



St. Catharines Public Library Board

Regular Meeting

Thursday, April 18, 2024, 6:00 pm
Mills Room, Central Library & Microsoft Teams

AGENDA

Chair calls meeting to order and Gail Riihimaki 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

4. Adoption of Minutes (attachment)

4.1 Regular Meeting – March 21, 2024

Motion

5. Monthly Updates (verbal)

5.1 St. Catharines City Council

5.2 OLS Update – J. Coles

5.3 CEO Update – K. Su

5.4 Department Update – Port Plus – M. Haanstra, Customer Service

6. Consent Agenda (attachments)

Motion

6.1 CEO Report – K. Su

6.2 Department Reports – March 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

6.3 Financial Reports– L. DiDonato

6.3(a) 2024 Financial Results & Forecast at March 31, 2024

- 6.3(b) Endowment & Trust Statement at March 31, 2024
- 6.3(c) Short-Term Investments Statement at March 31, 2024

7. Discussion Reports (attachments)

- 7.1 Board Self-Assessment – G. Riihimaki/J. Coles Motion
- 7.2 Asset Management Plan – L. DiDonato Motion
- 7.3 Risk Management – L. DiDonato Motion
- 7.4 Policy (G-20) Video Surveillance – D. Bott Motion
- 7.5 Endowment & Trust Fund – K. Su 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 – March 21, 2024 (attachment) Motion
- 8.4 In-Camera Consent Agenda (attachments)
 - 8.4(a) Staffing (April Update) – L. Dobson
- 8.5 In-Camera Discussion Reports (attachments)
 - 8.5(a) Property Matter – K. Su
(Closed Session in accordance with the Public Libraries Act section 16.1(4)(c)
a proposed or pending acquisition or disposition of land by the board)
149 Hartzel Road
 - 8.5(b) Security Matter – L. DiDonato
(Closed Session in accordance with the Public Libraries Act section 16.1(4)(a)
the security of the property of the 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, May 16, 2024 at 6:00 pm, Mills Room, Central Library & Microsoft Teams



St. Catharines Public Library Board

Regular Meeting Minutes

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

Present:	M. Brousseau P. Clausi J. Coles (Chair) K. Diiorio	S. Dimick (Vice-Chair) L. Littleton Councillor G. Miller (joined at 6:09pm)
Regrets:	Councillor J. Lindal	G. Riihimaki
Staff:	D. Bott (left at 7:55 pm) L. DiDonato M. Haanstra (left at 7:53 pm) L. Jenter (Recording Secretary)	H. Jones (left at 7:55 pm) S. Mannella (left at 7:53 pm) K. Su (Secretary)

Chair calls Regular Meeting to order at 6:00 pm

Janice Coles 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.

Adoption of Agenda

- 1.1 Additions/Deletions to Agenda
Add Item 8.3 Chair's Remarks
Move Item 8.3 Adoption of the In-Camera Minutes to 8.4
Add Item 8.6 (b) Personnel Matter – L. Littleton

1.2 Adoption of Agenda

MOTION: 2024-36 THAT the Agenda be adopted as amended.
MOVED BY: S. Dimick
SECONDED BY: L. Littleton
MOTION CARRIED.

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

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

3. **Presentations**

3.1 Asset Management – GM BluePlan

Richard Pinder and Jenn Gross from GM BluePlan presented the draft Asset Management plan, developed to align with the asset management plan for the City of St. Catharines. The Board requested additional information about the financials. The Board agreed to bring the plan forward to the April meeting for further discussion.

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

4.1 Regular Meeting – February 15, 2024

P. Clausi recommended an amendment to reflect that the CEO advised the Board that the Library was unsuccessful in its GICB grant application.

MOTION: 2024-37

THAT the Annual Meeting Minutes of February 15, 2024 be adopted as amended.

MOVED BY:

P. Clausi

SECONDED BY:

K. Diorio

MOTION CARRIED.

5. **Monthly Updates (verbal)**

5.1 St. Catharines City Council

No updates.

5.2 OLS Update –J. Coles

No updates.

5.3 CEO Update – K. Su

The CEO updated the Board about the following:

- City Accessibility Committee – The Library and ward99 architects will present the Central Renovation plans to the Accessibility Committee March 27, 2024. Update to follow.
- Solar Eclipse – The CEO has met with the City of St. Catharines regarding the plans for the April 8, 2024 solar eclipse. The Library will remain open with no outdoor events planned. Staff can work from home that day when possible. The Library distributed 400 solar eclipse glasses on March 18, 2024.

5.4 Department Update – J. Dell and M. Harder

Staff presented on the CBC Kids Book Club Live event on Saturday, March 16. Staff shared an overview of the event, feedback and takeaways for future events. Staff estimated 395 people attended the event.

5.5 Mobile App Update – D. Bott

D. Bott provided an update on the myscpl mobile app. The app is now back in service.

6. **Consent Agenda**

6.1 Correspondence

6.2 CEO Report – K. Su

6.3 Department Reports – February 2024

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

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

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

6.3(d) Programming & Promotions – H. Jones

6.4 Finance Update – L. DiDonato

6.5 Quarterly Progress Update on 2024 Work Plan (Q1) – K. Su

6.6 Strategic Plan 2019 – 2024 Review Report – K. Su

MOTION: 2024-38

THAT the Consent Agenda be received as circulated.

MOVED BY:

M. Brousseau

SECONDED BY:

Councillor G. Miller

MOTION CARRIED.

7. **Discussion Reports**

7.1 SCPL By-Law Number 2 – L. DiDonato

The Board received SCPL By-Law Number 2 with amendments. The Board discussed their position as trustees of the Endowment & Trust Fund, the oversight for fund usage and the expectations as Trustees for fundraising.

