



St. Catharines Public Library Board

Regular Meeting

Thursday, May 16, 2024, 6:00 pm
Mills Room, Central Library & Microsoft Teams

AGENDA

Chair calls meeting to order and Mike Brousseau 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 – April 18, 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 – Fine Freedom – J. Spera

6. Consent Agenda (attachments)

Motion

- 6.1 Correspondence
- 6.2 CEO Report – K. Su
- 6.3 Department Reports – April 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

7. Discussion Reports (attachments)

- | | | |
|-----|--|--------|
| 7.1 | Policy & Program (P-01) Workplace Violence – L. Dobson | Motion |
| | Policy & Program (P-02) Workplace Harassment – L. Dobson | |
| | Policy & Program (P-03) Sexual Harassment – L. Dobson | |
| 7.2 | Asset Management Plan – L. DiDonato - verbal | |
| 7.3 | Code of Conduct – H. Jones | Motion |
| 7.4 | Board Self-Assessment Procedure – G. Riihimaki/J. Coles – verbal | |
| 7.5 | Port Dalhousie Update – K. Su - verbal | |

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 – April 18, 2024 (attachment) | Motion |
| 8.4 | In-Camera Consent Agenda (attachments) | |
| | 8.4(a) Staffing (May Update) – L. Dobson | |
| | 8.4(b) Human Resources Update – L. Dobson | |
| 8.5 | In-Camera Discussion Reports (attachments) | |
| | 8.5 (a) Security Matter – J. Coles / K. Su - verbal | |
| | (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, June 13, 2024 at 6:00 pm, Mills Room, Central Library & Microsoft Teams



St. Catharines Public Library Board

Regular Meeting Minutes

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

Present:	P. Clausi	S. Dimick (Vice-Chair)
	J. Coles (Chair)	L. Littleton
	K. Diiorio	G. Riihimaki
Regrets:	M. Brousseau	Councillor G. Miller
	Councillor J. Lindal	
Staff:	D. Bott (left at 7:03 pm)	L. Jenter (Recording Secretary) (left at 8:01 pm)
	L. DiDonato (left at 8:01 pm)	S. Mannella (left at 8:01 pm)
	M. Haanstra (left at 7:03 pm)	K. Su (Secretary) (left at 8:01 pm)

Chair calls Regular Meeting to order at 6:01 pm

Gail Riihimaki 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
Remove Item 7.2 Asset Management Plan
Move Item 7.3 Risk Management to 7.2

1.2 Adoption of Agenda

MOTION: 2024-54

MOVED BY:

SECONDED BY:

MOTION CARRIED.

THAT the Agenda be adopted as amended.

P. Clausi

G. Riihimaki

2. Chair's Remarks & Declarations of Interest

The Chair remarked on the Volunteer Appreciation event and thanked the Board for their service as volunteers. The Chair thanked staff for putting together the event. There were no Declarations of Interest.

3. Presentations

None

4. Adoption of Minutes (attachment)

4.1 Regular Meeting – March 21, 2024

P. Clausi recommended an amendment to clarify the rationale to defer the Asset Management Plan was to provide additional time to review the governing statute and regulations.

MOTION: 2024-55 THAT the Annual Meeting Minutes of March 21, 2024 be adopted as amended.

MOVED BY: K. Diiorio

SECONDED BY: S. Dimick

MOTION CARRIED.

5. Monthly Updates (verbal)

5.1 St. Catharines City Council

No updates.

5.2 OLS Update – J. Coles

Upcoming meeting, update to follow.

5.3 CEO Update – K. Su

The CEO updated the Board about the following:

- Central Renovation – the Library has continued to pursue options with provincial and federal grants. Guelph Public Library received the GICB grant. The CEO has reached out to review their application in our efforts to reapply.
- Strategic Plan – provided a timeline for the Strategic Planning process with interviews scheduled April 25 - May 1, community survey in May, first draft for September Board meeting and second draft for October Board meeting.
- Budget – City of St. Catharines has requested a reconfirmation of 2025-2026 budget before June to make any major changes. None anticipated.

5.4 Department Update – M. Haanstra

M. Haanstra provided an update to the Board about the first year of operation of Port Plus. The presentation highlighted the costs, security protocols, library usage, and customer feedback. Staff will be presenting about Port Plus at the

Library Association of Library Technicians. The Board requested clarification of customer feedback and the monitoring of the security cameras at the Port branch when unstaffed.

6. **Consent Agenda**

- 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 Finance 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

MOTION: 2024-56 THAT the Consent Agenda be received as circulated.
MOVED BY: L. Littleton
SECONDED BY: P. Clausi
MOTION CARRIED.

7. **Discussion Reports**

- 7.1 Board Self-Assessment – G. Riihimaki/J. Coles
The Board discussed integrating self-assessment surveys as a proactive approach to examine how the Board is functioning. The Board supported the idea at a regular interval of once per year.

MOTION: 2024-57 THAT the St. Catharines Public Library Board undertake annual Board self-assessments and request that the Chair and Gail Riihimaki present a draft procedure to the Board in June.

MOVED BY: G. Riihimaki
SECONDED BY: K. Diiorio
MOTION CARRIED.

- 7.2 Risk Management – L. DiDonato
The Board received information about the Risk Management plan. Staff will provide the Board with semi-annual reports outlining actions taken to mitigate risk.

MOTION: 2024-58 THAT the Board receive the SCPL Risk Management Plan for information.

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

7.3 Video Surveillance – D. Bott

The Board received Policy (G-20) Video Surveillance with recommended amendment.

MOTION: 2024-59 THAT the Board approve Policy (G-20) Video Surveillance as amended.
MOVED BY: P. Clausi
SECONDED BY: G. Riihimaki
MOTION CARRIED.

