



# St. Catharines Public Library Board

## Regular Meeting

Thursday, March 16, 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 – February 16, 2023 (attachment)

Motion

**5. Monthly Updates (verbal)**

- 5.1 St. Catharines City Council
- 5.2 OLS Update – J. Coles
- 5.3 CEO Update – K. Su
- 5.4 Department Update – Port Plus Preview – D. Bott

**6. Consent Reports (attachments)**

Motion

- 6.1 Correspondence
- 6.2 CEO Report – K. Su
- 6.3 Department Reports – February 2023
  - 6.3(a) Customer Service – J. Spera
  - 6.3(b) Facilities and Health & Safety – K. Smith Curtis
  - 6.3(c) Innovation, Collections, and Technology – D. Bott
  - 6.3(d) Programming & Promotions – R. Di Marcantonio
- 6.4 Quarterly Progress Update on 2023 Work Plan (Q1) – K. Su

**7. Discussion Reports (attachments)**

- |     |   |        |
|-----|---|--------|
| 7.1 | Policy (P-17) Volunteer – L. Dobson/K. Su   | Motion |
| 7.2 | Policy (G-15) Procurement – K. Smith Curtis | 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                       | <i>Motion</i> |
| 8.2    | Motion to Move In-Camera                           | <i>Motion</i> |
| 8.3    | Adoption of In-Camera Minutes                      |               |
| 8.3(a) | In-Camera Session – February 16, 2023 (attachment) | <i>Motion</i> |
| 8.4    | In-Camera Consent Report (attachment)              | <i>Motion</i> |
| 8.4(a) | Staffing (March Update) – L. Dobson/K. Su          |               |
| 8.5    | In-Camera Discussion Reports – none                |               |
| 8.6    | Return to Open Session                             | <i>Motion</i> |

**9. Motion(s) Arising From In-Camera Session** *Motion***10. Motion to Adjourn** *Motion***11. Next Meeting / Upcoming Events**

- Port Plus Open House – Monday, April 3, 2023 from 9:00 am to 12 noon, Port Dalhousie Library Branch, 23 Brock Street, St. Catharines
- Volunteer Appreciation Event – Thursday, April 20, 2023 from 4:30 to 6:00 pm, Mills Room, Central Library
- Board Meeting – Thursday, April 20, 2023 at 6:00 pm, Mills Room, Central Library & Microsoft Teams
- 2023 OnBoarding Training – April 22, 2023 at 9:00 am, Meridian Community Centre, Fonthill



# St. Catharines Public Library Board

## Regular Meeting Minutes

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

- Present:** J. Coles (Chair) H. Findlay  
V. De Luca Councillor J. Lindal  
K. Dilorio L. McDonald  
S. Dimick (Vice-Chair) F. Sheikh
- Regrets:** Councillor G. Miller
- Staff:** J. Anderson D. Smith  
D. Bott K. Smith Curtis  
N. Bryans (Recording Secretary) J. Spera  
L. Dobson K. Su (Secretary)  
H. Jones S. Walker  
M. Haanstra E. Wilson

The Chair called the meeting to order at 6:00 pm. The meeting was recorded.

### 1. Adoption of Agenda

#### 1.1 Additions/Deletions to Agenda

Move Item 6.4(a) 2022 Operating Budget Statement at December 31, 2022 to  
Discussion Reports Item 7.4

#### 1.2 Adoption of Agenda

**MOTION: 2023 - 16** THAT the Agenda be adopted as amended.  
**MOVED BY:** V. De Luca  
**SECONDED BY:** L. McDonald  
**MOTION CARRIED.**

## 2. Chair's Remarks

The Chair remarked that she received a correspondence that she forwarded to the City. She will keep the Board updated for future development.

## 3. Declarations of Interest

There were no declarations of interest.

## 4. Adoption of Minutes

### 4.1 Regular Meeting – January 19, 2023

**MOTION: 2023-17**      THAT the Regular Minutes of January 19, 2023 be adopted.  
**MOVED BY:**              S. Dimick  
**SECONDED BY:**        Councillor J. Lindal  
**MOTION CARRIED.**      Kelly & Hilary abstained

## 5. Monthly Updates

### 5.1 St. Catharines City Council No report

### 5.2 OLS Update – J. Coles Board orientation session planned for Saturday April 22, 2023 at the Meridian Community Centre in Fonthill.

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

- Board applications closed February 10 –48 applications received and forwarded to the 2 Councillors on the Library Board. Any Board members who are not seeking reinstatement may contact the Library Councillors to participate on the nominating panel. The City Clerks office deadline for panel's recommendations to Council is March 9, 2023.
- Mayor 1<sup>st</sup> Inaugural Address scheduled for March 9, 2023, 11:00 am to 2:00 pm. Board members to let Ken know if they wish to attend.
- Port Plus announced in The Standard and on social media today, positive comments received, Pilot program launch anticipated for April 3, 2023.

