



St. Catharines Public Library Board

Board Election

Board Election called by the CEO.
A Regular Meeting will follow the Board Election.

Thursday, January 18, 2024, 6:00 pm
Rotary / Bankers Rooms, Central Library & Microsoft Teams

AGENDA

1. **Call to Order – K. Su**
2. **Election of Chair – K. Su (attachment)**
3. **Election of Vice-Chair – Chair (attachment)**
4. **Appointment to OLS Board Assembly – Chair (attachment)**
5. **Formation of Standing Committees (optional) – Chair (attachment)**
6. **Chair's Remarks**
7. **Adjournment**

Election of Chair

As per *By-Law Number 1 For the Operation and Regulation of the Board*, section 4.3.

ITEM 3

Election of Vice-Chair

As per *By-Law Number 1 For the Operation and Regulation of the Board*, section 4.4.

ITEM 4

Trustee Appointment

As per *By-Law Number 1 For the Operation and Regulation of the Board*, section 4.9. The Board, in accordance with the Public Libraries Act, R.S.O. 1990, is entitled to appoint a trustee to represent the Library Board on the Ontario Library Service (OLS) in Group H – Population 75,000 – 150,000.

ITEM 5

Formation of Standing Committees

As per *By-Law Number 1 For the Operation and Regulation of the Board*, section 4.11 and 7.2, "Special or standing committees may be appointed at the discretion of the Board, if required. The Board shall then determine Terms of Reference for each committee. Terms of Reference may be amended on the recommendation of the Committee and with the approval of the Board."

The Board consists of nine members, and since 1999, the Board has dealt with all matters as a group at the Regular Meetings. The only committees struck have been: Budget and Finance, to review the Budget before presentation to the Board; Fundraising, with respect to the creation of the new Branch; CEO Evaluation, an annual process; and CEO Hiring, to select a new CEO.



St. Catharines Public Library Board

Regular Meeting

Thursday, January 18, 2024, (6:30 pm or following the Board Election)
Rotary / Bankers Room, Central Library & Microsoft Teams

AGENDA

Chair calls meeting to order and Sarah Dimick to read SCPL Land Acknowledgment.

1. **Adoption of Agenda**

1.1 Additions/Deletions to Agenda

1.2 Adoption of Agenda

Motion

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

3. **Presentations**

3.1 **Schoolhouse Products** – Sylvia Myers, Senior Account Manager & Design Lead – Schoolhouse Products; Jolie Conahan, Director of Sales & Marketing – Opening the Book; Megan Fink, Library Designer – Opening the Book

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

4.1 Regular Meeting – November 16, 2023

Motion

4.2 Special Meeting – January 9, 2024

Motion

5. **Monthly Updates (verbal)**

5.1 St. Catharines City Council

5.2 OLS Update – J. Coles

5.3 CEO Update – K. Su

5.4 Department Update – Melissa Broere, Jen Dell, and Sam Walker, Programming and Outreach Librarians

6. **Consent Agenda (attachments)**

Motion

6.1 Correspondence

6.2 CEO Report – K. Su

6.3 Department Reports – November & December 2023

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

- 6.3(b) Facilities and Health & Safety – L. DiDonato
- 6.3(c) Innovation, Collections, and Technology – D. Bott
- 6.3(d) Programming & Promotions – H. Jones
- 6.4 Financial Reports – L. DiDonato
 - 6.4(a) Endowment & Trust Statement at December 31, 2023
 - 6.4(b) Short-Term Investments Statement at December 31, 2023
- 6.5 Quarterly Progress Update on 2023 Work Plan (4th Quarter) – K. Su

7. Discussion Reports (attachments)

- 7.1 Library Health and Safety –L. DiDonato and K. Su (Verbal) Motion
- 7.2 Policy & Program (P-01) Workplace Violence – L. Dobson Motion
- 7.3 Policy & Program (P-02) Workplace Harassment – L. Dobson Motion
- 7.4 Policy & Program (P-03) Sexual Harassment – L. Dobson Motion
- 7.5 Policy (G-13) Occupational Health and Safety – L. Dobson Motion
- 7.6 Policy (G-15) Procurement Policy – L. DiDonato Motion
- 7.7 Policy (G-20) Video Surveillance – D. Bott Motion

8. In-Camera Session

- 8.1 In-Camera Agenda (attachment)
 - 8.1(a) Additions/Deletions to In-Camera Agenda
 - 8.1(b) Adoption of In-Camera Agenda Motion
- 8.2 Motion to Move In-Camera Motion
- 8.3 Adoption of In-Camera Minutes
 - 8.3(a) In-Camera Session – November 16, 2023 (attachment) Motion
- 8.4 In-Camera Consent Agenda (attachments) Motion
 - 8.4(a) Staffing (January Update) – L. Dobson
 - 8.4(b) Personnel Matter – L. Dobson (Chair to share with Board)
- 8.5 In-Camera Discussion Reports (attachments)
 - 8.5(a) CEO Evaluation - J. Coles (Chair to share with Board) Motion
 - 8.5(b) Exempt Staff Compensation – L. Dobson Motion
 - 8.5(c) Personnel Matter – J. Coles (Chair to share with Board) Motion
- 8.6 Return to Open Session Motion

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

10. Motion to Adjourn Motion

11. Next Meeting / Upcoming Events

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



St. Catharines Public Library Board

Regular Meeting Minutes

Thursday, November 16, 2023, 6:00 pm
Mills Room, Central Library & Microsoft Teams

Present:	P. Clausi J. Coles (Chair) K. Diiorio	Lori Littleton Councillor G. Miller Gail Riihimaki
Regrets:	M. Brousseau S. Dimick (Vice-Chair)	Councillor J. Lindal
Staff:	D. Bott (left at 7:02 pm) N. Bryans (Recording Secretary) L. DiDonato (left at 7:13 pm.) L. Dobson (left at 7:13 pm.)	M. Haanstra (left at 7:02 pm.) H. Jones (left at 7:02 pm.) J. Spera (left at 7:02 pm.) K. Su (Secretary)

The Chair called the Regular Meeting to order at 6:00 pm.

Kelly Diiorio read 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
None

1.2 Adoption of Agenda

MOTION: 2023-130 THAT the Agenda be adopted.
Moved By: P. Clausi
Seconded By: K. Diiorio

MOTION CARRIED.

2. Chair's Remarks & Declarations of Interest

The Chair thanked Library staff for the Winter Celebration Dinner and wished N. Bryans the best on her retirement. There were no declarations of interest.

3. Presentation

~~3.1 Schoolhouse Products – Sylvia Myers, Senior Account Manager & Design Lead~~
Note: Presentation postponed to January 18, 2024 Board Meeting.

4. Adoption of Minutes

4.1 Regular Meeting – October 19, 2023

The Board outlined the following amendments to the October 19, 2023, Regular Meeting Minutes. L. Littleton declared a conflict of interest for Item 5.4 Community Partner Update, she left the meeting during item 5.4, and she returned to the meeting afterwards at 6:45 pm.

MOTION: 2023-131 THAT the Regular Meeting Minutes of October 19, 2023 be adopted as amended.

MOVED BY: K. Diiorio
SECONDED BY: L. Littleton

MOTION CARRIED.

5. Monthly Updates

5.1 St. Catharines City Council

Councillor Greg Miller reported that it is budget season, so there is lots of work for Council. He will keep the Board updated.

5.2 CEO Update – K. Su

The CEO updated the Board about the following:

- Met with City – City has decided not to go forward with password protected Wi-Fi at Dr. Huq branch, situation has improved, if that changes then they may discuss the possibility again.
- City Asset Management Plan – the Library has tried to coordinate a meeting with the City's consultant. Lisa has contacted GM BluePlan. SCPL Asset Management Plan due by the end of March 2024. City is hoping to have a consolidated Plan due by July 1, 2024 to meet the provincial deadline.
- OLA Super Conference – Registration deadline is December 8, Board members may attend.
- Safety and Security Update – SCPL proposes to provide a quarterly summary view of incident statistics, that the Board may access through their document library on SharePoint or through a link in H & S report, unless something happens that needs attention immediately.

- 5.3 Department Update – Port Plus Update – Marcella Haanstra, Assistant Manager, Customer Service, provided a verbal presentation to the Board that highlighted the on-going positive customer feedback and usage statistics from the first 6-months of the Port Plus project.

6. Consent Reports

- 6.1 Correspondence – None
6.2 CEO Report – K. Su
6.3 Department Reports – October 2023
6.3(a) Customer Service – J. Spera
6.3(b) Facilities and Health & Safety – L. DiDonato
6.3(c) Innovation, Collections, & Technology – D. Bott
6.3(d) Programming & Promotions – H. Jones

MOTION: 2023-132 THAT the Consent Reports be received as circulated.
MOVED BY: Councillor G. Miller
SECONDED BY: P. Clausi
MOTION CARRIED.

7. Discussion Reports

- 7.1 2024-2026 Operating Budget – Additional Information – L. DiDonato
The Board received a written report that outlined staff's additional information to respond to City Council's direction to provide reduced % increases options. The Board discussed and recommended wording and formatting amendments.

MOTION: 2023-133 THAT the Board directs staff to amend the budget submission requested by Council, as discussed, and to submit it to the City by its deadline.
MOVED BY: G. Riihimaki
SECONDED BY: L. Littleton
MOTION CARRIED.