7.4 Endowment and Trust Fund – K. Su

The Board received a request from Staff to utilize the fund to finance a furniture refresh for the Port branch, an annual author series, and equipment for programming. The Board discussed the Port refresh timeline and any closures necessary to complete the work. S. Dimick requested additional information on the impact the new furniture will have on the collection size at the Port branch. Staff confirmed there will be increased shelf space in the plans. The Board questioned the pricing for the author series and supported distributing additional funds, if necessary, to secure authors. P. Clausi requested information about the impact of these requests on the capital of the E&T Fund.

MOTION: 2024-60 THAT the Board authorize utilization of the fund as follows:

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

MOVED BY: K. Diiorio
SECONDED BY: S. Dimick
MOTION CARRIED.

8. **In-Camera Session**

8.1 In-Camera Agenda

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

Add 8.5 (c) Legal matter - P. Clausi

8.1(b) Adoption of In-Camera Agenda

MOTION: 2024-61 THAT the In-Camera Agenda be adopted as amended.
MOVED BY: P. Clausi
SECONDED BY: G. Riihimaki
MOTION CARRIED.

8.2 Motion to Move In-Camera

MOTION: 2024-62 THAT the Regular Meeting move to In-Camera Session to
discuss property, security and legal matters.
MOVED BY: K. Diorio
SECONDED BY: S. Dimick
MOTION CARRIED.

M. Haanstra and D. Bott left the meeting at 7:03pm

The meeting moved to In-Camera Session at 7:03 pm

L. DiDonato, L. Jenter, S. Mannella, and K. Su left the meeting at 8:01pm

8.6 Return to Open Session

MOTION: 2024-64 THAT the In-Camera Session return to Open Session
MOVED BY: K. Diorio
SECONDED BY: S. Dimick
MOTION CARRIED.

The Meeting returned to Open Session at 8:08 pm

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

MOTION: 2024-65 THAT the Board approve the amended Staff
recommendation related to the closed session report.
MOVED BY: L. Littleton
SECONDED BY: P. Clausi
MOTION CARRIED.

10. **Motion to Adjourn**

MOTION: 2024-66	THAT the Regular Meeting be adjourned.
MOVED BY:	G. Riihimaki
SECONDED BY:	N/A
MOTION CARRIED.	

Meeting adjourned at 8:09 pm

11. **Next Meeting / Upcoming Events**

- Board Meeting – Thursday, May 16, 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 Correspondence
- 6.2 CEO Report – K. Su
- 6.3 Department Reports – April 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

Correspondence

(as of May 9, 2024)

For Information

Received

Township of Wainfleet resolution May 1, 2024: Public Libraries and Older Adults

Sent

Library Impact Report – May 2024

In an effort to better communicate the Library's impact to the Mayor and City Council in a consistent way aligned with Ontario Library Service's Valuing Ontario Libraries Toolkit, SCPL has developed an impact report to submit as correspondence to City Council in place of submitting our e-Newsletters.

May 1, 2024

The Honourable Neil Lumsden
Minister of Tourism, Culture and Sport
Minister.Lumsden@ontario.ca

Sam Oosterhoff, MPP Niagara West
Parliamentary Assistant to the Minister of
Tourism, Culture and Sport
sam.oosterhoffco@pc.ola.org

Local Area Municipalities

Local Area Libraries

SENT ELECTRONICALLY

Re: Public Libraries and Older Adults

Please be advised that at its meeting of April 30, 2024, the Council of the Corporation of the Township of Wainfleet passed the following motion:

"WHEREAS Niagara Region and, specifically Wainfleet, has a significant aging cohort, particularly vulnerable to isolation in the digital world; and

WHEREAS the role of local libraries is definitely that of a community hub, offering numerous educational and socializing opportunities for all ages; and

WHEREAS the provincial funding model has remained unchanged for over 25 years and restricts "library growth and potential"; and

WHEREAS while we are respectful of Seniors Community Grants, today's economic realities suggest libraries are in need of a funding increase;

NOW THEREFORE BE IT RESOLVED that Correspondence item C165 respecting Public Libraries and Older Adults be received and supported; and

THAT the Township of Wainfleet hereby calls upon the Province of Ontario to review its funding formula for Public Libraries."

Should you have any questions, please contact me at achrastina@wainfleet.ca or 905-899-3463 ext. 224.

Regards,



Amber Chrastina
Deputy Clerk

Attachment: Correspondence item C165

Subject: RE: Council Correspondence

From: Lorrie Atkinson <LATkinson@wainfleetlibrary.ca>

Sent: April 11, 2024 2:13 PM

To: Amber Chrastina <AChrastina@wainfleet.ca>

Subject: Council Correspondence

Hi Amber,

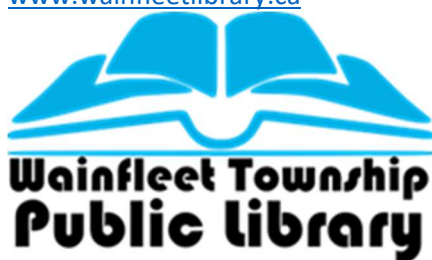
We discussed this at our April 10, 2024 Library Board Meeting , would you please include for correspondence at the next Council meeting.

https://www.wellandtribune.ca/opinion/contributors/public-libraries-foster-feelings-of-social-connectedness-for-older-adults/article_4bded397-c389-5f70-b55f-3e97f2cfe854.html

Thanks,
Lorrie

Regards,
Lorrie Atkinson,
CEO/Chief Librarian
Wainfleet Township Public Library
31909 Park St., P.O.Box 118,
Wainfleet, On L0S 1V0
(t)905-899-1277 x280
(f)905-899-2495

www.wainfleetlibrary.ca



https://www.thespec.com/opinion/contributors/public-libraries-foster-feelings-of-social-connectedness-for-older-adults/article__4a3f12fa-9eff-549e-b68e-9e60f2c12510.html

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CONTRIBUTORS

OPINION

Public libraries foster feelings of social connectedness for older adults

Older adults hold an intimate relationship with their public library branch — a relationship that typically spans the course of their lives.


