



St. Catharines Public Library Board

Regular Meeting

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

AGENDA

Chair calls meeting to order and Councillor J. Lindal to read SCPL Land Acknowledgment.

1. Adoption of Agenda

1.1 Additions/Deletions to Agenda

1.2 Adoption of Agenda

Motion

2. Chair's Remarks & Declarations of Interest

3. Presentations

3.1 **Central Renovation Design** – Tina Ranieri-D'Ovidio, Principal Architect, ward99 architects inc.

4. Adoption of Minutes (attachment)

4.1 Annual Meeting – January 18, 2024

Motion

4.2 Regular Meeting – January 18, 2024

Motion

5. Monthly Updates (verbal)

5.1 St. Catharines City Council

5.2 CEO Update – K. Su

5.3 Department Update – OLA Presentations – Jake Anderson & Pam Der Nederlanden from Innovations, Collections, and Technology, Keely Robinson & Marcela Torres from Customer Service, and Meghan Harder from Programming & Promotions.

5.4 Department Update – D. Bott

6. Consent Agenda (attachments)

Motion

6.1 CEO Report – K. Su

- 6.2 Department Reports – January 2024
 - 6.2(a) Customer Service – J. Spera & M. Haanstra
 - 6.2(b) Facilities and Health & Safety – L. DiDonato
 - 6.2(c) Innovation, Collections, and Technology – D. Bott
 - 6.2(d) Programming & Promotions – H. Jones

7. Discussion Reports (attachments)

- 7.1 Financial Results & Forecast at December 31, 2023 – K. Su Motion
- 7.2 Policy (P-11) Confidentiality of Employee and Volunteer Information – L. Dobson Motion
- 7.3 Policy (G-01) Policy Development – K. Su Motion
- 7.4 Library Health & Safety – K. Su
- 7.5 Policy (G-20) Video Surveillance – D. Bott Motion

8. In-Camera Session

- 8.1 In-Camera Agenda (attachment)
 - 8.1(a) Additions/Deletions to In-Camera Agenda
 - 8.1(b) Adoption of In-Camera Agenda Motion
- 8.2 Motion to Move In-Camera Motion
- 8.3 Adoption of In-Camera Minutes
 - 8.3(a) In-Camera Session – January 18, 2024 (attachment) Motion
- 8.4 In-Camera Consent Agenda (attachment)
 - 8.4(a) Staffing (February Update) – L. Dobson
- 8.5 In-Camera Discussion Reports (attachments)
 - 8.5(a) Library Benefits Report – K. Su and L. Dobson
 - 8.5(b) Exempt Staff Handbook – L. Dobson
 - 8.5(c) Personnel Matter – J. Coles (Chair to share with Board)
- 8.6 Return to Open Session Motion

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

10. Motion to Adjourn Motion

11. Next Meeting / Upcoming Events

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



St. Catharines Public Library Board

Annual Meeting Minutes

Annual Meeting called by the Chair. A Regular Meeting will follow the Annual Meeting.
Thursday, January 18, 2024, 6:00 pm
Mills Rooms, Central Library & Microsoft Teams

Present:	M. Brousseau P. Clausi J. Coles (Chair) K. Diiorio	S. Dimick (Vice-Chair) L. Littleton Councillor G. Miller G. Riihimaki
Regrets:	Councillor J. Lindal	
Staff:	D. Bott L. DiDonato L. Dobson M. Haanstra	L. Jenter (Recording Secretary) H. Jones J. Spera K. Su (Secretary)

- 1. Call to Order – K. Su**
Called the Annual Meeting to order at 6:01 pm
- 2. Election of Chair – K. Su**
K. Su called for nominations for Chair. Gail Riihimaki nominated Janice Coles for Chair, which she accepted. There being no further nominations, J. Coles was declared Chair by acclamation.
- 3. Election of Vice-Chair – Chair**
J. Coles assumed the Chair position and called for nominations for Vice-Chair. Lori Littleton nominated Sarah Dimick for Vice-Chair, which she accepted. There being no further nominations, S. Dimick was declared Vice-Chair by acclamation.
- 4. Appointment to OLS Board Assembly – Chair**
J. Coles called for nominations for the OLS Board Assembly representative. There being no nominations, Chair deferred to a later Board Meeting.
- 5. Formation of Standing Committees (optional) – Chair**
The Chair postponed discussion of additional Standing Committees until a later Board Meeting.
- 6. Chair's Remarks**

J. Coles thanked the Board for their confidence in re-electing her as Chair.

7. **Adjournment**

MOTION: 2024-01 THAT the Annual Meeting be adjourned.

MOVED BY: G. Riihimaki

SECONDED BY: N/A

MOTION CARRIED.

Councillor G. Miller joined the meeting at 6:04pm

Annual meeting adjourned at 6:04 pm

Regular Meeting follows Inaugural Meeting.



St. Catharines Public Library Board

Regular Meeting Minutes

Thursday, January 18, 2024, (following the Annual Meeting)
Mills Room, Central Library & Microsoft Teams

Present:	M. Brousseau	S. Dimick (Vice-Chair)
	P. Clausi	L. Littleton
	J. Coles (Chair)	Councillor G. Miller
	K. Diorio (left at 9:10 pm)	G. Riihimaki
Regrets:	Councillor J. Lindal	
Staff:	D. Bott (left at 7:44 pm)	L. Jenter (Recording Secretary) (left at 7:49 pm)
	L. DiDonato (left at 7:49 pm)	H. Jones (left at 7:39 pm)
	L. Dobson (left at 8:55 pm)	J. Spera (left at 7:39 pm)
	M. Haanstra (left at 7:39 pm)	K. Su (Secretary) (left at 7:49 pm)

Chair calls Regular Meeting to order at 6:05 pm

Sarah Dimick reads the following SCPL Land Acknowledgment:

The land on which the Board meets today is the traditional territory of the Haudenosaunee and Anishinaabe peoples, many of whom continue to live and work here today. This territory is covered by the Upper Canada Treaties and is within the land protected by the Dish with One Spoon Wampum agreement. Today this gathering place is home to many First Nations, Metis, and Inuit Peoples. Acknowledging this is a reminder that our great standard of living is directly related to the resources and friendship of Indigenous people.

1. Adoption of Agenda

1.1 Additions/Deletions to Agenda

Add Item 5.4 Update on Library App – D. Bott

Move Item 5.4 Department Update to 5.5.

Move Item 8.4b Personnel Matter to 8.5c – J. Coles

Move Item 8.5c Personnel Matter to 8.5d.

1.2 Adoption of Agenda

MOTION: 2024-02

THAT the Agenda be adopted as amended.

MOVED BY:

L. Littleton

SECONDED BY:

M. Brousseau

MOTION CARRIED.