- 7.2 Reciprocal Borrowing – J. Spera
Lori Littleton recommended that the Board defer the discussion of this report and the related Circulation policy until after Council approves the budget.

MOTION: 2023-134 THAT the Board defer item 7.2 Reciprocal Borrowing and item 7.3 Policy (G-03) Circulation.
MOVED BY: L. Littleton
SECONDED BY: P. Clausi
MOTION CARRIED.

- 7.3 Policy (G-03) Circulation – J. Spera
Deferred as per item 7.2.

7.4 Policy (G-04) Collection Management – D. Bott

The Board received a written report outlining the recommended amendments to Policy (G-04) Collection Management.

MOTION: 2023-135 THAT the Board approve amended Policy (G-04) Collection Management.

MOVED BY: Councillor G. Miller

SECONDED BY: K. Diiorio

MOTION CARRIED.

7.5 Policy (F-03) Gifts-in-Kind & Policy (G-14) Library Works of Art – L. DiDonato

The Board received a written report outlining the recommended amendments to Policy (F-03) Gifts-in-Kind.

MOTION: 2023-136 THAT the Board approve amended Policy (F-03) Gifts-in-Kind.

MOVED BY: Councillor G. Miller

SECONDED BY: L. Littleton

MOTION CARRIED.

MOTION: 2023-137 THAT the Board rescind Policy (G-14) Library Works of Art.

MOVED BY: L. Littleton

SECONDED BY: G. Riihimaki

MOTION CARRIED.

7.6 Policy (P-04) Compensation for Exempt Employees – L. Dobson

The Board received a written report outlining the recommended revisions to Policy (P-04) Compensation for Exempt Employees.

MOTION: 2023-138 THAT the Board approve revised Policy (P-04) Compensation for Exempt Employees.

MOVED BY: P. Clausi

SECONDED BY: Councillor G. Miller

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: 2023-139 THAT the In-Camera Agenda be adopted.

MOVED BY: K. Diorio
SECONDED BY: I. Littleton
MOTION CARRIED.

8.2 Motion to Move In-Camera

MOTION: 2023-140 THAT the Regular Meeting move to In-Camera Session.
MOVED BY: K. Diorio
SECONDED BY: Councillor G. Miller
MOTION CARRIED.

The meeting moved to In-Camera Session at 6:58 pm.

8.3 Adoption of In-Camera Minutes

8.3(a) In-Camera Session – October 19, 2023

The Board outlined amendments to the October 19, 2023 In-Camera Minutes.

MOTION: 2023-141 THAT the In-Camera Session Minutes of October 19, 2023 be adopted as amended.
MOVED BY: L. Littleton
SECONDED BY: K Diorio
MOTION CARRIED.

8.4 In-Camera Consent Agenda

8.4(a) Staffing (October Update) – L. Dobson

MOTION: 2023-142 THAT the In-Camera Consent Agenda be received as circulated.
MOVED BY: G. Riihimaki
SECONDED BY: P. Clausi
MOTION CARRIED.

8.5 Correspondence – J. Coles

The Chair sent a correspondence response as discussed with the Board.

D. Bott, M. Haanstra, H. Jones, & J. Spera left the In-Camera Session at 7:02 pm.

8.6 In-Camera Discussion Reports

8.6(a) Personnel Matter – K. Su

The Board discussed a Personnel Matter.

8.6(b) Personnel Matter – J. Coles

The Board discussed a Personnel Matter.

MOTION: 2023-143 THAT the Board approve a 1.3% increase to the compensation rates effective January 1, 2022 for Exempt staff.
MOVED BY: G. Riihimaki
SECONDED BY: K. Diorio
MOTION CARRIED.

K. Su, L. DiDonato, L. Dobson, & N. Bryans left the In-Camera Session at 7:13 pm.

8.6(c) Personnel Matter – J. Coles
The Board discussed a Personnel Matter.

MOTION: 2023-144 THAT the Board approve the CEO Evaluation Committee report.
MOVED BY: G. Riihimaki
SECONDED BY: K. Diorio
MOTION CARRIED.

8.7 Return to Open Session

MOTION: 2023-145 THAT the In-Camera Session return to Open Session.
MOVED BY: G. Riihimaki
SECONDED BY: P. Clausi
MOTION CARRIED.

The Meeting returned to Open Session at 7:35 pm.
K. Su & N. Bryans returned to the Open Session at 7:36 pm.

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

MOTION: 2023-146 THAT the Board adopt any Motions arising from the In-Camera Session.
MOVED BY: K. Diorio
SECONDED BY: Councillor G. Miller
MOTION CARRIED.

10. Motion to Adjourn

MOTION: 2023-147 THAT the Regular Meeting be adjourned.
MOVED BY: L. Littleton
SECONDED BY: N/A
MOTION CARRIED.

The Regular Meeting adjourned at 7:37 pm.

11. Next Meeting / Upcoming Events

- Annual Board Meeting – Thursday, January 18, 2024, at 6:00 pm, Rotary/Bankers Rooms, Central Library & Microsoft Teams
- Regular Board Meeting – Thursday, January 18, 2024, at 6:30 pm (or following the Annual Board Meeting), Rotary/Bankers Rooms, Central Library & Microsoft Teams

Chair

Secretary



St. Catharines Public Library Board

Special Meeting Minutes

Tuesday, January 9, 2024, 6:00 pm
Microsoft Teams

Present: M. Brousseau S. Dimick (Vice-Chair) (joined at 6:08pm)
P. Clausi L. Littleton (joined at 6:13pm)
J. Coles (Chair) G. Riihimaki
K. Diiorio

Regrets: Councillor J. Lindal Councillor G. Miller

Staff: L. DiDonato K. Su (Secretary)

The Chair called the Special Meeting to order at 6:03 pm.

The Chair read 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
None

1.2 Adoption of Agenda

MOTION: 2024-1 THAT the Agenda be adopted.
MOVED BY: P. Clausi
SECONDED BY: G. Riihimaki
MOTION CARRIED.

2. Chair's Remarks & Declarations of Interest

The Chair said Happy New Year to everyone. There were no declarations of interest.

3. Discussion Reports

3.1 Governance Review Letter Submission – K. Su

The Board received a written letter from Niagara Library CEOs that outlined public library operations in Niagara and how public libraries provide services in their communities and work together by sharing services and resources. The Board discussed and identified two paragraphs related to LiNC and Reciprocal Borrowing that contain inaccurate information. The Board asked the CEOs group to revise those two paragraphs. The Board approved the letter as amended to be submitted to the Governance Review Committee by its deadline.

MOTION: 2024-2 THAT the Board approve the letter as amended to be submitted to the Governance Review Committee by its deadline.

MOVED BY: K. Diiorio
SECONDED BY: M. Brousseau
MOTION CARRIED.

4. Motion to Adjourn

MOTION: 2023-3 THAT the Special Meeting be adjourned.
MOVED BY: L. Littleton
SECONDED BY: N/A
MOTION CARRIED.

The Special Meeting adjourned at 6:36 pm.

5. Next Meeting / Upcoming Events

- Annual Board Meeting – Thursday, January 18, 2024, at 6:00 pm, Rotary/Bankers Rooms, Central Library & Microsoft Teams
- Regular Board Meeting – Thursday, January 18, 2024, at 6:30 pm (or following the Annual Board Meeting), Rotary/Bankers Rooms, Central Library & Microsoft Teams

Chair

Secretary

Consent Agenda

Recommendation

THAT the Consent Agenda be received as circulated.

6. Consent Agenda (attachments)

Motion

- 6.1 Correspondence
- 6.2 CEO Report – K. Su
- 6.3 Department Reports – November & December 2023
 - 6.3(a) Customer Service – J. Spera & M. Haanstra
 - 6.3(b) Facilities and Health & Safety – L. DiDonato
 - 6.3(c) Innovation, Collections, and Technology – D. Bott
 - 6.3(d) Programming & Promotions – H. Jones
- 6.4 Financial Reports – L. DiDonato
 - 6.4(a) Endowment & Trust Statement at December 31, 2023
 - 6.4(b) Short-Term Investments Statement at December 31, 2023
- 6.5 Quarterly Progress Update on 2023 Work Plan (4th Quarter) – K. Su

Correspondence

(as of January 12, 2024)

For Information

Sent

1. Quarterly Newsletter sent to the City on November 24, 2023 to update City Council on library activities

Having trouble viewing this email? Click [here](#) to view it online.



Discover your December and winter break plans!



Fill your winter with fun activities at the Library including storytimes, crafts, STEM activities and more.

We have over 30 programs for you and your family to explore for free this season. Run, don't walk, to register for your favourites!

[Events Calendar](#)

Pop-Up Book Sale: The best deals you'll find all season!

Our bring-your-own-bag Pop-Up Book Sale is back!

Saturday, November 25
9am-1pm
Central Library, 54 Church St.

Take home as many books as can fit in your bag for just \$5 per bag. Shop a selection of fiction, non-fiction, and Young Adult titles while supporting library programs and services. It's like Black Friday, but better!



Visiting Library services for our housebound customers



Can't leave home to visit the library? No problem. When you sign up for our Visiting Library service, the library comes to you! We will find books to fit your reading preference and coordinate a generous volunteer to delivery them to your home.

Want to **volunteer** to support a housebound library customer? Give us a call 905-688-6103 to get started.

[Learn More](#)

Catch a movie with us!