By Nicole Dalmer

Apr 9, 2024

Article was updated Apr 9, 2024



Public libraries foster feelings of social connectedness, not only due to the range of materials, programs and services, but because they also serve as places for discovering and accessing resources, enabling lifelong learning and fostering community relationships, Nicole Dalmer writes.

John Rennison The Hamilton Spectator file photo

Carla Hayden, the 14th Librarian of Congress, proclaimed “there is a hunger in this digital age ... to participate in programs, to just be in a place, a community space.”

Public libraries play a crucial role in building our understandings of community and connecting us to community. My own work looks at the role of public libraries as very crucial, but sometimes overlooked, spaces of social connection in later life.

In stepping back and thinking more broadly about the public library and its capacity for supporting social connections in later life, I’ve been thinking about local public library branches as important third places — drawing on Ray Oldenburg’s popular book “The Great Good Place.” Third places, such as parks, gyms, coffee shops, museums and libraries are places distinct from the home (a first place) or work environments (a second place), where social connections and community building can be fostered. In other words, third places are spots where we exchange ideas, have a good time and build relationships.

As part of my research, I interviewed 51 older adults living in Ontario who frequented their local public library, asking them questions to better understand the many roles the public library has played, and continues to play, in their everyday lives.

My research was in response to the International Federation on Ageing's statement that “the No. 1 emerging issue facing older adults in Canada is keeping older people socially connected and active.” Between 19 and 24 per cent of older people in Canada experience some level of isolation. Social isolation occupies an increasingly important place in conversations surrounding aging in Canada, in part due to the COVID-19 pandemic that exacerbated feelings of social isolation and in part due to social isolation's negative impact on older adults' physical and mental health, including reduced quality of life, premature mortality, depression, as well as increased risk for falls, cardiovascular disease and dementia.

Socially isolated older adults often have poorer health outcomes and more complex support needs and therefore require access to a complement of community-based supports — such as public libraries — to thrive.

As I learned from the 51 older adults who shared their experiences of engaging with their public library, it became clear that participants hold an intimate relationship with their public library branch — a relationship that typically spans the course of their lives. The library was often referred to as an “old friend” or a “trusted friend.”

Public library branches foster feelings of social connectedness, not only due to the range of materials, programs, services and spaces that can be used without expectation of payment or any pre-existing level of knowledge. Public libraries also serve as trusted third places for discovering and accessing resources, enabling lifelong learning and fostering community relationships.

As voiced by so many individuals who took part in my study, public library offerings connect older library patrons with other people and other ideas, events and other services. Libraries were also spaces with free access to washrooms, places to keep cool in the summer and warm in the winter, and important places where older adults knew they could stop along their daily walking route.

Participants felt connected to library staff. This was especially so for those older adults living in rural areas, where staff knew them by name and could offer reading recommendations based on what the patrons had checked out in the past.

Interestingly, older adults shared they felt connected to their community while in their library, even if they didn't actually interact with other people. Merely being in the presence of others (whether staff or other patrons) was sufficient to feel socially included and connected.

Public libraries also nurture social connection through intergenerational connections. Intergenerational library programs (movie nights, music classes, book clubs, knitting clubs and the like) are places where different generations can meet, interact and build relationships — bridging generational perspectives and experiences.

So when we're thinking about how to support social inclusion among older adults, it's important to consider those third places, such as public library branches, that can be crucial sites that foster, inspire and encourage feelings and experiences of social connection and social inclusion.

Nicole Dalmer is an assistant professor with the Department of Health, Aging and Society at McMaster University, an associate director of the Gilbrea Centre for Studies in Aging and a volunteer with the Hamilton Council on Aging. For more information or to donate to the Hamilton Council on Aging, visit coahamilton.ca.

[REPORT AN ERROR](#)[JOURNALISTIC STANDARDS](#)[ABOUT THE TRIBUNE](#)



Impact Report

May 2024

2400
eclipse glasses
distributed to families
across St. Catharines
for safe viewing of the
April 8 solar eclipse.



395
attendees
at our CBC Kids
Book Club Live
event on March 16.



**“I am so very
appreciative of
our local library
and inter-library
loans.”**

- SCPL Customer

661
attendees
accessed free tax
clinic services at SCPL
from March-April.



2195
seed packets
distributed through
the Seed Library to fill
gardens this summer.



SCPL IN THE COMMUNITY!

