St. Catharines Public Library Board

Regular Meeting

Thursday, March 19, 2026, 6:00 pm
Mills Room, Central Library & Microsoft Teams

AGENDA

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

1. **Adoption of Agenda**
   1.1 Additions/Deletions to Agenda
   1.2 Adoption of Agenda   Motion

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

3. **Adoption of Minutes (attachment)**
   3.1 Regular Meeting – February 19, 2026   Motion

4. **Monthly Updates (verbal)**
   4.1 St. Catharines City Council
   4.2 OLS Update – J. Coles
   4.3 CEO Update – K. Su

5. **Consent Agenda (attachments)**   Motion
   5.1 CEO Report – K. Su
   5.2 Department Reports – February 2026
       5.2(a) Customer Service – J. Spera & M. Haanstra
       5.2(b) Innovation, Collections, and Technology – D. Bott
       5.2(c) Programming and Promotions – H. Jones
       5.2(d) Facilities – S. Mannella
       5.2(e) ILS Migration – D. Bott
   5.3 Quarterly Progress Update on 2026 Work Plan (Q1) – K. Su

6. **Discussion Reports (attachments)**
    6.1   Policy (G-10) Internet Use – D. Bott   Motion
    6.2   2026 June Board Meeting Date – K. Su   Motion

7. **In-Camera Session**
    7.1   In-Camera Agenda (attachment)
        7.1(a)   Additions/Deletions to In-Camera Agenda
        7.1(b)   Adoption of In-Camera Agenda   Motion
    7.2   Motion to Move In-Camera   Motion
    7.3   Adoption of In-Camera Minutes
        7.3(a)   In-Camera Session – February 19, 2026   (attachment)   Motion
    7.4   In-Camera Consent Agenda (attachments)
        7.4(a)   Staffing Update (February 2026) – A. Maciukas
    7.5   In-Camera Discussion Reports (attachments)
        7.5(a)   Personal Matter – K. Su (verbal)
            (Closed Session in accordance with the Public Libraries Act section 16.1(4)(b) personal matters about an identifiable individual.)
        7.5(b)   Labour Relations Matter – A. Maciukas
            (Closed Session in accordance with the Public Libraries Act section 16.1(4)(d) labour relations or employee negotiations.)
        7.5(c)   Personnel Matter – J. Coles *(Chair to send separately)*
            (Closed Session in accordance with the Public Libraries Act section 16.1(4)(b) personal matters about an identifiable individual.)
    7.6   Return to Open Session   Motion

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

9. **Motion to Adjourn**   Motion

10. **Next Meeting / Upcoming Events**
- Volunteer Appreciation Event – Thursday, April 16, 2026 at 5:00 pm, Mills Room, Central Library
- Board Meeting – Thursday, April 16, 2026 at 6:00 pm, Mills Room, Central Library & Microsoft Teams

St. Catharines Public Library Board

Regular Meeting Minutes

Thursday, February 19, 2026, 6:00 pm
Mills Room, Central Library & Microsoft Teams

Present: P. Clausi   S. Dimick (Vice-Chair)
J. Coles (Chair)   Councillor J. Lindal
K. Diiorio   G. Riihimaki

Regrets: L. Littleton   N. Olmstead
Councillor G. Miller

Staff: M. Haanstra (left at 6:19pm, returned at 6:42pm)   S. Mannella (left at 6:19pm, returned at 6:42pm)
L. Jenter (Recording Secretary)   C. Phillips (left at 6:19pm, returned at 6:42pm)
H. Jones (left at 6:19pm, returned at 6:42pm)   J. Spera
A. Maciukas   K. Su (Secretary)

Chair calls Regular Meeting to order at 6:00pm.

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.

1. Adoption of Agenda

    1.1   <u>Additions/Deletions to Agenda</u>
          None

    1.2   <u>Adoption of Agenda</u>

MOTION: 2026-14   THAT the Agenda be adopted.
MOVED BY: S. Dimick
SECONDED BY: G. Riihimaki
MOTION CARRIED.

2. **Chair's Remarks & Declarations of Interest**
   The Chair welcomed the Board to the first in-person meeting of 2026. There were
   no Declarations of Interest.

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

   3.1   Regular Meeting – January 15, 2026

   MOTION: 2026-15   THAT the Regular Meeting Minutes of January 15, 2026 be
                                adopted.
   MOVED BY: G. Riihimaki
   SECONDED BY: S. Dimick
   MOTION CARRIED.

4. **Monthly Updates (verbal)**

   4.1   St. Catharines City Council – Councillor J. Lindal
          No updates

   4.2   OLS Update – J. Coles
          The Chair encouraged Board Members to sign up to the OLS training webinar
          Governance Tools for Performance Oversight, shared by the CEO.

   4.3   CEO Update – K. Su
          The CEO updated the Board about the following:
          - **Emotions Matter Research** – SCPL staff participated in the research
            project through McMaster University to better understand the emotional
            state of library workers. The final report will be out soon and training
            developed by the fall.
          - **Central Third Floor** – Colliers completed three open houses and received
            several lease proposals. SCPL staff will review the proposals and provide
            an update to the Board.
          - **Central Renovation** – The architect is working with the engineers to
            prepare a fee proposal for itemized class D estimate. No update
            regarding the Federal grant. The CEO has applied for an accessibility
            grant through the RBC Foundation.
          - **Meeting with the City** – The CEO has arranged a meeting with Mayor
            Siscoe and CAO David Oakes to discuss recent incidents, renovation
            fundraising, and the Community Needs Assessment project.
          - **State of the Region/State of the City** – Board members are welcome to
            attend either event.

   4.4   Department Update – OLA Presentation – Keely Robinson and Lydia Smith
           The Board received a presentation from staff summarizing sessions attended
           at the Ontario Library Association Super Conference. Staff shared key

takeaways from sessions about library worker resilience, use of AI in library services, the development of advisory groups, and the benefits of programs that support creativity and neurodiversity.

