



St. Catharines Public Library Board

Regular Meeting

Thursday, April 20, 2023, 6:30 pm (after Inaugural Meeting)
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 (attachments)**
 - 4.1 Regular Meeting – February 16, 2023 Motion
 - 4.2 Nominating Panel Meeting – March 2, 2023 Motion
 - 4.3 Meeting – March 16, 2023 Motion

5. **Monthly Updates (verbal)**
 - 5.1 St. Catharines City Council
 - 5.2 OLS Update – J. Coles
 - 5.3 CEO Update – K. Su
 - 5.4 Department Update – March Break – Melissa Broere & Sam Walker,
Programming & Outreach Librarians from Programming & Promotions

6. **Consent Reports (attachments)** Motion
 - 6.1 Correspondence
 - 6.2 CEO Report – K. Su
 - 6.3 Department Reports – February & March 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 Financial Reports – K. Smith Curtis
 - 6.4(a) 2023 Operating Budget Statement at March 31, 2023
 - 6.4(b) Endowment & Trust Statement at March 31, 2023
 - 6.4(c) Short-Term Investments Statement at March 31, 2023
- 6.5 Quarterly Progress Update on 2023 Work Plan (Q1) – K. Su
- 6.6 Board Meeting Dates 2023 – K. Su
- 6.7 Delayed Openings at the Branches – H. Jones

7. Discussion Reports (attachments)

- 7.1 2023 Operating Budget Ratification – K. Smith Curtis Motion
- 7.2 Policy (G-15) Procurement – K. Smith Curtis Motion
- 7.3 Policy (P-17) Volunteer – L. Dobson Motion
- 7.4 Policy (G-28) Community Information Distribution – R. Di Marcantonio Motion
- 7.5 Policy (G-29) Art Displays and Exhibits – R. Di Marcantonio 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 (attachment)
 - 8.3(a) In-Camera Session – February 16, 2023 Motion
- 8.4 In-Camera Consent Reports (attachments) Motion
 - 8.4(a) Staffing (March Update) – L. Dobson
 - 8.4(b) Staffing (April Update) – L. Dobson
- 8.5 In-Camera Discussion Report (attachment emailed to Board)
 - 8.5(a) Personnel Matter – K. Su Motion
- 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

- 2023 OnBoarding Training, April 22, 2023 at 9:00 am, Meridian Community Centre, Fonthill
- Board Meeting – Thursday, May 18, 2023 at 6:00 pm (subject to Board approval), Mills Room, Central Library & Microsoft Teams



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 1st 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. Diorio

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

Chair

Secretary



Nominating Panel Review Board Applicants Meeting

Thursday, March 2, 2023
Rotary/Bankers Room, Central Library

Minutes

Present

Nominating Panel:

Vince De Luca

Hilary Findlay

Councillor Jackie Lindal (Chair)

Councillor Greg Miller

Fatima Sheikh

Staff:

Nancy Bryans (Recording Secretary)

Karen Smith Curtis, Business Administrator

Qingyi (Ken) Su, CEO

The Nominating Panel selected Councillor Jackie Lindal as Chair and she called the meeting to order at 3:30 pm.

1. Adoption of Agenda

a. Additions/Deletions to Agenda

None

b. Adoption of Agenda

The Agenda was adopted.

MOTION: THAT the Agenda be adopted.

MOVED: V. De Luca

SECONDED: F. Sheikh

CARRIED

2. Declaration of Interest

Due to a perceived conflict of interest, the following Nominating Panel members; V. De Luca, H. Findlay, and F. Sheikh, out-going members from the 2019-2022 Board, declared that they would redact/self-abstain from any selection decisions concerning re-applying 2019-2022 Board Members.

3. Move to In-Camera Session

MOTION: THAT the meeting move to In-Camera Session.

MOVED: Councillor G. Miller

SECONDED: F. Sheikh

CARRIED

4. Review of Board Applications

The Nominating Panel for the selection of SCPL 2023-2026 Board members met and reviewed the 48 applications received and forwarded by the City Clerk's Office. The panel directed staff to prepare a confidential letter to the City Clerk to outline the recommendation of 7 Board Members to Council.

5. Return to Open Session

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

MOVED: F. Sheikh

SECONDED: V. De Luca

CARRIED

6. Motion Arising from the In-Camera Session

MOTION: THAT the Nominating Panel direct staff to forward a confidential letter to the City Clerk's Office to recommend the following applicants as SCPL 2023-2026 Board Members: Michael Brousseau, Peter Clausi, Janice Coles, Kelly Diorio, Sarah Dimick, Lori Littleton, and Gail Riihimaki.

MOVED: F. Sheikh

SECONDED: H. Findlay

CARRIED

7. Motion to Adjourn

MOTION: THAT the meeting be adjourned.

MOVED: Councillor G. Miller

SECONDED: N/A

CARRIED

Meeting adjourned at 5:30 pm.



St. Catharines Public Library Board

Meeting Minutes

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

Present:	J. Coles (Chair) H. Findlay	L. McDonald F. Sheikh
Regrets:	V. De Luca K. Dilorio S. Dimick (Vice-Chair)	Councillor J. Lindal Councillor G. Miller
Staff:	D. Bott N. Bryans (Recording Secretary)	K. Smith Curtis K. Su (Secretary)

The Chair called the meeting to order at 6:03 pm. However, without sufficient members for quorum the Regular Board Meeting could not occur. Instead, the Board members present agreed to discuss the items on the proposed March Agenda without motions or decisions. The meeting was recorded.

1. Adoption of Agenda

1.1 Additions/Deletions to Agenda

None

1.2 Adoption of Agenda

No adoption

2. Chair's Remarks

The Chair read a message from Vince De Luca, an outgoing Board member. He thanked his Board colleagues for providing him with a great experience over the past four years. He expressed his appreciation for Ken & Karen for their professionalism and

expertise; Nancy & Dave for their kindness and cooperation; and the rest of SCPL staff for making SCPL a first class library system.

The Chair commented on the CBC News post of March 17, 2023, *Public Library won't display this artist's images critical of Ford, Trump in women's rights exhibition*. Aurora Public Library refused to exhibit posted photographs to avoid partisan politics, but lawyer calls move breach of freedom of expression. She commented that the issue highlights the importance of policies for these situations.

The Chair thanked the outgoing Board members for their time, efforts, and work on the 2019-2022 Board.

3. Declarations of Interest

None

4. Adoption of Minutes

4.1 Regular Meeting – February 16, 2023

No adoption

5. Monthly Updates

5.1 St. Catharines City Council

None

5.2 OLS Update – J. Coles

Janice reported that the next Board Assembly meeting is April 20, 2023, from 4 to 6 pm and she will attend as the Board's representative. She reminded members that OLS has many online training opportunities on their website.

5.3 CEO Update – K. Su

The CEO updated the Board about the following:

- Board nominating committee met on Mar 2, 2023, recommendations and evaluations to City on Monday March 6, 2023, City will send email to successful candidates cc Ken after April 20, 2023 Council meeting, planning orientation and tours at the Library
- The Board received a letter from the City (in Correspondence) outlining Asset Management Planning requirements. Ken explained about the lack of information for this issue and that there may be a financial commitment that was not anticipated. Ken will keep the Board updated.

5.4 Department Update – Port Plus Preview – D. Bott, Manager, Innovation, Collections & Technology

Dave Bott presented an online visual introduction of the Port Plus project scheduled to launch April 3, 2023, with an Open House from 9 am to 12 noon.

6. Consent Reports

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, & 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

- 7.1 Policy (P-17) Volunteer – L. Dobson/K. Su
The Board received revised Policy (P-17) Volunteer. The Board members present recommended some grammatical amendments. The Board to review the policy at the April Board Meeting.
- 7.2 Policy (G-15) Procurement – K. Smith Curtis
The Board received amended Policy (G-15) Procurement. The Board members present recommended some grammatical amendments. The Board to review the policy at the April Board Meeting.