Niagara Children's Festival

250 St. Paul Street
Saturday, May 18, 2024

Kids Ultimate Challenge

Burgoyne Woods
Saturday, June 8, 2024

For a full list of SCPL events,
visit events.myscpl.ca



CIVIC
ENGAGEMENT



ECONOMIC
DEVELOPMENT



ENTERTAINMENT
& LEISURE



CULTURE



EDUCATION

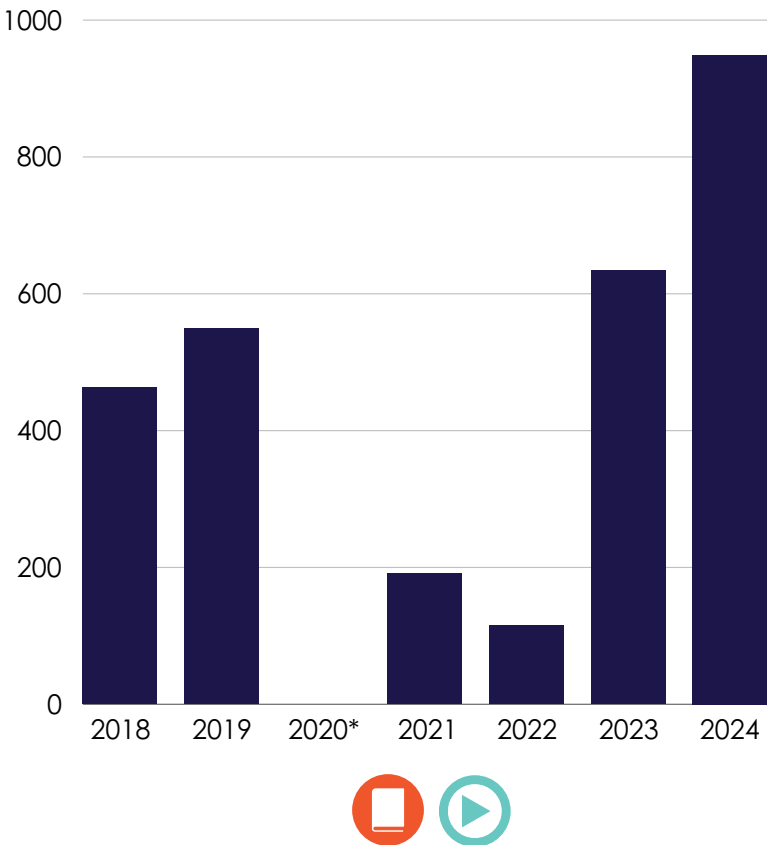


INCLUSION
& WELLBEING



SPACE

March Break Attendance by Year, 2018-2024



CBC Kids Book Club Live

In partnership with CBC Kids, the Central Library welcomed 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.



51 volunteers were recognized for their service during April’s Volunteer Appreciation Week.



13% increase in Library visits during March 2024 compared to March 2023.



CIVIC ENGAGEMENT



ECONOMIC DEVELOPMENT



ENTERTAINMENT & LEISURE



CULTURE



EDUCATION



INCLUSION & WELLBEING



SPACE

CEO Report

submitted by Ken Su, CEO (April 2024)

For Information

Central Library Renovation Update

Guelph Public Library shared its grant application with the CEO, who then forwarded it to the City. Additionally, the CEO contacted the architect to inquire about the completion timeline for the engineering work and the delivery of the final report to the Board.

Both the City and the Library are currently awaiting the reopening of the federal government's Green and Inclusive Community grant intake process.

Strategic Planning

Intent concluded all interviews and focus group meetings on Friday, May 3. They also developed a community survey, scheduled to conduct the survey from May 13 to May 30, with the final survey data expected to be received by Friday, May 31.

The Strategic Planning project remains on schedule, with the Feedback Notes on Findings Report scheduled to be presented to the Board and the Advisory Committee late June.

Port Refresh Project

Following the Board's approval of the request for new furniture at the Port Dalhousie branch during the April Board meeting, managers developed a project plan outlining responsibilities and project timeline. In addition to procuring new furniture, the Library also plans to install fresh flooring, repaint interior walls, and set up an external book drop. The Library has notified the City and ward councillors for the impending project and requested assistance from city staff. Tentatively, a grand reopening event is slated for the second week of October.

Customer Service

submitted by Marcella Haanstra, Assistant Manager of Customer Service (April 2024)

For Information

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

	April 2024	% change from 2023
Gate Count	35,781	28,387 (+26%)
Membership	541	451 (+20%)
Holds Placed	12,820	10,976 (+16.8%)
Questions	7,712	5798 (+33%)

Gate Count

In April, our system-wide gate count surpassed pre-pandemic 2019 levels, with a 26% increase compared to April 2023 and 6% above April 2019. Numerous class visits and drop-in programs continue to contribute towards our elevated gate numbers.

Membership

New memberships continue to grow, with 20% over April 2023. Class visits, an ongoing focus on community outreach, and the continued expansion of collections and services are contributing factors to our strong membership growth.

Holds Placed

The number of holds placed this month was up over 16% above April 2023. The holds system continues to be an integral library service for customers across the city.

Visiting Library Service

The Visiting Library Service continues to bring the pleasure of reading to individuals living in St. Catharines who are unable to come to the library themselves. SCPL customers who are housebound can contact the library with their reading and/or listening preferences and staff will put together an order to be delivered directly to their home. Currently, 62 customers benefit from this service and 107 orders have been prepared

and delivered so far this year.

The service is made possible through generous volunteers who donate their time by delivering library materials. At present, SCPL partners with 21 volunteers for the Visiting Library service, seven of whom are SCPL staff. The library has received frequent positive feedback regarding the Visiting Library Service, including one customer who expressed appreciation for the service, describing how important and beneficial it is for those who are homebound and seniors in the community.

Customer Service Branch Meeting

The Library Board approved delayed opening for the branches on the first Monday in March, June and October to accommodate all staff Customer Service meetings. Due to staffing constraints, the June Customer Service meeting will take place on the second Monday, June 10 instead of June 3.

Facilities and Health & Safety

submitted by Lisa DiDonato, Business Administrator

For Information

Facilities

Unhoused encampments with fires in the loading dock continue to pose an ongoing risk. Prior to the commencement of daily deliveries, the facilities staff are tasked with cleaning feces, debris, fire remnants, and graffiti on a daily basis.

The updated Port Dalhousie Branch Fire Safety Plan was approved by St. Catharines Fire Services on April 25, 2024 and changes are currently being implemented.

Health & Safety

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.	Change is included in renovation plans. Interim solutions are being explored.
Regular Inspections			
Port Branch	April 26, 2024	Nothing to report.	n/a
HUQ Branch	April 26, 2024	Nothing to report.	n/a
Merritt Branch	April 26, 2024	Nothing to report.	n/a
Central – 1 st Floor	April 9, 2024	Nothing to report.	n/a
Central – 2 nd Floor	May 7, 2024	Nothing to report.	n/a

Innovation, Collections & Technology

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

For Information

Physical Circulation

Physical circulation appears to have dipped by about 3.6% in April 2024. However, it should be noted that not all circulation statistics for April have been captured at the time of this report, as there is a reporting delay of several days in BlueCloud Analytics and this report is being compiled earlier than usual. It is anticipated that April's final circulation numbers will be much closer to that of March.