2. Chair's Remarks & Declarations of Interest

Chair welcomed Lauren Jenter as new Recording Secretary. There were no Declarations of Interest.

3. Presentations

3.1 Schoolhouse Products

Sylvia Myers, from Schoolhouse Products, and Jolie Conahan and Megan Fink, from Open the Book, presented the proposed furniture redesign for the Merritt and Port branches. Recommended furniture designs included lower shelving units for improved sightlines, dedicated furniture for children's section, and mobile shelving units for programming flexibility. Discussion ensued regarding the designs.

MOTION: 2024-05 THAT the Schoolhouse Products Presentation be received.
MOVED BY: G. Riihimaki
SECONDED BY: Councillor G. Miller
MOTION CARRIED.

4. Adoption of Minutes (attachment)

4.1 Regular Meeting – November 16, 2023

MOTION: 2024-03 THAT the Regular Minutes of November 16, 2023 be
adopted.
MOVED BY: G. Riihimaki
SECONDED BY: Councillor G. Miller
MOTION CARRIED.

4.2 Special Board Meeting – January 9, 2024

MOTION: 2024-04 THAT the Special Board Minutes of January 9, 2024 be
adopted.
MOVED BY: M. Brousseau
SECONDED BY: P. Clausi
MOTION CARRIED.

5. Monthly Updates (verbal)

5.1 St. Catharines City Council

Councillor G. Miller reported Mayor's budget has been presented and will be discussed next week.

5.2 OLS Update – J. Coles

Chair recommended Board members explore board resources available through OLS.

5.3 CEO Update – K. Su

The CEO updated the Board about the following:

- Niagara Library Boards Meeting – K. Su provided update on Niagara Library Boards Meeting virtual meeting hosted by Niagara Falls Public Library. The Boards from Niagara Falls, St. Catharines, Welland, Grimsby, West Lincoln signed the letter discussed in the Special Board Meeting.
- Strategic Plan RFP – RFP will be posted to update current Strategic Plan ending December 2024.
- Civic Square Redesign - Managers will meet with design team from the City to discuss Civic Square redesign of James Street. Updates to follow.
- State of the City – Event will be held on February 27, 2024. Board members welcome to attend.

5.4 Update on Library App – D. Bott

D. Bott updated the Board about the disruption to the MySCPL.ca app. Replacement vendor app may be available later in 2024. Library website is mobile-responsive to serve as temporary app replacement.

5.5 Department Update – H. Jones

H. Jones presented programming plans for March Break 2024 highlighting goals to increase customer participation, feedback, and cross promotion of the Library collection. Outlined new procedural and communication plan for maintaining a safe experience for participants and program partners.

6. **Consent Agenda**

6.1 Correspondence

6.1(a) SCPL Quarterly Newsletters

6.2 CEO Report – K. Su

6.3 Department Reports – November & December 2023

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

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

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

6.3(d) Programming & Promotions – H. Jones

6.4 Financial Reports – L. DiDonato

6.4(a) 2023 Financial Results & Forecast at December 31, 2023

6.4(b) Endowment & Trust Statement at December 31, 2023

6.4(c) Short-Term Investments Statement at December 31, 2023

6.5 Quarterly Progress Update on 2023 Work Plan (4th Quarter) – K. Su

MOTION: 2024-06

THAT the Consent Reports be received as circulated.

MOVED BY:

L. Littleton

SECONDED BY:

S. Dimick

MOTION CARRIED.

7. Discussion Reports

7.1 Library Health and Safety – L. DiDonato and K. Su

The Board received verbal report that included a synopsis of internal incident reporting since policies, procedures and online reporting was introduced in September 2023. The verbal report also updated the Board on a Library staff meeting with Mayor Siscoe in December 2023 and recommendations that will be presented to the Mayor in a follow-up meeting scheduled in January 2024. The Board will be provided a further update at the February Board Meeting.

7.2 Policy & Program (P-01) Workplace Violence – L. Dobson

The board received a Policy & Program (P-01) Workplace Violence with no recommended amendments. M. Brousseau requested amendments to the reporting form.

MOTION: 2024-07 THAT the Board approve Policy & Program (P-01) Workplace Violence as amended.

MOVED BY: P. Clausi

SECONDED BY: S. Dimick

MOTION CARRIED.

7.3 Policy & Program (P-02) Workplace Harassment – L. Dobson

The board received Policy & Program (P-02) Workplace Harassment with no recommended amendments. M. Brousseau requested amendments to reporting form.

MOTION: 2024-08 THAT the Board approve Policy & Program (P-02) Workplace Harassment as amended.

MOVED BY: G. Riihimaki

SECONDED BY: L. Littleton

MOTION CARRIED.

7.4 Policy & Program (P-03) Sexual Harassment – L. Dobson

The board received Policy & Program (P-03) Sexual Harassment with no recommended amendments.

MOTION: 2024-09 THAT the Board approve Policy & Program (P-03) Sexual Harassment.

MOVED BY: Councillor G. Miller

SECONDED BY: S. Dimick

MOTION CARRIED.

7.5 Policy (G-13) Occupational Health and Safety – L. Dobson

The board received Policy (G-13) Occupational Health and Safety with no recommended amendments.

MOTION: 2024-10 THAT the Board approve Policy (G-13) Occupational Health and Safety without amendments.
MOVED BY: L. Littleton
SECONDED BY: M. Brousseau
MOTION CARRIED.

7.6 Policy (G-15) Procurement Policy – L. DiDonato

The board received Policy (G-15) Procurement Policy with recommended amendments to maintain alignment with city bylaw and clarity. J. Coles recommended use of term CAO and update to City of St. Catharines policy link.

MOTION: 2024-11 THAT the Board approve Policy (G-15) Procurement as amended.
MOVED BY: K. Diiorio
SECONDED BY: Councillor G. Miller
MOTION CARRIED.

7.7 Policy (G-20) Video Surveillance – D. Bott

The board received Policy (G-20) Video Surveillance with recommended amendments. M. Brousseau recommended amendments to the scope of authorized uses for surveillance footage. P. Clausi questioned the scope of the policy in terms of use by law enforcement. Board suggested removal of reference to law enforcement. Policy deferred to next meeting.

8. In-Camera Session

M. Haanstra, H. Jones, and J. Spera left the meeting at 7:39 pm

8.1 In-Camera Agenda

8.1 (a) Additions/Deletions to In-Camera Agenda
Move Item 8.4b Personnel Matter to 8.5c – J. Coles

8.1 (b) Adoption of In-Camera Agenda

MOTION: 2024-12 THAT the In-Camera Agenda be adopted as amended.
MOVED BY: G. Riihimaki
SECONDED BY: K. Diiorio
MOTION CARRIED.