### 5.4 Department Update – OLA Presenters: Marcella Haanstra & Diana Smith from Customer Service, Sam Walker from Programming & Promotions, and Jake Anderson & Erica Wilson from Innovation, Collections & Technology

Staff presented to the Board their attendance at the OLA Super Conference from both the online and in-person perspectives. They enjoyed the experience and found it beneficial. SCPL also presented a Session about the Onboarding process, which was well received.

## 6. Consent Reports

- 6.1 Correspondence
- 6.2 CEO Report – K. Su
- 6.3 Department Reports – January 2023
  - 6.3(a) Customer Service – H. Jones
  - 6.3(b) Facilities and Health & Safety – K. Smith Curtis
  - 6.3(c) Innovation, Collections, & Technology – D. Bott
  - 6.3(d) Programming & Promotions – R. Di Marcantonio
- 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

**MOTION: 2023-18** THAT the Consent Reports be received as circulated (except for Item 6.4(a) 2022 Operating Budget Statement at December 31, 2022, pulled for Discussion.)

**MOVED BY:** L. McDonald

**SECONDED BY:** H. Findlay

**MOTION CARRIED.**

## 7. Discussion Reports

- 7.1 Policy (P-17) Volunteer – L. Dobson  
The Board received the proposed Policy (P-17) Volunteer. The Board inquired about police checks for volunteers. Currently, Staff are not checked but that may be changed. The Board outlined several revisions and asked to table the policy for review again at the March Board meeting.
- 7.2 Completion of Auditor's Form – J. Coles  
The Board reviewed the Auditor's Form. K. Smith Curtis outlined the management system of internal controls to minimize the risk of fraud that she reports to the Auditors. The Board discussed and agreed to the responses to the Auditors.

**MOTION: 2023-19** THAT the Board submit the agreed upon responses to the Auditors.

**MOVED BY:** K. Diiorio

**SECONDED BY:** Councillor J. Lindal

**MOTION CARRIED.**

- 7.3 2019-2022 Board Legacy Document – J. Coles  
The Board received the 2019-2022 Board Legacy Document and were pleased to have this content and perspective prepared for the next in-coming Board.

**MOTION: 2023-20** THAT the Board approve the 2019-2022 Board Legacy Document.

**MOVED BY:** V. De Luca

**SECONDED BY:** F. Sheikh

**MOTION CARRIED.**

7.4 2022 Operating Budget Statement at December 31, 2022

V. De Luca inquired about under spent budget. K. Smith Curtis responded that any under spent budget would be transferred to the Reserves accounts.

**MOTION: 2023-21** THAT the Board receive the 2022 Operating Budget Statement at December 31, 2022.

**MOVED BY:** V. De Luca

**SECONDED BY:** K. Diiorio

**MOTION CARRIED.**

**8. In-Camera Session**

8.1 In-Camera Agenda

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

Move Item 8.4(a) Staffing (February Update) from Consent Reports to Discussion Reports, Item 8.5(a).

Move Item 8.5(a) CEO Contract to Item 8.5(b).

Add Item 8.5(c) Nominating Panel for New Board – J. Coles.

8.1(b) Adoption of In-Camera Agenda

**MOTION: 2023-22** THAT the In-Camera Agenda be adopted as amended.

**MOVED BY:** K. Diiorio

**SECONDED BY:** S. Dimick

**MOTION CARRIED.**

8.2 Motion to Move In-Camera

**MOTION: 2023-23** THAT the Regular Meeting move to In-Camera Session.

**MOVED BY:** S. Dimick

**SECONDED BY:** H. Findlay

**MOTION CARRIED.**

The meeting moved to In-Camera Session at 7:16 pm.

8.3 Adoption of In-Camera Minutes

8.3(a) In-Camera Session – January 19, 2023

**MOTION: 2023-24** THAT the In-Camera Minutes of January 19, 2023 be adopted.

**MOVED BY:** V. De Luca

**SECONDED BY:** L. McDonald

**MOTION CARRIED.** Kelly & Hilary abstained

8.4 In-Camera Consent Reports

8.4(a) Staffing (February Update) – L. Dobson

The Board moved the Staffing (February Update) report from Consent Reports to Discussion Reports, Item 8.5(a).

8.5 In-Camera Discussion Reports

8.5(a) Staffing (February Update)

The Board discussed the Staffing (February Update) report and staff verbally added staffing information.

**MOTION: 2023-25** THAT the Board receive the Staffing (February Update) report as amended.

**MOVED BY:** H. Findlay

**SECONDED BY:** F. Sheikh

**MOTION CARRIED.**

K. Su, K. Smith Curtis, L. Dobson, and N. Bryans left the meeting at 7:21 pm.

8.5(b) CEO Contract – J. Coles

The Board discussed the CEO Contract.

**MOTION: 2023-26** THAT the Board agrees to enter into negotiations with the CEO.

**MOVED BY:** L. McDonald

**SECONDED BY:** V. De Luca

**MOTION CARRIED.**

8.5(c) Nominating Panel for New Board – J. Coles

The Board discussed selecting out-going Board members to the Nominating Panel for the new Board.

