



# St. Catharines Public Library Board

## Regular Meeting

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

### AGENDA

**1. Adoption of Agenda**

1.1 Additions/Deletions to Agenda

1.2 Adoption of Agenda

Motion

**2. Chair's Remarks**

**3. Declarations of Interest**

**4. Adoption of Minutes**

4.1 Regular Meeting – November 17, 2022 (attachment)

Motion

**5. Monthly Updates (verbal)**

5.1 St. Catharines City Council

5.2 CEO Update – K. Su

**6. Consent Reports (attachments)**

Motion

6.1 Correspondence

6.2 CEO Report – K. Su

6.3 Department Reports – November 2022

6.3(a) Customer Service – J. Spera

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

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

6.3(d) Programming & Promotions – G. Howes, S. Walker, & M. Broere

6.4 Finance Reports – K. Smith Curtis

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

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

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

- 6.5 Financial System Update – K. Smith Curtis
- 6.6 Quarterly Progress Update on 2022 Work Plan (4<sup>th</sup> Quarter) – K. Su

**7. Discussion Reports (attachments)**

- 7.1 Policy & Program (P-01) Workplace Violence – L. Dobson Motion
- 7.2 Policy & Program (P-02) Workplace Harassment – L. Dobson Motion
- 7.3 Policy & Program (P-03) Sexual Harassment – L. Dobson Motion
- 7.4 Policy (G-13) Occupational Health and Safety – L. Dobson Motion

**8. In-Camera Session**

- 8.1 In-Camera Agenda (attachment)
  - 8.1(a) Additions/Deletions to In-Camera Agenda
  - 8.1(b) Adoption of In-Camera Agenda Motion
- 8.2 Motion to Move In-Camera Motion
- 8.3 Adoption of In-Camera Minutes
  - 8.3(a) In-Camera Session – November 17, 2022 (attachment) Motion
- 8.4 In-Camera Consent Reports (attachments) Motion
  - 8.4(a) Staffing (January Update) – L. Dobson
  - 8.4(b) Human Resources Matter – L. Dobson
- 8.5 In-Camera Discussion Report (attachment will be sent to Board by Chair)
  - 8.5(a) CEO Evaluation – 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**

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



# St. Catharines Public Library Board

## Regular Meeting Minutes

Thursday, November 17, 2022, 6:00 pm  
Mills Room, Central Library & Microsoft Teams

**Present:** J. Coles (Chair) H. Findlay  
V. De Luca L. Littleton (left at 7:30 pm)  
K. Dilorio L. McDonald  
S. Dimick (Vice-Chair) Councillor B. Williamson

**Absent:** F. Sheikh

**Staff:** D. Bott K. Smith Curtis  
N. Bryans (Recording Secretary) J. Spera  
H. Jones K. Su (Secretary)  
H. Wellock

The Chair called the meeting to order at 6:02 pm.

### 1. Adoption of Agenda

1.1 Additions/Deletions to Agenda  
None

1.2 Adoption of Agenda

**MOTION: 2022-126** THAT the Agenda be adopted.  
**MOVED BY:** L. McDonald  
**SECONDED BY:** L. Littleton  
**MOTION CARRIED.**

### 2. Chair's Remarks

The Chair reported that on November 16, 2022, the Library attended a Council meeting to present the Orientation and 2023 Budget and that it went well. Council comments expressed appreciation for the work that the Library does.

The Chair thanked staff for updating the policies on the Library Board's SharePoint site. She reminded Board members to fill-in the Board Legacy Document.

The Chair announced that it was L. Littleton's last Board meeting as a City Council Representative and she thanked her for her term of service. She also thanked Councillor B. Williamson for his term of service. Council will appoint two Council Representatives to the Library Board soon.

### 3. Declarations of Interest

There were no declarations of interest.

### 4. Adoption of Minutes

#### 4.1 Regular Meeting – October 20, 2022

**MOTION: 2022-127** THAT the Regular Minutes of October 20, 2022 be adopted.

**MOVED BY:** K. Dilorio

**SECONDED BY:** V. De Luca

**MOTION CARRIED.**

### 5. Monthly Updates

#### 5.1 St. Catharines City Council

Councillor B. Williamson thanked Lori Littleton for her work as a Councillor on the Board. New Council met last night with positive responses to the proposed 2023 Operating budget.

#### 5.2 OLS Update – J. Coles

None

#### 5.3 CEO Update – K. Su

OLA Super Conference, hybrid style, is Feb 1-4, 2023. Board members are welcome to attend. Three SCPL staff members will present at the conference about On-boarding experiences. The CEO will keep the Board updated with more information to follow.

The CEO attended the second in-person CULC conference since the COVID-19 pandemic. It was in Halifax on November 7 & 8, 2022. He shared with the Board the following topics presented there:

- Safety and Security – common issue amongst public libraries in metropolitan centres, some libraries hire their own security staff which has some benefits such as customer service standards, while others work with the City or use a security company,

- Programs to engage seniors – while libraries offer tech help, computer classes to seniors, seniors can also instruct, share experiences, volunteer,
- Staff Recruitment & Retention – difficulties to competing with private sector include lower wages & public facing customer service with challenging customers,
- Staffing Challenge – caused by recruitment & retention reasons above and sick time, may result in temporarily closing branches for some libraries,
- Municipal Election Information – e.g. TPL launched an election website in the summer before the Oct 24 election, funded by TPL foundation, a panel of professionals identified 5 priorities, sent to all candidates to answer, hired third party company to make the responses available to the public, SCPL will share this information with the City Clerk's office.

5.4 Department Update – Innovation, Collections and Technical Service – H. Wellock  
The Digitization Technician staff member provided a verbal update of the digitization of SCPL's scrapbook collection due to their age and condition. The Board thanked staff for their presentation.

## 6. Consent Reports

- 6.1 Correspondence (none)
- 6.2 CEO Report – K. Su
- 6.3 Department Reports – October 2022
  - 6.3(a) Customer Service – J. Spera
  - 6.3(b) Facilities and Health & Safety – K. Smith Curtis
  - 6.3(c) Innovation, Collections, & Technology – D. Bott
  - 6.3(d) Programming & Promotions – R. Di Marcantonio
- 6.4 Service Hours Survey Feedback – G. Howes

**MOTION: 2022-128** THAT the Consent Reports be received as circulated.  
**MOVED BY:** L. McDonald  
**SECONDED BY:** L. Littleton  
**MOTION CARRIED.**

## 7. Discussion Reports

- 7.1 2023 Annual Work Plan – K. Su  
The Board received the 2023 Annual Work Plan. This becomes SCPL's 'to do' list for next year and is a benchmark for the CEO evaluation. The Chair requested that each department review the style of the Customer Service section to revise their goals to standardize style and make the plan more readable. The Board requested that the Plan indicate projects that overlap from the previous year.

**MOTION: 2022-129** THAT the Board approve the 2023 Annual Work Plan as amended.  
**MOVED BY:** V. De Luca  
**SECONDED BY:** H. Findlay  
**MOTION CARRIED.**

7.2 Port Dalhousie Branch Increased Hours Service Model – J. Spera and H. Jones  
The Board received the Port Dalhousie Branch Increased Hours Service Mode pilot recommendation. J. Spera provided an overview and the Board discussed this new initiative:

- Response to community demand to increase the branch service hours,
- Impressive use of technology to reach an underserved neighbourhood,
- Customers may want to stay in the Port branch after hours, establish how to solve issue,
- Staffed Hours of work 10-3, Extended Hours monitored by Central staff while Central is open,
- Share communication specifics with the Board to advocate with the community, suggest a promotion mailer for Port Dalhousie area,
- Promotion could include the lockers and kiosk machines at Seymour-Hannah Arena,
- May provide new community networking & partnership opportunities,
- Establish criteria for evaluation of the project at the launch,
- If successful, service model may be offered in other SCPL locations.

**MOTION: 2022-130** THAT the Board approves an Increased Hours Service Model Pilot at the Port Dalhousie Branch based on the criteria established in this report.

THAT the Board approves the revised hours of operation at the Port Dalhousie Branch for the Pilot period.

THAT the Board direct staff to develop success criteria for the evaluation of this pilot project.

THAT the Board commits to ensuring this model is not used to reduce staffing at branches.

**MOVED BY:** L. McDonald  
**SECONDED BY:** Councillor B. Williamson  
**MOTION CARRIED.**

## 8. In-Camera Session

### 8.1 In-Camera Agenda

#### 8.1(a) Additions/Deletions to In-Camera Agenda

Item 8.4(a) Staffing (November Update) pulled from Consent Reports to Discussion Reports Item 8.5(a).

#### 8.1(b) Adoption of In-Camera Agenda

**MOTION: 2022-131** THAT the In-Camera Agenda be adopted as amended.

**MOVED BY:** L. McDonald

**SECONDED BY:** S. Dimick  
**MOTION CARRIED.**

8.2 Motion to Move In-Camera

**MOTION: 2022-132** THAT the Regular Meeting move to In-Camera Session.  
**MOVED BY:** L. Littleton  
**SECONDED BY:** L. McDonald  
**MOTION CARRIED.**

The meeting moved to In-Camera Session at 7:15 pm.

8.3 Adoption of In-Camera Minutes

8.3(a) In-Camera Session – October 20, 2022

**MOTION: 2022-133** THAT the In-Camera Minutes of October 20, 2022 be adopted.  
**MOVED BY:** L. McDonald  
**SECONDED BY:** S. Dimick  
**MOTION CARRIED.**

8.4 In-Camera Consent Reports

8.4(a) Staffing (November Update) – L. Dobson  
Item pulled from Consent Reports to Discussion Reports.

8.5 In-Camera Discussion Reports

8.5(a) Staffing (November Update) – L. Dobson  
The Board discussed the Staffing report.

**MOTION: 2022-134** THAT the In-Camera Staffing (November Update) report be received as circulated.  
**MOVED BY:** S. Dimick  
**SECONDED BY:** H. Findlay  
**MOTION CARRIED.**

Lori Littleton left the meeting at 7:30 pm.

8.6 Return to Open Session

**MOTION: 2022-135** THAT the In-Camera Session return to Open Session.  
**MOVED BY:** V. De Luca  
**SECONDED BY:** K. Dilorio  
**MOTION CARRIED.**

The Meeting returned to Open Session at 7:39 pm.