8. In-Camera Session

- 8.1 In-Camera Agenda
 - 8.1(a) Additions/Deletions to In-Camera Agenda
None
 - 8.1(b) Adoption of In-Camera Agenda
No adoption
- 8.2 Motion to Move In-Camera
None
- 8.3 Adoption of In-Camera Minutes
 - 8.3(a) In-Camera Session – February 16, 2023
No adoption
- 8.4 In-Camera Consent Reports
 - 8.4(a) Staffing (March Update) – L. Dobson
The Board received the Staffing (March Update) report.
- 8.5 In-Camera Discussion Reports
None
- 8.6 Return to Open Session
None

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

None

10. Motion to Adjourn

The Meeting adjourned at 7:08 pm.

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

Chair

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 & March 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 Financial Reports – K. Smith Curtis
 - 6.4(a) 2023 Operating Budget Statement at March 31, 2023
 - 6.4(b) Endowment & Trust Statement at March 31, 2023
 - 6.4(c) Short-Term Investments Statement at March 31, 2023
- 6.5 Quarterly Progress Update on 2023 Work Plan (Q1) – K. Su
- 6.6 Board Meeting Dates 2023 – K. Su
- 6.7 Delayed Openings at the Branches – H. Jones

Correspondence

(as of April 14, 2023)

For Information

Received

1. Memorandum from The City of St. Catharines, February 28, 2023, Subject: Ontario's Asset Management Plan Regulation, O.Reg 588/17 Compliance
2. Letter from the City of St. Catharines, March 22, 2023, Notification to SCPL of 2023 Budget Approval.

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,



City of St. Catharines CAO

March 22, 2023

Mr. Ken Su
St. Catharines Public Library
54 Church St
St. Catharines, ON
L2R 7K2

Sent via email: QKsu@myscpl.ca

Re: 2023 Budget Approval
Our File: 10.57.12

Dear Mr. Su,

Please be advised that the Council of the City of St. Catharines, at its meeting held on January 16, 2023 approved the City's 2023 Operating Budget which includes the Library's 2023 budget request of \$6,204,214.

If you have any questions, please contact Kristine Douglas, Director of Financial Services at kdouglas@stcatharines.ca or by telephone at 905-688-5601, Ext. 1454.



Kristen Sullivan, City Clerk
Legal and Clerks Services, Office of the City Clerk
:sm

Copy: Karen Smith Curtis, Business Administrator, St. Catharines Public Library

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.

CEO Report

submitted by Ken Su, CEO (March 2023)

For Information

Collective Agreement Negotiation with CUPE

The Employer will be meeting with the Union on April 19 and 20, 2023 at the Central Library for negotiations.

City Council Presentation

The CEO reached out to the City Clerk's Office on March 29, 2023 to schedule a presentation to City Council. Staff plans to present to Council sometime in May or June, and will provide an update on some recent initiatives and services, such as March Break programming, fine freedom for all, Port Plus service, and gaming room at the Central Library. City Clerk has advised to postpone the presentation to a later date but in the meanwhile to invite councillors to visit the Library.

Niagara Public Libraries OnBoard Training Workshop

The final training agenda and the link to register were sent to the Board on March 29, 2023. Library Management has also been invited to attend the training if they are interested.

Library Board Orientation

Staff started to offer OnBoard orientations to Board members in the week of March 27, 2023. Also accounts for all Board members in HR Downloads have been set up and each Board member has been assigned three courses on topics, such as Workplace Violence and Harassment, Workplace Health and Safety, and Accessibility. Board Members are encouraged to attend orientations, tour the Library and complete the training courses.

Port Plus Service

The Library successfully launched the Port Plus service on Monday, April 3, 2023. At the time of writing this report, 272 customers have registered for the new service.

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
Gate Count	25,810	17,094 (+34%)
Membership	600	335 (+79%)
Holds Placed	11,161	10,443 (+6%)
Questions	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.

Customer Service

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

For Information

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

	March 2023	% change from 2022
Gate Count	31,105	21,387 (+31%)
Membership	532	487 (+9%)
Holds Placed	13,443	11,534 (+16%)
Questions	6901	5437 (+21%)

Gate Count

Our gate count system-wide continues its upward climb toward pre-pandemic 2020 levels, with an increase of 31% over March 2022.

Membership

New membership count continues to grow, with another increase of 9% in March 2023 over March 2022. Class visits and outreach to schools is in full swing, and the library continues to promote online membership application.

Holds Placed

The number of holds placed increased this month by 16% over March 2022. The holds system continues to be an integral library service for customers across the City.

Customer Feedback Highlights

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

- Providing friendly, knowledgeable and efficient customer service
- Launching Port Plus
- Providing better selections of DVDs by implementing a floating collection
- Suggestions for 3D printing classes (program scheduled for June 2023)

The library is continually evaluating the suggestions for improvements. Based on feedback received earlier in the year, an e-newsletter has been launched.

Port Plus

J. Spera and H. Jones hosted two successful informational Town Halls at Port Dalhousie and Dr. Huq Branches, where customers learned about the Port Plus initiative. Both sessions were well attended and received positive feedback. Port Plus launched April 3rd with an Open House 9-12 pm. Currently there are 244 customers registered for the service. A report evaluating month to month Port Plus metrics is being developed and will be shared with the Board at a later time.

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 rd 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

Facilities and Health & Safety

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

For Information

Facilities

Smaller projects have been undertaken in the last month to allow the Facilities team to catch up after months of larger initiatives. Facilities have assisted with set-up and decoration of the new gaming space. Security issues have utilized a significant amount of time recently. The Central staff room has received a new toaster oven and microwave for employees to use.

An updated version of the Siemens software has been installed to enhance HVAC monitoring. Programming of the software with the new HVAC equipment is underway. Intermittent outages in the HVAC units are now occurring with decreasing 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			
Central – Basement	Mar 10/23	Nothing to report.	N/A
Dr. Huq	Mar 24/23	Requested bandages.	Complete Apr 3/23.
Merritt	Mar 27/23	Nothing to report.	N/A
Port	Mar 28/23	Nothing to report.	N/A

The next meeting of the Joint Health & Safety Committee will be held on June 15, 2023.

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 3rd 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 CO² 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 CO₂ Monitor Expansion Program. The application was successful and the St. Catharines Public Library will receive 10 Carbon Dioxide Monitors for free through this program.

Innovation, Collections & Technology

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

For Information

Port Plus

The Port Plus project is ready for our April 3rd launch date. As mentioned previously, a self-checkout machine, security cameras, paging speakers and exterior access pad have been installed and all are functioning as expected. 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.

Gamerspace

Setup of the Gamerspace is nearing completion. Gaming titles have been purchased for the PCs and consoles, the PCs and consoles have been installed and two televisions have been wall mounted. The room will launch for public use on April 17.

Physical Circulation

Physical Circulation increased by 19% from February 2023 to March 2023. Moreover, physical circulation for the first quarter (January-March) of 2023 is up by 30% compared to that of 2022.

Digital Circulation

Digital circulation increased by 13% from February 2023 to March 2023.

Sensory Support Kits

ICT applied to the Niagara Community Foundation to provide funding for Sensory Support Kits. These kits, designed by Autism Canada, contain noise-cancelling headphones and tactile items for individuals with autism and neurodivergent challenges. Sensory Support Kits will play a key role in the Library's mission to provide welcoming and accessible spaces, resources and experiences for all citizens to learn, grow and connect by helping to reduce stress and anxiety when visiting the Library and attending programs.

