaged in museum programs and library storytimes at the St. Catharines Museum & Welland Canals Centre (19 attendees).
7. **Seedy Saturday** was a community event presented by the Master Gardeners of Niagara at the Meridian Community Centre in Fonthill. SCPL attended, providing information about library services and collections, including our annual Seed Library, as well as making library memberships and providing a take-home craft for kids (115 interactions).

### Communication Highlights

In February, SCPL celebrated Black History Month with a reading list that put the spotlight on fiction and non-fiction titles by Black authors, and a social media feature highlighting the Norval Johnson collection.

The Mayor's Reading Challenge entered its second month in February. SCPL continued our promotional campaign on social media, including a second librarian book talk for this month's theme "A book about family or family life".

Promotion of SCPL's annual free tax clinics was another key focus in February, with registration opening February 13 and clinic dates scheduled throughout March and April.

### Media Mentions

<b>06-Feb</b>	<b>Welland Tribune</b>	St. Catharines library provides Black History Month reading list
<b>29-Feb</b>	<b>610-CKTB</b>	CBC Kids Book Club Live! at SCPL and Niagara Falls Public Library



## Finance Update

**submitted by Lisa DiDonato, Business Administrator**

### For Information

The purpose of this report is to provide the St. Catharines Public Library (SCPL) Board with a synopsis of the recent fraud incidents involving SCPL.

On December 15, 2023 SCPL was contacted by an employee of the CIBC in regard to a cheque that had been deposited at CIBC. The bank employee was questioning the cheque authenticity as it was being deposited in a new bank account and they thought it was peculiar that a Library would pay such a large amount to an individual whose declared employment had nothing to do with library business.

After a review of our records, SCPL confirmed that the cheque payee had been changed from one of our vendors to an unknown name and address. SCPL confirmed the fraudulent activity with CIBC, and put stopped payment on the cheque.

On February 1, 2024 SCPL was contacted by one of our vendors to say that we still had outstanding balance from 2023. SCPL pulled the bank records and noticed the cheque that cleared TD bank had been altered.

SCPL staff immediately contacted the TD bank, the Niagara Regional Police and our insurance provider. After an internal bank investigation and a declaration of material alteration from SCPL, the funds were credited back to the bank account on February 8, 2024.

To mitigate further cheque fraud risk to SCPL, effective February 1 2024, payments to vendors are only being made by electronic fund transfer (EFT), Visa or e-transfer. Cheques will only be used in exigent circumstances or to replenish petty cash. Although we do not believe our bank accounts were compromised, the TD Bank has requested that existing bank accounts be closed and new accounts be opened; this process has been initiated with full transition of all transactions expected to take a few months.

Despite causing some inconvenience and initial concern, the fraudulent activity had no negative impact on library operations.

## Quarterly Progress Update on 2024 Work Plan

submitted by Ken Su, CEO (March 2024)

### For Information

The purpose of this report is to update the Library Board on the status of some tasks identified in the 2024 Work Plan including both newly introduced tasks and tasks carried forward from the previous year. The content of the report will change from quarter to quarter as new tasks start, progress is made, and tasks are completed. This report is not meant to be a complete description of the work performed by Library staff during that quarter, instead, it highlights some particular tasks that are worth noting and relevant to the Library's core services and operations.

#### **Background**

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

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

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

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

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





#### **Highlights of the first quarter in 2024**

The highlight of this quarter is that the Library successfully secured the 2024 operating and capital budget under the new Strong Mayors, Building Homes Act. And also the architect

from Ward99 provided an update to the Board on the Library's 2<sup>nd</sup> phase of the Central Library Renovation project, but unfortunately, in the same month, the Library was notified by Infrastructure Canada that the Library's funding application was unsuccessful, so the Library needs to continue to explore funding sources.

Staff were also able to complete tasks listed below:

- Released the Strategic Plan 2025 - 2028 RFP in January and closed on February 23, 2024
- Installed security cameras at Dr. Huq and Merritt locations
- Subscribed to Niche Academy to provide ongoing training to staff on health and safety, de-escalation, and working with people experiencing homelessness
- Provided first aid and naloxone training to staff
- Migrated to email marketing system to improve delivery of notifications and marketing campaigns

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

Department: Administration and Facilities						Q1 Update	
Strategic Goal	Annual Objective / Action Item	SMART Goals and outcomes	Key Players	Timelines	Status	Explanation	
#3	Continue to work with the City and the Union collaboratively, maintain a positive relationship	Try to present to City Council 3 times a year, address issues or concerns raised by the City or the Union within 72 hours, organize activities with the City/Union at least 4 times a year, maintain ongoing communications	CEO	Ongoing		Have ongoing communication with all parties, plan to present to City Council in April/May, worked with the City to address concerns	
#5	Develop risk register, risk management plan and business continuity plan	Identify and document potential risks, develop a risk management plan to eliminate/minimize potential risks, and develop a business continuity plan to provide reasonable level of service to the community during an incident	CEO, managers	Q4		Risk Management Committee has been established and is meeting every 3 weeks. Much progress made.	
#2	Continue to explore alternate revenue streams	Continue to advocate for funding comparable to peer libraries	CEO, Business Administrator	Ongoing		Library has registered with Grant Advance to support search for grants and other revenue streams.	
#5	Build on new accounting Sage, new accounting solution. G/L, A/P and EFT solution implementation Continue to look for opportunities to utilize available functionality to find process and reporting efficiencies.	Expand on utilization of functionality to find process and reporting efficiencies.	Business Administrator	Ongoing		Implemented account changes to more accurately reflect business. Completed 1st year end close and working on utilizing bank reconciliation and other efficiencies. Kelli has been taking advantage of free on line training program offered by Sage.	
#5	Enhance Budget Process	Develop and implement use of business cases.	Business Administrator	Q3		Scheduled for Q3 as part of 2025 Budget process.	
#1, 2, 4, 5	Central Library Renovation		CEO, managers			Was unsuccessful with the GICB grant and is seeking other funding sources	
#1, 5	Exempt job evaluation review and market evaluation	conduct market review to ensure exempt salaries are at 50th percentile of market and ensure job	HR, exempt staff	Q1		survey sent to comparator Library systems to collect data	
#1, 5	Implement Retention Schedule	Review and organize filing systems, including electronic filing system, create and implement process for purging files in accordance with retention schedule.	CEO, managers	Ongoing		Is working with the new Administrative Assistant who is taking some records management courses and will work on implementing retention schedule once she settles in the new position	
#1, 3, 4, 5	Continue to explore shared service opportunities with Niagara libraries	Start to work with neighbouring libraries to share services and potential reduce costs	CEO, managers	Ongoing		Working with NFPL and will evaluate the outcome once the standard is developed	
Department: Innovation, Collections and Technology						Q1 Update	
Strategic Goal	Annual Objective / Action Item	SMART Goals and outcomes	Key Players	Timelines	Status	Explanation	
#1, #4, #5	Install Security Cameras at Dr. Huq and Merritt Locations	Improve safety and security of staff and customers	ICT	Jan-24	✓, Completed		
#1, #3, #4, #5	Digitization Project	Digitize rare local history items for preservation and remote accessibility	Digitization Technician	Ongoing	Ongoing		
		- Investigate Controlled Digital Lending solutions		Ongoing		Suspended due to a recent lawsuit, Controlled digital lending was ruled illegal in the U.S.	
#1, #3, #4, #5	Migrate to Email Marketing System	Improve delivery of notifications and marketing campaigns	ICT, Programming and Promotions	Jan-24	✓, Completed		

#1 #3, #4, #5	Implement CollectionHQ Lite	Analyze collection	ICT	Jan. 2024 and Ongoing	Ongoing	Uploaded ILS data to CollectionHQ. Working with CHQ to finalize.
<b>Department: Customer Services</b>						<b>Q1 Update</b>
Strategic Goal	Annual Objective / Action Item	SMART Goals and outcomes	Key Players	Timelines	Status	Explanation
#2, #4, #5	Continue with training for staff with an inward and outward focus based on an annual training plan	Introduction to trauma informed customer service. Complete Customer service standards training with "Accountable". Conflict prevention training for staff.	Training Librarian, Customer Service Managers	Q4		Difficult Conversations training is in development. Ryan Dowd's Homelessness Training Platform to be rolled out to staff in March. Looking at June training dates for a half day in person training focusing on Trauma Informed Customer Service.
#1, #4, #5	Continue to enhance Customer Service and reduce barriers	Reduce 3D printing costs to align with comperator libraries and expand service to the branches. Implement reciprocal borrowing if approved by the Library Board. Implement roving strategy.	Branch Librarian, Customer Service Technician, Customer Service Managers	Q3		Roving Strategy implemented in February. Reciprocal Borrowing being presented to the Library Board in March.
#3, #4, #5	Review and update circulation policy, procedures and workflows system-wide	Continue to seek ways to remove barriers to access for customers and update the Circulation Policy as needed.	Customer Service Mangers, Customer Service Technician	Q4		Revised Circulation Policy to be presented to the Library Board in March proposing reciprocal borrowing as a means of removing barriers to service.
#1, #4, #5	Provide alternate pick up location in downtown once renovation commences at Central	Investigate parternships with downtown organizations/schools to secure a location for hold pickups.	Customer Service Mangers	Q4		Suspected until central renovation starts
#4, #5	Evaluate hours of operation at Dr. Huq	Use customer feedback, gate count, pool schedule and survey to determine a need for Friday evening opening at Huq	Customer Service Managers	Q2		Preliminay data has been gathered (Friday branch usage and staff feedback collected) and information shared with the Management team shared for input.
#1, #4, #5	Enhance the outdoor space at Dr. Huq	Create a Reading Garden at Dr. Huq to promote the use of outdoor space	Customer Service Mangagers	Q3		Preliminary exploration of potential grants completed.
#1, #2, #3, #4	Increase yearly new library membership by 25%	Implement and promote reciprocal borrowing, promote memberships creation with partners at outreach events, robust Library Card registration campagin, refer a friend initiative	Customer Service Mangagers and Programing and Promotions Manager	Q4		Realigning this goal to a 5% membership increase. Reciprocal Borrowing proposal has been deferred to March subject to Board approval. If approved, the initiative will have a delayed launch impacting membership increase. Several strategies to increase membership are in place that include an email campaign targeting our inactive card users and in-program membership registration.
<b>Department: Programming and Promotions</b>						<b>Q1 Update</b>

Strategic Goal	Annual Objective / Action Item	SMART Goals and outcomes	Key Players	Timelines	Status	Explanation
#1, #3, #4	Recognize diversity and reduce barriers by exploring innovative programming that welcomes all.	Introduce regular sensory story times to welcome and engage diverse families. Work in partnership with local expert organizations to build and deliver this programming.	Programming Librarians	Q2		Program outlines completed. Researching sensory equipment needed to utilize in the program sessions. Met with Autism Ontario to review program plan and received positive feedback. Autism Ontario expressed interest in being involved in program in some capacity (TBD). Launch date pushed until Fall 2024 to accommodate Autism Ontario partnership.
#1, #2, #3, #4	Expand the Library's reach and visible presence in the community by growing our outreach efforts	Following Fall 2023 upgrades, increase use of the SCPL outreach trailer as a mobile library branch through summer/autumn seasons. Provide programming, wifi access, mobile card registration, access to library resources and circulation	Programming Manager, Programming Librarians, Facilities	Q3-Q4		Finalized Outreach schedule for Spring/Summer 2024. The outreach trailer will be used seven times at various events and city parks May-August. In comparison, trailer was used twice in 2023. First event to take place May 25 (Pop-up Library at Burgoyne Woods). Working with Facilities department to ensure Outreach trailer is ready for the season (minor repairs/tuning, installing new equipment purchased Fall 2023).
#1, #2, #3, #4, #5	Develop signature large-scale events to host regularly	Host two large-scale annual events, one in Spring and one in Fall, that will become recognized and anticipated by the community	Programming Manager, Programming Librarians and CSAs	Q4		Planning for the Spring's "Get Growing" event (Saturday April 6) is well underway. Schedule finalized, with variety of workshops, external presenters, and activities for all ages across the system. Working out the staffing assignments with Customer Service Managers. Sub-committee established for Fall literary event, first meeting to take place post March Break.
#1, #2, #5	Streamline and simplify program planning, facilitation, and evaluation in order to maximize staff efforts and achieve greater returns for our efforts	Revise/build new department frameworks and tools (program planning guides, checklists, program kits, evaluation tools) to streamline and simplify our departmental processes	Programming Manager, Programming Team	Q4		Program evaluation tools finalized. Launched the external evaluation tools (participant feedback surveys and talkback tools) in January 2024. Development underway on program planning guides and checklists. Researching and drafting Programming Agreements and MOU templates to use with external presenters and partners.