8.2 Motion to Move In-Camera

MOTION: 2024-13 THAT the Regular Meeting move to In-Camera Session.

MOVED BY: S. Dimick
SECONDED BY: Councillor G. Miller
MOTION CARRIED.

The meeting moved to In-Camera Session at 7:40 pm

Chair called for a break 7:40 pm. In-Camera Session resumed at 7:44 pm.

D. Bott left the In-Camera Session at 7:44pm

L. DiDonato, L. Jenter and K. Su left the In-Camera Session at 7:49 pm.

L. Dobson left the meeting 8:55 pm.

K. Diiorio left meeting at 9:10 pm.

8.6 Return to Open Session

MOTION: 2024-19 THAT the In-Camera Session return to Open Session
MOVED BY: P. Clausi
SECONDED BY: G. Riihimaki
MOTION CARRIED.

The Meeting returned to Open Session at 9:21 pm

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

MOTION: 2024-20 THAT the Board adopt any Motions arising from the In-Camera Session.
MOVED BY: L. Littleton
SECONDED BY: Councillor G. Miller
MOTION CARRIED.

10. **Motion to Adjourn**

MOTION: 2024-21 THAT the Regular Meeting be adjourned.
MOVED BY: M. Brousseau
SECONDED BY: N/A
MOTION CARRIED.

Meeting adjourned at 9:21 pm

11. **Next Meeting / Upcoming Events**

- Board Meeting – Thursday, February 15, 2024 at 6:00 pm, Mills Room, Central Library & Microsoft Teams

Consent Agenda

Recommendation

THAT the Consent Agenda be received as circulated.

6. Consent Agenda (attachments)

Motion

- 6.1 CEO Report – K. Su
- 6.2 Department Reports – January 2024
 - 6.2 (a) Customer Service – J. Spera & M. Haanstra
 - 6.2 (b) Facilities and Health & Safety – L. DiDonato
 - 6.2 (c) Innovation, Collections, and Technology – D. Bott
 - 6.2 (d) Programming & Promotions – H. Jones

CEO Report

submitted by Ken Su, CEO (January 2024)

For Information

Central Library Renovation

The Library shared public comments with the architect who will take them into consideration while finalizing the Central Library renovation design. Also the CEO connected with the City's Accessibility Committee to arrange a presentation so the architect can discuss the design with the Committee and solicit comments. The Accessibility Committee presentation is tentatively scheduled on March 27, 2024 and we are trying to move it to February when possible. The architect is planning to report back to the Board after the meeting with the Accessibility Committee.

Library Asset Management Plan

Library staff met with GM BluePlan on January 30, 2024 and had a very productive discussion. The project is on track and GM BluePlan is scheduled to present their report to the Board in March.

Grant Advance

The CEO met with a representative from Grant Advance on January 9, 2024. Grant Advance provides tools that help identify foundations that support public libraries, write grant proposals, build a relationship with foundations, and request funding for our cause.

The cost is reasonable so the Library decided to subscribe to the service in the hope of securing additional funding for library services and programs.

Strategic Planning

The Library issued a Strategic Planning RFP on January 22, 2024. The RFP is now posted on Biddingo and the Library's website. Staff also sent to copy of the RFP to a number of consulting firms recommended by other public libraries for their consideration.

The RFP closes on February 23, 2024. Staff will evaluate all submissions and make a recommendation to the Board in March.

Customer Service

submitted by Joanna Spera, Customer Service Manager (January 2024)

For Information

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

	January 2024	% change from 2023
Gate Count	33,076	28,570 (+24)
Membership	542	666 (-20%)
Holds Placed	13,933	13,591 (+2%)
Questions	6528	6191(+5%)

Gate Count

Our gate count system-wide continues its upward climb toward pre-pandemic 2020 levels, with an increase of 24% over January 2023.

Membership

New membership count continues to grow, although the January 2024 membership count was down by 20% over January 2023, the convenience of our online membership application and the continued expansion of collections and services are contributing factors in our strong membership growth. It should be noted that our new memberships are up by 25% over the pre-pandemic January 2020.

Holds Placed

The number of holds placed increased this month by 2% over January 2023. The holds system continues to be an integral library service for customers across the city.

Customer Feedback Report

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 November and December 2023 include:

- Appreciation for computer access and assistance
- Book bundle service
- Providing friendly, knowledgeable and efficient customer service
- Introduction of toys to the children's area
- Implementing auto renewals
- Programs such as Math Club and Climate Grief Circle among others

The library is continually evaluating the suggestions for improvements and new services. Highlights of actions taken based on feedback collected in 2023 include:

- Providing more study space at Dr. Huq
- Implementing browsing baskets at library locations
- Decreasing wait times for hotspots
- Improving New and Notable lists

Facilities and Health & Safety

submitted by Lisa DiDonato, Business Administrator

For Information

Facilities

Automated External Defibrillators (AED)– An AED has been installed at the Merritt Branch.

Opioid Poisoning Emergencies Training - The growing number of deaths caused by opioids is a public health crisis. To protect staff who may be at risk of opioid exposure in the workplace, SCPL has begun maintaining naloxone kits in each of our branches. Both training and the administration of naloxone in an emergency is volunteer. Over 20 staff members have volunteered and been registered for first aid for opioid poisoning emergencies. The eLearning program provides individuals with the knowledge to recognize an opioid overdose, to administer naloxone and acquaint them with any hazards related to the administration of naloxone.

Security Cameras – Additional security cameras have been installed at Huq, Merritt and Port branches.

Security Guards – An additional security guard has been added during library operating hours at the Central branch.

Health & Safety

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

The next meeting of the Joint Health & Safety Committee is scheduled for March 14, 2024. The agenda currently includes the following:

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

Appendix A – Health and Safety Inspection Results

Location	Date	Results	Update
Annual Inspections			
Central	August 5, 2022	Audio Book Shelves aisles are too narrow.	Included in renovation plans.
Regular Inspections			
Port Branch	December 19, 2023	Nothing to report.	n/a
HUQ Branch	December 19, 2023	Nothing to report.	n/a
Merritt Branch	December 19, 2023	Nothing to report.	n/a
Port Branch	January 23, 2024	Nothing to report.	n/a
HUQ Branch	January 23, 2024	Nothing to report.	n/a
Merritt Branch	January 23, 2024	Nothing to report.	n/a
Central – 2 nd Floor	January 29, 2024	Nothing to report.	n/a

Innovation, Collections & Technology

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

For Information

Niagara Regional Broadband Network

Our telecommunications provider, NRBN, has been acquired by Cogeco Connexion, Inc. In May 2003, the St. Catharines Public Library along with the District School Board of Niagara, the Niagara Catholic District School Board, Region of Niagara, Niagara College and the Niagara Health System (collectively referred to as Niagara.Net) signed a 10-year Initial Service Agreement (ISA) with the Niagara Regional Broadband Network (NRBN) to provide private network connections to each site through Virtual Local Area Networks (VLAN), as well as internet access. This agreement has been extended in 5-year agreements through August 2028. The Niagara.Net members, as well as the Niagara Regional Police and Brock University worked with NRBN to ensure Service Level Agreements will continue to be met and maintain a unified pricing structure for the members.