5. Consent Agenda

5.1 CEO Report – K. Su

5.2 Department Reports – January 2026

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

     5.2 (b) Innovation, Collections, and Technology – D. Bott

     5.2 (c) Programming & Promotions – H. Jones

     5.2 (d) Human Resources – A. Maciukas

     5.2 (e) ILS Migration – D. Bott

     5.2 (f) Quarterly Department Reports of Q4 2025

5.3 Financial Reports – L. DiDonato

     5.3 (a)   2025 Financial Results for the Year Ended December 31, 2025

     5.3 (b) Endowment & Trust Statement at December 31, 2025

     5.3 (c) Short-Term Investments Statement at December 31, 2025

MOTION: 2026-16	THAT the Consent Agenda be received as circulated.
MOVED BY:	P. Clausi
SECONDED BY:	K. Diiorio
MOTION CARRIED.	

6. In-Camera Session

6.1 In-Camera Agenda

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

   6.1(b) Adoption of In-Camera Agenda

MOTION: 2026-17	THAT the In-Camera Agenda be adopted.
MOVED BY:	S. Dimick
SECONDED BY:	G. Riihimaki
MOTION CARRIED.	

M. Haanstra, H. Jones, S. Mannella and C. Phillips left the meeting at 6:19pm.

6.2 Motion to Move In-Camera

MOTION: 2026-18	THAT the Regular Meeting move to In-Camera Session to discuss labour relations, planning, and personal matters.
MOVED BY:	Councillor J. Lindal
SECONDED BY:	P. Clausi
MOTION CARRIED.	

The meeting moved to In-Camera Session at 6:20pm.

6.6   Return to Open Session

MOTION: 2026-20   THAT the In-Camera Session return to Open Session.
MOVED BY: Councillor J. Lindal
SECONDED BY: S. Dimick
MOTION CARRIED.

The Meeting returned to Open Session at 6:42pm.

M. Haanstra, H. Jones, S. Mannella and C. Phillips returned to the meeting at 6:42pm

7   Motion(s) Arising From In-Camera Session

MOTION: 2026-21   THAT the Board approve the Staff recommendation related
                         to the closed session report.
MOVED BY: G. Riihimaki
SECONDED BY: K. Diiorio
MOTION CARRIED.

8.   Discussion Reports

8.1   Policy (GOV-01) Succession Planning – J. Coles & G. Riihimaki
The Board received updates to Policy (GOV-01) Succession Planning amended
to include an action oriented self-assessment at the mid-point and end of term.
The Chair recommended that the Board target September to start the process
of end of term self-assessment and completing the Board legacy document.

MOTION: 2026-22   THAT the Board approve amended Policy (GOV-01) Succession
                      Planning and its accompanying Appendix.
MOVED BY: G. Riihimaki
SECONDED BY: P. Clausi
MOTION CARRIED.

8.2   Policy (G-06) Facilities Closing – K. Su
The Board received Policy (G-06) Facilities Closing with minor amendments.

MOTION: 2026-23   THAT the Board approve Policy (G-06) Facilities Closing as
                      amended.
MOVED BY: S. Dimick
SECONDED BY: K. Diiorio

MOTION CARRIED.

8.3 <u>SCPL Incident Report</u> – K. Su & L. DiDonato
The Board received the report outlining the increasing frequency and severity of incidents occurring within library facilities. While the Board affirmed SCPL's commitment to being a welcoming public space, it is not equipped to serve as a daytime shelter, public washroom, or safe consumption site. The Board emphasized the need to report ongoing issues to the Board and the City. The Board discussed potential strategic adjustments to library operations, updates to the Code of Conduct, and possible enhanced security and staffing resources. The CEO has scheduled a meeting with the City to discuss ongoing concerns. The Board thanked staff for their continued professionalism and compassion in managing complex situations while delivering library service

MOTION: 2026-24   THAT the St. Catharines Public Library (SCPL) Board approve staff recommendations listed in the SCPL Incident Report.
MOVED BY: G. Riihimaki
SECONDED BY: K. Diiorio
MOTION CARRIED.

8.4 <u>2026 Community Needs Assessment Funding Request</u> – K. Su
The Board received the Community Needs Assessment funding request.

MOTION: 2026-25   THAT the St. Catharines Public Library (SCPL) Board approve the use of up to $50,000 from the SCPL Stabilization Reserve for the one-time Community Needs Assessment project costs.
MOVED BY: Councillor J. Lindal
SECONDED BY: S. Dimick
MOTION CARRIED.

9.   Motion to Adjourn

MOTION: 2026-26   THAT the Regular Meeting be adjourned.
MOVED BY: G. Riihimaki
SECONDED BY: N/A
MOTION CARRIED.

Meeting adjourned at 7:30pm.

10.   Next Meeting / Upcoming Events
Board Meeting – Thursday, March 19, 2026 at 6:00 pm, Mills Room, Central Library & Microsoft Teams

_____   _____
Chair   Secretary

Consent Agenda

Recommendation

THAT the Consent Agenda be received as circulated.

5. **Consent Agenda (attachments)**   Motion
    5.1   CEO Report – K. Su
    5.2   Department Reports – February 2026
        5.2 (a) Customer Service – J. Spera & M. Haanstra
        5.2 (b) Innovation, Collections, and Technology – D. Bott
        5.2 (c) Programming & Promotions – H. Jones
        5.2 (d) Facilities – S. Mannella
        5.2 (e) ILS Migration – D. Bott
    5.3   Quarterly Progress Update on the 2026 Work Plan (Q1) – K. Su

CEO Report

submitted by Ken Su, CEO (February 2026)

For Information

Central Library Renovation Update

SCPL has worked with the City to submit two Green and Inclusive Community Buildings (GICB) grant applications in 2023 and 2024 respectively. The first application was turned down and the second application is still pending. SCPL also submitted a grant application to RBC Foundation last December and the application was also rejected recently.