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

Programming and Promotions

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

For Information

Programming Highlights

In total, 2,262 customers attended programs in March. Of these, 634 (or approximately 28%) attend during the week of March Break alone. It was a very successful March Break, with a 15% increase in attendance over 2019 (for a non-COVID comparison).

One Book, One Niagara, in which Niagara libraries worked together to present programming around the book Care Of by Ivan Coyote, culminated in a visit by the author at Brock University and was attended by 166 people.

Class visits continued in March at all locations with 396 students attending. Of special note, St. Nicholas School began their class visits at Central in which the whole student body, (165 students), will be attending every three weeks.

Communication Highlights

The Port Plus launch was a large part of the Library's communications in March. As well, we have begun contributing to the City's tourism communications efforts.

March 30	St. Catharines Standard	Staff-free library branch launches Monday in St. Catharines
March 9	CKTB	One Book, One Niagara, March Break programs, GamerSpace launch, and Sports and Leisure Collections re-launch.
March 30	CKTB	Port Plus, Tax Clinics, New additions to the Library of Things (Boomwhackers & Green Screen)

2023 Operating Budget Statement at March 31, 2023

submitted by Karen Smith Curtis, Business Administrator

For Information

	MARCH 31, 2023			FULL YEAR 2023		
	Actual	Budget	%	Actual	Budget	%
REVENUE						
City Contribution (1)	\$1,545,000	\$ 1,545,000	100.0	\$ 6,204,214	\$ 6,204,214	100.0
Miscellaneous (2)	55,450	23,499	236.0	350,211	322,595	108.6
Total	<u>1,600,450</u>	<u>1,568,499</u>	102.0	<u>6,554,425</u>	<u>6,526,809</u>	100.4
EXPENDITURES						
Salaries & Benefits (3)	955,576	1,137,618	84.0	4,613,674	4,613,674	100.0
Library Materials (4)	207,210	200,000	103.6	800,000	800,000	100.0
Occupancy (5)	125,061	140,157	89.2	555,459	560,628	99.1
Supplies & Services (6)	127,630	105,238	121.3	438,998	420,953	104.3
Capital Costs (7)	2,299	10,150	22.7	146,294	131,554	111.2
Total	<u>1,417,776</u>	<u>1,593,163</u>	89.0	<u>6,554,426</u>	<u>6,526,809</u>	100.4
UNEXPENDED BALANCE (8)	<u>\$ 182,674</u>	<u>-\$ 24,665</u>		<u>-\$ 0</u>	<u>0</u>	

NOTES:

REVENUE

(1) The City approved a funding increase of 5.6% for the Library for 2023 based on 3.25% plus \$1 per resident. All payments have been received to March 2022.

(2) Miscellaneous Revenues were well above budget in the first quarter of 2023 primarily due to a grant for the gaming room and higher Investment Income. Investment Income is expected to remain strong due to higher interest rates (22.1% above budget for 2023) . Fines Free has now been implemented which eliminates this revenue. After 3 pandemic years, miscellaneous revenues are expected to normalize in 2023 and align with budget.

EXPENDITURES

(3) The first quarter salaries were positive due to vacancies. Additional positions that were included in the 2023 budget are being filled which will reduce gapping going forward. There are still significant uncertainty in this budget with negotiations not complete, new minimum wage, annual benefits renewal and potential benchmarking.

(4) The Materials is 3.6% above budget at March and this is being actively managed. It is expected to be on budget at the end of 2023. The Materials budget was reduced by 5.3% for 2023 so further impacts will need to be minimized. SCPL is still spending a greater percent of our budget on Materials than our peers (15.4% vs. 10.4% of total budget).

(5) For 2023, it is expected that Occupancy will be lower than budget by 0.9%. Utilities are expected to be lower by 0.6% based on usage. The HVAC maintenance contract has been streamlined and transitioned to a new vendor with significantly better pricing. In addition, property insurance has been placed with a new broker which netted lower premiums for 2023.

(6) It is expected that the Supplies & Services budget will be 4.3% over budget at the end of 2023. This is primarily due to spending related to the gaming room grant which is offset by higher Miscellaneous Revenues mentioned above. It is early in the fiscal year and expenditures start slowly, ramping up as the year progresses.

(7) Early in 2023, implementation of Port + will result in some enhanced costs. It is anticipated that there will be an investment in IT equipment and furnishings to improve customer service in alignment with the strategic objectives late in 2023.

UNEXPENDED BALANCE

(8) In early 2023, a balanced budget is expected at the end of 2023.

Endowment & Trust Fund Statement at March 31, 2023

submitted by Karen Smith Curtis, Business Administrator

<u>Income/Expenditures</u>	
Opening Balance	\$ 1,665,850
Donations	1,043
Interest	5,955
TOTAL INCOME	<u>\$ 1,672,849</u>
Less Expenditures	(-)
NET REVENUE	<u><u>\$ 1,672,849</u></u>
<u>Current Assets</u>	
Cash	\$ 165,533
GIC's	1,491,846
Receivables	15,470
TOTAL CURRENT ASSETS	<u>\$ 1,672,849</u>
Less Current Liabilities	(-)
NET ASSETS	<u><u>\$ 1,672,849</u></u>
Encumbered Amount	\$ 241,600
Unencumbered Amount	1,431,249
TOTAL	<u><u>\$ 1,672,849</u></u>

Short-Term Investments Statement at March 31, 2023

submitted by Karen Smith Curtis, Business Administrator

Broker	Due	Yield	Market Value
The Canada Trust Company	Mar 16, 2023	3.90%	\$390,681
TD Bank	Mar 16, 2023	3.90%	\$156,666
TD Bank	Mar 16, 2023	3.90%	\$257,061
B2B Bank	Apr 11, 2023	2.38%	\$100,000
HSBC Bank Canada	Apr 11, 2023	2.30%	\$50,000
Bank of Nova Scotia Trust Corp	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

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 1st 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, Merritt 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.

2023 Board Meeting Dates from May to November

submitted by Ken Su, CEO

For Information

Given the 2022 municipal election and potential changes of library Board members, the outgoing Board accepted the staff's recommendation to plan its regular Library Board meetings up to April 2023. Once the incoming Board is appointed by City Council, it's up to the new Board to determine its meeting schedule for the rest of 2023.

According to the Board's past practice, regular Board meetings used to be held either in person and/or on Microsoft Teams at 6pm on the 3rd Thursday of the month with the exception of the month of January, July, August, and December.

Meetings in January used to be held at 6pm on the 4th Thursday of January.

Meetings in July, August, and December used to be held at the call of the Chair.

The proposed meeting dates and times for the rest of 2023 are listed below:

6pm, Thursday, May 18, 2023

6pm, Thursday, June 15, 2023

6pm, Thursday, September 21, 2023

6pm, Thursday, October 19, 2023

6pm, Thursday, November 16, 2023

Board meeting date, time, and location may be changed at the discretion of the Board and will be announced to the public before each meeting.

Delayed Openings at the Branches

submitted by Holly Jones, Assistant Manager of Customer Service (April 2023)

For Information

Proposed Change to Library Branches Hours

The Managers of Customer Service request that the Board approve the adoption of regularly scheduled delayed openings three times annually to accommodate Branch staff meetings. The proposed delayed openings will occur annually on the first Monday of February, June and October, and will affect the hours of operation for the Dr. Huq Family Library Branch and the Merritt Library Branch. Branch staff meetings will take place between 8:30 am and 10:00 am. The Dr. Huq and Merritt Branches will open on these mornings at 10:00 am, one hour later than the usual 9:00 am opening. Notice of the change in hours of operation will be communicated to customers in advance of each affected date.