**MOTION: 2023-27** THAT the Board appoint V. De Luca, H. Findlay, and F. Sheikh to the Nominating Panel for the new Board.

**MOVED BY:** S. Dimick

**SECONDED BY:** K. Diiorio

**MOTION CARRIED.**

8.6 Return to Open Session

**MOTION: 2023-28** THAT the In-Camera Session return to Open Session.

**MOVED BY:** H. Findlay

**SECONDED BY:** S. Dimick

**MOTION CARRIED.**

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

K. Su and N. Bryans returned to the meeting at 7:39 pm.

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

**MOTION: 2023-29**      THAT the Board adopt any Motions arising from the In-Camera Session.  
**MOVED BY:**              Councillor J. Lindal  
**SECONDED BY:**        V. De Luca  
**MOTION CARRIED.**

**10. Motion to Adjourn**

**MOTION: 2023-30**      THAT the Regular Meeting be adjourned.  
**MOVED BY:**              F. Sheikh  
**SECONDED BY:**        N/A  
**MOTION CARRIED.**

The Regular Meeting adjourned at 7:41 pm.

**11. Next Meeting / Upcoming Events**

Regular Board Meeting – Thursday, March 16, 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.

#### 6. Consent Reports (attachments)

Motion

- 6.1 Correspondence
- 6.2 CEO Report – K. Su
- 6.3 Department Reports – February 2023
  - 6.3(a) Customer Service – J. Spera
  - 6.3(b) Facilities and Health & Safety – K. Smith Curtis
  - 6.3(c) Innovation, Collections, and Technology – D. Bott
  - 6.3(d) Programming & Promotions – R. Di Marcantonio
- 6.4 2023 Work Plan – Quarterly Update (1<sup>st</sup> Q) – K. Su

## Correspondence

(as of March 9, 2023)

## For Information

### **Received**

Memorandum from The City of St. Catharines, February 28, 2023, Subject: Ontario's Asset Management Plan Regulation, O.Reg 588/17 Compliance

**To: The St. Catharines Public Library Board**

**From: The City of St. Catharines**

**Date: February 28, 2023**

**Subject: Ontario's Asset Management Plan Regulation, O.Reg 588/17 Compliance**

This memo is provide the St. Catharines Public Library Board ("Board") with information and next steps required with regards to Ontario's Asset Management Plan Regulation, O.Reg 588/17.

In December 2017, the Ontario Government passed [Ontario Regulation 588/17 Asset Management Planning for Municipal Infrastructure](#). The next upcoming report milestone will be due on July 1, 2024: an asset management plan covering all municipal infrastructure asset. The Regulation defines "municipal infrastructure asset" to mean an infrastructure asset that is directly owned by a municipality or included on the consolidated financial statements of a municipality.

Based off this definition the assets of the Board would be required to have an Asset Management Plan completed under this regulation as these assets are consolidated on the City of St. Catharines financial statements.

To ensure compliance, the Board will need to develop and approve an Asset Management Plan that include, but not limited to, state of the infrastructure, levels of service, current performance, planned actions, risks, costs and benefits and potential future improvements. Understanding that asset management maturity levels differ from across municipality boards, a strategy document that outlines the current state assessment that includes a gap analysis will facilitate the Board's compliance with the regulation.

Development of an asset management plan will help to support future investment decisions. We encourage that the Board reach out the asset management team should there be any questions or concerns.

Sincerely,



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City of St. Catharines CAO

## CEO Report

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

### For Information

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

The Employer met with the new CUPE National Rep in February 2023 and parties have tentatively scheduled two dates, April 19 and 20, 2023, for negotiations.

#### **Central Library Renovation**

Library staff collaborated with City Staff from Dec 2022 to February 2023 to work on the Green and Inclusive Community Buildings Grant (GICB) application. The application was completed and submitted on Friday, February 24, 2023. After the submission of the application, library staff connected with the City's Government Relations Officer to reach out to the MP and seek assistance and support from his Office.

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

The OnBoarding Training Planning Committee met and finalized the training agenda for the upcoming training on April 22, 2023 at the Meridian Community Centre in Fonthill. Registration will open on March 24, 2023 and details will be shared with the Board when they become available.

#### **Library Board Recruitment**

The Nominating Committee met at 3:30pm on Thursday, March 2, 2023 at the Central Library. Committee Members reviewed all applications, evaluated applicants based on their qualification, experience, knowledge, and skills, and made a recommendation to City Council based on overall rating.

#### **Port+ Service**

Library staff have completed the installation, configuration, and testing of the Port+ equipment at the Port Dalhousie Branch. The Library made an official announcement in February and started to register Port+ members on March 1, 2023. Staff also held two information sessions, on March 8 at the Port Dalhousie Branch and March 9 at the Dr. Hug Branch, to promote this innovative service as well as answer questions.

The Library has scheduled to officially launch the service on Monday, April 3, 2023. An Open House with light refreshments will be held at the Port Dalhousie Branch from 9am to 12pm. Staff will also be available on site to assist the public, answer questions, and give a tour if requested. Invitations have been sent to the City, the MP's and the MPP's Offices.