Physical Circulation

In January 2024, physical circulation increased by 23.8% from December. This also represents a 16.4% increase from January 2023.

Digital Circulation

Circulation of digital collections increased by 8.5% from December 2023 to January 2024. This also represents a 31.8% increase from January 2023.

Library of Things

Additional items have been purchased for the Library of Things including new board games:

- Wordle
- Magical World of Disney Trivia Game
- Guess in 10
- The Game of Life Super Mario Edition
- Snug as a Bug in a Rug
- Hedbanz 2023 Edition
- Hedbanz Harry Potter Edition
- Monopoly Junior Unicorn Edition
- Candy Land Unicorn Edition

- Happy Little Dinosaurs (Smile, It's almost over edition)

The 12 Ontario Park Passes and 4 Niagara Peninsula Conservation Authority (NPCA) Natureplus Park Passes were updated for 2024.

Finally, several customers requested that the Nintendo Switch Console have a game included in the kit. Therefore, ICT added 1 copy of Mariokart 8 to each of the 11 Nintendo Switch Game Consoles. Customers can still borrow additional video games from the collection.

Budget Rollover

The 2023 budget was closed out in the ILS system. Remaining on-order items were rolled over into 2024, and the ILS system was opened to allow the import of 2024 invoices. Budget parameters were updated to reflect the new 2024 amounts.

Gamerspace Update

Due to popularity, a second Nintendo Switch console (along with another TV) was added to the Gamerspace in January. Additional games were purchased for the Switch consoles and the PCs. Console usage was up 81% in January from December. PC usage was up 10.4% in the Gamerspace.

Jake Anderson, Pamela DerNederlanden and Clinton Phillips from the ICT Department, along with Anne Stares from the Customer Service Department, gave a presentation about the Gamerspace at the 2024 OLA Super Conference. Approximately 70 people were in attendance, with an additional 30 attending virtually, and the talk was well-received.

Surveillance System at Dr. Huq

Two additional surveillance cameras were installed at Dr. Huq bringing the total number of cameras to three, including a 360-degree view camera above the circulation desk. A fourth camera is still to be installed in the Children's area.

Programming and Promotions

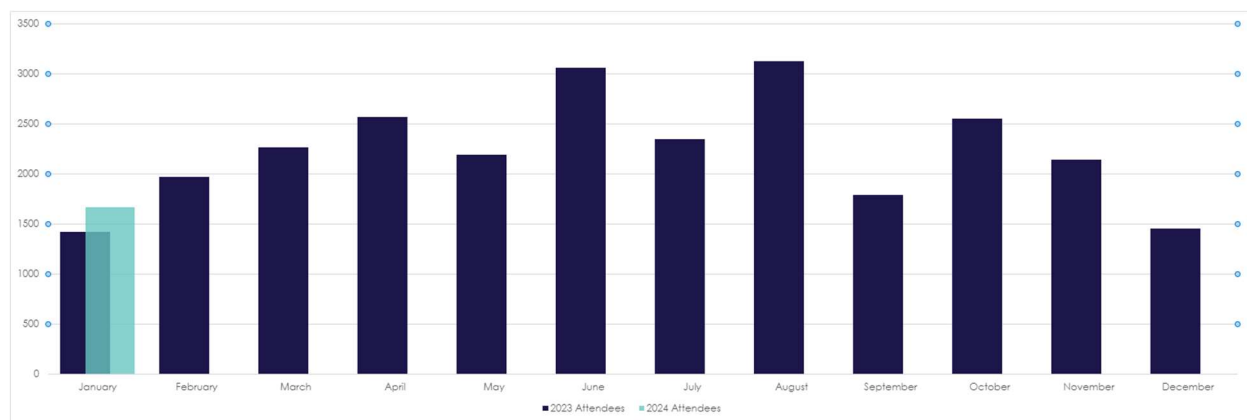
submitted by Holly Jones, Manager Programming & Promotions (January, 2024)

For Information

Programming Highlights

Programming is off to a great start in 2024, with 1665 customers attending or engaging in programs in January. Attendance grew 18% this month from January 2023 (1415 attendees). SCPL's winter programming line-up includes core programs such as our early literacy storytimes, recurring group visits with schools and community daycares, and system-wide book clubs, as well as seasonal events and drop-in programs for all ages.

Attendees by Month, 2024 vs. 2023



A strong focus on building community partnerships has resulted in the growth of several successful new programs.

- SCPL worked alongside Skye Rogers, a multi-disciplinary performing artist, to host Movement for Everyday Life with Shannon Kitchings, one part of the ongoing Dance & Movement Days series taking place at venues across the city (20 attendees).
- The Positive Parenting Program Group, in partnership with Niagara Region Public Health and facilitated by a public health nurse, is a multi-session workshop that provides parents of young children with positive parenting strategies (29 attendees).
- SCPL has partnered with Christina Moreau, OCT ASL Professor from George Brown College and Lecturer from Toronto Metropolitan University, to facilitate Introduction to American Sign Language, an instructional series for children ages 6-12 (9 attendees).

- SCPL has partnered with Christina Moreau, OCT ASL Professor from George Brown College and Lecturer from Toronto Metropolitan University, to facilitate Introduction to American Sign Language, an instructional series for children ages 6-12 (9 attendees).
- The English Club, a weekly ESL support group run in partnership with the Niagara Folk Arts Multicultural Centre, welcomed a positive increase in participation this month (50 attendees).
- Settling the Brown Homestead: The Oldest Home in St. Catharines, the first in a series of lectures in partnership with the Brown Homestead, traced the history of the city's oldest surviving home (18 attendees).

Of special programming note in January:

1. Drop-in programming continues to spark community engagement, drawing large crowds to the library. The STEM Petting Zoo, Soda Straw Rockets, and Cryptozoology Creatures were among nine drop-in programs this month that offered families the opportunity to partake in a variety of crafts and activities and gain access to seasonal materials from our collection to browse and borrow (258 attendees).
2. Brock Talks: Building Critical Thinking Communities, the first session of 2024 in this popular lecture series in partnership with Brock University, invited participants to consider the roles that social skills and communities play in critical thinking (14 attendees).
3. Creative Connections, a popular art workshop series designed for older adults and seniors, guided participants in the creation of a wintry scene with acrylic paint (18 attendees).
4. Super Smash Bros. Gaming Tournament invited children ages 8-12 to experience group gaming in SCPL's Gamerspace (14 attendees)
5. Kids Escape Room: Chocolate Factory invited mystery-loving children ages 8-12 to solve a series of chocolate-themed tests and puzzles (16 attendees).