SCPL is now pivoting to a reduced-scope project to ensure viability. The Architect provided a fee proposal to complete revised schematic design documents, including the preparation of a class D estimate for the revised scope of work, on February 23, 2026.

The CEO, the Business Administrator and the Board Chair met with the Mayor and City CAO on March 2, 2026 to discuss the options to move the renovation project forward. We are meeting with city staff in April 2026 to discuss 2027 capital budget and planning to present to Council in June 2026 to request release of the city funds. Our hope is to kick off the renovation project in 2027 with a reduced scope.

Incident Report Update

Staff shared the recent Incident Report (presented to the Board at its February meeting) with the Mayor, City CAO and Manager of Homelessness Service at the Region.

The City is working with Niagara Regional Police to have direct access to the Library's cameras.

In partnership with the Region, the Niagara Assertive Street Outreach (NASO) team will provide a training to library staff.

Community Needs Assessment Update

Contract was awarded to Nordicity on Tuesday, February 24, 2026. Staff had a kick-off meeting with them on March 4, 2026 to discuss objectives, expectations, work plan and timeline.

Staff is currently gathering background documents, including current Strategic Plan, library holdings, usage, and circulation/programming data, past survey results and reports, and demographic information.

We anticipate that interviews, surveys, and community engagement events will take place from late April to late May, the draft report is expected in August, and Nordicity will present their report to the Board at its September meeting.

Customer Service

submitted by Joanna Spera, Manager of Customer Service (February 2026)

For Information

All data provided is for February 2026 compared to the same month in 2025.

	February 2026	**% change from 2025**
Gate Count	34,477	30,211 (+14%)
Membership	632	596 (+6%)
Holds Placed	12,858	12,369 (+3%)
Questions	6,430	6,229 (+3%)

Gate Count

In February, our system-wide gate count increased by 14% compared to February 2025. Overall, our system-wide gate count continues its steady climb toward pre-pandemic 2020 levels.
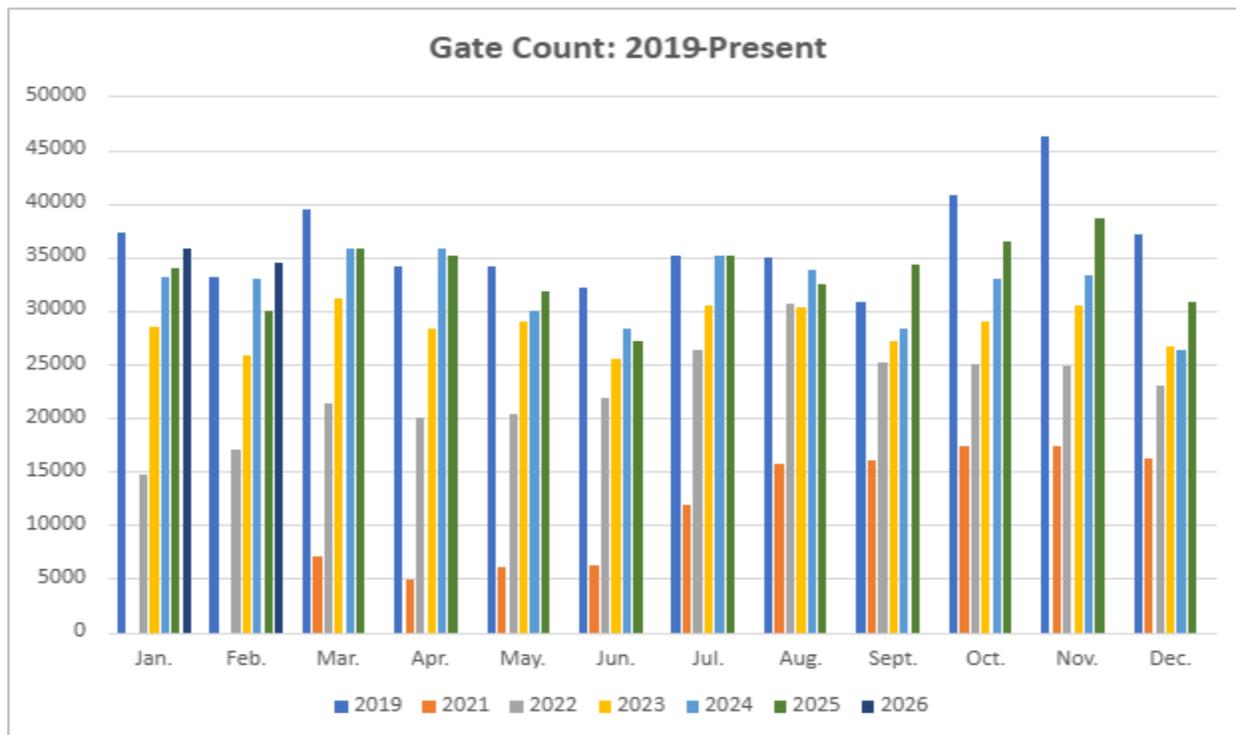
Membership

New memberships are steadily rising, with a 6% increase over February 2025, reflecting strong community interest in library services. Class visits and school outreach are underway, and the library continues to promote the online membership application to encourage new registrations.

Holds Placed

The number of holds placed increased by 3% over February 2025. This service continues to play an important role in ensuring equitable and convenient access to library materials for customers throughout the city.

Training Highlights

In January, library staff had an opportunity to attend Niagara Peninsula Aboriginal Area Management Board's (NPAAMB) The River training. The workshop is designed to bridge the divide between Indigenous and non-Indigenous community members and help staff learn more about the urban Indigenous community and how to best support them.