## Customer Service

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

### For Information

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

	February 2023	% change from 2022
<b>Gate Count</b>	25,810	17,094 (+34%)
<b>Membership</b>	600	335 (+79%)
<b>Holds Placed</b>	11,161	10,443 (+6%)
<b>Questions</b>	5112	4894 (+4%)

#### Gate Count

Our gate count system-wide continues its upward climb toward pre-pandemic 2020 levels, with an increase of 34% over February 2022.

#### Membership

New membership count continues to grow, with another increase of 79% in February 2023 over February 2022. Class visits and outreach to schools is in full swing, and the library continues to promote online membership application. Based on the Board's approval of the Circulation Policy in September 2022, SCPL has now implemented an annual membership expiry in an effort to capture accurate active borrowers.

#### Holds Placed

The number of holds placed increased this month by 6% over February 2022. The holds system continues to be an integral library service for customers across the city.

#### Fine Freedom for All

Based on the Board's approval of the Circulation Policy in September 2022, SCPL has now implemented Fine Freedom for All effective February 21, 2023. This initiative removes fines as a barrier to access and recognizes the fact that fines disproportionately impact individuals and families with lower socio-economic statuses. We have received a number of thank-yous from customers about the removal of fines and implementing auto renewals.

## Facilities and Health & Safety

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

### For Information

#### Facilities

The focus of activities over the last few weeks has been facilitating the necessary changes at the Port Dalhousie Branch to enable Port +. Work complete by the Facilities team includes:

- Painting the interior
- Cabling for new electronic equipment
- Assisting with the installation of cameras and electronic equipment
- New locking mechanisms on internal and external doors (rekeying and panic bar)
- Installation of motion sensors on lights

Communications challenges experienced between the HVAC equipment and the Siemens monitoring system have been resolved. An updated version of the Siemens software is being installed to enhance monitoring. Intermittent outages in the units are occurring with a much reduced frequency. The project has a 10% holdback which will be retained until the issues are resolved.

#### 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	Feb 14/23	Nothing to report.	N/A
Port	Feb 14/23	Nothing to report.	N/A
Dr. Huq	Feb 17/23	Bandages needed for First Aid Kit.	Complete – Feb 17/23.
Central – 3 <sup>rd</sup> Floor	Feb 28/23	Nothing to report.	N/A

The next meeting of the Joint Health & Safety Committee will be held on March 16, 2023. Agenda items include:

1. Review of inspection reports
2. Review of Terms of Reference
3. Review of Workplace Violence and Prevention Policy

## Innovation, Collections & Technology

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

### For Information

#### **Port Plus**

The Port Plus project is nearing completion. A self-checkout machine, security cameras, paging speakers and exterior access pad have been installed and is in the process of being tested by staff. Everything is on schedule for April 3<sup>rd</sup> launch. The Facilities department has painted the branch, installed network cabling for the cameras, door and self-checkout machine and installed new motion-detection lighting system in the washroom, as well as an exterior occupied light.

#### **Gaming Room**

The equipment for the room has been configured and installed. The room is being tested by staff and a staff gaming night is being scheduled. The room consists of 5 Alienware Gaming PCs, a Nintendo Switch gaming console, an Xbox gaming console and a 65" LCD TV.

#### **Physical Circulation**

There was a slight decline in circulation from January to February 2023 (-2.8%). However, this is not surprising given the significant (33%) increase we saw from December to January. Moreover, the physical circulation statistics for February 2023 are 30% higher than those for February 2022.

#### **Digital Circulation**

Digital circulation increased by 12% from January 2023 to February 2023.

#### **OLA Super Conference**

Members of ICT attended the OLA Super Conference virtually. J. Anderson and E. Wilson, Collections Librarians, presented to Board regarding their experience of the session "The Diversity Audit: Ensuring a Balanced and Inclusive Library Collection."

#### **Floating Collection**

Floating Collections allow the checking-in branch to shelve the item locally, regardless of the original home location. In February, floating collections expanded to include the Express DVDs.

**Library of Things – Carbon Dioxide Monitors**

ICT is partnering with Niagara Region Public Health, Environmental Health Division on a pilot project to lend out Carbon Dioxide Monitors to the public for use in their own homes or small businesses.

The St. Catharines Public Library would be the first library in the Niagara Region to offer these monitors and if successful then Niagara Region Public Health would like to expand the project to other libraries in Niagara.

The monitors, while used to measure the CO<sup>2</sup> levels in the air, are also a good proxy for air quality and air circulation. They can also be a good proxy for the risk of airborne viruses such as Covid-19. A similar project was conducted in Peterborough Public Library with tremendous public uptake.

ICT submitted an application to the Community Access to Ventilation Information (CAVI) – Canadian CO<sub>2</sub> Monitor Expansion Program. The application was successful and the St. Catharines Public Library will receive 10 Carbon Dioxide Monitors for free through this program.