No registration necessary. Check out our line-up of movies and showtimes:

For Kids



The Grinch (2018)
Saturday, December 9 at 1pm at the Merritt Branch.



Muppet Christmas Carol (1992)
Saturday, December 16 at 2pm at the Central Library.



Secret Life of Pets (2016)
Wednesday, December 27, 2pm at the Central Library



Guardians of the Galaxy vol. 3 (2023)
Friday, December 29, 1pm at the Merritt Branch



Turning Red (2022)
Wednesday, January 3, 11am at the Central Library

For Adults



Little Women (2019)



Asteroid City (2023)

Saturday, December 16 at 1pm at
the Merritt Branch.

Thursday, December 28 at 11am at
the Central Library.

Holiday shop for the bookworm in your life at SCPL!



Discover the perfect gift for the library lover in your life at SCPL. Our swag bundle is complete with a mug, reusable shopping bag, and note pad for just \$15+tax.

Only available in person at your favourite library location! Visit us today to start holiday shopping.

Plan your next library visit!



If you no longer wish to receive emails from us, you can [unsubscribe](#) here.

Having trouble viewing this email? Click [here](#) to view it online.



PA Day programs are here!



We couldn't be more excited for our November lineup of programs at SCPL. Our program schedule is packed with activities for all ages, including exciting drop-in programs on the November 24th PA Day.

Programs will launch and registration opens on Monday, October 16th at 9am.

[Events Calendar](#)

Support your community this November with Food for Fines Books!

Introducing a new way to support your community in the season of giving: **Food for Books!**

We've eliminated late fines and revamped our annual food drive. Now, this November, take home \$5 worth of items from our book sale selection for each food item donated.

Mark your calendar! Donations will be accepted from November 1-30 at the Central Library, Merritt Branch, and Dr. Huq Branch.



Reminder: Sunday hours at Dr. Huq Family Branch are back!



Back by popular demand! The Dr. Huq Branch will be open on Sundays from 12pm-5pm starting in mid-October. Sunday hours will take place from:

October 15- December 17, 2023
January 7-April 28 (excluding Easter Sunday)

See you there!

Catch a movie with us in October!

No registration necessary. Check out our line-up of movies and showtimes:

For Kids



Coco (2016)

Saturday, November 4 at 1pm at the Merritt Branch.



Spider-Man: Across the Spider-Verse (2023)

Friday, November 24 at 11am at the Central Library.

For Adults



1917 (2019)



Book Club: The Next Chapter (2023)

Thursday, November 9 at 12pm at the Central Library.

Thursday, November 16 at 1pm at the Merritt Branch

There's still time to celebrate Canadian Library Month with us!



It's Canadian Library Month and we want to thank YOU for being an awesome library customer.

This month, when you visit an SCPL branch, don't forget to fill out a ballot for the chance to win an SCPL swag prize pack + a gift card to Someday Books!

Head over to your favourite SCPL branch and enter the contest by October 31st!

Plan your next library visit!



If you no longer wish to receive emails from us, you can [unsubscribe](#) here.

Having trouble viewing this email? Click [here](#) to view it online.



All treat, no trick: October programs are here!



Your favourites are back including Books & Babies (Ages 0-24 months) and Preschool Storytime (Ages 2-4 years). Plus, we've got fun and spooky programs for kids and adults alike. These programs are going to fill-up fast, so don't wait!

Register now to have a scary-good time with SCPL!

[Events Calendar](#)

ICYMI: Have you tried a Sensory Kit?

Feeling overwhelmed during your library visit? Sensory kits are filled with tools to comfort you or your little one while you're here.

Kits can be borrowed for 3 hours on an adult library card & are intended for in-library use only!

More details on our website!



Sunday hours at Dr. Huq Family Branch to return this October.



Mark your calendars! The Dr. Huq Branch will be open on Sundays from 12pm-5pm starting in mid-October. Sunday hours will take place from:

October 15- December 17, 2023
January 7-April 28 (excluding Easter Sunday)

We look forward to seeing you there!

Catch a movie with us in October!

No registration necessary. Check out our line-up of movies and showtimes:



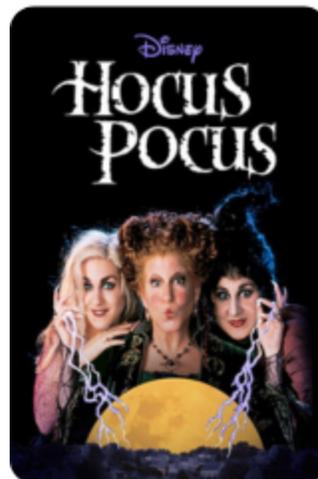
**Downton Abbey:
A New Era (2022)**

Tuesday, October 10, 1pm at the
Central Library, Mills Room



**The Little Mermaid
(2023)**

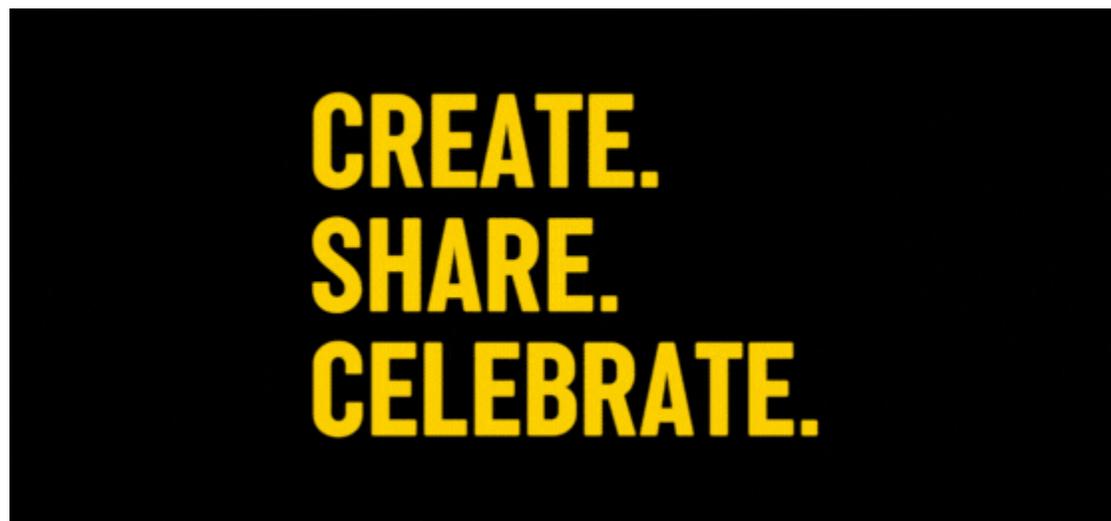
Saturday, October 14, 1pm at
the Merritt Branch



Hocus Pocus (1993)

Saturday, October 28, 1pm at the
Merritt Branch

Explore arts, culture, creativity, and
more at Culture Days!



The Culture Days Festival is an annual celebration of arts, culture and heritage taking place each fall across the province. Each year, we work with organizers of all disciplines to produce this province-wide festival. Organizers host programs throughout Ontario and invite the public to participate for free.

SCPL is proud to be an Ontario Culture Days location hub!

Register for a Culture Days program!



If you no longer wish to receive emails from us, you can [unsubscribe](#) here.

CEO Report

submitted by Ken Su, CEO (November and December 2023)

For Information

Central Library Renovation

The architect met with managers on December 6 and 13, 2023 respectively to further discuss departmental expectations and needs as well as the Library's anticipated services and programs.

The Library is going to solicit comments from the public about the Central Library Renovation in January and will share them with the architect.

The architect plans to present their drawings to the Board in February 2024.

Library Asset Management Plan

After library staff followed up with GM BluePlan, they scheduled a meeting on December 1 to discuss the development of the Asset Management Plan. Another meeting is now scheduled on January 30, 2024.

GM BluePlan is planning to present their report to the Board at the March Board Meeting. Once the Board approves their report and plan, those documents will be submitted to the City and consolidated into the City's Asset Management Plan.

Additional information will be provided to the Board when they become available.

Branch Furniture Upgrade

The Library met with Schoolhouse Products several times in December 2023 and their representatives attended the Management meeting on January 3, 2024 to present their designs and answer questions. Schoolhouse Products is scheduled to present their designs to the Board and answer questions at the January meeting.

Library Health and Safety

The Library has seen an increasing number of incidents over the last few months at all locations, particularly the Central Library. The CEO, the Business Administrator, and the Facilities Manager met with the Mayor on December 20, 2023 to discuss some recent

concerns. The Mayor asked if library staff will discuss with the Library Board to make some recommendations to ensure the health and safety of the staff and the general public, so staff are planning to discuss these issues with the Board at the January meeting. Library staff are hoping to meet with the Mayor again on January 29, 2024 to provide him an update.

Customer Service

submitted by Marcella Haanstra, Assistant Manager, Customer Service

All data provided is for November and December 2023 comparing to the same months in 2022. The library continues at full operations.

	November 2023	% change from 2022	December 2023	% change from 2022
Gate Count	30,434	24,853 (+20%)	26,715	22,950 (+15%)
Membership	370	491 (-25%)	346	340 (+1%)
Holds Placed	12,029	11,420 (+5%)	10,964	9817 (+11%)
Questions	5557	5178 (+7%)	4339	4731 (- 8%)

Gate Count

Our gate count system-wide continued to trend upward in November and December, with a significant increase over November and December 2022. Gate count for Sunday service at the Dr. Huq Branch continues to increase each week. Overall, our year-to-date gate count is trending 23% lower than the pre-pandemic 2019 levels.