In February, staff were introduced to a peer-to-peer debriefing process designed to provide structured support after a distressing incident. Debriefing can provide a timely and flexible intervention that helps employees walk each other through the immediate impact of any incident. This process is not meant to replace ongoing supports such as EAPs or training, but to provide immediate support after difficult situations if staff choose to participate. A training session was held for staff who expressed interest in being a peer debriefer and the initiative has now commenced.
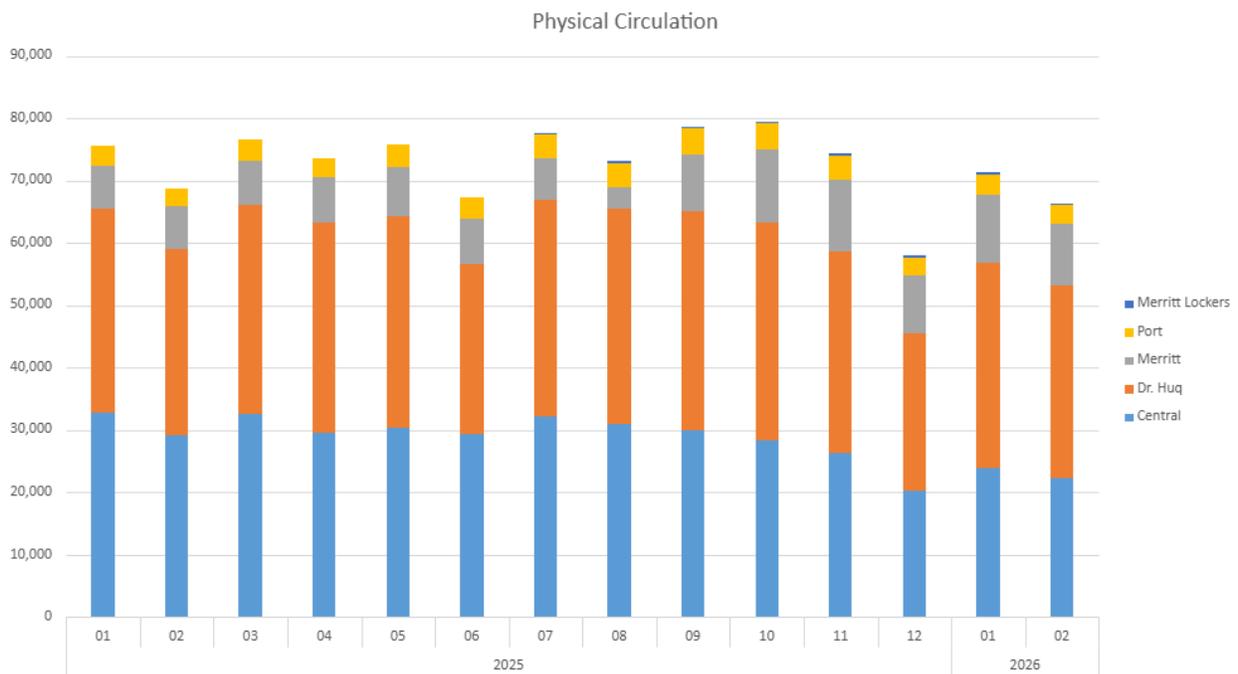
Innovation, Collections & Technology

submitted by David Bott, Manager Innovation, Collections & Technology (February 2026)

For Information

Physical Circulation

Physical circulation declined by 7% from January to February 2026. This appears to be a common trend throughout previous years.


Merritt Physical Circulation

Since re-opening in late August 2025, physical circulation at Merritt has increased by 48.2% over the same period (September 2025 - February 2026 vs. September 2024 - February 2025.)

Physical Circulation
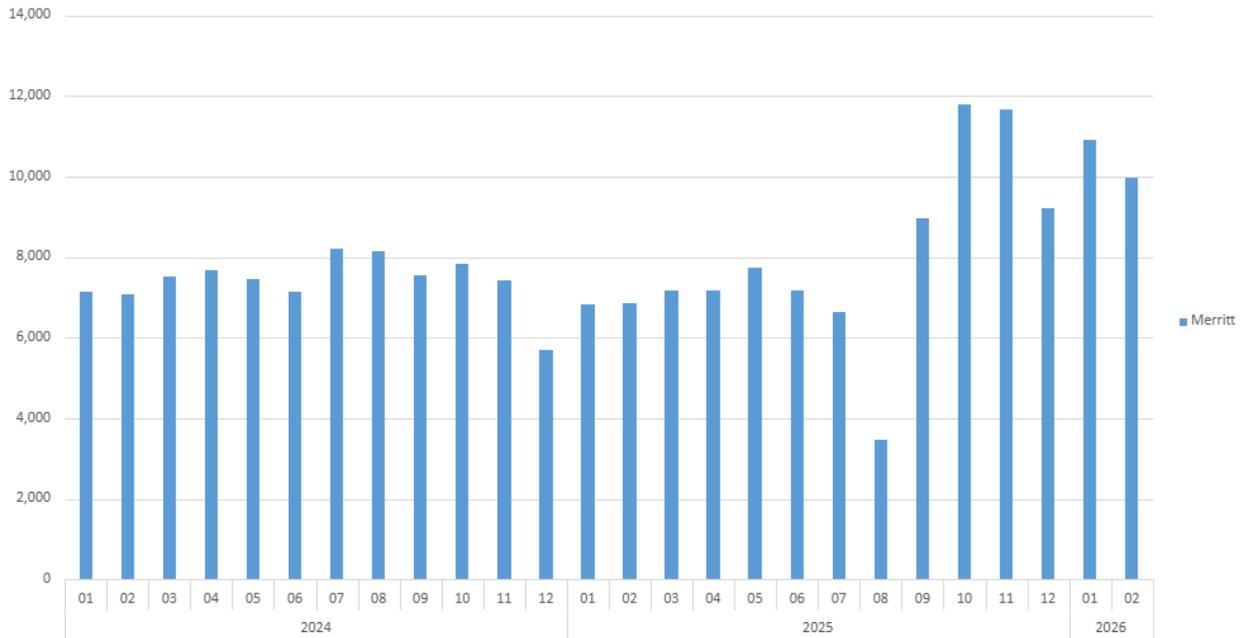
Digital Circulation

