



# St. Catharines Public Library Board

## Regular Meeting

Thursday, September 18, 2025, 6:00 pm  
Program Room, Merritt Branch & Microsoft Teams

### AGENDA

Chair calls meeting to order and Janice Coles 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 – June 12, 2025

Motion

4. **Monthly Updates (verbal)**

4.1 St. Catharines City Council

4.2 OLS Update – J. Coles

4.3 CEO Update – K. Su

4.4 Department Update – Summer Programming – Sam Walker and Lydia Smith,  
Programming Librarians

5. **Consent Agenda (attachments)**

Motion

5.1 Correspondence

5.2 CEO Report – K. Su

5.3 Department Reports – June, July & August 2025

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

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

5.3(c) Programming & Promotions – H. Jones

5.3(d) Facilities – S. Mannella

5.3(e) Health & Safety – L. DiDonato

- 6.4 Financial Reports – L. DiDonato
  - 6.4 (a) 2025 Financial Results and Forecast at June 30, 2025
  - 6.4 (b) Endowment & Trust Statement at June 30, 2025
  - 6.4 (c) Short-Term Investments Statement at June 30, 2025
- 6.5 Quarterly Progress Update on 2025 Work Plan (Q3) – K. Su
- 6.6 2025 Board Meeting Dates – K. Su
- 6.7 2025 Library Closure Dates – K. Su

## 6. Discussion Reports (attachments)

- 6.1 Policy (P-06) CEO Evaluation – J. Coles Motion
- 6.2 Appointing the CEO Evaluation Committee – J. Coles Motion
- 6.3 Policy (P-14) Disconnect from Work – A. Maciukas Motion
- 6.4 Policy (F-06) Naming Policy – 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 CEO Update
- 7.4 Adoption of In-Camera Minutes
  - 7.4(a) In-Camera Session – June 12, 2025 (attachment) Motion
- 7.5 In-Camera Consent Agenda (attachments)
  - 7.5(a) Correspondence - K. Su
  - 7.5(b) Staffing Update (June, July & August 2025) – A. Maciukas
  - 7.5(c) Labour Relations – A. Maciukas
  - 7.5(d) Contractual Update – D. Bott
  - 7.5(e) Legal Matter – K. Su
- 7.6 In-Camera Discussion Reports (attachments)
  - 8.5 (a) Labour Relations – A. Maciukas  
(Closed Session in accordance with the Public Libraries Act section 239(2)(d) labour relations or employee negotiations)
  - 8.5(b) Labour Relations – A. Maciukas  
(Closed Session in accordance with the Public Libraries Act section 239(2)(d) labour relations or employee negotiations)
- 8.6 Return to Open Session Motion

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

## 9. Motion to Adjourn Motion

**10. Next Meeting / Upcoming Events**

- Board Meeting – Thursday, October 16, 2025 at 6:00 pm, Mills Room, Central Library & Microsoft Teams



# St. Catharines Public Library Board

## Regular Meeting Minutes

Thursday, June 12, 2025, 6:00 pm  
Mills Room, Central Library & Microsoft Teams

**Present:** P. Clausi Councillor J. Lindal (left at 7:49pm)  
J. Coles (Chair) L. Littleton  
K. Diiorio N. Olmstead  
S. Dimick (Vice-Chair) G. Riihimaki

**Regrets:** Councillor G. Miller

**Staff:** D. Bott (left at 7:21pm) A. Maciukas  
L. DiDonato S. Mannella (left at 7:10pm)  
M. Haanstra (left at 7:10pm) J. Spera (left at 7:10pm)  
L. Jenter (Recording Secretary) K. Su (Secretary)  
H. Jones (left at 7:10pm )

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

L. Littleton reads the following SCPL Land Acknowledgment:

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

### 1. Adoption of Agenda

1.1 Additions/Deletions to Agenda  
Item 7.3 moved to the In-Camera Session as 8.5(a) Planning Matter

1.2 Adoption of Agenda

**MOTION: 2025-66** THAT the Agenda be adopted as amended.  
**MOVED BY:** L. Littleton  
**SECONDED BY:** Councillor J. Lindal  
**MOTION CARRIED.**

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

The Chair wished Board Members a good summer break and reminded the Board that any summer meeting will be held on Teams. There were no Declarations of Interest.

## 3. Presentations

3.1 Fundraising Feasibility Study – Martin van Zon, President, and Lee Zhang, Director, Interkom

The Board received a presentation of the results of the fundraising feasibility study for the Central Renovation. The Board discussed converting the positive feedback from the study into committed donors.

## 4. Adoption of Minutes (attachment)

4.1 Regular Meeting – May 15, 2025

**MOTION: 2025-67** THAT the Regular Meeting Minutes of May 15, 2025 be adopted.

**MOVED BY:** K. Diiorio

**SECONDED BY:** G. Riihimaki

**MOTION CARRIED.**

## 5. Monthly Updates (verbal)

5.1 St. Catharines City Council – Councillor J. Lindal  
Nothing to report

5.2 OLS Update – J. Coles  
The Chair provided an update from the Board Assembly Meeting from June 10. The Chair reminded the Board of its advocacy role, shared details about new training opportunities from OLS, and provided a reminder about the virtual conference scheduled for November 20. Roundtable discussion included shared incident and security experiences, Strong Mayor Powers, CEO evaluation, and capital fundraising.

5.3 CEO Update – K. Su  
The CEO updated the Board about the following:

- Merritt Branch Renovation – Construction permit has been received, construction has begun, and furniture and equipment deliveries have started to arrive. The Library anticipates a soft opening in mid to late August and grand opening event in September.

- Merritt Branch Lease – Landlord has agreed to extend the lease to the end of July. Thursday, July 24 will be the final open day at that location, with packing commencing on the last week of July.
- Merrittton Holds Locker – Home Hardware will be the site of the new holds locker. The Library anticipates opening the lockers in July.
- Niagara CEOs meeting – Niagara CEOs began planning the Board retreat, tentatively scheduled for the morning of Saturday, November 1.
- Special Announcement - Premier Ford is coming to make a special announcement at the Library on June 18

5.4 Department Update – Merritt Branch Renovations – S. Mannella

The Board received a presentation of the progress made on renovations at the future Merritt Branch at the Niagara Pen Centre.

## 6. Consent Agenda

- 6.1 CEO Report – K. Su
- 6.2 Department Reports – April 2025
  - 6.2(a) Customer Service – J. Spera & M. Haanstra
  - 6.2(b) Innovation, Collections, and Technology – D. Bott
  - 6.2(c) Programming & Promotions – H. Jones
  - 6.2(d) Facilities – S. Mannella
  - 6.2(e) HR – Performance Review Document Update – A. Maciukas
- 6.3 2024 Annual Report – K. Su
- 6.4 Quarterly Progress Update on 2025 Work Plan (Q2) – K. Su
- 6.5 SCPL Marketing and Communications Plan – H. Jones

**MOTION: 2025-68** THAT the Consent Agenda be received as circulated.  
**MOVED BY:** S. Dimick  
**SECONDED BY:** P. Clausi  
**MOTION CARRIED.**

## 7. Discussion Reports

7.1 Policy (G-05) Meeting Rooms – L. DiDonato

The Board received Policy (G-05) Meeting Room with amendments for advertised events at our Library. The Board requested an additional language amendment.

**MOTION: 2025-69** THAT the Board approve Policy (G-05) Meeting Rooms as amended.  
**MOVED BY:** N. Olmstead  
**SECONDED BY:** Councillor J. Lindal  
**MOTION CARRIED.**

7.2 2025-2026 Operating Budgets Update – K. Su and L. DiDonato

The Board received recommendation to request additional budgetary funding from the City. The Board requested clarification on agreed absorbed budgetary increases beyond the municipal contribution funding request.

**MOTION: 2025-70** THAT the St. Catharines Public Library (SCPL) Board direct staff to update the City of St. Catharines (City) of the proposed municipal contribution funding increase of \$120,000 for the 2026 Operating Budget and request that the increase be incorporated into the 2026 reconfirmation budget, to be presented to Council on October 15, 2025.

**MOVED BY:** L. Littleton

**SECONDED BY:** K. Diiorio

**MOTION CARRIED.**

**8. In-Camera Session**

8.1 In-Camera Agenda

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

None

8.1 (b) Adoption of In-Camera Agenda

**MOTION: 2025-71** THAT the In-Camera Agenda be adopted as amended.

**MOVED BY:** G. Riihimaki

**SECONDED BY:** S. Dimick

**MOTION CARRIED.**

M. Haanstra H. Jones, S. Mannella, and J. Spera left the meeting at 7:10pm.

8.2 Motion to Move In-Camera

**MOTION: 2025-72** THAT the Regular Meeting move to In-Camera Session to discuss planning matters.

**MOVED BY:** P. Clausi

**SECONDED BY:** N. Olmstead

**MOTION CARRIED.**

The meeting moved to In-Camera Session at 7:11pm.

D. Bott left the meeting at 7:21pm.

Councillor J. Lindal left the meeting at 7:49pm

### 8.3 Return to Open Session

**MOTION: 2025-74** THAT the In-Camera Session return to Open Session.  
**MOVED BY:** N. Olmstead  
**SECONDED BY:** L. Littleton  
**MOTION CARRIED.**

The Meeting returned to Open Session at 7:54pm.

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

**MOTION: 2025-75** THAT the Board approve the Staff recommendation related to the closed session report and that the Board receive the information presented during the closed session.  
**MOVED BY:** K. Diorio  
**SECONDED BY:** G. Riihimaki  
**MOTION CARRIED.**

### 10. **Motion to Adjourn**

**MOTION: 2025-76** THAT the Regular Meeting be adjourned.  
**MOVED BY:** S. Dimick  
**SECONDED BY:** N/A  
**MOTION CARRIED.**

Meeting adjourned at 7:55pm.

### 11. **Next Meeting / Upcoming Events**

Board Meeting – Thursday, September 18, 2025 at 6:00 pm, Mills Room, Central Library & Microsoft Teams

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Chair

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Secretary

## Consent Agenda

### 5. **Consent Agenda (attachments)**

Motion

- 5.1 Correspondence
- 5.2 CEO Report – K. Su
- 5.3 Department Reports – June, July & August 2025
  - 5.3(a) Customer Service – J. Spera & M. Haanstra
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## Correspondence

**(as of September 12, 2025)**

## For Information

**To be sent to City Council on September 19, 2025**

SCPL Impact Report – September 2025



SC  
PL



# Impact Report Sept 2025

## Merritt Branch Relocation



**“I love how big, bright and beautiful the Merritt Branch is now!”**  
- SCPL Customer

The Merritt Branch at the Niagara Pen Centre re-opened to the community on August 27, 2025. The statistics shown below record **ten days of library service**.