Membership

Although our new membership count has fluctuated throughout the year, our overall new memberships for 2023 are slightly higher than last year. The library continues to use various programs, contests and incentives to drive new membership creation.

Holds Placed

The number of holds placed increased in both November and December by an average of 8% over last year's numbers. Overall, the holds placed increased 8% in 2023 from 2022 and is 5% higher than pre-pandemic levels.

Training Highlights

SCPL's Mentorship Program continues to be a successful asset to our Onboarding process with consistently positive feedback from its participants. Since its formation, ten

staff members have completed one full year of the program and there are an additional ten mentor/mentee matches who are meeting monthly.

Browsing Baskets

In response to customer feedback, the Central, Dr. Huq and Merritt branches introduced Browsing Baskets, which give customers the means of carrying books more easily while perusing the library's collections. The baskets are on a stand at the entrance of the Dr. Huq and Merritt branches and are available on the first and second floors at the Central branch. This initiative offers customers improved accessibility and the option to comfortably browse for and check out additional items.

Services to Customers

Over the past year, our services to customers have expanded to include options such as study spaces at all our branches and a variety of activities for our younger visitors in our Active Play areas. Alongside our existing services, which include 3D Printing, Visiting Library, VHS-DVD Conversion, Book Bundles and Proctoring, these services were used 6381 times in 2023. This is a 139% increase from 2022.

Facilities and Health & Safety

submitted by Lisa DiDonato, Business Administrator

For Information

Facilities

Air conditioners for IT room that are in garage had to be serviced after fence broken and copper was stolen.

Health & Safety

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

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

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

Appendix A – Health and Safety Inspection Results

Location	Date	Results	Update
Annual Inspections			
Central	August 5, 2022	Audio Book Shelves aisles are too narrow.	Included in renovation plans.
Regular Inspections			
Central - Basement	July 26, 2023	Some flood clean-up/repairs outstanding.	Completed December 2023
Central – 3 rd Floor	November 14, 2023	Nothing to report.	n/a
Dr. Huq	November 23, 2023	Nothing to report.	n/a
Merritt	November 20, 2023	Nothing to report.	n/a
Port	November 20, 2023	Nothing to report.	n/a
Central – Basement	November 30, 2023	Install stretcher location sign.	Completed December 2023
Central – 1 st Floor	December 12, 2023	Nothing to report.	n/a

Innovation, Collections & Technology

submitted by David Bott, Manager Innovation, Collections & Technology (December 2023)

For Information

Physical Circulation

There was a decrease in physical circulation by 33% from November to December 2023. However, this mirrors the same pattern seen in 2021 and 2022 when there was also a 17% and 14% decrease in circulation between November and December. Physical circulation in December 2023 was also 2% higher than in December 2022.

Digital Circulation

Digital circulation decreased slightly by a total of 3% from November to December 2023. However, digital circulation remains significantly higher than 2022 levels, with December 2023 being 31% higher than December 2022.

Total Circulation for 2023

Total circulation (physical + digital) for 2023 increased by 27% over 2022. Annual circulation was 1,053,066 for 2023 vs. 829,073 for 2022.

Floating Collections Project

Floating collections allow the checking-in branch to shelve the item locally, regardless of the original home location. ICT has continually met with branch staff to develop guidelines and strategies as well as a schedule for the floating collections project. In 2023, the Literacy, Young Adult Fiction, Juvenile Easy Readers and Video Game collections all became floating. In 2024, ICT plans to float the following collections: Adult Fiction, New 7-day Adult Fiction, Young Adult Nonfiction, Adult and Juvenile CDs, Picture Books and Board Books.

Programming and Promotions

submitted by Holly Jones, Manager, Programming & Promotions (November & December 2023)

For Information

Programming Highlights

The last two months of 2023 closed out an excellent year of programming at SCPL. In November 2138 people attended programs (a 43% increase from November 2022), and in December 1448 people attended programs (a 31% over December 2022).

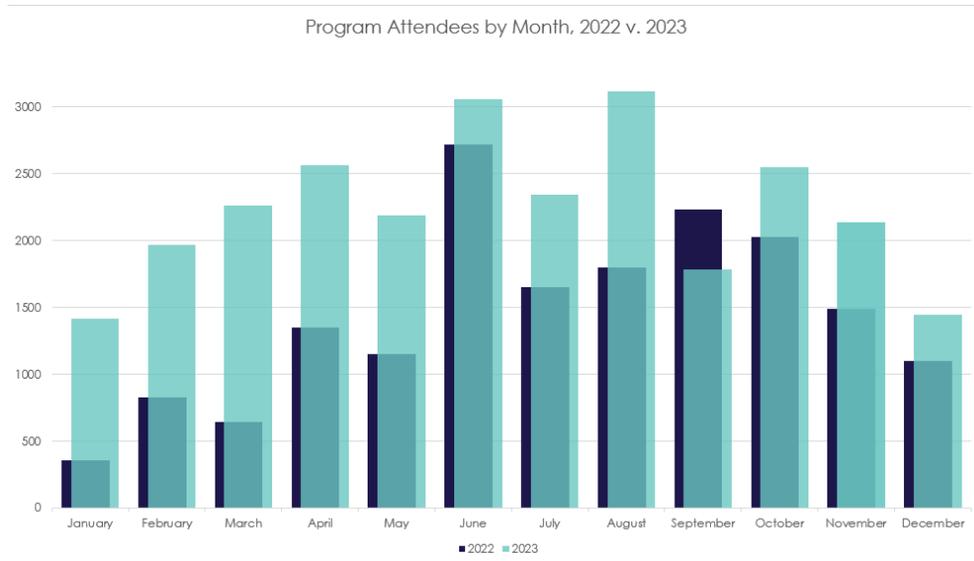
Of special programming note in November & December:

1. **Early literacy programs and story times** attracted 692 attendees. In response to high demand two sessions of Books and Babies were offered at the Dr. Huq Branch this Fall, welcoming 249 attendees at that location alone.
2. **Introduction to American Sign Language for Kids**, in partnership with Christina Moreau, OCT ASL Professor from George Brown College and Lecturer from Toronto Metropolitan University, introduced children and their caregivers to basic and practical phrases in American Sign Language (23 attendees).
3. **Drop-in Programming** continued to draw families to the library for a variety of engaging activities, including Hibernation Station at the Dr. Huq Branch (70 attendees), Button Making at the Merritt Branch (52 attendees), Perler Bead Art at the Central Library (65 attendees) and Ornament Creation at the Central Library (57 attendees).
4. **Next Steps & Care Strategies**, in partnership with the Alzheimer Society of Niagara, offered an opportunity for families and friends of individuals with a diagnosis of dementia to learn more about the disease, develop caregiving strategies, and become familiar with community resources and supports (110 attendees).
5. **Math Club**, a 6-week series that invited math enthusiasts ages 9-15 to learn tips, tricks, and explore interesting mathematical concepts (110 attendees).

6. **Outreach to St. Catharines Collegiate** provided staff the opportunity to engage with teens, promoting the library's resources and creating new memberships (200 interactions).

2023 Year in Review

Overall, program attendance grew by 54% in 2023 (26,823) from 2022 (17,454 attendees), and number of programs delivered grew by 48%.



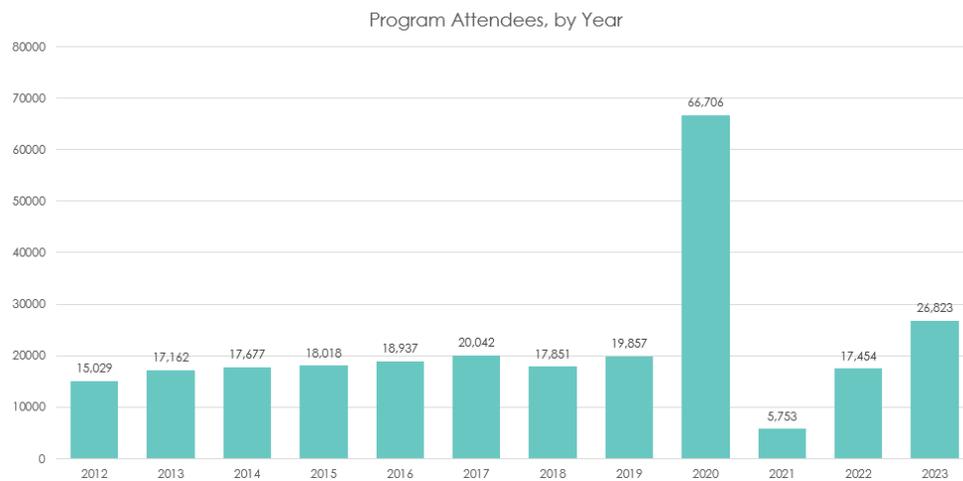
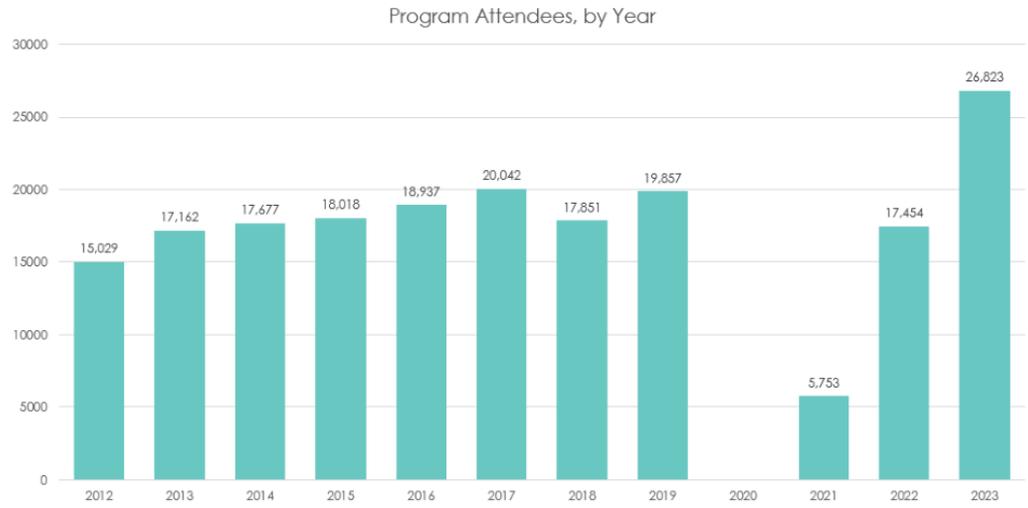
SCPL's early literacy programming had a total of 3729 attendees, representing a growth of 84% over 2022. Our renewed partnership with EarlyOn resulted in monthly story times at the Central Library and Dr. Huq Branch. As well, an increase in library-run story times and a shift to provide more drop-in Saturday story times has contributed to this dramatic growth.