Digital circulation of online resources decreased by 7% from January to February 2026. Like physical circulation, this appears to be a February trend, with previous years showing similar declines.
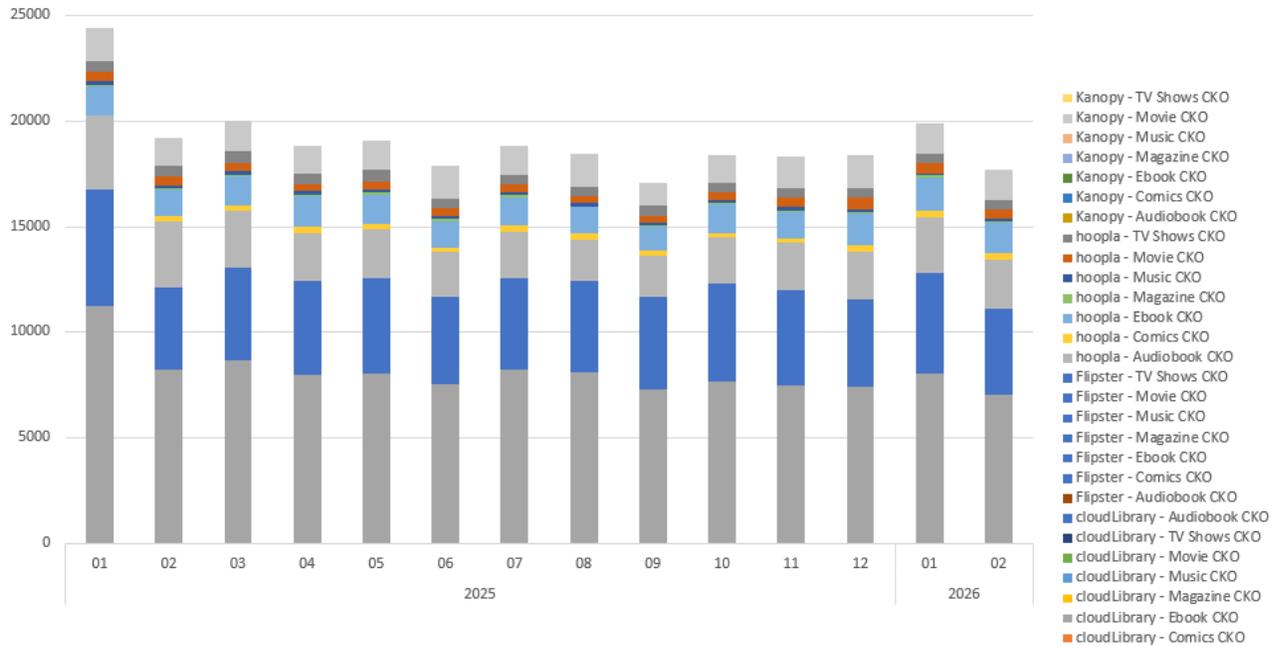
Library of Things

Four new items were added to the Library of Things collection:

- Nex Playground – An active, motion-based home video game console designed to encourage physical activity and interactive play for families.
- Thermal Camera – A device that detects heat and produces a visual image of temperature differences, helping users identify cold spots that may require additional insulation in their homes.
- Drawing Tablet – A versatile digital tool suitable for drawing, photo editing, visual communications, notetaking and other creative tasks.
- C-Pen - A portable, text-to-speech scanning device that reads printed text out loud as it is moved across the page, supporting accessibility and reading assistance.

In addition, demand for Radon Gas Detectors remains high. More than 125 holds were placed on existing units, prompting the purchase of additional detectors to help meet community demand.

Gamerspace

Two Nintendo Switch 2 Consoles were purchased for the Gamerspace. All previous games from the original Switch consoles were transferred to the new Nintendo Switch 2 consoles and will allow SCPL to expand the collection to include Nintendo Switch 2 games as well.

Programming and Promotions

submitted by Holly Jones, Manager Programming & Promotions (February 2026)

For Information

Programming Highlights

SCPL's winter programming for the month of February included our usual line-up of core programming for children, teens, and adults, as well as a variety of seasonal events and drop-in programs for all ages. In total, 2,059 customers attended or engaged in programs and outreach events in February, marking a 13% increase from the same period last year.

February Program Attendance, 2021-2026
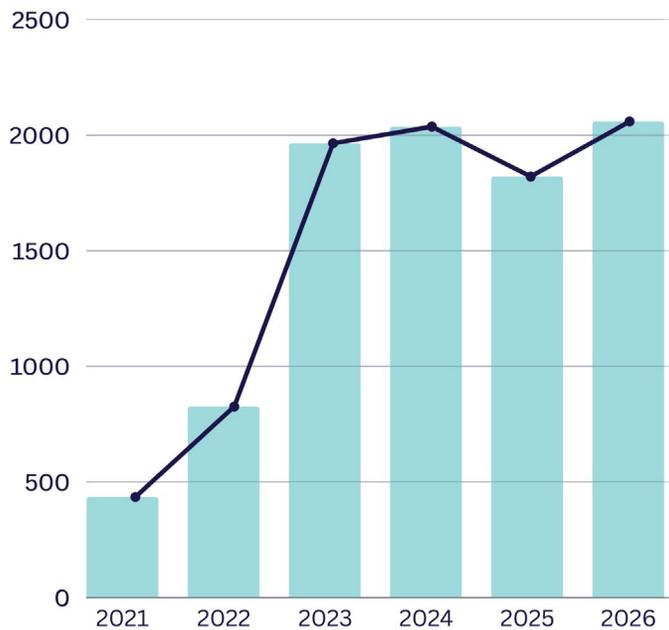
Of special programming note in February:

STC 150 Celebrations
SCPL continues to contribute to the City's 150th-anniversary celebrations with programs focusing on local heritage and community identity. "Harriet Tubman in Niagara," with guest speaker Rochelle Bush, explored the city's connection to Harriet Tubman and the

Underground Railroad (32 attendees). "Public Archaeology & Cataract House Hotel," in partnership with the Niagara Peninsula Society of the Archaeological Institute of America, featured a talk by Douglas Perelli, Director of Archaeology Survey, University of Buffalo. The talk focused on the history of the Cataract House hotel (37 participants). "Unerasing Ourselves" was a special lecture presented by Brock University's Dr. Gregory Betts, looking at the history of St. Catharines and its links to such authors as Frederick Douglas, John Richardson, Thomas D'Arcy McGee, and Harriet Tubman (15 attendees).

