



St. Catharines Public Library Board

Regular Meeting

Thursday, January 15, 2026, 6:00 pm
Mills Room, Central Library & Microsoft Teams

AGENDA

Chair calls meeting to order and Lori Littleton to read SCPL Land Acknowledgment.

1. Adoption of Agenda

- 1.1 Additions/Deletions to Agenda
- 1.2 Adoption of Agenda Motion

2. Chair's Remarks & Declarations of Interest

3. Adoption of Minutes (attachment)

- 3.1 Regular Meeting – November 20, 2025 Motion

4. Monthly Updates (verbal)

- 4.1 St. Catharines City Council
- 4.2 CEO Update – K. Su

5. Consent Agenda (attachments)

Motion

- 5.1 Correspondence
- 5.2 CEO Report – K. Su
- 5.3 Department Reports – November & December 2025
 - 5.3(a) Customer Service – J. Spera & M. Haanstra
 - 5.3(b) Innovation, Collections, and Technology – D. Bott
 - 5.3(c) Programming and Promotions – H. Jones
 - 5.3(d) Health & Safety – L. DiDonato
- 5.4 Quarterly Progress Update on 2025 Work Plan (Q4) – K. Su
- 5.5 Employee Succession Plan – A. Maciukas

6. Discussion Reports (attachments)

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

6.2	Policy (G-13) Occupational Health and Safety – A. Maciukas	Motion
6.3	Policy (P-01) Workplace Violence and Harassment – A. Maciukas	Motion
6.4	Policy (G-20) Video Surveillance – D. Bott	Motion

7. In-Camera Session

7.1	In-Camera Agenda (attachment)	
7.1(a)	Additions/Deletions to In-Camera Agenda	
7.1(b)	Adoption of In-Camera Agenda	Motion
7.2	Motion to Move In-Camera	Motion
7.3	Adoption of In-Camera Minutes	
7.3(a)	In-Camera Session – November 20, 2025 (attachment)	Motion
7.4	In-Camera Consent Agenda (attachments)	
7.4(a)	Staffing Update (November & December 2025) – A. Maciukas	
7.4(b)	Confidential Appendix – A. Maciukas	
7.5	In-Camera Discussion Report	
7.5(a)	Personnel Matter – J. Coles (<i>sent by Chair</i>) (Closed Session in accordance with the Public Libraries Act section 16.1(4)(b) personal matters about an identifiable individual.)	
7.6	Return to Open Session	Motion

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

Motion

9. Motion to Adjourn

Motion

10. Next Meeting / Upcoming Events

- Board Meeting – Thursday, February 19, 2026 at 6:00 pm, Mills Room, Central Library & Microsoft Teams



St. Catharines Public Library Board

Regular Meeting Minutes

Thursday, November 20, 2025, 6:00 pm
Mills Room, Central Library & Microsoft Teams

Present:	P. Clausi	Councillor G. Miller (joined at 6:02pm, left at 8:06pm)
	J. Coles (Chair)	N. Olmstead
	K. Diorio	G. Riihimaki
	L. Littleton	
Regrets:	S. Dimick (Vice-Chair)	Councillor J. Lindal
Staff:	D. Bott (left at 7:26pm)	H. Jones (left at 7:45pm)
	L. DiDonato (left at 8:20pm)	A. Maciukas (left at 8:20pm)
	M. Haanstra (left at 7:26pm)	J. Spera (left at 7:45pm)
	L. Jenter (Recording Secretary) (left at 8:20pm)	K. Su (Secretary) (left at 8:20pm, rejoined at 8:29pm)

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

Gail Riihimaki reads the following SCPL Land Acknowledgment:

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

1. Adoption of Agenda

1.1 Additions/Deletions to Agenda
Move 5.2(d) Facilities to 6.1.

1.2 Adoption of Agenda

MOTION: 2025-103 THAT the Agenda be adopted as amended.

MOVED BY: P. Clausi
SECONDED BY: K. Diorio

MOTION CARRIED.

Councillor G. Miller joined the meeting at 6:02pm

2. Chair's Remarks & Declarations of Interest

The Chair shared a positive comment from a customer about SCPL and thanked staff for their work on Niagara Public Library Boards Retreat. There were no Declarations of Interest.

3. Adoption of Minutes (attachment)

3.1 Regular Meeting – October 16, 2025

MOTION: 2025-104 THAT the Regular Meeting Minutes of October 16, 2025 be adopted.

MOVED BY: N. Olmstead

SECONDED BY: G. Riihimaki

MOTION CARRIED.

4. Monthly Updates (verbal)

4.1 St. Catharines City Council – Councillor G. Miller

Councillor G. Miller provided an update on the City Council budget. The Library will receive the requested budget.

4.2 OLS Update – J. Coles

The Chair provided an update about the virtual conference on November 20. Board Members can register at LearnHQ to receive a recording of the conference.

4.3 CEO Update – K. Su

The CEO updated the Board about the following:

- **Staff Development Day** - A great day of learning and opportunity for staff to connect was held on November 17.
- **Union Negotiations** - Held negotiations on November 18-20. Progress is ongoing. Additional days scheduled for January.

4.4 Department Update – Board Sync Folders – L. Jenter

The Board received a presentation on the Board document migration to Sync.

5. Consent Agenda

5.1 CEO Report – K. Su

5.2 Department Reports – October 2025

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

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

5.2(c) Programming & Promotions – H. Jones

5.2(d) Facilities – S. Mannella

- 5.3 Financial Reports – L. DiDonato
 - 5.3(a) 2025 Financial Results and Forecast at September 30, 2025
 - 5.3(b) Endowment & Trust Statement at September 30, 2025
 - 5.3(c) Short-Term Investments Statement at September 30, 2025
- 5.4 Risk Management Semi Annual Reporting – L. DiDonato
- 5.5 SCPL Programming and Partnership Plan – H. Jones
- 5.6 Employee Assistant Program Update – A. Maciukas

MOTION: 2025-105 THAT the Consent Agenda be received as circulated except for Item 5.2(d) pulled for discussion.