451 people attended teen programs in 2023, marking a 91% attendance growth over the previous year.

Class and group visits were extremely popular, providing new opportunities for community engagement at schools and organizations across the city (1217 attendees at Central, 260 attendees at Dr. Huq, 863 attendees at Merritt Branch, 44 attendees at Port, 2277 interactions out in the community).

2023 marked the most successful year for program attendance ever reported by SCPL in the annual provincial survey (with the exception of 2020, an outlier year in which the inclusion of virtual program attendance and social media interactions skewed the data). The shift in focus to drop-in programming for families and all ages outreach in the

community has also helped to increase the average ratio of attendees per program session to the highest ever 24.9 people per program.



Communication Highlights

In November and December SCPL engaged graphic arts company Custom Sign Lab on two design projects. The first resulted in a refresh of the Seymour-Hannah Holds Pickup lockers. The second was a window decal for the Dr. Huq Branch. Both projects incorporate elements of the library's new brand and tie in our tagline "Ideas in Bloom". These projects help to increase community awareness and brand recognition for new and returning customers. Customer feedback at the Dr. Huq Branch has been positive, with customers voicing appreciation for the vibrant and welcoming decal.

Media Mentions

SCPL's Communications Specialist appeared on the radio twice in November, promoting programs, new collections, and services.

- | | | |
|---------------|----------------------------------|---|
| 6-Nov | I Heart Radio – CKTB News | Food for Books, Open Study hours, PA Day programs |
| 29-Nov | I Heart Radio – CKTB | Winter Break programs, CO2 monitors, puzzles, Gamerspace, snowshoes |

Endowment & Trust Fund Statement
at December 31, 2023
submitted by Lisa DiDonato, Business Administrator

<u>Income/Expenditures</u>	
Opening Balance	\$ 1,665,850
Donations	\$ 18,229
Interest	\$ 79,926
TOTAL INCOME	<u>\$ 1,764,005</u>
Less Expenditures	\$ -
NET REVENUE	<u>\$ 1,764,005</u>
<u>Current Assets</u>	
Cash	\$ 182,081
GIC's	\$ 1,551,577
Receivables	\$ 30,347
TOTAL CURRENT ASSETS	<u>\$ 1,764,005</u>
Less Current Liabilities	\$ -
NET ASSETS	<u>\$ 1,764,005</u>
Encumbered Amount	\$ 244,568
Unencumbered Amount	\$ 1,519,437
TOTAL	<u>\$ 1,764,005</u>

Short-Term Investments Statement at December 31, 2023

submitted by Lisa DiDonato, Business Administrator

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

Quarterly Progress Update on 2023 Work Plan

submitted by Ken Su, CEO (January 2024)

For Information

The purpose of this report is to update the Library Board on the status of some tasks identified in the 2023 Work Plan including both newly introduced tasks and tasks carried forwards from the previous year. The content of the report will change from quarter to quarter as new tasks start, progresses are made, and tasks are completed. This report is not meant to be a complete description of the work performed by Library staff during that quarter, instead, it highlights some particular tasks that are worth noting and relevant to the Library's core services and operations.

Background

The Library Board approved the St. Catharines Public Library Strategic Plan 2019 – 2022 in October 2019. The Plan identifies five strategic goals:

- Embrace innovation, creativity, and boldness in everything we do
- Build a recognized and valued brand
- Foster more community connections
- Being a library for all
- Transform as we evolve

Furthermore, at the April 2022 Board Meeting, the Board approved to extend the current Strategic Plan from 2022 to 2024.

Based on the Strategic Plan, staff developed a 2023 work plan in Summer/Fall 2022, presented to the Board in October 2022, and the Board formerly approved it at the same meeting.

This report offers a snapshot of the current status of some tasks, provides a summary of each task, highlights its contribution to the Strategic Plan, and identifies phases or timeline of each task and if it's a task carried forward from the previous years. This report demonstrates staff's commitment to accountability and willingness to keep the Library Board informed on a quarterly basis.

Highlights of the fourth quarter in 2023

The highlight of this quarter is that the Library successfully organized its second Staff Development Day on November 13 as well as arranged several training workshops for staff and managers, such as team building and strategic thinking sessions for managers, lunch and learn with Niagara Regional Police, First Aid training, and accessibility training on HR Downloads.

The Library also closed out a very successful year of programming. In total, the Library had 26,823 participants throughout the year for programming, so the total attendance in 2023 grew by 54% over 2022 and a 35% increase over the pre-pandemic 2019.

Staff were also able to complete tasks listed below:

- Kicked off the project to develop a Risk Management and Business Continuity Plan
- Completed a presented the draft multi-year operating budget with the City
- Started refreshing furniture and redesigning floor layout at Merritt Branch and Port Dalhousie Branch with Schoolhouse Products
- Launched the incident reporting system

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

2023 SCPL Departmental Work Plan - Quarterly Update

- Strategic Goal 1: Embrace Innovation, creativity, and boldness in everything we do
 Strategic Goal 2: Build a recognized and valued brand
 Strategic Goal 3: Foster more community connections
 Strategic Goal 4: Be a library for all
 Strategic Goal 5: Transform as we evolve

- Status
- No Change
 - Minor Changes, no significant impact
 - Major Changes, attention required
 - ✓, Completed

Department: Administration and Facilities					Q4 Update	
Strategic Goal	Annual Objective / Action Item	SMART Goals and outcomes	Key Players	Timelines	Status	Explanation
#5	Develop and implement a Performance Evaluation Program	Evaluate work performance, support and coach staff in their current role and advance their career	HR Consultant and Managers	implement Jan 2023 for staff, started in summer 2022 with Management		Will do a one year review in Q2 2024 to see how working and what changes are required.
#5	Job Evaluation for the Union	Work with the Union to evaluate union 'positions and perform job evaluations	HR Consultant, CEO, JJEC	starting in fall 2022 to complete in Q1 2023		✓ Completed
#3	Develop a good relationship with new City Council, continue to work with the City and the Union collaboratively, maintain a positive relationship	Present to City Council 3 times a year, address issues or concerns raised by the City or the Union within 72 hours, organize activities with the City/Union at least 4 times a year, maintain ongoing communications	CEO	2023 and ongoing		Continued to meet with City staff, Council, and Union to discuss various topics, such as records management, freedom of information request, health and safety at the Library, and multi-year operating and capital budgets
#1, 2, 4, 5	Central Library Renovation	Seek City/Council support on the Phase 1 Conceptual Design	CEO, Business Administrator	Q1 2023		✓ Completed
		Complete Phase 2 detailed design and cost	All managers	Q2 2023		Central Reno Detailed Design Approx. 90% Complete
		Seek approval from the Board, City and Council	CEO, Business Administrator	Q3 2023		✓ Completed

		Explore available funding alternatives at federal and provincial levels.	CEO, Business Administrator	Q1 2023		Notified of advancement to 2nd phase in the GICB Grant application process. Waiting for decision.
		Execute procurement activities	Business Administrator	Q3 2023		On hold pending GICB grant approval.
		Kick off the renovation project	All managers	Q4 2023		✓ Completed
#1, 5	Maintain and improve internal communication	Organize 4 staff meetings a year, fully utilize the Intranet to post announcements, attend department meetings at least once a year per department	CEO	2023 and ongoing		Organized two staff meetings in November re: Central Library Detailed Design and Operating Budget Submission to City Council
#1, 5	Maintain and improve communication	Plan meetings with City Finance staff 3 times a year, plan meetings with City EFES staff 3 times a year	Business Administrator	2023 and ongoing		Ongoing communication and meetings with multiple City staff members from various departments. City requested and provided space for public budget consultation. Met with Mayor in December to discuss ongoing safety issues.
#5	Develop risk management tool	Draft Risk Management policy, create risk universe, risk map and measurement tool	CEO, Business Administrator, Managers, Librarians			Risk Management committee formed and kick off meeting scheduled for January 8, 2024.
		- Universe & Map		Q3 2023		Risk Management committee formed and kick off meeting scheduled for January 8, 2024.