However, even with this delay in the reported data, YTD physical circulation is currently up by 9% compared to that of January-April 2023.

Digital Circulation

Digital circulation increased by about 14% from March to April 2024. This also represents a 33% increase from digital circulation in April 2023.

Seed Library

The Seed Library was launched at all Library locations on April 6, 2024 as part of the Get Growing event. Feedback from customers has been very positive. Customers have enjoyed the selection and ease of use of the Seed Library. Final numbers will be reported in the May report.

STEM Kits

We have partnered with the Engineering Outreach Office at McMaster University to offer Early Engineers Childhood Education Kits. McMaster University has provided four kits to the Library at no cost. Each kit contains a hands-on activity (a "Forest Stacker" wooden puzzle set, a set of sensory building blocks, a tangrams puzzle kit, or a space station activity board), a corresponding storybook, and a book on STEM activities for infants and toddlers. These kits will be launched in the summer.

Port Plus Presentation

A team from the library presented at the Ontario Association of Library Technicians (OALT) 2024 Conference in Hamilton on May 3. The session was called **Port Plus: Increase Hours and Community Impact** and was presented by Diana Smith, Grace Howes and TJ Lawrence.

Programming and Promotions

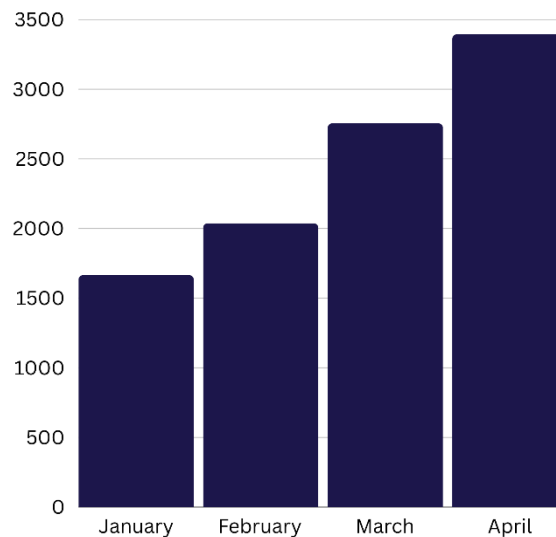
submitted by Holly Jones, Manager Programming & Promotions (April 2024)

For Information

Programming Highlights

Program attendance continues to climb as the year progresses. In total, 3394 customers attended or engaged in programs in April. Attendance grew 32% this month from April 2023, and 23% from March 2024.

Program Attendees by Month, 2024



Of special programming note in April:

1. **Teen Chess Club**, a series for beginner and experienced players, was an opportunity for teens to learn and develop their chess skills (78 attendees).
2. **Tax Clinics**, with support from Canada Revenue Agency's Community Volunteer Income Tax Program (CVITP), assisted community members with modest incomes and simple tax situations to file their tax returns. Clinic dates were offered through March and April (659 attendees).

3. **Class Visits** with local schools, daycares and community groups are in full swing, with requests for visits increasing as the end of the school year draws nearer (719 attendees).
4. **Get Growing**, the second annual all-ages event celebrating spring, nature, and gardening, featured programs across all library locations, including educational workshops, crafts, and drop-ins for the whole family (298 attendees).
5. **One Book One Niagara**, an annual event in partnership with libraries across the region, connected community members through the shared experience of reading. This year's grand finale event took place in Welland, with author Kai Thomas in conversation with Patty Krawec (Waban Anangokwe) about 2024's One Book One Niagara title *In The Upper Country* (90 attendees).

Communication Highlights

In April, key promotions focused on One eRead Canada, SCPL's second annual Get Growing event, and One Book One Niagara.

The Communications Specialist completed work on SCPL's 2023 Annual Report.

The Website Committee launched this month and will continue to work together on website improvements throughout 2024. Goals include ensuring accuracy of information, remapping content for improved navigability, modernizing the website aesthetic and implementing brand standards, and improving back-end usability.

A new "Staff Kudos" initiative kicked off in April. This communal feature created by SCPL staff on the library's SharePoint provides space for staff to recognize each other's positive contributions to SCPL and boost workplace culture and morale.

Community Feedback

Feedback received via SCPL's social media accounts was mostly positive in April, praising the library's services, collections and programs.

- April 1: "Thank you for all that you guys do!"
- April 1: "It was very orderly at Port Dalhousie Saturday. Thank you! ♥" (re:solar eclipse glasses distribution)
- April 13: "My son loves the library and the gamer space hooked him. It gave us something new that we get to love doing together. ♥"
- April 27: "This is absolutely beautiful— thank you!" (re: photos of book spine poetry created during a class visit)

The library received a small number of negative comments online in early April in response to the March Break Drag Storytime event, but this number appears to be diminishing.

We received no responses this month via the Request for Program Reconsideration form.

Media Mentions

28-Mar	CKTB-610	Get Growing and Seed Collection promotion
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Discussion Reports

7. Discussion Reports (attachments)

- | | | |
|-----|--|--------|
| 7.1 | Policy & Program (P-01) Workplace Violence – L. Dobson | Motion |
| | Policy & Program (P-02) Workplace Harassment – L. Dobson | |
| | Policy & Program (P-03) Sexual Harassment – L. Dobson | |
| 7.2 | Asset Management Plan – L. DiDonato - verbal | |
| 7.3 | Code of Conduct – H. Jones | Motion |
| 7.4 | Board Self-Assessment Procedure – G. Riihimaki/J. Coles – verbal | |
| 7.5 | Port Dalhousie Update – K. Su - verbal | |

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

submitted by Linda Dobson, HR Consultant

Recommendation

THAT the Board approve Policy & Program (P-01) Workplace Violence, Policy & Program (P-02) Workplace Harassment, and Policy & Program (P-03) Sexual Harassment as amended.