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

**MOTION: 2022-136** THAT the Board adopt any Motions arising from the In-Camera Session.  
**MOVED BY:** S. Dimick  
**SECONDED BY:** L. McDonald  
**MOTION CARRIED.**

**10. Motion to Adjourn**

**MOTION: 2022-137** THAT the Regular Meeting be adjourned.  
**MOVED BY:** K. Dilorio  
**SECONDED BY:** N/A  
**MOTION CARRIED.**

The Regular Meeting adjourned at 7:39 pm.

**11. Next Meeting / Upcoming Events**

Regular Board Meeting – Thursday, January 19, 2023, at 6:00 pm, Mills Room, Central Library & Microsoft Teams

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Chair

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Secretary



## Consent Reports

### Recommendation

THAT the Consent Reports be received as circulated.

- |   |        |
|---|--------|
| <b>6. Consent Reports (attachments)</b>   | Motion |
| 6.1 Correspondence  |        |
| 6.2 CEO Report – K. Su  |        |
| 6.3 Department Reports – November 2022  |        |
| 6.3(a) Customer Service – J. Spera  |        |
| 6.3(b) Facilities and Health & Safety – K. Smith Curtis                           |        |
| 6.3(c) Innovation, Collections, and Technology – D. Bott                          |        |
| 6.3(d) Programming & Promotions – G. Howes, S. Walker, & M. Broere                |        |
| 6.4 Finance Reports – K. Smith Curtis   |        |
| 6.4(a) 2022 Operating Budget Statement at December 31, 2022                       |        |
| 6.4(b) Endowment & Trust Statement at December 31, 2022                           |        |
| 6.4(c) Short-Term Investments Statement at December 31, 2022                      |        |
| 6.5 Financial System Update – K. Smith Curtis                                     |        |
| 6.6 Quarterly Progress Update on 2022 Work Plan (4 <sup>th</sup> Quarter) – K. Su |        |

## Correspondence

(as of January 13, 2023)

## For Information

### **Received**

Thank you note from K. Smith Curtis for sympathy arrangement sent to her.

### **Sent**

SCPL letter requesting funding payments from the City of St. Catharines.



To Friends at SCLL,

Thank you for the beautiful  
flowers sent at the time of  
my father's passing. They were  
beautiful & very thoughtful.

Loren, Tim, Carole  
& Family

NOV 22 2022 



January 10, 2023

City of St. Catharines  
50 Church Street  
P.O. Box 3012  
St. Catharines, ON  
L2R 7C2

**ATTENTION: Ms. K. Douglas, Director, Financial Management Services, City Treasurer**

On behalf of The St. Catharines Public Library Board, I hereby request from the City of St. Catharines, an advance from the 2023 tax levy in the amounts listed below on the dates indicated:

January 19, 2023	\$515,000
February 16, 2023	\$515,000
March 16, 2023	\$515,000
April 20, 2023	\$515,000
May 18, 2023	\$515,000
June 15, 2023	\$515,000
July 20, 2023	\$515,000
August 17, 2023	\$515,000
September 21, 2023	\$515,000
October 19, 2023	\$515,000
November 16, 2023	\$515,000
December 21, 2023	final payment

Thank you for your co-operation in this matter.

Yours truly,

A handwritten signature in black ink, appearing to read 'Karen Smith Curtis', is written over a light blue circular background.

Karen Smith Curtis  
Business and Facilities Administrator

cc: S. Smith, Assistant Business Administrator  
A. Smith, Administrative Manager

## CEO Report

**submitted by Ken Su, CEO (November & December 2022)**

### For Information

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

The Employer continues to wait for updates from the City as well as the Union. The Union is getting a new National Rep so no meeting date and location have been determined at the moment.

#### **Central Library Renovation**

Library Staff attended the Council Meeting on December 12, 2022 re: the 2023 City Capital Budget. City Council unanimously approved the proposed capital budget and the motion related to the Library is *"and That the Central Branch Library Renovation project's construction phase approved as part of the 2023 Capital Budget be contingent upon approval of grant funding from the Federal Government"*. Library staff are currently working with City Staff to apply for the Green and Inclusive Community Buildings Grant. The deadline for the grant is February 28, 2023.

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

The Niagara Library CEOs met on December 9, 2022 and have decided to host an OnBoard Training workshop on Saturday, April 22, 2023 at Meridian Community Centre in Fonthill for all newly appointed Library Board Members in Niagara Region. The training topics will include: Library Finances, Strategic Planning, Library Advocacy, Diversity, Equity and Inclusion, and a panel discussion focusing on issues and challenges that public libraries are facing. Additional information will be provided to Board Members once they become available and registration will most likely to open in March 2023.

#### **Library Board Recruitment**

The City Clerk's Office has requested some information in December 2022 from the Library, such as board meeting location, dates and times, and the Board's Succession Planning policy. Staff anticipate that the City Clerk's Office will soon start to recruit library Board Members. Details will be provided to the Board once they become available.

## Customer Service

**submitted by Joanna Spera, Manager Customer Service (November & December 2022)**

All data provided is for November and December 2022 comparing to the same month in 2021. The library continues at full operations.

	<b>November 2022</b>	<b>% change from 2021</b>	<b>December 2022</b>	<b>% change from 2021</b>
<b>Gate Count</b>	23,685	17,442 (+36%)	22,950	16,449 (+28%)
<b>Membership</b>	491	339 (+44%)	340	285 (+19%)
<b>Holds Placed</b>	11,420	11,167 (+2%)	9817	9882 (-1%)
<b>Questions</b>	5178	5726 (-9%)	4731	6002 (-21%)

### Gate Count

Our gate count system-wide continues to trend upwards, with an increase over November and December 2021. Gate count for Sunday service at the Dr. Huq Branch continues to grow each week as we move further into the season. Year to date gate count is trending 38% lower than the pre-pandemic 2019.

### Membership

New membership continues to trend upwards each month, and it is up by 38% year to date over pre-pandemic 2019. The availability of the online membership application, and an increased focus on class visits and community outreach are contributing to this positive growth.

### Holds Placed

The number of holds placed were up 2% over November 2021 and down 3% over December 2021. Year to day the holds are down only 3% over 2019 numbers. The holds system continues to be an integral library service for customers across the city.

### **Training Highlights**

SCPL's mentorship program grew again in the last couple months with another three volunteers from full-time staff being matched with new employees. Feedback from mentors and mentees has been very positive, and we look forward to the continued expansion of the program.

### **Food For Fines**

SCPL's annual Food for Fines campaign supporting Community Care ran from November 1<sup>st</sup> – 30<sup>th</sup>. Customers were invited to donate non-perishable food items, personal hygiene products and baby diapers. Up to \$5.00 in fines was waived for each item donated to the Community Care bins. 2022 was our most successful year to date, with 107 customers participating, and \$916.99 waived.

### **Seymour Hannah**

The holds locker and book kiosk material checkouts at Seymour Hannah surpassed the pre-pandemic 2019 year to date by 27%.

## Facilities and Health & Safety

submitted by Karen Smith Curtis, Business Administrator (November & December 2022)

### Facilities

Installation of 5 out of 6 roof-top units occurred in late October 2022. The installation went well and was essentially complete by October 28<sup>th</sup>. Some communications challenges have since been experienced in the HVAC monitoring system but a solution has been identified that will be implemented in early February, 2023. Additionally, the reason for some intermittent outages in the new units has been identified and a solution is currently being tested.

The remainder of the equipment has been received by E.S. Fox and was brought to the Library on January 9, 2023. All equipment is in place and the installation will continue during the week and is expected to be complete by January 13, 2023. When this is complete, this massive project, started in early 2021 will be finished.

Other smaller enhancements have been completed by the Facilities team including:

- added new movement sensors to two doors to enhance accessibility
- painted the gaming room space
- removed plexi-glass to enhance customer service
- with Henley trophies gone, removed trophy cabinet, repaired and painted walls

The Library is assisting Niagara Assertive Street Outreach by providing a meeting room in the Library free of charge. The room has been outfitted with a desk, table, chairs and signage supplied by SCPL. Gateway of Niagara is providing the technology and most importantly, counsellors to assist those who are experiencing homelessness with needed services.

### Health & Safety

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

Location	Date	Results	Update
Annual Inspections			
Central	Aug 5, 2022	Audio book shelves - narrow aisle.	Include in renovation plans.
Regular Inspections			
Merritt	Nov 18/22	Nothing to report.	N/A
Central - Basement	Nov 18/22	Nothing to report.	N/A
Dr. Huq	Nov 22/22	Nothing to report.	N/A
Port	Nov 22/22	Nothing to report.	N/A
Port	Dec 8/22	Nothing to report.	N/A



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<b>Location</b>	<b>Date</b>	<b>Results</b>	<b>Update</b>
Regular Inspections (continued)			
Dr. Huq	Dec 12/22	Nothing to report.	N/A
Central – 1 <sup>st</sup> Floor	Dec 16/22	Nothing to report.	N/A
Merritt	Dec 21/22	Nothing to report.	N/A

A meeting of the Joint Health & Safety Committee was held on December 15, 2022. Topics included on the agenda were:

- Merritt accessibility ramp
- Review of monthly inspection reports
- 2023 meeting schedule
- 2023 inspection schedule

## Innovation, Collections & Technology

**submitted by David Bott, Manager Innovation, Collections & Technology (November & December 2022)**

### **Physical Circulation**

There was a decrease in physical circulation statistics from November to December 2022 of 14%. However, at the same time last year there was an approximate decline of 17% from November to December 2021. There was in contrast an increase in digital circulation.

### **Digital Circulation**

Digital circulation increased by 10% from November to December 2022.

### **Gaming Room**

The Niagara Community Foundation grant application in support of the Gaming Room was successful. New equipment for the room has been ordered. The room is being prepared and painted with a goal of installation at the end of February 2023.

### **Digital Collections – Hoopla and cloudLibrary**

In January 2023, we will be returning to 8 monthly borrows on Hoopla. The Library had temporarily increased borrows from 8 to 10 during the early stages of the pandemic, when we were closed to in-person visits.

At the same time, we will be increasing the number of cloudLibrary checkouts and holds from 5 to 8 in order to keep up with demand for digital content from our customers.

### **Library of Things**

12 Ontario Parks Passes for 2023 have been received and will be ready for January 2023. This ongoing partnership with Ontario Parks allows customers unlimited day-use to over 100 provincial parks.