Communication Highlights

In January, our Communications Specialist prioritized preparing a communications plan for our upcoming Pride Niagara Drag Storytime. Staff will be equipped with talking points and strategies for identifying and managing possible conflicts before they arise.

As well, the Communications Specialist worked alongside the Training Librarian this month to develop a Kudos Plan, an internal communications strategy encouraging staff to celebrate one another's accomplishments.

Media Mentions

09-Jan	St. Catharines Standard	Readers invited to turn a page with Siscoe's 2024 reading challenge
10-Jan	St. Catharines Standard	St. Catharines library customers borrowed more than 1 million items in 2023
10-Jan	Welland Tribune	St. Catharines library customers borrowed more than 1 million items in 2023
10-Jan	Niagara This Week	St. Catharines library customers borrowed more than 1 million items in 2023
18-Jan	CKTB	Mayor's Reading Challenge, LinkedIn Learning, New Board Games, Fine Freedom

Discussion Reports

7. Discussion Reports (attachments)

- | | | |
|-----|--|--------|
| 7.1 | Financial Results & Forecast at December 31, 2023 – K. Su | Motion |
| 7.2 | Policy (P-11) Confidentiality of Employee and Volunteer Information
– L. Dobson | Motion |
| 7.3 | Policy (G-01) Policy Development – K. Su | Motion |
| 7.4 | Library Health & Safety – K. Su | |
| 7.5 | Policy (G-20) Video Surveillance – D. Bott | Motion |

Financial Results for the Year Ended December 31, 2023

submitted by Lisa DiDonato, Business Administrator

Recommendation

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

Report

The purpose of this report is to provide the unaudited financial result for SCPL for the year ended December 31, 2023.

Subject to any adjustments arising from the preparation of the audited financial statements, the net expenditure surplus for the year ended December 31, 2023 is \$419,750. The surplus is primarily the result of greater than estimated interest income and less than anticipated operational expenditures. Appendix A provides a summary of the results for the year ended December 31, 2023.

Revenue

For the year ended December 31, 2023, Revenue is higher than budgeted as a result of more than expected interest income.

Salaries and Benefits

The net Salaries and Benefits surplus is the result of prior year provisions for the retroactive settlement of collectively bargained salary adjustments, pay equity and job evaluation that were more than the actual amounts settled and paid in 2023. The provision was estimated based on the information available at December 31, 2022.

Library Materials

Historically, SCPL spent a higher proportion of the budget on materials than our peers. Library Materials are being actively managed; the surplus reflects a balance between being fiscally responsible while still ensuring our customers receive the materials they want.

Occupancy Costs

In 2023, the HVAC was replaced and the maintenance contract was updated resulting in better pricing. In addition, property insurance was placed with a new broker which netted lower premiums.

Supplies and Services

The net Supplies and Services surplus includes savings from less than anticipated transportation and data processing costs.

Operating Costs

The Operating Costs deficit is the result of increased spending on security cameras and the grant expenditures for the Gamerspace equipment and furniture.

Surplus/Transfer to Reserve

In 2023, SCPL introduced new incident reporting policy and procedures and an online reporting tool meant to draw attention to and prevent or minimize the likelihood future incidents.

Since it was introduced in September 2023, incident reporting tool has immediately substantiated the impact that the absence of adequate social infrastructure and comprehensive mental health care is having on SCPL. Consistent with our counterparts across Canada, SCPL staff are facing increasing interactions with at-risk individuals and volatile situations.

With the support of the Board and in discussions with the Mayor, SCPL has identified facility improvements, staff support and partnership/collaboration opportunity strategies and recommendations meant to mitigate risk and continue to handle the demands associated with the unmet social needs of our most vulnerable population and customers.

Mindful of the budget pressures faced by the City and its other boards, commissions and agencies, SCPL is recommending that SCPL Board approve the transfer of the net December 31, 2023 yearend surplus to a SCPL Reserve and that the funds be designated to offset costs, as approved by the Board, related to enhanced security and risk mitigation measures.

Appendix A - 2023 Draft Financial Results for Year Ended December 31, 2023

	Actual	Budget	%	Variance
REVENUE				
City Contribution	\$ 6,204,214	\$ 6,204,214	100.0	\$ -
Miscellaneous	478,306	322,595	148.3	155,711
Total Revenue	6,682,520	6,526,809	102.4	155,711
EXPENDITURES				
Salaries	3,642,418	3,734,664	97.5	- 92,246
Benefits	843,436	879,010	96.0	- 35,574
Salaries & Benefits	4,485,854	4,613,674	97.2	127,820
LIBRARY MATERIALS				
Books	430,700	465,800	92.5	35,100
Processing	1,218	7,500	16.2	6,282
Visual Materials	66,447	67,000	99.2	553
Microfilm	3,256	3,000	108.5	- 256
Periodicals	265,479	249,000	106.6	- 16,479
Sound Recordings	7,531	7,700	97.8	169
Library Materials	774,632	800,000	96.8	25,368
OCCUPANCY				
Utilities	189,235	217,288	87.1	28,053
Insurance	42,398	47,254	89.7	4,856
Rent/Taxes/Debt Interest	90,846	105,001	86.5	14,155
Repairs & Maintenance	124,380	148,886	83.5	24,506
Communications	40,592	42,199	96.2	1,607
Occupancy	487,451	560,628	86.9	73,177
SUPPLIES & SERVICES				
General Supplies	33,374	39,274	85.0	5,900
Audio Visual Supplies	3,481	4,200	82.9	719
Professional Fees	54,480	58,510	93.1	4,030
Staff Training & Development	40,790	44,495	91.7	3,705
Rental of Equipment	12,148	9,627	126.2	- 2,521
Equipment Maintenance	127,988	141,700	90.3	13,712
Transportation	17,987	41,325	43.5	23,338
Sundry	26,326	12,949	203.3	- 13,377
Printing and Stationary	600	2,200	27.3	1,600
Public Relations	23,187	20,120	115.2	- 3,067
Account Collection	933	1,400	66.6	467
Programs	12,621	11,925	105.8	- 696
Data Processing	19,400	33,228	58.4	13,828
Supplies & Services	373,315	420,953	88.7	47,638
OPERATING CAPITAL				
Furniture & Equipment	25,325	15,600	162.3	- 9,725
Facility & System Enhancements	25,239	20,000	126.2	- 5,239
Debenture Debt - Aquatic Centre	90,954	90,954	100.0	-
Accessibility Improvements	-	5,000	0.0	5,000
Capital Costs	141,517	131,554	107.6	- 9,963
Total Expenditures	6,262,770	6,526,809	96.0	264,039
SURPLUS	\$ 419,750	\$ -		\$ 419,750

Confidentiality of Employee and Volunteer Information Policy

submitted by Linda Dobson, HR Consultant

Recommendation

THAT the Board approve Policy (P-11) Confidentiality of Employee and Volunteer Information.