Discussion Reports

7. Discussion Reports (attachments)

- | | | |
|-----|--|--------|
| 7.1 | 2023 Budget Ratification – K. Smith Curtis | Motion |
| 7.2 | Policy (G-15) Procurement – K. Smith Curtis | Motion |
| 7.3 | Policy (P-17) Volunteer – L. Dobson | Motion |
| 7.4 | Policy (G-28) Community Information Distribution – R. Di Marcantonio | Motion |
| 7.5 | Policy (G-29) Art Displays and Exhibits – R. Di Marcantonio | Motion |

2023 Operating Budget Ratification

submitted by Karen Smith Curtis, Business Administrator

Recommendation

THAT the Board ratifies Motion 2022-115 approved in principle at the Board meeting held on October 20, 2023.

Background

At the meeting on October 20, 2022, the Board approved the proposed 2023 Operating Budget. The proposed 2023 Operating Budget included a City Contribution of \$6,067,411 plus \$1 per resident for a total of \$6,204,214, an increase of 5.6%. The motion follows:

MOTION: 2022 -115 THAT the Board approve Draft 2023 Operating Budget in principle and recommend to the next Board approval of this budget.

MOVED BY: S. Dimick

SECONDE D BY: L. McDonald

MOTION CARRIED.

Subsequent to this, the proposed 2023 Operating Budget was presented to City Council on November 16, 2022. The Council of the City of St. Catharines, at its meeting held on January 16, 2023 approved the City's 2023 Operating Budget which includes the Library's 2023 Operating Budget request of \$6,204,214.

Recommendation

The 2023 Operating Budget is attached for the Board's consideration.

ST. CATHARINES PUBLIC LIBRARY BOARD

2023 OPERATING BUDGET

EXPLANATORY NOTES



A community enriched by lifelong opportunities for learning and connection.

K. Smith Curtis
Business & Facilities Administrator

K. Su
Chief Executive Officer

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Executive Summary

St. Catharines Public Library is dedicated to its role in helping the City of St. Catharines achieve its vision of being “the most dynamic, innovative, sustainable and livable city in North America.” To be a dynamic, innovative, sustainable and livable City, St. Catharines needs a library that “provides spaces, resources, and experiences for all citizens to learn, grow, and connect”.

While the pandemic continued to interrupt Library operations, SCPL focused on the groundwork needed to position the Library for success in 2023 and for years to come. This groundwork will help achieve the strategic vision of “a community enriched by life- long opportunities for learning and connection.”

It is very important to note our accomplishments in 2022:

- Launched a new brand in May 2022
- Introduced two robots donated by Wind Group Inc. and SPARC Technologies
- Highlights of statistics
 - 68% increase in registrations for Summer Reading Club from 2021 (5% over pre-pandemic 2019)
 - Membership is up 50% from pre-pandemic levels
 - Digital circulation has increased 80% from 2019
- Standardized operating hours and by doing so, added 19% to service hours
- New and innovative Library of Things is in circulation that includes board games, telescopes, sports equipment and crafting tools
- Fine free initiative will be expanded for all customers effective February 1, 2023
- Successful in obtaining several grants that extend services including Canada Summer Jobs for digitization and International Dyslexia Association of Ontario for decodable books
- Phase 1 planning is complete for the renewal of the 1976 Central Library



Public libraries deliver more than services to the communities they support, they deliver value. Studies based on work completed by the Toronto Public Library and Martin Prosperity Institute have consistently shown that public libraries return on average **\$6.27** for every \$1 invested by their City or an amazing **415%** return on investment. On average public libraries deliver **\$357** of value to every resident and **\$925** to each family.

The Strategic Agenda is to explore alternate revenue streams to ensure that SCPL is well funded. In analyzing the City’s Contribution, the following facts serve as a reference:

- In 2020, peer libraries received \$47.67 per citizen from their City. SCPL received \$42.65, \$5.02 less per citizen or \$668,000 less than peers*
- Niagara Falls provides \$52.99 per citizen, \$10.34 more or \$1,300,000 more funding
- In the 10 years to 2022, Niagara Falls received a 29% increase in funding while SCPL received 10%

With the objective of closing the gap, the 2023 Draft Operating Budget includes a 3.25% increase in the City’s base contribution for 2022 bringing the 5-year average increase for the Library to 2.4% or 1.3% over 10 years. In addition, SCPL is requesting an additional \$1 per citizen with the goal of closing the gap over a few years.

*Peer libraries with populations 100,000 - 250,000 include Guelph, Cambridge, Whitby and Barrie in the group of 18.

2023 Operating Budget Highlights

	% of Total Budget	2023 Budget	2022 Budget	% Difference Budget to Budget	
<u>Revenue</u>					
City Contribution	93.0%	\$6,067,411	\$5,876,428	3.2%	} 5.6%
City Contribution - Growth	0.0%	136,803	-	---	
Provincial Grant	3.5%	228,600	228,600	0.0%	
Miscellaneous Revenue	1.4%	93,995	95,146	-1.2%	
TOTAL REVENUE	97.9%	\$6,526,809	\$6,200,174	5.3%	
<u>Expenditures</u>					
Salaries and Benefits	70.7%	\$4,613,674	\$4,345,239	6.2%	
Library Materials	12.3%	800,000	845,000	-5.3%	
Occupancy Costs	8.6%	560,628	526,641	6.5%	
Supplies & Services	6.4%	420,953	363,158	15.9%	
Operating Capital	2.0%	131,554	120,136	9.5%	
TOTAL EXPENDITURES	100.0%	\$6,526,809	\$6,200,174	5.3%	

REVENUE \$6,526,809

- The St. Catharines Public Library Board requests a Municipal Contribution of **\$6,067,411** to fund SCPL's 2023 Operating Budget. This is an increase of 3.25% over 2022 funding.
- SCPL is also requesting an additional **\$136,803** (\$1 per resident) to narrow the funding gap in comparison to peer libraries. SCPL is funded at a lower rate than peer Library's. In 2020, in average peer libraries received \$47.67 in funding per citizen while SCPL is funded at \$42.65 per citizen. The Library is asking for an additional increase in City funding over the next few years to equalize our funding to that of our peers.
- Combined this equates to an increase in funding over 2022 of 5.6%.
- The Ministry has not advised the library community of any changes in the Provincial Grant for 2023 and there has been no change in the Grant for over 29 years.
- The Library is expecting to raise \$93,995 from internal sources including fines and memberships, photocopying, audio-visual equipment rentals, meeting room rentals and sundry accounts. This is a decrease of 1.2% in revenue over the previous year primarily due to expansion of Fines Free which is mostly offset by higher interest income.

EXPENDITURES \$6,526,809

- SCPL will spend \$ 3,719,504 on Salaries in 2023, an increase of 6.2% over 2022. The budget includes an estimate of wage increases for professional, non-professional and maintenance staff as required by the Collective Agreement. This also covers 19% higher service hours added by standardizing operation hours.
- Employee benefits are budgeted at \$879,010 for 2023. This includes all benefits as required by legislation and those mandated in the Collective Agreement.
- The Ontario Municipal Employees Retirement System (OMERS) has announced the elimination of minimum hours for part-time employees to join and as such, SCPL expects higher pension contributions in 2023. The cost to provide pension benefits to SCL staff in 2023 will be \$320,282, an increase of 12.5% in 2023.
- The cost to provide existing employees life, long-term disability, health and dental benefits is expected to be \$248,408. This is 8.9% lower than 2022 as experience increases were not realized and long-term employees retired.
- An expense of \$22,902 is included in the 2023 Operating Budget to cover Salaries and Benefits for Sunday openings at the Dr. Huq Branch.
- The Materials budget will be decreased by 5.3% to \$800,000 or 12.3% of the total budget. SCPL has historically spent a higher proportion of the budget on Materials than peers. In 2020, peer libraries spent 11.0% on materials while SCPL spent 16.5%. This is being strategically lowered to ensure that the budget is being utilized effectively while ensuring our customers receive the materials they want.
- The lease for the Merritt Branch was renewed to March 31, 2025 at very competitive rates. SCPL continues to work with City staff to determine the optimal location for this branch beyond 2025.
- A modest increase of 6.5% is expected in Occupancy costs resulting from several factors including Utilities at 3.1% higher and an increase in insurance of 11.9%. SCPL is experiencing increases in many service contracts and cleaning supplies.
- A budget of \$35,600 for Furniture and Equipment has been included to replace old, obsolete or non-ergonomic furniture throughout the Library and a budget of \$5,000 has been allowed to comply with the Accessibility for Ontarians with Disabilities Act 2005.
- A budget of \$90,954 to finance the principle payment for the Dr. Huq Branch at the Kiwanis Aquatic Centre is included. As at December 31, 2023 the outstanding debt will be \$726,908. The debenture will be completely paid on November 1, 2031.
- Overall, it is expected that the Library's Operating Budget will increase by 5.3% in 2023. Given current inflation levels, this is a moderate change and at the same time, allows for some strategic improvements in Library operations including expanding hours at Port, enhanced programs and improving infrastructure such as the financial system.