**3,509**  
**in-person visits**  
to our re-opened Merritt Branch.



**159**  
**library cards**  
issued to new members since re-opening.



**318**  
**holds**  
picked up at the Merritton Holds to Go Lockers from July 8-September 8.



 CIVIC ENGAGEMENT

 ECONOMIC DEVELOPMENT

 ENTERTAINMENT & LEISURE

 CULTURE

 EDUCATION

 INCLUSION & WELLBEING

 SPACE

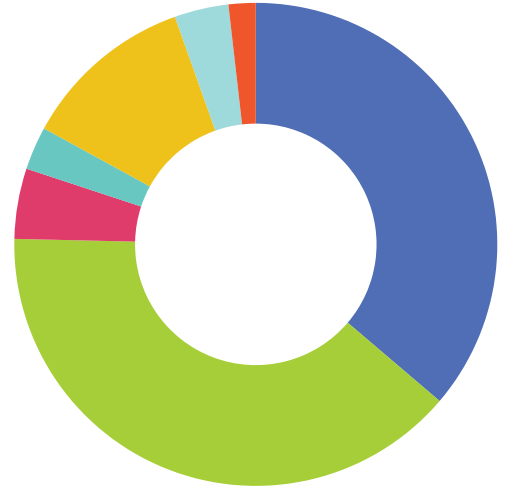


## SCPL Summer Programming Sessions

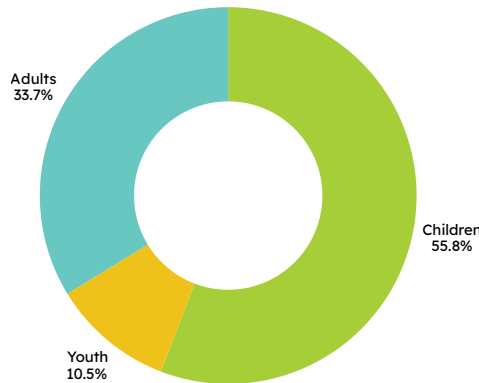
June - August 2025

### By location

- Central - 100 programs
- Dr. Huq - 108 programs
- Merritt - 13 programs
- Port Dalhousie - 8 programs
- Community - 32 programs
- System-Wide - 10 programs
- Virtual - 5 programs



### By age group



**7,455**  
**attendees**  
participated in SCPL  
programs this summer.



**826**

**participants**

registered for our  
Summer Reading Club.



**1,165**

**gamers**

used the Gamerspace  
this summer.



**9,348**

**people**

used SCPL workstations  
for internet access this  
summer.



## CEO Report

**submitted by Ken Su, CEO (June, July, and August 2025)**

### For Information

#### **2025 Staff Holiday Brunch**

The Library will host its 2025 Staff Holiday Brunch on November 30, 2025. This event provides an opportunity for staff to celebrate the year's accomplishments and enjoy a festive gathering with colleagues. Board members are also invited to attend, reflecting the collaborative relationship between staff and the Board.

Planning for the brunch is underway, including arrangements for catering, space setup, and recognition of staff contributions over the past year. Further details regarding timing and RSVP procedures will be shared with staff and board members in advance.

#### **Collective Bargaining**

The current collective agreement with CUPE Local 2220 expired on December 31, 2024. In June, the employer met with union representatives to review monetary proposal to support planning for the 2026 budget. These discussions were constructive and provided both sides with an early understanding of key financial priorities.

Formal bargaining is expected to begin in October or November 2025. The employer's goal is to reach a settlement before year-end to provide stability for staff and support long-term financial planning. Further updates will be provided as they become available.

#### **Fundraising Campaign RFP**

The Library posted the Capital Fundraising Campaign Consultant RFP on September 2, 2025, with a closing date of September 26. The consultant will lead a campaign to raise funds for the Central Library Renovation Project, including strategy development, donor engagement, campaign materials, and events.

Applications will be reviewed following the closing date, with the goal of selecting a consultant in October. The consultant is expected to begin work in early 2026 to guide a successful capital fundraising campaign.

## **Niagara Libraries Board Retreat – Fall 2025**

Following the May report, planning for the fall 2025 Board retreat continues. The CEO was able to secure a speaker in July to present on AI and libraries and is finalizing discussion topics, including self-evaluation, legacy documents, and recruitment and selection, with other regional library CEOs.

As previously reported, the retreat aims to provide Board members with guidance on succession planning and cover key topics such as developing legacy documents and planning a smooth transition. The retreat is planned to be held at the West Lincoln Public Library. Details regarding the agenda, speakers, and logistics will be shared with the Board once confirmed.

## Customer Service

**submitted by Marcella Haanstra, Assistant Manager of Customer Service (June-August 2025)**

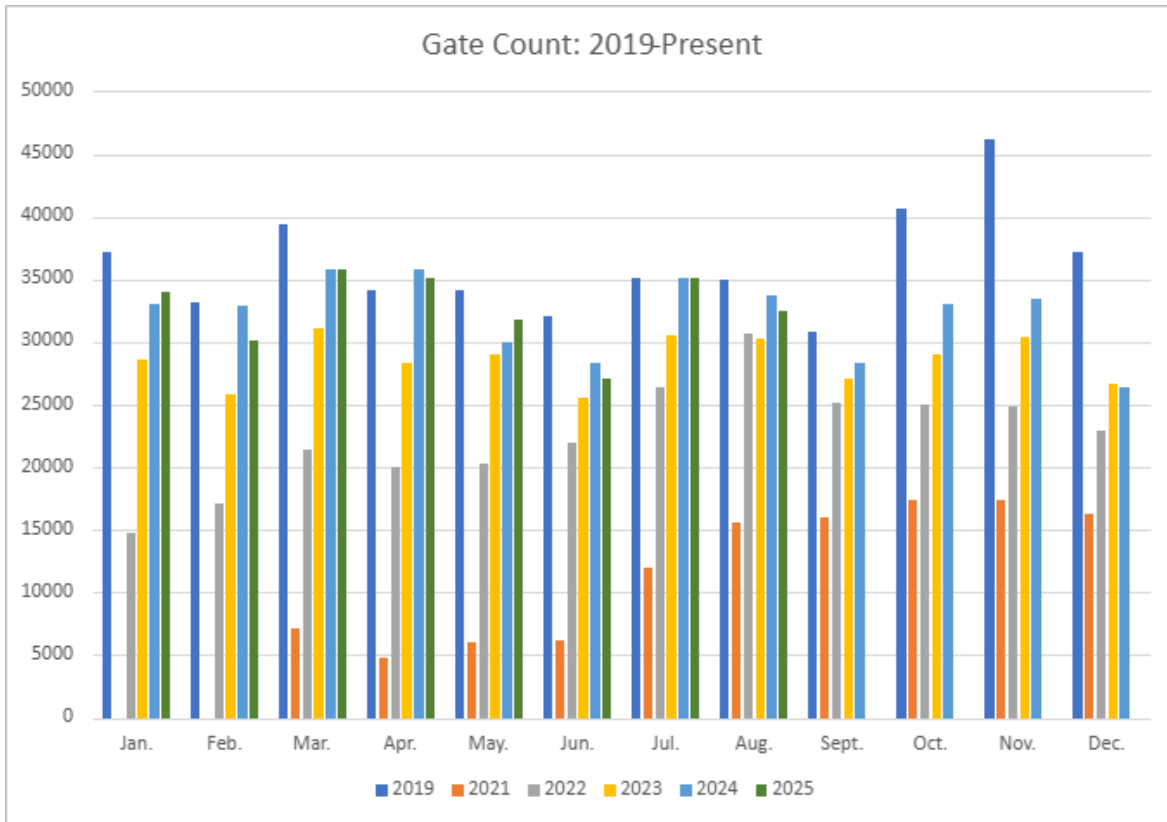
### For Information

All data provided is for June, July and August 2025 compared to the same months in 2024. The library continues at full operations.

	<b>June-August 2025</b>	<b>% change from 2024</b>
<b>Gate Count</b>	94,675	97,168 (-2%)
<b>Membership</b>	1,788	1,519 (+16%)
<b>Holds Placed</b>	38,468	39,297 (-2%)
<b>Questions</b>	21,178	20,333 (+4%)

#### **Gate Count**

The library experienced a vibrant and active summer, welcoming customers of all ages who engaged with our services, participated in programs, and made full use of our spaces. Ongoing outreach events, class visits, and promotional efforts continue to attract new visitors, while regular customers return often to study, work, and enjoy the library branches. There was a slight decrease in the gate count from 2024, which is likely due to the week-long closure of the Huq branch from June 16-21 for a light replacement project, and the 4.5-week closure of the Merritt branch on Hartzel Road before moving to the Pen Centre location.



## Membership

New memberships continue to grow, as evidenced by a 16% increase over the same months in 2024 and an increase of 12% this year to date. There have been 482 reciprocal borrowing memberships created since the launch in September 2024.

## Holds Placed

The number of holds placed this month decreased by 2% compared to the same month in 2024 and has remained steady year-to-date. This consistency is particularly notable given the intermittent closures of two branches in June and August, which likely impacted access to physical collections and holds pickup. Despite these disruptions, the holds system continues to serve as a vital resource for library users citywide.

## New Merritt Branch

The Merritt Branch at the Pen Centre reopened on Wednesday, August 27, and early indicators show a strong positive response from the community. As of September 8, our gate count recorded 3,509 visitors, with 3,130 items checked out, 575 hold requests filled, and 159 new memberships created. Feedback has been both encouraging and

constructive - customers have praised the bright, welcoming design of the new space while also offering helpful suggestions for future improvements.

### **Merrifon Holds to Go Lockers**

We've continued to receive enthusiastic feedback from customers using the *Holds to Go* lockers on Hartzel Road. The pickup location at Home Hardware has quickly become a popular choice, with nearly 200 holds placed and over 300 items checked out since the service launched in July.

## Innovation, Collections & Technology

submitted by David Bott, Manager Innovation, Collections & Technology (June, July, August 2025)

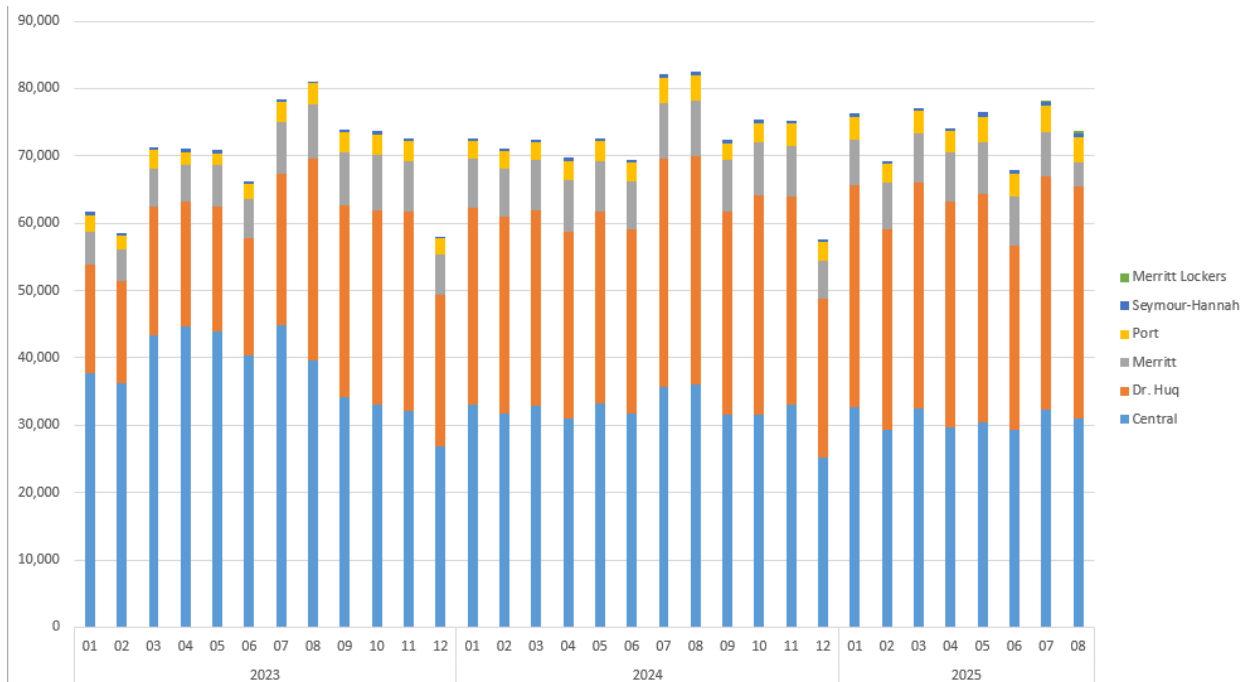
### For Information

#### Physical Circulation

Physical circulation decreased by 11% from May to June 2025. This decrease was likely due to the 1-week maintenance closure at the Dr. Huq Branch, as the dip in circulation stats from that location account for most of the difference.