Background

The Library recognizes its obligations to preserve confidentiality of information of employees, and volunteers.

Board Policy P-11 dealt with confidential information of employees. There was no policy covering confidential information of volunteers. The library has been reviewing the processes and practices of volunteer management and noticed this gap.

As a result, we have amended the previously approved policy of Confidentiality of Employee Information to include Volunteers.



Policy Name	Confidentiality of Employee and Volunteer Information		
Section & Number	Personnel P-11	Effective Date	2007-11-22
Motion Number	2024-xx	Last Review	2023-06-15
Author	HR Consultant	Next Review	2027

Policy Statement

The St. Catharines Public Library recognizes its responsibility to its employees and volunteers to preserve the confidentiality of information entrusted to its care.

Scope

All documents related to an employee’s or volunteer’s work history with St. Catharines Public Library shall be retained in the original copy whenever possible, which shall be deemed confidential and stored in a central personnel file. Exempted examples include, job descriptions, probation schedules and other documents that may be identified as being not of a personal nature and for which working copies are required.

Regulations

Access and disclosure of personal information to be in accordance with the principles set out in the *Freedom of Information and Protection of Privacy Act* (FIPPA) and the *Municipal Freedom of Information and Protection of Privacy Act* (MFIPPA).

Responsibility

Personnel files are to be kept in locked files in the Administration department or in secured digital systems.

Control of employee personnel files is restricted to the Chief Executive Officer (CEO), Manager, Human Resources or designate.

Operational Guidelines

1. Access to relevant employee or volunteer information is restricted to those staff who require it for the performance of their duties.
2. The removal or copying of documents from an employee's personnel file, requires the approval of the CEO, Manager, Human Resources or designate.
3. Employees have the right to review their personnel file in the Administration department by making a request to the CEO, Manager, Human Resources or designate.
4. Staff are encouraged not to share any personal information with customers.
5. Staff should not share any personal information about a colleague or volunteer with customers or others who inquire. This includes their full name, address, phone number, status, work schedule or reasons they are not at work. Staff are encouraged to take a message for the colleague.

External Access to Employee and Volunteer Information

1. All requests for information from external agencies, including prospective employers, financial and government institutions, will be referred to the Chief Executive Officer, Manager, Human Resources or designate.
2. In response to requests for information from a prospective employer and with the employee's consent, the following information will be shared, either positively or negatively:
 - Length of service
 - Position(s) held
 - Salary
 - Employee's work record
 - Reason for leaving
3. In response to requests for information from banks, credit unions and other financial institutions, the Chief Executive Officer, Manager, Human Resources or designate, may verify the following in accordance with the employee's consent:

- Period of employment
 - Salary range
 - Position held
4. Other requests for personal information shall only be released as required by legislation or law by the Chief Executive Officer, Manager, Human Resources or designate.

Implementation

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

Policy (G-01) Policy Development

submitted by Ken Su, CEO

Recommendation

THAT the Board approve Policy (G-01) Policy Development as amended

Background

This Policy outlines that the Board has the sole authority and responsibility for establishing Board policies that set the framework for the governance and operations of the St. Catharines Public Library and provide direction to Library Board and employees.

Staff reviewed Policy (P-01) Policy Development and made a minor change in the operational guideline section to clarify who is responsible for posting updated policies.



Policy Name	Policy Development		
Section & Number	Board – G-01	Effective Date	1992-06-18
Motion Number	2024-##	Last Review	2022-04-21
Author	CEO	Next Review	2026

Policy Statement

The St. Catharines Public Library Board (the Board) is entrusted with the authority and duty to establish policies related to the provision and development of public library services to the citizens of St. Catharines and to the operational management of the St. Catharines Public Library under the *Public Libraries Act, R.S.O. 1990 c. P.44* and *Municipal By-Law #85-432*.

The Board has the sole authority and responsibility for establishing Board policies. Board policies set the framework for the governance and operations of the Library and provide direction to Library Board and employees.

Board policies focus on five main areas: Foundational policies, Board bylaws, Governance policies, Human Resources policies, and Operational policies.

Definitions

Administrative policies, which are required for administrative, operational, risk management, or regulatory purposes. These policies are developed consistent with Board policies.

Board bylaws, which establish the organizational structure of the Library Board and how it does business.

Board policies, which are core institutional policies that set the Board direction for the library. They articulate priorities for service development, ensure compliance with laws and regulations, define core services, specify fee structures, and mitigate risk.

Foundational policies, which record the Board's decision on vision, mission, and values, such as Mission Statement, Vision Statement, and Intellectual Freedom.

Governance policies, which define the responsibilities and regulate the work of the library Board, such as financial control, CEO evaluation, and succession planning.

Human Resources policies, which guide relations with the staff, such as hiring, health and safety, and workplace harassment and discrimination.

Operational policies, which regulate the services and day-to-day operations of the library, such as circulation, collections management, and code of conduct.

Responsibility

1. Suggestions for new Board policies or revisions for existing policies may come from the Board, the C.E.O, library staff, various governments, or a member of the community.
2. The CEO or designate will develop new Board policies as needed or draft revisions to existing policies for Board approval. All proposed Board policies shall be forwarded to the Board one week prior to the next scheduled Board meeting and get reviewed and approved at one of its constituted regular meetings. The Secretary of the Board/C.E.O shall record approval of policies in the minutes.
3. The Board is responsible for the monitoring of Board policies and will:
 - a. Establish a schedule to review existing policies to ensure that all Board policies are reviewed at a minimum every four years or as required by legislation (such as Occupational Health and Safety policies requiring annual review);
 - b. Ensure that policies comply with the Public Libraries Act as well as any applicable municipal bylaws, provincial or federal legislation.

Operational Guidelines

1. Each Board policy developed shall be documented in a standard format and assigned a subject and a number. It shall include the date the Board approved the policy, the effective date and the date of the next review.
2. Following Board approval of a policy, the C.E.O. shall prepare the Administrative policies and/or procedures for implementation of the policy.

3. All approved Board policies shall be posted by the Administrative Assistant on the Library Intranet and the Board Intranet for easy reference.
4. All the Foundational (such as Mission, Vision, Values, and Intellectual Freedom) and Operational policies (such as circulation, collections management, and code of conduct) and Board bylaws shall be posted on the Library's website. Selected Governance (such as gifts-in-kind) and Human Resources (such as hiring) policies shall also be posted. Approved policies shall be posted by the Administrative Assistant or the Website & Systems Administrator.