As part of the ongoing sesquicentennial celebrations, SCPL is collaborating with the City of St. Catharines and the St. Catharines Museum on an exciting new Spring 2026 event, "One Read, One STC". This "one book, one city" program is designed to foster community connection, literacy, and dialogue by encouraging all residents to read and discuss a single book simultaneously. Best-selling Canadian author Terry Fallis' new book *The Marionette* has been selected as our title. The initiative will culminate in an author event, featuring a conversation between Mayor Siscoe and Terry Fallis. The event, scheduled for June 11, 2026 at the St. Catharines Museum's Lockview Lounge, will provide an opportunity for residents to come together in celebration of the City's 150th anniversary, celebrating a love of reading and nurturing community-wide conversation and sharing of ideas.

Port Winterfest
SCPL continues to support the work of the Port200 Committee, a dedicated group of community volunteers coordinating events to commemorate the 200th anniversary of Port Dalhousie. A key highlight this month was the Port Dalhousie Winterfest, which featured winter games and activities for all ages. SCPL participated by offering family-friendly crafts and activities, membership registration, and access to borrowable items, demonstrating the library's role in celebrating local heritage and our ongoing commitment to community-building.

Seollal Showcase
SCPL partnered with the Korean Cultural Centre in Niagara to host the all-ages "Seollal Showcase", a Korean Lunar New Year event, a traditional holiday that celebrates family, cultural heritage, and the welcoming of a new year. Participants experienced Korean culture through hands-on activities such as wearing Hanbok, traditional games and paper folding, and popular culture experiences inspired by Squid Game and K-Pop Demon Hunters (115 attendees).

Jigsaw Puzzle Tournament
In partnership with the City of St. Catharines, SCPL hosted the inaugural Jigsaw Puzzle Tournament. Participating teams were challenged to complete identical 500-piece

puzzles within a two-hour timeframe. The event was well-received, attracting 31 participants, and plans are underway to offer additional tournaments in the future.

There were no formal submissions received via the *Request for Program Reconsideration* form during this period.

Communication Highlights

The Communications Specialist was involved in several key projects this month:

- Preparation of the Spring 2026 Program Guide
- Supporting the development of the "One READ, One STC" event
- A promotional campaign for the latest Library of Things items
- Drafting an "Emergency Website and Social Media Announcement" procedure
- Promotions for the Design a Bookmark contest, March Break programming, and Tax Clinics

February was a strong month for social media performance, marked by meaningful community connection, positive sentiment, and increased visibility for SCPL's programs and services. Customers expressed enthusiasm for library services, including the Library of Things and the children's materials. Several comments reflected how these posts encouraged in-person visits to the library. The library's social media presence received notable praise, with multiple users complimenting the creativity of the content, particularly around themed posts like those tied to the Super Bowl and Grammys.

Media Mentions

24-Feb   610 CKTB   Topics: New items in Library of Things, March Break, Tax Clinics

Facilities

submitted by Sal Mannella, Facilities Manager

For Information

That the St. Catharines Public Library (SCPL) Board receive this report for information.

Report

Merritt Branch

- A new floor mat was installed at the entrance to help protect the facility from weather-related elements.

Central Branch

- In December 2025, all staff were relocated from the third floor to other areas within the Central Branch. With the assistance of a real estate professional, we issued a Request for Proposals and received submissions from several community service organizations. We have selected one of the proponents and are working toward finalizing a mutually beneficial agreement as soon as possible. Recommendation will be to allocate revenue to the Capital Reserve to offset future building costs.
- All interior doors, offices, and rental spaces have been renumbered using a standardized numbering system.
- New water shut-off valves were installed on the second and third floors.
- New slop sink faucets were installed on the second and third floors.
- A new vestibule was installed outside the HR and CEO offices to enhance privacy.
- The former program office has been converted into a new bookable meeting room and central storage area.

Huq Branch

- Upper window blinds were adjusted, and a new remote control was provided.
- SCPL and City staff worked together to adjust the heating and cooling systems.

Integrated Library System (ILS) Migration

submitted by David Bott, Manager Innovation, Collections & Technology (February 2026)

For Information

During February, staff from SCPL and Niagara Falls Public Library (NFPL) participated in weekly collaborative meetings to continue the profiling process for the new ILS. Promotions staff met to develop a shared internal communications portal for staff, which is anticipated to launch in March. Furthermore, the Management Team met weekly with NFPL counterparts to provide project oversight and ensure the project remains on schedule.

Quarterly Progress Update on 2026 Work Plan

submitted by Ken Su, CEO (March 2026)

For Information

This report provides the Library Board with a strategic update on the progress of the 2026 Annual Work Plan for the first quarter.

In alignment with the revised reporting format approved in October 2025, this document moves away from documenting routine daily operations. Instead, it highlights new, innovative, and improvement-oriented initiatives that directly advance our strategic goals. This approach ensures transparent communication between staff and the Board while maintaining focus on organizational growth and transformation.

Background

Our **2025–2028 Strategic Plan** serves as the roadmap for evolving our services to meet the changing needs of our community. All initiatives within the 2026 Work Plan are categorized under our four core pillars:

- **Experience in Bloom:** Enhancing the user journey and physical/digital spaces.
- **Community in Bloom:** Strengthening local partnerships and social impact.
- **People in Bloom:** Investing in staff development and organizational culture.
- **Literacy in Bloom:** Promoting diverse literacies and lifelong learning.