MOTION: 2024-39

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

- approve the SCPL Board By-Law Number 2 for the Operations and Regulation of the SCPL Endowment and Trust as proposed; and
- approve that Lisa DiDonato be appointed as the Treasurer of the Board to carry out the duties and have the authority provided for a Treasurer set forth in the *Public Libraries Act* including carrying out such duties and having such authority for the SCPL Endowment and Trust and the members of the Board, in their capacities as Trustees of the SCPL Endowment and Trust, each hereby ratify and confirm

all and whatsoever that may be done by virtue of this authorization; and

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

MOVED BY: S. Dimick
SECONDED BY: L. Littleton
MOTION CARRIED.

7.2 Reciprocal Borrowing – M. Haanstra

The Board received a report recommending the Library enter Reciprocal Borrowing Agreements with other public libraries.

MOTION: 2024-40 THAT the Board maintain Non-Resident membership but allow anyone with a Library card from other library systems that have signed the SCPL Reciprocal Borrowing Agreement to borrow physical items from the St. Catharines Public Library.

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

7.3 Policy (G-03) Circulation – M. Haanstra

The Board received Policy (G-03) Borrowing with recommended amendments.

MOTION: 2024-41 THAT the Board approve Policy (G-03) Borrowing (formerly named Circulation) as amended.

MOVED BY: M. Brousseau
SECONDED BY: Councillor G. Miller
MOTION CARRIED.

7.4 Library Programming – K. Su

The Board received a verbal update about the Drag Queen Storytime event run on Saturday, March 9, 2024. The CEO advised the Board about debriefing meetings held with staff and partners and shared lessons learned for future events. The Board shared the experience of attending the event, thanked staff for their professionalism, and provided updates from City Council.

MOTION: 2024-42 THAT the Board direct the CEO to post, on SharePoint, the Board's Message to SCPL Staff regarding the March 9, 2024 program.
MOVED BY: P. Clausi
SECONDED BY: K. Diiorio
MOTION CARRIED.

7.5 Policy (G-31) Privacy and Confidentiality of Customer Information – K. Su

The Board received Policy (G-31) Privacy and Confidentiality of Customer Information.

MOTION: 2024-43 THAT the Board approve Policy (G-31) Privacy and Confidentiality of Customer Information.
MOVED BY: L. Littleton
SECONDED BY: S. Dimick
MOTION CARRIED.

7.6 Policy (G-02) Operational – K. Su

The Board received Policy (G-02) Operational with recommendation to rescind.

MOTION: 2024-44 THAT the Board rescind Policy (G-02) Operational.
MOVED BY: Councillor G. Miller
SECONDED BY: M. Brousseau
MOTION CARRIED.

7.7 Strategic Plan 2025 – 2028 RFP Report – K. Su

The Board received a report with recommendations for awarding the contract for the Strategic Plan for 2025 – 2028. The Board discussed the selection process, the timeline for the strategic plan and the particulars of the contract before agreeing to award the contract.

MOTION: 2024-45 THAT the Board approve the RFP Evaluation Committee's recommendation to award the Strategic Planning 2025 - 2028 contract to Hagon Design Inc. (Operated as Intent)
MOVED BY: M. Brousseau
SECONDED BY: P. Clausi
MOTION CARRIED.

7.8 Policy (F-04) Reserves – L. DiDonato

The Board received Policy (F-04) Reserves with amendments to streamline the policy.

MOTION: 2024-46 THAT the Board approve the Policy (F-04) Reserves as amended.

MOVED BY: K. Diorio

SECONDED BY: L. Littleton

MOTION CARRIED.

7.9 Policy (F-05) Travel and Expense – L. DiDonato

The Board received Policy (F-05) Travel and Expense with amendments to clarify eligibility of reimbursable employee expenditures in alignment with the City of St. Catharines.

MOTION: 2024-47 THAT the Board approve the replacement of Policy (P-07) Mileage with Policy (F-05) Travel and Expense.

MOVED BY: S. Dimick

SECONDED BY: Councillor G. Miller

MOTION CARRIED.

8. **In-Camera Session**

M. Haanstra and S. Mannella left the meeting at 7:53 pm

8.1 In-Camera Agenda

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

Add Item 8.3 Chair's Remarks

Move Item 8.3 Adoption of the In-Camera Minutes to 8.4

Add Item 8.6 (b) Personnel Matter – L. Littleton

Add Item 8.6 (c) Legal Matter – P. Clausi

8.1 (b) Adoption of In-Camera Agenda

MOTION: 2024-48 THAT the In-Camera Agenda be adopted as amended.

MOVED BY: M. Brousseau

SECONDED BY: P. Clausi

MOTION CARRIED.

8.2 Motion to Move In-Camera

MOTION: 2024-49 THAT the Regular Meeting move to In-Camera Session to discuss personnel and legal matters.

MOVED BY: K. Diorio

SECONDED BY: L. Littleton
MOTION CARRIED.

The meeting moved to In-Camera Session at 7:53 pm

H. Jones and D. Bott left the meeting at 7:55 pm

8.7 Return to Open Session

MOTION: 2024-51 THAT the In-Camera Session return to Open Session
MOVED BY: Councillor G. Miller
SECONDED BY: S. Dimick
MOTION CARRIED.

The Meeting returned to Open Session at 8:25 pm

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

MOTION: 2024-52 THAT the Board receive the information presented during the closed session.
MOVED BY: L. Littleton
SECONDED BY: K. Diorio
MOTION CARRIED.

10. Motion to Adjourn

MOTION: 2024-53 THAT the Regular Meeting be adjourned.
MOVED BY: P. Clausi
SECONDED BY: N/A
MOTION CARRIED.

Meeting adjourned at 8:26 pm

11. Next Meeting / Upcoming Events

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

Chair

Secretary

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 – March 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
- 6.3 Financial Reports – L. DiDonato
 - 6.3 (a) 2024 Financial Results & Forecast at March 31, 2024
 - 6.3 (b) Endowment & Trust Statement at March 31, 2024
 - 6.3 (c) Short-Term Investments Statement at March 31, 2024

CEO Report

submitted by Ken Su, CEO (March 2024)

For Information

Central Library Renovation Update

The CEO and the architect presented the Library's detailed renovation plan to the City's Accessibility Committee on March 27, 2024.