## Programming and Promotions

submitted by Grace Howes, Communications Specialist and Sam Walker & Melissa Broere, Programming and Outreach Librarians (November & December 2022)

### For Information

#### Programming Highlights

In November, the Dr. Huq Family Library Branch hosted DINOvember, a pilot drop-in program for children and families to explore games, crafts, and activities anytime during the PD Day. It was very successful, with 95 people attending throughout the day. December programs focused on providing holiday iterations of SCPL's early literacy programs, including Holiday Babies and Preschool Holiday Storytime. Multiple storytimes were provided at each branch, including a special Holiday Storytime with Bellabot that highlighted the robots SCPL received in 2022.

November also included the relaunch and rebranded of the 1000 Books Before Kindergarten reading program. This program is available year-round and includes providing starter book bundles for newly registered participants along with early literacy tips. This reading program had 32 new registrants in November and 17 new registrants in December 2022, for a total of 49 registrants to close out the year.

#### Group Visits to a Library Branch:

Ferndale, Grade 4	Merritt	75 people (3 visits)
Ferndale, Grade 5	Merritt	55 people (3 visits)
Ferndale, Grade 4/5	Merritt	27 people
Assumption, Grades 4,5,6	Central	51 people
EarlyON	Central	30 people (2 visits)
EarlyON	Dr. Huq	15 people
Gracefield, Grade 3/4	Port	23 people

#### SCPL Visits to Schools and Organizations:

Heatherwood Retirement Home	12 people
Applewood, Kindergarten	177 people (9 visits)
Gracefield, Grade 3/4	22 people
Burleigh Hill, K-3	89 people (6 visits)
E.I. McCulley, Kindergarten, Grades 4-8	150 people

#### Promotions Highlights

In November and December, promotions have focused on preparing communication plans for upcoming initiatives including the new library card expiry process, fine

freedom launch, and Increased Hours at the Port Dalhousie Branch. Additionally, all promotion of the Winter Reading Challenge was prepared in December.

December promotion for the Winter Reading Challenge resulted in 70 registrations within the first few days of the program.

**November 13** St. Catharines Standard Photos: Making tutus at St. Catharines library

**November 14** CKTB Musical Instruments are now offered at SCPL

**November 14** I Heart Radio - CKTB News Article: St. Catharines library will have musical instruments available to borrow starting tomorrow

**November 30** CKTB Changes to card limits, holiday book recommendations

**December 24** Niagara This Week 5 books to read over the winter break

## Operating Budget Statement at December 31, 2022

submitted by Karen Smith Curtis, Business Administrator

### For Information

Entries to Jan 10/23

	YTD DECEMBER 31, 2022				
	Actual	Budget	%	Forecast	%
<b>REVENUE</b>					
City Contribution (1)	\$ 5,876,428	\$ 5,876,428	100.0	\$ 5,876,428	100.0
Miscellaneous (2)	402,545	323,746	124.3	359,144	112.1
Total	<u>6,278,973</u>	<u>6,200,174</u>	101.3	<u>6,235,572</u>	100.7
<b>EXPENDITURES</b>					
Salaries & Benefits (3)	4,232,386	4,330,079	97.7	4,275,693	99.0
Library Materials (4)	815,661	845,000	96.5	845,000	96.5
Occupancy (5)	506,845	541,801	93.5	553,625	91.6
Supplies & Services (6)	319,464	363,158	88.0	389,016	82.1
Capital Costs (7)	161,087	120,136	134.1	187,637	85.9
Total	<u>6,035,443</u>	<u>6,200,174</u>	97.3	<u>6,250,971</u>	96.6
<b>UNEXPENDED BALANCE (8)</b>	<u>\$ 243,530</u>	<u>\$ -</u>		<u>\$ -</u>	

#### NOTES:

This report was prepared with financial data received and processed to January 10, 2023. With a year end date of December 31, 2022, further adjustments will be made as more information is received and analyzed.

#### REVENUE

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

(2) Miscellaneous Revenues are 24.3% above budget at December 2022. Higher interest rates increased interest income to 25.8% over budget at year end. Partially offsetting interest income are rentals that ended the year at only 60.3% of budget. The Operating Grant from the Provincial government was received in the 4th quarter.

#### EXPENDITURES

(3) The pandemic restrictions early in 2022 had a positive impact on Salaries & Benefits. Retirements and vacancies added to the under spending. The Library's 2022 budget had significant risk in Salaries & Benefits which was eliminated through effective management of human resources. A positive outcome to benefits renewal also contributed to closing the gap. At the end of the year, Salaries & Benefits are were 2.3% below budget.

(4) Materials ended 2023 at 3.5% below budget. The most significant impact, at 11.4% below budget, was in non-fiction print books where significant shipment issues were experienced with one vendor. These purchases were moved to another vendor late in 2023 but the full budget could not be used. Offsetting the underspending in non-fiction books is Hoopla which was 7.8% over budget. The number of allowable monthly check-outs on Hoopla has been reduced from 10 to 8 effective in January to mitigate this expense in 2023.

(5) Occupancy ended 2022 6.5% below budget. Utilities are 8.5% lower due to usage but delays in the HVAC replacement resulted in higher ongoing maintenance costs earlier in 2022. Utilities are an area where year end entries are still expected and this cost may increase slightly lowering the variance.

(6) The Supplies & Services budget was 12.0% below budget at the end of 2022. Higher promotional costs related to the roll-out of the new brand were experienced while increased professional fees were not realized due to delays in bargaining.

(7) Investments were made in headsets, IT equipment and a scanner to enhance customer service in alignment with the strategic objectives. All other Operating Capital items are on budget.

#### **UNEXPENDED BALANCE**

(8) At the end of 2022, lower than budgeted Salaries and a positive outcome to the annual benefits renewal has eliminated the risk built into the budget. 2022 ended with a budget surplus of 3.9% resulting from higher interest revenues, lower Salaries & Benefits, lower book purchasing and cautious spending in other categories.

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

submitted by Karen Smith Curtis, Business Administrator

### For Information

#### Income/Expenditures

Opening Balance	\$	1,550,486
Donations		78,111
Interest		31,892
TOTAL INCOME	\$	<u>1,660,489</u>
Less Expenditures	(	- )
NET REVENUE	\$	<u><u>1,660,489</u></u>

#### Current Assets

Cash	\$	157,476
GIC's		1,481,461
Receivables		21,552
TOTAL CURRENT ASSETS	\$	<u>1,660,489</u>
Less Current Liabilities	(	- )
NET ASSETS	\$	<u><u>1,660,489</u></u>

Encumbered Amount	\$	241,550
Unencumbered Amount		1,418,939
TOTAL	\$	<u><u>1,660,489</u></u>

## Short-Term Investments Statement at December 31, 2022

submitted by Karen Smith Curtis, Business Administrator

### For Information

Broker	Due	Yield	Market Value
The Canada Trust Company	Mar 16, 2023	3.90%	\$383,268
TD Bank	Mar 16, 2023	3.90%	\$153,693
TD Bank	Mar 16, 2023	3.90%	\$252,183
B2B Bank	Apr 11, 2023	2.38%	\$100,000
HSBC Bank Canada	Apr 11, 2023	2.30%	\$50,000
Bank of Nova Scotia Trust Com	Aug 2, 2023	4.15%	\$100,000
National Trust Company	Aug 2, 2023	4.15%	\$100,000
Scotia Mortgage Corporation	Aug 2, 2023	4.15%	\$102,500
Bank of Nova Scotia	Aug 15, 2023	4.15%	\$92,000
Concerta Bank	Aug 15, 2023	4.16%	\$100,000
Equitable Bank	Aug 15, 2023	4.15%	\$100,000
General Bank	Aug 15, 2023	4.15%	\$100,000
Montreal Trust	Aug 15, 2023	4.15%	\$100,000



## Financial System Update

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

### For Information

#### Background

In May 2022, the City informed the Library that the current financial system platform, Vailtech was becoming unstable. This had mainly been experienced in the Payroll module and as such, had not affected the Library due to the ADP implementation.

Due to the risk, the City made the decision to transition the general ledger and accounts payable to PeopleSoft operated by the Region of Niagara for January 1, 2024. Vailtech will then be de-commissioned in later 2024. The tax and utility invoicing is being transitioned to a platform called Central Square.

Various options for the Library were investigated and SCPL selected Sage 300. Implementation services are being provided by Baass Business Solutions Inc.

#### Update

The project started at the end of September, 2022 with a planned "go-live" for January 1, 2023. The Library's goal is to be on the new platform well ahead of the City's transition to avoid any issues and to streamline the City's implementation.

The vendor list has been rationalized from approximately 2,000 vendors to about 250 vendors. SCPL is implementing electronic funds transfers so the number of cheques being produced will be significantly lower after the Implementation. The chart-of-accounts has been reduced from about 1,100 accounts to just over 200 accounts. In addition, the account code has been reduced from 7 numbers and 2 decimals (9 key strokes per account) to 4 numbers with a possible 2-digit segment for some (4 key strokes for most accounts and maximum 7 key strokes for a few).

At this time, the Administration team is completing end-user testing and training on the new system.

#### Next Steps

It is expected that processing in Sage will commence in mid-January 2023 and that the January 2023 month-end will be completed in Sage. A retention strategy for older general ledger data needs to be developed in conjunction with the City as only 2022 financial data is being moved to Sage. The current Vailtech platform will be decommissioned for Library use after closing the 2022 year-end and after the strategy is developed for legacy general ledger data. The project is expected to be complete by June 30, 2023.

## Quarterly Progress Update on 2022 Work Plan (4<sup>th</sup> Q)

**submitted by Ken Su, CEO (October to December 2022)**

### For Information

The purpose of this report is to update the Library Board on the status of some tasks identified in the 2022 Work Plan. The content of the report will change from quarter to quarter as new tasks start, progresses are made, and tasks are completed. This report is not meant to be a complete description of the work performed by Library staff during that quarter, instead, it highlights some particular tasks that are worth noting and relevant to the Library's core services.

### Background

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

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

Based on the Strategic Plan, staff developed a 2022 Work Plan in summer 2021, presented to the Board in September 2021, and the Board formerly approved it in January 2022.

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

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. This report demonstrates staff's commitment to accountability and willingness to keep the Library Board informed on a quarterly basis.

### Highlights of the fourth quarter in 2022

The Library primarily focused on reconnecting with the public and our staff, and introducing innovative and responsive ways to serve our customers. It has been several years since the beginning of COVID for us to interact with each other in person and the Library identified the changing needs of the community and responded to them

promptly. Staff revised the Circulation Policy to introduce *Fine Freedom for All* and purchased toys for children to play at each branch location.