The 2026 Work Plan includes both newly introduced projects and critical carry-forward tasks from the previous year. To ensure accountability, each initiative is assigned a lead department responsible for coordinating cross-departmental efforts and tracking milestones.

The appendix provides a snapshot of current task statuses, their specific contributions to our strategic vision, and updated timelines for completion.

Highlights of the first quarter in 2026

SCPL successfully launched the Community Needs Assessment project.

- Issued a formal RFP in January 2026, followed by a scoring and interview process to select the best-fit proponent.
- Nordicity has been retained to lead the project, bringing specialized expertise to our community needs assessment project.
- Held a productive kick-off meeting with the Nordicity team in early March to align on goals and timelines.
- Upcoming Milestones:

- o April & May: Launch of broad community engagement, including public surveys and targeted consultation meetings.
- o August: Receipt of the draft final report.
- o September: Final presentation of findings and recommendations to the Board.

In partnership with the Niagara Falls Public Library (NFPL), we have officially kicked off the migration to Polaris - a new Integrated Library System (ILS).

- Spent the last several weeks in intensive collaborative sessions to define system profiles and prepare for technical setup.
- Developing a shared staff site accessible by both library systems. This hub ensures all staff members remain informed, synchronized, and supported throughout the transition.
- Upcoming Milestones:
  - o April: Software installation and data mapping.
  - o May, June and July: Training and testing.
  - o August, September and October: Permission testing and continue internal training.
  - o November: Final data extraction, offline service period, and live on Polaris.

By the end of Q1, we have successfully laid the groundwork for both our long-term strategic vision (Community Needs Assessment) and our day-to-day operational improvement (ILS Migration). Both projects remain on schedule and will be well underway by Q2.

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

2026 SCPL Departmental Work Plan - Quarterly Update

		Status	
Strategic Goal 1:	Experiences in Bloom	Status	**No Change**
Strategic Goal 2:	Community in Bloom		**Minor Changes, no significant impact**
Strategic Goal 3:	People in Bloom		**Major Changes, attention required**
Strategic Goal 4:	Literacy in Bloom		✓, Completed

SCPL							Q1 Update	
Strategic Goal	**Annual Objective / Action Item**	**SMART Goals and outcomes**	**Project Lead**	**Contributors**	**Timelines**		**Status**	**Explanation**
#2	Launch a library capital fundraising campaign	Work with fundraising consultant to launch a capital campaign	CEO	All departments	Q4 2026		(Red)	Since the Board decided not to go with fundraising consultants, staff will be exploring other options once confirming funding contributions with the City and the Board.
#1	Conduct a community needs assessment	Issue a community needs assessment RFP and identify and understand the needs, priorities, and preferences of the community the Library serves	CEO	All departments	Q3 2026		(Green)	Contract awarded to vendor and project started.
#1, #2	Participate in the City's 150th and Port Dalhousie's 200th anniversary celebrations	Take part in and contribute to community wide events and initiatives that celebrate these milestones	Programming & Promotions	All departments	Q4 2026		(Green)	Several anniversary-related library programs planned throughout 2026, with special promotions on website, in program guide and on socials incorporating the City's 150 logo. Working alongside the City to support City's events and to amplify messaging. Collaborating with the Mayor's Office and Museum to host "One Read One STC" event on June 11. Collaborating with the Port200 committee to support their events, including Port WinterFest Feb 14-16.
#1, #2, #3, #4	Implement a new cloud-hosted ILS system	Provide a better experience to our customers, better resiliency and reduced costs through shared services.	ICT	All departments	Q4 2026		(Green)	Project kick off in January. Working with vendor and NFPL to create system profiles.
#1, #2, #3, #4	Install Digital Presentation System at Merritt	Provide enhanced service in program room and meeting rooms for both staff and customers.	ICT	Administration, Facilities, Customer Service	Start Q1 2026		(Green)	Main programming space has dual LCD monitors installed. Wireless projection to be added as funds allow. Meeting room 1 has wireless LCD display installed.
#1, #3	AI Chat Functionality	Provide 24/7 support for common inquiries via SCPL webchat and reduce unanswered webchats during closed hours. Increase customer satisfaction.	Customer Service	Training Librarian, CS Managers, ICT	Q3 2026		(Green)	Preliminarly research started.

#2, #3, #4	Classroom Outreach and Book Kit Delivery Service - develop curriculum-based book kits, with supporting classroom outreach/delivery service	-Increase the number of educator card borrowing accounts -Expand SCPL's geographical reach to school's outside walking distance to library branch -Increase the number of juvenile memberships from students in classrooms using the delivery service -qualitative feedback from teachers/educators using the program on how borrowable collections contribute to improved literacy levels	Programming & Promotions	ICT, Facilities, Customer Service	Q4 2026			Preliminarly research started.
#1, #2, #3	Expand library card membership for use of Public Computer service	This will provide better customer tracking, increased accountability and contribute to an increased membership count.	Customer Service	CS Managers, ICT Manager, CS Technician	Q4			
#1, #3	Conduct Employee Satisfaction Survey	Create, send, review/analyze Employee Satisfaction Survey to identify and understand the needs, priorities, preferences and gaps of SCPL employees	Human Resources	All departments	Q4			

Discussion Reports

6. **Discussion Reports (attachments)**

6.1	Policy (G-10) Internet Use – D. Bott	Motion
6.2	2026 June Board Meeting Date – K. Su	Motion

Policy (G-10) Internet Use

submitted by David Bott, Innovation, Collections and Technology Manager

Recommendation

THAT the Board approve amended Policy (G-10) Internet Use.

Background

The St. Catharines Public Library offers free internet access to our customers through library-owned and maintained computers, as well as free wireless internet access for customer-owned devices. The Internet Use Policy was developed to ensure open and equitable internet access for all community members in accordance with the Library's mission statement, the Canadian Federation of Library Associations Statement on Intellectual Freedom and the Ontario Library Association's Statement on Intellectual Rights of the Individual while at the same time providing a policy to use the internet in a responsible manner.