The Province announced its 2024 budget on March 26, 2024 that includes a new \$200 million Community Sport and Recreation Infrastructure Fund to strengthen communities across Ontario by investing in new and upgraded sport, recreation and community facilities. The Library has reached out to the City about the potential funding opportunity and is following the funding application intake process.

Solar Eclipse Event

The Library attended the City's Solar Eclipse meetings on April 2 and April 6. There was no change to the original plan, so the Library provided safety information to staff, opened to the public on April 8, and some staff worked from home to avoid traffic jam. The Library activated Port Plus on April 8 due to potential staff shortage. The CEO also met with the City team twice on April 8 to receive and provide ongoing updates.

EAP Implementation

The Library provided some electronic educational materials on EAP to staff on March 12, 2024 and was notified that the Program would officially launch on April 1, 2024, but due to some challenges, staff weren't provided the login information on time. The Library asked the insurance broker to look into the issues and has also requested to arrange a virtual orientation session with Telus Insurance for staff so they can better understand the Program and ask questions. On April 9, 2024, staff received their email invitation to join the EAP.

Strategic Planning

After the Board approved staff's recommendation on March 21 to award the strategic plan contract to Intent, the Library contacted them and scheduled a kickoff meeting on April 5, 2024. The Board Chair, the Board Vice Chair, the Business Administrator and the

CEO attended the kickoff meeting and discussed the goals and plan for this project. Parties planned to conclude stakeholder meetings, consultation meetings and survey before summer, make a draft plan available to the Board and Management in August, present a strategic plan report to the Board in September and finalize the Strategic Plan 2025 - 2028 in October.

Updates will be provided to the Board when they become available.

Customer Service

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

For Information

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

	March 2024	% change from 2023
Gate Count	35,766	31,105 (+13%)
Membership	596	532 (+12%)
Holds Placed	12,968	13,443 (-4%)
Questions	7,332	6,901 (+6%)

Gate Count

Our gate count system-wide continues its upward climb toward pre-pandemic 2019 levels, with an increase of 13% over March 2024 and only 9% less than March 2019. The CBC Kids event and Solar Eclipse glasses giveaways intensified our gate numbers.

Membership

New membership count continues to grow, with 12% over March 2023. Class visits, outreach events and a robust programming schedule continue to drive new membership creation.

Holds Placed

The number of holds placed this month was down by 4% over March 2023. The holds system continues to be an integral library service for customers across the city.

The Community Volunteer Income Tax Program

The Community Volunteer Income Tax Program (CVITP) has existed since 1971 and is a longstanding partnership between Canada Revenue Agency (CRA). SCPL hoists CVITP clinics annually. The Library's role in the free income tax program is to secure volunteers, manage customer appointments in accordance with the CRA's eligibility requirements

and provide a physical space for the tax clinics, community organizations and volunteers. There were 273 tax returns completed in March and there are seven all-day tax clinics fully booked for April.

Facilities and Health & Safety

submitted by Lisa DiDonato, Business Administrator

For Information

Facilities

The Fire Safety Plan (FSP) for the 54 Church Street was approved by St. Catharines Fire Service. Staff have been provided training and materials and signage have been updated. A fire drill has been scheduled for May 30, 2024.

Merritt and Port Dalhousie Branch FSPs have been submitted and are pending approval. The Dr. Huq Branch FSP is maintained by the City of St. Catharines.

Facilities staff has been implementing and exploring opportunities identified in recent risk assessments.

Health & Safety

Utilizing the Occupational Health and Safety Council of Ontario Toolbox, representatives of the Joint Health & Safety Committee, management and staff worked together to complete general physical environment assessments, as well as, specific risk assessments for direct contact with customers, handling cash, working with unstable or volatile customers, working alone or in small numbers and working in community-based settings.

The Occupational Health and Safety Act (OHSA) states that employers must assess and control risks of workplace violence. This needs to be done as often as necessary to ensure that organizational policies and programs continue to protect workers. The management team will follow up on control recommendations.

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

The next meeting of the Joint Health & Safety Committee is scheduled for June 13, 2024. The agenda currently includes the following:

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

Appendix A – Health and Safety Inspection Results

Location	Date	Results	Update
Annual Inspections			
Central	August 5, 2022	Audio Book Shelves aisles are too narrow.	Included in renovation plans.
Regular Inspections			
Port Branch	March 26, 2024	Nothing to report.	n/a
HUQ Branch	March 25, 2024	Nothing to report.	n/a
Merritt Branch	March 26, 2024	Nothing to report.	n/a
Central – Basement	March 21, 2024	Wire Management	Completed March 21. 2024

Innovation, Collections & Technology

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

For Information

Physical Circulation

Physical circulation increased slightly (1.7%) from February to March 2024. This also represents a 2.4% increase from physical circulation in March 2023. Overall, physical circulation is up 13.1% compared to 2023 (YTD).

Digital Circulation

Digital circulation increased significantly (19%) from February to March 2024. The primary source of this increase was cloudLibrary, which saw a 26.7% increase in usage. This also represents a 21% increase in digital circulation compared to March 2023.

Solar Eclipse Glasses

The Niagara Region Emergency Management department provided the Library with 400 pairs of solar eclipse glasses, which were launched on March 18. The glasses were free for customers, with a limit of two per household, and were sold out at all locations within 3 hours. The Region provided an additional 2,000 pairs of glasses, which were launched on March 30. These were also sold out in less than 3 hours.

Sports Equipment

Jump Ropes for kids were added to the Library of Things sports equipment collection in March. A total of six were added, with two available at each Central and Dr. Huq, and one at each Merritt and Port Dalhousie.

Two tennis sets were also purchased for the collection and will be launched in April/May. One set consists of two 27" rackets, tennis balls, dampeners and a carrying bag. The other consists of two junior 23" rackets, tennis balls, and a carrying bag.