#1, #5	Increase ratio of attendance/program by 10% in 2024	Maximize our programming efforts in order to make the best use of library resources by offering more drop-in programs that do not require pre-registration, hosting programs during peak busy hours (evenings/weekends), expanding reach into schools and making full use of outreach trailer.	Programming Manager, Programming Librarians, Programming CSAs	Q4		9 family drop-in events offered in January 2024 (258 attendees). 13 class visits (257 attendees). Finalized spring/summer 2024 outreach schedule that will see the outreach trailer used 7 times May-August (trailer was used 2 times in 2023).
#1, #2, #4, #5	Incorporate SCPL website fully into new SCPL brand	Update website layout, content and information to ensure that it is both up-to-date, fits cohesively with SCPL brand, and is more accessible and easier to navigate	All Departments, Communications Specialist	Q4		Research completed on best practices for website layout and content presentation. Developed a critical path for the project, including goals, proposed changes, timeline, and key players.
#2, #3, #5	Execute renovation communication plan that will carry through the duration of the Central Library renovation	Communicate all key messages leading up to and throughout the Central renovation. Launch a renovation mini-website prior to ground-breaking, create a schedule of weekly updates for social media, issue quarterly press releases, launch	Programming Manager, Communications Specialist	Ongoing process through 2024 and beyond		Communications plan is finalized and ready to be implemented once funding secured to launch renovation project.

# Strategic Plan 2019 – 2024 Review Report

submitted by Ken Su, CEO

## For Information

The purpose of this report is to provide an update to the Library Board that summarizes what the Library has accomplished in the last 5 years under the current Strategic Plan and helps the Board to envision and develop the next Strategic Plan 2025 – 2028.

This report highlights some major accomplishments in each year that supported the Library's strategic goals, but is not meant to be a comprehensive list of all tasks completed by library staff.

### **Background**

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

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

Furthermore, due to disruptions caused by the COVID-19 pandemic, at the April 2022 Board Meeting, the Board approved to extend the current Strategic Plan from 2022 to 2024.

### **Highlights in 2019**

The current Strategic Plan was developed and approved by the Board in October 2019, so staff did not have a chance to develop a complete annual work plan and then execute it.

Strategic Goal	Objective	Updates
1, 2, 4, 5	Improve and upgrade functionality of existing spaces	Replaced the Circulation Desk, conducted Central Library Building Condition Assessment and space audit, and permitted smudging in meeting rooms



1, 4, 5	Enhance customer experience and reduce barriers	Introduced pre-overdue notices and temporary membership, and organized John Howard Society and Salvation Army information tables
2, 4, 5	Various training for staff	Provided Positive Living Niagara Harm Reduction Workshop, organized a half day homelessness training, and introduced HRDownloads
1, 3, 4, 5	Collection Development	Introduced Express DVD pilot program and Multilingual Collection
3, 4	Develop large scale event	Held Genealogy Fair

### **Highlights in 2020**

After the Strategic Plan 2019 – 2022 was approved by the Board, staff were able to develop the Library's 1<sup>st</sup> annual work plan and hoped to tackle proposed activities to support the Strategic Plan, but unfortunately, the COVID-19 started in March 2020, so the Library had to quickly pivot to continue to provide adequate services and programs to the community while ensuring everyone's health and safety.

Strategic Goal	Objective	Updates
1, 2, 4, 5	Improve and upgrade functionality of existing spaces	Presented Central Library Infrastructure Space Plan to the Board, replaced dumbwaiter and elevator
1, 5	Adopt new technologies to streamline tasks, provide flexibility and improve productivity	Implemented Office 365 to offer collaborative tools and support work from home, and also implemented ADP payroll, scheduling and time management system
1, 3, 4, 5	Collection Development	Launched seed library, introduced auto-release program, enhanced electronic resources offered to the community, partnered with Alzheimer Society Niagara Region to offer Memory Care Kits and received a grant from Niagara Community Foundation to lend out Wi-Fi hotspots
1, 4, 5	Enhance customer experience and reduce barriers	Introduced online programming, launched online membership registration, reintroduced opening hours on Mondays after 43 years

## Highlights in 2021

The COVID-19 pandemic continued into the 2<sup>nd</sup> year, so it was extremely difficult for the Library to carry out its annual work plan to support the Strategic Plan. Despite all the disruptions and uncertainties, staff were able to accomplish many annual goals set in the Library's annual work plan.

Strategic Goal	Objective	Updates
1, 2, 4, 5	Improve and upgrade functionality of existing spaces	Repaired the roof at the Central Library, issued a RFP to replace the HVAC at Central, installed garage door and fencing to protect the City/Library property, replaced some asbestos pipes at Central
1, 5	Adopt new technology to enhance services and communication	Implemented tools such as BlueCloud Analytics and BookNet to identify customers' needs, launched Intranet to improve internal communication, improved the website and added new features such as book jacket sliders and event calendar, introduced BlueCloud Mobile App
1, 3, 4, 5	Collection Development	Expanded Library of Things to include telescope kits, park passes, and etc., conducted a major weeding project to free up spaces for customers and programming, further enhanced the auto release program to ensure the Library received popular and highly circulated items
1, 4, 5	Enhance customer experience and reduce barriers	Utilized Homebound Patron Module to better serve customers, relaunched Books-to-Go and Holds-to-Go, introduced Fine Free initiative for seniors, teens and children
2, 3, 4	Promote library services, develop partnership, and raise the Library's profile	Received a grant for a mobile library, teamed up with CKTB to offer monthly radio interviews
2, 4, 5	Various training for staff	Provided training on Customer Service, Truth and Reconciliation, and De-escalation

## Highlights in 2022

The COVID-19 pandemic entered into the 3<sup>rd</sup> year and operations gradually returned back to normal, but the Library still struggled with staffing shortage and sick leaves.

Despite all the challenges, staff worked hard on the Library's annual goals that support the Strategic Plan.

Strategic Goal	Objective	Updates
1, 2, 4, 5	Improve and upgrade functionality of existing spaces	Replaced the HVAC at Central, completed the 1 <sup>st</sup> phase of the Central Library Renovation project and presented the Conceptual Design report to the Board, replaced some furniture at branches to create a welcoming space
1, 5	Adopt new technology to enhance services, improve productivity, and promote library service	Started to migrate general ledger to Sage, introduced two robots to customers, launched e-newsletter to better communicate services and programs
1, 3, 4, 5	Collection Development	Received grant to digitize local history collection, continued to expand Library of Things including music instruments and Nintendo Switch Consoles, implemented float collections to better serve customers and reduce transportation cost, improved display and signage to increase visibility and promote collections, launched a toy collection
1, 4, 5	Enhance customer experience and reduce barriers	Returned to full operation hours, relaunched interlibrary loan service, organized library card campaigns, conducted service hour survey
2, 3, 4	Promote library services, develop partnership, and raise the Library's profile	Rolled out new brand and developed guidelines for letterhead, business card, email signature, and website
2, 4, 5	Staff training	Developed and implemented staff onboarding process and presented this initiative at 2023 OLA Super Conference

### **Highlights in 2023**

The year of 2023 was the first year when the Library was able to operate in its full capacity after The COVID-19 pandemic. Also after the 2022 municipal election, the term of the 2019 – 2022 Library Board ended and a new 2023 – 2026 Board was appointed. Staff continued to improve our services and programs, develop partnerships, and launch initiatives to support the Library's Strategic Plan.

Strategic Goal	Objective	Updates
1, 2, 4, 5	Improve and upgrade functionality of existing spaces	Completed the HVAC replacement project, applied for the Green and Inclusive Community Buildings grant, kicked off the 2 <sup>nd</sup> phase of the Central Library Renovation project, updated some furniture at branches
1, 5	Adopt new technology to enhance services, improve productivity, and promote library service	Completed migrating general ledger to Sage, launched Port Plus, launched Gaming Room and presented at the 2024 OLA Super Conference, launched online program registration and room rental platform, introduced two-way radio technology to ensure safety and efficient communication, implemented an internal incident reporting system
1, 3, 4, 5	Collection Development	Introduced decodable books, continued to expand new Library of Things, such as bicycle repair kits and CO2 monitors, worked with Niagara Falls Public Library to standardize acquisition, cataloging and processing standard, expanded floating collections, introduced sensory support kits
1, 4, 5	Enhance customer experience and reduce barriers	Implemented Fine Freedom for all, had the largest Summer Reading Club
2, 4, 5	Staff training	Various training offered including OLA Super Conference and OLS Virtual Conference in addition to sessions on the Staff Development Day

**Additional Highlights**

In addition to highlights listed above, the Library also worked extremely hard to improve its relationship with the City and the Union. The Library has seen an increasing support from city staff, City Council, and the Union.

The Library was able to secure additional funding from the City, negotiate two collective agreements, conduct a reorganization, implement a new performance management system focusing on staff growth, complete pay equity review and job evaluation, and develop a new pay grid.

## Discussion Reports

### 7. Discussion Reports (attachments)

7.1	SCPL By-Law Number 2 – L. DiDonato	Motion
7.2	Reciprocal Borrowing – J. Spera	Motion
7.3	Policy (G-03) Circulation – J. Spera	Motion
7.4	Library Programming – K. Su (Verbal)	
7.5	Policy (G-08) Confidentiality of Customer Information – K. Su	Motion
7.6	Policy (G-02) Operational – K. Su	Motion
7.7	Strategic Plan 2025 – 2028 RFP Report – K. Su	Motion
7.8	Policy (F-04) Library Reserves – L. DiDonato	Motion
7.9	Policy (F-05) Travel and Expense – L. DiDonato	Motion

## SCPL Board By-Law Number 2

submitted by Lisa DiDonato, Business Administrator

### Recommendation

THAT the St. Catharines Public Library (SCPL) Board:

- approve the SCPL Board By-Law Number 2 for the Operations and Regulation of the SCPL Endowment and Trust as proposed; and
- approve that Lisa DiDonato be appointed as the Treasurer of the Board to carry out the duties and have the authority provided for a Treasurer set forth in the *Public Libraries Act* including carrying out such duties and having such authority for the SCPL Endowment and Trust and the members of the Board, in their capacities as Trustees of the SCPL Endowment and Trust, each hereby ratify and confirm all and whatsoever that may be done by virtue of this authorization; and
- approve that Qingyi (Ken) Su be appointed as the Secretary of the Board to carry out the duties and have the authority provided for a Secretary set forth in the *Public Libraries Act* including carrying out such duties and having such authority for the SCPL Endowment and Trust and the members of the Board, in their capacities as Trustees of the SCPL Endowment and Trust, each hereby ratify and confirm all and whatsoever that may be done by virtue of this authorization; and
- that this authorization shall remain in full force and effect until written notice of revocation thereof has been filed by an authorized party on behalf of the Board or the Trustees of the SCPL Endowment and Trust.

### Background

The SCPL Board By-Law Number 2 was established in 1988 and last reviewed internally in 2021.

In November 2023, SCPL engaged Derek Van Doorn a partner with DLA Piper (Canada) LLP to review the By-Law and provide any updated language recommendations.

### Updates

The proposed amendments, aside from cleanup and modernization, are to eliminate the concept of multiple/segregated funds to have just one pooled fund and to allow for more discretion in terms of use of funds. The amendments also include enhancements to the indemnity and liability provision.

Attached for Board review, are a black-line version with amendments as well as a 'clean' version of SCPL Board By-Law Number 2.

**ST. CATHARINES PUBLIC LIBRARY BOARD**  
**BY-LAW NUMBER 2**  
**FOR THE OPERATION AND REGULATION**  
**OF THE**  
**ST. CATHARINES PUBLIC LIBRARY**  
**ENDOWMENT AND TRUST**

Amended and approved by the Library Board on January 21, 1988  
on ~~November 18,~~  
~~2021~~ \_\_\_\_\_.  
Motion No. ~~2021-133~~ \_\_\_\_\_

# ST. CATHARINES PUBLIC LIBRARY BOARD

## BY-LAW NUMBER 2

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**ST. CATHARINES PUBLIC LIBRARY BOARD ~~BY LAW NUMBER 2~~**

~~A By Law to authorize the establishment of the St. Catharines Public Library Endowment and Trust.~~

~~WHEREAS the St. Catharines Public Library deems it desirable to establish a Library Endowment and Trust to receive donations from the public in order to:~~

- ~~a) improve collections and/or access to collections above and beyond that normally funded by provincial or municipal funds;~~
- ~~b) make available capital funds above and beyond that normally funded by provincial or municipal funds for the purchase of equipment, furniture, and such other capital projects to improve library services;~~
- ~~e) provide a source of non-tax money, which may be used as matching funds under various library support programs which are established from time to time.~~

~~AND WHEREAS the approval of the Council of the City of St. Catharines has been given to such an undertaking in accordance with the City's By Law No. 87-577.~~

~~NOW THEREFORE, THE ST. CATHARINES PUBLIC LIBRARY BOARD enacts as follows:~~

- ~~1. That the establishment of the St. Catharines Public Library Endowment and Trust be, and the same is hereby approved and authorized.~~
- ~~2. That the said St. Catharines Public Library Endowment and Trust be subject to the terms and conditions as set out in Schedule A, attached hereto.~~

~~MOTION: 88-05~~

~~January 21, 1988~~

~~SCHEDULE A~~~~ST. CATHARINES PUBLIC LIBRARY BOARD~~ ENDOWMENT AND TRUST**PREAMBLE**

Whereas the St. Catharines Public Library Board, ~~hereinafter called the “Board”~~ (hereinafter referred to as the “**Board**”) desires to create a St. Catharines Public Library Endowment and Trust to receive donations from the public;

And whereas the income and capital of the Endowment and Trust are to be used for Library purposes and such other purposes as the Trustees deem advisable, for the benefit of the St. Catharines Public Library system;

Therefore, the Board has established an Endowment and Trust under the following terms and conditions:

**Article 1****DEFINITIONS**

1.1 “**Trust Fund**” shall mean all monies, securities, property and other assets ~~given to the Board with specific instructions as to the use of principal and interest, together with any interest, additions or accretions thereto, which are provided to the Endowment and Trust.~~

~~1.2 “Endowment Fund” shall mean all monies, securities, property and other assets given to the Board with the instructions to invest the principal and use the interest for the general purposes of the Library.~~

1.2 ~~1.3~~ “**Trustees**” shall mean ~~and include the St. Catharines Public Library~~ the Board for the time being thereof, whether original, additional, or subsequently appointed.