In July, physical circulation increased by 16%. Circulation then dropped by about 7% in August, which can be attributed to the Merritt Branch closure.

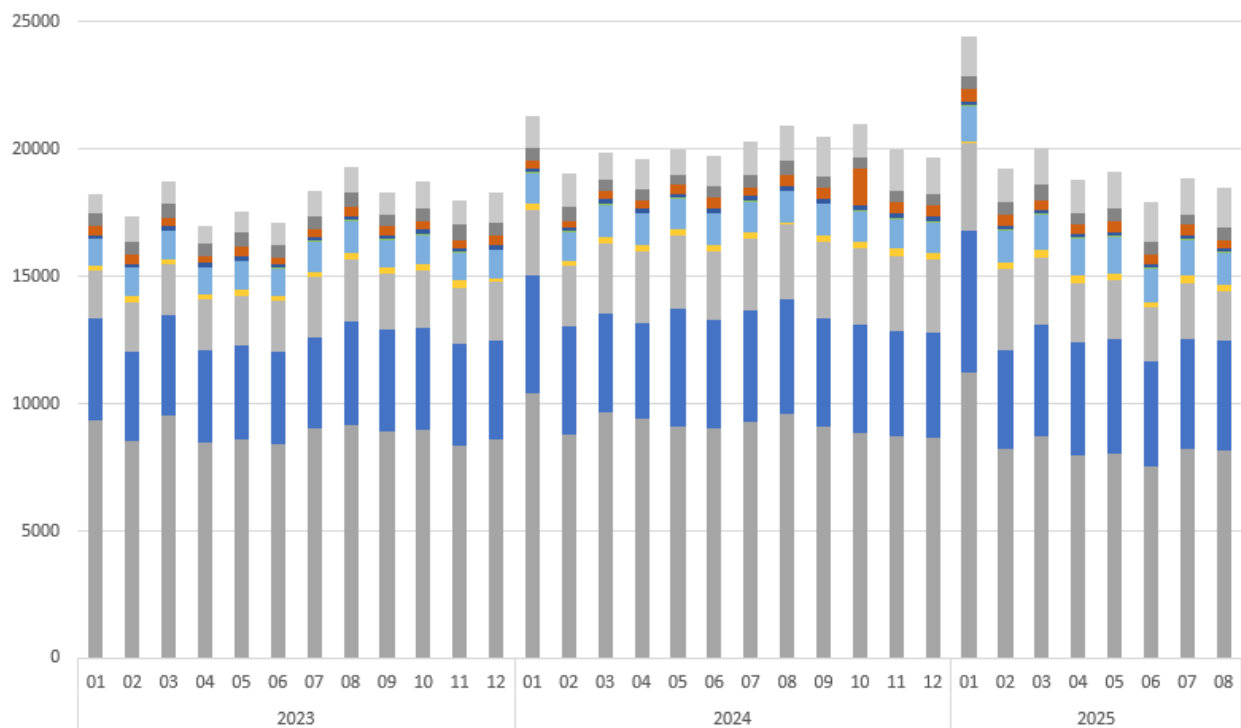
Overall, physical circulation YTD is on par with that of 2024, with a slight increase of about 0.5%. However, factoring in the temporary branch closures noted above, YTD physical circulation is about 2% above that of 2024.



#### Digital Circulation

There was a very slight decrease (-2%) in digital circulation from May to June 2025. A similar decrease was seen in 2024 from May to June. From June to July, digital circulation increased by 6%, followed by a slight (1%) decline in August 2025.

YTD digital circulation for 2025 is up over 12% compared to the same time period in 2024.



### Library of Things

Due to the popularity of the Yoto Players launched in the spring, Yoto cards were added to the Library of Things collection in June/July. Four collections of cards were added and have been well-received.

### Digitization Student

The Library hired a student for the temporary position of full-time Digitization Assistant. The student worked for 8 weeks in July and August and assisted with the library's digitization initiatives which included digitizing nearly 8,000 vertical file newspaper clippings.

### Merritt Holds Lockers

Staff installed the Holds Lockers at the Home Hardware on Hartzel Road at the beginning of July and successfully launched on July 8<sup>th</sup>, 2025.

### Merritt Branch Relocation

Staff staged and installed new PCs, wireless access points and security cameras, as well as all supporting network equipment.

## Programming and Promotions

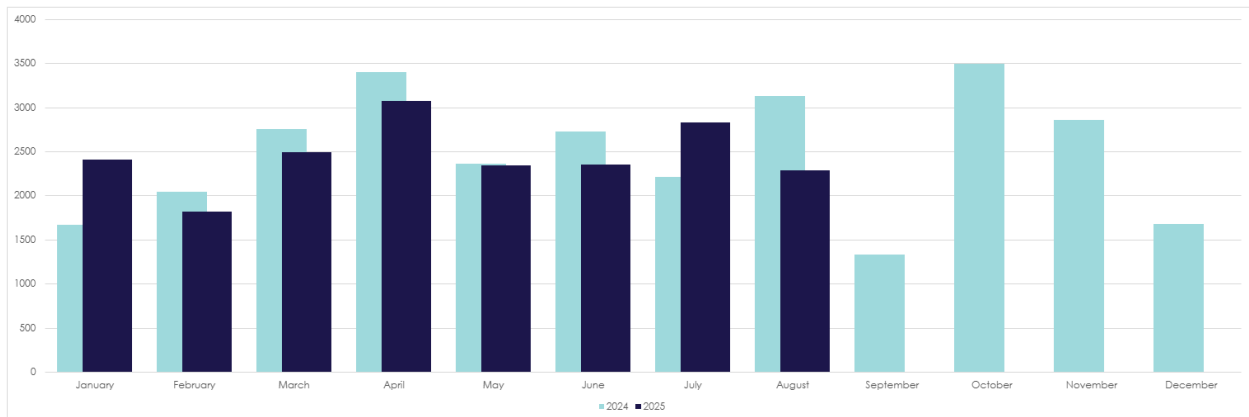
submitted by Holly Jones, Manager Programming & Promotions (June-August, 2025)

### For Information

#### Programming Highlights

In total, 7,455 customers attended or engaged in 276 programs June-August. This marks a slight dip of 7% from the same period in 2024, which can be accounted for by the lack of programming at the Merritt Branch, which was being prepped for relocation. Programming during this summer featured a diverse range of offerings, including our regular suite of storytimes for early learners, and an assortment of art workshops, STEM activities, book clubs, local history lectures, and more for children, teens and adults. SCPL engaged with 985 community members at 11 outreach events over the summer, including popular community events such as the Kids' Ultimate Challenge, the Holi Festival of Colour, and the Downtown Block Party. An outreach assistant was hired as a summer student, providing significant support for both outreach events and the Summer Reading Club. Their contributions to library promotion and customer engagement were essential to our summer operations.

**Program Attendees by Month, 2025 vs. 2024**



#### Summer Reading Club 2025

The 2025 Summer Reading Club (SRC) successfully underwent a strategic overhaul to better align with the Library's mission and enhance true community engagement. While we observed a significant decrease in registration, with 826 children, teens, and adults participating this year compared to 1,658 in 2024, this change reflects a successful shift toward meaningful engagement and a renewed focus on building a love of reading.

The decision was made to discontinue the third-party ReadSquared app, a change that directly addressed significant negative feedback regarding its user-friendliness and technical glitches. An analysis of participation data revealed that previous years'

registration numbers were inflated with inactive users. By streamlining the registration and reporting process, offering both online forms and paper ballots, we fostered a more committed and dedicated group of participants. A renewed focus on developing literacy skills and healthy reading habits directly supports the library's strategic goal of "Literacy in Bloom".

A post-program survey has been distributed to gather feedback for the 2026 Summer Reading Club. The results will be analyzed this fall to inform future enhancements to the program.

Additionally, a rebound in participation numbers is projected for next year, driven by the ongoing influx of new customers at the recently relocated Merritt Branch.

### **Program Highlights:**

1. **Pop-up Libraries:** SCPL's outreach teams appeared across the community at city parks, including Lakeside Park with special guest Mayor Siscoe, the Holi Festival of Colour, and Secord Woods new splashpad in Merritt. These events collectively drew **985 attendees**, enhancing our presence in the community.
2. **No Exit: The Dead-End Streets of St. Catharines:** Public historian Adrian Petry and Visitor Services Coordinator at the St. Catharines Museum, explored the history of urban development in St. Catharines with a virtual driving tour of the City's dead-end streets. The program engaged **23 participants** in discovering local, hidden stories.
3. **Multiculturalism Day Celebration:** In collaboration with Bridges Niagara, this event at the Central Library celebrated the city's diverse cultural mosaic with a flag-making activity. The program was attended by **25 individuals**, providing an opportunity for families to celebrate their heritage.
4. **Drop-in: Summer Reading Club Celebration:** The library's main celebratory event for the 2025 Summer Reading Club at the Dr. Huq Family Library Branch in the adjoining courtyard space attracted **248 attendees**. The event featured crafts, a storytime, and a popular flower-pot painting workshop.
5. **Drop-in: Retro Gaming:** This program provided tweens and teens an opportunity to experience vintage gaming from the 1980s and 90s, with a total of **28 attendees** enjoying both video and tabletop games.
6. **The BarryO Kidshow!:** This variety show, featuring ventriloquism and magic, was held at the Central Library and entertained **56 attendees**.

7. **Respecting Reptiles:** Naturalist Denise Iszczuk led this interactive, hands-on program, teaching **33 attendees** about various reptiles and how to interact with them respectfully during outdoor activities.
8. **Teen Art Series:** A collaborative effort with the St. Catharines Art Association and the Niagara Falls Art Gallery, this series for ages 13-17 was attended by **14 teens**. Participants explored both abstract painting with Dr. Chandi Jayawardena and still life painting with Dr. Debra Attenborough in these hands-on workshops.

## Communication Highlights

This summer the Communications Specialist was engaged in several key projects, most notably the successful relocation of the Merritt Branch and its associated services. This included the development of a dedicated microsite, and the creation of all marketing collateral such as mailers, signage, and branded apparel. Additionally, a promotional campaign was executed for the new Merritton Holds Locker service to ensure a successful launch.