GoPros

Three GoPro Hero 10 cameras, with accessories and carrying cases, have been purchased for the Library of Things. They will be launched for borrowing in June.

CollectionHQ

The CollectionHQ Diversity, Equity and Inclusion (DEI) tool is now active. Several ICT staff members received training on the use of the tool. In addition to performing a diversity audit of the Library's collections, this tool can also help identify gaps and assist with displays and weeding.

Programming and Promotions

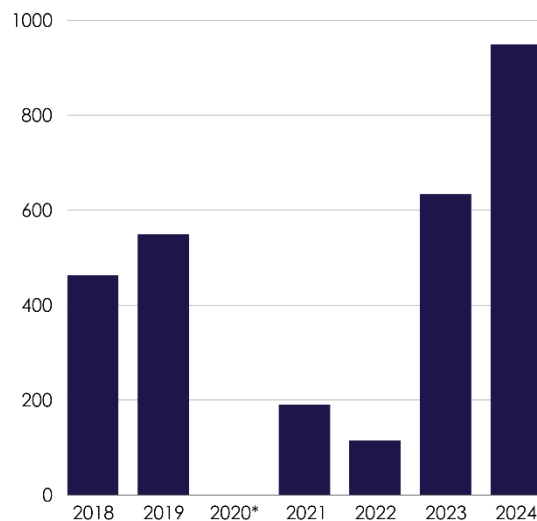
submitted by Holly Jones, Manager Programming & Promotions (March, 2024)

For Information

Programming Highlights

In total, 2755 customers attended or engaged in programs in March. Attendance grew 22% this month from March 2023, and 35% from February 2024. SCPL celebrated our best March Break on record, with a growth of 49.7% over last year alone.

March Break by Year, 2018-2024



*No programming offered in 2020 due to pandemic closure

Of special programming note in March:

1. **50+ Active Living Fair:** SCPL attended the Active Living Fair at the Dunlop Older Adults Centre with a library information booth. This event was organized by the City of St. Catharines and featured several local seniors service providers highlighting opportunities to stay active and involved in the community (85 interactions).
2. **Pride Niagara Drag Storytime,** in partnership with Pride Niagara, invited families with children 10 and under to read 2SLGBTQ+ positive stories and learn about diversity and self-love with guest performers (48 attendees).

3. **Drop-In Programming** proved again to be a huge success this month. Programs such as the STEM Petting Zoo, Fun with Play-Doh, and St. Patrick's Day Crafts attracted families to the library to learn, play, and explore together. The Drop-in: Bluey Bonanza at the Central Library was especially popular during March Break, welcoming 135 attendees to participate in crafts and activities inspired by the popular children's television show "Bluey" (331 attendees total).
4. **Restoring the Brown Homestead** at the Central Library was the final session in a three-part series in partnership with the Brown Homestead. Participants learned about the restoration work being undertaken to bring new life to this historic St. Catharines home (17 attendees).
5. **CBC Kids Book Club Live!** at the Central Library, in partnership with CBC Kids, invited families to enjoy an exciting live-event featuring stage-shows with "Studio K" hosts and popular CBC Kids characters Daniel Tiger and Gary the Unicorn. The event incorporated sing-a-longs, story readings from local authors, activity stations, a chance to be on TV, and Meet & Greet with the authors and hosts (395 attendees).
6. **Class Visits** with local schools, daycares and community groups continue to provide a valuable connection to the community. Of special note this month were visits to Governor Simcoe (100 interactions) and Laura Secord High School (195 interactions) where library staff presented information about library services and resources to students enrolled in English classes (591 interactions total).

Community Feedback

SCPL received a larger than normal amount of external feedback regarding programming this month in response to the Pride Niagara Drag Storytime. The library fielded questions over the phone, in person, via the info email account, and online via Facebook and Instagram. We received both negative and positive responses to the program. Two challenges were received via the Program Reconsideration Form. Anticipating that there would likely be questions and concerns from the community about the event, the library had assembled in advance a full communications plan and talking points to assist staff when responding to queries. The library's response to feedback and challenges centred on respectfully addressing concerns by describing the nature of the event and how it fit within SCPL's Programming Policy and Strategic Plan. The Programming Manager was called upon as required to assist staff in handling challenges. Following the event, the programming department and management team debriefed to discuss how the event was handled, and to look toward lessons

learned and improvements for future, including stronger communication between the library and community partners. The Library Board received a verbal briefing at the March Board meeting.

Communication Highlights

In March, staff promoted March Break programming to help the community discover the Library as a March Break destination. The Communications Specialist supported staff leading up to and following Drag Storytime program with internal communications and key messaging for all staff.

Additionally, efforts to assemble the 2023 Annual Report began.

The Communications Specialist planned and launched a major promotional push leading up to April's Get Growing event.

Media Mentions

10-Mar	St. Catharines Standard	Small group of screaming protestors barge into Drag Queen Storytime at St. Catharines library
18-Mar	St. Catharines Standard	For the love of reading: Warm Niagara welcome for CBC 'Kids Book Club'
18-Mar	YourTV Niagara	Grace, Communications Specialist with the St. Catharines Public Library, on talkSTC with Mayor Siscoe
20-Mar	St. Catharines Standard	Mayor calls them 'sad, pathetic individuals'; St. Catharines councillor asks peers to stand against hate in wake of drag storytime protest