## Programming and Promotions

**submitted by Rita Di Marcantonio, Manager, Programming & Promotions (February 2023)**

### For Information

#### **Programming Highlights**

Approximately 1,950 people participated in a library program this month, an especially high number for February. Of special note:

For Black History Month, Future Black Female and SCPL teamed up to host "Into the Black-verse Book Club," and discuss Black growth and empowerment with this special book club discussion of *The Vanishing Half*, by Brit Bennett.

There were 14 class visits conducted in February. One significant visit was at Governor Simcoe School where 300 students were introduced to the Library and 200 received library cards.

#### **Communication Highlights**

10-Feb	Niagara This Week	10 books to read for adults, teens, and kids this Black History Month
15-Feb	Niagara This Week	St. Catharines Public Library offers tax clinic for those with low to modest incomes
15-Feb	inSauga	Tiny St. Catharines library will allow visitors before and after staff hours
16-Feb	St. Catharines Standard	No librarian? No problem: St. Catharines Public Library pilot adds access to Port branch without staff
17-Feb	St. Catharines Standard	St. Catharines Public Library shelves overdue fines for all borrowers
17-Feb	The Toronto Star	St. Catharines Public Library shelves overdue fines for all borrowers
21-Feb	inSauga	St. Catharines libraries drop late fees for patrons of all ages
22-Feb	I Heart Radio - CKTB News	St. Catharines Library Ditches Overdue Fines
22-Feb	CKTB	The Drive with Walter Sendzik - Ken Su talks Port Plus

## Quarterly Progress Update on 2023 Work Plan (Q1)

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

### For Information

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

#### **Background**

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

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

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

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

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

**Highlights of the first quarter in 2023**

Although this report only covers what the Library has accomplished in a bit more than two months, staff have seen several major improvements on library services and programs, such as increasing number of class visits to library branches, increasing number of membership registrations, and increasing number of gate count.

Staff were also able to complete tasks listed below:

- Implemented the 1<sup>st</sup> phase of two way radios at Central in January 2023
- New General Ledger solution – Sage went live in January 2023
- Introduced Fine Freedom for All in February 2023
- Completed and submitted the Green and Inclusive Community Buildings Grant on February 24 for the upcoming Central Renovation project
- Evaluated all Union jobs for pay equity purpose
- Organized four Board recruitment fairs and received 48 applications

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

## 2023 SCPL Departmental Work Plan - Quarterly Update

Update: March 8, 2023 - DBott

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						Q1 Update
Strategic Goal	Annual Objective / Action Item	SMART Goals and outcomes	Key Players	Timelines	Status	Explanation
#5	Develop and implement a Performance Evaluation Program	Evaluate work performance, support and coach staff in their current role and advance their career	HR Consultant and Managers	implement Jan 2023 for staff, started in summer 2022 with Management		Launched SCPL Grow plan with staff Feb. Quarterly one-on-one conversations with staff and Managers to coach staff.
#5	Job Evaluation for the Union	Work with the Union to evaluate union 'positions and perform job evaluations	HR Consultant, CEO, JJEC	starting in fall 2022 to complete in Q1 2023		All Union jobs have been evaluated, finalizing pay equity adjustments and preparing to post pay equity plan in Q2.
#3	Develop a good relationship with new City Council, continue to work with the City and the Union collaboratively, maintain a positive relationship	Present to City Council 3 times a year, address issues or concerns raised by the City or the Union within 72 hours, organize activities with the City/Union at least 4 times a year, maintain ongoing communications	CEO	2023 and ongoing		Met with the Union and the City five/six times to discuss various topics, also invited new City Council and Mayor to tour the Library and attend the launch of Port Plus
#1, 5	Assist Board recruitment, train board members and develop a two-way onboarding experience	Produce recruitment brochour, host training/onboarding sessions, provide library tours, solicit feedback and address any concerns	CEO	Jan - Jun 2023		Organized board recruitment fairs and received 48 applications that is 60% more than the last time, worked with the nominating committee to make a recommendation to Council, City Clerk's Office has received the recommendation and will discuss on March 20
#1, 2, 4, 5	Central Library Renovation	Seek City/Council support on the Phase 1 Conceptual Design	CEO, Business Administrator	Q1 2023	✓, Completed	Complete - Council aligned as part of 2023 Capital Budget approval.
		Complete Phase 2 detailed design and cost	All managers	Q2 2023		Q2 2023 start.
		Seek approval from the Board, City and Council	CEO, Business Administrator	Q3 2023	✓, Completed	Complete.