**Article 2****THE FUND**

2.1 The Board shall establish a special fund to be known as the St. Catharines Public Library Endowment and Trust (hereinafter referred to as the “**Endowment and Trust**”), and to receive gifts and bequests and such other monies as are designated by the Board.

2.2 The Trustees shall have full unfettered discretion in their administration and use of the Trust Fund, in whole or in part, provided that at all times the administration and use of the Trust Fund, including for clarity any expenditures made therefrom, are made, in good faith, for the benefit of the St. Catharines Public Library (the “Library”).

~~2.2 The Endowment and Trust shall be made up of a capital fund (hereinafter referred to as the “Capital Fund”) and an income fund (hereinafter referred to as the “Income Fund”).~~

## Article 3

### PROMOTION

- 3.1 The ~~St. Catharines Public Library~~ Board shall encourage members of the public to provide gifts and bequests to the Endowment and Trust and, in this regard, shall employ such promotion as is normally available to the Board. Any costs in connection with such promotion may be charged against the income earned by the ~~Income~~Trust Fund.

## Article 4

### OBJECTS OF THE ENDOWMENT AND TRUST

- 4.1 Under the authority of the Board, in their capacity as Trustees, the Endowment and Trust shall be used for ~~public~~Library service to:
- a) improve collections and/or access to collections above and beyond that normally funded by provincial or municipal funds;
  - b) make available capital funds above and beyond that normally funded by provincial or municipal funds for the purchase of equipment, furniture, and such other capital projects approved by the ~~Board~~Trustees to improve Library services;
  - c) provide a source of non-tax money, which may be used as matching funds under various library support programs established from time to time; and
  - d) without limiting the generality of the foregoing, for such other purposes as the Trustees may, in good faith, deem advisable from time to time for the benefit of the Library.

## Article 5

### TREATMENT OF RECEIPTS

~~5.1 Subject always to the expressed direction of the donor or of the testator:~~

- ~~a) A gift which is received by the Endowment and Trust which is either a gift received out of the capital, or direction by the donor that the capital of the gift is to be held for a period of not less than ten (10) years, shall be added to the Capital Fund.~~
- 5.1 b) Subject always to the provisions of sub-clause (a) hereof, a gift expressed direction of the donor or of the testator, all funds received by the Endowment and Trust subject to a trust or a direction that the capital thereof shall be used for library purposes specified by the donor, shall be added to the IncomeTrust Fund to be used in such manner as the Trustees may determined in their sole discretion.

~~e) All monies other than those referred to in sub-clause (a) or sub-clause (b) hereof, which are received by the Endowment and Trust, shall be added to the Capital Fund or to the Income Fund, or in part to one of such Funds and the balance to the other of such Funds, all as determined, from time to time, by the Board.~~

## Article 6

### POWERS OF TRUSTEES

#### 6.1 Investments

- (a) The ~~Board~~Trustees shall invest ~~both the Capital Fund and the Income Trust~~ Fund in investments in which the ~~Board is~~Trustees are authorized to invest trust funds under the provisions of the *Trustee Act, R.S.O. 1990, section 26 to 31*, and shall manage and administer the Trust Funds to achieve within each Fund the purpose of the Endowment and Trust. The ~~Board~~Trustees may combine investments to achieve a more effective and efficient administration and control of the investments.
- (b) ~~The income~~Subject to any specific terms of a gift and bequest comprised within the Trust Fund, the income and capital earned by the ~~Income Fund and the income earned by the Capital Trust~~ Fund shall be disbursed in the manner ~~directed by the terms of the gifts and bequests comprised within such Funds; in the absence of such direction, such income shall be disbursed~~ as determined by the ~~Board~~Trustees from time to time or, in the alternative, may be accumulated within such Trust Fund in whole or in part as determined by the ~~Board~~Trustees from time to time.
- ~~(c) The capital of the Income Fund shall be disbursed in the manner directed by the terms of the gifts and bequests comprised within the Income Fund or, in the absence of such a direction, as may be determined by the Board from time to time.~~
- ~~(d) The capital of the Capital Fund shall be held and kept invested by the Board in the manner herein provided and, subject to the terms of the gifts and bequests comprised within the Capital Fund, may be disbursed by the Board from time to time after compliance with the provisions of paragraph 8(a) hereof.~~

6.2 Other. Without prejudice to any powers which may expressly or by implication be vested in the Trustees under the provisions hereof or by law, the Trustees shall have the following additional powers:

- (a) instead of acting personally, to employ and pay at the expense of the income or capital of the Trust Fund any agent in any part of the world, whether solicitors, accountants, brokers, banks, trust companies, or other agents, without being responsible for the default of any agent so employed, to transact any business or do any act required to be transacted or done in the execution of the Trust fFunds hereof, including the receipt and payment of monies and the execution of documents;
- (b) to determine as the Trustees shall consider advisable whether any monies shall, for the purposes of this agreement, be considered as capital or income of the Trust Funds and whether any taxes, expenses, or losses shall be paid out of or borne by capital or income; PROVIDED that unless the Trustees shall, in their discretion, otherwise determine all dividends and other income received by the Trustees shall be treated as income at the date of receipt whether or not they shall have been earned wholly or partially in respect of a period prior to the date of receipt;

- (c) with respect to any property constituting the whole or part of the Trust Fund;
- (i) to vote upon, or in respect of any shares, securities, bonds, notes, or other evidence of interest in, or obligation of, any corporation, trust, association, or concern whether or not affecting the security or the apparent security of the Trust Fund, or the purchase or sale or lease of the assets of any such corporation, trust, association or concern;
  - (ii) to deposit any such shares, securities, or property in any voting trust or with any depository designated thereby;
  - (iii) to give proxies or powers of attorney with or without power of substitution for voting or acting on behalf of the Trustees as the owner of any such property;
  - (iv) to hold any or all securities or other property in bearer form or in the name of the Trustees or in the name of some other person, company or partnership, or in the name or names of nominees without disclosing the fiduciary relationship, and to deposit the said securities and any title deeds to other documents belonging or in relation to the Trust Fund in any part of the world, with any bank or trust company, or any other company that undertakes the safe custody of securities as part of its business without being responsible for the default of such bank, trust company, or other company, or for any loss occasioned thereby.

~~6.3 In the execution of the trust and powers hereof, no Trustee shall be liable for any loss to the fund arising in consequence of the failure, depreciation, or loss of any investment or investments made in good faith, or by reason of any mistake or omission made in good faith, or of any other matter or thing except willful fraud on the part of the Trustee who is sought to be made liable.~~

6.3 Liability and Indemnity.

- (a) The Trustees and any duly appointed agents acting on behalf of the Board and/or the Trustees will not be liable for any loss of the Trust Fund unless that loss was caused by his or her own fraud.
- (b) The Trustees and any duly appointed agents acting on behalf of the Board and/or the Trustees are not personally liable for any moneys, costs, expenses, or other liabilities which may be due from or payable by the Trust Fund, any actions, claims or demands which may be made against the Trust Fund or any investments executed by the Trustees under the powers set out in this Trust Agreement.
- (c) The Trustees have the power to bind the Trust without rendering the Trustees personally liable.
- (d) Except to the extent that such breach results from his or her own fraud, no Trustee will be liable for any breach of trust by another Trustee.

- (e) The Trustees and any duly appointed agents acting on behalf of the Board and/or the Trustees will be fully protected in exercising any discretion granted to the Trustees in this Agreement and will not be liable to any person whatsoever for any loss or damage including, without limiting the generality of the foregoing, any diminution in value of all or any part of the Trust Fund, by reason of the exercise of, or failure to exercise any such discretion.
- (f) Without limiting any protection or indemnity otherwise available to the Trustees, the Trustees and any duly appointed agents acting on behalf of the Board and/or the Trustees will be indemnified and will be entitled to be reimbursed out of the Trust Fund in respect of all costs, outgoings, disbursements, liabilities, charges, rents, expenses, governmental charges, commissions, currency conversion costs, transfer fees, registration fees, taxes, penalties and all other charges (including legal fees and disbursements) which the Trustees or and any duly appointed agents acting on behalf of the Board and/or the Trustees may incur in respect of the Endowment and Trust and/or the Trust Fund, whether directly or indirectly, or which is or may be imposed on the Trustees and/or and any duly appointed agents acting on behalf of the Board and/or the Trustees, in respect of the receipt, collection, investment, disposal and distribution of moneys or property received by the Trustees and/or and any duly appointed agents acting on behalf of the Board and/or the Trustees, or in respect of the performance or exercise of the Trustees' and/or and any duly appointed agents acting on behalf of the Board and/or the Trustees duties and powers hereunder and in respect of all actions, proceedings, costs, claims and demands relating to any matter or thing done or omitted to be done concerning the operation, management, administration or investment of the Trust Fund including, without limiting the generality of the foregoing, any failure by the Trustees and/or and any duly appointed agents acting on behalf of the Board and/or the Trustees to withhold, report or pay any taxes relating to the administration of the Trust Fund.
- (g) Provided only that the Trustees and/or and any duly appointed agents acting on behalf of the Board and/or the Trustees will not be entitled to be indemnified if the claim for indemnification arises as a result of the actual fraud of such Trustees.
- (h) This indemnity will survive notwithstanding the resignation or removal of the Trustee(s), any agent of the Board or Trustees ceasing to be an agent, or the termination of the Endowment and Trust.
- 6.4 Real or Immovable Property. Where the Trust Fund for the time being includes any real or immovable property (in this paragraph referred to as “**the said land**”):
- (a) The Trustees may lease the said land or any part thereof for any purpose, whether involving waste or not, and for any term, and either wholly or partly, in consideration of a rent (whether fixed or variable) or premium, or the erection, improvement, or repair, or any agreement to erect, improve, or repair, buildings on the said lands, and may accept (with or without consideration) a surrender of any lease of the said lands or any part thereof.

- 8
- (b) The Trustees may, in executing any trust or power of sale, sell the said lands or any part thereof, either wholly or partly, in consideration of any ~~annual~~ sum payable either up front, in perpetuity or for any term (whether definite or indefinite) and being either reserved out of the lands sold or secured in such other manner as the Trustees may consider advisable.



- (c) The Trustees may, in executing any trust or power of sale or leasing:
- (i) sell or lease any part of the said lands whether the division is horizontal or vertical or made in any other way;
  - (ii) sell, lease, or reserve any easement or right or privilege over the said lands or any part thereof;
  - (iii) sell, lease, accept, or reserve any timber or mines or minerals on or in or under the said lands or any part thereof together with any easements, rights, or privileges of cutting or working and carrying away the same or otherwise incident to or connected with forestry or mining purposes;
  - (iv) impose and make binding for the benefit or any part of the said lands sold or leased any restrictions or stipulations as to user or otherwise affecting any part of the said lands retained;
  - (v) accept in exchange for the said lands or any part thereof to be sold or leased (either with or without any money paid or received for equality of exchange) any other real or immovable property or any lease thereof;
  - (vi) enter into any contract or grant any option for the sale or leasing of the said lands or any part thereof or otherwise for the exercise by the Trustees of any of the foregoing powers in this paragraph.

~~(d) Where under any lease the lessee is entitled to work and carry away any minerals in or under the said lands, one fourth part of the rent thereby reserved shall be deemed to form part of the income of the Fund and the remaining three fourth parts thereof shall be set aside and held as capital.~~

(d) ~~(e)~~ Except as provided by paragraph (d) of this clause, the whole of any rent reserved by any lease of the said lands or any part thereof, and also the whole of any such annual sum as is referred to in paragraph (b) of this clause, shall be deemed to form part of the income of the Trust.

(e) ~~(f)~~ All other monies received as consideration for any sale or lease in execution of any trust or power shall be deemed to be capital.

(f) ~~(g)~~ The Trustees shall not be bound to see to, nor be liable or accountable for omitting or neglecting to see to, the repair or insurance of any buildings on the said lands or any payments in respect thereof, but may repair and insure any such buildings in such manner and to such extent as they shall think fit and may pay out of the income of the Trust Fund the costs of all such repairs and of effecting and keeping up any such insurance and any such payments as aforesaid in priority to any other trusts affecting the income.

- (g) ~~(h)~~ The Trustees may at any time and from time to time use the capital of the Trust Fund to erect, demolish, and rebuild, and make alterations and improvements to any buildings on the said lands or any part thereof to such extent and in such manner as they shall consider advisable, and any certificate in writing of any architect or surveyor employed by the Trustees to the effect that any work specified in such certificate is or includes an alteration or an improvement to any such building shall be conclusive as between the Trustees and all persons interested hereunder that any capital so expended was in proper exercise of this power.