2024 Financial Results & Forecast at March 31, 2024

submitted by Lisa DiDonato, Business Administrator

	MARCH 31, 2024			FULL YEAR 2024		
	Actual	Budget	%	Forecast	Budget	%
REVENUE						
City Contribution (1)	1,650,000	1,650,000	100.0	6,641,583	6,641,583	100.0
Miscellaneous (2)	49,381	26,139	188.9	333,155	333,155	100.0
Transfer from Reserves (3)	-	-	---	40,000	40,000	100.0
TOTAL REVENUE	<u>1,699,381</u>	<u>1,676,139</u>	101.4	<u>7,014,738</u>	<u>7,014,738</u>	100.0
SALARIES & BENEFITS						
Salaries	845,204	1,033,868	81.8	4,135,474	4,135,474	100.0
Benefits	213,711	237,954	89.8	951,814	951,814	100.0
Salaries & Benefits (4)	<u>1,058,915</u>	<u>1,271,822</u>	83.3	<u>5,087,288</u>	<u>5,087,288</u>	100.0
OTHER EXPENDITURES						
Library Materials	244,518	192,500	127.0	770,000	770,000	100.0
Occupancy Costs	90,446	138,270	65.4	553,080	553,080	100.0
Supplies & Services	134,367	116,232	115.6	464,927	464,927	100.0
Operating Capital	23,611	34,861	67.7	139,443	139,443	100.0
Other Expenditures (5)	<u>492,942</u>	<u>481,863</u>	102.3	<u>1,927,450</u>	<u>1,927,450</u>	100.0
TOTAL EXPENDITURES	<u>1,551,857</u>	<u>1,753,685</u>		<u>7,014,738</u>	<u>7,014,738</u>	
UNEXPENDED BALANCE (6)	<u>147,524</u>	<u>- 77,546</u>		<u>-</u>	<u>-</u>	

NOTES:

REVENUE

- (1) The actual and forecast at March 31 aligns with the 2024 budget approved by the City of St. Catharines.
(2) Other Revenues are higher than budgeted, year to date, primarily as a result of favourable interest rates.
(3) The Transfer from Reserve will be recognized in alignment with the expenditures related to the preparation of the strategic plan.

SALARIES AND BENEFITS

- (4) The first quarter salaries are positive primarily due to the timing of collectively bargained increases which will be realized in the 3rd and 4th quarter of 2024.

OTHER EXPENDITURES

- (5) Other Expenditures are being actively managed and are expected to be on budget at the end of 2024. The surplus is primarily the result of the timing of expenditures.

UNEXPENDED BALANCE

- (6) For the three month ending March 31, 2024, the net unexpended funding was \$147,524. The expectation is that there will be a balanced budget at the end of 2024 with an increase in utilization of funding as the year progresses.

Endowment & Trust Fund Statement
at March 31, 2024
submitted by Lisa DiDonato, Business Administrator

<u>Income/Expenditures</u>	
Donations	\$ 718
Interest	\$ 29,285
TOTAL INCOME	<u>\$ 30,003</u>
Less Expenditures	\$ -
Current Year, Net Revenue	\$ 30,003
Fund Balance, Beginning of Year	\$ 1,764,005
Fund Balance	<u><u>\$ 1,794,008</u></u>
<u>Current Assets</u>	
Cash	\$ 190,480
GIC's	\$ 1,551,577
Receivables	\$ 51,950
TOTAL CURRENT ASSETS	<u>\$ 1,794,008</u>
Less Current Liabilities	\$ -
NET ASSETS	<u><u>\$ 1,794,008</u></u>
Encumbered Amount	\$ 244,568
Unencumbered Amount	\$ 1,549,440
TOTAL	<u><u>\$ 1,794,008</u></u>

Short-Term Investments Statement at March 31, 2024

submitted by Lisa DiDonato, Business Administrator

Broker	Due	Yield	Market Value
The Canada Trust Company	Dec 13, 2024	5.05%	\$406,192
TD Bank	Dec 13, 2024	5.05%	\$162,886
TD Bank	Dec 13, 2024	5.05%	\$267,267
Bank of Nova Scotia	Aug 18, 2025	5.45%	\$127,500
Bank of Nova Scotia Trust	Aug 18, 2025	5.45%	\$100,000
B2B Bank	Apr 12, 2024	4.65%	\$55,000
Versa Bank	Apr 12, 2024	4.72%	\$100,000
Canadian Tire Bank	Aug 6, 2024	5.30%	\$100,000
Community Trust Company	Aug 6, 2024	5.49%	\$100,000
National Trust Company	Aug 6, 2024	5.35%	\$100,000
Montreal Trust Company	Aug 18, 2025	5.45%	\$100,000
National Trust Company	Aug 18, 2025	5.45%	\$100,000
Scotia Mortgage Corporation	Aug 18, 2025	5.45%	\$100,000

Discussion Reports

7. Discussion Reports (attachments)

7.1	Board Self-Assessment – G. Riihimaki/J. Coles	Motion
7.2	Asset Management Plan – L. DiDonato	Motion
7.3	Risk Management – L. DiDonato	Motion
7.4	Policy (G-20) Video Surveillance – D. Bott	Motion
7.5	Endowment & Trust Fund – K. Su	Motion

Board Self-Assessment

submitted by Janice Coles, Board Chair

Recommendation

THAT the St. Catharines Public Library Board consider completing periodic Board Self-Assessments.

Background

Some Boards complete a self-assessment at predetermined intervals. As the St. Catharines Public Library Board is newly formed and has a number of new members, it may be worthwhile to consider a regular self-assessment in order to optimize our functioning as a Board.

Board self-assessments can be a quick questionnaire completed immediately after each meeting and/or a more thorough assessment completed every one to two years. They typically are completed anonymously and include numerical ratings as well as provide opportunities for comments or explanations. Aggregate results can be shared with the Board at regular intervals.

Self-assessment questions relate to Board functioning rather than seeking feedback related to individual Board members. Some sample questions include:

- Was the agenda structured effectively to provide appropriate time for each item
- Was discussion confined to agenda items
- Did discussion stray into operational issues
- Did today's agenda demonstrate a connection to the strategic plan
- Were you satisfied with what the Board accomplished this meeting
- Were you satisfied with your opportunity to participate in the discussion
- Were you satisfied with the manner in which other Board members contributed to the discussion
- What was most helpful and least helpful for you at the meeting.