2023 Operating Budget Details

	% of Total Budget	2023 Budget	2022 Budget	Variance
<u>REVENUE</u>				
City Contribution	93.0%	6,067,411	5,876,428	190,983
City Contribution - Growth	2.1%	136,803	-	136,803
Provincial Grant	3.5%	228,600	228,600	-
Fines/Membership	0.1%	5,285	15,131	- 9,846
Photocopying	0.0%	2,905	3,864	- 959
AV Services Equipment	0.0%	220	1,157	- 937
Investment Income	0.8%	54,400	34,733	19,667
Meeting Room Rentals	0.0%	2,835	8,618	- 5,783
Sundry	0.4%	28,350	28,277	73
Programs	0.0%	-	3,366	- 3,366
TOTAL REVENUE	100.0%	6,526,809	6,200,174	326,635
<u>EXPENDITURES</u>				
<u>Salaries & Benefits</u>				
Total Salaries & Benefits	70.7%	4,613,674	4,345,239	- 268,435
<u>Library Materials</u>				
Books	7.1%	465,800	484,500	18,700
Processing	0.1%	7,500	7,500	-
Visual Materials	1.0%	67,000	65,000	- 2,000
Microfilm	0.0%	3,000	6,000	3,000
Periodicals	3.8%	249,000	274,000	25,000
Sound Recordings	0.1%	7,700	8,000	300
TOTAL LIBRARY MATERIALS	12.3%	800,000	845,000	45,000
<u>Occupancy Costs</u>				
Utilities	3.3%	217,287	210,830	-6,457
Insurance	0.7%	47,254	42,233	-5,021
Rent/Taxes	1.6%	105,001	106,250	1,249
Repairs & Maintenance-Building	2.2%	143,810	121,818	-21,992
Repairs & Maintenance-Grounds	0.1%	5,076	4,700	-376
Communications	0.6%	42,200	40,810	-1,390
TOTAL OCCUPANCY COSTS	8.6%	560,628	526,641	- 33,987
<u>Library Supplies & Services</u>				
Library Supplies	0.6%	39,275	32,435	-6,840
Electronic & Peripheral Supplies	0.1%	4,200	4,200	0
Professional Fees	0.9%	58,510	53,224	-5,286
Staff Training & Development	0.7%	44,495	31,350	-13,145
Rental of Equipment	0.1%	9,627	10,425	798
Repairs & Maintenance-Equipmer	2.2%	141,700	122,250	-19,450
Transportation	0.6%	41,325	34,825	-6,500
Sundry	0.2%	14,349	10,563	-3,786
Printing & Stationary	0.0%	2,200	1,500	-700
Public Relations	0.3%	20,120	19,272	-848
Programs	0.2%	11,925	10,925	-1,000
Data Processing	0.5%	33,228	32,189	- 1,039
TOTAL SUPPLIES & SERVICES	6.4%	420,953	363,158	- 57,795
<u>Operating Capital</u>				
Furniture & Equipment	0.2%	15,600	4,042	- 11,558
Facility & Systems Enhancements	0.3%	20,000	23,500	3,500
Debenture Debt-Aquatic Centre	1.4%	90,954	87,594	- 3,360
Accessibility Improvements	0.1%	5,000	5,000	-
TOTAL CAPITAL COST	2.0%	131,554	120,136	- 11,418
TOTAL EXPENDITURES	100%	6,526,809	6,200,174	- 326,635

EXPENDITURES EXPLANATORY NOTES

EXPENDITURES TOTAL - \$6,526,809

SALARIES AND BENEFITS - \$4,613,674

In 2023, the Salaries and Benefits budget will increase by 6.2% over 2022.

Salaries – \$3,719,504

Investments in people are the most significant and most important operational investment at SCPL. The Salaries budget includes compensation for salary and wage adjustments that are provided to all staff. The Library will spend \$3,719,504 on Salaries in 2023, an increase of \$192,863 or 5.5% higher than the previous budget amount.

SCPL has had difficulty recruiting over the past year. It is therefore imperative that we retain the workforce we have. Without staff, SCPL is a building of materials and it is our staff that provides the excellent customer service that the residents of St. Catharines expect and deserve. In order to retain and attract staff, SCPL needs to compensate them fairly and competitively.

Extending hours was identified in development of SCPL's Strategic Plan. Increasing hours supports our goal of providing better service to customers and fostering community connections so that the residents of St. Catharines can enjoy the same level of library services as people in other cities. As we have returned to normal operations, SCPL standardized operating hours and by doing so, added 19% to service hours. To maintain this, a continued investment in Salaries is required.

This budget also includes the security complement of one guard for all open hours at the Central Library. Customer volumes and the presence of security have reduced the number of incidents to a manageable level. This will be carefully monitored.

Employee Benefits - \$879,010

Employee Benefits includes all government legislated deductions such as CPP, EI, WSIB, EHT, as well as non-legislated group benefits including OMERS Pension Plan, Health, Dental, LTD, AD&D and Group Life insurance premiums.

The Ontario Municipal Employees Retirement System (OMERS) Pension Plan provides pension benefits to all Library employees. OMERS has announced the elimination of minimum hours for part-time employees and as such, SCPL expects higher pension contributions in 2023. The cost to provide pension benefits to SCL staff in 2023 will be \$320,282, an increase of 12.5% in 2023.

The Library's group benefits policy with Canada Life renews each year on April 1. The policy covers extended healthcare, dental and long-term disability benefits for all full-time employees as well as eligible retirees. The cost to provide existing employee health & dental benefits is expected to be \$248,408. relatively unchanged over the previous year. This is 8.9% lower than 2022 as experience increases were not realized and long-term employees retired.

LIBRARY MATERIALS - \$800,000

The Materials budget will be decreased by 5.3% to \$800,000 or 12.3% of the budget. SCPL has historically spent a higher proportion of the budget on Materials than peers. In 2020, peer libraries spent 11.0% on materials while SCPL spent 16.5%. This is being strategically lowered to ensure that the budget is being utilized effectively while ensuring our customers receive the materials they use.

	2023	2022	Adjustment
Books	465,800	484,500	-18,700
Processing	7,500	7,500	0
Visual Materials	67,000	65,000	2,000
Microfilm	3,000	6,000	-3,000
Periodicals	249,000	274,000	-25,000
Sound Recordings	7,700	8,000	-300
Binding		0	0
Total	\$800,000	\$845,000	-\$45,000

OCCUPANCY COSTS - \$560,628

Utilities - \$217,287

Overall the Utilities budget has increased 3.1% over the 2022 budget amount to reflect current use patterns and pricing updates.