## 6.5 Investment Advice.

- (a) ~~6.5(a)~~ The Trustees may at any time and from to time employ any person, firm, or company as an investment adviser on such terms as they may consider advisable, whether for a fixed period or subject to a fixed period of notice or otherwise, and either in relation to the whole of the Trust Fund or to such part thereof as may, for the time being, be invested in any particular country or group of countries.
- (b) The Trustees shall pay to any such investment adviser such fees, commission, or other remuneration, and such compensation for expenses as the Trustees in their discretion shall consider advisable; and any such investment adviser shall be entitled to retain for its own use and benefit any commissions or shares of commissions customarily or by usage payable in relation to any dealing or transaction with or concerning the Trust Fund or any part thereof.
- (c) The Trustees shall not incur any liability or be in any way responsible for any loss which may be incurred as a result of anything done or omitted as a result of advice or recommendations given or purporting to have been given by such investment adviser (whether in writing or by cablegram or radiogram, or orally or by telephone), or by any omission to take any action in the absence of non-receipt of such advice or recommendation, or for failing to consult or ask for advice or recommendation from such investment adviser.

## ARTICLE 7

### RECORDS OF THE ENDOWMENT AND TRUST

- 7.1 The ~~Capital Fund and the Income~~Trust Fund and all revenue and all expenditures in connection with ~~such~~the Trust Funds shall be recorded separately on the books and records of the Board on an accrual basis and shall form part of the annual financial statements.

## ARTICLE 8

### COSTS AND EXPENSES OF THE ENDOWMENT AND TRUST

- 8.1 Direct costs or expenses attributable entirely to the Endowment and Trust including

any fees or other costs paid to a trust company or bank or custodian and/or manager of the investments of the Endowment and Trust shall be charged against the ~~Income~~<sup>†</sup>Trust Fund.

## **ARTICLE 9**

### **PAYMENTS**

- 9.1 Authorization for payments from the capital of the ~~Capital~~Trust Fund shall be made by motion of the ~~Board~~Trustees passed by at least two-thirds majority of all ~~Board members~~Trustees and recorded in the minutes of any general or special meeting, but always subject to the expressed directions of the donor.
- 9.2 Payments from the ~~Income~~Trust Fund, whether of income or of capital or both, and also payments of income from the ~~Capital~~Trust Fund, shall be made by the Board's ~~Secretary and~~ Treasurer or such other person as the Board may appoint, for Library purposes as expressed by donors at the time the gift or bequest is made, and shall be reported to the Board from time to time.
- 9.3 Where no direction has been expressed by the donor, payments from the ~~Income~~Trust Fund, whether of income or of capital or both, and also payments of income from the ~~Capital~~Trust Fund, shall be authorized by motion and recorded in the minutes of any general or special meeting of the ~~Board~~Trustees, provided that such authorization may be generalized in nature and relate to monies to be expended over a period of time ~~not to exceed one (1) year~~ for the purposes set out in ~~Section 3~~Article 4 hereof as directed by the ~~Board~~Trustees.

## **ARTICLE 10**

### **PROCEDURES**

- 10.1 The Administration shall establish procedures for the efficient management of the Endowment and Trust.

## **ARTICLE 11**

### **MISCELLANEOUS**

- 11.1 This Trust has been created under the laws of the Province of Ontario, Canada, and its validity shall be determined by the laws of that Province.

<b>Summary report:</b>	
<b>Litera Compare for Word 11.4.0.111 Document comparison done on 3/1/2024 4:58:08 PM</b>	
<b>Style name:</b> Default Style	
<b>Intelligent Table Comparison:</b> Active	
<b>Original filename:</b> BRD_BYLAW2_Current.docx	
<b>Modified filename:</b> St. Catharines Public Library - ByLaw 2 revised.docx	
<b>Changes:</b>	
<u>Add</u>	108
<del>Delete</del>	136
<del>Move From</del>	3
<u>Move To</u>	3
<u>Table Insert</u>	0
<del>Table Delete</del>	1
<u>Table moves to</u>	0
<del>Table moves from</del>	0
Embedded Graphics (Visio, ChemDraw, Images etc.)	0
Embedded Excel	0
Format changes	0
<b>Total Changes:</b>	<b>251</b>



# BY-LAW

<b>By-Law Name</b>	By-Law Number 2 For the Operation and Regulations of the St. Catharines Public Library Endowment and Trust		
<b>Section</b>	General	<b>Effective Date</b>	1988-01-21
<b>Motion Number</b>	2024-##	<b>Reviewed Date</b>	2024-03-21
<b>By-Law Number</b>	2	<b>Next Review Date</b>	2027

## ST. CATHARINES PUBLIC LIBRARY BOARD

### BY-LAW NUMBER 2

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

### **ENDOWMENT AND TRUST**

#### **Preamble**

Whereas the St. Catharines Public Library Board (hereinafter referred to as the "Board") desires to create a St. Catharines Public Library Endowment and Trust to receive donations from the public;

And whereas the income and capital of the Endowment and Trust are to be used for Library purposes and such other purposes as the Trustees deem advisable, for the benefit of the St. Catharines Public Library system;

Therefore, the Board has established an Endowment and Trust under the following terms and conditions:

#### **Article 1**

##### **DEFINITIONS**

- 1.1 "Trust Fund" shall mean all monies, securities, property and other assets, together with an interest, additions or accretions thereto, which are provided to the Endowment and Trust.
- 1.2 "Trustees" shall mean the Board for the time being thereof, whether original, additional, or subsequently appointed.

#### **Article 2**

##### **THE FUND**

- 2.1 The Board shall establish a special fund to be known as the St. Catharines Public Library Endowment and Trust (hereinafter referred to as the "Endowment and Trust"), and to receive gifts and bequests and such other monies as are designated by the Board.
- 2.2 The Trustees shall have full unfettered discretion in their administration and use of the Trust Fund, in whole or in part, provided that at all times the administration and use of the Trust Fund, including for clarity any expenditures made therefrom, are made, in good faith, for the benefit of the St. Catharines Public Library (the "Library").

#### **Article 3**

##### **PROMOTION**

- 3.1 The Board shall encourage members of the public to provide gifts and bequests to the Endowment and Trust and, in this regard, shall employ such promotion as is normally available to the Board. Any costs in connection with such promotion may be charged against the income earned by the Trust Fund.

#### **Article 4**

##### **OBJECTS OF THE ENDOWMENT AND TRUST**

- 4.1 Under the authority of the Board, in their capacity as Trustees, the Endowment and Trust shall be used for Library service to:
- a) improve collections and/or access to collections above and beyond that normally funded by provincial or municipal funds;
  - b) make available capital funds above and beyond that normally funded by provincial or municipal funds for the purchase of equipment, furniture, and such other capital projects approved by the Trustees to improve Library services;
  - c) provide a source of non-tax money, which may be used as matching funds under various library support programs established from time to time; and
  - d) without limiting the generality of the foregoing, for such other purposes as the Trustees may, in good faith, deem advisable from time to time for the benefit of the Library.

#### **Article 5**

##### **TREATMENT OF RECEIPTS**

- 5.1 Subject always to the expressed direction of the donor or of the testator, all funds received by the Endowment and Trust shall be added to the Trust Fund to be used in such manner as the Trustees may determined in their sole discretion.

#### **Article 6**

##### **POWERS OF TRUSTEES**

- 6.1 Investments
- a) The Trustees shall invest the Trust Fund in investments in which the Trustees are authorized to invest trust funds under the provisions of the *Trustee Act, R.S.O. 1990, section 26 to 31*, and shall manage and administer the Trust Funds to achieve within each Fund the purpose of the Endowment and Trust. The Trustees may combine investments to achieve a more effective and efficient administration and control of the investments.
  - b) Subject to any specific terms of a gift and bequest comprised within the Trust Fund, the income and capital earned by the Trust Fund shall be disbursed in the manner as determined by the Trustees from time to time or, in the alternative, may be accumulated within such Trust Fund in whole or in part as determined by the Trustees from time to time.
- 6.2 Other
- Without prejudice to any powers which may expressly or by implication be vested

in the Trustees under the provisions hereof or by law, the Trustees shall have the following additional powers:

- a) instead of acting personally, to employ and pay at the expense of the income or capital of the Trust Fund any agent in any part of the world, whether solicitors, accountants, brokers, banks, trust companies, or other agents, without being responsible for the default of any agent so employed, to transact any business or do any act required to be transacted or done in the execution of the Trust Fund, including the receipt and payment of monies and the execution of documents;
- b) to determine as the Trustees shall consider advisable whether any monies shall, for the purposes of this agreement, be considered as capital or income of the Trust Fund and whether any taxes, expenses, or losses shall be paid out of or borne by capital or income; PROVIDED that unless the Trustees shall, in their discretion, otherwise determine all dividends and other income received by the Trustees shall be treated as income at the date of receipt whether or not they shall have been earned wholly or partially in respect of a period prior to the date of receipt;
- c) with respect to any property constituting the whole or part of the Trust Fund;
  - i. to vote upon, or in respect of any shares, securities, bonds, notes, or other evidence of interest in, or obligation of, any corporation, trust, association, or concern whether or not affecting the security or the apparent security of the Trust Fund, or the purchase or sale or lease of the assets of any such corporation, trust, association or concern;
  - ii. to deposit any such shares, securities, or property in any voting trust or with any depository designated thereby;
  - iii. to give proxies or powers of attorney with or without power of substitution for voting or acting on behalf of the Trustees as the owner of any such property;
  - iv. to hold any or all securities or other property in bearer form or in the name of the Trustees or in the name of some other person, company or partnership, or in the name or names of nominees without disclosing the fiduciary relationship, and to deposit the said securities and any title deeds to other documents belonging or in relation to the Trust Fund in any part of the world, with any bank or trust company, or any other company that undertakes the safe custody of securities as part of its business without being responsible for the default of such bank, trust company, or other company, or for any loss occasioned thereby.

### 6.3 Liability and Indemnity

- a) The Trustees and any duly appointed agents acting on behalf of the Board and/or the Trustees will not be liable for any loss of the Trust Fund unless that loss was caused by his or her own fraud.

- b) The Trustees and any duly appointed agents acting on behalf of the Board and/or the Trustees are not personally liable for any moneys, costs, expenses, or other liabilities which may be due from or payable by the Trust Fund, any actions, claims or demands which may be made against the Trust Fund or any investments executed by the Trustees under the powers set out in this Trust Agreement.
- c) The Trustees have the power to bind the Trust without rendering the Trustees personally liable.
- d) Except to the extent that such breach results from his or her own fraud, no Trustee will be liable for any breach of trust by another Trustee.
- e) The Trustees and any duly appointed agents acting on behalf of the Board and/or the Trustees will be fully protected in exercising any discretion granted to the Trustees in this Agreement and will not be liable to any person whatsoever for any loss or damage including, without limiting the generality of the foregoing, any diminution in value of all or any part of the Trust Fund, by reason of the exercise of, or failure to exercise any such discretion.
- f) Without limiting any protection or indemnity otherwise available to the Trustees, the Trustees and any duly appointed agents acting on behalf of the Board and/or the Trustees will be indemnified and will be entitled to be reimbursed out of the Trust Fund in respect of all costs, outgoings, disbursements, liabilities, charges, rents, expenses, governmental charges, commissions, currency conversion costs, transfer fees, registration fees, taxes, penalties and all other charges (including legal fees and disbursements) which the Trustees or and any duly appointed agents acting on behalf of the Board and/or the Trustees may incur in respect of the Endowment and Trust and/or the Trust Fund, whether directly or indirectly, or which is or may be imposed on the Trustees and/or and any duly appointed agents acting on behalf of the Board and/or the Trustees, in respect of the receipt, collection, investment, disposal and distribution of moneys or property received by the Trustees and/or and any duly appointed agents acting on behalf of the Board and/or the Trustees, or in respect of the performance or exercise of the Trustees' and/or and any duly appointed agents acting on behalf of the Board and/or the Trustees duties and powers hereunder and in respect of all actions, proceedings, costs, claims and demands relating to any matter or thing done or omitted to be done concerning the operation, management, administration or investment of the Trust Fund including, without limiting the generality of the foregoing, any failure by the Trustees and/or and any duly appointed agents acting on behalf of the Board and/or the Trustees to withhold, report or pay any taxes relating to the administration of the Trust Fund.

- g) Provided only that the Trustees and/or and any duly appointed agents acting on behalf of the Board and/or the Trustees will not be entitled to be indemnified if the claim for indemnification arises as a result of the actual fraud of such Trustees.
- h) This indemnity will survive notwithstanding the resignation or removal of the Trustee(s), any agent of the Board or Trustees ceasing to be an agent, or the termination of the Endowment and Trust.