There are a number of samples on the OLS website:

[Board Self-Evaluation - Year 3: Assessing & Planning for the Future - Resources Home at Ontario Library Service \(olservice.ca\)](#)

Benefits of a regular Board evaluation could include the following:

- The process of developing questions can help the Board clearly identify and agree upon the criteria for what constitutes an effective and successful Board.
- Current strengths of Board performance can be highlighted and opportunities for improvement can be identified. This can facilitate opportunities for growth both for the Board and individual Board members through self-reflection.
- It can identify opportunities for future Board training.
- Promote a positive environment that can help build mutual trust and respect and can be a proactive approach to providing feedback.

Potential drawbacks could include:

- Adds another responsibility to Board members who already commit a significant amount of time to the Board
- Providing constructive feedback is a skill that takes focussed time and effort and can also be destructive if not done well or at the very least, may not add value.

Asset Management Plan

submitted by Lisa DiDonato, Business Administrator

Recommendation

THAT the Board approve the SCPL Asset Management Plan.

Background

In 2012, the Province of Ontario (Province) released the 'Building Together: Guide for Municipal Asset Management Plans' to promote and assist municipalities in the Province in developing consistent Asset Management Plans (AMPs). To encourage the development of AMPs, the Provincial and Federal governments also made an AMP a prerequisite to accessing capital funding grants.

On January 1, 2018, Ontario Regulation (O. Reg.) 588/17: Asset Management Planning for Municipal Infrastructure came into effect. O. Reg. 588/17 – Asset Management Planning for Municipal Infrastructure builds upon the Building Together guide by stipulating specific requirements to be implemented gradually over a five-year period. In March 2021, the schedule was amended due to COVID.

By July 1, 2024, in accordance with O. Reg. 588/17, AMPs are required to document the current levels of service and the costs to sustain the current levels of service provided by all infrastructure systems in the municipality. This includes any infrastructure asset directly owned by a municipality or included on the consolidated financial statements of a municipality.

Updates

Developed, in collaboration with GM BluePlan, the St. Catharines Public Library (SCPL) AMP, presented at the March 18, 2024 SCPL Board meeting, covers all library assets owned and managed by SCPL. It includes, as required by O. Reg. 588/17, the current levels of service and the costs to sustain the current levels of service.

Next Steps

If approved, the SCPL AMP, will be forwarded to the City for consolidation with their AMPs due July 1, 2024. Subsequently, SCPL will commence, in alignment with the City, work on the final phase of the O. Reg. 588/17 currently due July 1, 2025.

Risk Management

submitted by Lisa DiDonato, Business Administrator

Recommendation

THAT the Board receive the SCPL Risk Management Plan for information.

Background

The Risk Management Policy (GOV-2) was approved by the Board at their meeting on June 15, 2022. The Policy establishes the practices and procedures necessary for managing risk in the interest of mitigating harm while empowering the organization to make sound decisions.

Updates

In January 2024, the Risk Management Committee was established with a mandate to:

- I. Develop a Risk Management Plan;
- II. Identify and Analyze High Level Risks; and
- III. Develop a Risk Management Register.

The Risk Management Plan, attached as Appendix A, defines how risks were identified, analyzed and evaluated. Based on the assessment a Risk Register that details all identified risks, including description, category, probability of occurring, control measures in place, mitigation plan, risk owner, and progress has been established.

Next Steps

In accordance with the Plan, risks have been assigned a risk owner who will track, monitor, control, and report on the status and effectiveness of each risk response action to the Management Team. The Management Team will review and report to the Board semi-annually.

ST. CATHARINES PUBLIC LIBRARY BOARD

RISK MANAGEMENT PLAN



A community enriched by lifelong opportunities for learning and connection.

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INTRODUCTION

1.1 Purpose of The Risk Management Plan (Plan)

Risk is an inherent aspect of all work undertaken by the library. Sound risk management principles must be part of routine management of activities across the library.

The library seeks to protect its assets while encouraging responsible risk taking to ensure proper stewardship of resources. The aim is to ensure that every effort is made to manage risk appropriately, maximize potential opportunities, facilitate the achievement of strategic objectives, and to minimize the adverse effects of risk.

The Risk Management Plan defines how risks will be identified, analyzed, evaluated, treated, monitored, and reviewed, establishing a risk management process that assists the Board and staff in decision-making.

RISK MANAGEMENT FRAMEWORK

2.1 Process



Establish Context - Before identifying risks, the scope of the activity, including the objectives, is established.

Identify - Risks resulting from internal and external conditions and trends are identified.

Analyze – Risks identified are assessed to identify the range of possible outcomes. Risks will be prioritized by their level of importance.

Evaluate - These risks are classified into broad risk categories. They are then evaluated according to two factors – likelihood of occurrence and impact. Based on these factors, the risk range is identified, an assessment of SCPL's tolerance of the risk. This assessment is logged in the risk register.

Treat - Based on the risk assessment, the appropriate risk treatment is identified. This can include several control mechanisms including avoidance, elimination, mitigation, or acceptance.

Monitor – Monitoring and reporting risks and their treatment is an ongoing process. This includes reporting by risk owners at the Senior Management level both internally and to the Board.

2.2 Roles and Responsibilities

Role	Responsibilities
Board	Take on a risk oversight role, aware of the Library's potential risks and review Risk Management policy periodically.
Chief Executive Officer (CEO)	The CEO is to champion a risk management culture within the organization.
Managers	Managers are accountable for overseeing the implementation of the Risk Management Policy and Framework within their departments. This includes ensuring that risks pertinent to business processes within their control are identified and managed. The CEO and managers serve as the risk owners, accountable for specific categories of Risk as determined by their mandate. While it is possible and even likely that some categories of risk may span the area of one or more managers, each Risk is to be ascribed to a single Risk Owner.
Staff	Staff is responsible for complying with the provisions of this policy and the Risk Management Framework by proactively identifying Risks and Opportunities, reporting incidents and other concerns to management, and complying with the policy and procedures to harness Opportunities while minimizing the library's exposure to Risk.
Other Key Stakeholders	The other stakeholders assist in identifying and determining the context, consequence, impact, timing, and priority of the risk.