		Explore available funding alternatives at federal and provincial levels.	CEO, Business Administrator	Q1 2023		City funding approval received contingent on Green and Inclusive Community Building (GICB) grant. Application for grant submitted Feb 24/ 23.
		Execute procurement activities	Business Administrator	Q3 2023		On hold pending GICB grant approval.
		Kick off the renovation project	All managers	Q4 2023		Q4 2023 start.
#1, 5	Maintain and improve communication	Plan meetings with City Finance staff 3 times a year, plan meetings with City EFES staff 3 times a year	Business Administrator	2023 and ongoing		One meeting held with EFES staff on Feb 16/23. Remainder to be established after year end activities.
#5	New G/L, A/P and EFT solution implementation	Perform necessary procurement activities, initiate project, plan implementation, decommission Vailtech platform	Business Administrator	Q2 2023		Go-live achieved Jan 1/23. Vendor list rationalized from 2,000 to 250 vendors. Implemented EFT's. Chart-of-accounts reduced from 1,100 to 200. Account code reduced from 7 numbers and 2 decimals (9 key strokes) to 4 numbers. Retention strategy for older GL data to be developed with City. Vailtech to be decommissioned post close 2022 year-end. Project to be complete by June 30, 2023.
#2	Continue to explore alternate revenue streams	Continue to advocate for funding comparable to peer libraries	CEO, Business Administrator	Ongoing		Ongoing. Obtained budget approval for \$1 per citizen extra and applied for two grants
#5	Provide new and enhanced spaces	Work with City to develop ideal location for Merritt Branch	CEO, Business Administrator, City stakeholders	Q3 2023		Meet held with City real estate manager. Contact with Smart Centre post Mar 31/23 next step.

Department: Innovation, Collections and Technology

Q1 Update

Strategic Goal	Annual Objective / Action Item	SMART Goals and outcomes	Key Players	Timelines	Status	Explanation
#1 #3, #4, #5	Perform a Collections Diversity Audit	Develop a method to review the collection and review cataloguing practices i.e. Indigenous Subject Headings	E, J and Gabriella	2023 and Ongoing		Attended OLA Diversity Audit program. Investigating best practices for implementation.
#1 #3, #4, #5	Indigenous Subject Heading		Gabriella	Jan. 2023 and Ongoing		Ongoing process
#1 #3, #4, #5	Catalogue Standards and Maintenance		Gabriella	Jan. 2023 and Ongoing		Ongoing process
#1 #3, #4, #5	Digitization Project	Digitize rare local history items for preservation and remote accessibility	Heather	2023 and Ongoing		Ongoing. Applied for CSG. Completed Early St. Catharines Photographers. Completed all Photographs, Postcard & Slides. 8,880 scrapbooks articles digitized.
		- Investigate Controlled Digital Lending solutions				

Department: Customer Services						Q1 Update
Strategic Goal	Annual Objective / Action Item	SMART Goals and outcomes	Key Players	Timelines	Status	Explanation
#1, #4, #5	Continue to enhance Customer Service	Finish the delivery other training to support the Customer Service Standard. Implement two-way radio technology at Central. Develop and implement roving reference strategy	Training Librarian, Customer Service Managers	Q3 2023		Implemented the first phase of two way radios at Central in Jan 2023
#1, #4,#5	Expand the work and study space at the Branches in response to increasing public demand	Reconfigure the service desks at Dr. Huq to streamline workflow and improve customer service. Investigate incorporating a second study bar. Incorporate inviting furniture and educational toys to support children's development. Reconfigure staff desks and declutter the staff work space at Merritt.	Customer Service Managers, Branch Librarians	Q3 2023		Initial meetings have been set up to discuss realistic changes
#1,#4,#5	Increase access to the Port Dalhousie branch	Introduce Open+ to provide more flexible service hours and expand the Branch's use as an available study space.	Customer Service Managers	Q2 2023		Project on track to launch April 3rd
Department: Programming and Promotions						Q1 Update
Strategic Goal	Annual Objective / Action Item	SMART Goals and outcomes	Key Players	Timelines	Status	Explanation
#4 Foster more community connections	Strengthen partnerships with DSBN and NCDSB	Target schools for regular, ongoing class visits every three weeks, three schools each, Central, Huq, Merrit and two schools Port.	Programming, Customer Service			Regular visits occurring for several schools/daycares. Ongoing class visits being planned. 21 visits conducted between Jan-Feb and to date 55 visits have been finalized for March-June.
#5 Transform as we evolve	Continue to investigate/Library automation software	Evaluate vendors based on specific needs such as room booking, program registration, customer contact management, focus on implementation if approved.	ICT, Customer Service, Admin, Prog & Promot			Investigation completed. Ready to test begin testing demo of LibCal after March Break.

## Discussion Reports

### 7. Discussion Reports (attachments)

7.1 Policy (P-17) Volunteer – L. Dobson/K. Su

Motion

7.2 Policy (G-15) Procurement – K. Smith Curtis

Motion

## Policy (P-17) Volunteer

submitted by Linda Dobson, Human Resources Consultant

### Recommendation

THAT the Board approve Policy (P-17) Volunteer.

#### **Background**

The Library has used volunteers in different service areas including Visiting Libraries, Programs for customers, Teen Advisory group. They have been a welcome support and valuable part of Library operations.

The Library does not have a policy recognizing the role of volunteers. Best practices suggest a volunteer policy that identifies the role of volunteers as well as how they will be recruited, trained, evaluated and recognized. Having a policy and program that lays out all of the processes is good risk management and will provide a framework for both staff and volunteers. This policy is the first step in creating this framework.

This proposed Volunteer policy has been amended based on comments received from the Board at the February 16, 2023 Board Meeting.