Staff were also able to complete tasks listed below:

- Presented 2023 Operating and Capital budgets to City Council
- Organized the Library's first Staff Development Day
- Investigated and started to implement a new General Ledger system – Sage 300
- Completed Phase 1 of the Central Renovation Project and presented a report to the Board
- Introduced a new performance evaluation program to managers
- All union positions have been evaluated and the results have been shared with staff
- Recruited a student from York University to develop a Diversity, Equity and Inclusion framework for the Library
- Introduced customer feedback form
- Created two study rooms for customers to use
- Ordered and received equipment for Open+ extended hour service at Port
- Completed a Library Card Month Campaign
- Officially launched the Library's first e-newsletter that will be issued on a monthly basis.

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

## 2022 SCPL Departmental Work Plan - Quarterly Update

- Update: December 31, 2022 - K. Su
- Strategic Goal 1: Embrace Innovation, creativity, and boldness in everything we do**
- Strategic Goal 2: Build a recognized and valued brand**
- Strategic Goal 3: Foster more community connections**
- Strategic Goal 4: Be a library for all**
- Strategic Goal 5: Transform as we evolve**

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

Department: Administration and Facilities						Q4 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	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	2022 and ongoing		Was able to maintain ongoing connection, but hope to have more regularly scheduled meetings.	
		Plan meetings with City Finance staff 3 times a year, plan meetings with City EFES staff 3 times a year	Business Administrator	2022 and ongoing		Regular schedule not established. Meetings were arranged on an as needed basis. Launch a regular schedule in 2023. Some City contacts need to be re-established.	
#1, #5	Further improve internal communication	Organize 4 staff meetings a year, fully utilize the Intranet to post announcements, attend department meetings at least once a year per department	CEO	2022 and ongoing		Conducted 3 staff meetings and organized a staff development day, but was unable to attend department meetings.	
#1, #5	Enhance relationship with the Board	Support Board initiatives, keep the Board appraised, solicit feedback from the Board quarterly, communicate with the Chair before each board meeting, offer training/education opportunities to the Board when available	CEO, Executive Assistant	2022 and ongoing		Regularly communicate with the Board, particularly the Chair of the Board, responded to the Board promptly, and have offered training opportunities to the Board	

#5	Develop risk management tool	Draft Risk Management policy, create risk universe, risk map and measurement tool	CEO, Business Administrator, Managers, Librarians		Scheduled for Board review in 2023. Work to proceed after policy approval.
		- Policy		June 2022	
		- Universe & Map		Sept. 2022	
		- Measurement tool		Dec. 2022	
#5	New G/L, A/P and EFT solution implementation	Perform necessary procurement activities, initiate project, plan implementation	Business Administrator	Dec 2022	Investigation and procurement completed. Sage 300 selected. Implementation is progressing with key milestone in mid-November. Training dates and end user testing underway. End date for project will be Q2, 2023 after 2022 year-end audit and close.
#2	Continue to explore alternate revenue streams	Continue to advocate for funding comparable to peer libraries	CEO, Business Administrator	Ongoing	Ongoing discussions required - increment requested as part of 2023 Operating budget. CEWS funding will remain an issue for further 1 - 2 years. Grant and other funds being investigated for Central renovation.
#1, #2, #4, #5	Provide new and enhanced spaces, improve and upgrade functionality of existing spaces, and provide inclusive, barrier-free and welcoming spaces	Library Led	CEO, Business Administrator, Manager Facilities		Enhancements completed where possible. Smaller changes have transformed the Merritt Branch to a community hub. Paint and minor tweaks at Central have seen many more children enjoying the space. Henley trophies rehomed to Henley Island.

		Replace HVAC (a) Prepare technical specifications (b) Issue tender and award (c) Plan project work and execute		June 2022		Installation underway. Investigation of rate of flow of natural gas is underway. Remaining equipment to be installed in Jan/23 as weather permits.
		Cosmetic repair in the library and relocate shelves, furniture, and work space when needed		Ongoing		Furniture and equipment relocated as needed.
#1, #4, #5	Re-evaluate how space is used on our library	Plan Central renovations and obtain City buy-in/support, prepare issue and award tenders for initial conceptual design as well as detailed project plan, project will be carried out in phases	CEO, Business Administrator, Manager Facilities	Dec. 2022		Report complete. Board adopted Phase 1 report at October Board meeting. Included in Council presentation on Nov 16/22. Approved as part of City capital budget contingent on government funding approval. Analysis of government funding in progress.
		- Additional Phases		2023 and beyond		Phase 2 to be launched after budget approval and funding confirmation.
		- Plan project work and execute				
#5	Provide new and enhanced spaces	Work with City to develop ideal location for Merritt Branch	CEO, Business Administrator, City stakeholders	Sept. 2022		City resourcing needed. Two planned meetings with City cancelled. Re-initiate in January 2023.
#5	Develop and implement a Performance Evaluation Program	Evaluate work performance, support and coach staff to grow in their current role and advance their career.	CEO, HR Consultant	Jun-22		Introduced new Grow Program to Managers for implementation in February/23. Will be a conversation with staff on a quarterly basis to discuss their progress and an opportunity for Managers to coach.

#5	Job evaluation for the Union	Work with the Union to evaluate union positions and perform pay equity evaluation	CEO, HR consultant				All union jobs have been evaluated and results shared with staff. Appeal process review at end of January/23. Pay Equity analysis will be completed in February/23.
#5	Develop a Succession Plan	Develop and implement a Succession Plan, focus on developing staff for future roles and to minimize risks of information loss when long-term employees leave the Library	CEO, HR Consultant	Sept. 2022			The succession plan will be rolled out to staff Q2 after the performane coaching program has launched.
<b>Department: Collections and ILS</b>							<b>Q4 Update</b>
<b>Strategic Goal</b>	<b>Annual Objective / Action Item</b>	<b>SMART Goals and outcomes</b>	<b>Key Players</b>	<b>Timelines</b>		<b>Status</b>	<b>Explanation</b>
#1, #3, #4, #5	Gaming Lab	Renovate LRC to create Gaming Lab	ICT, Programming and Promotions, Customer Service, Facilities			Ongoing	March launch
		- Apply for Niagara Community Foundation Grant	ICT			✓ Completed	Received \$9,920 Grant
		- Renovate and paint lab	Facilities			✓ Completed	
		- Purchase PCs and gaming consoles	ICT			✓ Completed	
		- Install and configure Steam Server	IT			In process	
#1, #5	New Digitization Scanner	Continue to digitize various materials for preservation and online access	ICT, Digitization Technician	Nov-22		✓ Completed	Installed and configured
<b>Department: Customer Services</b>							<b>Q4 Update</b>
<b>Strategic Goal</b>	<b>Annual Objective / Action Item</b>	<b>SMART Goals and outcomes</b>	<b>Key Players</b>	<b>Timelines</b>		<b>Status</b>	<b>Explanation</b>
#2, #4, #5	Various trainings to staff and customers to create a customer centric culture	Offer Diversity, Equity and Inclusion training, indigenous Education Develop training on social challenges and issues	Manager of Customer Service, Training Librarian, Customer Service Technician	Dec 2022 and ongoing			DEI student intern from York U now in place; developing DEI framework tool specific to SCPL to use in updating/introducing new policies and procedures
#1, #4, #5	Enhance Customer Service	Provide various training to support the Customer Service Standard, develop a discussion board to engage and develop a customer service culture, develop a new members welcome sheet/brochure	Manage of Customer Service, Training Librarian, Customer Service Technician, Communication Specialist	Dec 2022 and ongoing			Customer Service Standard "Engaging" and "Courtesy" training completed, and recordings available for incoming staff. More Customer Service Standards training planned for 2023
#2, #5	Implement a Staff Onboarding process	Create a new staff onboarding process (access training, customer service resources, etc.), investigate the possibility of integrating onboarding process with ADP	Manager of Customer Service, Training Librarian, Customer Service Technician, HR Consultant	Jun-22			Employee onboarding package updated and branded. Staff training catalogued in ADP.

#3, #4, #5	Review and update circulation policy, procedures and workflows system-wide	Review and update Circulation policy, procedure and workflow, evaluate existing fine free practice, and potentially introduce Fine Free for all	Manager of Customer Service, Training Librarian, Customer Service Technician	Dec. 2022		Revised Circulation Policy and Fine Freedom For All proposal passed by the Board in November 2022. Fine Freedom to be implemented in February 2023.
#1, #3, #4, #5	Develop a continuous feedback strategy on customer service including programs and services	Develop ongoing customer feedback surveys, investigate use of feedback boards	Manager of Customer Service, Customer Service Technician, Manager of Programming and Promotion	June 2022 and ongoing		Customer Feedback Form introduced; data routinely shared between departments via bimonthly Summary Reports. Action to be taken to address feedback compiled in Evaluation Form.
#1, #5	Investigate new technologies that improve accuracy and productivity	Investigate automating online membership registration	Manager of Customer Service, Customer Service Technician	Jun-22		Investigated this with SirsiDynix, currently this option is not available as an added service with this vendor.
#1, #4, #5	Evaluate location and signage for central collections	Increased public awareness and promotion of collections	Manager of Customer Service, Central Librarians	Mar. 2022		Signage updated with new brand. Outdated displays removed to allow for more open free space for customers. Continuing to work on this into 2023.
#1, #3, #4, #5	Develop a display schedule at Central	Scheduled displays to recognize the diversity of the community and promote library collections	Manager of Customer Service, Central Librarians	Dec. 2022	✓ Completed	Display schedule created.
#1, #4, #5	Investigate possible study/meeting areas for the public to coincide with the Central Library Renovation	Improve and increase areas for the public to study and meet	Manager of Customer Service, Business Administrator, Manager Facilities	Jun-22	✓ Completed	Two study rooms made available for customer use on second floor.
#3	Create a new and customer centric service desk		Manager of Customer Service, Business Administrator, Facilities Manager	Jun-22	✓ Completed	Customer Service desks on first and second floor repositioned to be more welcoming and accessible to customers.
#4	Return of the Book Sale a the Branches		Manager of Customer Service, Branch Staff		✓ Completed	Book Sale reintroduced at all Branches.
<b>Department: IT</b>						<b>Q4 Update</b>
<b>Strategic Goal</b>	<b>Annual Objective / Action Item</b>	<b>SMART Goals and outcomes</b>	<b>Key Players</b>	<b>Timelines</b>	<b>Status</b>	<b>Explanation</b>
#1, #5	2-way Radios for Customer Service	Allow for better inter-staff communication	IT, Customer Service		Mid-January launch	Supply chain issues caused long back-order on radios
		- Order radios and program	IT		✓ Completed	