		- Measurement tool		Q4 2023		Risk Management committee formed and kick off meeting scheduled for January 8, 2024.
#5	New G/L, A/P and EFT solution implementation	Perform necessary procurement activities, initiate project, plan implementation, decommission Vailtech platform	Business Administrator	Q2 2023		Transition complete. Continue to implement functionality to find process and reporting efficiencies.
#1, #2, #4, #5	Provide new and enhanced spaces, improve and upgrade functionality of existing spaces, and provide inclusive, barrier-free and welcoming spaces	Library Led	CEO, Business Administrator	Ongoing		Furniture update in design stage for Merritt and Port. Presentation to Board in January 2024
#5	Provide new and enhanced spaces	Work with City to develop ideal location for Merritt Branch	CEO, Business Administrator, City stakeholders	Q3 2023		Participated in discussions with City; feasibility study for multi use facility planned for 2024.

Department: Innovation, Collections and Technology **Q4 Update**

Strategic Goal	Annual Objective / Action Item	SMART Goals and outcomes	Key Players	Timelines	Status	Explanation
#1, #5	Process Invoices Electronically	Consult with vendors and SirsiDynix to allow electronic processing of invoices via EDIFACT	ICT	Sept. 2023		Delayed due to staffing changes in ICT, will continue in 2024.
#1 #3, #4, #5	Perform a Collections Diversity Audit	Develop a method to review the collection and review cataloguing practices i.e. Indigenous Subject Headings	E, J and Gabriella	2023 and Ongoing		Purchased subscription to CollectionHQ DEI Analysis tool
#1 #3, #4, #5	Digitization Project	Digitize rare local history items for preservation and remote accessibility	Heather	2023 and Ongoing		Applying for 2024 CSJ Grant

Department: Customer Services **Q4 Update**

Strategic Goal	Annual Objective / Action Item	SMART Goals and outcomes	Key Players	Timelines	Status	Explanation
----------------	--------------------------------	--------------------------	-------------	-----------	--------	-------------

#2, #4, #5	Various training for staff with an inward and outward focus based on an annual training plan	Outwards: Deliver training on trauma-informed service, Diversity, Equity and Accessibility and Living with Homelessness and Indigenous matters. Inward: Customer Service, Intellectual Freedom, Community Outreach	Training Librarian, Customer Service Managers	Q4 2023		EDI training provided to all staff as part of the Staff Development day. Training Librarian working on Difficult Conversation training for staff.
#1, #4, #5	Continue to enhance Customer Service	Finish the delivery other training to support the Customer Service Standard. Implement two-way radio technology at Central. Develop and implement roving reference strategy	Training Librarian, Customer Service Managers	Q3 2023		Roving Procedures ready and will be implemented Jan 2024
#3, #4, #5	Review and update circulation policy, procedures and workflows system-wide	Continue to seek ways to remove barriers to access for customers and update the Circulation Policy as needed. Investigate reciprocal borrowing	Customer Service Managers, Customer Service Technician	Q4 2023		Reciprocal Borrowing recommendation drafted and Circulation Policy updated. Board deferred to March 2024
#4, #5	Branch Space Analysis in consultation with ICT Department	Evaluate library layout to determine how best to shelve our collections to encourage circulation and address issues such as accessibility	Customer Service Managers, Branch Librarians, Collections Librarians	Q4 2023		Action plan from Q2 completed at Dr. Huq branch. Collections Librarians met with Branch Librarians to discuss Floating Collections implementation timeline. Collections will assigned Floating status on a quarterly basis throughout 2024-2025.

#5	Evaluate the current Customer Service staffing workflow systemwide	Ensure staffing levels match the volume of customers across all locations based on gate counts, circulation and programming across the system.	Customer Service Managers	Q2 2023		New schedule templates developed for 2024 to accommodate better coverage. Additional PT CSA position added to create greater flexibility.
----	--	--	---------------------------	---------	--	---

Department: Programming and Promotions **Q4 Update**

Strategic Goal	Annual Objective / Action Item	SMART Goals and outcomes	Key Players	Timelines	Status	Explanation
#2 Build a recognized and valued brand #5 Transform as we evolve	Create a system-wide communication plan	Audit external communications and create a plan with specific measurables, ie. Targeted mail campaign to increase library membership in specific neighbourhoods	Promotions, Customer Service	Complete for May 2023		Awaiting approval of Central Library renovation plans to further develop communications plan and map out specifics.
#3 Foster more community connections #4 Be a library for all	Conduct a city-wide Library Survey	Canvas card holders and non-cardholders on view of library services, (dis)satisfaction, library experiences etc. Make recommendations for services, collections and programming based on results.	Promotions, Customer Service, ICT	Survey in September 2023		Central renovation fundraising survey on pause until confirmation received for federal grant.
#4 Foster more community connections	Strengthen partnerships with DSBN and NCDSB	Target schools for regular, ongoing class visits every three weeks, three schools each, Central, Huq, Merrit and two schools Port.	Programming, Customer Service			Regular visits with schools across city ongoing. New connections continue to be built, with plans to expand at Dr. Huq and Port in 2024. A total of 175 visits conducted in 2023, with 4661 students attended

Discussion Reports

7. Discussion Reports (attachments)

- | | | |
|-----|--|--------|
| 7.1 | Library Health and Safety – L. DiDonato and K. Su (Verbal) | Motion |
| 7.2 | Policy & Program (P-01) Workplace Violence – L. Dobson | Motion |
| 7.3 | Policy & Program (P-02) Workplace Harassment – L. Dobson | Motion |
| 7.4 | Policy & Program (P-03) Sexual Harassment – L. Dobson | Motion |
| 7.5 | Policy (G-13) Occupational Health and Safety – L. Dobson | Motion |
| 7.6 | Policy (G-15) Procurement Policy – L. DiDonato | Motion |
| 7.7 | Policy (G-20) Video Surveillance – D. Bott | Motion |

Policy & Program (P-01) Workplace Violence

submitted by Linda Dobson, Human Resources Consultant

Recommendation

THAT the Board approve Policy & Program (P-01) Workplace Violence without amendments

Background

The Occupational Health & Safety Act requires all employers who are subject to OHSA to have policies with respect to Workplace Violence and review them at least once a year. This policy is required to be in writing and posted in the workplace.

This policy identifies the responsibilities of Administration, the Library Board, Managers and Staff that supports a workplace that is free from workplace violence. This policy identifies a risk assessment of the workplace to be conducted on a regular basis. The risk assessment will be part of a broader risk management plan and a Risk Management working team will be starting that work in January.

Staff reviewed Policy and Program (P-01) Workplace Violence and had no recommended amendments.



POLICY & PROGRAM

Policy & Program Name	Workplace Violence		
Section & Number	Personnel P-01	Effective Date	2010-06-17
Motion Number	2023-04	Last Review	2023-01-19
Author	HR Consultant	Next Review	2024-01

Policy Statement

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

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

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

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

Scope

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

Definitions

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

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

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

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

The Library workplace means:

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

Regulations

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

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

Responsibility

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

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

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

Administration

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

Library Board

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

Managers

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

Staff

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

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

Union

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

No Recrimination

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

Operational Guidelines

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

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

Investigation Procedure

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

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

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

Risk Assessment

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

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

Consequences of Workplace Violence

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

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

Confidentiality

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

Trivial, Frivolous or Vexatious Complaints

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

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

Appeal Process

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

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

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

Implementation

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

Appendix (Attachment)

Appendix 1 – Workplace Violence Reporting Form

Workplace Violence Reporting Form

ADMINISTRATION

Date

Received _____

By Whom _____

Name of Investigator(s)

Signature of Investigator(s)

Date(s) of Investigation

Report of Investigation

Results of Findings

Suggested Preventive or Remedial Action

Suggested Action

Report Submitted to C.E.O.

Date: _____

Policy & Program (P-02) Workplace Harassment

submitted by Linda Dobson, Human Resources Consultant

Recommendation

THAT the Board approve Policy and Program (P-02) Workplace Harassment without amendments

Background

The Occupational Health & Safety Act (OHSA) requires all employers who are subject to OHSA to have policies with respect to Workplace Harassment. The Ontario Human Rights Code identifies the following as prohibited grounds; citizenship, race, place of origin, ethnic origin, colour, ancestry, disability, age, creed, sex/pregnancy, family status, marital status, sexual orientation, gender identity, gender expression, receipt of public assistance (in housing) and record of offences (in employment).

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

This policy identifies the responsibilities of Administration, the Library Board, Managers and Staff that supports a workplace that is free from harassment.

Staff reviewed Policy and Program (P-02) Workplace Harassment and had no recommended amendments.



POLICY & PROGRAM

Policy & Program Name	Workplace Harassment		
Section & Number	Personnel P-02	Effective Date	2010-09-08
Motion Number	2023-05	Last Review	2023-01-19
Author	HR Consultant	Next Review	2024-01

Policy Statement

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

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

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

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

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

Scope

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

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

Definitions

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

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

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

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

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

Examples of harassment include but are not limited to:

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

Regulations

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

Responsibility

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

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

Administration

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

Library Board

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

Managers

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

Staff

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

Union

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

Operational Guidelines

Harassment Complaint Process

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

Informal Action

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

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

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

Formal Action

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

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

Complaints will be sent to Human Resources for Investigation.