#### **Recommendation**

Staff recommends Board approve Policy (P-17) Volunteer.





<b>Policy Name</b>	Volunteer		
<b>Section &amp; Number</b>	Personnel (P-17)	<b>Effective Date</b>	2023-03-16
<b>Motion Number</b>	2023-##	<b>Last Review</b>	
<b>Author</b>	HR Consultant	<b>Next Review</b>	2027

## Policy Statement

The volunteer program of the St. Catharines Public Library creates opportunities for community members to actively contribute to the library's vision of excellence in library service. The library welcomes volunteers to participate in the operation of the library while performing a valuable service to the community.

## Scope

1. Volunteers are used by the library to enrich and enhance library programs and services. Volunteers do not substitute for or replace paid employees.
2. This policy applies to all volunteers in all programs, including activities that take place outside the library.

## Definitions

The term "volunteer" refers to a person who performs services for the library without compensation or expectation of compensation, and who performs a task at the direction of, and on behalf of, the library.

## Regulations

PIPEDA – Personal Information Protection and Electronic Documents Act – In accordance with federal and provincial government privacy legislation to ensure the collection, safeguarding and appropriate disclosure of personal information of Volunteers.

OHSA – Occupational Health and Safety Act (Workplace Violence Policy) – all workplaces, including those of volunteers must be free from harassment and violence.

AODA – Access for Ontarians with Disabilities Act

## Responsibility

The Human Resources Manager will set-up the Volunteer program including the policy, operational guidelines, recruitment practices, etc.

The CEO is responsible for ensuring the processes are followed.

## Operational Guidelines

Volunteers will not perform any task or duty for which a license or certification is required or any task or duty which is done by paid library staff.

1. Volunteer tasks may include but are not limited to:
  - a) delivery of materials to homebound customers,
  - b) special projects,
  - c) reading buddies,
  - d) teen advisory committee, and/or
  - e) delivery of specialty programs, i.e. chess, origami.
2. Volunteer opportunities will be described in a position description, which will identify the task and responsibilities of the position and the Library department.
3. Volunteers will be interviewed, references and any required documentation i.e. Driver's licence, insurance, police check, will be checked.
4. Volunteers will be trained and all pertinent policies reviewed.
5. Volunteer performance will be reviewed by Department Managers on a regular basis, any corrective actions will be discussed and documented.
6. Volunteers will be recognized for their contributions through the annual Volunteer Recognition.

## Implementation

The Chief Executive Officer oversees the coordination and implementation of the volunteer program.

## Policy (G-15) Procurement

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

### Recommendation

THAT the Board approve amended Policy (G-15) Procurement.

#### **Background**

The Library must secure various goods and services for day-to-day library operations as well as to meet our goals as established by the Strategic Plan. The objective in doing so, would be to ensure a fair and equitable procurement process that results in lower cost purchasing. To guide procurement, the Library developed a Procurement Policy (G-15) that was approved by the Board of Directors in June, 2004.

The essence of the Procurement Policy is that the Library will follow the City of St. Catharines procurement policy. This streamlines the Library's processes and ensures that the Library remains aligned with the City, the Library's largest funding source. The City updated and approved their policy in November 2019 through adoption of By-Law 2019-286.

The Library's policy has remained the same since it was adopted and updates are needed to reflect the City's new Procurement Policy. Policy G-15 has been updated and amended to reflect the City's Procurement Policy as well as other needed enhancements.

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

#### **Recommendation**

Staff recommends the Board approve amended Policy (G-15) Procurement.



**ST. CATHARINES PUBLIC LIBRARY BOARD**

**POLICY**

<b>Section Number:</b> General G15	<b>Subject:</b> Procurement	<b>Motion#:</b> 2004-53
<b>Policy Level:</b> Library Board	<b>Author:</b> Business Administrator	<b>Review:</b> 4 years
<b>Approval Date:</b> 2004-06-17	<b>Last Review:</b> 2004-06-17	<b>Next Review:</b> 2022
<b>Notes:</b> Approved at the Board Meeting of June 17, 2004.		

<b>Policy Name</b>	Procurement Policy		
<b>Section &amp; Number</b>	(Board – G-15)	<b>Effective Date</b>	<del>2023-04-20</del> 2003-16
<b>Motion Number</b>	2023-XX	<b>Last Review</b>	2004-06-17
<b>Author</b>	Business Administrator	<b>Next Review</b>	2027

## Policy Statement

The purpose of this policy is to provide the overall framework and guidelines for the procurement of ~~goods~~ Goods and ~~services~~ Services.

The St. Catharines Public Library Board has adopted the *City of St. Catharines Procurement Policy*, ~~December 2002~~, which was approved by City Council on ~~December 16, 2002~~ November 4, 2019 by By-Law ~~2002-388~~ 2019-286, ~~amended on February 10, 2003~~ by By-Law 2003-34; ~~amended on January 17, 2005~~ by By-Law 2005-10.