The Policy was last amended and approved by the Board in November 2024.

Update

Since the last review in 2024 the Library has made some edits for clarity and adhere to current policy format.

- Included staff in the policy.
- Minor edits for clarity.

Included for Board review are the following documents:
- Black-line version of Policy (G-10) Internet Use showing the proposed amendments.
- Clean version of Policy (G-10) Internet Use.

Recommendation

Management recommend that the Board approve Policy (G-10) Internet Use, as amended.

Policy Name	Internet Use		
Section & Number	Board – G-10	Effective Date	1999-04-15
Motion Number	2026-XX	Last Review	2026-03-19
Author	Manager, ICT	Next Review	2030
Policy Maintenance	Reviewed by Management.		

Policy Statement

The St. Catharines Public Library (SCPL) is committed to offering open and equitable internet access for all community members in accordance with the Library's mission statement, the Canadian Federation of Library Association Statement on Intellectual Freedom and the Ontario Library Association Intellectual Rights of the Individual.

Scope

This policy applies to all staff and customers, regardless of age, with or without an active library card, who access the internet though the Library's on-site computers or through its wireless internet access on their own personal devices.

Definitions

Adults: For the purposes of this policy, adults are defined as ~~customers~~ individuals 12 years and older.

Children: For the purposes of this policy, children are defined as ~~customers~~ individuals 11 years and younger.

Devices: Devices are broadly defined as any computer, laptop, tablet, mobile or smartphone, or any other technological device which permits access to the internet wirelessly or otherwise.

Internet access: Defined as access to the internet through the use of Library computers and devices, as well as through the use of the Library's wireless network via ~~customers'~~ individuals' own personal and mobile technology devices.

Regulations

All staff and customers are expected to comply with ~~the Library's~~ SCPL's Internet Use Policy and to use the internet in a responsible manner, including but not limited to the following:

- Policy Compliance: ~~Customers are responsible for~~ Complying with all provisions of ~~the Library's Code of Conduct~~ SCPL's relevant policies and procedures.
- Privacy and Security: ~~Customers are~~ Maintain responsibility ~~responsible~~ for their own privacy and security and are encouraged to take all precautions to safeguard their personal information when using ~~the Library's~~ SCPL's internet access.
- Parental Responsibility: Recognize that although separate internet access is provided for ~~customers age 11 and under (~~children~~)~~ and ~~those ages 12 and over (~~adults,~~). As with all other library resources and services, children and young adults have access to all materials, and~~ responsibility for monitoring access to the internet rests solely with parents and/or legal guardians.
- Community Standards: ~~Customers are prohibited~~ Refrain from displaying content that can be reasonably foreseen to offend others or violate community standards.
- Content Blocking: Recognize that internet content that violates copyright laws and malicious or inappropriate websites may be blocked. ~~Library staff has the authority to end an internet session when such material displays on the screen.~~
- Staff Authority: Recognize that library staff have the authority to end an internet session when such material displays on the screen.
- Privacy Rights: ~~Customers are prohibited~~ Refrain from engaging in any activity that violates the privacy rights of another person(s) or organization(s).
- Consequence of Misuse: Recognize that violation of the policies and guidelines that govern the use of ~~the Library's~~ SCPL's internet resources may result in suspension or loss of privilege to use these resources. For staff, misuse of SCPL's internet resources may also result in disciplinary action. Illegal activity involving ~~the Library's~~ SCPL's internet resources may be subject to prosecution by the appropriate authorities.

~~Responsibility~~

~~The policy shall be implemented by the C.E.O.~~

Policy Name	Internet Use		
Section & Number	Board – G-10	**Effective Date**	1999-04-15
Motion Number	2026-XX	**Last Review**	2026-03-19
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Internet access: Defined as access to the internet through the use of Library computers and devices, as well as through the use of the Library's wireless network via individuals' own personal and mobile technology devices.

Regulations

All staff and customers are expected to comply with SCPL's Internet Use Policy and to use the internet in a responsible manner, including but not limited to the following:

- **Policy Compliance:** Complying with all provisions of SCPL's relevant policies and procedures.
- **Privacy and Security:** Maintain responsibility for their own privacy and security and are encouraged to take all precautions to safeguard their personal information when using SCPL's internet access.
- **Parental Responsibility:** Recognize that although separate internet access is provided for children and adults, responsibility for monitoring access to the internet rests solely with parents and/or legal guardians.
- **Community Standards:** Refrain from displaying content that can be reasonably foreseen to offend others or violate community standards.
- **Content Blocking:** Recognize that internet content that violates copyright laws and malicious or inappropriate websites may be blocked.
- **Staff Authority:** Recognize that library staff have the authority to end an internet session when such material displays on the screen.
- **Privacy Rights:** Refrain from engaging in any activity that violates the privacy rights of another person(s) or organization(s).
- **Consequence of Misuse:** Recognize that violation of the policies and guidelines that govern the use of SCPL's internet resources may result in suspension or loss of privilege to use these resources. For staff, misuse of SCPL's internet resources may also result in disciplinary action. Illegal activity involving SCPL's internet resources may be subject to prosecution by the appropriate authorities.

2026 June Board Meeting Date

submitted by Ken Su, CEO

Recommendation

THAT the Board approve rescheduling the June Board Meeting from June 11, 2026, to Thursday, June 18, 2026, at 6pm.

Report

Background

The 2026 Board meeting schedule was approved in September 2025. The June 2026 Board meeting is currently scheduled at 6pm, on Thursday, June 11, 2026.

Update

SCPL is currently partnering with the Mayor's Office to organize a special event, One Read, One STC. This event will be held at the Museum on June 11, 2026.

To allow Board members and staff to attend and support this event, staff recommends rescheduling the June Board meeting to Thursday, June 18, 2026 at 6pm.