Investigation

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

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

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

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

All witnesses identified will be interviewed.

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

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

Invalid Complaints and Remedy

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

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

A response will be provided within five (5) working days.

Valid Complaints and Remedy

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

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

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

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

Witnesses

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

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

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

Confidentiality

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

Trivial, Frivolous or Vexatious Complaints

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

The Union will be informed of such discipline.

Appeal Process

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

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

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

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

Implementation

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

Appendix

Appendix 1 – Harassment Reporting Form

**HARASSMENT REPORTING FORM
CLAIMANT'S INFORMATION – PART A**

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

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

What happened after that? _____

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

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

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

Possible Contributing Factors?

Name of Witnesses

Name Address Telephone

Name Address Telephone

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

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

Policy & Program (P-03) Sexual Harassment

submitted by Linda Dobson, Human Resources Consultant

Recommendation

THAT the Board approve Policy and Program (P-03) Sexual Harassment without amendments

Background

The Occupational Health & Safety Act (OHSA) requires all employers who are subject to OHSA to have policies with respect to Sexual Harassment. Sexual Harassment is a form of discrimination based on sex and is defined in the Ontario Human Rights Code as “engaging in a course of vexatious comment or conduct that is known or ought reasonably to be known to be unwelcome.”

This policy identifies the responsibilities of Administration, the Library Board, Managers and Staff that supports a workplace that is free from sexual harassment. The scope of this policy includes wherever library business occurs and includes; inside and outside library building, including parking lots, vehicles, off-site locations where library business occurs, library sponsored events and travel for library business or training. In 2023 we added virtual platforms – MS Teams, Zoom, etc. to the definition of workplace.

Staff reviewed Policy and Program (P-03) Sexual Harassment and had no recommended amendments.



Policy & Program Name	Sexual Harassment		
Section & Number	Personnel P-03	Effective Date	1992-06-18
Motion Number	2023-06	Last Review	2023-01-19
Author	HR Consultant	Next Review	2023

Policy Statement

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

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

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

Scope

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

Definitions

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

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

Library Workplace is wherever Library business occurs and includes;

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

Examples of sexual harassment include but are not limited to:

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

Regulations

Occupational Health & Safety Act

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

Ontario Human Rights Code

Harassment is a form of discrimination.

Responsibility

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

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

Administration

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

Library Board

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

Managers

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

Staff

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

Union

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

Operational Guidelines

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

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

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

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

At the completion of the investigation, the complainant will be advised of the outcome in writing.

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

Appeal Process

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

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

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

Implementation

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

Policy (G-13) Occupational Health and Safety

submitted by Linda Dobson, Human Resources Consultant

Recommendation

THAT the Board approve Policy (G-13) Occupational Health and Safety including the Terms of Reference without amendments

Background

The Occupational Health & Safety Act requires organizations to have a Health & Safety policy and that the policy is reviewed annually. Once the policy is approved, the Act requires the signed policy to be posted in the workplace. Reviewing the policy is a commitment to staff that the Board supports a healthy and safe workplace.

The Act also requires employers with over 20 employees have a Joint Health and Safety Committee (the 'Committee'). The Terms of Reference for the Committee identify how the Committee functions in accordance with the Act.

Staff reviewed Policy (G-13) Occupational Health and Safety including the Terms of Reference and had no recommended amendments.



Policy Name	Occupational Health and Safety		
Section & Number	General G-13	Effective Date	1990-11-15
Motion Number	2023-07	Last Review	2023-01-19
Author	HR Consultant	Next Review	2024-01

Policy Statement

The St. Catharines Public Library Board recognizes that the moral and legal responsibility for the development of safe working practices and the maintenance of a safe working environment rests with the Board.

The Board is committed to making every effort to promote and provide and maintain a work environment that is safe, healthy, and free from harassment and violence, following all applicable legal requirements under the Occupation Health & Safety Act. The Library Board will work actively and co-operatively to resolve all problems associated with the health and safety of its employees, and recognizes that the responsibility for the maintenance of a safe workplace is a joint one between the employer and its employees.

Scope

This policy shall apply to everyone in the workplace, including but not limited to, Managers, staff, contractors, volunteers and Board members of the St. Catharines Public Library.

Regulations

Ontario Occupational Health and Safety Act

Responsibility

1. The Ontario Occupational Health and Safety Act (25(2)(J)) requires employers to prepare and review at least annually a written occupational health and safety policy, and to develop and maintain a program to implement the policy.
2. The St Catharines Public Library Board, as an Employer, is ultimately responsible for worker health and safety. The Library Board and its management will take all reasonable steps to prevent injury and create a safe and healthy workplace.
3. The Library will ensure there is a Joint Health & Safety Committee operating under the requirements outlined in the Occupational Health & Safety Act; including performing workplace inspections, identifying workplace hazards, meeting every three months, sharing agendas and minutes, ensuring workers are trained, investigating workplace incidents, ensuring the workplace has the required number of certified members.
4. Managers will be accountable for the health and safety of workers under their direct supervision. Managers are responsible to ensure that workers are aware of potential or actual workplace hazards and follow established safe work practices and procedures. Managers must also respond to all health & safety concerns raised by an individual in the workplace. Managers are to provide employees with training in their work tasks to protect their health and safety before commencement of the job.

Managers are responsible for ensuring that contractors and volunteers have received the proper training and the proper equipment to perform their duties and are aware of any workplace hazards in the performance of their duties.

5. Every Worker is to protect, and is responsible for his or her own health and safety, by working in compliance with the legislative requirements, safe work practices, procedures, standards, safety rules, and rules of conduct as established by the Library. Workers are responsible for addressing health & safety concerns directly with their immediate supervisor.
6. It is in the best interest of all levels of the Library to consider health and safety in every activity. Commitment to Health and Safety is an integral part of this organization from workers to senior management.

Implementation

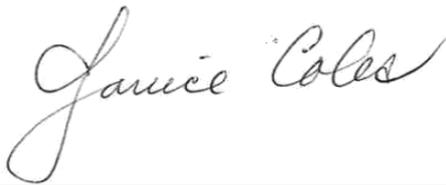
This policy is to be reviewed by the Board annually and a signed copy of the policy must be posted in the Workplace.

The C.E.O./Business Administrator will report Workplace Accidents and any unresolved workplace hazards to the Board on a quarterly basis.

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

Appendix

Appendix 1 – Joint Health and Safety Committee Terms of Reference



Chair



Secretary

Joint Health and Safety Committee Terms of Reference

Purpose of the Joint Health and Safety Committee

The purpose of the Joint Health and Safety Committee (the 'Committee') is to work cooperatively with the employer in identifying and resolving health and safety issues in support of the planned occupational health and safety program and to prevent occupational injuries and diseases in the workplace.

Committee Membership

The Committee will have four (4) members. Two representatives will come from Management, one of whom will be named Co-chair. Two representatives will be selected by the employees from the Union membership, one of whom will be named Co-chair. The Committee must have two (2) certified members, one Union and one Management.

Duties and Functions of the Committee

The duties and functions of the Committee are those identified in the *Occupational Health and Safety Act, R.S.O. 1990, Chapter 0.1* (the 'Act'):

- Identify situations that may be unhealthy or unsafe for workers and advise on effective solutions for responding to those situations;
- Consider and expeditiously deal with complaints relating to the occupational health and safety of workers;
- Consult with workers and the employer on issues related to occupational health and safety of workers;
- Make recommendations to the employers and workers for the improvement to the policy and monitor effectiveness;
- Make recommendations to the employer on educational programs promoting the health and safety of workers and compliance with the Act and monitor effectiveness;
- Advise the employer on programs and policies required under the Act for the workplace and monitor effectiveness;
- Advise the employer on proposed changes of the work processes that may affect the health and safety of workers;
- Ensure that incident investigations and regular inspections are carried out as required by the Act;
- Schedule workplace inspections for the year in December
- Participate in inspections, investigations, and inquires as provided by the Act;
- Carry out any other duties, and functions prescribed by the Act.

Co-Chair Duties

- Facilitate the meetings;
- Review previous meeting reports and materials;
- Ensure meeting agenda is prepared and distributed;
- Prepare correspondence on behalf of the Committee.

Meetings

- Co-Chairs to establish meeting schedule no later than December of the previous year and forward to the Recording Secretary for distribution to the Committee.
- The Committee shall meet at least once every three months as required by the Act. The Committee may meet more frequently as required. Special meetings, if required, will be held at the call of the Co-Chairs.
- Committee meetings will only go forward if there is equal representation from the Union and Management. A substitute, who is not necessarily certified, for either party may be allowed to attend, on a limited basis.
- Members of the committee are entitled to time off work for:
 - The time required to attend meetings of the Committee
 - Other time that is reasonably necessary to prepare for meetings of the Committee, and
 - Other time that is reasonably necessary to fulfill the other duties and functions of the Committee;
 - Time off for the Joint committee members to perform these duties and functions is time worked for the employer, and the employer will pay for that time consistent with the provisions of the Act and the Collective Agreement.