		- Provide training and documentation	Training Librarian		✓ Completed	
#1, #3, #4, #5	Extended Access for Port	Increase service and hours of operation to be consistent with other branches using Open+	All departments		Ongoing	Launch scheduled for April 2023
		- Site visit to HPL branches using Open+	All departments	Nov. 2021	Ongoing	
		- Meet with Bibliotheca to discuss details and pricing	IT, Facilities, Admin	Mar. 2022	Ongoing	
		- Determine budget and implementation timeline for launch	All departments	Jul-22	Received	Configuration scheduled for January.
		- Weekly meetings scheduled to provide updates to key players			Ongoing	
<b>Department: Programming and Promotions</b>						
<b>Strategic Goal</b>	<b>Annual Objective / Action Item</b>	<b>SMART Goals and outcomes</b>	<b>Key Players</b>	<b>Timelines</b>		
#1, #2, #5	Advertising/membership campaign	Strategic advertising campaign to promote new brand past initial rollout and library services and programs, work with Customer Service department to integrate a membership drive	Managers, Customer Service and Programming and Promotions	Sept. 2022	✓ Completed	Library Card Month (September) campaign ran with a mailer and social media ads. 30 people identified that they signed up for a library card as a result of the mailer and 23 signed up as a result of social media.
#1, #4, #5	Create and distribute e-Newsletter	Create an e-newsletter template(s), systematically collect customer consent /emails through variety of means, ie. membership, program registration, outreach events, distribute regularly scheduled e-newsletters for all ages	Customer Service and Programming and Promotions Depts.	January 2022 and ongoing for email consent -first e-newsletter tentatively distributed March 2022	✓ Completed	The first e-newsletter was launched in October and it is emailed monthly on the 3rd month day of the month to coincide with the launch of programs.
#1,#2,#3,#4,#5	Plan 135th SCPL Library birthday party for 2023	Organize system-wide committee to plan birthday celebrations, meet monthly to plan, organize and promote birthday events and programs to take place throughout 2023 for all ages and at all locations, launch advertising/social media birthday campaign	Programming and Promotion Department, Customer Service, Central and Neighbourhood Branch staff	Dec. 2022	Major Changes, attention required	Decision made not to establish a committee. Programming Librarians will organize smaller events throughout 2023 to celebrate birthday year.
#1,#5	Inventory internal and 3 <sup>rd</sup> party software	inventory and evaluate suitability of all internal and 3rd party software and applications used for programming and promotion, connect with comparator libraries to compare software complement and use, review needs and gaps	Manager and Communications Specialist	Begin planning March 2022	No change	Recommendation made. Purchase planned for Spring 2023.

## Discussion Reports

### 7. Discussion Reports (attachments)

- |     |  |        |
|-----|--|--------|
| 7.1 | Policy & Program (P-01) Workplace Violence – L. Dobson   | Motion |
| 7.2 | Policy & Program (P-02) Workplace Harassment – L. Dobson | Motion |
| 7.3 | Policy & Program (P-03) Sexual Harassment – L. Dobson    | Motion |
| 7.4 | Policy (G-13) Occupational Health and Safety – L. Dobson | Motion |

## Policy & Program (P-01) Workplace Violence

submitted by Linda Dobson, HR Consultant (January 2023)

### Recommendation

THAT the Board approve amended Policy & Program (P-01) Workplace Violence.

### Background

The Occupational Health & Safety Act requires all employers who are subject to OHSA to have policies with respect to Workplace Violence and review them at least once a year. This policy is required to be in writing and posted in the workplace.

This policy identifies the responsibilities of Administration, the Library Board, Managers and Staff that supports a workplace that is free from workplace violence. This policy identifies a risk assessment of the workplace to be conducted on a regular basis. The last assessment was in 2010. The assessment will be done upon approval of the policy and all staff will be asked to participate. The results will be shared with the Joint Health & Safety Committee and Management Team.

### Recommendation

Staff recommends Board approval for amended Policy & Program (P-01) Workplace Violence.



# POLICY & PROGRAM

<b>Policy &amp; Program Name</b>	Workplace Violence		
<b>Section &amp; Number</b>	Personnel P-01	<b>Effective Date</b>	2010-06-17
<b>Motion Number</b>	2023-##	<b>Last Review</b>	2022-01-27
<b>Author</b>	HR Consultant	<b>Next Review</b>	2024-01

## Policy Statement

The St Catharines Public Library is committed to providing a safe and secure workplace free from actual, attempted or threatened violence. The purpose of the policy is to provide an overall framework for the prevention of violence in the workplace.

The Library will take reasonable precautions to prevent workplace violence and to protect employees, customers and visitors to our workplace. Workplace violence is a serious misconduct and will not be tolerated in any form. All reports of incidents will be taken seriously and dealt with.

Workplace violence can include domestic violence that would likely expose a worker to physical injury in the workplace.

Employees who are found to have engaged in such conduct shall be disciplined up to and including termination. Violations by visitors may result in the suspension of library privileges, issuing of Trespass notices and/or filing of criminal charges.

## Scope

This Policy applies to all individuals who work with or for the Library, volunteer for the Library, visit and/or use the Library, contractors, vendors and delivery persons.

## Definitions

Workplace violence is defined in the Ontario Health & Safety Act as:

- the exercise of physical force by a person against a worker, in a workplace, that causes or could cause physical injury to the worker,

- an attempt to exercise physical force against a worker, in a workplace, that could cause physical injury to the worker,
- a statement or behaviour that it is reasonable for a worker to interpret as a threat to exercise physical force against the worker, in a workplace, that could cause physical injury to the worker [subsection 1(1)].

Domestic violence may occur in the workplace; some indicators may be reported concerns from the targeted employee or other employees, threatening calls or unwelcome visits to the workplace.

The Library workplace means:

- wherever Library business occurs;
- Library building including the surrounding immediate perimeter including parking lots, sidewalks and driveways;
- Library vehicles;
- Off-site locations where library business occurs;
- Library sponsored functions and recreation or social events; and
- Travel for Library business

## Regulations

The [Occupational Health and Safety Act](#) (OHSA) requires all employers, who are subject to the OHSA, must prepare policies with respect to workplace violence and review them at least once a year [subsection 32.0.1(1)].

In a workplace where there are six or more regularly employed workers, the policies are required to be in writing and posted in the workplace where workers are likely to see them [subsections 32.0.1(2) and (3)].

## Responsibility

Every member of the Library staff and Board has a shared responsibility to create and support a workplace that is free from workplace violence.

Any staff member or Board member who has reason to believe that they have been treated in a manner that violates the Workplace Violence Prevention Policy or who witnesses behaviour that might contravene this Policy, has a duty to report to their supervisor, Human Resources or the CEO.

If an employer becomes aware, or ought reasonably to be aware that domestic violence would likely expose a worker or co-worker to physical injury in the workplace, the employer shall take every precaution reasonable in the circumstances for the protection of the worker. The employer must be prepared to investigate and deal with these concerns on a case by case basis.

### **Administration**

- Will take all reasonable measures to control risks identified in an assessment of risks as likely to expose a worker to physical injury and inform the Joint Health & Safety Committee of assessment results and repeat the assessment as needed;
- Will ensure the policy and prevention procedures provide immediate assistance when violence occurs or is likely to occur;
- Will provide a worker with information, including personal information, related to a risk of workplace violence from a person with a history of violent behaviour;
- Will provide training on workplace violence to all staff and Board members;
- Will communicate and review the policy and plan with all employees and ensure they are posted physically and electronically for staff to access;
- Will review the policy and plan annually;
- Will investigate all incidents or complaints of workplace violence.

### **Library Board**

- Will participate in Workplace Violence training provided by the Library;
- Will annually review the policy and plan and ensure it is implemented.

### **Managers**

- Will take all reasonable measures to prevent violence in their department and/or branch; ensuring violence is not tolerated, ignored or condoned;
- Will ensure the policy and prevention procedures are adhered to, to protect themselves and others from workplace violence;
- Will take immediate action when the safety or security of anyone is threatened by notifying security or the Police as appropriate; and alert the CEO;
- When an incident occurs or is reported, it will be reported immediately using the Workplace Violence Reporting Form (Appendix 1) and submit it to the CEO. This may be done jointly with the person involved or not.
- Will initiate investigations if the victim of violence is reluctant, embarrassed or too frightened to do so;
- Cooperate fully in an investigation and/or complaint;
- Participate in training;
- Managers experiencing violent or threatening behaviour covered by the scope of this policy will follow the Workplace Violence Process.

### **Staff**

- Employees have a duty to report workplace violence promptly in order to protect themselves and their colleagues;

- Employees who are aware of domestic violence must take every precaution to protect workers in their workplace by sharing information as needed regarding a potential risk of violence;
- Will share responsibility for ensuring the workplace is free from violence by reading, understanding and following the policy and participating in any risk assessment of the workplace;
- Participate in training provided by the Library

### **Union**

- The Union will support a safe workplace that is free from harassment or any form, and employees can have Union representation at any time.

### **No Recrimination**

The victim will be assured that there is no recrimination because of the complaint.

## **Operational Guidelines**

In the event of threatening behaviour, verbal or physical assault, the employee will:

1. Avoid any confrontation or retaliation and remove themselves and/or others from the situation, ensuring they are in a safe place
2. Call Security, Manager, Police or other staff for assistance as deemed appropriate to the situation.
3. Report the incident immediately using the Workplace Violence Reporting Form (Appendix 1).
4. Co-operate fully in any investigation
5. Keep information as confidential as possible.

### **Investigation Procedure**

Incidents of workplace violence will be investigated immediately by the Coordinator HR or designate and Department/Branch Manager. If the incident is involving one of these parties, alternates will be assigned to the investigation.

1. The complainant and the alleged offender will be informed that an investigation is being conducted.
2. The facts pertaining to the incident will be collected including;
  - Date and time of incident
  - Name of offender
  - Name of victim
  - Nature of violence
  - Witnesses to the incident
  - Statement from witnesses
  - Statement from victim

- Statement from offender
  - Statement from Manager
3. Interviews will be held with all parties as soon as possible to establish views of the incident. (it may not be possible to interview all parties involved if they are customers or visitors of the library)
  4. The incident will be documented with findings provided from all of the parties interviewed.
  5. A report with recommendations of the findings will be provided to the CEO
  6. The final decision will be made by the CEO and shared with the complainant and offender.
  7. Appeals may be submitted to the CEO.