MOVED BY: L. Littleton

SECONDED BY: Councillor G. Miller

MOTION CARRIED.

6. Discussion Reports

- 6.1 Facilities – L. DiDonato

The Chair requested information about the sidewalk curb at the Merritt branch. Staff are monitoring customer comments, and recommending customers contact Citizen's First about accessibility issues.

- 6.2 Policy (GOV-01) Succession Planning – J. Coles

The Chair updated the Board about progress on succession planning. G. Riihimaki and J. Coles will report back in early 2026 with progress made.

- 6.3 Policy (G-03) Borrowing – J. Spera

The Board received Policy (G-03) Borrowing with amendments. The Board reviewed the proposed increase to children's borrowing limits and requested that staff monitor for any corresponding rise in lost items. The Board discussed the continued use of the collection agency, emphasizing the need for accommodating customers to prevent barriers.

MOTION: 2025-106 THAT the Board approve Policy (G-03) Borrowing as amended.

MOVED BY: Councillor G. Miller

SECONDED BY: N. Olmstead

MOTION CARRIED.

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

The Board received Policy (G-04) Collection Management with amendments. The Board discussed the potential for AI authored works in the collection. The Board voted for AI authored books be marked with an AI spine label for transparency (6 in favour and 1 against). The Board recommended additional amendments to the language.

MOTION: 2025-107 THAT the Board refer Policy (G-04) Collection Management back to staff.

MOVED BY: L. Littleton

SECONDED BY: G. Riihimaki

MOTION CARRIED.

7. In-Camera Session

7.1 In-Camera Agenda

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

None

7.1(b) Adoption of In-Camera Agenda

MOTION: 2025-108 THAT the In-Camera Agenda be adopted.

MOVED BY: K. Diiorio

SECONDED BY: P. Clausi

MOTION CARRIED.

D. Bott and M. Haanstra left the meeting at 7:26pm.

7.2 Motion to Move In-Camera

MOTION: 2025-109 THAT the Regular Meeting move to In-Camera Session to discuss planning, property and personnel matters.

MOVED BY: N. Olmstead

SECONDED BY: Councillor G. Miller

MOTION CARRIED.

The meeting moved to In-Camera Session at 7:26pm.

H. Jones and J. Spera left the meeting at 7:45pm

Councillor G. Miller left the meeting at 8:06pm

L. DiDonato, L. Jenter, A. Maciukas and K. Su left the meeting at 8:20pm

K. Su rejoined to the meeting at 8:29pm

7.6 Return to Open Session

MOTION: 2025-111 THAT the In-Camera Session return to Open Session.

MOVED BY: L. Littleton

SECONDED BY: G. Riihimaki

MOTION CARRIED.

The Meeting returned to Open Session at 8:32pm.

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

MOTION: 2025-112 THAT the Chair and Board proceed as directed during the closed session.

MOVED BY: N. Olmstead

SECONDED BY: K. Diiorio

MOTION CARRIED.

9. Motion to Adjourn

MOTION: 2025-113 THAT the Regular Meeting be adjourned.

MOVED BY: P. Clausi

SECONDED BY: N/A

MOTION CARRIED.

Meeting adjourned at 8:34pm.

10. Next Meeting / Upcoming Events

Board Meeting – Thursday, January 15, 2026 at 6:00 pm, Mills Room, Central Library & Microsoft Teams

Chair

Secretary

Consent Agenda

Recommendation

THAT the Consent Agenda be received as circulated.

5. Consent Agenda (attachments)	Motion
5.1 Correspondence	
5.2 CEO Report – K. Su	
5.3 Department Reports – November & December 2025	
5.3 (a) Customer Service – J. Spera & M. Haanstra	
5.3 (b) Innovation, Collections, and Technology – D. Bott	
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5.4 Quarterly Progress Update on 2025 Work Plan (Q4) – K. Su	
5.5 Employee Succession Plan – A. Maciukas	

Correspondence
(as of January 9, 2026)

For Information

Sent December 11, 2025

Negative Impact of Bill C-15 on Library Interlibrary Loan Service emailed to MP Chris Bittle

Received December 15, 2025

RE: Negative Impact of Bill C-15 on Library Interlibrary Loan Service emailed from Yasmine Hejazi, Manager, Stakeholder and Community Relations, Office of Chris Bittle

To be sent on January 16, 2026

SCPL Impact Report – January 2026 to email to St. Catharines City Council

Negative Impact of Bill C-15 on Library Interlibrary Loan Service

From: Qingyi (Ken) Su
Sent: Thursday, December 11, 2025 8:00 AM
To: Bittle, Chris - M.P. <chris.bittle@parl.gc.ca>
Subject: Negative Impact of Bill C-15 on Library Interlibrary Loan Service

Good morning, MP Bittle,

I am writing to express my deep concern regarding proposed changes to the Canada Post Corporations Act in Bill C-15, An Act to implement certain provisions of the budget tabled in Parliament on November 4, 2025.

I am alarmed by the amendment to the Canada Post Corporations Act included within C-15. C-15 repeals Paragraphs 19(1)(d) to (g.1) of the Act. This section was the result of a Private Members' Bill (Bill C-321) which received Royal Assent in 2013 and was supported by all parties in the House of Commons. C-321 specifically amended the Canada Post Corporations Act to provide for a reduced rate of postage for library materials lent by a library to a borrower, including by means of an interlibrary loan. C-15 eliminates the provisions agreed to by the House of Commons and Senate in Bill C-321.