Alongside this major project, core seasonal responsibilities were met. The promotional campaign for the Summer Reading Club was successfully launched, the Fall Program Guide was prepared for publication, and the targeted email communications were developed to support the ongoing Membership Reactivation campaign. Promotional efforts also targeted specific services, with a campaign to increase the visibility and use of our 3D printing capabilities. Finally, significant progress was made in preparing for major community partnerships, including event planning for the SCPL LitFest and initial preparations for the Library's presence at the Niagara Grape & Wine Festival.

## Community Feedback

There were no submissions received over the summer via the Request for Program Reconsideration form.

The relocation of the Merritt Branch and the introduction of the Hartzel Road Holds Lockers generated significant positive engagement and community feedback across the library's social media platforms. Comments included:

- "I will be visiting the pen centre library a lot." - Merritt Branch closure post
- "I did not know this and as someone from Western hill YAHOO we have been in a library dead zone for so long" - Merritt Branch closure post
- "Thank you. St. Catharines Public Library! This will definitely be handy." - Merritton locker post
- "Looks beautiful! Thank you for all your hard work." - Merritt Branch opening soon post

- "I rather like that the branch is moving to the Pen Centre again, as I visited the original PC location many times as a child 😊" - Merritt Branch closure post
- "Cannot wait to check the new branch out in person!" - Merritt opening day post

## Media Mentions

<b>7-July</b>	<b>CKTB 610- The Drive</b>	Discussion topics: Summer Reading Club
<b>08-July</b>	<b>St. Catharines Standard</b>	Pen Centre library renos continue as Merritt branch awaits move
<b>26-August</b>	<b>St. Catharines Standard</b>	Read all about it: Spacious Pen Centre library awaits first patrons
<b>28 – August</b>	<b>CHCH</b>	St. Catharines Public Library reopens at new home at Niagara Pen Centre

## Facilities

submitted by Sal Mannella, Facilities Manager (June-August 2025)

## For Information

### **Dr. Huq Branch**

- Lighting replacement project has been completed.

### **Merritt Branch**

- Occupancy was granted on August 25, 2025, and the branch opened to the public on August 27, 2025.
- Facilities staff continue to work with contractors to address any outstanding items.

### **Central Branch**

- Awaiting confirmation from the City regarding the installation date for the new parking garage lighting.
- To date, the City has not provided a plan regarding recycling changes for City-owned buildings in the new year. SCPL continues to monitor the situation and follow up regularly.

## Health & Safety

**submitted by Lisa DiDonato, Business Administrator**

### For Information

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

### Background

Under the Occupational Health and Safety Act (OHSA) in Ontario, employers are legally required to ensure a safe and healthy workplace. Regular inspections play a vital role in fulfilling these obligations by identifying potential hazards and ensuring compliance with safety regulations.

### Report

Appendix A details the findings from Health and Safety inspections conducted since the last report.

The next Joint Health & Safety Committee meeting is scheduled for November 4, 2025, and will include the following agenda items:

- Quarterly Inspection Report
- Review of Risk Assessment Findings Log

**Appendix A – Health and Safety Inspection Results**

Location	Date	Results	Update
<b>Annual Inspections</b>			
Central	July 2, 2025	<p>Healthy &amp; Safety Bulletin Board – Updating needed</p> <p>Training Room B (Basement) – Wire management needed</p> <p>Accessibility Study Room (2<sup>nd</sup> Floor) – Wire management needed</p> <p>Xpress DVD Cubby Area (1<sup>st</sup> Floor) – Wire management and clean up of old materials needed</p>	<p>Health &amp; Safety Bulletin Boards – SCPL transitioned to electronic format on July 9, 2025. Electronic format offers several advantages over traditional physical bulletin boards including increasing ease to maintain (keep up to date), as well as, improved accessibility.</p> <p>Training Room B (Basement) - Wire management completed on July 2, 2025.</p> <p>Accessibility Study Room (2<sup>nd</sup> Floor) – Wire management completed on July 7, 2025.</p> <p>Xpress DVD Cubby Area (1<sup>st</sup> Floor) – Wire management and clean up completed on July 18, 2025.</p>
Port Branch	July 10, 2025	Nothing to report.	n/a
Merritt Branch	July 10, 2025	Nothing to report.	n/a
HUQ Branch	July 10, 2025	Assistant Manager Desk - Wire management needed	Assistant Manager Desk - Wire management completed on July 14, 2025

		Program Room Storage Closet - Cluttered	Program Room Storage Closet – Decluttering completed on July 31, 2025
<b>Regular Inspections</b>			
Central – 1 <sup>st</sup> Floor	April 14, 2025	Nothing to report.	n/a
Port Branch	April 29, 2025	Nothing to report.	n/a
HUQ Branch	April 24, 2025	Nothing to report.	n/a
Merritt Branch	April 24, 2025	Nothing to report.	n/a
Central – 2 <sup>nd</sup> Floor	May 5, 2025	Nothing to report.	n/a
Port Branch	May 27, 2025	Nothing to report.	n/a
HUQ Branch	May 26, 2025	Nothing to report.	n/a
Merritt Branch	May 29, 2025	Nothing to report.	n/a
Central – 3 <sup>rd</sup> Floor	June 16, 2025	Nothing to report.	n/a
Port Branch	June 19, 2025	Nothing to report.	n/a
HUQ Branch	June 13, 2025	Nothing to report.	n/a
Merritt Branch	June 19, 2025	Nothing to report.	n/a
Central - Basement	July 30, 2025	Nothing to report.	n/a
Port Branch	July 22, 2025	Nothing to report.	n/a
HUQ Branch	July 22, 2025	Nothing to report.	n/a

Merritt Branch	July 17, 2025	Nothing to report.	n/a
Central – 1 <sup>st</sup> Floor	August 12, 2025	Nothing to report.	n/a
Port Branch	August 28, 2025	Public Computers - Wire management needed	Public Computers - Wire management completed on September 2, 2025.
HUQ Branch	August 28, 2025	Nothing to report.	n/a
Merritt Branch	August 28, 2025	Staff Workroom - Wire management needed  Public Floor – Staff radio usage to be deployed	Staff Workroom - Wire management completed on September 2, 2025.  Public Floor – Finalizing procedures and documents to deploy.

St. Catharines Public Library  
2025 Financial Results & Forecast at June 30, 2025  
submitted by Lisa DiDonato, Business Administrator

	June 30, 2025			FULL YEAR 2025		
	Actual	Budget	%	Forecast	Budget	%
<b>REVENUE</b>						
City Contribution (1)	3,480,000	3,480,000	100.0	7,010,502	7,010,502	100.0
Miscellaneous (2)	123,049	47,278	260.3	483,156	323,156	149.5
Transfers from Reserves (3)	-	-	-	470,000	470,000	100.0
<b>TOTAL REVENUE</b>	<u>3,603,049</u>	<u>3,527,278</u>	102.1	<u>7,963,658</u>	<u>7,803,658</u>	102.1
<b>SALARIES &amp; BENEFITS</b>						
Salaries	1,966,110	2,186,170	89.9	4,372,340	4,372,340	100.0
Benefits	477,496	507,873	94.0	1,015,746	1,015,746	100.0
Salaries & Benefits (4)	<u>2,443,606</u>	<u>2,694,043</u>	90.7	<u>5,388,086</u>	<u>5,388,086</u>	100.0
<b>OTHER EXPENDITURES</b>						
Library Materials	414,227	398,476	104.0	796,952	796,952	100.0
Occupancy Costs	275,701	282,955	97.4	610,909	685,909	89.1
Supplies & Services	297,396	219,822	135.3	439,645	439,645	100.0
Operating Capital	184,993	71,533	258.6	728,066	493,066	147.7
Other Expenditures (5)	<u>1,172,316</u>	<u>972,786</u>	120.5	<u>2,575,572</u>	<u>2,415,572</u>	106.6
<b>TOTAL EXPENDITURES</b>	<u>3,615,922</u>	<u>3,666,829</u>		<u>7,963,658</u>	<u>7,803,658</u>	
<b>UNEXPENDED BALANCE (6)</b>	<u>- 12,873</u>	<u>- 139,551</u>		<u>-</u>	<u>-</u>	

**NOTES:**

**REVENUE**

(1) As of June 30, the actual and projected results remain consistent with the City of St. Catharines' approved 2025 budget.

(2) Other Revenues are higher than budgeted, year-to-date, primarily due to an accessibility grant received to offset the leasehold improvement costs at the new Merritt Branch.

(3) Transfers from Reserves will be recognized as necessary, in alignment with expenditures related to the transition to the new Merritt Branch. The budget includes \$350,000 from the Capital Reserves for leasehold improvements and \$120,000 from the Stabilization Reserve to offset occupancy costs.

**SALARIES AND BENEFITS**

(4) The year-to-date surplus in Salaries and Benefits is primarily due to the timing of collectively bargained step increases and vacancy cost savings.

**OTHER EXPENDITURES**

(5) The forecast includes an operating capital deficit for facility enhancements, which will be balanced by budgeted reserve transfers at year-end. Other expenditures are being actively managed and are expected to align with the budget by the end of the fiscal year.

**UNEXPENDED BALANCE**

(6) As of June 30, 2025, there was a net funding deficit of \$12,873; however, the budget is forecasted to be balanced by year-end.

Endowment & Trust Fund Statement  
at June 30, 2025  
submitted by Lisa DiDonato, Business Administrator

<u>Income/Expenditures</u>	
Donations	\$ 616
Used Books Sale	\$ -
Interest	\$ 34,979
TOTAL INCOME	<u>\$ 35,595</u>
Less Expenditures	<u>-\$ 361,057</u>
Current Year, Net Revenue	-\$ 325,462
Fund Balance, Beginning of Year	\$ 1,790,544
Fund Balance	<u><u>\$ 1,465,082</u></u>
<u>Current Assets</u>	
Cash And Cash Equivalent	\$ 424,871
GIC's	\$ 1,363,366
Receivables	\$ 37,901
TOTAL CURRENT ASSETS	<u>\$ 1,826,139</u>
Less Current Liabilities	<u>-\$ 361,057</u>
NET ASSETS	<u><u>\$ 1,465,082</u></u>
Encumbered Amount	244,968
Unencumbered Amount	\$ 1,220,114
TOTAL	<u><u>\$ 1,465,082</u></u>

## Short-Term Investments Statement at June 30, 2025

submitted by Lisa DiDonato, Business Administrator

Broker	Due	Yield	Market Value
The Canada Trust Company	Dec 15, 2025	3.30%	\$426,704.23
TD Bank	Dec 15, 2025	3.30%	\$171,111.25
TD Bank	Dec 15, 2025	3.30%	\$280,763.51
Bank of Nova Scotia	Aug 18, 2025	5.45%	\$127,500.00
Bank of Nova Scotia Trust	Aug 18, 2025	5.45%	\$100,000.00
Concentra Bank	Apr 15, 2026	4.91%	\$62,300.00
Royal Bank of Canada	Mar 1, 2028	4.63%	\$75,751.00
ICICI Bank Canada	Apr 15, 2026	4.92%	\$100,000.00
Montreal Trust Company	Aug 18, 2025	5.45%	\$100,000.00
National Trust Company	Aug 18, 2025	5.45%	\$100,000.00
Scotia Mortgage Corporation	Aug 18, 2025	5.45%	\$100,000.00

## Quarterly Progress Update on 2025 Work Plan

**submitted by Ken Su, CEO (September 2025)**

### For Information

The objective of this report is to inform the Library Board about the progress on various tasks outlined in the 2025 Work Plan, including both newly introduced and ongoing tasks from the previous year. The report's content will vary each quarter as new tasks commence, advancements are made, and tasks are completed. This document does not aim to provide an exhaustive account of the Library staff's activities for that quarter but rather to spotlight specific tasks that are noteworthy and align with the Library's primary services and operations. Additionally, it aims to ensure communication between the board and staff and promote transparency.