### **Risk Assessment**

The employer is responsible for completing a risk assessment of the workplace. This will be conducted by two members of the Joint Health & Safety Committee, at least one certified member and one Management rep and one Union rep. When completing the assessment, they will consult with the Department/Branch Manager.

The Risk Assessment will identify risks and identify measures or suggest procedures to control the risks identified. The results of the assessment will be provided to the Joint Health & Safety Committee and Management Team.

### **Consequences of Workplace Violence**

Employees who have committed an act of violence will be subject to disciplinary action up to and including termination. The individual may be subject to criminal prosecution. The result of such prosecution will not have a bearing upon the St Catharines Public Library's disciplinary action.

For non-employees committing an act of violence, the St. Catharines Public Library Board may take action against the individual through the court to protect its employees and property.

### **Confidentiality**

All information shared during the course of an investigation shall be confidential and will not be disclosed to anyone other than those designated to deal with the issue or as may be required by law.

### **Trivial, Frivolous or Vexatious Complaints**

The Library will not support any complaints that are made in bad faith. Any employee involved will be considered to not support this policy and supportive of a workplace free from workplace violence and will be subject to the appropriate



discipline, up to and including dismissal. The Union will be informed of such discipline.

### **Appeal Process**

A request for appeal may be submitted if it is alleged that a serious breach of procedural fairness occurred in the process that was followed in the investigation. Examples of a breach of procedural fairness may include the following:

- The investigator failed to consider or collect obviously crucial evidence, including failing to interview key witnesses;
- A demonstrated bias or conflict of interest on the part of the investigator that compromises the integrity and objectivity of the investigation;
- Failing to provide a complainant or respondent with the opportunity to meaningfully address the allegations or respond to relevant evidence gathered during the investigation;
- Refusal to reopen an investigation based on new information becoming available that was not available during the investigation and that could have a significant impact on the findings in the investigation.

A request for an appeal of an investigation can be made by submitting your concerns to the Coordinator Human Resources within 7 days of the Outcome of the Investigation.

## Implementation

The approved policy will be shared with staff and Board members, requesting they read and understand the policy and sign-off. Training will also be provided through online training tools.

## Appendix (Attachment)

Appendix 1 – Workplace Violence Reporting Form

### Workplace Violence Reporting Form

#### COMPLAINANT INFORMATION

Name:	_____	Signature:	_____
Job Title:	_____	Department:	_____
Date of Incident:	_____	Date Reported:	_____
Type of Incident:	<input type="checkbox"/> Physical	<input type="checkbox"/> Verbal	<input type="checkbox"/> Other

#### Description of the Incident

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#### Location of the Incident

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<b>Police Called</b>	<input type="checkbox"/>	<b>Yes</b>	<input type="checkbox"/>	<b>No</b>
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If yes give details: \_\_\_\_\_

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<b>Reported to Supervisor?</b>	<input type="checkbox"/>	<b>Yes</b>	<input type="checkbox"/>	<b>No</b>
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Name of Supervisor: \_\_\_\_\_

**Workplace Violence Reporting Form**

**ALLEGED OFFENDER INFORMATION**

Name: \_\_\_\_\_ Address: \_\_\_\_\_  
 Employee     Member of the Public     Service Staff     Ex-Employee     Other

Gender:     Male     Female

Age \_\_\_\_\_ Weight \_\_\_\_\_ Height \_\_\_\_\_ Complexion \_\_\_\_\_

Vehicle Description (if any):

Make / Model / Colour \_\_\_\_\_ License # \_\_\_\_\_

**Other Information**

Has the assailant been involved in any previous incidents with the employee(s)? If yes, provide details:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Possible contributing factors?

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Name of Witnesses**

_____	_____	_____
Name	Address	Telephone
_____	_____	_____
Name	Address	Telephone

**Please Provide Any Other Information You Think Is Relevant**

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

### Workplace Violence Reporting Form

ADMINISTRATION	
Date Received	_____
By Whom	_____
Name of Investigator(s)	Signature of Investigator(s)
_____	_____
Date(s) of Investigation	
_____	_____
_____	_____
Report of Investigation	
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
Results of Findings	
_____	_____
_____	_____
_____	_____
Suggested Preventive or Remedial Action	
_____	_____
_____	_____
_____	_____
Suggested Action	
_____	_____
_____	_____
_____	_____
Report Submitted to C.E.O.	
Date:	_____

## Policy & Program (P-02) Workplace Harassment

**submitted by Linda Dobson, HR Consultant (January 2023)**

### Recommendation

THAT the Board approve amended Policy & Program (P-02) Workplace Harassment.

#### **Background**

The Occupational Health & Safety Act (OHSA) requires all employers who are subject to OHSA to have policies with respect to Workplace Harassment. The Ontario Human Rights Code identifies the following as prohibited grounds; citizenship, race, place of origin, ethnic origin, colour, ancestry, disability, age, creed, sex/pregnancy, family status, marital status, sexual orientation, gender identity, gender expression, receipt of public assistance (in housing) and record of offences (in employment).

The Library is committed to providing a work environment where individuals are free from harassment that is not a breach of the Ontario Human Rights Code.

This policy identifies the responsibilities of Administration, the Library Board, Managers and Staff that supports a workplace that is free from harassment.

#### **Recommendation**

Staff recommends Board approval for amended Policy & Program (P-02) Workplace Harassment.



# POLICY & PROGRAM

<b>Policy &amp; Program Name</b>	Workplace Harassment		
<b>Section &amp; Number</b>	Personnel P-02	<b>Effective Date</b>	2010-09-08
<b>Motion Number</b>	2023-##	<b>Last Review</b>	2022-01-27
<b>Author</b>	HR Consultant	<b>Next Review</b>	2024-01

## Policy Statement

Every individual has the right to work in an environment that is free from harassment and discrimination, based on a prohibited ground under the Ontario Human Rights Code.

The Ontario Human Rights Code identifies the following as prohibited grounds (14): citizenship, race, place of origin, ethnic origin, colour, ancestry, disability, age, creed, sex/pregnancy, family status, marital status, sexual orientation, gender identity, gender expression, receipt of public assistance (in housing) and record of offences (in employment).

The Library is committed to providing a work environment where individuals are free from harassment that is not a breach of the Ontario Human Rights Code.

The exercise of supervisory responsibilities including training, performance evaluation, direction, instruction, coaching, counselling and discipline does not constitute harassment as long as they are not being exercised in a harassing or intimidating manner.

The purpose of this policy is to provide the overall framework for providing a workplace that is free from harassment and discrimination.

## Scope

This Policy applies to all workers as defined by the Occupational Health and Safety Act (OHSA) and includes all employees and board members of the Library.

This Policy addresses Workplace Harassment from all sources such as employees, customers, contractors, and members of the public.

## Definitions

Harassment is defined in subsection 10(1) of the Ontario Human Rights Code as "engaging in a course of vexatious comment or conduct that is known or ought reasonably to be known to be unwelcome."

Personal Harassment is objectionable conduct or comment directed towards a specific person(s), which serves no legitimate work or educational purpose and is known, or ought reasonably to be known, to have the effect of creating an intimidating, humiliating, or hostile work or educational environment.

Workplace Harassment is engaging in a course of vexatious comment or conduct against a worker in a workplace that is known or ought reasonably to be known to be unwelcome.

Harassment includes any unwanted physical or verbal behaviour that offends or humiliates someone.

Generally, harassment is a behaviour that persists over time. Serious one-time incidents can also sometimes be considered harassment. Harassment is a form of discrimination.

Examples of harassment include but are not limited to:

- unwelcome remarks, innuendos, taunting or jokes about race, religion, sex, age, disability or any other of the grounds of discrimination;
- threatening or intimidating behaviours because of race, religion, sex, age, disability or any other of the grounds of discrimination;
- unwelcome physical contact, such as touching, patting, or pinching;
- displaying suggestive or offensive pictures or materials;
- refusing to work or converse with an employee or customer based on a prohibited ground;
- refusal by a customer to interact with an employee because of a prohibited ground;
- direct threats of intent to inflict harm, physical attacks (hitting, shoving, kicking), threatening behaviour (shaking fists angrily), destroying property to intimidate

## Regulations

Occupational Health & Safety Act (OHSA)  
Ontario Human Rights Code (OHRC)

## Responsibility

Every member of the Library staff and Board has a shared responsibility to create and support a workplace that is free from harassment and not engage in any harassing behaviours.

Any staff member or Board member who has reason to believe that they have been treated in a manner that violates the Workplace Harassment Prevention Policy or who witnesses behaviour that might contravene this Policy, is encouraged to contact their supervisor, Human Resources or the CEO.

### Administration

- Will take all reasonable measures to prevent and support a workplace that is free from harassment of any kind;
- Will ensure the policy and prevention procedures are adhered to;
- Will provide training on workplace harassment to all staff and Board members;
- Will communicate and review the policy and plan with all employees and ensure they are posted physically and electronically for staff to access;
- Will review the policy and plan annually;
- Will investigate all incidents of workplace harassment;
- Will report all incidents as required.

### Library Board

- Will participate in harassment training provided by the Library;
- Will annually review the policy and plan and ensure it is implemented.

### Managers

- Will take all reasonable measures to prevent and support a workplace that is free from harassment of any kind;
- Will ensure the policy and prevention procedures are adhered to;
- Will take immediate action if they witness harassment by intervening, reminding the individual of the policy, identifying the behaviours that are contradictory to the policy and unacceptable and inform the individual that if behaviour does not change, further action will be taken;
- Will complete the Harassment Incident Reporting Form and forward to the CEO when an incident occurs;
- Cooperate fully in an investigation and/or complaint;
- Participate in training;
- Managers experiencing harassing behaviour covered by the scope of this policy will follow the Harassment Complaint Process.



### **Staff**

- Will share responsibility for ensuring the workplace is free from harassment by reading, understanding and following the policy;
- Participate in training provided by the Library
- Follow the Harassment Complaint Process if harassing behaviour is experienced

### **Union**

- The Union will support a safe workplace that is free from harassment or any form, and employees can have Union representation at any time.

## **Operational Guidelines**

### **Harassment Complaint Process**

If an individual believes they have been subjected to harassment, the following process will deal with the complaint.