This change, if it is allowed to stand, will have a significant negative impact on libraries and the more than 8 million active library users across the country. Libraries in Canada have historically worked collaboratively to provide Canadians with timely, important intellectual and scholarly information. To achieve this, publicly funded libraries of all types depend on their ability to build networks among institutions to encourage borrowing and maximize the impact of their collections. In addition to sharing resources amongst libraries, individuals who are homebound or living in rural, remote, and Indigenous communities often rely on library materials being mailed through Canada Post.

Interlibrary loans are an essential part of how libraries in Canada operate and rely on the provisions of the Canada Post Corporation Act to provide access to materials for the millions of library users in Canada. This service is under increasing demand, particularly as our communities face growing economic and social challenges that drive more residents to seek out free and equitable access to educational and professional resources.

The St. Catharines Public Library provides a clear local example of this critical, surging service: in the last two years alone, the library borrowed 1,472 items (2024) and 1,255 items (2023) from other institutions for St. Catharines residents, while lending 1,269 items (2024) and 1,142 items (2023) to others. This rising level of activity demonstrates how vital and heavily utilized this service is for supporting education, job seekers, and low-income residents within our local community.

If Canada Post can increase rates without any oversight from Parliament or the Government of Canada – as C-15 would permit - libraries across Canada will be devastated. This would put a

severe strain on library budgets already facing increasing operating costs and directly threaten their ability to offer this essential, high-volume service for access, equity, and literacy to residents in St. Catharines and beyond, especially those relying on it to navigate tough economic times.

I am asking that you please act immediately to raise this issue with Honourable Joël Lightbound, Minister of Government Transformation, Public Works and Procurement, in the House of Commons and strongly urge the government to withdraw this amendment to the Canada Post Corporations Act. To ensure that library resources remain accessible for all of Canada through interlibrary loans, it is paramount that this amendment to the Canada Post Corporations Act does not pass.

Yours sincerely,

Ken



Ken Su
Chief Executive Officer

St. Catharines Public Library
54 Church Street
St. Catharines, ON, L2R 7K2

myscpl.ca
(905) 688-6103 x235



From: Hejazi, Yasmine (Bittle, Chris - MP) <yasmine.hejazi.489@parl.gc.ca>
Sent: Monday, December 15, 2025 2:40 PM
To: Qingyi (Ken) Su <qksu@myscpl.ca>
Subject: RE: Negative Impact of Bill C-15 on Library Interlibrary Loan Service

Good morning Ken,

Thank you for taking the time to write to MP Bittle and for outlining your concerns regarding the proposed amendments to the Canada Post Corporation Act contained in Bill C-15.

Chris appreciates the important role that libraries play in our communities, particularly in ensuring equitable access to information and educational resources for rural, remote, and vulnerable populations. He is aware of the value of interlibrary loans and the impact these services have locally, including at the St. Catharines Public Library.

At the same time, Canada Post is currently facing a severe financial crisis. The corporation is operating at a significant loss estimated at approximately \$5 million per day and is effectively insolvent. In this context, difficult but necessary measures are being examined to stabilize the corporation and ensure its long-term viability. Without action, Canada Post's ability to continue providing service to Canadians at all would be at serious risk.

That said, Chris understands the concerns being raised by the library sector and recognizes that any changes must carefully consider unintended consequences for public access, literacy, and community services. He will continue to monitor the implementation of Bill C-15 closely and ensure that the perspectives of local institutions and residents are conveyed as these discussions move forward.

Thank you again for reaching out and for your advocacy on behalf of libraries and their users. Please do not hesitate to remain in contact with our office.

Sincerely,
Yasmine Hejazi



Yasmine Hejazi (she/her)

Manager, Stakeholder and Community Relations
Office of Chris Bittle, Member of Parliament St. Catharines
61 Geneva St.
St. Catharines, ON, L2R4M6
Tel. 905-934-6767
Fax. 905-934-1577
Toll Free : [1-866-784-8518](tel:1-866-784-8518)



SC
PL



Impact Report

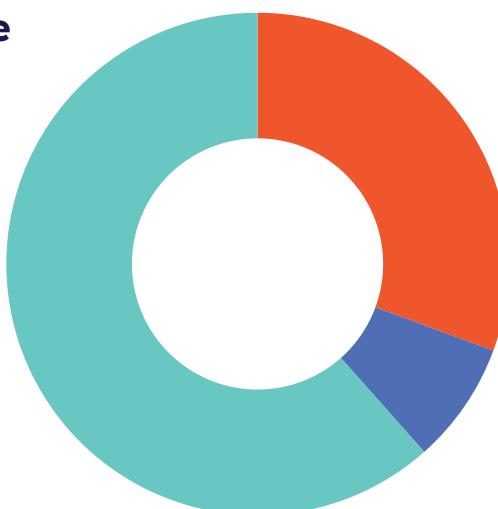
Jan 2026

over
2.8 million **401,721**
check outs **in-person visits**
of physical collections, digital
collections and online databases in
2025. to all SCPL
locations in 2025.



Check Outs by Type

- Online Databases 61.5%
- Physical Collections 30.6%
- Digital Collections 7.8%



29,264
people
attended SCPL
programs in 2025.



CIVIC
ENGAGEMENT



ECONOMIC
DEVELOPMENT



CULTURE



EDUCATION



ENTERTAINMENT
& LEISURE



INCLUSION
& WELLBEING



SPACE

Impact Report

Jan 2026

“Accessing the library has become a lot easier since the move to the Pen Centre.”

- SCPL Customer

“The library is the best thing in the mall!”

- SCPL Customer

“My child loves the kid’s area. They don’t want to leave.”

- SCPL Customer

Merritt Branch Update
August 27 - December 31, 2025

27,732
in-person visits
to the new
Merritt Branch.



99%
increase
to in-person visits to
the Merritt Branch
compared to 2024.

31

students

completed a co-op or
assignment interview
with SCPL.



8,913

training courses

accessed through
LinkedIN learning.



5,562

literacy sessions

accessed by children at
our literacy stations.



CEO Report

submitted by Ken Su, CEO (November/December 2025)

For Information

Central Library Renovation Update

The CEO met with the Architect on November 28, 2025 to discuss the possibility of reducing the scope of the Central Library renovation project, primarily focusing on the atrium and washrooms. The Architect will review the original design and propose a new plan with estimated costs in March/April 2026. The CEO sent an email early January to request a status update.

The Library is still waiting for the GICB grant application result. There is no timeline given. Housing, Infrastructure and Communities Canada will communicate the results in writing as they become available, however, their webpage hasn't been modified since Nov 2024.

Community Needs Assessment RFP

The Library posted its Community Needs Assessment RFP on the Library's website and Biddingo on January 2, 2026.

The RFP is scheduled to close on January 30, 2026, and all submissions will be evaluated shortly after. The Library hopes to select a successful consultant in February 2026.

Collective Bargaining

The Union and the Library met in person at the Central Library on November 18, 19 and 20, 2025 to negotiate a new collective agreement. The primary focus was on non-monetary items and parties were able to sign a minutes of settlement on November 20 to wrap up the first round of negotiations. Parties will meet again at the Central Library on January 28, 29, and 30 to negotiate monetary items. Updates will be provided to the Board when they become available.

Customer Service

submitted by Joanna Spera, Manager, Customer Service (November & December 2025)

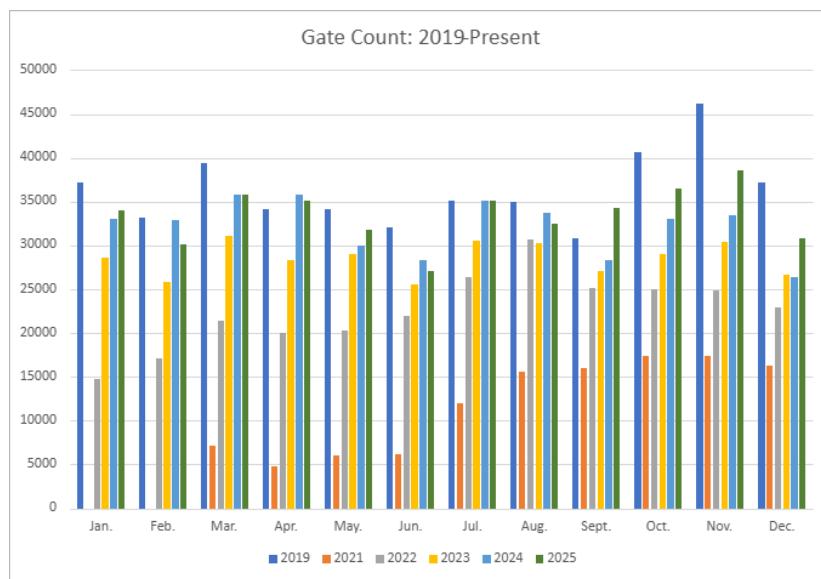
For Information

All data provided is for November and December 2025 compared to the same months in 2024. The library continues at full operations.

	November 2025	% change from 2024	December 2025	% change from 2024
Gate Count	38,624	33,387 (+14%)	30,824	26,332 (+15%)
Memberships	560	461 (+21%)	411	383 (+7%)
Holds Placed	13,545	11,986 (+13%)	11,775	11,208 (+5%)
Questions	7,205	6,217 (+14%)	10,570	5,074 (+52%)

Gate Count

Our gate count system-wide continued to trend upward in November and levelled off in December, which is consistent with our numbers from the previous year. Overall, our 2025 year-end gate count increased (+4%) as compared to 2024. The Merritt Branch was closed July 24 and reopened August 27 at the new location.



Membership

SCPL's membership has shown steady growth throughout the year, increasing by 16% compared to 2024. This growth has been supported by a range of programs, contests, and outreach initiatives designed to encourage new member registrations. The reopening of the Merritt Branch at Pen Centre also contributed to an increase in new memberships. In addition, staff continue to actively manage annual membership renewals as accounts expire. SCPL's active membership count has increased 4% over 2024.

Holds Placed

The number of holds placed increased by 2% over 2024. The *Holds to Go* locker service on Hartzel Road was introduced in July 2025. The pickup location at Home Hardware has quickly become a popular choice. This service continues to play an important role in ensuring equitable and convenient access to library materials for customers throughout the city.

Library Technician Student Placements

In 2025, SCPL successfully hosted three Library Technician student placements, demonstrating SCPL's commitment to nurturing the next generation of library professionals, strengthening community engagement, and showcasing leadership in service excellence.

Customer Service Department Meetings

In 2025, the Library Board approved a delayed opening (10:00 a.m.) for the branches on the first Monday in February, June and October. In 2026, Central will be included in the delayed opening to support a joint Customer Service staff meeting. The meetings are scheduled for February 2, June 15, and October 5, 2026.

Innovation, Collections & Technology

submitted by David Bott, Manager Innovation, Collections & Technology (November & December 2025)

For Information

Physical Circulation

Physical circulation declined by approximately 6% from October to November 2025 and was nearly identical to November 2024 levels. A further 22% decrease occurred from November to December 2025; however, this aligns with typical seasonal patterns observed at this time of year.

Overall, physical circulation increased by approximately 1.4% compared to 2024. This total is influenced by reduced August circulation resulting from the Merritt Branch relocation. When August data are excluded from both years to account for this temporary service disruption, total physical circulation for 2025 increases by 2.7% over 2024.

Digital Circulation

Digital circulation across eBooks, eAudiobooks, magazines, and streaming formats remained virtually unchanged from October to November and again from November to December 2025. Overall, digital circulation in 2025 declined by approximately 6% compared to 2024, a change largely attributable to the introduction of Kanopy and Hoopla pay-per-use thresholds in the second quarter of the year.

In contrast, overall digital usage across all online resources increased by 12.6% in 2025 compared to 2024. This growth was driven primarily by a significant increase in PressReader usage, which rose by approximately 16% year over year.

2025 Circulation Summary

Format	Circulation/Usage	% Change from 2024
Physical	886,693	1.4%
Digital	226,780	-6.0%
Online Databases	1,779,170	15.5%
Total	2,892,643	8.9%

Library of Things

Radon Gas Detectors were launched in December 2025. These detectors can be checked out for three weeks, making them suitable for a short-term snapshot of radon levels in a home.

New Adult Fiction Collection

As per customer feedback, the loan period for the New Adult Fiction Collection was extended to 21 days. The loan period will be reduced to 7 days if more than 10 holds are placed on a title. This gives customers the ability to prioritize reading highly popular titles first while still enjoying new releases at a comfortable pace.

The identifying sticker was updated from “7 Day Book” to “New” to reflect the loan period change. The “New” Sticker is used across both fiction and nonfiction, making it simpler and more intuitive for customers to identify new items.

Literacy Collection Refresh

The literacy collection was refreshed with 75 new titles added, and ICT took the opportunity to update the identifying sticker at the same time to a new version.

Borrowing Policy

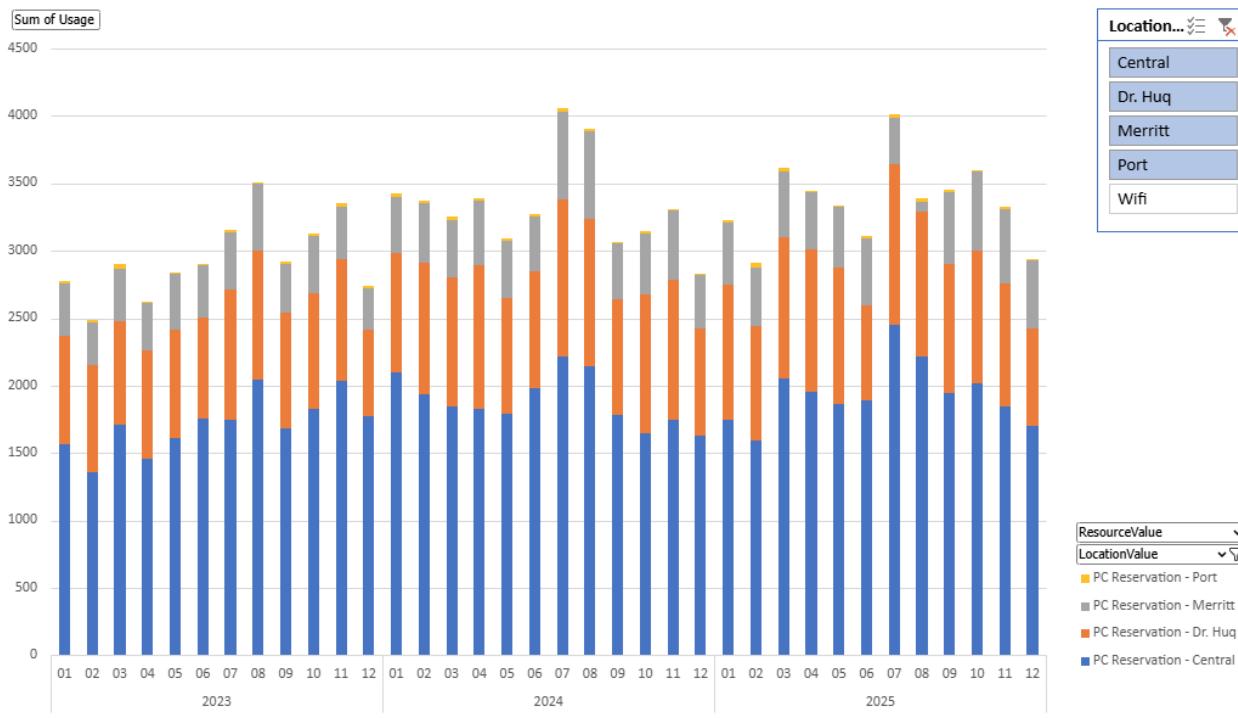
Collections were updated following the amended borrowing policy. There have been positive responses from customers regarding the changes.

Interlibrary Loan Service Suspended

The Interlibrary Loan Service continued to be suspended in November 2025 due to ongoing negotiations between Canada Post and its workers. The service continued to be suspended in December 2025 due to holiday vacations and closures. The service will resume on January 5, 2026, as a tentative agreement between Canada Post and its workers has been reached.

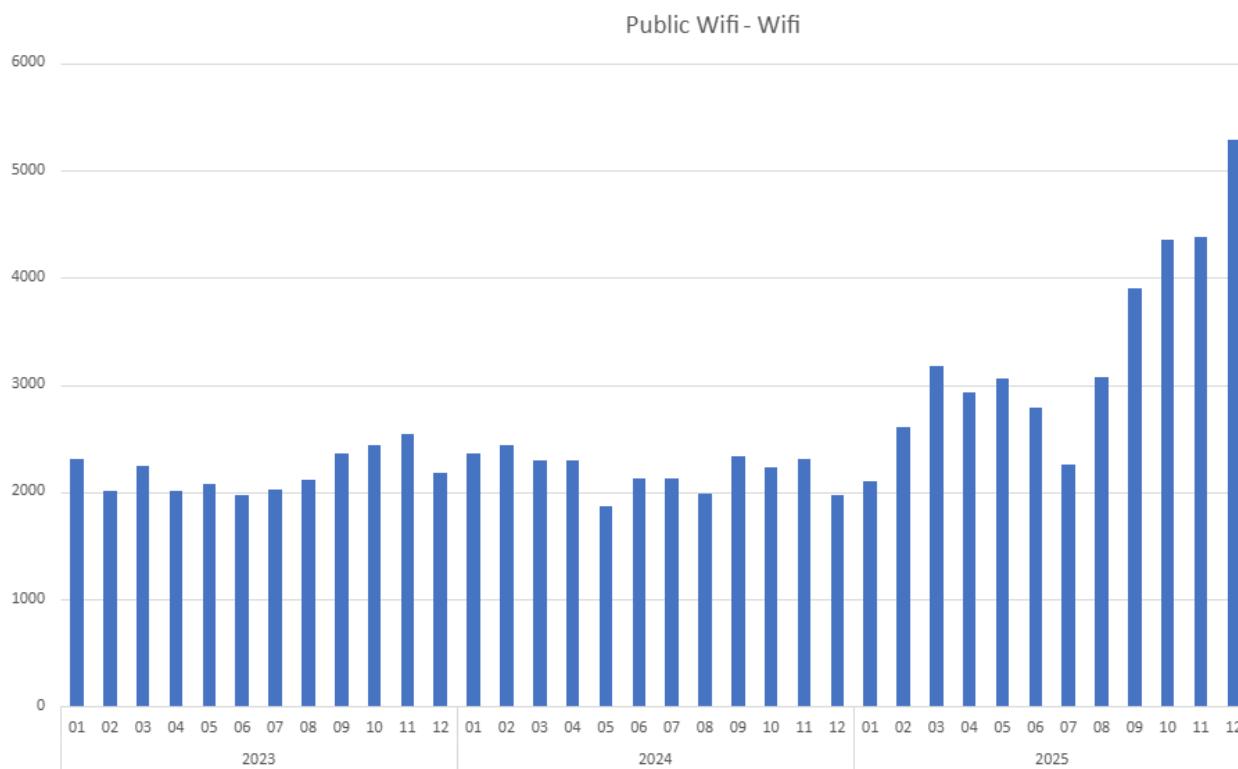
Public Internet Computer Usage

Public internet computer usage was up 1% over 2024, however, we did reduce the overall number of available computers from 13 to 11 at the Central branch when we relocated the computers to the first floor.



Public Wifi Usage

Since re-opening of the Merritt Branch and the installation of a new wifi system at Merritt, we have seen a 51% increase in guest wireless internet usage.



Programming and Promotions

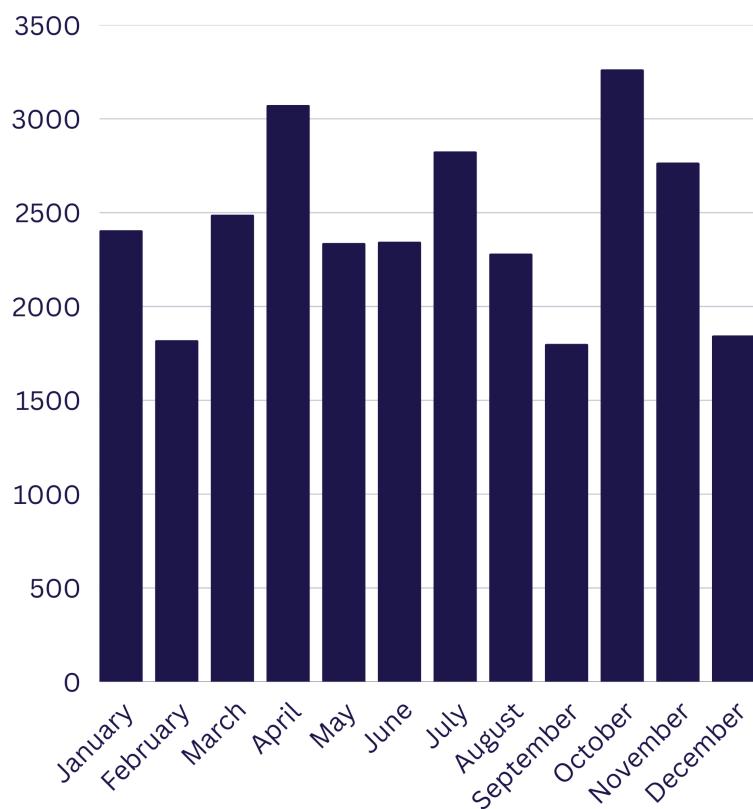
submitted by Holly Jones, Manager, Programming & Promotions (November & December 2025)

For Information

Programming Highlights

SCPL's programming concluded the year on a strong note, marked by notable attendance growth in December. November programs attracted 2,767 participants, reflecting a 3% decline compared to November 2024. In contrast, December recorded 1846 attendees, representing a strong increase of 10% over the same month last year. Overall, program attendance remained stable in 2025, despite dips caused by the relocation of the Merritt Branch, with a total of 29,264 participants versus 29,636 in 2024. This consistency underscores the continued success of our engagement strategies and the community's sustained enthusiasm for library programming.

Program attendees by Month, 2025



Programming at the Merritt Branch, now operating from its new location at the Niagara Pen Centre, continues to exhibit strong growth. Between September and December, the branch welcomed 1,613 participants, representing a 25% increase compared to the same period in 2024 at its former location (1,289 participants). A diverse range of events for all age groups was offered, including family storytimes, craft workshops, book clubs, and local history lectures. Customer feedback has been overwhelmingly positive, with comments highlighting the welcoming environment and quality of programming. In response to constructive suggestions, we implemented improvements such as purchasing a microphone and speaker system to enhance audio quality in the program space. These enhancements have contributed to optimizing the functionality and overall experience in the new location.