Insurance - \$47,254

Premiums cover the cost to replace property and assets in case of fire and water damage. To reduce the cost, the City provides SCPL with coverage for Vehicle, Crime policy, Liability, Municipal Accident Property and Conflict and SCPL reimburses the City for the actual cost. The budget for 2023 is \$47,254, an increase of 11.9% over 2022.

Rent & Taxes - \$105,001

Centennial Library

A lease agreement was signed between the City of St. Catharines and SCPL extending the lease at Centennial Library until December 31, 2017. We are in the process of developing a Service Level Agreement to be put in place as part of a new lease agreement. No change is anticipated in the financial arrangements in the new lease.

Dr. Huq Family Branch

The interest expense of \$36,607 relating to the annual debenture payment has been included in the 2023 Rent and Taxes budget.

William Hamilton Merritt Branch

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

Port Dalhousie Branch

The Port Dalhousie Branch Library is located at 23 Brock Street and is leased from the City of St. Catharines for an annual rental payment of \$600. The branch is approximately 1,000 square feet in size and is located next to the Seniors Community Centre.

Repairs & Maintenance – Building - \$143,810

This expense includes preventative maintenance programs including mechanical and electrical contracts and repairs for all four locations. Preventative maintenance programs play a vital role in ensuring the health and safety of the public and employees, minimizing the downtime of equipment and maintaining a high level of cleanliness. Repairs and maintenance costs are expected to increase 18.1%. In 2022, a service contract for the HVAC was budgeted for only 6 months due to the scheduled replacement project in mid-2022.

Communications - \$42,200

This expense is for the telephone system, network telecommunications, and fax costs. The Library's Internet service and inter-branch fibre optic network service for the 4 locations is purchased from the NRBN. The annual cost for the Internet service will be \$4,616 per location. A 10-year extension was approved by the Board in June 2019.

GENERAL LIBRARY SUPPLIES– \$426,564

Library Supplies - \$39,212

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

Electronic and Peripheral Supplies - \$4,200

The Electronic and Peripheral budget covers cost related to the purchase of electronic products such as printers, keyboards, barcode scanners, UPS devices, as well as supplies such as batteries, projection lamps and other related consumables for use throughout the library system. There is no change to this budget line.

Professional Fees - \$62,580

The Professional Fees primarily covers the cost of the annual audit, legal and labour relation matters relating to the Collective Agreement and other professional services that the Library contracts during the fiscal year. The increase of 17.5% reflects increased complexity and related fees.

Staff Training and Development - \$44,495

For 2023, an allocation of \$44,495 has been committed in order to maintain a skilled and technologically proficient workforce. It is increasingly important that the Library fund on-going training so the budget was increased by 41.9%.

Rental of Equipment – \$9,627

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

Repairs and Maintenance – Equipment - \$141,700

This budget covers expenditures relating to services contracted by SCPL including software licensing agreements. The major expenditure is the annual maintenance fee of \$80,000 paid to SirsiDynix to service the Integrated Library System. Cost of IT annual fees is higher due to Open + at Port as well as program and communication software.

Transportation – \$41,825

Transportation includes postage, mileage, inter-branch delivery and courier services. Employees are reimbursed by the Library when they use their personal vehicle for Library-related business. The average cost for mileage for the system is \$4,050 annually. \$24,500 has been budgeted to cover the costs of inter-branch delivery, repairs and fuel.

Sundry - \$14,349

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

Public Relations - \$20,120

The Public Relations budget finances a wide variety of activities centered on Library programs and marketing strategies.

Programs - \$11,925

The Library offers a wide variety of programs for the community and for all age groups. Programs are free of charge but some are offered at either a cost-recovery charge. The Programs budget has increase \$1,000 from 2022 to align with the Strategic Plan.

Data Processing - \$34,705

The Library is moving to Sage 300 for general ledger and accounts payable software in early 2023. The library has used the City's financial software application to process and maintain financial records and has still included this for half of 2023. The budget also includes the cost for ADP, the Library's payroll processor.

OPERATING CAPITAL- \$120,135**Furniture and Equipment - \$15,600**

A provision of \$15,600 has been allocated for the replacement of items such as chairs, desks, book trucks, printers, shelving and other miscellaneous items at all four branches.

Facility and System Enhancements - \$20,000

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

Debenture Debt – Dr. Huq Branch - \$90,954

On June 19, 2008 the Board approved the expenditure of \$1,760,000 to build a branch in the Kiwanis Aquatic Centre. The City of St. Catharines has advised the Library that the debenture estimated annual repayment schedule will be amortized over twenty years with an annual payment of \$126,430 with an interest rate of 3.8% annually for the life of the debenture. The debenture debt as at December 31, 2023 will be \$726,908.

Accessibility Improvements - \$5,000

On July 13, 2005 the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) received Royal Assent and is now law. This Act applies to every person or organization in the public sectors of the Province of Ontario. The purpose of the AODA is to benefit all Ontarians by developing, implementing and enforcing accessibility standards in order to achieve accessibility for all Ontarians with disabilities by 2025.

The Library has allocated \$5,000 in this year's budget to comply with Facilities Accessibility improvements established by the Provincial Government.

REVENUE - EXPLANATORY NOTES

Revenue Total \$6,526,809

Municipal Contribution \$6,204,214

The City of St. Catharines is the major source of funding for the St. Catharines Public Library. In 2022, the City is providing 94.8% of the funding needed to maintain the facilities, equipment, collections, services and programs.

SCPL requests a Municipal Contribution of \$6,067,411 to fund 2023 Operating Budget. This is an increase of 3.25% over 2022 funding bringing the 5-year average increase for the Library to 2.4% or 1.3% over 10 years.

	2023	2022	2021	2020	2019
Municipal Contribution	\$6,067,412	\$5,876,428	\$5,677,708	\$5,677,708	\$5,512,338
	3.25%	3.50%	0.00%	3.00%	2.10%

As well, SCPL is requesting an additional \$136,803 (\$1 per resident) to narrow the funding gap in comparison to peer libraries. SCPL is funded at a lower rate than peer Library's. In 2020, in average peer libraries received \$47.67 in funding per citizen while SCPL is funded at \$42.65 per citizen.

Combined these requests equals an increase in funding over 2022 of 5.6%.

Provincial Grant \$228,600

Each year the Province of Ontario, through the Ministry of Tourism, Culture and Sport, provides the Library Operating Grant. In 2022, the Province of Ontario provided 3.5% of the funding to the Operating Budget.

The Ministry has not advised the library community of any changes in the Grant for 2023 and there has been no change in the Grant for twenty-nine years.

Miscellaneous Revenue \$93,995

Miscellaneous Revenue is 1.4% of Library income as outlined below:

	2023	2022
Fines/Membership	5,285	15,132
Photocopying	2,905	3,865
AV Services Equipment	220	1,157
Investment Income	54,400	34,733
Meeting Room Rentals	2,835	8,618
Sundry	28,350	28,277
Programs	-	3,366
	<u>93,995</u>	<u>95,146</u>

This is a declining portion of revenue (1.4% of revenue budget in 2023 compared to 1.4% for 2022). It is anticipated that in 2022, the most significant reduction will be to Fines with the continuation of fines free to remove barriers to Library use. Investment income is expected to increase in 2023 as interest rates are projected to rise.

RESERVES - EXPLANATORY NOTES

In October 2021, the Board approved an amended policy on Reserves. The policy allows for two reserve accounts:

1. Capital Reserve: To be used for substantial maintenance, upgrading or replacement of capital items including but not limited to HVAC, roofs, windows, IT infrastructure, interior finishes and condition assessments and feasibility studies.
2. Stabilization Reserve: To moderate the impact of unforeseen expenditures and shortfalls in revenue including but not limited to decrease or loss of provincial grants, legislative wage or benefits costs, legal costs, pay equity costs.

In 2021, the Reserves were not touched as the pandemic affected our ability to move some projects forward and underspending of operating funds which were used to pay for infrastructure replacements.