Procedural Guidelines

1. Agenda items (with adequate documentation) to be exchanged by Co-Chairs and sent to Recording Secretary 10 working days before the meeting.
2. Once the Agenda is approved, and within one week of the meeting, the Recording Secretary will send the Agenda and all documentation to the Committee.
3. The Library will provide the reasonable equipment, space, and clerical support necessary for the Committee to carry out its duties and functions including the Recording Secretary.
4. The Recording Secretary will prepare the DRAFT minutes within 2 working days of the meeting and send to Co-Chairs for approval in principle.
5. Minutes should be signed by the Co-Chairs and posted in the workplace within one week of the meeting.

Policy (G-15) Procurement

submitted by Lisa DiDonato, Business Administrator

Recommendation

THAT the Board approve Policy (G-15) Procurement as amended

Background

The Procurement Policy, provides the framework and guidelines for procurement of Goods and Services.

Updates

The Procurement Policy amendments are meant to align the authorized spending limits of SCPL with the City of St. Catharines. A copy of the Procurement Policy with recommended amendments is attached for Board review.



Policy Name	Procurement		
Section & Number	Board G-15	Effective Date	2023-04-20
Motion Number	2023-38	Last Review	2004-06-17 2023-04-20
Author	Business Administrator	Next Review	2027

Policy Statement

The purpose of this policy is to provide the overall framework and guidelines for the procurement of Goods and Services.

The St. Catharines Public Library Board has adopted the *City of St. Catharines Procurement Policy*, which was approved by City Council on November 4, 2019 by By-Law 2019-286.

The *City of St. Catharines Procurement Policy* can be found at the following link:
<https://www.stcatharines.ca/en/council-and-administration/resources/Procurement-Policy-and-Procedures.pdf>

Scope

Where the authority to enter into a Contract for the procurement of Goods, Services or Construction is a decision entirely within the jurisdiction of a local board of the City of St. Catharines, the local board may use the services of the Procurement Division. In this case all terms and conditions of the Bylaw will apply except:

- a) Any reference to "Council" shall be read as a reference to the "Board"; and
- b) Any reference to "CEO" shall be read as a reference to the "SCPL CEO"; and
- c) Any reference to "Department Head (Director)" shall be read as a reference to the "SCPL Business Administrator"; and
- d) Any reference to "Specified Manager" shall be read as a reference to "SCPL Manager".
- ~~e) Any reference to a Department Head, Department representative or CAO shall read as the head of the administrative function of any Board, or their Delegate created by a formal process in writing and provided to the Procurement Division.~~

Purchasing Principles

The City has adopted the following purchasing Purposes, Goals and Objectives:

- (a) To encourage competitive bidding;

- (b) To ensure objectivity and integrity in the Purchasing process;
- (c) To ensure fairness between Bidders;
- (d) To maximize savings for taxpayers;
- (e) To offer a variety of Purchasing methods, and to use the most appropriate method depending on the particular circumstances of the acquisition;
- (f) To the extent possible, ensure openness, accountability and transparency while protecting the best interests of the Library;
- (g) To obtain Best Value for the Library when procuring Goods and/or Services;
- (h) To avoid real and perceived conflicts between the interests of the Library and those of the Library's employees in order to ensure compliance with the Municipal Conflict of Interest Act, R.S.O. 1990, c.M.50, as amended;
- (i) To encourage the Purchase of Goods and/or Service with due regard to the preservation of the natural environment;
- (j) To promote, and incorporate whenever possible in Purchasing activities of the Library, the requirement of the Ontarians with Disabilities Act, 2001, S.O. 2001, c. 32, as amended;
- (k) To adhere to the code of ethics of the Ontario Public Buyers Association and the National Institute of Government Purchasing;
- (l) To maintain timely and relevant policies and procedures.

Regulations

1. To adhere to the *City of St. Catharines Procurement Policy, November 2019*, with respect to all aspects of the procurement of goods and services, including disposal of surplus or obsolete assets, conflict of interest, specifications, award considerations, etc., as per the Policy.

Procedural Guidelines

1. The Business Administrator will ensure that procurement practices are in accordance with the *City of St. Catharines Procurement Policy, November 2019* and as amended.
2. The Business Administrator will provide purchasing services and advice to all Library departments.
3. The Business Administrator will co-ordinate and/or standardize the purchase of similar items by department in order to optimize discounts available to the Library.
4. The Business Administrator will ensure that the procurement policies **and authorized spending limits** are adhered to. ~~by departments who have the authorized spending limits.~~

5. The Business Administrator will conduct an annual review of procurement practices to ensure they adhere to the *City of St. Catharines Procurement Policy, November 2019* and all subsequent amendments.

Implementation

The Policy shall be implemented by the Business Administrator, under the direction of the C.E.O.

Policy (G-20) Video Surveillance

submitted by David Bott, Innovation, Collections and Technology Manager

Recommendation

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

Background

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

Update

Since the last amendment, the Library has made some minor edits, as well as added the following language:

- Only authorized personnel shall be permitted to operate video surveillance systems.
- Footage may also be used to assist in identifying or resolving property-related matters. Access will be limited to cases where review of camera footage may help to identify the cause of/or help resolve a problem.
- Security camera footage will not be used to monitor employee performance.

Included for Board review are the following documents:

- Black-line version of Policy (G-20) Video Surveillance showing the proposed amendments
- Clean version of Policy (G-20) Video Surveillance in the new brand format

ST. CATHARINES PUBLIC LIBRARY BOARD

POLICY

Section: General Number: G20	Subject: Video Surveillance	Motion #: 2018-55
Policy Level: Library Board	Author: Manager, Innovation, Collections & Technology	Review: 4 years
Approval Date: May 17, 2018	Effective Date Last Review: May 1, 2018	Next Review: Annual 2026
Notes: Approved at the Board Meeting of May 17, 2018. Amended at the Board Meeting of November 17, 2022 <u>September 21, 2023</u>		

Formatted: Font: Not Bold
Formatted: Font: Not Bold

POLICY STATEMENT

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

SCOPE

Formatted: Font: Bold

This policy applies to video surveillance at the Library's facilities and properties. It does not apply to videotaping or audio taping or any covert surveillance that may be used for law enforcement purposes.

Definitions:

Municipal Freedom of Information and Protection of Privacy Act - MFIPPA
Personal Information

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

Video Surveillance System

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

Regulations

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

Roles and Responsibilities:

Office of the CEO

The Office of the CEO shall, in conjunction with other relevant departments (~~responsible for Facilities and Information Technology~~) provide leadership; management and control over video surveillance application systems in order to ensure corporate strategies are supported, standardized, consistent and reliable.

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

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

Contract work with a third party

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

Operational Guidelines: Procedures:

Privacy Assessment

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

Installation and Placement

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

Notification Requirements

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

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

Contract work with a third party

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

Formatted: Font: Not Bold

Access, Use and Disclosure:

Only authorized personnel shall be permitted to operate video surveillance systems.

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

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

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

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

Retention:

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

Implementation

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

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

LS/As

Policy reviewed by CEO and Business & Facilities Administrator
May 2018

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

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

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

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

Employee or Customer Information

Check One:

Employee Information or Customer Information

File Location

Central Library File or Branches Files

General Files or Specific Record Titles Type of Record

General Files Specific Record Titles - Video Surveillance

Please describe the records sought.

Description of Records:

To be completed by the Police Officer(s):

Occurrence No. _____

Review Original Documents _____ Copies Requested _____ *Original Requested _____

Signature of Investigating Officer Badge/Identification No. Date

Signature of Investigating Officer Badge/Identification No. Date

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

Formatted: Font: Not Bold

Formatted: Left

Reviewed May 2015-2022

Disclosure of Personal Information (to the Police)

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

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

Please indicate the circumstances under which disclosure was authorized.

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

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

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

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

Reviewed May [2015-2022](#)



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

Policy Statement

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

Scope

This policy applies to video surveillance at the Library's facilities and properties. It does not apply to videotaping or audio taping or any covert surveillance that may be used for law enforcement purposes.

Definitions

Municipal Freedom of Information and Protection of Privacy Act - MFIPPA

Personal Information

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



Video Surveillance System

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

Regulations

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

Responsibility

Office of the CEO

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

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

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

Operational Guidelines

Privacy Assessment

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

Installation and Placement

Video surveillance equipment shall be installed in strictly controlled access areas that have been identified as requiring video surveillance and should never include areas where the public and employees have a reasonable expectation of privacy such as washrooms and change rooms. Adjustment of monitor



position must be restricted to ensure that only designated areas are being monitored.

Notification Requirements

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

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

Contract work with a third party

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

Access, Use and Disclosure:

Only authorized personnel shall be permitted to operate video surveillance systems.

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

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

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

Information from the Library's surveillance system shall only be released to the police or government agencies upon the presentation of a proper and valid



POLICY

warrant to the C.E.O, or in the absence of a warrant, the information must be documented on the Disclosure of Information (to the Police) Form created for this purpose (Appendix 1). Disclosure to be in accordance with Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990, c.M.56

Retention:

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

Implementation

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

Appendix

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

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

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

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

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

Employee or Customer Information

Check One:

Employee Information or Customer Information

Location

Central Library or Branches

Type of Record

General Files Specific Record Video Surveillance

Please describe the records sought.

Description of Records:

To be completed by the Police Officer(s):

Occurrence No. _____

Review Original Documents _____ Copies Requested _____ *Original Requested _____

Signature of Investigating Officer Badge/Identification No. Date

Signature of Investigating Officer Badge/Identification No. Date

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

Disclosure of Personal Information (to the Police)

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

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

Please indicate the circumstances under which disclosure was authorized.

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

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

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

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