6.4 Real or Immovable Property

Where the Trust Fund for the time being includes any real or immovable property (in this paragraph referred to as "the said land"):

- a) The Trustees may lease the said land or any part thereof for any purpose, whether involving waste or not, and for any term, and either wholly or partly, in consideration of a rent (whether fixed or variable) or premium, or the erection, improvement, or repair, or any agreement to erect, improve, or repair, buildings on the said lands, and may accept (with or without consideration) a surrender of any lease of the said lands or any part thereof.
- b) The Trustees may, in executing any trust or power of sale, sell the said lands or any part thereof, either wholly or partly, in consideration of any sum payable either up front, in perpetuity or for any term (whether definite or indefinite) and being either reserved out of the lands sold or secured in such other manner as the Trustees may consider advisable.
- c) The Trustees may, in executing any trust or power of sale or leasing:
  - i. sell or lease any part of the said lands whether the division is horizontal or vertical or made in any other way;
  - ii. sell, lease, or reserve any easement or right or privilege over the said lands or any part thereof;
  - iii. sell, lease, accept, or reserve any timber or mines or minerals on or in or under the said lands or any part thereof together with any easements, rights, or privileges of cutting or working and carrying away the same or otherwise incident to or connected with forestry or mining purposes;
  - iv. impose and make binding for the benefit or any part of the said lands sold or leased any restrictions or stipulations as to user or otherwise affecting any part of the said lands retained;
  - v. accept in exchange for the said lands or any part thereof to be sold or leased (either with or without any money paid or received for equality of exchange) any other real or immovable property or any lease thereof;
  - vi. enter into any contract or grant any option for the sale or leasing of the said lands or any part thereof or otherwise for the exercise by the Trustees of any of the foregoing powers in this paragraph.

- d) Except as provided by paragraph (d) of this clause, the whole of any rent reserved by any lease of the said lands or any part thereof, and also the whole of any such annual sum as is referred to in paragraph (b) of this clause, shall be deemed to form part of the income of the Trust.
- e) All other monies received as consideration for any sale or lease in execution of any trust or power shall be deemed to be capital.
- f) The Trustees shall not be bound to see to, nor be liable or accountable for omitting or neglecting to see to, the repair or insurance of any buildings on the said lands or any payments in respect thereof, but may repair and insure any such buildings in such manner and to such extent as they shall think fit and may pay out of the income of the Trust Fund the costs of all such repairs and of effecting and keeping up any such insurance and any such payments as aforesaid in priority to any other trusts affecting the income.
- g) The Trustees may at any time and from time to time use the capital of the Trust Fund to erect, demolish, and rebuild, and make alterations and improvements to any buildings on the said lands or any part thereof to such extent and in such manner as they shall consider advisable, and any certificate in writing of any architect or surveyor employed by the Trustees to the effect that any work specified in such certificate is or includes an alteration or an improvement to any such building shall be conclusive as between the Trustees and all persons interested hereunder that any capital so expended was in proper exercise of this power.

#### 6.4 Investment Advice

- a) The Trustees may at any time and from to time employ any person, firm, or company as an investment adviser on such terms as they may consider advisable, whether for a fixed period or subject to a fixed period of notice or otherwise, and either in relation to the whole of the Trust Fund or to such part thereof as may, for the time being, be invested in any particular country or group of countries.
- b) The Trustees shall pay to any such investment adviser such fees, commission, or other remuneration, and such compensation for expenses as the Trustees in their discretion shall consider advisable; and any such investment adviser shall be entitled to retain for its own use and benefit any commissions or shares of commissions customarily or by usage payable in relation to any dealing or transaction with or concerning the Trust Fund or any part thereof.
- c) The Trustees shall not incur any liability or be in any way responsible for any loss which may be incurred as a result of anything done or omitted as a result of advice or recommendations given or purporting to have been given by such investment adviser (whether in writing or by cablegram or radiogram, or orally or by telephone), or by any omission to take any action in the absence of non-



receipt of such advice or recommendation, or for failing to consult or ask for advice or recommendation from such investment adviser.

**Article 7**

**RECORDS OF THE ENDOWMENT AND TRUST**

7.1 The Trust Fund and all revenue and all expenditures in connection with the Trust Fund shall be recorded separately on the books and records of the Board on an accrual basis and shall form part of the annual financial statements.

**Article 8**

**COSTS AND EXPENSES OF THE ENDOWMENT AND TRUST**

8.1 Direct costs or expenses attributable entirely to the Endowment and Trust including any fees or other costs paid to a trust company or bank or custodian and/or manager of the investments of the Endowment and Trust shall be charged against the Trust Fund.

**Article 9**

**PAYMENTS**

9.1 Authorization for payments from the capital of the Trust Fund shall be made by motion of the Trustees passed by at least two-thirds majority of all Trustees and recorded in the minutes of any general or special meeting, but always subject to the expressed directions of the donor.

9.2 Payments from the Trust Fund, whether of income or of capital or both, and also payments of income from the Trust Fund, shall be made by the Board's Treasurer or such other person as the Board may appoint, for Library purposes as expressed by donors at the time the gift or bequest is made, and shall be reported to the Board from time to time.

9.3 Where no direction has been expressed by the donor, payments from the Trust Fund, whether of income or of capital or both, and also payments of income from the Trust Fund, shall be authorized by motion and recorded in the minutes of any general or special meeting of the Trustees, provided that such authorization may be generalized in nature and relate to monies to be expended over a period of time for the purposes set out in Article 4 hereof as directed by the Trustees.

**Article 10**

**PROCEDURES**

10.1 The Administration shall establish procedures for the efficient management of the Endowment and Trust.

**Article 11**

**MISCELLANEOUS**

11.1 This Trust has been created under the laws of the Province of Ontario, Canada, and its validity shall be determined by the laws of that Province.

## 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 are 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 that 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 (G-03) Borrowing (formerly named Circulation) as amended.

#### **Circulation Policy Update:**

It is recommended that the Circulation Policy (G-03) is renamed as Borrowing Policy (G-03) to better reflect its purpose using non-library language. Other amendments include incorporating reciprocal borrowing parameters into the policy.





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

	<b>Children's</b>	<b>Teen</b>	<b>Adult</b>	<b>Temporary</b>	<b>Educator</b>
<b>Full Access</b>	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
<b>Reciprocal Borrowing</b>	<b>Children's</b>	<b>Teen</b>	<b>Adult</b>		
	30 items <u>Exclusions</u> Library of Things Restricted DVDs Digital Collections Online Resources	60 items <u>Exclusions</u> Library of Things Restricted DVDs Digital Collections Online Resources	60 items <u>Exclusions</u> Library of Things Digital Collections Online Resources		

### Loan Period & Item Limits

<b>Item Type</b>	<b>Loan Period</b>	<b>Item Limit</b>	<b>Renewals (Maximum of 5, if not requested)</b>
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**

<b>Memberships</b>	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
<b>Replacement Library Cards</b>	\$4.00
<b>Damaged/Lost Fees</b>	Damaged/Lost Item.....Full Replacement Cost
	Damaged/Lost AV Case.....\$3.00
	Damaged/Lost Barcode or Security Tag.....\$1.00
<b>Other</b>	Collection Agency Fee.....\$10.00 + HST

## Policy (G-31) Privacy and Confidentiality of Customer Information

**submitted by Ken Su, CEO**

### Recommendation

THAT the Board approve Policy (G-31) Privacy and Confidentiality of Customer Information

#### **Background**

The Library's current Policy (G-02) Operational that was last reviewed in 2011 only covers topics related to circulation, such as membership records and borrowing history, but does not address other topics, such as third party vendors, library website, and privacy breaches.

#### **Update**

Management consulted similar policies from other Canadian public libraries and draft a new policy outlining that the Library is committed to protecting customers' personal information and privacy, and at the same time, the Library strictly follows the Canada's Anti-Spam Legislation that protects consumers and businesses from the misuse of digital technology, such as emails.

This new policy is intended to replace the Collection of Personal Information section and the Confidentiality of Membership Information section in Policy (G-02) Operational.



<b>Policy Name</b>	Privacy and Confidentiality of Customer Information		
<b>Section &amp; Number</b>	Board – G-31	<b>Effective Date</b>	2024-03-21
<b>Motion Number</b>	2024-##	<b>Last Review</b>	2024-03-21
<b>Author</b>	CEO	<b>Next Review</b>	2028

## Policy Statement

The St. Catharines Public Library (SCPL) is committed to protecting customers' personal information and privacy. Customers have the right to privacy as outlined in the Ontario's Municipal Freedom of Information and Protection of Privacy Act (MFIPPA).

Any collection, use or disclosure of personal information by SCPL is done in accordance with [MFIPPA](#), [Canada's Anti-Spam Legislation](#), and Canadian Federation of Library Association's [Statement on Intellectual Freedom and Libraries](#).

## Scope

This policy applies to all SCPL employees and volunteers and by any person working under contract to SCPL who has access to the personal information of customers.

SCPL collects personal information under the authority of the MFIPPA for the purpose of conducting the Library's business which may include fines, holds, overdue notices, fundraising and programs.

## Definitions

**Personal Information** is identifiable information about an individual such as name, phone, address, email, date of birth, financial transaction, etc. Exceptions such as personal information in context of doing business, or persons deceased for over 30 years, etc. are defined in the MFIPPA.

**Spam** means an electronic message sent without explicit or implied consent of the recipient.

## Regulations

[Municipal Freedom of Information and Protection of Privacy Act](#) (MFIPPA) provides a right of access to information under the control of institutions in accordance with the principles that (i) information should be available to the public, (ii) necessary exemptions from the right of access should be limited and specific, and (iii) decisions on the disclosure of government information should be reviewed independently of government, and protects the privacy of individuals with respect to personal information about themselves held by institutions and provides individuals with a right of access to that information.

[Canada's Anti-Spam Legislation](#) (CASL) protects consumers and businesses from the misuse of digital technology, including spam and other electronic threats. It also aims to help businesses stay competitive in a global, digital marketplace.

## Responsibility

The CEO or designate is responsible for the overall administration of this policy.

## Operational Guidelines

### **Collection, Use and Disclosure of Personal Information**

The Library collects customers' personal information (such as: name, address, telephone number, birthdate and email address) in accordance with MFIPPA to conduct the Library's business.

Examples of when information will be collected include, but are not limited to:

- When customers sign up for a library card
- When customers use the Library's electronic resources
- When customers use meeting rooms, computers and other equipment
- When customers register for library programs
- When individuals make donations to the Library

The Library uses personal information for the following purposes:

- Providing, delivering, managing and communicating library programs and services including but not limited to issuing library cards, circulating materials, addressing customer complaints, collecting fees, booking rooms, registering programs, and issuing suspensions
- Evaluating, planning and improving library programs and services
- Library fundraising

The Library does not share customers' personal information with any other organizations or companies without permission from customers, except when MFIPPA allows sharing, when contractors work within the scope of their duties on behalf of the Library, or when other applicable law says that the Library must share the personal information.

### **Security of Personal Information**

The Library uses reasonable security measures to protect against risks such as unauthorized access, collection, use, and disclosure of personal information. Security measures include physical, technological, and operational safeguards that are appropriate to the nature and format of the personal information.

The Library's security measures do not protect information traveling over the Internet and cannot guarantee security and confidentiality of personal information sent through the Library's public Internet stations and wireless network, including e-commerce and banking transactions.

### **Accuracy and Retention of Personal Information**

The Library will take reasonable measures to ensure that the personal information it holds is accurate, complete and up-to-date.

The Library will retain the personal information it collects for as long as it is needed for the purpose for which it was collected. Once it is no longer required, it will be destroyed.

### **Third Party Vendors**

The Library works with third party vendors to provide online services, such as electronic databases, digital collections, and streaming services. When using some of these services, customers may be asked to create service-specific accounts and provide personal information. The Library's third party services are governed by their own privacy policies and practices, not the Library's. Customers are advised to consult their Terms of Services and Privacy Policies before agreeing to use these services. The Library provides a [webpage](#) summarizing these services with links for reference.

The Library only provides necessary information to these vendors to verify if a customer is a valid library card holder.

### **Library Website**

The Library collects IP addresses (a number that can uniquely identify a specific computer or other network device on the Internet) from visitors to the Library's website. No other personal information is collected when a customer browses the Library's website, unless the customer chooses to use services that require personal information, such as using chat service, booking a room or registering for a program. Except statistics, all other information is purged periodically.

The Library's web server keeps statistics on website access, such as which pages are accessed, when people browse the site, and what types of computers or web browsers visitors use. This information helps the Library improve online services and customer experience. The Library may also use cookies (small files that websites put on an individual's computer to store information about that individual's preferences) to enhance customer experience. Customers can choose to set their web browser to refuse cookies or to alert them when cookies are being sent. If they do so, some parts of the website may not function properly.

### **Privacy Breaches**

A privacy breach happens when personal information is stolen, lost, or shared without permission. If the Library finds out that there has been a privacy breach, staff will:

- Notify staff and the Board as applicable
- Investigate the situation
- Protect or contain any information possible and take appropriate steps to prevent a further breach
- Contact all affected customers
- Review the situation to recommend changes to policies or library operations necessary to prevent a future similar breach
- Keep a record of the breach
- Notify the Information and Privacy Commissioner of Ontario, and other organizations as applicable.

### **Electronic Communication**

The Library will ensure that all electronic messages clearly identify the subject of communication, the St. Catharines Public Library is identified as the sender, and that the Library's mail address and contact information is available.