The Stabilization Reserve balance is currently \$312,250 and it is not expected that there will be any contributions until after 2025. Additionally, this reserve may need to be used if sufficient funding is not received for the 2023 Operating Budget.

The Capital Reserve is being used in 2022 to fund the HVAC replacement project of \$1,375,000. This will significantly reduce the balance of the Reserve account by the end of 2022.

In 2023, this Reserve will be used to fund Phase 2 architectural work for the Central renovations and initial demolition. In addition, the Reserve will be called upon to facilitate Merritt Branch relocation or renovation and to maintain the currency of the Dr. Huq Branch in 2027.

It is important to note that the Library's share of the Central renovations will be partially funded through the Capital Reserve (\$1,174,000) and partially through the Endowment & Trust (\$1,300,000). The Class D estimate projects that the renovations will cost \$15,100,000.

The Capital Reserve is budgeted as follows:

Capital Reserve - 10 Year Forecast										
	2023	2024	2025	2026	2027	2028	2029	2030	2031	2032
Reserve balance	\$2,166,242	\$1,882,948	\$1,987,551	\$994,247	\$211,079	\$71,959	\$184,930	\$299,994	\$417,150	\$186,398
Contribution from Operating	-	104,604	106,696	108,788	110,880	112,972	115,064	117,156	119,248	121,340
Contribution from Retained Savings	-	104,604	106,696	108,788	110,880	112,972	115,064	117,156	119,248	121,340
Port Dalhousie Branch Improvements									350,000	
Dr. Huq Family Branch Improvements					250,000					
Merritt Branch Renovations/Relocation			1,100,000							
Central - Improvements										
Central - Renovations	108,044			891,956						
Central Phase 2 Architecture Plans	175,250									
Total Spending	283,294	0	1,100,000	891,956	250,000	0	0	0	350,000	0
Anticipated Year End Balance	1,882,948	1,987,551	994,247	211,079	71,959	184,930	299,994	417,150	186,398	307,738

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.

Update

The Board reviewed the amended policy at the meeting on March 16, 2023 and requested some changes. The changes have been incorporated into the amended policy.

Recommendation

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



ST. CATHARINES PUBLIC LIBRARY BOARD

POLICY

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

Policy Name	Procurement Policy		
Section & Number	(Board – G-15)	Effective Date	2023-04-20
Motion Number	2023-XX	Last Review	2004-06-17
Author	Business Administrator	Next Review	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 Library;
- (g) To obtain Best Value for the Library when procuring Goods and/or Services;
- (h) To avoid real and perceived conflicts between the interests of the Library and those of the Library's employees in order 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 Library, 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 2002~~November 2019, 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.



Policy Name	Procurement		
Section & Number	Board G-15	Effective Date	2023-04-20
Motion Number	2023-XX	Last Review	2004-06-17
Author	Business Administrator	Next Review	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.

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 purchasing Purposes, Goals and Objectives:

- (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 Library;
- (g) To obtain Best Value for the Library when procuring Goods and/or Services;
- (h) To avoid real and perceived conflicts between the interests of the Library and those of the Library's employees in order 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 Library, 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, November 2019*, 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 Business Administrator will ensure that procurement practices are in accordance with the *City of St. Catharines Procurement Policy, 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 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, November 2019* and all subsequent amendments.

Implementation

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

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.



Policy Name	Volunteer		
Section & Number	Board P-17	Effective Date	2023-04-20
Motion Number	2023-##	Last Review	
Author	HR Consultant	Next Review	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.
3. The Board is not included as its members are appointed by City Council.

Definition

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

The following regulations govern Volunteers:

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, Workplace Harassment Policy, Sexual Harassment Policy) – all workplaces, including those of volunteers must be free from violence and harassment.

AODA – Access for Ontarians with Disabilities Act – to provide the core principles of independence, dignity, integration, and equality of opportunity for people with disabilities.

Responsibility

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

Operational Guidelines

1. 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.
2. 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, e.g., chess, origami.
3. Volunteer opportunities will be described in a position description, which will identify the task and responsibilities of the position and the Library department.
4. Volunteers will be interviewed, references and any required documentation e.g., Driver's licence, insurance, police check, will be checked.
5. Volunteers will be trained and all pertinent policies reviewed.
6. Department Managers will review volunteer performance on a regular basis; any corrective actions will be discussed and documented.
7. Volunteers will be recognized for their contributions through the annual Volunteer Recognition.

Implementation

The CEO oversees the coordination and implementation of the volunteer program.

Policy (G-28) Community Information Distribution

submitted by Rita Di Marcantonio, Manager, Programming and Promotions

Recommendation

THAT the Board approve Policy (G-28) Community Information Distribution.

Background

The Library often receives requests from community groups and organizations to make information such as flyers and posters about their services and events available to our customers. In the past, frontline staff received the requests, which then had to be approved by a manager based on the "Guidelines for Posting on Library Notice Boards and Distribution of Bulk Materials Procedure."

This policy updates and formally codifies the "Guidelines." More importantly, it helps to better service customers by giving frontline staff the information necessary to determine whether the materials received meet the criteria in the policy, and make them available to customers immediately.

Please see the attached proposed policy for Board consideration.



Policy Name	Community Information Distribution		
Section & Number	Board – G-28	Effective Date	2023-04-20
Motion Number	2023-##	Last Review	4 years
Author	Manager, Programming and Promotions	Next Review	2027

Policy Statement

The St. Catharines Public Library supports the distribution and display of community information on Library premises. Bulletin board, display or distribution space will be available on Library premises, as space permits, in order to promote events, programs and information of interest to the community. Only information that aligns with the library's mission and vision will be accepted for display or distribution; however, the acceptance of materials does not constitute endorsement by SCPL of any group or its views.

Scope

This policy describes how and in what manner materials may be displayed on SCPL premises. It applies to physical materials from individuals, governmental, charitable and not-for-profit organizations and community groups.

This policy does not apply to SCPL's online communication channels, ie. social media, website, etc.

Definitions

Campaign Materials means any materials used to solicit votes for a candidate(s) or question in an election, including but not limited to literature, banners, posters, pictures, buttons, clothing, or other paraphernalia. Campaign materials include materials in all media, e.g., print, displays, electronic radio or television.

Materials means a variety of types of documents for display including notices, posters, and literature for distribution including flyers, pamphlets, newsletters, community newspapers, bookmarks and postcards.

Premises means all SCPL property, i.e. buildings and land, owned or leased by the Library including the interiors of buildings and exterior spaces such as walkways and parking lots.

Partisan is defined as favoring, promoting or opposing a political party, platform or candidate for public office.

Responsibility

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

Operational Guidelines

1. All materials must be approved by a location manager or designate for display or distribution on Library premises.
2. As space is limited and demand is high, it may not be possible to display all materials and distribute quantities of materials provided at all locations. Materials will be prioritized in the following manner:
 - (a) Library programs, events and news, including co-planned and Library sponsored programs and events;
 - (b) Municipal, provincial and federal government information;
 - (c) Programs and events from charitable and non-profit organizations in the local community;
 - (d) Cultural events in the Niagara Region;
 - (e) Person-to-person or individual notices based on community interest and only where space is available, will be posted at the discretion of Library staff.
3. The Library, in its sole discretion, may make an exception to these priorities when the exception is consistent with and advances the strategic goals of the Library.
4. Any materials displayed or distributed in non-designated space on Library premises will be removed. Removal of postings is at the discretion of Library

staff. Further, the Library reserves the right to dispose of any materials that are placed or posted without approval or proper process or in quantities that exceed the maximum distribution numbers.