Consolidation and Rescinding of Policies

1. Consolidation: Wherever practical, related information will be contained in the same policy to eliminate duplication and minimize confusion. When new circumstances require additional policy development, the goal will be to update existing policies without adding new ones.
2. Rescinding: As necessary, a policy may be removed with Board approval from the Board policies.

Implementation

The C.E.O. shall be responsible for the implementation of all Board policies.

The C.E.O. shall be responsible for keeping the Board advised as to evaluation and feedback on existing policies, as well as implications for new policies.

Library Health and Safety

submitted by Ken Su, CEO

For Information

Background

The Library has seen an increasing number of incidents over the last few months at all locations, particularly the Central Library. The CEO, the Business Administrator, and the Facilities Manager met with the Mayor on December 20, 2023 to discuss some recent concerns. The Mayor asked if library staff will discuss with the Library Board to make some recommendations to ensure the health and safety of the staff and the general public, so staff are planning to discuss these issues with the Board at the January meeting.

As a result, staff discussed with the Board at the January meeting and made some recommendations in three categories.

- Facility Improvement
- Staff Support
- Partnership and Collaborations

Update

Library staff met with Mayor Siscoe on January 29, 2024 and discussed strategies to tackle health and safety issues at the Library. Mayor Siscoe thanked library staff for supporting disadvantaged groups and encouraged the Library to work with the City to address health and safety concerns.

Staff is planning to bring a few recommendations to the Board for discussion in March 2024. If those recommendations are approved by the Board, staff will forward them to the City for their consideration.

Policy (G-20) Video Surveillance

submitted by David Boff, Innovation, Collections and Technology Manager

Recommendation

THAT the Board approve Policy (G-20) Video Surveillance as amended

Background

A safe and secure environment, as well as protecting an individual's personal privacy is an integral component of the services we offer the community. It is used to promote the safety and security of the Library's employees, assets and property, as well as the public. The Policy was last amended and approved by the Board in May 2018.

Update

After the January 18, 2024 Board Meeting, the Library has made some additional revisions to more narrowly define the Scope and also specified when and how we use the records under Access, Use and Disclosure.

Included for Board review are the following documents:

- Black-line version of Policy (G-20) Video Surveillance showing the proposed revisions;
- Clean version of Policy (G-20) Video Surveillance



Policy Name	Video Surveillance		
Section & Number	General – G20	Effective Date	2018-05-17
Motion Number	2018-55	Last Review	2018-05-01
Author	Manager, ICT	Next Review	yyyy

Policy Statement

The St. Catharines Public Library Board is responsible for promoting a safe and secure environment and for protecting an individual's personal privacy. This policy and related procedures define the criteria and process associated with the installation and use of video surveillance equipment to ensure that it is used only to promote safety and security of the Library's employees, assets and property, as well as the public. This will be done in a professional and ethical manner that is in accordance with the provisions of the Municipal Freedom of Information and Protection of Privacy Act and any other relevant legislation.

Scope

This policy applies to video surveillance [and video surveillance systems operated by at the St. Catharines Public Library at the](#) Library's facilities and properties. ~~It does not apply to videotaping or audio taping or any covert surveillance that may be used for law enforcement purposes.~~

Definitions

Municipal Freedom of Information and Protection of Privacy Act - MFIPPA

Personal Information

Defined in [Section 2 of MFIPPA](#), as recorded information about an identifiable individual, which includes, but is not limited to, information relating to an individual's race, colour, national or ethnic origin, sex and age. If a video surveillance system displays these characteristics of an identifiable individual or the activities in which he or she is engaged, its contents will be considered "personal information" under MFIPPA.



Video Surveillance System

Refers to a video, physical or other mechanical, electronic or digital surveillance system or device that enables continuous or periodic video recording, observing or monitoring of personal information about individuals in open public spaces.

Regulations

Access and disclosure of personal information to be in accordance with the principles set out in the Freedom of Information and Protection of Privacy Act (FIPPA) and the Municipal Freedom of Information and Privacy Act (MFIPPA), Public Libraries Act, R.S.O. 1990

Responsibility

Office of the C.E.O.

The Office of the C.E.O. shall, in conjunction with other relevant departments, ~~responsible for fit~~ provide leadership; management and control over video surveillance application systems in order to ensure corporate strategies are supported, standardized, consistent and reliable.

The Office of the C.E.O. is responsible for administering the requirements of MFIPPA and maintaining the following:

- a record of the entrance/exit locations of all video surveillance monitors;
- a record of the facilities that have posted Notices of Collection;
- a list of staff who are authorized to access and operate the systems;
- a record of times when the video surveillance will be in effect; and
- control over the access to and release of personal information recorded by the video surveillance system.

Operational Guidelines

Privacy Assessment

Prior to installation of video surveillance equipment, the Library must ensure that the use is justified on the basis of verifiable specific reports of incidents of crime, significant safety concerns, or for crime prevention. Effects that the video surveillance system may have on personal privacy must be minimized.

Installation and Placement

Video surveillance equipment shall be installed in strictly controlled access areas that have been identified as requiring video surveillance and should never include areas where the public and employees have a reasonable expectation



of privacy such as washrooms and change rooms. Adjustment of monitor position must be restricted to ensure that only designated areas are being monitored.

Notification Requirements

The public must be notified of the existence of video surveillance equipment by clearly written signs prominently displayed at the entrances, exterior walls, interiors of buildings and/or perimeter of the video surveillance areas. Signage must satisfy the notification requirements under subsection 29(2) of MFIPPA, which includes:

- the legal authority for the collection;
- principal purpose(s) for which the personal information is intended to be used; and
- the title, business address and business telephone number of someone who can answer questions about collection.

Contract work with a third party

Where the Library has a contract with a service provider, the contract shall provide that failure by the service provider to comply with the policy or the provisions of MFIPPA and other relevant legislation is considered a breach of contract leading to penalties up to and including contract termination.

Access, Use and Disclosure:

Only authorized personnel, as designated by the Library C.E.O., shall be permitted to operate video surveillance systems and access video surveillance data.

Information collected by way of video surveillance systems may only be used to promote the public safety and security of individuals, assets and property. The personal information recorded by video surveillance is subject to MFIPPA. Circumstances which warrant review of the information are limited to: ~~an incident that has been reported or to investigate a potential crime.~~

~~Footage may also be used to assist in identifying or resolving property-related matters. Access will be limited to cases where review of camera footage may help to identify the cause of/or help resolve a problem.~~

- Incidents involving the safety or security of customers, staff, volunteers and/or contractors;



- [Incidents involving the safety or security of any library branch or property;](#)
- [Incidents involving violations of the Code of Conduct applicable to customers, staff, volunteers or contractors;](#)
- [Incidents involving violations of the St. Catharines Public Library Workplace Violence Policy and St. Catharines Public Library Workplace Harassment Policy;](#)
- [Provide evidence as required to protect the Library's legal rights;](#)
- [Provide law enforcement agencies with evidence related to an incident under police investigation.](#)

Security camera footage will not be used to monitor employee performance.