2.3 Establish Context

The Risk Management Policy GOV-02 (Policy) establishes the purpose, scope, and objective of risk management at SCPL. The policy enables:

- Effective implementation of a Risk Management program;
- Assessment of the risks inherent to the environment within which Library operates;
- Effective allocation and use of resources for a risk response;
- Increased likelihood of achieving objectives aligning with the strategic direction of the library;
- Improved stakeholder confidence and trust; and
- Improved operational effectiveness and efficiency.

2.4 Risk Identification

Risk identification resulting from internal and external conditions and trends will involve the risk management committee and the management team. The Plan will cover risks and opportunities associated with the following areas as defined in the Policy:

Strategic Risks – Internal or external uncertainties, whether event or trend-driven, that impact the library’s strategy or implementation of strategy/strategic initiatives. Examples include governance and effectiveness of the Board and CEO, stakeholder and relationship management, achievement of strategic objectives, maintaining relevance, and reputation (public image).

Compliance Risks – Legal, legislative, by-law and policy compliance including directives from City Council and financial accountability requirements.

Fiscal Risks – Risk of monetary loss including fraud.

Operational Risk – People, capital assets, processes including program development, program/service delivery in branches, controls established to achieve organizational efficiency, and continuity of offerings.

Methods used in identifying risks will include brainstorming and reviewing assessments of comparator libraries and public sector organizations. Other methods, including interviewing may be utilized where applicable.

A **Risk Register** will be generated and updated as needed and stored electronically on SharePoint.

2.5 Risk Analysis

All risks identified will be assessed to identify the range of possible outcomes. Risks will be prioritized by their level of importance.

Risk Impact Assessment

The probability and impact of occurrence for each identified risk will be assessed using the following approach:

Impact	H	Yellow	Red	Red
	M	Green	Yellow	Red
	L	Green	Green	Yellow
		L	M	H
	Probability			

Probability:

High – Greater than <70%> probability of occurrence

Medium – Between <30%> and <70%> probability of occurrence

Low – Below <30%> probability of occurrence

Impact:

High – The level of risk will significantly, or potentially irrevocably, impede the ability to achieve Library’s mission, goals, or strategic objectives. It is unlikely that controls can effectively manage the risk.

Medium – The level of risk may delay or disrupt achievement of the library’s mission, goals, or strategic objectives. However, opportunities to control risks are likely to be effective.

Low – The level of risk will not impact the ability to achieve the library’s mission, goals, or strategic objectives. Risk controls will be effective to manage the risk.

Risks that fall within the RED and YELLOW zones will have a risk response plan which may include both a risk response strategy and a risk contingency plan.

Quantitative Risk Analysis

Analysis of risk events that have been prioritized using the qualitative risk analysis process and their effect on SCPL activities will be estimated, a numerical rating is applied to each risk based on quantitative analysis, and then documented in this section of the risk management plan.

2.6 Risk Response Planning

Each major risk will be assigned to a risk owner for monitoring and controlling purposes to ensure that the risk will not “fall through the cracks.”

For each risk, SCPL will identify ways to prevent the risk from occurring or reduce its impact or probability of occurring.

2.7 Risk Monitoring, Controlling, And Reporting

Risks will be assigned a risk owner(s) who will track, monitor, control and report on the status and effectiveness of each risk response action to the Management Team. The Management Team will review and report to the Board semi-annually.

The Risk Manager will:

- Help develop the risk response and risk trigger and carry out the execution of the risk response if a risk event occurs.
- Participate in the review, re-evaluation, and modification of the probability and impact for each risk item.

- Identify and participate in the analysis of any new risks that occur.
- Review, reevaluate, and modify the probability and impact for each risk item as needed.
- Analyze any new risks identified and ensure these items are added to the Risk Register.
- Monitor and control risks that have been identified.
- Escalate issues/problems to that:
 - Significantly impact SCPL or trigger another risk event to occur.
 - Require action prior to the next quarterly review
 - Risk strategy is not effective or productive causing the need to execute the contingency plan.

Risk activities will be located in [Risk Management](#) on MySCPL.

2.8 Tools and Practices

Risk activities and the Risk Management Register will be maintained by the Management Team and will be located in [Risk Management](#) on MySCPL.

2.9 Closing a Risk

A risk will be considered closed when the Management Team has confirmed and reported to the Board that:

- Risk is no longer valid;
- Risk Event has occurred; or
- Risk is no longer considered a risk

APPENDIX A: KEY TERMS

The following table provides definitions and explanations for terms and acronyms relevant to the content presented within this document.

Term	Definition
Opportunity	A favourable combination of advantageous capabilities and occasion or time that if acted upon, may accelerate achievement of objectives, and enhance an organization's position.
Risk	The effect of uncertainty (positive or negative) on the achievement of objectives. The chance of something happening that will have a positive or negative impact on objectives.
Risk Management	The culture, process and procedures that are in place to realize potential opportunities whilst management adverse effects.
Risk Management Process	The application of policies and procedures in establishing context, identifying, analyzing, evaluating, treating, monitoring, and reviewing risks.
Risk Owner	The manager is responsible for developing, implementing, and monitoring response effectiveness to address major risks and opportunities.
Risk Register	A risk register is a dashboard that details all identified risks, including description, category, probability of occurring, risk value, control measures in place, mitigation plan, owner, and progress.
Risk Response	The selection and implementation of strategies and measures to modify or control the risks or leverage an opportunity and increase the likelihood of success.

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 February 2024.

Update

After the February 15, 2024 Board Meeting, the Library has made a minor revision to clarify the definition of Video Surveillance System applies to Library owned technology.

Included for Board review is the following document:

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



Policy Name	Video Surveillance		
Section & Number	General – G20	Effective Date	2018-05-17
Motion Number	2024-xx	Last Review	2024-02-15
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 **operated by the library** 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;



POLICY

- 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.