Obtaining a library card implies the customer's consent to authorize the Library to send electronic notifications regarding personal borrowing and transaction activities using their preferred method. Customers may request not to receive



notifications although such an action may affect their ability to use the affected library services.

The Library may, at times, use electronic means to promote services, share information, or announce special events. The Library advises customers that their email may be used to receive promotional electronic messages and provides options to customers to easily unsubscribe from the services or change their preference at any time.

## Implementation

The CEO or designate will implement this policy.

## Policy (G-02) Operational

submitted by Ken Su, CEO

### Recommendation

THAT the Board rescind Policy (G-02) Operational

#### **Background**

This Policy duplicates information from several other policies, such as Circulation Policy, Collection Management Policy, and Gifts-in-Kind Policy. It hasn't been reviewed since 2011 and currently contains dated information.

To avoid duplications and ensure accuracy and consistence, staff has worked to clean up all other relevant policies over the last few years in the hope of eventually rescinding this policy.

Policy (G-31) Privacy and Confidentiality of Customer Information is the last policy that needs to be developed to ensure all duplicated information is reviewed and updated in all relevant policies. Given that the Board approved Policy (G-31) Privacy and Confidentiality of Customer Information tonight, staff recommend to rescind Policy (G-02) Operational.

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

<b>Section:</b> General <b>Number:</b> G2	<b>Subject:</b> Operational Policy	<b>Motion#:</b> 2005-49 2011-58 2007-30 2011-68 2010-43
<b>Approval Date:</b> 2005-06-16	<b>Effective Date:</b> 2005-06-16	<b>Review:</b> Annual
<b>Notes:</b> Approved at the Board Meeting of June 16, 2005. Amended at the Board Meeting(s) of: March 15, 2007; June 17, 2010; September 15, 2011; October 20, 2011.		

**POLICY STATEMENT**

The purpose of this policy is to provide the overall framework for the provision of library services in accordance with the *Public Libraries Act, R.S.O. 1990, c. P.44, City of St. Catharines Municipal By-Law 85-432*, and other legislation and regulations as applicable.

This Policy shall be read in conjunction with:

- Circulation Policy
- Collection Management Policy
- Gifts-in-Kind Policy
- Meeting Rooms Policy
- Display Window and Cubes Booking Guidelines
- Guidelines for Posting on Library Notices Boards and Bulk Material Distribution
- Facilities Closing in Inclement Weather Policy

**Access**

1. The St. Catharines Public Library is open to all members of the public, including residents and non-residents.
2. All members of the public may use the facilities, collections, equipment, meeting rooms, display cases, and participate in programs.
3. All members of the public are required to observe the Rules of Conduct and comply with all policies and regulations of the St. Catharines Public Library Board.
4. The Chief Executive Officer shall have the discretionary power to refuse service to any person or group that neglects or refuses to comply with the Rules of Conduct, policies and regulations. Any person or group so refused may appeal in writing to the Board.

### **Membership**

1. A library card is available free of charge to those who reside or own property within the boundaries of the municipality of the City of St. Catharines.
2. A Library card is available for non-residents for an annual fee.
3. A replacement fee will be charged for lost or damage library cards.
4. Only those with a St. Catharines Public Library Card may borrow material from the collections.
5. 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.

### **Registration**

1. Applicants for library cards, except children under the age of 12 years, must present approved identification and provide registration information before being issued a library card.
2. An application by a child under the age of 12 years shall be made on his/her behalf by his/her parent or legal guardian.
3. Anyone giving false information shall have their library privileges withdrawn.
4. Patrons shall present their library card each time they wish to borrow library material.
5. Patrons accept responsibility for their library card and all items borrowed, and agree to report the loss of the card and any changes in registration information.
6. Patrons remain responsible for any unauthorized use of a lost library card until such time as the loss of the library card is reported to the Library.
7. Patrons will not transfer use of their library card and alter their library card in any way.

### **Collection of Personal Information**

1. The St. Catharines Public Library collects personal information under the authority of the *Public Libraries Act, R.S.O., 1990, c.P.44, s.23(4)* for the purpose of the management of library services including membership registration, administration of material circulation, service delivery and service planning.
2. For the purposes of the registration of Library members and the administration of material circulation, the Library collects the following types of personal information: name, address, telephone number, date of birth and email address.

3. Personal information collected for these purposes will only be used internally or as set out in the *Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990, c. M.56.s.28(2)*.
4. The Library does not keep a record of the items a member has borrowed once the item(s) are returned. These items are deleted immediately from the member's Patron record unless there are unresolved charges. Information is retained for the last borrower on the Item Record for 90 days should any problems arise with the item.
5. The Library purges member records after a specified period of inactivity (3 years) as long as there are no unresolved charges.

### **Confidentiality of Membership Information**

#### **Internal Access to Patron Information**

1. All information contained in or developed from the Library's database that pertains to membership records or identified individuals and their borrowing records is confidential.
2. Only authorized on-duty staff have access to patron information.

#### **External Access to Patron Information**

1. All information related to members is confidential. Upon presentation and verification of their Library card or other sufficient identification, patrons may query their own records. Members are entitled to know:
  - a) What information is recorded in their member registration files.
  - b) What materials are charged out to them.
  - c) How much money, if any, they owe and why.
  - d) The status of reserves.
2. Patrons may query the records of their minority age children or wards, as per #6 below.
3. No other person is entitled to information contained in the Library's database after the items are returned.
4. Once material is returned to the Library and checked in, the name of the last patron to use the material remains in a background file on the item record for use by authorized Library personnel.
5. Information from the Library's database files shall only be released to the police or government agencies upon the presentation of a proper and valid warrant to the C.E.O., or in the absence of a warrant, the information must be documented on the **Disclosure of Personal Information (to the Police) Form** created for this purpose (Appendix 1). Disclosure to be in accordance with Section 32, 32(g) and 32(i) of the

*Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990, c. M.56.*

6. Children have the same privacy and access rights as adults except that section 54(c) of the *Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990, c. M.56* provides that “Any right or power conferred on an individual by this Act may be exercised if the individual is less than sixteen years of age by a person who has lawful custody of the individual.”
7. If a member brings a Library card that belongs to another member, it implies consent that the member can pick up material on hold for the other person, but it does not allow access to the other information in the member’s record.
8. Records and information held by the Library shall be dealt with in accordance with the provisions of the *Public Libraries Act, R.S.O. 1990, c. P.44*, and the *Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990, c. M.56*.

### **Circulation of Materials**

1. A patron in good standing may, upon presentation of their library card, borrow circulating material.
2. A library card is issued to a child under the age of 18 with the understanding that the parent or guardian accepts responsibility for its use.
3. All persons borrowing materials from the St. Catharines Public Library must return them to one of the branches of the St. Catharines Public Library or other libraries of the Regional Municipality of Niagara by the due date.
4. Borrowers will be held responsible for any loss or damage to materials signed out by them or borrowed on their library cards.
5. Any person who has borrowed or to whom materials have been delivered who damages or fails to return the same, fails or neglects to pay on demand the cost of any loss or damage, or fails to pay fines, may be subject to suspension of all Library borrowing privileges and/or prosecution according to the law.
6. Loan periods and renewals may vary with the kind of material.
7. Fines shall be levied for late return of materials.

### **Copying of Materials**

1. The St. Catharines Public Library adheres to the laws of Canada governing the copying of all materials. The St. Catharines Public Library retains a copying license for public libraries through Access Copyright, a non-profit organization formed and run by Canada’s leading associations of creators and publishers. The St. Catharines Public Library operates within the terms and conditions of this license, and makes every effort to ensure patrons and staff do likewise.

### **Collections**

1. The Library Board supports the individual's right to intellectual freedom as embodied in the *Canadian Charter of Rights and Freedoms*.
2. The St. Catharines Public Library will develop and maintain collections to ensure that the widest range of materials is available to the public to meet their informational, educational and recreational needs.

### **Gifts and Donations**

1. The St. Catharines Public Library will accept unsolicited materials on the understanding that the Library will have unconditional ownership of the materials notwithstanding individual donor written contracts or agreements.
2. The Library reserves the right to decide whether materials are to be integrated into the collection and/or disposed of by sale or exchange. The Library is under no obligation to inform the donor of the disposition of donated materials.
3. Gifts of money will be accepted on the understanding that selection of items will be made in accordance with existing policies of the Board.

### **Services**

#### **Information Services**

1. It is the policy of the St. Catharines Public Library to answer all reference, community information and readers' advisory questions efficiently and accurately, and as completely as possible, and to assist patrons on the use of Library and bibliographic tools.
2. Information services include Library orientation, orientation to electronic resources and reference resources, user education courses, and production of guides to sources of information.
3. The St. Catharines Public Library will have trained reference staff available at all times during hours of operation to ensure optimum use of all available resources.
4. Users may obtain assistance in person, by correspondence, telephone, or other technological sources.
5. The St. Catharines Public Library co-operates with other libraries and agencies in order to provide for the information needs of the community. Interlibrary loan services are provided in accordance with the Canadian Library Association Interlibrary Loan Code for Canada.
6. Charges shall be levied for interlibrary loan services if the Library is invoiced by the lending institution. The amount charged will be in accordance with the rates of the lending institution.

### Programs

1. Programs that contribute to the informational, educational, cultural and recreational needs of the community may be offered or sponsored by the libraries.
2. Where there are restrictions of space, St. Catharines residents will be given preference in registering for Library programs.
3. Some children's programs may be restricted to defined age groups.
4. Charges may be levied for programs to give partial or total cost recovery.
5. A full refund will be made for programs cancelled by the Library. Refunds for series programs will be determined on a pro-rated basis for sessions attended before the mid-way point of the series. No refunds will be made following the mid-way point.

### Facilities

#### Use of Buildings

1. Library facilities are open to all members of the public provided that they observe the rules and regulations of the Board. Rules of Conduct will be posted in the Library. The Rules of Conduct are for the safety and comfort of everyone. Any disregard of these rules may result in sanctions as per the *Public Libraries Act*, *Occupational Health and Safety Act*, *Trespass to Property Act*, *Public Works Protection Act*, *Criminal Code of Canada*, or other applicable legislation.

#### Study Space

1. Study space shall be provided in all permanent Library buildings.

#### Meeting Rooms

1. Meeting rooms are provided for Library and Library-related programs and meetings. After these needs are met they may be available to groups and organizations as revenue-generating public facilities to be booked for meetings, education or training seminars, cultural events, and community interest activities. All uses of the rooms should be in keeping with the spirit of what is acceptable in any other part(s) of the Library.
2. Meeting rooms are not rented for: private social functions; fundraising events or bazaars; trade exhibitions; religious services; direct sales of products or services; or for programs that are not suited to the Library's physical facilities and family oriented atmosphere. When special circumstances apply, a request may be made in writing to the C.E.O. for exceptions to the above.
3. Use of the meeting rooms by any groups or organization does not constitute an endorsement by the Library Board of that group or organization's beliefs or policies. Programs must not contravene the *Criminal Code of Canada*.
4. Please see the *Meeting Room Policy* for details.



### Displays

1. Display areas are available for Library sponsored and Library related programs and to promote and provide information of an educational and cultural nature.
2. Display areas are made available on an equitable basis.
3. There is no charge for the use of display areas. Displays must be booked in advance.
4. Displays must be informational, neat and attractive. Displays must be of intrinsic worth and non-judgemental in nature.
5. Displays designed to promote commercial enterprises, advertising, petitions, or hate materials are prohibited. The Library may display petitions from the City of St. Catharines, or other government agencies and departments. The Library may, from time to time, develop its own petitions for the public.
6. Themes addressed in displays are not necessarily a reflection of the opinion of the St. Catharines Public Library Board.
7. Individuals or groups opposing a display may register their concerns via a written complaint addressed to the Library Board.
8. The Library is not responsible for theft or damage to display items.
9. Decisions to refuse Displays may be appealed. An appeal must be made in writing to the C.E. O.
10. Please see the *Display Window and Cubes Booking Guidelines* for booking details.

### Selling, Soliciting and Filming on Premises

1. Selling and soliciting in the Library shall not be permitted without the permission of the Board.
2. Donations shall not be solicited nor will tickets or articles be sold in the Library without the permission of the Board.
3. Photographing, filming or video recording on Library premises is not allowed without prior approval of the C.E.O.

### Public Notice Boards and Distribution of Bulk Materials

1. The Central Library and Branches have notice boards that may be used for the posting of public notices of an educational and cultural nature. Some locations may be able to distribute bulk publications.
2. The Library will display and distribute materials in appropriate locations for a limited time, subject to the availability of space.

3. All material accepted for posting and/or distribution becomes the property of the St. Catharines Public Library Board and the Library reserves the right to dispose of the materials as it sees fit.
4. Decisions to refuse postings and/or bulk materials may be appealed. An appeal must be made in writing to the C.E. O.
5. Please see the *Guidelines for Posting on Library Notice Boards and Bulk Material Distribution* for details.

**Hours of Operation**

1. The Board will determine the hours of operation. Hours will be posted. The public shall be notified of changes other than those caused by emergencies.
2. The Library shall be closed on:

New Year's Day    Civic Holiday  
Family Day    Labour Day  
Good Friday    Thanksgiving Day  
Easter Monday    Remembrance Day  
Victoria Day    Christmas Day  
Canada Day    Boxing Day

And on any day proclaimed as a holiday by the Federal, Provincial or Municipal Governments; and any other days as the Board shall direct.