#### **Background**

The previous Strategic Plan (2019 – 2024), which guided our efforts and initiatives over the last six years, has been successfully completed. This accomplishment reflects the dedication and hard work of our staff and the support of the Library Board. The completion of the previous plan has paved the way for the development and approval of a new Strategic Plan in 2024.

Our new Strategic Plan, effective from 2025 to 2028, outlines our vision for the library's future. It is designed to address the evolving needs of our community, enhance library services, and ensure that we remain a vital resource for all.

The new strategic goals are:

- Experience in Bloom
- Community in Bloom
- People in Bloom
- Literacy in Bloom

This report offers a snapshot of the current status of tasks, provides a summary of each task, highlights its contribution to the Strategic Plan, and identifies phases or timelines for each task, including those carried forward from previous years.

#### **Highlights of the third quarter in 2025**

The construction of the Merritt Branch at its new Pen Centre location was successfully completed in Early August. Additionally, the Library also completed the installation of new flooring, updated furniture, and the careful relocation of the branch's physical collections. Following the completion of these tasks, the branch soft launched to the public on August 27. Since reopening its doors, the response from the community has

been overwhelmingly positive, with average daily visits ranging from 350 to 400 customers. The new space has already become a vibrant hub for library users, offering an inviting environment that supports reading, learning, and community connection. A Grand Reopening event is scheduled for September 18, which will officially celebrate this important milestone for the Library and the community it serves.

### Additional Key Accomplishments

- **Summer Reading Club:** The Summer Reading Club was once again a busy and engaging program that connected many children and families with the joy of reading throughout the summer months. Participation was strong across our branches, though we anticipate a slight decline in overall registrations and participants this year due to the temporary closure of the Merritt Branch during construction. With the branch now relocated to its new Pen Centre location, we are confident that participation will rebound next summer and continue to grow.
- **Self Serve Printing:** While the arrival of equipment was delayed due to customs issues in the U.S., all components have now been received and installed. Staff have completed training on the new system, which is designed to streamline service and make printing more efficient and convenient for customers.
- **Fundraising Consultant RFP:** Following the completion of the fundraising feasibility study in June, the Library issued a RFP early September to hire a fundraising campaign consultant. The RFP closes on September 26, after which the Library hopes to engage a consultant who will lead and coordinate a comprehensive fundraising campaign in support of the Central Library renovation project.
- **Holds Locker Installation:** The Library's new holds locker at Home Hardware was launched on July 8, providing customers with a convenient option to pick up their library materials on Hartzel Road. This service is designed to improve access and flexibility, particularly for those who may find it difficult to visit the Merritt branch after its relocation. Feedback has been very positive.
- **ILS RFP:** Negotiations for the new Integrated Library System (ILS) migration have been progressing well, and a tentative contract has been reached pending final approval. A cost-sharing agreement has also been drafted and is currently under review by legal counsel. We anticipate that both the official contract and the cost-sharing agreement will be finalized and signed by the end of September or early October.

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

## 2025 SCPL Departmental Work Plan - Quarterly Update

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

Department: Administration and Facilities					Q3 Update	
Strategic Goal	Annual Objective / Action Item	SMART Goals and outcomes	Key Players	Timelines	Status	Explanation
#3	Continue to work with the City, City Council and the Union collaboratively	Actively communicate with stakeholders and resolve any issues/concerns promptly, organize activities with City/Union at least 4 times a year	CEO	Ongoing		Telephone meetings with City insurance team to streamline processes. Discussions with City throughout the Merritt build as we navigated the permit and inspection processes.
#1	Provide new and enhanced spaces	Continue to explore opportunities to refresh/update other library spaces	CEO, Business Administrator, Facilities Manager	Ongoing		Found efficiencies from repurposed furniture between Central and Merritt.
#1	Central Library Renovation	Continue to work on the Central Renovation Project	CEO, Business Administrator, Facilities Manager	Ongoing		Fundraising Campaign consultant RFP issued in August.
#1	Merritt Branch Relocation	Construct and relocate the Merritt Branch	CEO, Business Administrator, Facilities Manager	Ongoing to Q3		<ul style="list-style-type: none"> <li>Occupancy was granted on August 25, 2025, and the branch opened to the public on August 27, 2025.</li> <li>Facilities staff continue to work with contractors address any outstanding items.</li> </ul>

#1, #2, #3, #4	Continue performance benchmarking and adjustments	Continue to identify key performance indicators to evaluate the Library's performance against our peers libraries	Management	Ongoing		Reviewed VOLT results from other libraries and identified challenges to compare with peers and determined its' better off to compare internally.
#1, #2, #3	Continue to investigate collaborative opportunities with Niagara libraries	Evaluate ILS RFP submissions, work with NFPL to explore opportunities to share an ILS and provide seamless borrowing experience to residents in both cities, also coordinate One Book One Niagara event with other Niagara libraries	CEO, Customer Service Manager, ICT Manager, Programming Manager	Ongoing		Reached a tentative contract subject to approval, drafted a cost-sharing agreement that is currently reviewed by legal counsel
#1, #3	Continue to build on concept of process efficiencies and improvements in administration and facilities process.	Identify, analyze, and enhance processes to optimize efficiencies in day to day activities.	Business Administrator, Facilities Manager	Ongoing		Recruiting, performance appraisal and onboarding all implemented. Fine tuning processes.
#1, #3	Electronic Personnel Files	Clean up and convert personnel files to electronic format.	Business Administrator, HR Manager	Ongoing through Q3	✓, Completed	
#1, #2, #3	Capital Project Management	Oversee the ongoing capital facility projects.	Facilities Manager and Business Administrator	Ongoing	✓, Completed	Merritt relocation complete.
#3	Collective Bargaining	Plan, prepare and successfully and respectfully engage in collective bargaining.	CEO, HR Manager, Business Administrator, Customer Service	Ongoing		Waiting for dates from CUPE
<b>Department: Innovation, Collections and Technology</b>						<b>Q3 Update</b>
<b>Strategic Goal</b>	<b>Annual Objective / Action Item</b>	<b>SMART Goals and outcomes</b>	<b>Key Players</b>	<b>Timelines</b>	<b>Status</b>	<b>Explanation</b>
#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		Planning for Q4 2026 migration.
#1, #2, #3, #4	Implement Self-serve Printing Solution	Reduce reliance on staff for printing and provide printing service for mobile devices	Systems Administrator, Systems Technician	Q2		Delay in customs receiving equipment from US.
#1, #2, #3, #4	Install Hold-IT lockers in Merritton Pharmacy	Install pick up lockers in Merritton to serve the local community due to the branch move to Pen Centre.	Systems Administrator, Systems Technician	Q2	✓, Completed. Launched July 8.	Home Hardware on Hartzel Rd. has agreed to host lockers.

#1, #2, #3	Upgrade to BlueCloud Mobile2 App		ICT, Training Librarian	Defer pending outcome of ILS		Cancelled. New Mobile App will be deployed when migrating to new ILS.
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**Department: Customer Services** **Q3 Update**

Strategic Goal	Annual Objective / Action Item	SMART Goals and outcomes	Key Players	Timelines	Status	Explanation
#1, #3	Continue to provide training to enhance the Customer Service experience based on the annual training plan	Complete Customer Service Standards with "Accountable". Develop Customer Service Standards "Inclusive" training module. Develop a training module for security staff. Public facing roll out of the Customer Service Standard.	Training Librarian, CS Managers	Q4		Accountable' training completed.
#1, #2,#3	Develop an operational plan for Merritt's new location.	Staffing model, hours of operations, workflows such as radios, materials handling.	Customer Service Managers, Branch Librarian	Q2		New staffing template in place. Workflows and procedures in revision process.
#1, #2	Examine enhancing the space at Dr. Huq to maximize the use of space for our customers.	Investigate grant opportunities to enhance the Dr. Huq garden and sound booths to offer additional quiet study space.	Customer Service Managers			Grant application to PGFL did not move forward. Investigating

**Department: Programming and Promotions** **Q3 Update**

Strategic Goal	Annual Objective / Action Item	SMART Goals and outcomes	Key Players	Timelines	Status	Explanation
#1, #2	Increase engagement with teens.	Expand opportunities for teens to connect with the library by increasing outreach to local high schools and creating teen volunteer opportunities with the library.	Programming Manager, Programming & Outreach Librarians	Q3		Teen Reviews program relaunched in September. Program will continue annually Sept-June.
#1, #2	Expand scope of library's outreach to include involvement in larger community events and festivals with greater impact.	Appear at one major community event per month April-October to increase visibility and awareness of library services, resources, programming and spaces.	Programming Manager, Programming & Outreach Librarians	Q4		Library facilitated 11 outreach events June-August (985 engagements). YTD total 19 events (1372 engagements). Fall Outreach schedule to include additional 5 events September & October.

#1	Develop an inactive membership renewal campaign.	Develop a quarterly newsletter campaign targeting inactive members with goal of increasing the number of active memberships by 5% by year end.	Programming Manager, Customer Service Manager, Communications Specialist, CS Technician	Q4		Q3 email sent to 9454 customers, with 337 reactivations after one week. Total reactivations to date as a result of this campaign: 984.
#1	Develop a promotional campaign for the launch of the library's new website.	Create content to support and drum up excitement for the launch of the library's new website Spring 2025.	Programming Manager, Communications Specialist	Q2	✓, Completed	

## 2026 Board Meeting Dates

submitted by Ken Su, CEO

### Recommendation

That the Board approve 2026 Board Meeting Dates.

#### Background

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

Meetings in January used to be held at 6pm on the 3<sup>rd</sup> Thursday of January and consist of an inaugural meeting to elect Board Chair, Board Vice-Chair, and OLS Board Assembly Representative, followed by a regular meeting. Starting January 2024, the Board elects Board Chair, Board Vice-Chair, and OLS Board Assembly Representative for the term of the Board, so no annual inaugural meeting is required in January.

Also the Board decided in 2023 to hold the June meeting on the 2<sup>nd</sup> Thursday to accommodate personal and work related activities before the end of school year.

#### Recommendation

All regular Library Board meetings in 2026 will be held at 6pm on the 3<sup>rd</sup> Thursday of the month with the exception of the months of June, July, August, and December.

Meeting in June will be held at 6pm on the 2<sup>nd</sup> Thursday of the month.

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

The proposed meeting dates and times for 2026 are listed below:

6pm, Thursday, January 15, 2026

6pm, Thursday, February 19, 2026

6pm, Thursday, March 19, 2026

6pm, Thursday, April 16, 2026

6pm, Thursday, May 21, 2026

6pm, Thursday, June 11, 2026

6pm, Thursday, September 17, 2026

6pm, Thursday, October 15, 2026

6pm, Thursday, November 19, 2026

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

Staff recommend the Board approve 2026 meeting dates and times listed above.