5. Materials submitted for display or distribution becomes the property of SCPL and will not be returned to the owner.

Criteria for the acceptance of materials for posting and distribution

The Library reserves the right to select materials to be posted and distributed. The following guidelines apply:

1. Materials to be posted are to be no larger than 11 x 17 inches, must be legible and professional in design and production. Only one copy will be posted per location.
2. Materials must be in hard copy form. With the exception of a single poster and at staff's discretion, emailed submissions may not be accepted.
3. No more than 50 copies of one item may be distributed per location, unless, in its sole discretion, staff determines space availability allows for more copies.
4. Materials should not be submitted more than 30 days before and no less than 10 days before the event being promoted as display space is limited and in high demand.

Criteria for the Refusal of Materials for posting and distribution

SCPL will not guarantee that materials submitted will be displayed and/or distributed, and reserves the right to refuse any or all materials based on the any of the following:

1. Availability of space;
2. Number of submissions at a given time;
3. Size of materials;
4. Poor quality production or difficult to understand;

The following materials will not be posted nor distributed:

1. Materials promoting unlawful practices and/or that violate municipal, provincial, or federal legislation;
2. Petitions;
3. Partisan materials including campaign materials for any candidate, political party, registrant or support of a question on a ballot during an election (except for the promotion of an all-candidates meeting).

4. Material that advocates a particular political, sectarian, religious or philosophic position
5. Materials from commercial enterprises or information intended to further business goals
6. Materials contrary to the policies, regulations and procedures of SCPL.

Implementation

The CEO or designate will implement this policy.

Policy (G-29) Art Displays and Exhibits

submitted by Rita Di Marcantonio, Manager, Programming and Promotions

Recommendation

THAT the Board approve Policy (G-29) Art Displays and Exhibits.

Background

The Library occasionally provides exhibition space to individuals or groups wishing to display works of art, crafts and other relevant objects. This policy establishes the principles and conditions within which the Library provides space for art displays and exhibits by establishing an application process, selection criteria and operational.

Please see the attached proposed policy for Board consideration.



Policy Name	Art Displays and Exhibits		
Section & Number	Board G-29	Effective Date	2023-04-20
Motion Number	2023-##	Last Review	
Author:	Manager, Programming and Promotions	Next Review	2027

Policy Statement

The St. Catharines Public Library (SCPL) occasionally provides exhibition space to individuals or groups wishing to display works of art, crafts and other relevant objects. This free exhibit space enables Library visitors to participate in the creative life of the community, and presents artists with a valued avenue for exhibiting their work. However, use of library space for art displays and exhibits does not constitute an endorsement by the Library of that individual, group or their views.

This policy establishes the principles and conditions within which the Library provides space for art displays and exhibits.

Scope

This policy applies to art displays and exhibits that are offered by individuals or community organizations on the Library's premises, including artwork that is free-standing, placed in display windows, or attached to library walls.

Definitions

Art exhibits are presentations of artwork created by professional artists and artisans whose careers are established, mid-career or emerging. The exhibits should present a series of artworks with a cohesive vision, while providing the community with the opportunity to experience original art in a variety of mediums and/or cultural treasures that reflect St. Catharines' stories, creative self-expression, experiences, and perspectives.

Exhibitors may include artists, artisans, community organizations, collectors, and the City of St. Catharines departments and committees.

Regulations

The Library will provide space for exhibits that are not in contravention of federal or provincial laws and regulations, or municipal by-laws.

Exhibits must not violate the Library Rules of Conduct, all applicable laws, regulations, and by-laws, including the Ontario Human Rights Code, the Criminal Code of Canada and the Canadian Charter of Rights and Freedoms.

SCPL will be guided by the Canadian Federation of Library Associations' Statement on Intellectual Freedom and Libraries and the Ontario Library Association's Statement on Intellectual Freedom and the Intellectual Rights of the Individual.

Selection Criteria

The Library welcomes applications from individuals and community organizations seeking to display artwork on the Library's premises. Preference will be given to:

1. Exhibitors who live or work in the City of St. Catharines.
2. Exhibitors who have not displayed recently at the Library.

The Library's preferred approach is to work in partnership with the City's Cultural Services Department, Public Art Advisory Committee, local arts councils, or other arts or cultural groups to review and select artwork for exhibit in accordance with the criteria listed below:

- Demonstrates artistic merit;
- Compatible with the Library's mission, vision, values and strategic plan;
- Consistent with the principle of respect for the dignity and worth of all people;
- Responsive to the diverse interests of the community;
- Suitable for display to a diverse audience, including children and supports a welcoming environment;
- Original work, not copies of works by other artists or artisans;
- Suitable in scale, material, form, subject and content for the library environment;
- Ready for display or hanging.

The St. Catharines Public Library Board reserves the right to refuse to display any work considered to be inappropriate and/or unsuitable for a library environment.

Operational Guidelines

All exhibits must be approved by the Library and no substitutions can be made without the Library's prior approval.

Exhibitors are required to adhere to the following in order to exhibit their artwork at the Library:

1. Exhibitors interested in exhibiting at the Library must complete an application form. (Appendix 1)
2. Selected exhibitors will be given maximum one-month showings and depending on response and space availability, exhibitors may request an extension of their exhibit for one more month.
3. Exhibitors give permission to the Library to use their artwork for promotional purpose without cost.
4. Exhibitors are responsible for the delivery, installation and removal of their artwork. The Library is not able to provide transportation, storage space or tools.
5. Exhibitors are responsible for any damage to library walls or spaces, and will be charged for any repair cost.
6. Exhibitors are responsible for obtaining their own insurance for the contents of their exhibit.
7. Prices cannot be attached to individual works. However, exhibitors may leave contact information and/or a price list at an information desk to be viewed upon request.
8. The Library may publicize exhibits where possible. Any publicity exhibitors wish to post in the Library must follow the Library's Community Information Distribution Policy.

Implementation

The CEO or designate will implement this policy.



Art Displays and Exhibits Application Form

Applicant's Name:	
Organization: (if applicable)	
Phone:	Email:
Display location: <input type="radio"/> Atrium Window <input type="radio"/> Atrium <input type="radio"/> First Floor <input type="radio"/> Second Floor <input type="radio"/> Branch (Please indicate which branch _____)	
Installation date:	Removal date:
Please provide a brief description of the exhibit (type of exhibit, medium, number of items, space required, target audience, etc.):	
Please provide a brief artist biography, including recent exhibits:	
Please submit recent samples that are representative of the artwork you would like to display. A minimum of three samples are required, preferably electronically, (jpg, pdf file formats). Alternately printouts are acceptable.	

Conditions of Approval:

If approved, exhibitors must agree to the following:

1. The exhibitor warrants that they have the authority to deliver the artwork(s) to the library subject to these conditions.
2. Delivery of the artwork(s) to the library is for the purpose of display only. The library will not undertake to sell or negotiate sales.
3. Delivery of the artwork(s) to the library is for the period of time specified on the approved application.
4. The library undertakes no liability for any destruction, damage or loss of the artwork(s) however caused, including negligence on the part of the library, its employees or agents.
5. The exhibitor acknowledges that the library's role is limited to providing exhibition space only and will not provide any special care or carry out any additional responsibilities required by the exhibit.
6. The exhibitor shall accept and remove the exhibit from the library by the removal date specified in the application. If the exhibitor fails to do so, the library may, at the expense of the exhibitor, deliver the artwork(s) either to the exhibitor or to any person lawfully engaged in the business of storing goods.
7. The library reserves the right to request removal of all or some of the artwork(s) at any point during the agreed period of the exhibit.

I understand that the library assumes no responsibility for damage or theft of any item exhibited or displayed. All items placed in the display are placed at the owner's risk.

Signed: _____ Date: _____

LIBRARY USE ONLY	
Exhibit Approved: <input type="radio"/> Yes <input type="radio"/> No	Approved by:
If not approved, please provide reason:	
Installation date:	Removal date: