St. Catharines Public Library Board

Regular Meeting

Thursday, October 17, 2024, 6:00 pm
Mills Room, Central Library & Microsoft Teams

AGENDA

Chair calls meeting to order and Lisa DiDonato to read SCPL Land Acknowledgment.

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

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

3. **Presentations**

4. **Adoption of Minutes (attachment)**
   4.1   Regular Meeting – September 19, 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 and Jen Dell, Programming Librarians, Programming & Promotions

                                                                                                                          Motion

6. **Consent Agenda (attachments)**
   6.1   Correspondence
   6.2   CEO Report – K. Su
   6.3   6.3(a)   Customer Service – J. Spera & M. Haanstra
           6.3(b)   Innovation, Collections, and Technology – D. Bott
           6.3(c)   Programming & Promotions – H. Jones
           6.3(d)   Health & Safety – L. DiDonato
           6.3(e)   Reciprocal Borrowing – J. Spera

6.4 Financial Reports – L. DiDonato
    6.4(a)   2024 Financial Results and Forecast at September 30, 2024
    6.4(b)   Endowment & Trust Statement at September 30, 2024
    6.4(c)   Short-Term Investments Statement at September 30, 2024
6.5 Risk Management Semi Annual Reporting – L. DiDonato
6.6 Holiday Social Brunch Closure – A. Maciukas

7. Discussion Reports (attachments)
7.1	2025-2028 Strategic Plan – J. Gunn & K. Su	Motion
7.2	2025 Workplan – K. Su	Motion
7.3	Policy (G-26) Records & Information Management – L. Jenter	Motion
7.4	Policy (G-10) Internet Use – 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 – September 19, 2024 (attachment)   Motion
8.4 In-Camera Consent Agenda (attachment)
    8.4(a)   Staffing Update (September 2024) - A. Maciukas
8.5 In-Camera Discussion Reports (attachments)
    8.5 (a)   Property Matter – L. DiDonato & K. Su (verbal)
        (Closed Session in accordance with the Public Libraries Act section 16.1(4)(c)
        a proposed or pending acquisition or disposition of land by the board)
        149 Hartzel Road
    8.5 (b)   Property Matter - L. DiDonato
        (Closed Session in accordance with the Public Libraries Act section 16.1(4)(c)
        a proposed or pending acquisition or disposition of land by the board)
        54 Church Street
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
- Holiday Social – Sunday, November 10, 2024 at 11:00 am, Rockway Vineyards
- Board Meeting – Thursday, November 21, 2024 at 6:00 pm, Mills Room, Central Library & Microsoft Teams

St. Catharines Public Library Board

Regular Meeting Minutes

Thursday, September 19, 2024, 6:00 pm
Mills Room, Central Library & Microsoft Teams

Present: M. Brousseau   L. Littleton
P. Clausi   G. Riihimaki
J. Coles (Chair)   Councillor J. Lindal (joined at 6:04pm)
S. Dimick (Vice-Chair)   Councillor G. Miller (joined at 6:05pm)

Regrets: K. Diiorio

Staff: D. Bott (left at 7:25pm)   H. Jones (left at 7:25pm)
L. DiDonato   A. Maciukas (left at 8:25pm)
M. Haanstra (left at 7:25pm)   S. Mannella (left at 8:25pm)
L. Jenter (Recording Secretary)   J. Spera (left at 7:25pm)
(left at 8:25pm)   K. Su (Secretary)

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

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

Adoption of Agenda

1.1   <u>Additions/Deletions to Agenda</u>
Remove Item 7.1 Policy (P-06) CEO Evaluation
Pull Item 6.1 Correspondence - Impact Report for discussion as Item 7.1

1.2   <u>Adoption of Agenda</u>

MOTION: 2024-100   THAT the Agenda be adopted as amended.
MOVED BY: P. Clausi
SECONDED BY: G. Riihimaki
MOTION CARRIED.

2. **Chair's Remarks & Declarations of Interest**
   The Chair welcomed the Board back from the Summer break and thanked the
   Board and Staff for their work on the Strategic Plan and Merritt Branch discussions.
   The Collective Agreements have been added to the Board SharePoint site.
   L. Littleton declared a conflict of interest for Item 7.4.

Councillor J. Lindal joined at 6:04pm. Councillor G. Miller joined at 6:05pm.

3. **Presentations**
   2025-2028 Strategic Plan – Janet Gunn, Strategy and Content Director, Intent
   The Board received a presentation of the draft Strategic Plan, reviewing the use
   of the brand tagline "in bloom" and the proposed strategic goals. Board and
   Staff feedback was requested for language and actionable goals.

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

   4.1 Special Meeting – July 25, 2024

MOTION: 2024-101	THAT the Special Meeting Minutes of July 25, 2024 be adopted.
MOVED BY:	L. Littleton
SECONDED BY:	S. Dimick
MOTION CARRIED.	

5. **Monthly Updates (verbal)**
   5.1 St. Catharines City Council
   Councillor G. Miller shared City Council has started budget process.

   5.2 OLS Update –J. Coles
   The Chair shared discussion about CEO Evaluation process with the Board Chair
   of another Ontario library. The Chair reminded Board members of the OLS Virtual
   Conference on October 24.

   5.3 CEO Update – K. Su
   The CEO updated the Board about the following:
   - GICB Grant – the Library is working with the City of St. Catharines to reapply
     for the GICB grant. Staff are discussing with City and architect regarding
     the scope of the project. Application deadline is October 16.
   - Port Refresh – reached out to City to discuss external work on the building
     and invited the Mayor and Councillors to attend the Grand Reopening.
   - Holiday Social – event will be Sunday, November 10 from 11am-1:30pm.
   - Draft of the Fundraising RFP – P. Clausi requested more information from
     the CEO about the Fundraising RFP. CEO shared the intention to hire a

consultant to determine the fundraising feasibility for the Central renovation.

5.4 Department Update – S. Mannella
S. Mannella provided an update to the Board showing the progress of the refresh project at the Port Dalhousie branch.

6. Consent Agenda
6.1 Correspondence
6.2 CEO Report – K. Su
6.3 Department Reports – June, July, & August 2024
    6.3(a) Customer Service – J. Spera & M. Haanstra
    6.3(b) Reciprocal Borrowing – J. Spera
    6.3 (c) Facilities – S. Mannella
    6.3(d) Innovation, Collections, and Technology – D. Bott
    6.3(e) Programming & Promotions – H. Jones
    6.3 (f) Health & Safety – L. DiDonato
6.4 Financial Reports – L. DiDonato
    6.4(a) Endowment & Trust Statement at June 30, 2024
    6.4(b) Short-Term Investments Statement at June 30, 2024
6.5 Quarterly Progress Update on 2024 Work Plan (Q3) – K. Su
6.6 Valuing St. Catharines Public Library – K. Su
6.7 2025 Board Meeting Dates – K. Su
6.8 Library Closures 2025 – K. Su

MOTION: 2024-102	THAT the Consent Agenda be received as circulated except for Item 6.1 Correspondence - Impact Report pulled for Discussion.
MOVED BY:	S. Dimick
SECONDED BY:	M. Brousseau
MOTION CARRIED.	

7. Discussion Reports
7.1 Impact Report – L. Littleton
L. Littleton requested additional information from Staff regarding how the impact report will be used by the Library. The CEO has sent the document to City Council for their council package. The Library intends to share the information with the community and use it to compare with peer libraries.

MOTION: 2024-103	THAT the impact report be included into the budget presentations to Council.
MOVED BY:	L. Littleton
SECONDED BY:	G. Riihimaki

MOTION CARRIED.

7.2 <u>Appointing the CEO Evaluation Committee</u> – J. Coles
The Chair requested Board volunteers for the CEO Evaluation Committee. The Committee will use the CEO Evaluation Policy and determine any updates to be recommended.

MOTION: 2024-104	THAT the Board appoint members Janice Coles, Michael Brousseau and Sarah Dimick to the CEO Evaluation Committee.
MOVED BY:	L. Littleton
SECONDED BY:	G. Riihimaki
MOTION CARRIED.	

7.3 <u>Policy (P-14) Disconnect from Work</u> – A. Maciukas
The Board received Policy (P-14) Disconnect from Work with recommended amendments for clarity and language.

MOTION: 2024-105	THAT the Board approve Policy (P-14) Disconnect from Work as amended.
MOVED BY:	P. Clausi
SECONDED BY:	M. Brousseau
MOTION CARRIED.	

L. Littleton left the meeting at 7:05pm

7.4 <u>Policy (G-04) Collection Management</u> – D. Bott
The Board received Policy (G-04) Collection Management with recommended amendments.

MOTION: 2024-106	THAT the Board approve Policy (G-04) Collection Management as amended.
MOVED BY:	S. Dimick
SECONDED BY:	Councillor J. Lindal
MOTION CARRIED.	

L. Littleton returned to the meeting at 7:08pm.

7.5 <u>Policy (G-23) Library Board Member Expenses</u> – K. Su/L. DiDonato
The Board received Policy (G-23) Library Board Member Expenses with recommended amendments for consistency. The CEO recommended an additional amendment to add "parking cost is eligible for reimbursement if no free parking is provided." The Board discussed the child care reimbursement.

MOTION: 2024-107	THAT the Board approve the Board Members Expenses Policy as revised.

MOVED BY: Councillor G. Miller
SECONDED BY: G. Riihimaki
MOTION CARRIED.

7.6   Board Self-Assessment Procedure – G. Riihimaki/J. Coles
The Board received a verbal update that work on the Board Self-Assessment will resume in the Fall.

7.7   Business Continuity Plan – K. Su
The Board received the draft Business Continuity Plan created to ensure continuity of Library service in a crisis situation.

MOTION: 2024-108   THAT the Board approve the Business Continuity Plan.
MOVED BY: M. Brousseau
SECONDED BY: Councillor J. Lindal
MOTION CARRIED.

7.8   Material Recovery Process – J. Spera/J. Coles
P. Clausi provided context to discussion on the Library use of the collection agency to address unpaid fees. The Board discussed the process and the use of the fees generated to improve the collection.

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: 2024-109   THAT the In-Camera Agenda be adopted.
MOVED BY: S. Dimick
SECONDED BY: L. Littleton
MOTION CARRIED.

8.2 Motion to Move In-Camera

MOTION: 2024-110   THAT the Regular Meeting move to In-Camera Session to discuss property, security, and legal matters.
MOVED BY: M. Brousseau
SECONDED BY: Councillor G. Miller
MOTION CARRIED.

D. Bott, M. Haanstra, H. Jones, and J. Spera left the meeting at 7:25pm

The meeting moved to In-Camera Session at 7:27pm

Chair called for break at 8:25pm.

L. Jenter, A. Maciukas and S. Mannella left the meeting at 8:25pm.

Meeting resumed at 8:32pm.

8.6 Return to Open Session

MOTION: 2024-113	THAT the In-Camera Session return to Open Session
MOVED BY:	G. Riihimaki
SECONDED BY:	L. Littleton
MOTION CARRIED.	

The Meeting returned to Open Session at 8:45pm

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

MOTION: 2024-114	THAT the Staff proceed as directed during the closed session, the Board received the information presented during the closed session, and the Board approve the Staff recommendation related to the closed session report.
MOVED BY:	S. Dimick
SECONDED BY:	P. Clausi
MOTION CARRIED.	

The chair reminded the Board of the OLS virtual conference on October 24 and urged them to attend the SCPL program on Saturday, October 26 with the Shaw Festival's Artistic Director Tim Carroll.

10. **Motion to Adjourn**

MOTION: 2024-115	THAT the Regular Meeting be adjourned.
MOVED BY:	S. Dimick
SECONDED BY:	N/A
MOTION CARRIED.	

Meeting adjourned at 8:47pm.

11. **Next Meeting / Upcoming Events**
- Board Meeting – Thursday, October 17, 2024 at 6:00 pm, Mills Room, Central Library & Microsoft Teams

Chair _____

Secretary _____

Consent Agenda

Recommendation

THAT the Consent Agenda be received as circulated.

6. **Consent Agenda (attachments)**   Motion
    6.1   Correspondence
    6.2   CEO Report – K. Su
    6.3   Department Reports – September 2024
          6.3(a)   Customer Service – J. Spera & M. Haanstra
          6.3(b)   Innovation, Collections, and Technology – D. Bott
          6.3(c)   Programming & Promotions – H. Jones
          6.3(d)   Health & Safety – L. DiDonato
          6.3(e)   Reciprocal Borrowing – J. Spera
    6.4   Financial Reports – L. DiDonato
          6.4(a)   2024 Financial Results and Forecast at September 30, 2024
          6.4(b)   Endowment & Trust Statement at September 30, 2024
          6.4(c)   Short-Term Investments Statement at September 30, 2024
    6.5   Risk Management Semi Annual Reporting – L. DiDonato
    6.6   Holiday Social Brunch Closure – A. Maciukas

CEO Report

submitted by Ken Su, CEO (September 2024)

For Information

Central Library Renovation Update

Library staff met with city staff and the architect on September 16 to prepare a revised application for the Green and Inclusive Community Building grant. At the meeting, parties discussed the possibility of modifying the scope of the project so the Library has a better chance to get the grant. Parties met again on September 27 to further clarify the scope of the project and determine which areas at the Central Library will be included in the application.

Staff finalized the application and submitted it on October 10, 2024.

Fundraising Feasibility RFP

The fundraising feasibility RFP was released on September 23 and closes on October 18. Staff plan to evaluate all submissions on October 24 and select a successful applicant for the project.

It is anticipated that the project will be completed in the 1st half of 2025 and the consultant will provide a list of key donor prospects, suggest possible fundraising strategies, recommend a timeframe for the fundraising campaign, and present the findings to the Library Board and key staff.

Shared Integrated Library System RFP

A joint statement from NFPL and SCPL was sent to Niagara library CEOs on September 23 to inform them the upcoming project. Staff from NFPL and SCPL met again on October 3 to attend a demo from one potential vendor and discussed a rough timeline for the project.

It was proposed that NFPL and SCPL will jointly release a RFP in November and hopefully jointly evaluate all submissions in early 2025 to select a successful vendor. Given the upcoming relocation of the Merritt branch, SCPL will most likely kick off the ILS migration project in the fall of 2025 that includes system migration, staff training and communications to the public.

One Book One Niagara

Grimsby Public Library has been coordinating One Book One Niagara events (https://onebookoneniagara.ca/) in the last two years. As their CEO plans to retire at the end of this year, she reached out to SCPL to see if we are willing to take over this initiative. We recognize that this is a wonderful opportunity for Niagara libraries to work together and promote literacy in the region through the shared experience of reading.

SCPL is going to meet with other Niagara libraries in the coming months to develop a plan for future One Book One Niagara events. Details will be provided to the Board when they become available.

Brock University Research Project – Inclusivity within Canadian Public Libraries

SCPL was invited to participate in a Brock University research project along with several other Canadian libraries. The objective of this research project is to explore how public libraries create and maintain inclusivity to support an ever-changing and diverse community of their customers. Researchers aim to understand the challenges of various Canadian public libraries concerning inclusiveness and how they address these challenges on a daily basis.

Library staff will be invited to an interview (roughly 60 minutes) to answer a series of questions related to the research topic. Participation will be anonymous and is on a voluntary basis.

Researchers aim to conduct preliminary analysis until the end of 2024, prepare the initial draft report early 2025 and submit a scientific paper to one of the management journals mid-2025. Final finds and reports will be shared with research participants after the research project is concluded.

Customer Service

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

For Information

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

	September 2024	**% change from 2023**
Gate Count	28,323	27,107 (+4%)
Membership	637	616 (+3%)
Holds Placed	12,752	11,624 (+9%)
Questions	6,328	4,952 (+22%)

Gate Count

In September, our system-wide gate count was up 4% compared to September 2023. The Port Dalhousie Branch was closed September 9 to 21 for the branch refresh. Numerous class visits and drop-in programs continue to contribute towards our elevated gate numbers.

Membership

New memberships continue to grow, with 3% over September 2023 with an increase of up 8% year to date. The launch of reciprocal borrowing and a successful Library Card Sign Up drive in September are contributing factors to our strong membership growth.

Holds Placed

The number of holds placed this month was up over 9% over September 2023. The holds system continues to be an integral library service for customers across the city.

Training Update

To meet our goal of being a Library for All and providing excellent customer service, the training librarian created and delivered Difficult Conversations training for all staff. This

training was created to increase staff comfort level with difficult conversations by sharing communication strategies, information and resources.

Innovation, Collections & Technology

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

For Information

Physical Circulation

Physical circulation fell by about 10% from August to September 2024. This seems to reflect a trend of physical circulation increasing significantly over July-August, then returning to numbers more consistent with the rest of the year (September 2024 circulation is almost identical to that of June). Overall, physical circulation is up 5% year-to-date over that of 2023.
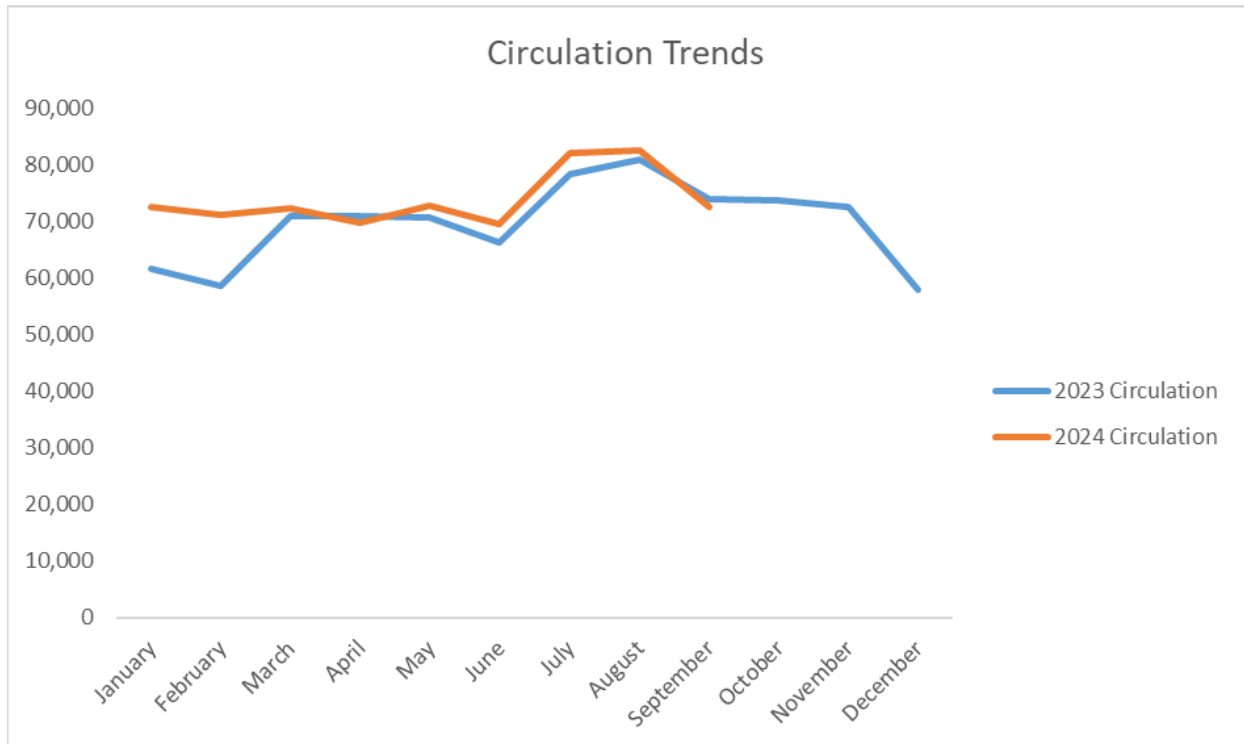
Digital Circulation

Digital Circulation decreased by about 4% from August to September 2024; however digital circulation was 6% higher in September 2024 compared to September 2023.

Library of Things

Hotspots

10 new hotspots were purchased for the collection. The new hotspots are an upgraded model (MiFi X Pro 5G) that offer 5G connectivity and can be used as a power bank to charge mobile devices.

The original fleet of hotspots were launched in 2021 and have seen significant usage over the years with 760 checkouts. Through years of constant usage, many began to experience problems including battery and antennae failures. To ensure that our customers could continue to enjoy equitable access to the internet, ICT felt it was time to replace the units.

Karaoke Machine

ICT added a Karaoke Machine to the Library of Things Multimedia Series. Customers can connect their device via bluetooth and sing along using the two wireless microphones and even add different light effects.

Video Surveillance System

ICT staff has begun installation of new 360-degree cameras at the Central Branch.

Programming and Promotions

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

For Information

Programming Highlights

September is traditionally a quieter month for programming, as students return to school and busy summer events come to an end. In total, 1,324 customers attended or engaged in programs and outreach this month. Attendance fell by 26% from the same period in 2023. The decrease is likely due to the shift in the Niagara Grape & Wine Festival's structured offerings from previous years (moving from two weekends to one), and SCPL's inability to attend the Sunday event in Montebello Park. In previous years, SCPL recorded significant outreach numbers at these events. Instead, SCPL opted to take part in the annual Grape & Wine parade on Saturday, September 28, an event that draws thousands to the downtown core each year. This marked a momentous opportunity for the library to increase our visibility within the community, though in a way that can't be measured with quantifiable data.

Program Attendees By Month, 2024
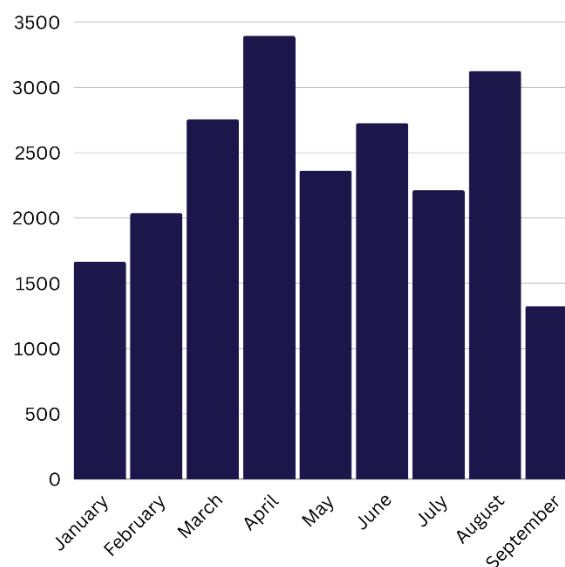
Of special programming note in September:

1. **Digital Skills For Seniors,** an 8-week series facilitated by the Niagara Folk Arts Multicultural Centre. Seniors 65+ learned and enhanced digital skills, including computer basics, smart phones, safe internet browsing, e-banking, and more (33

attendees).

2. **Tinker Tots**, ages 2-4 with caregiver. Preschool-aged children explored a variety of tools and materials for self-directed exploration (78 attendees).

3. **Drop-in: Community House Plant Swap,** a meet-up for community members interested in donating or swapping house plants and sharing knowledge on how to best care for and propagate their new plants (48 attendees).

4. **Embroidery Upcycling Workshop,** a workshop for adults interested in learning how to refresh worn clothing through the craft of embroidery (13 attendees).

5. **Grape & Wine Grande Parade,** the largest community festival in St. Catharines, which draws thousands to the downtown core annually. The library participated this year by entering a float with the theme "Read Between the Wines", which consisted of a decorated SCPL van towing our community outreach trailer "Fleur", and library staff walking behind in grape and wine themed book costumes. In addition, the outreach tent was set up on the James Street sidewalk in front of the Central Library, with the goal of promoting the library's many resources, services, programs and spaces to passers-by (71 engagements at outreach tent, plus impact of our float in the parade).

6. **REACH Niagara ODSP Clinic,** a partnership between SCPL and REACH Niagara. The library has committed to hosting monthly ODSP (Ontario Disability Support Program) clinics at the Central Library September-February. These clinics, which include support from volunteer physicians and legal advisors, assist community members applying for ODSP (15 attendees).

Communication Highlights

September was a very busy month for promotions. The Communications Specialist was involved in several initiatives this month, including:

- A multi-faceted communication plan in support of the library's Reciprocal Borrowing initiative
- Promotions to support the Port Refresh project
- Promotional launch for the inaugural SCPL LitFest
- The Grape and Wine Parade planning committee
- Programming efforts for the National Day for Truth & Reconciliation

Community Feedback

There were no submissions received this month via the Request for Program Reconsideration form.

Feedback received on the library's social media accounts demonstrated positive responses to the Reciprocal Borrowing campaign and continued enjoyment of our local history highlights:

- "I can't love this enough!!" - Facebook comment regarding Reciprocal Borrowing
- "This is fantastic news!" - Facebook comment regarding Reciprocal Borrowing
- "This is excellent!!! Congrats on such a great program 👏 👐" - Instagram comment on reciprocal borrowing post
- "Such an incredible photo" - Facebook comment on a local history post
- "We love the throwback and history! 📚 🏛" - Instagram comment on local history post
- "I'm so here for St. Catharines history 😵 crazy photo" - Instagram comment on local history post

Media Mentions

28-Sep	St. Catharines Standard	"Port Dalhousie library branch holding open house on Oct. 5"

Health & Safety

submitted by Lisa DiDonato, Business Administrator

For Information

Appendix A contains the results of Health and Safety inspections conducted since the last report.

The next Joint Health & Safety Committee meeting is scheduled for December 12, 2024.

The agenda will include:
- Quarterly Inspection Report
- Status of Risk Assessment Findings
- 2025 Meeting and Inspection Dates
- Personal Security Devices

Appendix A – Health and Safety Inspection Results

Location	Date	Results	Update
Annual Inspections			
HUQ Branch	June 18, 2024	Fire Plan is from 2012; waiting for City to provided updated plan for staff.	Emailed City who has indicated new plan is in progress.
Regular Inspections			
Central – 1st Floor	August 27, 2024	Shelving in Children's Picture Book Area needs to be reconfigured to secure.	Facilities working with Customer Service to resolve.
Central – 1st Floor	September 12, 2024	Nothing to report.	n/a
Port Branch	September 24, 2024	Nothing to report.	n/a
HUQ Branch	September 24, 2024	Nothing to report.	n/a
Merritt Branch	September 24, 2024	Nothing to report.	n/a

Reciprocal Borrowing Update Report

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

For Information

The purpose of this report is to update the Library Board on the status of the reciprocal borrowing initiative approved by the Board in March 2024.

Background

The Library Board approved the Reciprocal Borrowing initiative at the March 21, 2024 meeting. Reciprocal borrowing is open to all Niagara public libraries who wish to sign an agreement with the St. Catharines Public Library (SCPL).

Reciprocal Borrowing Agreement Update

SCPL has been in communications with Niagara libraries providing updates and soliciting interest and participation in the initiative. Signed agreements were included with the September 2024 reciprocal borrowing update. Since the last Board meeting, Grimsby and Fort Erie Public libraries have provided signed agreements approved by their boards, which are included in Appendix A. Once the SCPL Board Chair endorses these agreements, they will be sent to the respective libraries. The chart below provides a status update of each Niagara Library:

Niagara Library	Signed Agreement	Notes
Niagara Falls Public Library	Yes	Launched September 3rd
Welland Public Library	Yes	Launched September 3rd
Thorold Public Library	Yes	Launched September 3rd
Wainfleet Public Library	Yes	Launched September 3rd
Lincoln Pelham Public Library	Yes	Launched September 3rd
Port Colborne Public Library	Yes	Launched September 3rd
NOTL Public Library	Yes	Launched September 3rd
Grimsby Public Library	Yes	Launch date October 1st
Fort Erie Public Library	Yes	Launch date November 1st
West Lincoln Public Library	No	Presenting to the Board in September. Waiting for an update.

Reciprocal Borrowing by Home Library:

Since reciprocal borrowing launched on September 3rd, SCPL has issued 77 reciprocal memberships as of September 30th. Thus far, the memberships are spread equally between neighbouring libraries as illustrated in the graph:

Reciprocal Borrowers by Home Library
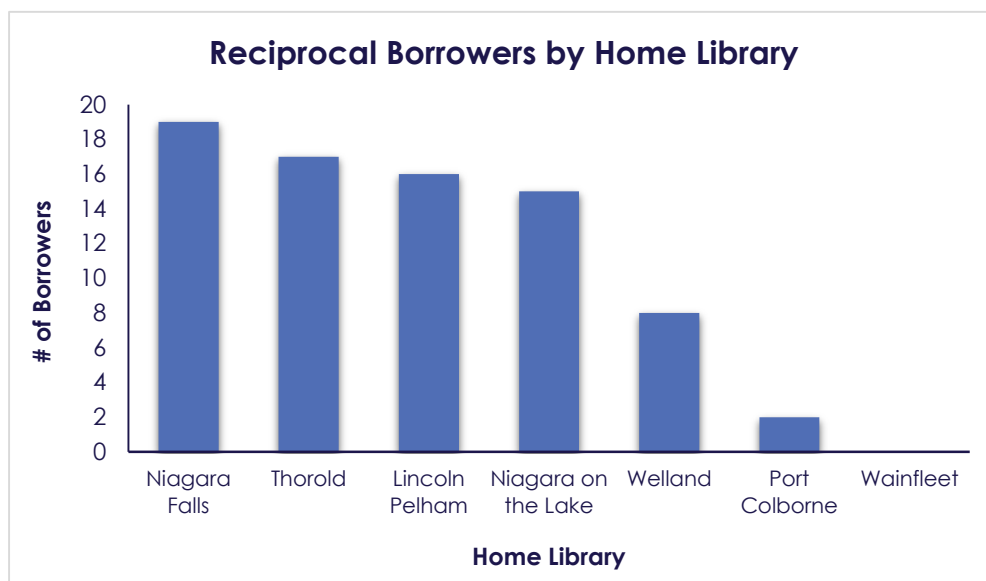
Feedback from Niagara Libraries:

The feedback from the participating libraries has been positive, illustrating that SCPL customers are interested in creating library memberships at neighbouring Niagara municipalities:

Reciprocal Library	Memberships Created
Niagara Falls Public Library	10
Niagara-on-the-Lake Public Library	8
Thorold Public Library	2
Welland Public Library	6

Appendix A – attached

SC PL
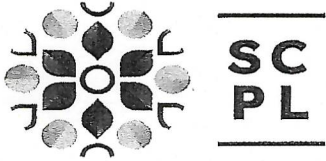
Reciprocal Service Agreement

The St. Catharines Public Library Board and _Grimsby_ Public Library Board agree to honour the borrower cards of both St. Catharines Public Library and _____ Public Library customers and grant these customers membership in their reciprocal library effective _Oct. 1_ 2024.

It is agreed that:

- Customers must present an active library card from their servicing library, as well as an official piece of identification showing correct name and address residence, to be eligible for a library card in their reciprocal library.
- Customers will accept the borrowing terms, policies and procedures of the lending library as part of the condition of the loan.
- Customers borrowing items will be responsible for the return of the borrowed items directly to the lending library.
- Customers will be held responsible for lost or damaged items, and this responsibility will not be passed on to their servicing library.
- Reciprocal borrowers will not have access to digital resources due to vendor agreements.
- Reciprocal borrowers will not have access to the Library of Things collection.
- Interlibrary loans, Visiting Library services are available to customers only though their servicing library.

Termination of this agreement shall take place under either of the following provisions:

- Either Board giving notice to the other Board at least ninety (90) days prior to the date of termination.
- By mutual agreement of the Boards.

This agreement will become effective after ratification and signing by the authorized representative of each Board.

Janice Coles

Chair, St. Catharines Public Library Board
or Designate

Sept. 25, 2024

Date

Oct. 1, 2024

Chair, _Grimsby_ Public Library Board
or Designate

Date

Reciprocal Service Agreement

The St. Catharines Public Library Board and _Fort Erie_ Public Library Board agree to honour the borrower cards of both St. Catharines Public Library and _Fort Erie_ Public Library customers and grant these customers membership in their reciprocal library effective 2024.

It is agreed that:

- Customers must present an active library card from their servicing library, as well as an official piece of identification showing correct name and address residence, to be eligible for a library card in their reciprocal library.
- Customers will accept the borrowing terms, policies and procedures of the lending library as part of the condition of the loan.
- Customers borrowing items will be responsible for the return of the borrowed items directly to the lending library.
- Customers will be held responsible for lost or damaged items, and this responsibility will not be passed on to their servicing library.
- Reciprocal borrowers will not have access to digital resources due to vendor agreements.
- Reciprocal borrowers will not have access to the Library of Things collection.
- Interlibrary loans, Visiting Library services are available to customers only though their servicing library.

Termination of this agreement shall take place under either of the following provisions:

- Either Board giving notice to the other Board at least ninety (90) days prior to the date of termination.
- By mutual agreement of the Boards.

This agreement will become effective after ratification and signing by the authorized representative of each Board.

_____   _Maria Brigantino, Acting CEO_
Chair, St. Catharines Public Library Board   ~~Chair,~~ _Fort Erie_ Public Library Board
or Designate   or Designate

_____   _September 17, 2024_
Date   Date

2024 Financial Results & Forecast at September 30, 2024
submitted by Lisa DiDonato, Business Administrator

	September 30, 2024			FULL YEAR 2024		
	Actual	**Budget**	**%**	**Forecast**	**Budget**	**%**
REVENUE						
City Contribution (1)	4,950,000	4,950,000	100.0	6,641,583	6,641,583	100.0
Miscellaneous (2)	165,817	78,416	211.5	434,600	333,155	130.4
Transfer from Reserves (3)	-	40,000	-	40,000	40,000	100.0
TOTAL REVENUE	5,115,817	5,068,416	100.9	7,116,183	7,014,738	101.4
SALARIES & BENEFITS						
Salaries	2,958,082	3,101,605	95.4	4,135,474	4,135,474	100.0
Benefits	697,759	713,861	97.7	951,814	951,814	100.0
Salaries & Benefits (4)	3,655,842	3,815,466	95.8	5,087,288	5,087,288	100.0
OTHER EXPENDITURES						
Library Materials	618,468	577,500	107.1	770,000	770,000	100.0
Occupancy Costs	378,228	414,810	91.2	553,080	553,080	100.0
Supplies & Services	310,798	348,695	89.1	464,927	464,927	100.0
Operating Capital	133,406	104,582	127.6	240,888	139,443	172.8
Other Expenditures (5)	1,440,899	1,445,588	99.7	2,028,895	1,927,450	105.3
TOTAL EXPENDITURES	5,096,741	5,261,054		7,116,183	7,014,738	
UNEXPENDED BALANCE (6)	19,076	- 192,637		-	-	

NOTES:

REVENUE

(1) As of September 30, the actual and projected results are consistent with the City of St. Catharines' approved budget for 2024.

(2) Other Revenues are higher than budgeted, year-to-date, primarily due to favourable interest rates.

(3) The Transfer from Reserve will be recognized as needed, in accordance with the expenditures associated with the preparation of the strategic plan.

SALARIES AND BENEFITS

(4) The year-to-date surplus in salaries and benefits is primarily due to the timing of collectively bargained increases, which will continue to be reflected in the fourth quarter of 2024.

OTHER EXPENDITURES

(5) Other expenditures are being actively managed and are anticipated to align with the budget by the end of 2024. The forecast indicates an operating capital deficit for facility and security enhancements, which will be balanced by other revenues at year-end.

UNEXPENDED BALANCE

(6) As of September 30, 2024, there is a net unexpended funding of $19,076, and it is expected that the budget will be balanced at year end.

Endowment & Trust Fund Statement at September 30, 2024

submitted by Lisa DiDonato, Business Administrator

Income/Expenditures

Donations	$	1,950
Used Books Sale	$	2,951
Interest	$	68,256
TOTAL INCOME	$	73,158
Less Expenditures	-$	80,000
Current Year, Net Revenue	-$	6,842
Fund Balance, Beginning of Year	$	1,764,005
Fund Balance	$	1,757,163

Current Assets

Cash And Cash Equivalent	$	471,593
GIC's	$	1,333,877
Receivables	$	31,692
TOTAL CURRENT ASSETS	$	1,837,163
Less Current Liabilities	-$	80,000
NET ASSETS	$	1,757,163
Encumbered Amount		244,968
Unencumbered Amount	$	1,512,195
TOTAL	$	1,757,163

Short-Term Investments Statement
at September 30, 2024

submitted by Lisa DiDonato, Business Administrator

Broker	Due	Yield	Market Value
The Canada Trust Company	Dec 13, 2024	5.05%	$406,192
TD Bank	Dec 13, 2024	5.05%	$162,886
TD Bank	Dec 13, 2024	5.05%	$267,267
Bank of Nova Scotia	Aug 18, 2025	5.45%	$127,500
Bank of Nova Scotia Trust	Aug 18, 2025	5.45%	$100,000
Concentra Bank	Apr 15, 2026	4.91%	$62,300
Equitable Bank	Apr 15, 2025	5.13%	$75,000
ICICI Bank Canada	Apr 15, 2026	4.92%	$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

Risk Management Semi Annual Reporting
submitted by Lisa DiDonato, Business Administrator

For Information

Background

The SCPL Risk Management Plan, approved by the Board in April 2024, outlines the ongoing maintenance and monitoring of a Risk Register to identify, assess, and track risks. Regular reviews and semi-annual reports on the risk register are crucial for fostering a proactive approach to risk management.

Update

On September 25, 2024, the SCPL Management Team conducted a thorough review and assessment of the Risk Register (confidential), attached as Appendix A. In alignment with the Risk Management Plan, SCPL will continue to develop and implement control measures to mitigate the identified risks.

Holiday Social Brunch Closure

submitted by Albertina Maciukas, Manager of Human Resources

Recommendation

THAT the Board approve the delayed opening of the Dr. Huq Family Library Branch and the Port Dalhousie Branch until 2:00pm on Sunday, November 10, for the Holiday Social Brunch.

Background

Traditionally, the library has closed early on the day of the event to allow all staff to attend, with the exception of the COVID-19 period. This year, in order to minimize the impact of the closure, the holiday social will take place as a brunch on Sunday, running from morning to early afternoon. As a result, only a delayed opening will be required, and the closure will affect only the Dr. Huq Family Library Branch and Port Dalhousie Branch.

Recommendation

To ensure all staff members can participate, Management recommends that the Board approve a delayed opening of the Dr. Huq Family Library Branch and the Port Dalhousie Branch until 2:00pm on Sunday, November 10, for the Holiday Social Brunch.

Discussion Reports

7. **Discussion Reports (attachments)**

7.1	2025-2028 Strategic Plan – J. Gunn & K. Su	Motion
7.2	2025 Workplan – K. Su	Motion
7.3	Policy (G-26) Records & Information Management – L. Jenter	Motion
7.4	Policy (G-10) Internet Use – D. Bott	Motion

2025 – 2028 Strategic Plan

submitted by Janet Gunn, Intent Consultant and Ken Su, CEO

Recommendation

THAT the Board approve the 2025 – 2028 Strategic Plan

Background

The current Strategic Plan (2019-2024) is set to expire at the end of this year. In February 2024, the Library issued a Request for Proposals (RFP) for a new Strategic Plan, awarding the contract to Intent. Between April and August 2024, Intent's consultants conducted individual interviews, consultation meetings, a community survey, and two half-day work sessions.

The first draft of the Strategic Plan was presented to the Board at its meeting on September 19, 2024. Board members and staff were asked to submit feedback by September 27, 2024, allowing the consultant to incorporate revisions into the second draft, which was scheduled for presentation at the Board's October meeting.

Update

The Consultant shared the second draft of the 2025-2028 Strategic Plan with the Board on October 9, 2024. A copy of this draft is attached to this report.

In response to the second draft, staff have created promotional materials (available in the appendix) to publicize the new Strategic Plan. The comprehensive version of the plan is intended for the Board, staff, and key stakeholders, while a summarized version has been designed for the general public and the library website.

Once approved, copies of both versions will be made available upon request for anyone interested in the Library's Strategic Plan.

INTENT

Strategic Plan - Draft 4.0

Cover

St. Catharines Public Library

A Community in Bloom

Strategic Plan 2025-2028

Logo

Pages 2 (Inside Cover) and 3

Looking Back

St. Catharines Public Library (SCPL) has seen our community grow and evolve over the past five years, and has responded by thinking creatively, strengthening our identity, and reimagining what is possible in our spaces.

There have been challenges along the way—aging infrastructure, changing technology, and navigating resistance to social change. In 2024, we engaged in a thoughtful process to better understand the needs of our customers, community members, and anyone visiting SCPL, to help guide our organization's future.

This strategic plan reflects the insights of our teams at SCPL, the city, and our partners, who reaffirmed the importance of our public library in St. Catharines. Their perspectives and ideas, along with input from the community, give us direction in helping people at every age and stage in life grow their experiences, learning, and connections.

- Pictures of community, people

Pages 4 and 5

Looking Ahead

St. Catharines is known as the Garden City—a name that extends throughout the community and into our public library, where "ideas are in bloom." Our strategic goals reflect the vibrancy and joy at SCPL in connecting people to fun and lifelong learning.

Our Strategic Goals

1. **Experiences** in Bloom

2. **Community** in Bloom

3. **People** in Bloom

4. **Literacy** in Bloom

Sidebar

Our Vision: A community enriched by lifelong opportunities for learning and connection.

Our Mission: The St. Catharines Public Library provides spaces, resources, and experiences for all citizens to learn, grow, and connect.

Our Values

Inclusion – Change – Community – Teamwork – Service – Accountability

Large photos showing gardens, colour, people

Pages 6 and 7

Strategic Goal #1: Experiences in Bloom

We want to be "top of mind" for our community—a destination for resources of all kinds, entertainment, or a place to escape because it's free, safe, and welcoming.

It means continuing to renew our facilities, finding new ways to show our customers how we can be part of their day, and making it even more convenient for them to visit or find us online.

Our focus is ensuring SCPL has something for everyone by offering creative programming, useful services, and resources that spark inspiration and joy in daily life.

How we will know if we are successful

- When people come to one of our locations and feel welcome, safe, and a sense of belonging.
- When everyone has a greater awareness of what SCPL can offer for free.

2

- When more and more people start visiting SCPL as part of their routine.

Pages 8 and 9

Strategic Goal #2: Community in Bloom

Now is the time for SCPL to engage with our customers beyond the walls of our library—perhaps at an event, another popular public space, or any place that makes it easier for our customers to access everything we offer.

We know our strengths and understand our limitations. Our focus will be identifying strategic partners who can help us deliver on our promise to connect customers of all ages with opportunities for learning and growth.

Over the next four years, SCPL will be even more visible, contributing to the vibrancy and well-being of our community.

How we will know if we are successful

- When we can meet the needs of our community by doing what we do best and strategically partnering with other organizations to fill any gaps in our services or programming.
- When our customers can access library resources in community hubs—locations that are conveniently connected to other services or entertainment in St. Catharines.
- When our customers can see what the library offers throughout the community—whether it's at events, important city-wide meetings, or within public spaces.

Pages 10 and 11

Strategic Goal #3: People in Bloom

The only way we can meet our customers' needs is to listen and understand their challenges and aspirations. We will make no assumptions. Instead, we will use data and first-person customer feedback to guide our planning.

For our customers and library teams, we will ensure all locations adopt a collaborative and supportive culture where everyone is welcome, seen, and heard. We want those who come to experience the library to feel a sense of belonging, and we want staff to feel empowered in contributing to the lifelong learning of others.

Our teams will always be encouraged to share feedback and bring ideas forward. We will make every effort to recognize and celebrate their efforts in providing an exceptional library experience for everyone in St. Catharines.

How we will know if we are successful

- When we are known for listening to the needs of our community and library team, empowering them to build a collaborative and supportive culture.

- When families, young people, adults, and seniors come back to visit again and again because they feel free to be themselves, explore, learn, and grow.
- When our library team from every location feels heard, appreciated, and empowered to share new ideas.

Pages 12 and 13

Strategic Goal #4: Literacy in Bloom

Literacy is the core of what we do, and it comes in many forms—reading and writing, learning digital skills, playing a musical instrument, creating budgets, mastering different ways of communicating, or ==making positive change in this world.==

Every opportunity we offer our customers aims to support the growth of people at every stage of their lives. St. Catharines Public Library wants to be seen as a place to learn, connect, and experience literacy in the manner that suits them best.

Our goal is to offer a place where people are free to explore our collections and resources, experience something new, and try out a new skill, so we can help everyone in our community reach their full potential.

How we will know if we are successful

- When our community talks about the library as a "go-to" spot for lifelong learning.
- When people are excited to come to SCPL to learn new skills that will help them achieve their personal and professional goals.
- When we feel confident that our programs, services, and resources promote literacy in all forms.

Pages 14 and 15

Strategic Goal	Experiences	Community	People	Literacy
Objectives	To create an inclusive environment that is welcoming and safe for all To continue renewing our	To better serve our customers through the exploration of strategic community partnerships	To listen to our community so we can build a collaborative and supportive culture To foster a sense of belonging that	To make SCPL a first-choice resource for people who want to learn new skills To identify programs and

4

www.forgoodintent.com

	facilities to enable the best experiences for our customers To showcase everything SCPL has to offer in new and different ways	To find opportunities to create community hubs, where people can access services, including SCPL, in one location To be more visible in the community	inspires people to want to experience and learn at SCPL throughout every stage of their lives To empower the SCPL team to share ideas and pursue their own learning, while we recognize and celebrate their skills	services for people who want to better themselves To maintain a strong focus on literacy in all forms as the core mandate of SCPL
Actions				

Pages 16 and 17

Partnering with the City of St. Catharines

As key partners, the City of St. Catharines provided valuable input in our engagement process, and we are committed to furthering our work together to achieve our collective goals.

The city's strategic goals include Economic Prosperity, Social Well-Being, Environmental Stewardship, Cultural Vibrancy, and Organizational Excellence.

SCPL's strategic goals align with the city, and we are committed to working together to strengthen the community by providing accessible opportunities that improve quality of life. Our focus will include exploring ways to create experiences and promote literacy that will build a stronger community.

Pages 18 and 19

Your ideas are now in bloom!

All of us at SCPL are excited to embark on the next four years. Thank you for your input and support. We are confident that these strategic goals will become a roadmap for our planning and decision-making.

Thank you to everyone who has offered their input, whether by participating in an interview, focus group or by completing our community survey. We appreciate how much you value your

public library and will continue to listen to your needs so we can continue to serve all of St. Catharines.

Please continue to share your feedback and ideas with us. You can find us here.

Locations/addresses with photos

Page 20 (Back cover)

- Large photo
- Contact Information

Strategic Plan 2025-2028

A Community in Bloom

St. Catharines Public Library

Our Mission

The St. Catharines Public Library provides spaces, resources, and experiences for all citizens to learn, grow, and connect.

Our Vision

A community enriched by lifelong opportunities for learning and connection.

Our Values

INCLUSION

We are committed to creating a space that is welcoming, accessible, and free of judgement.

CHANGE

We recognize that societal changes are occurring and we embrace our own evolution to keep up with the times and develop new ways of better serving the community.

COMMUNITY

We believe the community is for all people and we are committed to building a healthy and connected St. Catharines.

TEAMWORK

We work collaboratively with the Board of Directors, staff, and community partners to provide the best possible service to our customers.

SERVICE

We believe every customer deserves to be treated with kindness and we are dedicated to delivering outstanding customer service.

ACCOUNTABILITY

We understand the importance of being transparent and taking responsibility for our actions to foster a healthy organization and an engaged community.

St. Catharines Public Library 54 Church Street St. Catharines, ON L2R 7K2 **myscpl.ca** (905) 688-6103 info@myscpl.ca

Page 40 of 79

Looking Back

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1. **Experiences in Bloom**

2. **Community in Bloom**

3. **People in Bloom**

4. **Literacy in Bloom**

Strategic Goal #1

Experiences in Bloom

We want to be "top of mind" for our community—a destination for resources of all kinds, entertainment, or a place to escape because it's free, safe, and welcoming.

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How we will know if we are successful

- When people come to one of our locations and feel welcome, safe, and a sense of belonging.
- When everyone has a greater awareness of what SCPL can offer for free.
- When more and more people start visiting SCPL as part of their routine.

Strategic Goal #2

Community in Bloom

Now is the time for SCPL to engage with our customers beyond the walls of our library—perhaps at an event, another popular public space, or any place that makes it easier for our customers to access everything we offer.

We know our strengths and understand our limitations. Our focus will be identifying strategic partners who can help us deliver on our promise to connect customers of all ages with opportunities for learning and growth.

Over the next four years, SCPL will be even more visible, contributing to the vibrancy and wellbeing of our community.

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Our teams will always be encouraged to share feedback and bring ideas forward. We will make every effort to recognize and celebrate their efforts in providing an exceptional library experience for everyone in St. Catharines.

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Strategic Goal #4

Literacy in Bloom

Literacy is the core of what we do, and it comes in many forms—reading and writing, learning digital skills, playing a musical instrument, creating budgets, mastering different ways of communicating, or making positive change in this world.

Every opportunity we offer our customers aims to support the growth of people at every stage of their lives. St. Catharines Public Library wants to be seen as a place to learn, connect, and experience literacy in the manner that suits them best.

Our goal is to offer a place where people are free to explore our collections and resources, experience something new, and try out a new skill, so we can help everyone in our community reach their full potential.

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Please continue to share your feedback and ideas with us.

Contact Us

905-688-6103
info@myscpl.ca

Visit Us

CENTRAL LIBRARY

54 Church Street
St. Catharines, ON
L2R 7K2

DR. HUQ FAMILY LIBRARY BRANCH

425 Carlton Street
St. Catharines, ON
L2M 4W8

MERRITT BRANCH

149 Hartzel Road
St. Catharines, ON
L2P 1N6

PORT DALHOUSIE BRANCH

23 Brock Street
St. Catharines, ON
L2N 5E1

Strategic Plan 2025-2028

A Community in Bloom

St. Catharines Public Library

Our Strategic Goals

Strategic Goal 1

Experience in Bloom

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Strategic Goal 2

Community in Bloom

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Strategic Goal 3

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Strategic Goal 4

Literacy in Bloom

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Service

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Accountability

We understand the importance of being transparent and taking responsibility for our actions to foster a healthy organization and an engaged community.

Ideas in Bloom

SC
PL

2025 Annual Work Plan

submitted by Ken Su, CEO

Recommendation

THAT the Board approve the 2025 Annual Work Plan

Background

The Board kicked off the development of its new Strategic Plan (2025 – 2028) in April 2024. According to the project plan, Intent conducted individual interviews, consultation meetings, and community survey between April and June. The work continued over the summer, with two half-day work sessions held involving the Board and the Advisory Committee. The consultant shared the first draft of the plan in August and requested feedback before her scheduled presentation to the Board on September 19, 2024. The second draft incorporated comments from the Board and staff, and will be presented to the Board at its October meeting. It is anticipated that the final version of the 2025 – 2028 Strategic Plan will be approved by the Board at that meeting.

Update

In alignment with the Library Board's draft Strategic Plan for 2025 - 2028, managers worked with their staff and developed 2025 annual work plan that outlines key initiatives and objectives for the year of 2025 to support strategic goals identified in the new Strategic Plan.

The Management team reviewed proposed work plan items on October 9 and the CEO compiled a draft work plan for the October Board meeting so the Board has time to review and share comments. The 2025 work plan will be used to support the Strategic Plan (2025 - 2028) and evaluate the CEO's performance.

Given that the new Strategic Plan had not been solidified/approved when the draft 2025 annual work plan was developed, staff expect that some items in the 2025 annual work plan may be revised or postponed.

2025 SCPL Departmental Work Plan - Quarterly Update

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

Department: Administration and Facilities

Strategic Goal	Annual Objective / Action Item	SMART Goals and outcomes	Key Players	Timelines
#3	Continue to work with the City, City Council and the Union collaboratively	Actively communicate with stakeholders and resolve any issues/concerns promptly, organize activities with City/Union at least 4 times a year	CEO	Ongoing
#1	Provide new and enhanced spaces	Continue to explore opportunities to refresh/update other library spaces	CEO, Business Administrator, Facilities Manager	Ongoing
#1	Central Library Renovation	Continue to work on the Central Renovation Project	CEO, Business Administrator, Facilities Manager	Ongoing
#1	Merritt Branch Relocation	Construct and relocate the Merritt Branch	CEO, Business Administrator, Facilities Manager	Ongoing to Q3
#1, #2, #3, #4	Continue performance benchmarking and adjustments	Continue to identify key performance indicators to evaluate the Library's performance against our peers libraries	Management	Ongoing
#1, #2, #3	Continue to investigate collaborative opportunities with Niagara libraries	Evaluate ILS RFP submissions, work with NFPL to explore opportunities to share an ILS and provide seamless borrowing experience to residents in both cities, also coordinate One Book One Niagara event with other Niagara libraries	CEO, Customer Service Manager, ICT Manager, Programming Manager	Ongoing
#1, #2	Develop a library marketing and communications plan	Develop a plan to communicate the Library's new strategic plan to the community and promote library programs and services to customers	CEO, Programming Manager	Q2

Strategic Goal	Annual Objective / Action Item	SMART Goals and outcomes	Key Players	Timelines
#3	Develop a library succession plan	Develop a succession plan to identify strategies and potential candidates, prepare successors for key roles to minimize disruptions during leadership changes or unforeseeable event happens.	CEO, HR Manager	Q3
#1, #3	Continue to build on concept of process efficiencies and improvements in administration and facilities process.	Identify, analyze, and enhance processes to optimize efficiencies in day to day activities.	Business Administrator, Facilities Manager	Ongoing
#1, #3	Electronic Personnel Files	Clean up and convert personnel files to electronic format.	Business Administrator, HR Manager	Ongoing through Q3
#1, #2	Capital Project Funding Alternatives	Look for alternative revenue sources for capital projects including fundraising and grants.	CEO, Business Administrator	Ongoing
#1, #2, #3	Capital Project Management	Oversee the ongoing capital facility projects.	Facilities Manager and Business Administrator	Ongoing
#3	Collective Bargaining	Plan, prepare and successfully and respectfully engage in collective bargaining.	CEO, HR Manager, Business Administrator, Customer Service Manager	Ongoing

Department: Innovation, Collections and Technology

Strategic Goal	Annual Objective / Action Item	SMART Goals and outcomes	Key Players	Timelines
#1, #2, #3, #4	Implement a new cloud-hosted ILS system	Provide a better experience to our customers, better resiliency and reduced costs through shared services.	ICT, all departments	Q4
#1, #2, #3	Work Collabratively with NFPL to Develop Standardized Ordering (ARP), Processing & MARC Records	Streamline processes to reduce costs through shared services.	ICT, CEO	Ongoing through Q3
#1, #2, #3, #4	Upgrade the website to new hosted solution	Provide a better experience to our customers and better resiliency	ICT, Programming and Promtions	Q2
#1, #2	Upgrade security surveillance system	Increase coverage of surveillance system to provide better safety and security for staff and customers	Systems Administrator, Systems Technician	Q1
#1, #2, #3, #4	Implement Self-serve Printing Solution	Reduce reliance on staff for printing and provide printing service for mobile devices	Systems Administrator, Systems Technician	Q2
#1, #2	Continue to find efficiencies in Acquisitions and Processing of Materials	Optimize efficiencies using EDIFACT and standardized methods of processing	Acquisitions Technician	Ongoing

Strategic Goal	Annual Objective / Action Item	SMART Goals and outcomes	Key Players	Timelines
#1, #2, #3, #4	Collection Expansion	Continue to add new types of items to the Library of Things	Collections Librarians	Ongoing
#1, #2	Catalogue Standards and Maintenance	Standardized MARC Processing for shared ILS system	Cataloguing Technician	Ongoing
#1, #2, #3, #4	Collection Improvement (Literacy Collection- ESL, Decodable Books, etc)	Update and promote literacy collection for ESL customers and customers with reading diculties, such as dyslexia	Collections Librarians	Ongoing
#1, #2, #3, #4	Digitization Project	Digitize rare local history items for preservation and remote accessibility	Digitization Technician	Ongoing
#1, #2, #3	Upgrade to BlueCloud Mobile2 App		ICT, Training Librarian	Q2

Department: Customer Services

Strategic Goal	Annual Objective / Action Item	SMART Goals and outcomes	Key Players	Timelines
#1, #3	Continue to provide training to enhance the Customer Service experience based on the annual training plan	Complete Customer Service Standards with "Accountable". Develop Customer Service Standards "Inclusive" training module. Develop a training module for security staff. Public facing roll out of the Customer Service Standard.	Training Librarian, CS Managers	Q4
#1, #2, #3	Review and update circulation policy, procedures and workflows system-wide to enhance customer service and reduce barriers to access	Create a more equal borrowing experience between ages/card types (i.e. borrowing limits). Review language on Lost Bills. Investigate changes to Temporary Membership. Implement charging stations, investigate launching digital comment card/form on our website for more active feedback. Investigate expansion of maker equipment for public access.	CS Managers, CS Technician, Librarians, Programming and Promotions Manager	Q4
#1, #2,#3	Develop an operational plan for Merritt's new location.	Staffing model, hours of operations, workflows such as radios, materials handling.	Customer Service Manangers, Branch Librarian	Q2
#1, #2,#3	Continue to develop efficiencies in Customer Service process and workflows.	Implement service design realignment.	Customer Service Manangers	Q2

| #1, #2 | Examine enhancing the space at Dr. Huq to maximize the use of space for our customers. | Investigate grant opportunities to enhance the Dr. Huq garden and sound booths to offer additional quiet study space. | Customer Service Managers | Q4 |

Department: Programming and Promotions

Strategic Goal	Annual Objective / Action Item	SMART Goals and outcomes	Key Players	Timelines
#1, #3, #4	Develop a Programming & Partnership plan.	Create a plan that aligns with the library's new strategic plan with a focus on literacy-based programming and community outreach.	Programming Manager, Programming Librarians	Q2
#1, #2	Increase engagement with teens.	Expand opportunities for teens to connect with the library by increasing outreach to local high schools and creating teen volunteer opportunities with the library.	Programming Manager, Programming & Outreach Librarians	Q3
#1, #2	Expand scope of library's outreach to include involvement in larger community events and festivals with greater impact.	Appear at one major community event per month April-October to increase visibility and awareness of library services, resources, programming and spaces.	Programming Manager, Programming & Outreach Librarians	Q4
#1	Develop an inactive membership renewal campaign.	Develop a quarterly newsletter campaign targeting inactive members with goal of increasing the number of active memberships by 5% by year end.	Programming Manager, Customer Service Manager, Communications Specialist, CS Technician	Q4
#1	Develop a promotional campaign for the launch of the library's new website.	Create content to support and drum up excitement for the launch of the library's new website Spring 2025.	Programming Manager, Communications Specialist	Q2

Policy (G-26) Records & Information Management

submitted by Lauren Jenter, Administrative Assistant

Recommendation

THAT the Board approve Policy (G-26) Records & Information Management as amended.

Background

The Records & Information Management Policy was originally approved by the Board on March 17, 2022 to begin implementing a Records and Information Management Program.

Update

The Records and Information Management working group developed a Retention Schedule to support Library staff in determining record disposition. To aid in achieving the intended Retention Schedule, shared as an appendix, some minor amendments to the policy are recommended. These amendments include recognizing electronic records as the official record and clarifying the scope to separate the Library's records from the material collection. Minor adjustments have also been made to the language for clarity.

Included for Board review are the following documents:
- Black-lined version showing all proposed revisions
- Clean version of Policy (G-26) Records & Information Management

ST. CATHARINES PUBLIC LIBRARY

POLICY

Section: Board **Number:** G26	**Subject:** Records & Information Management	**Motion#:** 2022-36
Policy Level: Library Board	**Author:** Executive Assistant to CEO	**Review:** 4 years
Approval Date: 2022-03-17	**Last Review:**	**Next Review:** 2026
Notes: Approved at the Board Meeting of March 17, 2022.		

POLICY STATEMENT

The purpose of this policy is to outline provisions for the management of physical and electronic records recorded information in all media formats within created or received by the St. Catharines Public Library in order to ensure accessibility, preservation and security of information. economy and efficiency in the creation, maintenance, storage, retrieval, and disposal of records. In addition, to ensure the preservation of records' of archival value and ephemera, as well as providing for coordinated activities to support records management services in Library offices.

The policy of the Library with respect to Records Management is to:

1. Provide Implement a standard records classification system that permits the for efficient maintenance and retrieval of information to meet the administrative and operational needs of the Library;

2. Provide effective records management systems and services to Ensure compliance with the provisions of the Municipal Freedom of Information and Protection of Privacy Act through effective records management systems;

3. Provide for the retention, storage and retrieval of records for as long as they retain administrative, fiscal and legal value in the active and semi-active phases; and for the efficient and prompt destruction or archival preservation of inactive records of those inactive records not of archival value once the above values have ceased and all requirements of Library by-laws as they affect public documents have been met; and the archival preservation of those inactive records deemed to have enduring historical value;

4. Provide for the storage and retrieval of semi-active records;

5. Provide for ongoing training of staff involved in delivering the program;

6. Provide records management input into the planning and development of information systems designed to enhance information management;

7. Provide efficient use of micrographic and micro-imaging systems;

8. Provide for the transfer of archival records to the designated archival repository and their subsequent availability for research;

9. Provide specific protection for essential records;

10. Standardize the types of equipment and supplies used in maintaining records within Library offices;

11.   Provide input into the design of existing or future Library offices;
12.   Prevent the creation of unnecessary records, ~~such as forms and reports~~; and
13.   Provide advice and assistance to individual members of the Library in the effective management of their records.

SCOPE

This policy applies ~~to all departments of the Library,~~ to all records in all formats, created or received by the Library ~~in the course of carrying out job-related responsibilities~~, and to all Library Board members ~~officers and~~ employees, or volunteers who create, receive or maintain records as part of their work on behalf of the Library.

This policy does not apply to the physical, historical or digital materials acquired for the Library collections.

This policy is supported by the Retention Schedule to guide employees in determining the disposition of records.

DEFINITIONS

Active record means records that are retained in the library and are required for the day-to-day business of the library.

~~Disposal/~~Disposition means the decision regarding retention after a record is no longer considered active (e.g., retained as permanent, or destroyed).

Destruction/destroy means to eliminate permanently (e.g., through shredding) a record within a record series at a time indicated on the records retention schedule.

Inactive record means records that are no longer used but ~~must~~ may be retained for their legal, fiscal, or administrative value.

Migration means to move data files from 1) one computer storage media to another, 2) from one software version to another as well as, 3) moving from one operating system to another operating system.

Permanent Records mean those records determined to have a long-term value to the library in terms of recording its corporate, service, and cultural history. They are maintained for a variety of reasons, including documentation of the establishment of the Board as an entity, its policies, key historical events and milestones, and the evolution of the library system.

Record means recorded information in any format and includes, but is not limited to, documents, business records, financial statements, personnel files, minutes, accounts, correspondence, memoranda, plans, maps, drawings, photographs, films.

Record Series means documents arranged in accordance with a filing system or kept together because they relate to a particular subject or function, result from the same activity, document a specific kind of transaction, take a particular physical form, or have some other defined commonality.

~~Records~~ Retention Schedule means a description of the record series that are being managed, how long they need to be retained, and what their final disposition will be based on legal, business, and historical requirements.

Transitory Record means any record that has temporary usefulness and is not required to meet legislated requirements, establish guidelines and procedures, set policy, certify a transaction, become a receipt, or provide evidence of legal, financial, operational or other decisions of the library. Examples of such records include: duplicate copies, working documents, and notes from a meeting for which the reports and minutes have been finalized or adopted.

Vital records means those records needed to 1) resume or continue operations following a disaster, 2) to re-create the corporation's legal and financial status, and 3) to preserve the rights of the corporation, its employees and the public.

REGULATIONS [add links]
Library records are compliant with regulations including:
~~Canada Revenue Agency regulations~~
Employment Standards Act~~, 2000, SO, c. 41~~
Municipal Freedom of Information and Protection of Privacy Act~~, RSO 1990, c. M. 56~~
Occupational Health and Safety Act
Ontario Archives and Recordkeeping Act~~, 2006, SO 2006~~
Ontario Municipal Act ~~2001, 2001, SO 2001, c. 25~~
Public Libraries Act~~, RSO 1990, c. P. 44~~

RESPONSIBILITY
~~Responsibility for developing, implementing, and ensuring compliance with this policy rests with the CEO and the Executive Assistant, in cooperation with the staff of each department.~~

OPERATIONAL GUIDELINES
1.   The records management process ~~is~~ follows the records lifecycle from active records creation or receipt ~~of a document~~, through usage or distribution, inactive record storage and maintenance, to final disposition whether destruction or ~~archival~~ preservation ~~of vital records~~.

2.   Only one official record will be maintained according to the Retention Schedule. Unless a physical copy is required by law, the electronic record will be the official record for retention.

~~Active Records Creation or Receipt~~

2. ~~All records will be clearly labeled and marked and, to ease retrieval, no document shall be created without the appropriate file name chosen and indicated at the bottom of the document.~~

Usage or Distribution

3. In responding to requests to examine records, employees must observe the Library's standards of confidentiality and accessibility.

Inactive Records Storage and Maintenance

4. Records shall be stored in such a manner to minimize risk of loss or destruction due to flood, fire, etc.

5. ~~The CEO shall ensure that~~ Records shall be ~~are~~ stored in a manner that provides access only to those in charge of the records.

6. Migration of data processes shall be constantly scrutinized to ensure that records can be readable for the duration of their retention periods.

Final Disposition

7. Each Library department is to review their records annually in the summer months of July and August, and follow the retention guidelines in the ~~Records~~ Retention Schedule.

8. Transitory records, unless they have become necessary for legal purposes or as otherwise provided for by law, will not be retained and may be destroyed at any time beyond their usefulness.

9. Active records will not be retained beyond the retention period without a valid reason.

10. Inactive records are disposed of in accordance with the ~~approved Records~~ Retention Schedule.

11. Vital records will be stored for maximum protection.

12. ~~Records~~ Retention Schedules and disposition will be consistent across all media, including electronic ~~digital~~ records.

13. Where records must be retained for pending tax audits or legal issues, the retention period is not changed for the entire record series, but only for those records that are required for audit or legal purposes.

14. The destruction of records must be conducted in a secure manner, mindful of confidentiality requirements. The CEO as records manager has the authority to destroy all documents that have been retained beyond their retention period as outlined in the ~~Records~~ Retention Schedule.

~~IMPLEMENTATION~~ POLICY MAINTENANCE

The CEO and the ~~Executive~~ Administrative Assistant will implement this policy. Management will ~~develop and~~ maintain a ~~Records~~ Retention Schedule as part of the Records Management Procedure.

Policy Name	Records & Information Management		
Section & Number	Board – G-26	Effective Date	2022-03-17
Motion Number	2022-36	Last Review	2024-10-17
Author	Administrative Assistant	Next Review	2028

Policy Statement

The purpose of this policy is to outline provisions for the management of physical and electronic records created or received by the St. Catharines Public Library in order to ensure accessibility, preservation and security of information.

The policy of the Library with respect to Records Management is to:
1. Implement a standard records classification system for the efficient maintenance and retrieval of information;
2. Ensure compliance with the Municipal Freedom of Information and Protection of Privacy Act through effective records management systems;
3. Provide for the retention, storage and retrieval of records for as long as they retain administrative, fiscal and legal value; and for the prompt destruction or archival preservation of inactive records;
4. Provide for ongoing training of staff involved in delivering the program;
5. Provide records management input into the planning and development of information systems designed to enhance information management;
6. Provide for the transfer of archival records to the designated archival storage and their subsequent availability for research;
7. Provide specific protection for essential records;
8. Standardize the types of equipment and supplies used in maintaining records within Library offices;
9. Provide input into the design of existing or future Library offices;
10. Prevent the creation of unnecessary records; and
11. Provide advice and assistance to individual members of the Library in the effective management of their records.

Scope

This policy applies to all records in all formats, created or received by the Library, and to all Library Board members, employees, or volunteers who create, receive or maintain records as part of their work on behalf of the Library.

This policy does not apply to the physical, historical or digital materials acquired for the Library collections.

This policy is supported by the Retention Schedule to guide employees in determining the disposition of records.

Definitions

Active record means records that are retained in the library and are required for the day-to-day business of the library.

Disposition means the decision regarding retention after a record is no longer considered active (e.g., retained as permanent, or destroyed).

Destruction means to eliminate permanently (e.g., through shredding).

Inactive record means records that are no longer used but may be retained for their legal, fiscal, or administrative value.

Migration means to move data files from 1) one computer storage media to another, 2) from one software version to another, and 3) moving from one operating system to another operating system.

Permanent Records mean those records determined to have a long-term value to the library in terms of recording its corporate, service, and cultural history.

Record means recorded information in any format and includes, but is not limited to, documents, business records, financial statements, personnel files, minutes, accounts, correspondence, memoranda, plans, maps, drawings, photographs, films.

Record Series means documents arranged in accordance with a filing system or kept together because they relate to a particular subject or function, result from the same activity, document a specific kind of transaction, take a particular physical form, or have some other defined commonality.

Retention Schedule means a description of the record series that are being managed, how long they need to be retained, and what their final disposition will be based on legal, business, and historical requirements.

Transitory Record means any record that has temporary usefulness and is not required to meet legislated requirements, establish guidelines and procedures, set policy, certify a transaction, become a receipt, or provide evidence of legal, financial, operational or other decisions of the library. Examples of such records include: duplicate copies, working documents, and notes from a meeting for which the reports and minutes have been finalized or adopted.

Vital records means those records needed to 1) resume or continue operations following a disaster, 2) to re-create the corporation's legal and financial status, and 3) to preserve the rights of the corporation, its employees and the public.

Regulations

Library records are compliant with regulations including:
Employment Standards Act
Municipal Freedom of Information and Protection of Privacy Act
Occupational Health and Safety Act
Ontario Archives and Recordkeeping Act
Ontario Municipal Act
Public Libraries Act

Operational Guidelines

1. The records management process follows the records lifecycle from active records creation or receipt, through usage or distribution, inactive record storage and maintenance, to final disposition whether destruction or preservation.

2. Only one official record will be maintained according to the Retention Schedule. Unless a physical copy is required by law, the electronic record will be the official record for retention.

Usage or Distribution
3. In responding to requests to examine records, employees must observe the Library's standards of confidentiality and accessibility.

Inactive Records Storage and Maintenance
4. Records shall be stored in such a manner to minimize risk of loss or destruction due to flood, fire, etc.

5. Records shall be stored in a manner that provides access only to those in charge of the records.

6. Migration of data processes shall be constantly scrutinized to ensure that records can be readable for the duration of their retention periods.

Final Disposition

7. Each Library department is to review their records annually in the summer months of July and August, and follow the retention guidelines in the Retention Schedule.

8. Transitory records, unless they have become necessary for legal purposes or as otherwise provided for by law, will not be retained and may be destroyed at any time beyond their usefulness.

9. Active records will not be retained beyond the retention period without a valid reason.

10. Inactive records are disposed of in accordance with the Retention Schedule.

11. Vital records will be stored for maximum protection.

12. Retention Schedules and disposition will be consistent across all media, including electronic records.

13. Where records must be retained for pending tax audits or legal issues, the retention period is not changed for the entire record series, but only for those records that are required for audit or legal purposes.

14. The destruction of records must be conducted in a secure manner, mindful of confidentiality requirements. The CEO as records manager has the authority to destroy all documents that have been retained beyond their retention period as outlined in the Retention Schedule.

Policy Maintenance

The CEO and the Administrative Assistant will implement this policy. Management will maintain a Retention Schedule as part of the Records Management Procedure.

St. Catharines Public Library
Records Retention Schedule

Function	Records Series	Filing	Retention (years)	Notes
Administration and Governance	Access to Information (Freedom of Information requests)	By name	Active: Current Inactive: 0 Disposition: Permanent / Archival	FIPPA, MFIPPA
	Annual Reports for the Library	By year	Active: Current Inactive: Superseded Disposition: Permanent / Archival	
	Annual Survey of Public Libraries	By year	Active: Current Inactive: 5 years Disposition: Destroy	Held by Ministry of Tourism, Culture and Sport
	Contracts (e.g. Branch lease agreements)	By contract	Active: Current Inactive: Seven (7), following end of agreement Disposition: Destroy	
	Court cases pertaining to the Library	By case	Active: Current Inactive: 0 Disposition: Permanent / Archival	
	Incident Reports - General	By series	Two (2)	
	Library Board (Packages including agendas, minutes, correspondence, reports, etc.)	By meeting date	Active: End of Calendar Year + 7 Years Inactive: 0 Disposition: Permanent / Archival	
	Library Board Bylaws	By by-law number	Active: Current Inactive: Superseded Disposition: Permanent / Archival	Legislation/Regulation: Public Libraries Act, R.S.O. 1990, c.P.44, s. 3(1), Establishment of public library
	Performance Measures and Statistical reports (All statistics collected by the library for the purpose of	By year	Active: End of Calendar Year + 1 Year Inactive: 6	Personal Information Bank

Function	Records Series	Filing	Retention (years)	Notes
	measuring performance of services or departments/branches. Includes circulation, reference questions, memberships, holds, computer usage, collections services, outreach, and programs)		Disposition: Permanent / Archival	
	Policies & Procedures	By policy number	Active: Current Inactive: Superseded Disposition: 5 Years	Legislation/Regulation: Limitations Act, S.O. 2002, C.24, section 4, Basic limitation period.
	Records Disposition	By year	Active: After Disposition Inactive: 25 Years Disposition: Destroy	
	Strategic Plans	By year	Active: Current Inactive: Superseded Disposition: Permanent / Archival	
	Teams and Committees	By committee	Active: End of Calendar Year + 1 Year Inactive: 6 Years Disposition: Destroy/Archival	
	Working Groups	By working group	Active: Dissolution of Group + 2 Years Inactive: Based on the output of the group Disposition: Destroy/Archival	
Collections and Technical Services	Request for reconsideration of materials in collection	By year	Active: Completion of Request Inactive: 2 years Disposition: Destroy	Personal Information Bank Limitations Act, 2002 s.15(2)
	Interlibrary Loan Service	Database	Active: Current Inactive: 1 year Disposition: Destroy	INFO/VDX database Personal Information Bank

Function	Records Series	Filing	Retention (years)	Notes
Customer Service	Banned Customers – Long Term (1+ year)	By name	Active: Current Inactive: After Reinstatement + Five (5) years Disposition: Permanent / Destroy	Depends on circumstances, records may be destroyed for non-repeated offenders
	Banned Customers – Short Term (≤1 year)	By name	Active: Current Inactive: After Reinstatement +Two (2) Disposition: Destroy	Depends on circumstances, records may be destroyed for non-repeated offenders
	Customer Accounts	Database	Active: Current Inactive: 5 years following expiry* Disposition: Destroy	Integrated Library System (ILS). Personal Information Bank *Deleted on a ___ year cycle if there is no balance owing, unless customer requests their account be deleted sooner.
	Customer Accounts, Visiting Library Service	Database	Active: Current Inactive: up to 12 months without checkout Disposition: Destroy	ILS Personal Information Bank
	Customer Comments and Feedback (Compliments, complaints, suggestions for improvements, queries from members of the public including follow-up correspondence. Documents contain names, phone number, e-mail addresses, and details of customer service issue.)	By year	Active: Until resolution of Complaint Inactive: 1 year Disposition: Destroy	Personal Information Bank Legislation/Regulation: Limitations Act, S.O. 2002, C.24, section 4, Basic limitation period.
	Customer Notifications (holds, overdues, bills for lost or damaged materials, card renewal reminders)	Database	Active: Current day Inactive: 1 day Disposition: Destroy	ILS Personal Information Bank
	Loan transactions	Database	Active: Current Inactive: 90 days in item record* or until superseded; no record on customer's account, except for	ILS Personal Information Bank *Interlibrary loans are deleted from catalogue at checkin.