## Library Closures 2026

submitted by Ken Su, CEO

### Recommendation

That the Board approve 2026 Library Closure Dates.

#### Background

To follow the Employment Standards Act, plan for a Staff Development Day, and provide library closure information to staff who will be able to submit vacation requests for the 1<sup>st</sup> half of 2026 starting October 1, 2025 as outlined in the Collective Agreement,

#### Recommendation

Management recommend the Board approve library closure dates in 2026 listed below:

New Year's Day	Thursday, January 1, 2026	Closed
Family Day	Monday, February 16, 2026	Closed
Good Friday	Friday, April 3, 2026	Closed
Easter Sunday	Sunday, April 5, 2026	Closed
Victoria Day	Monday, May 18, 2026	Closed
Facility Clean/Repair Day	Monday, June 15, 2026	Huq Branch Closed
Canada Day	Wednesday, July 1, 2026	Closed
Facility Clean/Repair Day	Monday, July 13, 2026	Merritt Branch Closed
Civic Holiday	Monday, August 3, 2026	Closed
Labour Day	Monday, September 7, 2026	Closed
Thanksgiving Day	Monday, October 12, 2026	Closed
Staff Development Day	Monday, November 16, 2026	Closed
Christmas Eve	Thursday, December 24, 2026	Closed at 2 p.m.
Christmas	Friday, December 25, 2026	Closed
In Lieu of Boxing Day	Monday, December 28, 2026	Closed
New Year's Eve	Thursday, December 31, 2026	Closed at 2 p.m.

## Discussion Reports

**6. Discussion Reports (attachment)**

- |  |        |
|--|--------|
| 6.1 Policy (P-06) CEO Evaluation – J. Coles            | Motion |
| 6.2 Appointing the CEO Evaluation Committee – J. Coles | Motion |
| 6.3 Policy (P-14) Disconnect from Work – A. Maciukas   | Motion |
| 6.4 Policy (F-06) Naming – K. Su                       | Motion |

## Policy (P-06) CEO Evaluation

**submitted by Janice Coles, Board Chair**

### Recommendation

THAT the Board approve Policy (P-06) CEO Evaluation without amendments.

### **Background**

On September 21, 2023, the Board approved minor amendments the CEO Evaluation Policy to move the appointment of the CEO Evaluation Committee from October to September to allow Board Members more time for evaluation.



<b>Policy Name</b>	CEO Evaluation		
<b>Section &amp; Number</b>	Personnel – P-06	<b>Effective Date</b>	1993-03-18
<b>Motion Number</b>	2023-105	<b>Last Review</b>	2023-09-21
<b>Author</b>	Board	<b>Next Review</b>	2024

## Policy Statement

The purpose of this policy is to provide a framework for the annual CEO evaluation.

Issues with performance, if any, should be discussed as they occur and include required actions to remedy the issue.

## Definitions

The CEO Evaluation Committee shall be comprised of the Chair of the Board (who shall be the Chair of the CEO Evaluation Committee) and 2 other members appointed by the Board.

## Regulations

1. The Evaluation Committee shall be responsible for conducting and presenting to the Board the annual evaluation.
2. The evaluation will be based on documentation covering the time period of January to September, inclusive, but may also consider documentation covering the months of October to December, inclusive.<sup>1</sup>

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<sup>1</sup> Documentation for the evaluation process is requested to be provided in September & October (see Procedural Guidelines 2 and 3).

3. The evaluation to be completed using the St. Catharines Public Library CEO Evaluation Form (Appendix 1) and based upon the CEO's job description (Appendix 2), agreed upon goals and annual work plan, CEO's Annual Review Report,<sup>2</sup> and management survey.
4. The final performance appraisal and any response from the incumbent shall be filed in the employee's personnel file.
5. An incoming Board may wish to defer their first appraisal for a year until they become more familiar with the organization.

## Procedural Guidelines

1. Recommendations for changes in the job description and evaluation procedure may be brought to the Board at anytime through out the year. At the September Board meeting, the CEO will submit to the Library Board goals for consideration and approval for the coming year.
2. At the September Board meeting, the Board will appoint a CEO Evaluation Committee and Board members will be instructed by the Chair to forward comments regarding the performance of the CEO over the previous nine months to this Committee.
3. In October, management will be invited to provide feedback to the Committee.
4. In November, the Evaluation Committee shall meet with the CEO and prepare a Draft Evaluation.
5. At the November Board meeting, the draft evaluation will be presented to the Board In-Camera and feedback received will be considered for inclusion.
6. In January, the Evaluation Committee shall meet with the CEO and present the final evaluation, which will include approved goals for the coming year.

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<sup>2</sup> Only the first three quarters of the Annual Report will be available at the time documents are to be provided to the Evaluation Committee. The CEO may provide the final quarter before the evaluation is finalized by the Board or the Committee may request the final quarter before the evaluation is finalized by the Board.

7. The incumbent may respond in writing to the appraisal within two (2) weeks. If a response is received, it shall be attached to the evaluation document and shall be included in the personnel file. The response, if any, shall be addressed to the Chair of the Evaluation Committee and discussed by the Board at its next meeting In-Camera.
8. The Chair of the Evaluation Committee will report to the Board when the evaluation is complete.

## Implementation

The CEO and Board share implementation the policy.

## Appendix

CEO Evaluation Form  
CEO Job Description

# CEO Evaluation Form

## Introduction

St. Catharines Public Library Board By-Law Number 1 states the following:

- The Chief Executive Officer shall be responsible for the overall operation of the library system under the Management of the Library Board.<sup>3</sup>
- The Chief Executive Officer shall report regularly to the Library Board.<sup>4</sup>
- The Chief Executive Officer acts as Secretary and Treasurer to the Library Board.<sup>5</sup>

As per the Chief Executive Officer's job description, the CEO is accountable for the overall planning and administration of library services including its financial services. The job description sets out specific duties and responsibilities. Thus, the CEO's evaluation is tied to overall performance of the organization.

It is CEO's responsibility to provide annual goals to the Library Board that further the development of library services and are in accordance with strategic plans. In addition, annual goals may include items outside the strategic plan that arise due to provincial, regional, or municipal initiatives.

## Purpose of the Evaluation

The purpose of the evaluation is to provide a formal opportunity for the Library Board and CEO to meet to:

- Review the extent to which the Library has accomplished its goals, as well as the overall performance of the library system.
- Provide feedback on the CEO's performance.
- Identify goals for the next review period.
- Identify areas for improvement.

## Resources available to the Board

As per the By-Law Number 1, the CEO "shall report regularly to the Board." The Board receives a number of documents that should be considered in the appraisal process to be evidence of the CEO's and library systems' performance these include:

- Board Packages (These monthly packages include a variety of reports including New Business, Business Arising, In-Camera matters etc.)
- Financial statements
- Annual Budget
- Annual Report on Activities
- Auditors Report

Additionally, the Board also may consider:

- Personal and email contact with the CEO
- Feedback from management
- Promotional materials
- Comments and suggestions from the public

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<sup>3</sup> St. Catharines Public Library By-Law Number 2006. Article 8.1. Pg. 4

<sup>4</sup> Ibid. Article 8.1. Pg. 4

<sup>5</sup> Ibid, Article 4.6. Pg. 2

## **Ratings**

The ratings below are to be used in the evaluation process. Individuals may score differently on each of the factors under consideration. Some factors may not be applicable for all review periods.

### Unsatisfactory

Less than 50% of performance meets expectations. Improvement is absolutely necessary. Considerations when assigning this rating include:

- demonstrates a lack of job knowledge or competency
- fails to provide adequate written or verbal reports
- demonstrates a lack of initiative
- fails to meet deadlines
- fails to communicate effectively

### Satisfactory

50 - 69% of performance meets expectations. Typically assigned to a CEO who is new to the position and is gaining a skill or competency. Considerations when assigning this rating include:

- which expectations were not achieved to the full working level and what was the impact to the organization?
- would further orientation and training address the skill or competency deficiency?

### Competent

70% - 89% of performance meets or exceeds the expectations. Performance is consistently solid and reliable. Meets the requirements of the position and may exceed requirements in some areas. Considerations when assigning this rating include:

- does the CEO demonstrate competent performance and consistently meet expectations in key areas?
- does the CEO take a leadership role in the development of the library system?

### Very Good

More than 90% of performance consistently exceeds expectations. Assigned to a CEO who exceeds expected results in most of the ongoing and key objectives. Considerations when assigning this rating include:

- does the CEO achieve high work quality and productivity?
- does the CEO initiate and recommend change(s) that support continuous service improvements?

### Not Applicable

CEO cannot be rated for the factor because the factor does not apply or the evaluator does not have sufficient information to respond.

**Evaluation**

<b>Governance</b> <i>Does the CEO...</i>	<b>Very Good</b>	<b>Competent</b>	<b>Satisfactory</b>	<b>Unsatisfactory</b>	<b>Not Applicable</b>
Work with the Library Board to establish a vision, mission and values to guide the Library? (i.e. Strategic Plan)					
Establish annual goals and key expectations for the Library?					
Execute the direction that is provided by the Board?					
Keep the Library Board regularly informed of the activities of the Library including: ongoing activities, service and facilities improvements, financial updates, personnel updates, etc.? (i.e. Board reports, emails).					
Provide the Library Board with appropriate and timely information regarding issues affecting the Library?					
Implement Board policies and recommend new or revised policies?					
Support the Library Board in its governance duties by providing necessary information? (i.e. changes in legislation).					
Work effectively with the Library Board?					
Provide Policy binders and orientation to Library Board?					

<b>Leadership</b> <i>Does the CEO...</i>	<b>Very Good</b>	<b>Competent</b>	<b>Satisfactory</b>	<b>Unsatisfactory</b>	<b>Not Applicable</b>
Provide leadership in identifying and addressing short and long term strategic issues (i.e. Strategic Plans)?					
Establish annual and long term goals and action plans (in concert with senior staff) and present to the Library Board?					
Deliver a consistent message to stakeholders regarding vision, mission and priorities of the organization? (i.e. promotional materials, media messages, presentations, correspondence).					
Create an environment where staff can work independently and co-operatively (i.e. committees and task groups) to achieve corporate goals?					



<b>Management</b> <i>Does the CEO...</i>	<b>Very Good</b>	<b>Competent</b>	<b>Satisfactory</b>	<b>Unsatisfactory</b>	<b>Not Applicable</b>
Demonstrate sound knowledge of the responsibilities and scope of the job, library policies and relevant legislation?					
Consistently and competently fulfill job requirements and meet deadlines?					
Develop and implement annual and/or multi-year goals to support strategic plans?					
Articulate priorities and ensure management and staff focus on accountability?					
Routinely evaluate the effectiveness of services (collections, facilities, technology, etc.) and makes changes and reports to the Library Board as appropriate?					
Identify and investigate problems, assess alternatives, take appropriate action and report to the Library Board as appropriate?					
Seek feedback from staff and the community with respect to service developments? (i.e. user surveys, comments and suggestion forms).					
Promote the library in the community and explore partnerships? (i.e. outreach activities, programming, book deposits, technology and facilities).					
Ensure staff have the necessary tools and training to deliver comprehensive reference services and quality programming?					
Support the continual development of a responsive, customer-focused organization?					
Review the needs of the organization for the short and long term and re-organize, develop, mentor and train staff accordingly?					