3. The authority to close shall be vested in the Chief Executive Officer or designate.

**Implementation**

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

Attachment(s): Appendix 1 – Disclosure of Personal Information (to the Police) Form

Policy Reviewed by C.E.O.
May 2015 (Policy on website)

**CITY OF ST. CATHARINES  
ST. CATHARINES PUBLIC LIBRARY:  
Disclosure of Personal Information (to the Police)**

Request from the Niagara Regional Police for Access to Personal Information Held by the St. Catharines Public Library for the Purposes of Law Enforcement as Defined by the *MUNICIPAL FREEDOM OF INFORMATION AND PROTECTION OF PRIVACY ACT (MFIPPA)*.

In accordance with the provisions of the *Act* section 29(1)(b) respecting indirect collection of personal information of an individual to aid an investigation undertaken with a view to a law enforcement proceeding or from which a law enforcement proceeding is likely to result, access to the following records is requested:

**To be completed by the C.E.O. or Designate:**

Employee or Customer Information

Check One:

Employee Information  or Customer Information

File Location

Central Library File  or Branch Files

General Files or Specific Record Titles

General Files  Specific Record  Titles

Please describe the records sought.

Description of Records:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**To be completed by the Police Officer(s):**

Occurrence No. \_\_\_\_\_

Review Original Documents \_\_\_\_\_ Copies Requested \_\_\_\_\_ \*Original Requested \_\_\_\_\_

\_\_\_\_\_  
Signature of Investigating Officer      Badge/Identification No.      Date

\_\_\_\_\_  
Signature of Investigating Officer      Badge/Identification No.      Date

\* Released on subpoena only/copy of file/record must be retained.

Disclosure of Personal Information (to the Police)

**To be completed by C.E.O. or Designate:**

The personal information held by the St. Catharines Public Library has been released in accordance with the provisions allowing disclosure of information outside the institution pursuant to section 32 of the *Act*.

Please indicate the circumstances under which disclosure was authorized.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

- (g) If disclosure is to an institution or a law enforcement agency in Canada to aid an investigation undertaken with a view to a law enforcement proceeding or from which a law enforcement proceeding is likely to result;

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

- (i) in compassionate circumstances, to facilitate contact with the next of kin or a friend of an individual who is injured, ill or deceased.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_  
Signature of C.E.O. or designate releasing file/record

\_\_\_\_\_  
Date

Return all completed ORIGINAL forms to the C.E.O., St. Catharines Public Library, 54 Church Street, St. Catharines, Ontario L2R 7K2.

## Strategic Plan 2025 - 2028 RFP Report

**submitted by Ken Su, CEO**

### Recommendation

THAT the Board approve the RFP Evaluation Committee's recommendation to award the Strategic Planning 2025 - 2028 contract to Hagon Design Inc. (Operated as Intent)

### Background

At the October 19, 2023 Board meeting, the Board approved the 2024 operating budget that includes funds to hire a consulting firm to develop a new Strategic Plan for the Library. This provides an opportunity for the Library to reflect on the successes achieved and the challenges experienced in the last 5 years and to involve the community and stakeholders in a new strategic plan for the next 4 years.

### Process

The RFP #24-01 Strategic Planning 2025 – 2028 was prepared and posted on the Library's website and Biddingo.com on January 22, 2024. Fifteen questions were received and answered by the Library in Addendum which were also posted on both websites on February 7, 2024. The RFP #24-01 closed on Friday, February 23, 2024 at 12:00 pm and 8 proposals were received.

The proposals were evaluated by the Evaluation Committee against the criteria developed by the Library including: company capabilities, resources and experience, proposal quality and clarity, references, and fee proposal.

Out of the 8 proposals, the Evaluation Committee unanimously selected Intent as the successful bidder after scoring all proposals against the evaluation criteria on March 1, 2024. The Library checked references on March 5, 2024 and Intent was highly recommended by public libraries it worked with before.

## Policy (F-04) Reserves

**submitted by Lisa DiDonato, Business Administrator**

### Recommendation

THAT the Board approve the Policy (F-04) Reserves as amended.

### Background

The Reserves Policy (Policy) was last reviewed in 2020. In accordance with a motion passed by the City of St. Catharines in 2018, the Policy outlines the purpose, funding sources, funding uses, targeted balances, and guidelines for the St. Catharines Public Library's Reserves.

### Updates

The amendments proposed are meant to streamline the Policy and align it with the current SCPL Reserves. Aside from the elimination of unused and outdated Reserves there are no changes of significance proposed.

The Reserve Policy with black-line amendments as well as a 'clean' version follows for the Board's review.

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

<b>Section Number:</b> Financial F4	<b>Subject:</b> Reserves	<b>Motion#:</b> 2018-66 2020-84
<b>Policy Level:</b> Library Board	<b>Author:</b> Business & Facilities Administrator	
<b>Approval Date:</b> 2018-06-21	<b>Last Review:</b> 2020-10-15	<b>Next Review:</b> 2021
<b>Notes:</b> Approved at the Board Meeting of June 21, 2018. Amended at the Board Meeting of: October 15, 2020.		

**POLICY STATEMENT**

The purpose of this policy is to provide the overall framework and the terms and conditions for the establishment of the Library's Reserves. The policy establishes the parameters by which the Library will build and maintain an adequate level of Reserves to support day-to-day operations with the goal of building long-term capacity or investing in infrastructure.

**Scope**

This policy outlines the purpose, funding sources, funding uses, targeted balances, and guidelines for the Library's Reserves.

~~The policy outlines: the Purpose of the Reserve; Funding Sources (Revenues); Funding Uses (Expenditures); Basis for the Targeted Balance; Target Balance, Allocation and Approval; and Reporting.~~

**Definitions**

**Reserve** – A reserve fund is a “savings” account, set aside by the Library to meet future costs or financial obligations, especially those that sometimes arise unexpectedly or meet the costs of scheduled upgrades and asset replacements.

**Surplus** – For the purpose of this policy, annual operating budget surplus results from revenues exceeding expenditures in a fiscal year.

**Reserves**

The Library will have **maintain** the following permanent Reserves.

- ~~Capital Reserve~~
- ~~Stabilization Reserve~~

~~Transitional Reserve accounts will be established by this policy to position the Library to align the operating budget to support the Strategic Plan 2019 – 2023. New reserve accounts will be funded using 2020 operating surplus resulting from operations as follows:~~

- ~~Security Reserve~~

- ~~Merritt Branch Rent Reserve~~
- ~~Operating & Pay Equity Reserve~~

## **PERMANENT RESERVES**

### **Capital Reserve (see Appendix 1 for details)**

#### 1. Purpose

The purpose of the Capital Reserve is for substantial maintenance, upgrading or replacement of Capital items including but not limited to: HVAC systems, roofs, windows, skylights, IT infrastructure, equipment, floor coverings, interior finishes, alterations, additions and renovations as well as providing for condition assessment reports and feasibility studies.

#### 2. Funding Sources (Revenues)

Annual contribution from the Operating Budget and transfers from Operating Budget surpluses.

i. Annual contribution of 0.25% of the insured value of the assets from the Operating Budget.

ii. Portion of annual operating budget surplus

~~Contributions from the Annual Operating Budget.~~

~~Contributions from Annual Operating Budget surpluses.~~

#### 3. Funding Uses (Expenditures)

Capital expenditures as approved annually in the Library's Capital Upgrade program and based on at least a 5-year Capital forecast.

#### 4. Basis for Targeted Balance

Maximum balance of 10% of the total estimated replacement cost of the insured Library assets including the Central Library building which is owned by the City.

#### 5. Target Balance

~~To be reviewed annually. Once target balance is achieved, no further budget contributions will be made to the reserve until either targets are amended or balance drops below target.~~

### **Stabilization Reserve (see Appendix 2 for details)**

#### 1. Purpose

To moderate the impact of unforeseen expenditures and shortfalls in revenue that include but are not limited to: decrease or loss of provincial grants, decrease in revenues, legislated wage and benefit increases, legal costs, pay equity costs, increases in service delivery costs, unforeseen or unanticipated expenditures.

#### 2. Funding Sources (Revenues)

Annual contribution from the Operating Budget and transfers from Operating Budget surpluses.

i. Annual contribution of 2.0% of the Annual Operating Budget.

ii. Portion of annual operating budget surplus

#### 3. Funding Uses (Expenditures)



Operating budget support for unforeseen and/or unanticipated expenditures and shortfalls in revenue.

4. ~~Basis for Targeted Balance~~  
10% of the Annual Operating Budget.
5. ~~Target Balance~~  
~~To be reviewed annually.~~

### **TRANSITIONAL RESERVES**

~~Three transitional or temporary Reserve Accounts will be established at the December 31, 2020 year end with the operating budget surplus. These transitional Reserve Accounts are to have duration of four years and are to be used to funds specific Operating Budget shortfalls as follows:~~

<del>Year 1</del>	<del>2021</del>	<del>100% funded by Reserve Account</del>
<del>Year 2</del>	<del>2022</del>	<del>75% funded by Reserve Account</del>
<del>Year 3</del>	<del>2023</del>	<del>50% funded by Reserve Account</del>
<del>Year 4</del>	<del>2024</del>	<del>25% funded by Reserve Account</del>
<del>Year 5</del>	<del>2025</del>	<del>0% funded by Reserve Account</del>

~~The specific expenses to be funded by the transitional Reserve accounts are outlined below.~~

#### **Security Reserve**

- ~~1. Purpose  
To provide for the integration of security costs into the base Operating Budget over a four-year period.~~
- ~~2. Funding Sources (Revenues)  
Contribution from 2020 Operating Budget surplus.~~
- ~~3. Funding Uses (Expenditures)  
Operating budget support to fund the costs of security services at the Central Library.~~
- ~~4. Basis for Targeted Balance  
Cost of security services prorated over four years.~~
- ~~5. Target Balance  
To be reviewed annually.~~

#### **Merritt Branch Rent Reserve**

- ~~1. Purpose  
To provide for integration of higher rent and common area expenses at the Merritt Branch into the base Operating Budget over a four year period.~~
- ~~2. Funding Sources (Revenues)  
Contribution from 2020 Operating Budget surplus.~~
- ~~3. Funding Uses (Expenditures)  
Operating budget support to fund lease and common area expenses at the Merritt Branch.~~
- ~~4. Basis for Targeted Balance  
Cost of higher lease and common area expenses prorated over four years.~~
- ~~5. Target Balance  
To be reviewed annually.~~

#### **Operating & Pay Equity Reserve**

- ~~1. Purpose  
To provide for the integration of pay equity costs and other operating increases into the base Operating Budget over a four year period.~~
- ~~2. Funding Sources (Revenues)  
Contribution from 2020 Operating Budget surplus.~~

3. Funding Uses (Expenditures)  
~~Operating budget support to fund the costs of pay equity and other operating increases at the Library.~~
4. Basis for Targeted Balance  
~~Operating Budget shortfalls over four years.~~
5. Target Balance  
~~To be reviewed annually.~~

### **Allocation and Approval**

**Contributions to and Expenditures from** ~~Expenditures from the Reserves and transfers between Reserves and the Operating Budget may only be made with the prior approval of the Library Board and for the purposes identified in this policy. This may occur through the annual budget approval process or on an ad hoc basis.~~

### **Reporting**

The Annual Operating Budget will show the budgeted transfers between the Reserve ~~funds~~ and the Annual Operating Budget, uses, (including committed amounts) and the projected balance. There will be a separate continuity report for ~~the~~ each Reserve, showing actual balances and budget information related to balances and amounts of funding inflows and outflows and any current commitment.

### **Implementation and Review**

The policy will be implemented by the CEO and Business and Facilities Administrator.