Background

The Library Board approved these policies in January 2024 as part of its annual policy review.

At the Labour Management meeting, the Union requested the same small change to the policies based on recent experience with another local. The requests were;

- To add "alleged" before offender; and
- Reports will be "in writing"

The changes are bolded in the amended policies.



POLICY & PROGRAM

Policy & Program Name	Workplace Violence		
Section & Number	Personnel P-01	Effective Date	2010-06-17
Motion Number	2024-# #	Last Review	2024-01-18
Author	HR Consultant	Next Review	2025

Policy Statement

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

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

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

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

Scope

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

Definitions

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

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

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

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

The Library workplace means:

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

Regulations

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

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

Responsibility

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

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

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

Administration

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

Library Board

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

Managers

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

Staff

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

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

Union

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

No Recrimination

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

Operational Guidelines

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

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

Investigation Procedure

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

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

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

Risk Assessment

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

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

Consequences of Workplace Violence

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

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

Confidentiality

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

Trivial, Frivolous or Vexatious Complaints

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

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

Appeal Process

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

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

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

Implementation

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

Appendix (Attachment)

Appendix 1 – Workplace Violence Reporting Form

COMPLAINANT INFORMATION

☐ Verbal ☐ Other

This image shows a single sheet of white paper with horizontal blue or grey ruling lines. The lines are evenly spaced and run across the width of the page. There are approximately 20 lines visible. The paper has a slight shadow on the right side, suggesting it's resting on a surface.

If yes give details:

Name of Supervisor: _____

Workplace Violence Reporting Form**ALLEGED OFFENDER INFORMATION**

Name: _____ Address: _____
☐ Employee ☐ Member of the Public ☐ Service Staff ☐ Ex-Employee ☐ Other

Gender: _____

Age _____ Weight _____ Height _____ Complexion _____

Vehicle Description (if any):

Make / Model / Colour _____ License # _____

Other Information

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

Possible contributing factors?

Name of Witnesses

Name Address Telephone

Name Address Telephone

Please Provide Any Other Information You Think Is Relevant

Workplace Violence Reporting Form**ADMINISTRATION**

Date

Received _____

By Whom _____

Name of Investigator(s)

Signature of Investigator(s)

Date(s) of Investigation**Report of Investigation****Results of Findings****Suggested Preventive or Remedial Action****Suggested Action****Report Submitted to C.E.O.**

Date: _____



POLICY & PROGRAM

Policy & Program Name	Workplace Harassment		
Section & Number	Personnel P-02	Effective Date	2010-09-08
Motion Number	2024-##	Last Review	2024-01-18
Author	HR Consultant	Next Review	2025

Policy Statement

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

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

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

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

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

Scope

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

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

Definitions

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

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

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

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

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

Examples of harassment include but are not limited to:

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

Regulations

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

Responsibility

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

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

Administration

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

Library Board

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

Managers

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

Staff

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

Union

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

Operational Guidelines

Harassment Complaint Process

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

Informal Action

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

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

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

Formal Action

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

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

Complaints will be sent to Human Resources for Investigation.

Investigation

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

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

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

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

All witnesses identified will be interviewed.

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

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

Invalid Complaints and Remedy

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

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

A **written** response will be provided within five (5) working days **to the complainant**.

Valid Complaints and Remedy

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

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

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

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

Witnesses

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

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

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

Confidentiality

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

Trivial, Frivolous or Vexatious Complaints

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

The Union will be informed of such discipline.

Appeal Process

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

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

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

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

Implementation

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

Appendix

Appendix 1 – Harassment Reporting Form

HARASSMENT REPORTING FORM CLAIMANT'S INFORMATION – PART A

[illegible]

HARASSMENT REPORTING FORM CLAIMANT'S INFORMATION – PART A

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

☐ Yes ☐ No If yes, when (*dates*): _____

What happened after that? _____

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

☐ Yes ☐ No If yes, when (*dates*): _____

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

Possible Contributing Factors?

Name of Witnesses

Name	Address	Telephone
------	---------	-----------

Name	Address	Telephone
------	---------	-----------

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

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



POLICY & PROGRAM

Policy & Program Name	Sexual Harassment		
Section & Number	Personnel P-03	Effective Date	1992-06-18
Motion Number	2024-##	Last Review	2024-01-18
Author	HR Consultant	Next Review	2025

Policy Statement

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

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

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

Scope

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

Definitions

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

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

Library Workplace is wherever Library business occurs and includes;

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

Examples of sexual harassment include but are not limited to:

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

Regulations

Occupational Health & Safety Act

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

Ontario Human Rights Code

Harassment is a form of discrimination.

Responsibility

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

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

Administration

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

Library Board

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

Managers

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

Staff

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

Union

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

Operational Guidelines

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

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

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

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

At the completion of the investigation, the complainant **and the alleged offender** will be advised of the outcome **in writing**.

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

Appeal Process

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

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

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

Implementation

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

Policy (G-07) Code of Conduct

submitted by Holly Jones, Manager Programming & Promotions

Recommendation

THAT the Board approve Policy (G-07) Code of Conduct as amended.

Background

The Code of Conduct outlines the rules of acceptable behaviour in library spaces and defines the processes by which the stated rules will be upheld in order to maintain the safety and well-being of library customers, staff, and property. The Policy was last reviewed in October 2022, and was due for regular review in 2024, in accordance with the Policy review schedule.

Update

The Code of Conduct as it currently exists is overly long and cumbersome for staff and customers to use as a reference. Management consulted similar policies from other Canadian libraries and revised the wording and format of the Code of Conduct to streamline the format, improve clarity and create a more concise guide for customers and staff. A black-line and clean version of the Code of Conduct is attached for the Board's review.