Of special programming note in November & December:

1. **Second Annual SCPL LitFest:** This signature all-ages event successfully promoted community literacy through diverse, multi-generational programming. Highlights included family-oriented drop-in stations, specialized illustration workshops for youth, and book-themed crafting for adults. The festival culminated in a high-profile "A Night of Mystery" author panel hosted at the First Ontario Performing Arts Centre (472 attendees).
2. **Brock Talk: AI Risks and Opportunities in Canadian Research and Teaching Infrastructure:** Dr. Aaron Mauro (Brock University) presented an insightful session on the intersection of Artificial Intelligence and the humanities. The talk explored the ethical use of Natural Language Processing (NLP) in cultural scholarship and introduced "RISK," a platform for data security in research (22 attendees).
3. **A Photographic History of Merriton:** In collaboration with the St. Catharines Museum, Public Historian Adrian Petry provided a photographic exploration of Merriton's industrial and cultural heritage, strengthening the library's role as a hub for local history (13 attendees).
4. The **Taylor Swift Social** (27 attendees) and **Glow Up the Night: Teen Neon Painting** (9 attendees) successfully engaged the teen and tween demographics through trend-based, creative activities.
5. **Holiday & Seasonal Activities:** The library hosted several festive events, including the family-focused **Noon Year's Eve Party** (63 attendees) and **Drop-in: Winter Wonderland** (67 attendees), the Year of Books Ornament Workshop for adults (2

session, 23 attendees), and community **Caroling in the Atrium**, with the Salvation Army Band and One Voice Choir (101 attendees).

Communication Highlights

In November and December, the Communications Specialist focused on:

- The release of the Winter 2026 Program Guide, ensuring comprehensive coverage of upcoming library events
- A targeted "SCPL Shop" holiday campaign, highlighting curated gift ideas for library supporters
- Designing the Winter 2026 New and Notable lists
- Developing the 2026 Membership Reactivation Campaign to bolster library membership retention

Community Feedback

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

"Local History" content on our social media channels saw high engagement levels during this period, with users actively sharing personal anecdotes and historical perspectives regarding local landmarks. As well, SCPL's "Adopt an Angel" gift campaign in support of Community Care generated a high volume of positive sentiment and warm holiday greetings online.

Media Mentions

There were no external media mentions recorded for the months of November or December.

Health & Safety

submitted by Lisa DiDonato, Business Administrator

For Information

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

Background

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

Report

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

The next Joint Health & Safety Committee meeting is scheduled for March 12, 2026, and will include the following agenda items:

- Quarterly Inspection Report
- Risk Assessment Maintenance

Appendix A – Health and Safety Inspection Results

Location	Date	Results	Update
Regular Inspections			
Central – 3 rd Floor	October 30, 2025	Nothing to report.	n/a
Port Branch	October 24, 2025	Nothing to report.	n/a
HUQ Branch	October 27, 2025	Nothing to report.	n/a
Merritt Branch	October 22, 2025	Chairs by fireplace moved and placement makes shelving inaccessible.	The opening procedures were revised to ensure proper chair setup.
Central - Basement	November 25, 2025	Nothing to report.	n/a
Port Branch	November 25, 2025	Nothing to report.	n/a
HUQ Branch	November 24, 2025	Nothing to report.	n/a
Merritt Branch	November 27, 2025	Desk in Programming and Promotions office needs wire management. Curved seating laptop bar needs wire management. Archway in children's area need colour added	IT resolved both wire management issues. Bright floral stickers were added to the archway, making it more visible and eye-catching.

		to increase awareness.	
Central – 1 st Floor	December 1, 2025	Nothing to report.	n/a
Port Branch	December 16, 2025	Nothing to report.	n/a
HUQ Branch	December 1, 2025	Nothing to report.	n/a
Merritt Branch	December 15, 2025	Nothing to report.	n/a

Quarterly Progress Update on 2025 Work Plan

submitted by Ken Su, CEO (January 2026)

For Information

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

Background

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

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

The new strategic goals are:

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

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

Highlights of the fourth quarter in 2025

The Library highlight of this quarter is that the Merritt branch was reopened on September 18 and it was a great success. Almost 100 people came to the reopening event and the renovation of the new space was well received.

Given the short timeframe the Library had to relocate from the previous location to the Pen Centre, staff were unable to complete all planned tasks before the reopening, so additional works were done in the last three months, including a moss wall, a laptop bar, an accessible push button on the program room door, three TVs, and new signage/display.

Additionally, staff were also able to complete tasks listed below:

- Launched Sync Folders online to enhance security and provide flexibility to both board members and exempt staff
- 2026 operating budget was reconfirmed by City Council
- participated in the Grape & Wine parade for the second time
- The 2nd "SCPL LitFest" was very successful and over 130 people attended the author panel at the Performing Arts Centre
- SCPL Staff led the One Book One Niagara event and 82 people participated in the event
- Introduced PrintMe service in October that enables self-serve printing and scanning for customers

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

2025 SCPL Departmental Work Plan - Quarterly Update

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

Department: Administration and Facilities						Q4 Update
Strategic Goal	Annual Objective / Action Item	SMART Goals and outcomes	Key Players	Timelines	Status	Explanation
#3	Continue to work with the City, City Council and the Union collaboratively	Actively communicate with stakeholders and resolve any issues/concerns promptly, organize activities with City/Union at least 4 times a year	CEO	Ongoing		Active ongoing discussions regarding parking, facilities, recycling and capital projects.
#1	Provide new and enhanced spaces	Continue to explore opportunities to refresh/update other library spaces	CEO, Business Administrator, Facilities Manager	Ongoing		Moved administration staff to public spaces at Central. Actively looking to sublease 3rd floor.
#1	Central Library Renovation	Continue to work on the Central Renovation Project	CEO, Business Administrator, Facilities Manager	Ongoing		SCPL looking at options and continue working with architects.
#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 events with other Niagara libraries	CEO, Customer Service Manager, ICT Manager, Programming Manager	Ongoing		Finalized the shared ILS agreement, and is looking into opportunities to offer staff training together
#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 unforeseen events happen.	CEO, HR Manager	Q3		Will go to Board in January
#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		Introduction of self-serve printing, streamline processing of payments for these services.