#### **Informal Action**

The individual should attempt to resolve their concerns with direct, clear communication with the person engaged in the unwelcome conduct (E.g. employee to employee, employee to manager).

They should communicate to the person the conduct or communication they find to be offensive. If an employee needs assistance with this type of communication, they should speak with their Manager, another Manager or Human Resources.

Keep a record of the date, time and details of the conduct and any witnesses

#### **Formal Action**

If the harassment continues, the individual should report it to their Manager and complete the Harassment Reporting Form within five (5) working day of the last incident.

If the complaint is regarding their Manager, they should report the incident to another Manager or Human Resources.

Complaints will be sent to Human Resources for Investigation.

#### **Investigation**

All formal complaints will be investigated by Human Resources and the appropriate Manager.

If the complaint is about Human Resources or the Manager, they will be investigated by the CEO and/or another Manager.

If the complaint is about the CEO, they will be investigated by a third party, such as the City Human Resources.

Within three (3) working days of the receipt of the formal complaint the Investigation Team will arrange to interview the complainant and alleged offender separately to establish respect views of the incident.

All witnesses identified will be interviewed.

The Team will then interview the complainant and alleged offender together. The findings will be documented and assessed within five (5) working days of the last interview.

A report of the findings will be provided to Human Resources and/or the CEO.

#### **Invalid Complaints and Remedy**

The team will meet with the complainant and alleged offender and share the findings of the investigation.

If the complainant is satisfied, no further action is required. If the complainant is not satisfied, a written response will be submitted within three (3) working days and will be reviewed with Human Resources and/or the CEO.

A response will be provided within five (5) working days.

#### **Valid Complaints and Remedy**

If the investigation finds the complaint falls with the definition of harassment defined in the report, the CEO will consult with the Library or City's Solicitor to review the recommendations and render a final decision.

A written report with the findings and recommendations will be provided to the complainant and alleged offender and Manager of the department.

If the decision requires discipline, the Union will be informed.

If complaints involve Human Resources or the CEO, the incumbent will not participate in the reviews or rendering of a decision. The investigation will be done by other Managers or a third party.

### **Witnesses**

All people named by the Complainant and Respondent, as witnesses having pertinent, firsthand information will be interviewed.

All statements taken during the interview process will be reviewed and signed by the witness.

Names of witnesses and statements will remain confidential for the purposes of the investigation.

### **Confidentiality**

All information shared during the course of an investigation shall be confidential and will not be disclosed to anyone other than those designated to deal with the issue or as may be required by law.

### **Trivial, Frivolous or Vexatious Complaints**

The Library will not support any complaints that are made in bad faith. Any employee involved will be considered to not support this policy and supportive of a workplace free from harassment and will be subject to the appropriate discipline, up to and including dismissal.

The Union will be informed of such discipline.

### **Appeal Process**

A request for appeal may be submitted if it is alleged that a serious breach of procedural fairness occurred in the process that was followed in the investigation.

Examples of a breach of procedural fairness may include the following:

- The investigator failed to consider or collect obviously crucial evidence, including failing to interview key witnesses;
- A demonstrated bias or conflict of interest on the part of the investigator that compromises the integrity and objectivity of the investigation;
- Failing to provide a complainant or respondent with the opportunity to meaningfully address the allegations or respond to relevant evidence gathered during the investigation;
- Refusal to reopen an investigation based on new information becoming available that was not available during the investigation and that could have a significant impact on the findings in the investigation.

A request for an appeal of an investigation can be made by submitting your concerns to the Manager Human Resources within 7 days of the Outcome of the Investigation.

## Implementation

The approved policy will be shared with staff and Board members, requesting they read and understand the policy and sign-off. Training will also be provided through online training tools.

## Appendix

Appendix 1 – Harassment Reporting Form

**HARASSMENT REPORTING FORM  
CLAIMANT'S INFORMATION – PART A**

**Complainant(s) Information**

Name: \_\_\_\_\_ Signature: \_\_\_\_\_  
Job Title: \_\_\_\_\_ Department: \_\_\_\_\_  
Date of Incident: \_\_\_\_\_ Date Reported: \_\_\_\_\_  
Type of Harassment:  Harassment (prohibited grounds)  Personal Harassment

**Alleged Offender(s) Information**

Name: \_\_\_\_\_ Address: \_\_\_\_\_  
 Employee  Patron/Member of the Public  Service Staff  Ex-Employee  
 Other \_\_\_\_\_  
If not a staff member, please complete:  
Gender:  Male  Female  
Age \_\_\_\_\_ Weight \_\_\_\_\_ Height \_\_\_\_\_ Complexion \_\_\_\_\_

**Provide a Detailed Description of the Harassment Including Dates/Times/Locations (add more pages as required)**

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

**HARASSMENT REPORTING FORM  
CLAIMANT'S INFORMATION – PART A**

**Did you ask the Alleged Offender to Stop the Offending Behaviour/Comments?**

Yes  No If yes, when (*dates*): \_\_\_\_\_

What happened after that? \_\_\_\_\_

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

**Did you Report the Harassment to your Manager or Another Manager?**

Yes  No If yes, when (*dates*): \_\_\_\_\_

What, if anything, was done after you made the report? \_\_\_\_\_

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

**Possible Contributing Factors?**

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

**Name of Witnesses**

\_\_\_\_\_  
Name Address Telephone

\_\_\_\_\_  
Name Address Telephone

**HARASSMENT REPORTING FORM  
ADMINISTRATION REPORTING FORM – PART B**

<b>Administration Reporting Form</b>	
Date Received _____	By Whom _____
<b>Name of Investigator(s)</b>	<b>Signature of Investigator(s)</b>
_____	_____
<b>Date(s) of Investigation</b>	
_____ _____ _____	
<b>Report of the Investigation (add more pages as required)</b>	
_____ _____ _____ _____ _____ _____ _____ _____	
<b>Results of Findings (add more pages as required)</b>	
_____ _____ _____ _____ _____	
<b>Recommendations (add more pages as required)</b>	
_____ _____	
<b>Report Submitted to C.E.O.</b>	
Date: _____	

## Policy & Program (P-03) Sexual Harassment

**submitted by Linda Dobson, HR Consultant (January 2023)**

### Recommendation

THAT the Board approve amended Policy & Program (P-03) Sexual Harassment.

#### **Background**

The Occupational Health & Safety Act (OHSA) requires all employers who are subject to OHSA to have policies with respect to Sexual Harassment. Sexual Harassment is a form of discrimination based on sex and is defined in the Ontario Human Rights Code as “engaging in a course of vexatious comment or conduct that is known or ought reasonably to be known to be unwelcome.

This policy identifies the responsibilities of Administration, the Library Board, Managers and Staff that supports a workplace that is free from sexual harassment. The scope of this policy includes wherever library business occurs and includes; inside and outside library building, including parking lots, vehicles, off-site locations where library business occurs, library sponsored events and travel for library business or training. We have added virtual platforms – MS Teams, Zoom, etc. to the definition of workplace.

#### **Recommendation**

Staff recommends Board approval for amended Policy & Program (P-03) Sexual Harassment.





# POLICY & PROGRAM

<b>Policy &amp; Program Name</b>	Sexual Harassment		
<b>Section &amp; Number</b>	Personnel P-03	<b>Effective Date</b>	1992-06-18
<b>Motion Number</b>	2023-##	<b>Last Review</b>	2022-01-27
<b>Author</b>	HR Consultant	<b>Next Review</b>	2023

## Policy Statement

Every individual has the right to work in an environment that is free from harassment and discrimination, based on a prohibited ground under the Ontario Human Rights Code.

The Ontario Human Rights Code identifies the following as prohibited grounds (14): citizenship, race, place of origin, ethnic origin, colour, ancestry, disability, age, creed, sex/pregnancy, family status, marital status, sexual orientation, gender identity, gender expression, receipt of public assistance (in housing) and record of offences (in employment).

It is the policy of the Employer and the Union that every employee of the St Catharines Public Library Board has a fundamental right to a workplace free from sexual harassment. The parties will work together to make every reasonable effort to ensure that employees are not subjected to any form of sexual harassment, and to ensure that any complaints are resolved expeditiously.

## Scope

This Policy applies to all workers as defined by the OHSA and includes all employees and board members of the Library. This Policy addresses Sexual Harassment from all sources such as employees, customers, contractors, and members of the public and beyond the physical walls of the workplace and includes virtually.

## Definitions

Sexual harassment is a form of discrimination based on sex. Sexual Harassment is defined in subsection 10(1) of the Ontario Human Rights Code as "engaging in a

course of vexatious comment or conduct that is known or ought reasonably to be known to be unwelcome.”

Library Workplace is wherever Library business occurs and includes;

- Inside and outside library buildings, including parking lots;
- Library vehicles;
- Off-site locations where library business occurs;
- Virtually via Microsoft Teams, Zoom or other virtual platforms;
- Library sponsored functions including recreation and social events;
- Travel for Library business or training.

**Examples of sexual harassment include but are not limited to:**

- asking for sex in exchange for a benefit or a favour;
- repeatedly asking for dates, and not taking “no” for an answer;
- demanding hugs;
- making unnecessary physical contact, including unwanted touching;
- using rude or insulting language or making comments toward any gender;
- calling people sex-specific derogatory names;
- making sex-related comments about a person's physical characteristics or actions;
- saying or doing something because you think a person does not conform to sex-role stereotypes;
- posting or sharing pornography, sexual pictures or cartoons, sexually explicit graffiti, or other sexual images (including online);
- making sexual jokes;
- bragging about sexual prowess.

## Regulations

Occupational Health & Safety Act

Under the *Occupational Health and Safety Act (OHSA)*, employers are required to have a policy against sexual harassment. In workplaces with six or more employees, the policy must be in writing and clearly posted in the workplace

Ontario Human Rights Code

Harassment is a form of discrimination.

## Responsibility

Every member of the Library staff and Board has a shared responsibility to create and support a workplace that is free from sexual harassment and not engage in any sexually harassing behaviour.

Any staff member or Board member who has reason to believe that they have been treated in a manner that violates the Sexual Harassment Prevention Policy or who witnesses behaviour that might contravene this Policy, is encouraged to contact their supervisor, Human Resources or the CEO.

### **Administration**

- Will take all reasonable measures to prevent and support a workplace that is free from sexual harassment;
- Will ensure the policy and prevention procedures are adhered to;
- Will provide training on harassment to all staff and Board members;
- Will communicate and review the policy and plan with all employees and ensure they are posted physically and electronically for staff to access;
- Will investigate all complaints of sexual harassment as quickly as possible.