<b>Finance</b> <i>Does the CEO...</i>	<b>Very Good</b>	<b>Competent</b>	<b>Satisfactory</b>	<b>Unsatisfactory</b>	<b>Not Applicable</b>
Ensure that the Library Board regularly receives accurate and up-to-date financial records and information on financial status?					
Ensure facilities owned or operated by the Library incorporate a pro-active maintenance program?					
Develop long-range plans for major equipment and systems replacements and facilities renovations and replacements in concert with the CFO and senior staff? (i.e. Annual Budget).					
Oversee the development and presentation of the Annual Budget and 5 year capital forecast for the Library Board and Council?					
Work with the Library Board, Business Administrator, and senior staff to address current and future realities and develop plans to ensure the financial accountability and sustainability of the Library? (i.e. Annual Budget, Capital Forecast, Strategic Plans).					

Annual Goals for \_\_\_\_\_ are attached.

**Additional Comments:**

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**JOB SUMMARY:**

Reporting to the St. Catharines Public Library Board, the Chief Executive Officer of the Library is accountable to the Board for the administration, organization, and planning of all library operations and services in accordance with policies established by the Library Board and the provisions of the Public Libraries Act.

The CEO advises the Board, makes recommendations concerning new policies and services, and engages the Library's stakeholder groups to implement the Strategic Plan. The CEO is expected to collaboratively create a vision for the future that reflects the culture and character of the community. The CEO will serve as the Board's representative externally to the community, professional organizations, and government agencies and will act as Secretary and Treasurer to the Board.

Partnering with the Union to establish a harmonious workplace that challenges staff to provide customer centered service to all residents of the community. Leading the Management Team to plan and develop strategies that meet community needs and position St Catharines Public Library as a leader in Library service in the Niagara Region.

**SUPERVISORY RELATIONSHIPS:**

Manager I.T.;                   Manager Collections & ILS;                   Manager Customer Service;  
Manager Central;       Manager Branches;                   Manager Programming & Promotions;  
Business Administrator;       Manager Human Resources; Executive Assistant;

**DUTIES AND RESPONSIBILITIES:**

In accordance with the policies of the Board and the provisions of the Public Libraries Act and regulations thereto, the CEO: organizes, coordinates, directs and administers the programs and operations of the library system; advises senior management personnel on library policies; directs the implementation and control of established policies; provides system-wide leadership and guidance, especially in library planning and development, and in program evaluation.

- Acts as the Library's Chief Executive Officer, Treasurer and Secretary to the Board;
- Responsible to the Board for the overall performance of the Library, its personnel, systems, operations and programs;
- Oversees human resources systems, processes and procedures, directs all staff in the interpretation and implementation of Library policies, procedures and evaluates programs;
- Actively involved with community organizations in order to be able to identify and be responsive to community needs in order to foster productive community relations;
- Establishes relationships with (and participates in) professional library organizations, associations and task forces to benefit the Library in order to advance its reputation;
- Deals directly with civic, provincial, and national elected and appointed officials, the Library's legal counsel, auditors, and other individuals and groups as may be necessary to produce and

maintain the most effective leadership, administration, financial management, and development of the Library;

- Develops and recommends to the Board specific objectives and policies needed to meet the requirements of the community in order to expand the Library's services consistent with sound management practices, cost analysis and control;
- Plans and presents the Library's capital and operating budgets for the Board's consideration and, following budget approval, ensures that expenditures are made in accordance with the Board's financial policies;
- Develops and implements an ongoing program of evaluation of the Library's systems, programs and services, and makes adjustments or improvements where needed to maintain the highest possible performance and operational standards;
- Develops and directs strategies, programs and activities to raise funds as a means of sustaining Library services and keeping them current with advanced methods and technology; and strengthening the Library's present and ongoing financial base;
- Acts as spokesperson for the Library on professional and Library matters.

#### **Leadership & Coaching**

- Provides the Library with a high degree of leadership essential to sound planning, efficient administration and cost-effective fiscal management;
- Responsible for the hiring, appointment and/or dismissal of senior managers and department heads, directs them and evaluates their individual performance on an annual basis;
- Conducts performance evaluations and ongoing coaching of staff to support and develop staff while achieving the Library's goals.

#### **Management**

Leads and supports the Management Team and the effective operations of the library. This involves:

- Recommend and provide input to the management team regarding development of policies, procedures and strategies for library services, including efficiencies in workflow, staffing levels, processes/procedures in accordance with current library trends, analysis of library statistics and innovative new technologies;
- Working collaboratively with other members of the management team and staff in decision making, planning, goal setting and public relations for the library as a whole;
- Taking responsibility to maintain a broad, in-depth awareness and knowledge of the library's role in the community and the community's needs of the library, in order to better inform the rest of the library's management team;

#### **WORKING CONDITIONS:**

- Fosters and maintains positive work relationships with library staff;
- Contributes to healthy and safe work environment while supporting the Library's mission and values;

- Hours of work are generally Monday through Friday, 8:30 – 4:30. Required to attend Library Board meetings, one evening per month and as required and may will include evenings and weekends to support the work of the Library;
- Travel between branches and/or in the community may be required;
- Works in compliance with any legislation, including the *Occupational Health and Safety Act*, the *Accessibility for Ontarians with Disabilities Act*, and municipal, provincial and federal privacy legislation

### Qualifications

- Postgraduate degree in library science or a related discipline and a minimum of ten years of increasingly responsible management experience within a progressive library system. An MBA or MPA would be considered an asset.

### Experience

- Demonstrated leadership, organizational and financial management skills of a high standard
- Proven experience working in a unionized environment and familiarity with collective agreements are required.
- Experience in the development of short and long-range plans and monitoring progress of same.
- Proven ability to implement innovative library services, develop partnerships and foster exceptional customer service.
- Ability to establish priorities, problem solve, meet deadlines and manage change.

### KEY COMPETENCIES:

- |  |   |
|--|---|
| • Customer Service                       | • Goal Setting and Evaluation                                     |
| • Excellent Communication Skills         | • Accountability  |
| • Collaborative                          | • Learning and Growth Mindset                                     |
| • Relationship Building                  | • Ethics and Values   |
| • Technology Skills                      | • Analytical Thinking   |
| • Organizational Skills and Productivity | • Creativity and Resourcefulness                                  |
| • Facilitation Skills                    | • Staff Engagement and Coaching with the ability to empower staff |
| • Problem Solving                        | • Board Governance  |
| • Interpersonal Skills                   |   |

I have reviewed this job description with my manager and I understand the duties and responsibilities.

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Employee Signature

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Date

## Appointing the CEO Evaluation Committee

**submitted by Janice Coles, Board Chair**

### Recommendation

THAT the Board appoint members ... to the CEO Evaluation Committee.

### **Background**

Board By-Law Number 1, Article 7 Committees and Policy (P-06) CEO Evaluation apply to the CEO Evaluation Committee.

## Disconnect from Work Policy

submitted by **Albertina Maciukas, Human Resources Manager**

### Recommendation

THAT the Board approve Policy (P-14) Disconnect from Work.

#### **Background**

The Employment Standards Act, 2000 (s.21.1.2(1)) mandates that employers with 25 or more employees must implement or maintain a written policy on disconnecting from work.

The Disconnect from Work policy has been reviewed in accordance with the St. Catharine's Public Library's (SCPL) established policy review schedule. While no significant content changes were required, further adjustments have been made to the wording and format to enhance clarity and readability.

Labour Management's recommendations have already been incorporated into the draft that is presented.



<b>Policy Name</b>	Disconnect from Work		
<b>Section &amp; Number</b>	Board – P-14	<b>Effective Date</b>	2022-05-19
<b>Motion Number</b>	2024-105	<b>Last Review</b>	2025 2024-09-19
<b>Author</b>	Manager, Human Resources	<b>Next Review</b>	<del>2025</del> 2027
<b>Policy Maintenance</b>	Reviewed by Management and the Labour Management Committee		

## Policy Statement

The purpose of this policy is to define guidelines around the use of electronic communication after working hours and to provide employees with the right to disengage from any work-related activities outside of their scheduled work hours.

The St. Catharines Public Library is dedicated to enhancing overall employee health and wellness, as well as fostering a positive work-life balance for employees.

## Scope

This policy applies to all St. Catharines Public Library (SCPL) employees.

## Definitions

The term “disconnecting from work” is defined in the Employment Standards Act to mean, not engaging in work-related communications, including emails, telephone calls, video calls or sending or reviewing other messages, to be free from the performance of work.

## Regulations

~~These requirements were added to the Employment Standards Act, 2000 on December 2, 2021.~~

**Employment Standards Act, 2000**

## Responsibility

~~Employers that employ 25 or more employees in Ontario on January 1 of any year are SCPL is required to:~~

- ~~• have a written policy on disconnecting from work in place before March 1 of that year~~
- ~~• provide a copy of the written policy to its employees within 30 calendar days of:
  - ~~○ a new employee being hired~~
  - ~~○ the policy being amended~~~~
- ~~• retain a copy for three years after the policy is no longer in effect (s.15(8.1))~~

## Procedural Guidelines

~~While employees are generally considered to be disconnected from work during periods when they are not scheduled, such as before or after a shift, during vacation, or while on a leave of absence, there may be circumstances where contact is necessary. This is due to the nature of certain roles, where scheduled working hours, operational needs, and the safety of our programs and services will arise. Therefore, it is not always possible to deal with certain matters during regular working hours. These include but are not limited to:~~

~~Scheduled working hours may vary depending on the role of each employee. Although everyone should be mindful of the right to disconnect, it is important to be aware that situations related to the operational needs and the safety of our programs and services will arise. Therefore, it is not always possible to deal with certain matters during regular working hours. These include but are not limited to:~~

- ~~• the employee being contacted to be offered an additional shift or overtime hours~~
- ~~• for any reason as described in the employee's job description which requires them to be contacted and to perform work outside of their regular work hours (e.g., on-call responsibilities)~~
- ~~• essential communications related to their employment (e.g., disruptions to services, health and safety information, etc.)~~
- ~~• emergency situations~~
- ~~• limited medical information related to a leave of absence and/or their return to work~~
- ~~• otherwise, where permitted by a Collective Agreement or Library Board Policy~~

Employees will not face repercussions or be penalized for not responding to communication outside of their regularly scheduled hours of work, with possible exceptions being cases where they are designated as on-call or have responsibilities that extend beyond standard working hours.

Employees should discuss workload with their Manager if they are unable to complete their work during their regularly scheduled hours.

~~All employees who are on vacation will be considered to be disconnected from work. Arrangements shall be made prior to the employees' vacation absence to either suspend their work/service or to have another employee cover their essential duties.~~

~~Employees who are on a leave of absence will be considered to be shall be disconnected from work. Employees should refrain from contacting those on a leave of absence for work related matters unless absolutely necessary. They may be contacted for limited medical information related to a leave of absence and/or their return to work.~~

The Library may on occasion send general communications to all employees including those who are not presently at work. Employees should not feel obligated to respond, nor are they expected to respond to any communication when not at work, apart from unforeseen circumstances, such as an emergency situation. Employees on vacation or a leave of absence (e.g. sick) will only be expected to respond upon their return to work.