Endowment and Trust Fund

submitted by Ken Su, CEO

Recommendation

THAT the Board authorize utilization of the fund as follows:

- i. The expenditure of up to \$80,000 from the E & T for the purchase of new shelving and furniture for the Port Dalhousie branch.
- ii. The expenditure of up to \$5,000 from E & T to fund an annual author series from 2024 - 2026.
- iii. The expenditure of up to \$850 for new programming equipment and tools.

Report

Overview

The St. Catharines Public Library (SCPL) Endowment and Trust Fund (E & T) was established to receive donations from the public to fund library services above and beyond normal provincial or municipal funding

In 2023, the E & T received \$18,229 in donations and earned \$79,926 in interest. The total of the fund at December 31, 2023 was \$1.8 million. Of the \$1.8 approximately \$206,000 is encumbered specific to the Dr. Huq Branch.

The table below provides a synopsis of E & T annual revenue and disbursements for the last five years.

	2023	2022	2021	2020	2019
Revenue:					
Donations and Book Sales	\$ 18,229	\$ 83,415	\$ 75,791	\$ 48,218	\$ 48,438
Interest	79,926	31,949	8,690	18,459	28,644
	98,155	115,364	84,481	66,677	77,082
Disbursements:					
Library Materials	-	-	1,200	17,602	57,176
	-	-	1,200	17,602	57,176
Net Fund Receipts	\$ 98,155	\$ 115,364	\$ 83,281	\$ 49,075	\$ 19,906

Recognizing the ongoing budget pressures faced by the City, SCPL is recommending the use of the E & T to fund certain library service expenditures above and beyond those included in the municipal capital and operating budgets.

Requests

I. Branch Shelving and Furniture Replacement

Libraries are now so much more than the physical collections they hold. Historically, a few stationary bookcases and seating areas were all the furniture libraries needed. Now with more of a focus on creating community gathering spaces, flexible and mobile furniture solutions are a big part of public library design. With the variety of community program offerings, libraries are switching to mobile furniture so they can reconfigure spaces as visitors' needs change.

Layout and design is also considered an important part of providing a safer and more accessible environment for library staff and customers. Consistent with other libraries, at SCPL, sightlines and blind spots have been an ongoing concern.

Identified with the 2024 Workplace Violence Risk Assessment, the shelving and furniture at the Central, Merritton (Merritt) and Port Dalhousie (Port) branches are out dated, limiting options to reconfigure spaces to maximize use, improve accessibility, and mitigate security risks.

The CULC/CBUC Safety and Security Toolkit (Toolkit) released as a draft in October 2023 includes recommendations, aligned with Crime Prevention Through Environmental Design (CPTED), meant to reduce crime and enhance safety through the space design and layout. The recommendations include avoiding blind corners and creating space that provide easy view of service desks.

Libraries play a fundamental role in removing barriers to accessing information, so we look for best practices when designing our space and replacing furniture. This includes lowering shelves and tilted bottom shelves that provide easy access to all customers. Additionally, a variety of types of chairs are provided with different features and armrests to offer comfort and accommodate various body types and accessibility needs, as well as, security and safety features.

Along with the redesign of the Central branch, staff have been actively looking for opportunities to transform other branches to address changing needs and enhance the customer experience.

At the January 18, 2024 Board meeting, Schoolhouse Products presented designs for the Port Dalhousie and Merritt branches that included new shelving and furniture. The estimated cost including net HST is approximately \$80,000 for Port and \$250,000 for Merritt. Schoolhouse Products has a Master Agreement with OECM that qualifies as part of Section 40 Co-Operative Procurement within the City of St. Catharines' Procurement Bylaw.

Understanding the significance of the costs of the purchases for both branches, SCPL is recommending a multi-phase approach with an initial purchase of shelving and furniture for the Port Dalhousie branch. This will allow SPCL to assess the supplier performance,

design and the quality of the items purchase, as well as, customer feedback before proceeding with the larger expenditure for the Merritt branch.

II. Author Visits

An author visit is an opportunity for an author to interact with readers in person or virtually. Typical visits include a reading, a question and answer session, and insight into how the author developed ideas for the book or their experience with publishing.

Author visits are beneficial because they:

- promote literacy and an appreciation for literature
- create a shared experience and enhanced sense of community
- educate participants on the writing process, and
- create an appealing opportunity for the promotion of library collections and services.

Occasionally, SCPL hosts events with local authors who use the opportunity for the purpose of selling their books. These events normally occur at no cost to the library or for a small honorarium of \$100. They do not garner the same amount of interest and attendance as would one with more established authors.

Our vision is to launch an annual Literary Event this fall which will include a mix of programming for all ages in celebration of literacy and the writing process.

At the centre of this event, we aim to host an author visit with an established, celebrated Canadian author who resides in Ontario. The estimated cost to host an author of this calibre is \$1,500. This estimate is based on the cost of similar events in Niagara, and includes an appearance fee, as well as travel and accommodations. Bestselling authors are typically arranged through agents and publishers and are beyond the scope of the existing SCPL budget.

In 2018, SCPL submitted a request to the Board for \$5,000 to be used from the Endowment and Trust fund for an external speaker series. The Library Board approved the use of these funds, but they were not used owing to the staffing changes that occurred during SCPL's organizational restructuring and the challenges the library faced in planning and facilitating programming events during the COVID-19 pandemic.

At this time, we request the renewal of up to \$5,000, to be used over the next three years (2024-2026).

III. New Programming Equipment and Tools

In 2024, SCPL is looking to expand programming to include Tinker Labs and Sensory-friendly Storytimes. The startup costs for the program are estimated at approximately \$850.

Tinker Labs invite children to explore materials, tools and equipment creatively. With support from staff, children are encouraged to use a variety of tools, recycled materials and objects to experiment and create.

Sensory-friendly Storytimes are an interactive approach to early literacy programming designed to support children with autism or sensory processing challenges. They offer children the opportunity to move and interact with storytelling activities in an environment that is welcoming and inclusive.