Policy Name	Code of Conduct		
Section & Number	Board – G-07	Effective Date	2019-10-17
Motion Number	2024-##	Last Review	2024-05-16
Author	Manager, Programming and Promotions	Next Review	2026

Policy Statement

To maintain a safe, supportive and welcoming environment for Library customers and staff, St. Catharines Public Library (the 'Library') has the right and obligation to enforce the Code of Conduct (Attachment 1) in a fair and consistent manner.

Once a breach of the Code of Conduct occurs, the Library takes into consideration the severity of the misconduct, the circumstances surrounding the incident and any mitigating factors when determining any sanction including whether a library customer will be suspended from the premises and the period of the suspension.

The Library may take legal action, as appropriate, under the Criminal Code, 1992; Trespass to Property Act and Public Libraries Act, 1990.

The Library is committed to reviewing the Code of Conduct and its application on a regular basis to support fair and equitable access for all.

Scope

Non-Compliance with Code of Conduct

1. Library customers who engage in any unacceptable behaviour, as defined in but not limited to the Code of Conduct may, depending on the severity, receive a warning or be suspended immediately from the premises and if necessary, be placed under suspension for a period of time. The suspension

may apply to all programs, facilities, properties and services if warranted. Length of suspension will be determined by the Chief Executive Officer (CEO) or designate depending on the severity of the situation as follows:

- i. ~~a minor breach of the library Code of Conduct (e.g. noise, language, disrespect, disruptive behaviour), will be a one-day minimum suspension;~~
 - ii. ~~major or repeated breaches of the library Code of Conduct will result in a suspension starting with 3 months, then 6 months and then 1 year;~~
 - iii. ~~abuse of staff members or library customers, damaging or destroying library property or any illegal behaviour (behaviour contrary to the Criminal Code), will result in a suspension of not less than six months and for any repeated breach the suspension will be 1 year and may be permanent.~~
2. ~~Library customers whose suspension is 1 year or more must request reinstatement of Library privileges by letter or by the Request for Reinstatement of Library Privileges form (Appendix 2).~~
 3. Most incidents that result in a suspension from programs, facilities, properties and services will be followed up by a written Trespass to Property notice.
 4. Library staff **and security** will be notified of individuals who are suspended or who have received a Trespass to Property notice.
 5. When a Trespass to Property notice is issued, it can be served verbally, in person, by mail, or by the Police. It will specify the reason, the length of the suspension and the appeal process. ~~A copy of the notice will be kept on file.~~
 6. Breaches of the Code of Conduct may be reported to the Niagara Regional Police and charges may follow.

Right to Appeal

Any library customer who has been suspended from the Library has the right to appeal the suspension ~~in writing by letter or by the Request for Reinstatement of Library Privileges form (Appendix 2), to the Library during the period of suspension.~~ ~~The library customer is entitled to appeal during the period of suspension using the appeal process described below:~~

- The library customer may first **submit an appeal in writing to the CEO by completing the Suspension of Library Privileges Appeal form. Accommodation when submitting the appeal may be made upon request.** The CEO, in consultation with the appropriate staff and/or security,

will review the appeal and communicate the decision in writing to the individual.

- Upon receipt of a decision of the CEO denying an appeal, the library customer may further appeal in writing to the St. Catharines Public Library Board.
- The decision of the Library Board is final and there are no further steps to be taken in the appeals process.

Responsibility

The CEO or designate is accountable for the overall administration of the Code of Conduct and related policies.

Operational Guidelines

The Code of Conduct shall act as a guideline in the day-to-day operation of this Policy **and will be posted at all library locations** (Appendix 1.)

Implementation

The CEO or designate is accountable for the implementation of the Code of Conduct and related policies.

Appendix

Appendix 1 – Code of Conduct

~~Appendix 2 – Request for Reinstatement of Library Privileges Form~~

Appendix 1 – Code of Conduct

The St. Catharines Public Library provides equitable access to a wide range of library services in welcoming surroundings. The Code of Conduct has been established to ensure safety of the public and staff, prevent disruptions to library services and maintain the security of Library customers and property.

1. Library customers and staff have the right to enjoy library services and facilities in an environment that is free from disruptive, abusive, intrusive, discriminatory, harassing, or threatening behaviour. Anyone who is perceived as a threat to the safety or enjoyment of Library service and facilities will be asked to leave.
2. All furniture, equipment, facilities and materials should be used for their intended purposes.
3. Library customers are welcome to use cell phones and other devices in a manner which minimizes disturbance to others.
4. Responsibility for personal belongings lies with the Library customer. Personal belongings should not be left unattended. The Library will not be responsible for lost or stolen items.
5. Library customers are welcome to enjoy securely sealed drinks and snacks except in designated areas. All refuse should be disposed of appropriately.
6. Library customers may be asked to make available for inspection all bags, briefcases, purses, containers, books, and papers.
7. Parents or guardians are responsible for the supervision of their children as per the Children and Teens in the Library policy.
8. Authorization to post notices or distribute flyers requires Library approval. Canvassing, selling, soliciting or engaging in other commercial activity is prohibited unless authorized.
9. Appropriate attire, including shirts and shoes, is required at all times.
10. Smoking, e-cigarettes and vaping are not permitted anywhere in the Library.