Information from the Library's surveillance system shall only be released to the police or government agencies upon the presentation of a proper and valid warrant to the C.E.O, or in the absence of a warrant, the information must be documented on the Disclosure of Information (to the Police) Form created for this purpose (Appendix 1). Disclosure to be in accordance with Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990, c.M.56

Retention:

The retention periods for video surveillance images will be for up to one month.

Implementation

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

Appendix

Attachment: Appendix 1. Disclosure of Information (to the Police) Form

ST. CATHARINES PUBLIC LIBRARY
Disclosure of Personal Information (to the Police)

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

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

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

Employee or Customer Information

Check One:

Employee Information or Customer Information

Location

Central Library or Branches

Type of Record

General Files Specific Record Video Surveillance

Please describe the records sought.

Description of Records:

To be completed by the Police Officer(s):

Occurrence No. _____

Review Original Documents _____ Copies Requested _____ *Original Requested _____

Signature of Investigating Officer Badge/Identification No. Date

Signature of Investigating Officer Badge/Identification No. Date

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

Disclosure of Personal Information (to the Police)

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

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

Please indicate the circumstances under which disclosure was authorized.

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

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

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

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



Policy Name	Video Surveillance		
Section & Number	General – G20	Effective Date	2018-05-17
Motion Number	2024-xx	Last Review	2018-05-01
Author	Manager, ICT	Next Review	2025

Policy Statement

The St. Catharines Public Library Board is responsible for promoting a safe and secure environment and for protecting an individual's personal privacy. This policy and related procedures define the criteria and process associated with the installation and use of video surveillance equipment to ensure that it is used only to promote safety and security of the Library's employees, assets and property, as well as the public. This will be done in a professional and ethical manner that is in accordance with the provisions of the Municipal Freedom of Information and Protection of Privacy Act and any other relevant legislation.

Scope

This policy applies to video surveillance and video surveillance systems operated by the St Catharines Public Library at the Library's facilities and properties.

Definitions

Municipal Freedom of Information and Protection of Privacy Act - MFIPPA

Personal Information

Defined in [Section 2 of MFIPPA](#), as recorded information about an identifiable individual, which includes, but is not limited to, information relating to an individual's race, colour, national or ethnic origin, sex and age. If a video surveillance system displays these characteristics of an identifiable individual or the activities in which he or she is engaged, its contents will be considered "personal information" under MFIPPA.

Video Surveillance System

Refers to a video, physical or other mechanical, electronic or digital surveillance system or device that enables continuous or periodic video recording, observing or monitoring of personal information about individuals in open public spaces.

Regulations

Access and disclosure of personal information to be in accordance with the principles set out in the Freedom of Information and Protection of Privacy Act (FIPPA) and the Municipal Freedom of Information and Privacy Act (MFIPPA).
Public Libraries Act, R.S.O. 1990

Responsibility

Office of the CEO

The Office of the C.E.O. shall, in conjunction with other relevant departments, provide leadership; management and control over video surveillance application systems in order to ensure corporate strategies are supported, standardized, consistent and reliable.

The Office of the CEO is responsible for administering the requirements of MFIPPA and maintaining the following:

- a record of the entrance/exit locations of all video surveillance monitors;
- a record of the facilities that have posted Notices of Collection;
- a list of staff who are authorized to access and operate the systems;
- a record of times when the video surveillance will be in effect; and
- control over the access to and release of personal information recorded by the video surveillance system.

Operational Guidelines

Privacy Assessment

Prior to installation of video surveillance equipment, the Library must ensure that the use is justified on the basis of verifiable specific reports of incidents of crime, significant safety concerns, or for crime prevention. Effects that the video surveillance system may have on personal privacy must be minimized.

Installation and Placement

Video surveillance equipment shall be installed in strictly controlled access areas that have been identified as requiring video surveillance and should never include areas where the public and employees have a reasonable expectation of privacy such as washrooms and change rooms. Adjustment of monitor position must be restricted to ensure that only designated areas are being monitored.

Notification Requirements

The public must be notified of the existence of video surveillance equipment by clearly written signs prominently displayed at the entrances, exterior walls, interiors of buildings and/or perimeter of the video surveillance areas. Signage must satisfy the notification requirements under subsection 29(2) of MFIPPA, which includes:

- the legal authority for the collection;
- principal purpose(s) for which the personal information is intended to be used; and
- the title, business address and business telephone number of someone who can answer questions about collection.

Contract work with a third party

Where the Library has a contract with a service provider, the contract shall provide that failure by the service provider to comply with the policy or the provisions of MFIPPA and other relevant legislation is considered a breach of contract leading to penalties up to and including contract termination.

Access, Use and Disclosure:

Only authorized personnel, as designated by the Library C.E.O., shall be permitted to operate video surveillance systems and access video surveillance data.

Information collected by way of video surveillance systems may only be used to promote the public safety and security of individuals, assets and property. The personal information recorded by video surveillance is subject to MFIPPA.

Circumstances which warrant review of video surveillance data are limited to:

- Incidents involving the safety or security of patrons, staff, volunteers and/or contractors;
- Incidents involving the safety or security of any library branch or property;
- Incidents involving violations of the Code of Conduct applicable to patrons, staff, volunteers or contractors;
- Incidents involving violations of the St. Catharines Public Library Workplace Violence Policy and St. Catharines Public Library Workplace Harassment Policy;
- Provide evidence as required to protect the Library's legal rights;
- Provide law enforcement agencies with evidence related to an incident under police investigation.

Security camera footage will not be used to monitor employee performance.

Information from the Library's surveillance system shall only be released to the police or government agencies upon the presentation of a proper and valid warrant to the C.E.O, or in the absence of a warrant, the information must be documented on the Disclosure of Information (to the Police) Form created for this purpose (Appendix 1). Disclosure to be in accordance with Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990, c.M.56

Retention:

The retention periods for video surveillance images will be for up to one month.

Implementation

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

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

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

Employee or Customer Information

Check One:

Employee Information or Customer Information

Location

Central Library or Branches

Type of Record

General Files Specific Record Video Surveillance

Please describe the records sought.

Description of Records:

To be completed by the Police Officer(s):

Occurrence No. _____

Review Original Documents _____ Copies Requested _____ *Original Requested _____

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

Please indicate the circumstances under which disclosure was authorized.

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

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