Reserve Name	Purpose	Funding Sources (Revenues)	Funding Uses (Expenditures)	Basis for Targeted Balance	Targeted Balance	Balance as of Dec 31, 2019
<b>Capital Reserve</b>	<p>To provide for substantial maintenance, upgrading or replacement of capital items including but not limited to:</p> <ul style="list-style-type: none"> <li>• HVAC systems</li> <li>• roofs</li> <li>• windows</li> <li>• skylights</li> <li>• IT infrastructure</li> <li>• furniture</li> <li>• equipment</li> <li>• floor coverings</li> <li>• interior finishes</li> <li>• alterations</li> <li>• additions</li> <li>• renovations</li> </ul> <p>Provide for condition assessment reports and feasibility studies.</p>	<p>Annual contribution from the Operating Budget and transfers from Operating Budget surpluses.</p> <p>1. Annual contribution of .25% of the insured value of the assets from the Operating Budget.</p> <p><i>Example 2020</i>            \$39,820,400 (insured value of the assets) x .25% = \$99,551</p> <p>2. Portion of annual operating budget surplus</p>	<p>Capital expenditures as approved annually in the Library's Capital Upgrade Program and based on a 5 year Capital forecast</p>	<p>Maximum balance of 10% of the total estimated replacement cost of the insured library assets (including Central Library building).</p>	<p>Estimated replacement cost as at Dec.31/2019 is \$39,820,400.</p> <p>Target balance is \$3,982,040.</p>	<p>\$3,545,958</p>

Reserve Name	Purpose	Funding Sources (Revenues)	Funding Uses (Expenditures)	Basis for Targeted Balance	Targeted Balance	Balance as of Dec 31, 2019
<b>Stabilization Reserve</b>	<p>To moderate the impact of unforeseen expenditures and shortfalls in revenue that include but are not limited to:</p> <ul style="list-style-type: none"> <li>• decrease in or loss of Provincial grant(s)</li> <li>• decrease in revenues</li> <li>• fluctuations in foreign currency</li> <li>• legislated wage and benefit increases</li> <li>• legal /litigation/pay equity costs</li> <li>• increase in service delivery costs</li> <li>• unforeseen /unanticipated expenditures</li> </ul>	<p>Annual contribution from the Operating Budget and transfers from Operating Budget surpluses.</p> <p>1. Annual contribution of 2% of the Annual Operating Budget.</p> <p><i>Example 2020</i>  <math>\\$6,184,585</math> (Operating Budget) <math>\times</math> 2% = <math>\\$123,692</math>.</p> <p>2. Portion of annual operating budget surplus.</p>	<p>Operating Budget support for unforeseen or unanticipated expenditure.</p>	<p>Maximum balance of 10% of the Annual Operating Budget</p>	<p>\$618,458</p>	<p>\$312,250</p>



<b>Policy Name</b>	Reserves		
<b>Section &amp; Number</b>	Financial – F4	<b>Effective Date</b>	2018-06-21
<b>Motion Number</b>	2024-XX	<b>Last Review</b>	2024-03-21
<b>Author</b>	Business Administrator	<b>Next Review</b>	2028

## Policy Statement

The purpose of this policy is to provide the overall framework and the terms and conditions for the establishment of the Library's Reserves. The policy establishes the parameters by which the Library will build and maintain an adequate level of Reserves to support day-to-day operations with the goal of building long-term capacity or investing in infrastructure.

## Scope

This policy outlines the purpose, funding sources, funding uses, targeted balances, and guidelines for the Library's Reserves.

## Definitions

**Reserve** – A reserve is a “savings” account, set aside by the Library to meet future costs or financial obligations, especially those that sometimes arise unexpectedly or meet the costs of scheduled upgrades and asset replacements.

**Surplus** – For the purpose of this policy, annual operating budget surplus results from revenues exceeding expenditures in a fiscal year.

## Regulations

The Library will maintain the following Reserves.

### I. Capital Reserve

**Purpose:**

The purpose of the Capital Reserve is for substantial maintenance, upgrading or replacement of Capital items including but not limited to: HVAC systems, roofs, windows, skylights, IT infrastructure, equipment, floor coverings, interior finishes,

alterations, additions and renovations as well as providing for condition assessment reports and feasibility studies.

**Funding Sources (Revenues):**

Annual contribution from the Operating Budget and transfers from Operating Budget surpluses.

- i. Annual contribution of 0.25% of the insured value of the assets from the Operating Budget.
- ii. Portion of annual operating budget surplus.

**Funding Uses (Expenditures):**

Capital expenditures as approved annually in the Library's Capital Upgrade program and based on at least a 5-year Capital forecast.

**Targeted Balance:**

Maximum balance of 10% of the total estimated replacement cost of the insured Library assets including the Central Library building which is owned by the City.

**II. Stabilization Reserve**

**Purpose:**

To moderate the impact of unforeseen expenditures and shortfalls in revenue that include but are not limited to: decrease or loss of provincial grants, decrease in revenues, legislated wage and benefit increases, legal costs, pay equity costs, increases in service delivery costs, unforeseen or unanticipated expenditures.

**Funding Sources (Revenues):**

Annual contribution from the Operating Budget and transfers from Operating Budget surpluses.

- i. Annual contribution of 2.0% of the Annual Operating Budget.
- ii. Portion of annual operating budget surplus.

**Funding Uses (Expenditures):**

Operating budget support for unforeseen and/or unanticipated expenditures and shortfalls in revenue.

**Targeted Balance:**

10% of the Annual Operating Budget.

## Operational Guidelines

**I. Allocation and Approval**

Contributions to and Expenditures from Reserves may only be made with the prior approval of the Library Board and for the purposes identified in this policy. This may occur through the annual budget approval process or on an ad hoc basis.

**II. Reporting**

The Annual Operating Budget will show the budgeted transfers between the Reserves and the Annual Operating Budget, uses, (including committed amounts) and the projected balance. There will be a separate continuity report for each Reserve, showing actual balances and budget information related to balances and amounts of funding inflows and outflows and any current commitment.

## Implementation

The policy will be implemented by the C.E.O. and the Business Administrator.



## Policy (F-05) Travel and Expense

**submitted by Lisa DiDonato, Business Administrator**

### Recommendation

THAT the Board approve the replacement of Policy (P-07) Mileage with Policy (F-05) Travel and Expense.

### Background

The Travel and Expense Policy (formerly Mileage), last reviewed in 1981, was limited to reimbursement for mileage for use of personal vehicles. The purpose of the amended Policy is to expand the guidelines to include the reimbursement of employees for reasonable travel related expenses.

### Updates

The proposed amendments are meant to clarify eligibility of reimbursable employee expenditures incurred in the performance of their duties. The amended Policy is consistent with the travel and expense policy currently being implemented at the City of St. Catharines.

The Policy with black-line amendments as well as a 'clean' version follows for the Board's review.

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

<b>Section:</b> Personnel Finance <b>Number:</b> P7 F-05	<b>Subject:</b> Mileage Travel and Expense	<b>Motion #:</b> 1981-55
<b>Approval Date:</b> Sept. 10, 1981	<b>Effective Date:</b> Sept. 10, 1981	<b>Review:</b> Annual
<b>Notes:</b> Approved at the Board Meeting of September 10, 1981.		

**POLICY STATEMENT**

The purpose of this policy is to provide the guidelines to reimburse employees for reasonable travel related expenses directly related to approved Library business.

~~The Library Board shall reimburse mileage to employees and trustees who are required to use their personal vehicle to conduct Library business.~~

**Scope**

The Library Board recognizes the requirement to reimburse employees for necessary and reasonable expenses incurred for the purposes of work in their performance of their duties.

**Regulations**

~~The Library Board shall reimburse employees and trustees at the same rate as that established by the City. Any changes will be in accordance with changes implemented by the City.~~

**Mileage**

1. All employees are expected to get to work on their own time and will not usually be reimbursed for miles (km) driven to and from work.
2. In all cases, mileage payments will be calculated based upon the most direct (shortest) routes.
3. If an employee goes directly to an external work location because it is closer than going to their normal work location, mileage will start from that business location.

**Example 1:**

Employee goes directly to a community event at the start of their day. Employee would claim mileage from community event to their normal work location (branch).

**Example 2:**

Employee lives in Niagara Falls and goes direct to training in Toronto. The employee would claim mileage from their normal work location (branch) to Toronto.

4. If an employee goes home directly from an external work location because it is closer than their normal work location, mileage will end at that external work location.

**Example 1:**

Employee has a community event that finishes at the end of the work day. The employee would claim mileage from their normal work location (branch) to that community event, but not from the community event to the employee's home.

5. After hours' events and meetings at which the employee is officially representing SCPL Unit will have mileage (km) compensation to and from the event/meeting.

**Per Diems**

1. The per diem allowance is intended to cover the costs of meals (including gratuities), non-alcoholic beverages and snacks not provided while attending an event requiring overnight accommodation, and is also eligible for other miscellaneous expenses. The allowance will be adjusted based on the meal provisions from the event. The training or conference agenda must provide information on location, dates and meals provided.
2. Receipts are not required for per diem reimbursements. The Library recognizes that under the per diem method, that sometimes a meal may be less than the allowance rate, and sometimes more; regardless, the allowance rate is reimbursed.

**Other Travel and Accommodations**

1. Manager/Supervisor approval is required for all air/rail travel and overnight accommodations.
2. Accommodation may be used when it is the most practical and economical option (i.e., where the cost of paying for travel and travel time is greater than the cost of an overnight stay). A conference or event hotel should be used where possible.
3. When air or rail is the most practical and economical method of travel, economy class is to be booked for travelling. Baggage fees and seat selection costs will be reimbursable.

**Procedural Guidelines**

1. The Library Board reimburses employees and board members for mileage and per diems at the same rate as that established by the City of St. Catharines.

When a personal vehicle is the most practical and economical method of travel, reimbursement is provided as outlined in the Mileage portion of the policy [at the](#)

automobile allowance rate set by the Canada Revenue Agency, and is updated whenever a new rate is announced by CRA.

The per kilometre rate of reimbursement for business use of personal vehicle is considered to be all encompassing, and no additional expenses related to the use of a personal vehicle for Library business are eligible for reimbursement.

2. Parking costs incurred when attending training, business meetings and seminars are allowable.
3. When the premium to use a toll road can be reasonably justified when travelling on Library business, the cost is eligible / reimbursable. A receipt / proof of payment is required.
4. The per diem rate is equal to the Canada Revenue Agency (CRA) reasonable rate and is updated whenever a new rate is announced by CRA. Rates in the USA are the same as in Canada, however, reimbursements will be made in Canadian funds. The exchange rate used in calculation of the reimbursement will be the Bank of Canada rate during the travel period.
5. All travel expenses are to be submitted, using the Library expense form, to the appropriate Manager within five (5) work days of the end of each month.

### **Implementation**

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

LS/ls

Policy Reviewed by C.E.O.
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May 2015
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<b>Policy Name</b>	Travel and Expense		
<b>Section &amp; Number</b>	Finance F-05	<b>Effective Date</b>	1981-09-10
<b>Motion Number</b>	2024-XX	<b>Last Review</b>	2024-03-21
<b>Author</b>	Business Administrator	<b>Next Review</b>	2028

## Policy Statement

The purpose of this policy is to provide the guidelines to reimburse employees for reasonable travel related expenses directly related to approved Library business.

## Scope

The Library Board recognizes the requirement to reimburse employees for necessary and reasonable expenses incurred for the purposes of work in their performance of their duties.

## Regulations

### Mileage

1. All employees are expected to get to work on their own time and will not usually be reimbursed for miles (km) driven to and from work.
2. In all cases, mileage payments will be calculated based upon the most direct (shortest) routes.
3. If an employee goes directly to an external work location because it is closer than going to their normal work location, mileage will start from that business location.

#### Example 1:

Employee goes directly to a community event at the start of their day. Employee would claim mileage from community event to their normal work location (branch).

#### Example 2:

Employee lives in Niagara Falls and goes direct to training in Toronto. The employee would claim mileage from their normal work location (branch) to Toronto.

4. If an employee goes home directly from an external work location because it is closer than their normal work location, mileage will end at that external work location.

Example:

Employee has a community event that finishes at the end of the work day. The employee would claim mileage from their normal work location (branch) to that community event, but not from the community event to the employee's home.

5. After hours' events and meetings at which the employee is officially representing SCPL Unit will have mileage (km) compensation to and from the event/meeting.

### **Per Diems**

1. The per diem allowance is intended to cover the costs of meals (including gratuities), non-alcoholic beverages and snacks not provided while attending an event requiring overnight accommodation, and is also eligible for other miscellaneous expenses. The allowance will be adjusted based on the meal provisions from the event. The training or conference agenda must provide information on location, dates and meals provided.
2. Receipts are not required for per diem reimbursements. The Library recognizes that under the per diem method, that sometimes a meal may be less than the allowance rate, and sometimes more; regardless, the allowance rate is reimbursed.

### **Other Travel and Accommodations**

1. Manager/Supervisor approval is required for all air/rail travel and overnight accommodations.
2. Accommodation may be used when it is the most practical and economical option (i.e., where the cost of paying for travel and travel time is greater than the cost of an overnight stay). A conference or event hotel should be used where possible.

3. When air or rail is the most practical and economical method of travel, economy class is to be booked for travelling. Baggage fees and seat selection costs will be reimbursable.

## Procedural Guidelines

The Library Board reimburses employees and board members for mileage and per diems at the same rate as that established by the City of St. Catharines.

1. When a personal vehicle is the most practical and economical method of travel, reimbursement is provided as outlined in the Mileage portion of the policy [at the automobile allowance rate set by the Canada Revenue Agency](#), and is updated whenever a new rate is announced by CRA.

The per kilometer rate of reimbursement for business use of personal vehicle is considered to be all encompassing, and no additional expenses related to the use of a personal vehicle for Library business are eligible for reimbursement.

2. Parking costs incurred when attending training, business meetings and seminars are allowable.
3. When the premium to use a toll road can be reasonably justified when travelling on Library business, the cost is eligible / reimbursable. A receipt / proof of payment is required.
4. The per diem rate is [equal to the Canada Revenue Agency \(CRA\) reasonable rate](#) and is updated whenever a new rate is announced by CRA. Rates in the USA are the same as in Canada, however, reimbursements will be made in Canadian funds. The exchange rate used in calculation of the reimbursement will be the Bank of Canada rate during the travel period.
5. All travel expenses are to be submitted, using the Library expense form, to the appropriate Manager within five (5) work days of the end of each month.

## Implementation

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