- ~~11. Library customers with multiple, oversized bags or possessions are asked to respect the health, safety, and personal space of others by ensuring their possessions remain contained.~~
- ~~12. Roller blades, skateboards, hoverboards or other recreational modes of transport are permitted provided they are carried while in the Library. Bicycle racks are provided outside the Library. Large shopping carts are not permitted.~~
- ~~13. Authorized service animals and animals needed to assist a person with a disability are permitted in the Library.~~
- ~~14. Library customers are welcome to film and record their visits on a personal device. Please respect the privacy of other customers and library staff by asking permission before including them in photos, videos, or audio recordings. Photographing, filming or video recording on Library premises for professional or commercial purposes requires prior approval.~~

~~Any disregard of the Code of Conduct may result in suspension from the Library, loss of library privileges, cost recovery of charges, and/or prosecution. Appeals of decisions under the above Code of Conduct must be made in writing to the Chief Executive Officer.~~

~~Approved by the St. Catharines Public Library Board, October 20, 2022.~~

Code of Conduct

The St. Catharines Public Library is committed to offering a welcoming, clean and safe environment for all to enjoy. We ask that everyone be:

- Respectful of others in the library – customers, visitors, staff
- Careful and considerate of library property, furniture, and equipment
- Responsible for yourself and those in your care
 - Children 10 and under must be accompanied by an adult
- Lawful – Follow all municipal, provincial and federal laws, codes, rules, and regulations

Any disruptive behaviour that stands in contrast to the enjoyment of library facilities as positive, safe, and enjoyable environments is prohibited. This includes, but is not limited to:

- Verbal assault
- Physical violence
- Harassment
- Racism and the use of racial, ethnic or other personal slurs
- Theft
- Weapons possession
- Vandalism
- Property damage
- Alcohol or illegal drug use
- Smoking or Vaping
- Filming staff or customers without consent
- Wearing inappropriate attire (shoes, shirts, and other suitable clothing is required)
- Canvassing, selling or soliciting unless authorized
- Bringing oversized items into the library

Library customers are welcome to film and record their visits on a personal device for personal use. Photography, filming or video recording on Library premises for professional or commercial purposes requires prior approval.

Authorized service animals and animals needed to assist a person with a disability are permitted in the Library.

SCPL's Code of Conduct applies to visitors in all Library spaces: on Library property, in the community, on the phone, or electronically. Any disregard of the Code of Conduct may result in suspension from the Library, loss of library privileges, cost recovery of charges, and/or prosecution.

~~Appendix 2 – Request for Reinstatement of Library Privileges Form~~

~~The St. Catharines Public Library uses the following criteria when determining whether to grant an appeal or the reinstatement of Library privileges:~~

- a) The safety of the public and Library staff and the circumstances surrounding the suspension.
- b) The past behavior of the person making the application with regard to the Code of Conduct.
- c) The person's reasons for appealing their suspension or seeking reinstatement, as well as other mitigating factors.
- d) Where applicable, whether the person has reimbursed the Library for all expenses incurred as a result of the person's actions.
- e) Whether the suspension procedures were applied in accordance with the provisions of the Code of Conduct Policy.

Reason (select one)

- ☐ Appeal of a suspension
- ☐ Request Reinstatement of Library Privileges after 12 months
- ☐ Appeal Denial of Reinstatement of Library Privileges after 12 months

First Name:	Middle Name:	Last Name:
Address:	City:	Postal Code:
Phone:	Library Card Number (if applicable):	

Location of incident leading to suspension:

Location: ☐ Central ☐ Dr. Hug ☐ Merritt ☐ Port Dalhousie

Date: _____

Reason for the appeal/request for reinstatement (attach additional pages if needed)

Signature:	Date:
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Instructions: Please submit your completed form to CEO, St. Catharines Public Library, 54 Church Street, St. Catharines, L2R 7K2 or at admin@myscpl.ca.

The personal information on this form is collected under the authority of the Public Libraries Act and the Municipal Freedom of Information and Protection of Privacy Act. This information will only be used for the proper administration of the library and the provision of library service and programs by the St. Catharines Public Library.

Policy Name	Code of Conduct		
Section & Number	Board – G-07	Effective Date	2019-10-17
Motion Number	2024-##	Last Review	2024-05-16
Author	Manager, Programming and Promotions	Next Review	2026

Policy Statement

To maintain a safe, supportive and welcoming environment for Library customers and staff, St. Catharines Public Library (the 'Library') has the right and obligation to enforce the Code of Conduct (Attachment 1) in a fair and consistent manner.

Once a breach of the Code of Conduct occurs, the Library takes into consideration the severity of the misconduct, the circumstances surrounding the incident and any mitigating factors when determining any sanction including whether a library customer will be suspended from the premises and the period of the suspension.

The Library may take legal action, as appropriate, under the Criminal Code, 1992; Trespass to Property Act and Public Libraries Act, 1990.

The Library is committed to reviewing the Code of Conduct and its application on a regular basis to support fair and equitable access for all.

Scope

Non-Compliance with Code of Conduct

1. Library customers who engage in any unacceptable behaviour, as defined in but not limited to the Code of Conduct may, depending on the severity, receive a warning or be suspended immediately from the premises and if necessary, be placed under suspension for a period of time. The suspension may apply to all programs, facilities, properties and services if warranted.

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Responsibility

The CEO or designate is accountable for the overall administration of the Code of Conduct and related policies.

Operational Guidelines

The Code of Conduct shall act as a guideline in the day-to-day operation of this Policy and will be posted at all library locations (Appendix 1).

Implementation

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Appendix

Appendix 1 – Code of Conduct

Code of Conduct

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- Responsible for yourself and those in your care
 - Children 10 and under must be accompanied by an adult
- Lawful – Follow all municipal, provincial and federal laws, codes, rules, and regulations

Any disruptive behaviour that stands in contrast to the enjoyment of library facilities as positive, safe, and enjoyable environments is prohibited. This includes, but is not limited to:

- | | |
|--|---|
| • Verbal assault | • Filming staff or customers without consent |
| • Physical violence | • Wearing inappropriate attire (shoes, shirts, and other suitable clothing is required) |
| • Harassment | • Canvassing, selling or soliciting unless authorized |
| • Racism and the use of racial, ethnic or other personal slurs | • Bringing oversized items into the library |
| • Theft | |
| • Weapons possession | |
| • Vandalism | |
| • Property damage | |
| • Alcohol or illegal drug use | |
| • Smoking or Vaping | |

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