Function	Records Series	Filing	Retention (years)	Notes
			Visiting Library customers* Disposition: Destroy	**a record of reading history is maintained while customers are in the visiting library service.
	Outstanding fees/ lost/damaged charges	Database	Active: Current Inactive: 180 days in History Blocks; permanent in Payment History Disposition: Destroy; Permanent	ILS
	Surveys and consultation	By series	Active: Current + 1 year Inactive: 4 years Disposition: permanent/archival*	Personal Information bank *only documents without customer personal information are to be kept permanently *only final reports are transferred to Special Collections
Digital Technology and Infrastructure Management				
Facilities Management	Architects' or engineers' reports, plans, drawings	By project	Permanent	
	Inspection reports (routine and special maintenance)	By type	Four (4) years	
Financial Management	Audited financial statements & Auditor's reports	By year	Permanent	
	Bequests	By series	Current + 6 years	
	Bank statements	By year	Current + 6 years	
	Capital assets inventory		Current + 6 years	
	Cash records	By year	Current + 6 years	
	Claims - Insurance	By year	Active: Current Inactive: Seven (7) Disposition: Destroy	
	Donation receipts	By year	Current + 6 years	
	Charitable returns	By year	Current + 6 years	
	Deposit records	By year	Current + 6 years	
	Final budgets	By year	Two (2) years	
	Grant applications (successful) and responses	By year	Active: Current Inactive: Seven (7) Disposition: Destroy	
	Grants and Contributions	By year	Active: Current + 1 year Inactive: 6 years Disposition: Permanent	Income Tax Act (R.S.C., 1985, c. 1 (5th Supp.)) S. 230 Income Tax Regulations, Section 5800 Audit Act, R.S.O. 1990, c. A.35

Function	Records Series	Filing	Retention (years)	Notes
	Paid invoices	By year	Current + 6 years	
	Written Quotations/ RFP	By project	Current + 6 years	Legislation/Regulation: Income Tax Act (Canada), R.S.C. 1985, c. 1 (5th Supp.), s. 230 - Records and books of account to determine tax payable, accounts and vouchers to verify information to be kept six years from end of last year to which they relate
	Year-end working papers	By year	Current + 6 years	
Human Resources	Current employee personnel files	By name	Current	
	Terminated employee personnel files	By name	Inactive: 7 Years	Employment Standards Act, 2000, S.O. 2000, c. 41 S. 15.5 *3 years after employee's 18th birth date Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990, c. M.56, S. 5
	Employee WSIB claims and records	By name	Active: Until Employee's death Inactive: 50 Years unless destruction of records request sent	Workplace Safety and Insurance Act, 1997
	Health & safety inspection reports, and committee minutes	By year	Active: Current + 6 Years Inactive: 9 Years Disposition: Permanent	Occupational Health and Safety Act, SS.25 and 26 Limitations Act, S.O. 2002, c. 24, Sched. B. S. 15 (2)
	Job postings	By posting	2 Years Disposition: Destroy	
	Resumes/applications for employment – not hired	By posting	6 months Disposition: Destroy	
	Pay equity/job evaluation reports and implementations documents	By year	Disposition: Permanent	
	Payroll	By year	Seven (7) years Disposition: Destroy	
	Seniority list	By series	Current Disposition: Destroy	
	Timesheets	By year	Seven (7) years	
	T4 summaries	By year	Seven (7) years Disposition: Destroy	
	Volunteers	By name	Active: End of Volunteer Work* Inactive: 5 Years*	Personal Information Bank Volunteers Application Form statement: "Personal information shall

Function	Records Series	Filing	Retention (years)	Notes
			Disposition: Destroy	be retained only for the period of time required to fulfill the purposes for which it was collected." Employment Standards Act, 2000, S.O. 2000, c. 41 S. 15.5 *5 years after employee's 18th birthday
Labour Relations	Union Collective Agreement Records relating to collective agreement. Includes collective agreement, letters of understanding, interpretations, bargaining proposals, negotiation proceedings and correspondence.	By year	Permanent	Legislation/Regulations: Labour Relations Act, 1995, c. 1, Sched. A, amended as 2006, c. 35, Sched. C, s. 57, s90,91 - Collective agreements to be filed. Labour Relations Act Regulation (General), O. Reg. 94/7 amended as O. Reg. 259/07, ss1(2) - A record of all awards filed shall be maintained
	Grievance forms, correspondence, and related documentation	By year	Permanent	
	Records relating to contract negotiations and letters of intent/understanding	By year	Permanent	
	Arbitration Awards	By year	Permanent	
Programming & Promotions	Partnership Agreements	By series or year	Active: Current Inactive: Superseded Disposition: Permanent	
	Performance Measures and Statistical Reports	By year	Active: Current +2 Years Inactive: 4 Years Disposal: Archival/ Permanent	
	Contest and Competition – Administration	By name	Active: End of Contest Inactive: Superseded Disposition: Destroy/ Permanent*	Personal Information Bank End of Contest means winner(s) has been announced and prize(s) has been claimed. *ReadSquared contest information retained in account
	Contest and Competition - Ballot and entry form	By name	Active: End of Contest Inactive: 1 Year* Disposition: Destroy/ Archival	Personal Information Bank End of Contest means once prize(s) has been claimed. *1 year inactive stage is only for system-wide contest. All branch ballot forms are to be destroyed once the prize(s) has been claimed.
	Image and Video Consent/Release Forms	By year	Active: Current Inactive: 2 Years	Personal Information Bank

Function	Records Series	Filing	Retention (years)	Notes
			Disposition: Destroy	
	Image Library	By topic	Active: Current Inactive: Superseded Disposition: Destroy	
	Publicity and Promotion – General	By year	Active: Current + 2 Years Inactive: 0 Disposition: Destroy*/ Archival	*Publicity and promotion records that do not add historical values to SCPL's corporate memory should be destroyed
	Publicity and Promotion - Program Guide	By year	Active: End of Season + 2 Years Inactive: 4 Years Disposition: Archival/ Permanent*	
	Programs – Administration	By year	Active: Current Inactive: Superseded Disposition: Destroy	
	Programs – Registration	By year	Active: Completion of Program/Event Inactive: 1 Year Disposition: Destroy	Personal Information Bank *All other program/event registrations not using the software are to be deleted upon completion of program/event.
	Room & Equipment Bookings - Booking Information	By year	Active: Completion of Booking Inactive: 1 Year Disposition: Destroy	Personal Information Bank Legislation/Regulation: Limitations Act, S.O. 2002, C.24, section 4, Basic limitation period.
	Strategic Communications	By project	Active: Resolution of Issue or Completion of Project Inactive: 10 Years Disposition: Destroy	Record Storage: Retain and destroy electronic records on Sharepoint Digitize physical records when inactive. Retain emails in Outlook when active, but save as PDF to Sharepoint when inactive.

Policy (G-10) Internet Use

submitted by David Bott, Innovation, Collections and Technology Manager

Recommendation

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

Background

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

The Policy was last amended and approved by the Board in November 2020.

Update

Since the last review in 2020, the Library has made some edits for clarity and adhere to current policy format.

- Removed the section on Equitable Access to Information, as it is now stated in the Policy Statement with links to the Canadian Federation of Library Associations Statement on Intellectual Freedom and the Ontario Library Association Intellectual Rights of the Individual.
- Moved paragraph regarding Separate Internet Access for customers age 11 and under to Regulations section.

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

Recommendation

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

ST. CATHARINES PUBLIC LIBRARY BOARD

POLICY

Section: General Number: G10	Subject: Internet Use	Motion#: 1999-28 2020-96
Policy Level: Library Board	Author: Manager, IT and Public Service Managers	Review: 4 years
Approval Date: 1999-04-15	Last Review: 2020-11-19	Next Review: 2024
Notes:	Approved at the Board Meeting of April 15, 1999. Rescinded and replaced approved at the Board Meeting of November 19, 2020.	

POLICY STATEMENT

~~Purpose~~
The St. Catharines Public Library is committed to offering ~~The purpose of this policy is to provide a framework for~~ open and equitable internet access for all community members in accordance with the Library's mission statement, the Canadian Federation of Library Associations Statement on Intellectual Freedom and the Ontario Library Association's Intellectual Rights of the Individual.~~.~~

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

Definitions
Adults: For the purposes of this policy, adults are defined as customers 12 years and older.
Children: For the purposes of this policy, children are defined as customers 11 years and younger.
Devices: Devices are broadly defined as any computer, laptop, tablet, mobile or smartphone, or any other technological device which permits access to the internet wirelessly or otherwise.
Internet access: Defined as access to the internet through the use of Library computers and devices, as well as through the use of the Library's wireless network via customers' own personal and mobile technology devices.

~~Equitable Access to Information~~
~~The St. Catharines Public Library provides open and equitable access to the internet to meet the information needs of its community and promote digital literacy. Access is provided in accordance with the Canadian Library Association Statement on Intellectual Freedom and the Ontario Library Association Intellectual Rights of the Individual.~~

~~The Library cautions that information obtained online is not always credible, accurate, nor in keeping with community standards. The Library does not monitor online information for~~

~~its reliability, authority or age appropriateness. Users should be aware that the internet is not a secure medium and that the Library assumes no responsibility for the security and privacy of online transactions.~~

~~With the exception of designated children's internet computers, access is not filtered, although specific websites may be blocked due to their inappropriateness in a public environment. The determination of appropriateness is wholly at the discretion of Library staff.~~

~~Separate internet access is provided for patrons age 11 and under (children) and those ages 12 and over (adults). As with all other library resources and services, children and young adults have access to all materials, and responsibility for monitoring access to the internet rests solely with parents and/or legal guardians.~~

~~Regulations~~ **Responsibilities and Prohibitions**
All customers are expected to comply with the Library's internet use ~~guidelines~~ policy and to use the internet in a responsible manner, including but not limited to the following:

- Customers are responsible for complying with all provisions of the Library's Rules of Conduct.
- Customers are responsible for their own privacy and security and are encouraged to take all precautions to safeguard their personal information when using the Library's internet access.
- Separate internet access is provided for ~~patrons~~ customers age 11 and under (children) and those ages 12 and over (adults). As with all other library resources and services, children and young adults have access to all materials, and responsibility for monitoring access to the internet rests solely with parents and/or legal guardians.
- Customers are prohibited from displaying content that can be reasonably foreseen to offend others or violate community standards.
- Internet content that is in violation of our acceptable use policy, and/or contains malicious content ~~violates copyright laws, malicious websites~~ may be blocked.
- Customers are prohibited from engaging in any illegal activity, as well as accessing internet sites that violate any provision of the *Criminal Code*, R.S.C., 1985 c. C-46, *the Copyright Act,* R.S.C., 1985 c. C-42, or any other intellectual property right, or any other federal, provincial statute, or municipal by-law. These violations include pornography and hateful or obscene messages. Library staff has the authority to end an internet session when such material displays on the screen.
- Customers are prohibited from engaging in any activity that violates the privacy rights of another person(s) or organization(s).
- Violation of the policies and guidelines that govern the use of the Library's internet resources may result in suspension or loss of privilege to use these resources. Illegal activity involving the Library's internet resources may be subject to prosecution by the appropriate authorities.

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

DA/nb

Policy Name	Internet Use		
Section & Number	Board – G-10	Effective Date	1999-04-15
Motion Number	2024-XX	Last Review	2024-10-17
Author	Manager, ICT	Next Review	2028

Policy Statement

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

Scope

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

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Responsibility

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