## Operational Guidelines

To support this policy and enhance customer service, employees shall set up auto-reply (out of office) on their email account, identifying when they will be away from the Library, when they will be returning, and alternate contacts. This feature will allow people contacting them to know when to expect a response.

## Policy Maintenance

~~This policy will be posted to the Library's Intranet for employees to access and provided to new hires as part of their orientation package.~~

~~SCPL is committed to ensuring this policy is reviewed annually by Human Resources and Labour Management.~~



<b>Policy Name</b>	Disconnect from Work		
<b>Section &amp; Number</b>	Board – P-14	<b>Effective Date</b>	2022-05-19
<b>Motion Number</b>	2025-XX	<b>Last Review</b>	2025-09-19
<b>Author</b>	Manager, Human Resources	<b>Next Review</b>	2027
<b>Policy Maintenance</b>	Reviewed by Management and the Labour Management Committee.		

## Policy Statement

The purpose of this policy is to define guidelines around the use of electronic communication after working hours and to provide employees with the right to disengage from any work-related activities outside of their scheduled work hours.

The St. Catharines Public Library is dedicated to enhancing overall employee health and wellness, as well as fostering a positive work-life balance for employees.

## Scope

This policy applies to all St. Catharines Public Library (SCPL) employees.

## Definitions

The term “disconnecting from work” is defined in the Employment Standards Act to mean, not engaging in work-related communications, including emails, telephone calls, video calls or sending or reviewing other messages, to be free from the performance of work.

## Regulations

Employment Standards Act, 2000

## Responsibility

SCPL is required to:

- have a written policy on disconnecting from work in place
- provide a copy of the written policy to its employees within 30 calendar days of:
  - a new employee being hired
  - the policy being amended
- retain a copy for three years after the policy is no longer in effect (s.15(8.1))

## Procedural Guidelines

While employees are generally considered to be disconnected from work during periods when they are not scheduled, such as before or after a shift, during vacation, or while on a leave of absence, there may be circumstances where contact is necessary. This is due to the nature of certain roles, where operational needs will arise. Therefore, it is not always possible to deal with certain matters during regular working hours. These include but are not limited to:

- the employee being contacted to be offered an additional shift or overtime hours
- for any reason as described in the employee's job description which requires them to be contacted and to perform work outside of their regular work hours (e.g., on-call responsibilities)
- essential communications related to their employment (e.g., disruptions to services, health and safety information, etc.)
- in an emergency situation
- otherwise, where permitted by a Collective Agreement or Library Board Policy

Employees will not face repercussions or be penalized for not responding to communication outside of their regularly scheduled hours of work, with possible exceptions being cases where they are designated as on-call or have responsibilities that extend beyond standard working hours.

Employees should discuss workload with their Manager if they are unable to complete their work during their regularly scheduled hours.

The Library may on occasion send general communications to all employees including those who are not presently at work. Employees should not feel obligated to respond, nor are they expected to respond to any communication when not at work, apart from unforeseen circumstances, such as an emergency situation. Employees on vacation or leaves of absence (e.g. sick) will only be expected to respond upon their return to work.

## Operational Guidelines

To support this policy and enhance customer service, employees shall set up auto-reply (out of office) on their email account, identifying when they will be away from the Library, when they will be returning, and alternate contacts. This feature will allow people contacting them to know when to expect a response.

## Policy (F-06) Naming

**submitted by Ken Su, CEO**

### Recommendation

THAT the Board approve Policy (F-06) Naming with no recommended amendments.

#### **Background**

The Board initially approved Policy (F-06) Naming on March 20, 2025. The Board requested that the Policy be scheduled for review at the Board Meeting on September 18, 2025.

The Library posted the Capital Fundraising Campaign Consultant RFP on September 2, 2025, with a closing date of September 26. While amendments to the Naming Policy may be recommended upon the selection of the fundraising consultant, no updates are proposed at this time.



<b>Policy Name</b>	Naming		
<b>Section &amp; Number</b>	Board – F-06	<b>Effective Date</b>	2025-03-20
<b>Motion Number</b>	2025-36	<b>Last Review</b>	2025-03-20
<b>Author</b>	CEO	<b>Next Review</b>	2025-09-18
<b>Policy Maintenance</b>	Reviewed by Management		

## Policy Statement

The purpose of this policy is to establish the context and protocol for naming of St. Catharines Public Library (the Library) spaces, properties, and services, such as branches, rooms, service areas, programs, or collections.

The St. Catharines Public Library Board has ultimate responsibility for the naming of its spaces, properties, and services, including the terms and conditions, regardless of whether the naming opportunity arises from a sponsorship or donation.

## Scope

This policy applies to naming of all St. Catharines Public Library spaces, properties, and services.

## Definitions

**Conflict of Interest** means any event (whether actual or perceived) in which the Library or anyone representing the Library may benefit from the knowledge of, or participation in, the acceptance of a gift.

**Donor** is an individual or organization that makes a voluntary contribution to the Library without receiving any direct material benefit or advantage. Donors typically give monetary gifts, property, or other assets to support the Library's mission and services.

**Gift** is a voluntary transfer of cash or in-kind contributions from individuals, businesses, and other sources to the Library for either unrestricted or restricted utilization in the operation of the Library. The transaction shall not result directly or indirectly in a right, privilege, material benefit or advantage to the donor or to the person designated by the donor. Gifts may be monetary (cash, cheques) or non-monetary (e.g. real property, or personal property).

**Pledge** is a commitment of a gift given over a predetermined time frame.

**Room** means a discrete space within a Library facility and includes, but is not limited to, meeting rooms, study rooms, and program rooms. This also includes outdoor spaces such as reading gardens.

**Service area** means a distinct space within a library location not enclosed by walls such as children's area, public computers, etc.

**Sponsor** is a business or organization that enters into a mutually beneficial agreement with the Library, providing financial or in-kind support in exchange for recognition, promotion, or other benefits. Sponsorships differ from donations in that they involve a contractual relationship and promotional considerations.

**Sponsorship** is a mutually beneficial business exchange between the Library and an external sponsor whereby the sponsor contributes funds, products or in-kind services to the Library in return for recognition, acknowledgement or other promotional considerations. Sponsorships involve an association between the sponsor and the Library's specific space, program, service, or activity being sponsored. A sponsorship is a contracted arrangement between the Library and the sponsor, designed to benefit both parties. It is not a philanthropic gift.

## Naming Principles

The Library is a welcoming and inclusive place that is open and accessible to everyone in our community. Any and all naming and sponsorship opportunities must be consistent with the Library's vision, mission, values, and strategic priorities.

Naming is conducted thoughtfully, with due diligence, background research, and consultation, where applicable, to ensure all names are consistent with, and strengthen, the reputation of the Library.

No commitment regarding naming will be made to an individual or group prior to the approval of the related proposal for naming by the St. Catharines Public Library Board.

Signs, print, and/or electronic materials bearing the name(s) of donors or sponsors may be posted/published prior to the fulfillment of a gift, donation or sponsorship provided there is a signed agreement between the parties and, in the case of a pledge, that the first gift installment has been made to the Library.

Library staff will customize gift terms and recognition details, such as naming opportunities and thresholds, and naming duration, for each fundraising campaign and submit to the Board for approval.

The Library reserves the right to decline any sponsorship or philanthropic act and to review such names periodically.

### **Restrictions**

The Library will not accept Naming Rights from companies or organizations that:

- Manufacture, sell or distribute tobacco and related products
- Promote consumption of alcohol, marijuana and addictive substances
- Are in business of pornography or illegal sexual services
- Promote the support of or involvement in the production, distribution, and sale of weapons and other life-threatening products
- Present demeaning or derogatory portrayals of individuals or groups or contain any message that is likely to cause deep or widespread offence

The Library Board may at its discretion overrule the established criteria.

## Naming Guidelines

### **Branches**

- The Library will give priority to naming its branches after their geographic location, either the community, the neighbourhood, or the street location where they are situated.
- Alternatively, consideration will be given to naming, where appropriate, after the type of service or function offered at that branch.
- Branches will not be available for philanthropic naming.

### **Rooms and Service Areas**

- The Library will give priority to naming rooms and areas after the library branch where it is located together with the function of such a room.

### **Collections**

- The Library will give priority to naming parts of its collection after the subject matter of the collection.

### **Programs**

- The Library will give priority to naming its programs after the program content.

### **Naming Opportunity with a Gift**

The Library will consider naming spaces, properties, and services after a donor or sponsor, and develop proper terms and conditions. Regardless of whether the naming opportunity is as a result of sponsorship or donation, the general policy guidelines outlined above will still apply. In addition, the following will apply:

- The Library will not engage in naming which creates the impression that the Library endorses a commercial product or a partisan political or ideological position. Names will not include any design trademarks, slogans or logos;
- Donor and sponsor names will not have prominence over the Library name and logo;
- Naming opportunities do not extend beyond the useful life of the spaces or facilities where they are located, or the duration of the programs, services, and collections being offered, unless otherwise specified in a signed gift agreement;
- Charitable donation receipts are issued in accordance with the Library's Gifts-in-Kind policy;
- Naming opportunities for people or organizations are guided by the following:
  - The amount of the gift reflects the perceived value of the space, the property, or the service to be named.
  - The name to be used is appropriate for enhancing the image of the Library in the community.

### **Removal and Renaming of Spaces, Properties, and Services**

Proposals to rename any Library space, property and service will adhere to the naming criteria outlined above. In addition, the following will apply:

- New naming opportunities may arise when a branch or area within a branch is redeveloped or renovated and will be utilized for a different purpose.
- Renaming would be dependent on the nature of the conditions contained in the previous naming opportunity agreement.
- Appropriate recognition of previous donors or honourees may be included in the new or renovated facility.
- When renaming does occur, all reasonable effort will be made to inform, in advance, the original donor, sponsor or honouree.
- Where there is risk of harm, reputational or otherwise, to the Library, the Library may in its sole and absolute discretion determine the appropriate remedy to address the risk of harm including removing donor recognition or renaming.

- The Library reserves the right to withdraw naming opportunities if a sponsor or donor defaults on a payment or payments.
- Proposals for review of existing names must be submitted to the CEO in writing and a response will be provided once the Library Board makes its decision.

Typical recognitions of donations or sponsorships for naming may include:

- Placement of the name of the naming donor or sponsor on, in, or within proximity of the naming asset or element
- Publicity or press release by the Library
- Acknowledgement in the Library's communications materials
- Name recognition on a donor wall or donor plaque (if applicable)
- First right of refusal for renaming opportunities

## Naming Agreements

When name recognition has been extended for a specific gift, donation or sponsorship received, an agreement shall be drawn up, establishing the parameters of the gift, its recognition, and a mutually agreed time frame in which the name expires, including an exit clause.

In the case of an individual, agreement to the naming proposal must be confirmed in writing with the individual to be named, and if deceased, by the immediate family.

Designated Library Staff shall:

- Solicit, receive, and develop proposals for naming opportunities.
- Evaluate Naming Rights proposals based on this Policy. The Library may solicit the expertise of an outside firm (e.g. Fundraising Consultant) to assess the costs and benefits of the proposal.
- Bring proposals for Naming Rights to the Library Board for final approval.