The *City of St. Catharines Procurement Policy*, can be found at the following link:  
<https://www.stcatharines.ca/en/council-and-administration/resources/Procurement-Policy-and-Procedures.pdf>

## Scope

Where the authority to enter into a Contract for the procurement of Goods, Services or Construction is a decision entirely within the jurisdiction of a local board of the City of St. Catharines, the local board may use the services of the Procurement Division. In this case all terms and conditions of the Bylaw will apply except:

- a) Any reference to "Council" shall be read as a reference to the "Board"; and
- b) Any reference to a Department Head, Department representative or CAO shall read as the head of the administrative function of any Board, or their Delegate created by a formal process in writing and provided to the Procurement Division.

## Purchasing Principles

The City has adopted the following ~~basic purchasing principles~~ Purposes, Goals and Objectives:

- ~~1. To promote the most cost effective and efficient use of City funds and resources by acquiring the specified goods and services at the optimum quality, quantity, price, delivery and performance.~~
- ~~2. To encourage open competitive bidding on all acquisition and disposal of goods and services where practical.~~
- ~~3. Unless otherwise approved by Council to purchase goods and services only as approved in the annual budgets.~~
- ~~4. To obtain the most competitive offers from the most responsible and responsive vendors. To use vendors who comply with the provisions of the bid solicitation, including specifications and contractual terms and conditions. To use vendors who can be expected to provide satisfactory performance based on reputation, references, past experience, and sufficiency of financial and other resources.~~
- ~~5. To structure specifications that do not exclude certain vendors or manufacturers unless there is documented evidence to warrant exclusion.~~
- ~~6. To always consider the "total acquisition cost" rather than the lowest bid.~~
- ~~7. To acquire goods and services with regard to preservation of the natural environment. This gives reference to the method of manufacture and the method of disposal.~~
- ~~8. To delegate the appropriate level of authority to enable City departments to meet service requirements. To ensure that employees who are responsible for requisitioning and purchasing goods and services are accountable for their actions and decisions.~~
- ~~9. To participate with other publicly funded bodies in co-operative purchasing activities where they are in the best interest of the City.~~
- ~~10. To abide by the City of St. Catharines "Employee Code of Conduct".~~
  - ~~(a) To encourage competitive bidding;~~
  - ~~(b) To ensure objectivity and integrity in the Purchasing process;~~
  - ~~(c) To ensure fairness between Bidders;~~
  - ~~(d) To maximize savings for taxpayers;~~
  - ~~(e) To offer a variety of Purchasing methods, and to use the most appropriate method depending on the particular circumstances of the acquisition;~~

- (f) To the extent possible, ensure openness, accountability and transparency while protecting the best interests of the City and the taxpayers of the Corporation of the City of St. Catharines;
- (g) To obtain Best Value for the Corporation when procuring Goods and/or Services;
- (h) To avoid real and perceived conflicts between the interests of the Corporation and those of the Corporation's employees and elected officials and to ensure compliance with the Municipal Conflict of Interest Act, R.S.O. 1990, c.M.50, as amended;
- (i) To encourage the Purchase of Goods and/or Service with due regard to the preservation of the natural environment;
- (j) To promote, and incorporate whenever possible in Purchasing activities of the Corporation, the requirement of the Ontarians with Disabilities Act, 2001, S.O. 2001, c. 32, as amended;
- (k) To adhere to the code of ethics of the Ontario Public Buyers Association and the National Institute of Government Purchasing;
- (l) To maintain timely and relevant policies and procedures.

## Regulations

1. To adhere to the *City of St. Catharines Procurement Policy*, ~~December~~ November 20022019, with respect to all aspects of the procurement of goods and services, including disposal of surplus or obsolete assets, conflict of interest, specifications, award considerations, etc., as per the Policy.

## Procedural Guidelines

1. The C.E.O. and Business Administrator will ensure that procurement practices are in accordance with the *City of St. Catharines Procurement Policy*, ~~December 2002~~ November 2019-and as amended.
2. The Business Administrator will provide purchasing services and advice to all Library departments.
3. The Business Administrator will co-ordinate and/or standardize the purchase of similar items by department in order to optimize discounts available to the Library.
4. The Business Administrator/C.E.O. will ensure that the procurement policies are adhered to by departments who have the authorized spending limits.
5. The Business Administrator will conduct an annual review of procurement practices to ensure they adhere to the *City of St. Catharines Procurement Policy*, ~~December 2002~~ November 2019 -and all subsequent amendments.

## Implementation

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



<b>Policy Name</b>	Procurement Policy		
<b>Section &amp; Number</b>	(Board – G-15)	<b>Effective Date</b>	2023-03-16
<b>Motion Number</b>	2023-XX	<b>Last Review</b>	2004-06-17
<b>Author</b>	Business Administrator	<b>Next Review</b>	2027

## Policy Statement

The purpose of this policy is to provide the overall framework and guidelines for the procurement of Goods and Services.

The St. Catharines Public Library Board has adopted the *City of St. Catharines Procurement Policy*, which was approved by City Council on November 4, 2019 by By-Law 2019-286.

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