### **Library Board**

- Will participate in harassment training provided by the Library;
- Will review the policy and plan and ensure it is implemented.

### **Managers**

- Will take all reasonable measures to prevent and support a workplace that is free from sexual harassment;
- Will ensure the policy and prevention procedures are adhered to;
- Will listen to any complaint raised by staff, ensure their safety and take action;
- Will take immediate action if they witness harassment in any format by intervening, reminding the individual of the policy, identifying the behaviours that are contradictory to the policy and unacceptable and inform the individual the behaviour must stop;
- Participate in training.

### **Staff**

- Will share responsibility for ensuring the workplace is free from sexual harassment by reading, understanding and following the policy;
- Participate in harassment training provided by the Library
- Follow the Procedure and speak with their Supervisor, another Manager or Human Resources if harassing behaviour is experienced.

### **Union**

- The Union will support a safe workplace that is free from sexual harassment and employees can have Union representation at any time.

## Operational Guidelines

If the employee feels comfortable in doing so, they should tell the person who is harassing them that their behaviour is unwelcome and they are not interested.

If the employee feels unable to deal with the person involved, or where situations involve a number of people, or where speaking with the individual did not resolve the problem, the employee should bring the concern to their Manager, another Manager or Human Resources.

The complaint will be promptly and thoroughly investigated by Management and kept confidential as much as possible. While the procedure is confidential, it is not anonymous; employees need to identify the person who is the subject of the complaint and the details in order for the situation to be resolved. If the employee making the complaint has any documented details and or witnesses, that information should be shared with the complaint.

If an employee needs counselling, it will be provided by an external provider.

At the completion of the investigation, the complainant will be advised of the outcome in writing.

Sexual harassment is cause for discipline, up to and including termination.

### **Appeal Process**

A request for appeal may be submitted if it is alleged that a serious breach of procedural fairness occurred in the process that was followed in the investigation. Examples of a breach of procedural fairness may include the following:

- The investigator failed to consider or collect obviously crucial evidence, including failing to interview key witnesses;
- A demonstrated bias or conflict of interest on the part of the investigator that compromises the integrity and objectivity of the investigation;
- Failing to provide a complainant or respondent with the opportunity to meaningfully address the allegations or respond to relevant evidence gathered during the investigation;
- Refusal to reopen an investigation based on new information becoming available that was not available during the investigation and that could have a significant impact on the findings in the investigation.

A request for an appeal of an investigation can be made by submitting your concerns to the Coordinator Human Resources within 7 days of the Outcome of the Investigation.

## Implementation

The approved policy will be shared with staff and Board members, requesting they read and understand the policy and sign-off. Training will also be provided through online training tools.



# POLICY SIGN OFF FORM

I \_\_\_\_\_ have read the following Policies & Programs as approved by the Library Board at its meeting January 19, 2023:

Policy & Program (P-01) Workplace Violence
Policy & Program (P-02) Workplace Harassment
Policy & Program (P-03) Sexual Harassment

I understand that if I have any questions, I will seek clarification from my employer. I also understand as an employee my responsibilities and the procedures to follow if I feel I have been subject to these conditions in the workplace.

Signed: \_\_\_\_\_

Date: \_\_\_\_\_

This signoff will be retained in the employee's personnel file.

## Policy (G-13) Occupational Health and Safety

**submitted by Linda Dobson, HR Consultant (January 2023)**

### Recommendation

THAT the Board approve amended Policy (G-13) Occupational Health and Safety including the updated Terms of Reference for the Joint Health and Safety Committee.

### Background

The Occupational Health & Safety Act requires organizations to have a Health & Safety policy and that the policy is reviewed annually. Once the policy is approved, the Act requires the signed policy to be posted in the workplace. The reviewing of the policy is a commitment to staff that the Board supports a healthy and safe workplace.

The Act also requires employers with over 20 employees have a Joint Health and Safety Committee (the 'Committee'). The Terms of Reference for the Committee identify how the Committee functions in accordance with the Act.

### Recommendation

Staff recommends Board approval for amended Policy (G-13) Occupational Health and Safety including the updated Terms of Reference for the Joint Health and Safety Committee.



<b>Policy Name</b>	Occupational Health and Safety		
<b>Section &amp; Number</b>	General G-13	<b>Effective Date</b>	19990-11-15
<b>Motion Number</b>	2023-##	<b>Last Review</b>	2022-01-27
<b>Author</b>	HR Consultant	<b>Next Review</b>	2024-01

## Policy Statement

The St. Catharines Public Library Board recognizes that the moral and legal responsibility for the development of safe working practices and the maintenance of a safe working environment rests with the Board.

The Board is committed to making every effort to promote and provide and maintain a work environment that is safe, healthy, and free from harassment and violence, following all applicable legal requirements under the Occupation Health & Safety Act. The Library Board will work actively and co-operatively to resolve all problems associated with the health and safety of its employees, and recognizes that the responsibility for the maintenance of a safe workplace is a joint one between the employer and its employees.

## Scope

This policy shall apply to everyone in the workplace, including but not limited to, Managers, staff, contractors, volunteers and Board members of the St. Catharines Public Library.

## Regulations

Ontario Occupational Health and Safety Act



## Responsibility

1. The Ontario Occupational Health and Safety Act (25(2)(J)) requires employers to prepare and review at least annually a written occupational health and safety policy, and to develop and maintain a program to implement the policy.
2. The St Catharines Public Library Board, as an Employer, is ultimately responsible for worker health and safety. The Library Board and its management will take all reasonable steps to prevent injury and create a safe and healthy workplace.
3. The Library will ensure there is a Joint Health & Safety Committee operating under the requirements outlined in the Occupational Health & Safety Act; including performing workplace inspections, identifying workplace hazards, meeting every three months, sharing agendas and minutes, ensuring workers are trained, investigating workplace incidents, ensuring the workplace has the required number of certified members.
4. Managers will be accountable for the health and safety of workers under their direct supervision. Managers are responsible to ensure that workers are aware of potential or actual workplace hazards and follow established safe work practices and procedures. Managers must also respond to all health & safety concerns raised by an individual in the workplace. Managers are to provide employees with training in their work tasks to protect their health and safety before commencement of the job.

Managers are responsible for ensuring that contractors and volunteers have received the proper training and the proper equipment to perform their duties and are aware of any workplace hazards in the performance of their duties.

5. Every Worker is to protect, and is responsible for his or her own health and safety, by working in compliance with the legislative requirements, safe work practices, procedures, standards, safety rules, and rules of conduct as established by the Library. Workers are responsible for addressing health & safety concerns directly with their immediate supervisor.
6. It is in the best interest of all levels of the Library to consider health and safety in every activity. Commitment to Health and Safety is an integral part of this organization from workers to senior management.

## Implementation

This policy is to be reviewed by the Board annually and a signed copy of the policy must be posted in the Workplace.

The C.E.O./Business Administrator will report Workplace Accidents and any unresolved workplace hazards to the Board on a quarterly basis.

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

## Appendix

Appendix 1 – Joint Health and Safety Committee Terms of Reference

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Chair

---

Secretary

# Joint Health and Safety Committee

## Terms of Reference

### Purpose of the Joint Health and Safety Committee

The purpose of the Joint Health and Safety Committee (the 'Committee') is to work cooperatively with the employer in identifying and resolving health and safety issues in support of the planned occupational health and safety program and to prevent occupational injuries and diseases in the workplace.

### Committee Membership

The Committee will have four (4) members. Two representatives will come from Management, one of whom will be named Co-chair. Two representatives will be selected by the employees from the Union membership, one of whom will be named Co-chair. The Committee must have two (2) certified members, one Union and one Management.

### Duties and Functions of the Committee:

The duties and functions of the Committee are those identified in the *Occupational Health and Safety Act, R.S.O. 1990, Chapter 0.1* (the 'Act'):

- Identify situations that may be unhealthy or unsafe for workers and advise on effective solutions for responding to those situations;
- Consider and expeditiously deal with complaints relating to the occupational health and safety of workers;
- Consult with workers and the employer on issues related to occupational health and safety of workers;
- Make recommendations to the employers and workers for the improvement to the policy and monitor effectiveness;
- Make recommendations to the employer on educational programs promoting the health and safety of workers and compliance with the Act and monitor effectiveness;
- Advise the employer on programs and policies required under the Act for the workplace and monitor effectiveness;
- Advise the employer on proposed changes of the work processes that may affect the health and safety of workers;
- Ensure that incident investigations and regular inspections are carried out as required by the Act;
- Schedule workplace inspections for the year in December

- Participate in inspections, investigations, and inquires as provided by the Act;
- Carry out any other duties, and functions prescribed by the Act.

## Co-Chair Duties

- Facilitate the meetings;
- Review previous meeting reports and materials;
- Ensure meeting agenda is prepared and distributed;
- Prepare correspondence on behalf of the Committee.

## Meetings

- Co-Chairs to establish meeting schedule in December of the previous year and forward to the Executive Assistant to the CEO for distribution to the Committee.
- The Committee shall meet at least once every three months as required by the Act. The Committee may meet more frequently as required. Special meetings, if required, will be held at the call of the Co-Chairs.
- Committee meetings will only go forward if there is equal representation from the Union and Management. A substitute, who is not necessarily certified, for either party may be allowed to attend, on a limited basis.
- Members of the committee are entitled to time off work for:
  - The time required to attend meetings of the Committee
  - Other time that is reasonably necessary to prepare for meetings of the Committee, and
  - Other time that is reasonably necessary to fulfill the other duties and functions of the Committee;
  - Time off for the Joint committee members to perform these duties and functions is time worked for the employer, and the employer will pay for that time consistent with the provisions of the Act and the Collective Agreement.

## Procedural Guidelines

1. Agenda items (with adequate documentation) to be exchanged by Co-Chairs and sent to Executive Assistant 10 working days before the meeting.
2. Once the Agenda is approved, and within one week of the meeting, the Executive Assistant will send the Agenda and all documentation to the Committee.

3. The Library will provide the reasonable equipment, space, and clerical support necessary for the Committee to carry out its duties and functions including the Recording Secretary.
4. The Executive Assistant will prepare the DRAFT minutes within 2 working days of the meeting and send to Co-Chairs for approval in principle.
5. Minutes should be signed by the Co-Chairs and posted in the workplace within one week of the meeting.