#1, #3	Electronic Personnel Files	Clean up and convert personnel files to electronic format.	Business Administrator, HR Manager	Ongoing through Q3	✓, Completed	
#3	Collective Bargaining	Plan, prepare and successfully and respectfully engage in collective bargaining.	CEO, HR Manager, Business Administrator, Customer Service Manager	Ongoing		Met with CUPE, discussed and agreed to non-monetary proposal, additional date booked for January to discuss monetary
Department: Innovation, Collections and Technology						
Strategic Goal	Annual Objective / Action Item	SMART Goals and outcomes	Key Players	Timelines	Status	Explanation
#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	On schedule based on new timeline	Agreement signed with Polaris. Implementation to take place starting in Q2 2026 with Go Live in Dec. 2026.
#1, #2, #3	Work Collaboratively with NFPL to Develop Standardized Ordering (ARP), Processing & MARC Records	Streamline processes to reduce costs through shared services.	ICT, CEO	Ongoing through Q3		Ongoing
#1, #2	Continue to find efficiencies in Acquisition and Processing of Materials	Optimize efficiencies using EDIFACT and standardized methods of processing	Acquisitions Technician	Ongoing		Ongoing
#1, #2, #3, #4	Collection Expansion	Continue to add new types of items to the Library Things	Collections Librarians	Ongoing		Ongoing
#1, #2	Catalogue Standards and Maintenance	Standardized MARC Processing for shared ILS system	Cataloguing Technician	Ongoing		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 difficulties such as dyslexia	Collections Librarians	Ongoing		Ongoing
#1, #2, #3, #4	Digitization Project	Digitize rare local history items for preservation and remote accessibility	Digitization Technician	Ongoing		Ongoing
#1, #2, #3	Upgrade to BlueCloud Mobile2 App		ICT, Training Librarian	Defer pending outcome of ILS	Red	Cancelled. New Mobile App will be deployed when migrating to new ILS.
Department: Customer Services						
Strategic Goal	Annual Objective / Action Item	SMART Goals and outcomes	Key Players	Timelines	Status	Explanation

#1, #3	Continue to provide training to enhance the Customer Service experience based on the annual training plan	Complete Customer Service Standards with "Accountable". Develop Customer Service Standards "Inclusive" training module. Develop a training module for security staff. Public facing roll out of the Customer Service Standard.	Training Librarian, CS Managers	Q4	✓, Completed	Customer Service Standard available on SCPL website. Hosted two CMHA workshops and Training Active Bystanders session for staff.
#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	✓, Completed	Library Board approved an updated Borrowing Policy creating a more equal experience between borrower types and creating more inclusive name and definition for temporary memberships.
#1, #2, #3	Develop an operational plan for Merritt's new location.	Staffing model, hours of operations, workflows such as radios, materials handling.	Customer Service Managers, Branch Librarian	Q2	✓, Completed	New workflows and procedures in place. Continuous evaluation of effectiveness.
#1, #2, #3	Continue to develop efficiencies in Customer Service process and workflows	Implement service design realignment.	Customer Service Managers	Q2	✓, Completed	Printing solution implemented at Central. Dr. Huq and Merritt. Central's Part-Time hours redeployed to effectively operate Merritt Branch.
#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		ongoing	
Department: Programming and Promotions						Q4 Update
Strategic Goal	Annual Objective / Action Item	SMART Goals and outcomes	Key Players	Timelines	Status	Explanation
#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	✓, Completed	

#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	✓, Completed	
#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	✓, Completed	Library facilitated 17 outreach events in 2025, totaling an estimated 2100 engagements.
#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	✓, Completed	Total active memberships increased 5.84% at campaign's end. Inactive membership campaign will be repeated annually
#1	Develop a promotional campaign for the launch of the library's new website.	Create content to support and drum up excitement for the launch of the library's new website Spring 2025.	Programming Manager, Communications Specialist	Q2	✓, Completed	

Employee Succession Plan

submitted by Albertina Maciukas, Human Resources Manager

For Information

Background

SCPL recognizes that to support organizational continuity and maintain the high level of service expected by the community, a formal Succession Plan is needed. A lack of a structured framework poses risks to knowledge retention, service consistency, and strategic progress. Establishing a documented Succession Plan ensures SCPL is prepared for both planned and unexpected vacancies, identifies interim coverage, potential successors, and promotes professional development to grow leadership and the delivery of quality library services.

The high-level plan outlines the purpose, goals, responsibilities, communication protocols, and evaluation and review processes designed to guide actions in the event the plan is activated. The appendix provides detailed information on roles identified as critical, including both short-term and long-term coverage strategies, key responsibilities, and risk mitigation measures.

This plan will provide a structured, proactive approach to talent management and succession readiness.

St. Catharines Public Library: Succession Plan

Introduction

SCPL is committed to providing consistent, high-quality service to our community and a supportive environment for our staff. A key part of this commitment is having a strong succession plan to manage staff transitions effectively. As the library landscape evolves, we must be ready to adapt while maintaining our mission, strategic goals, and service excellence.

This plan outlines a clear approach to identifying, developing, and retaining key talent. By supporting staff growth and planning for both internal and external recruitment, we aim to sustain our programs, preserve institutional knowledge, and ensure smooth operations. The plan also promotes training, knowledge-sharing, and preparedness to build a resilient workforce that can meet the changing needs of our community.

The Library Board, management team, and staff are committed to implementing this plan with transparency and inclusiveness, investing in professional growth, and fostering a culture of readiness and adaptability for future library leadership.

Purpose and Goals

The purpose of this Succession Plan is to ensure the continued delivery of high-quality library services and organizational stability by proactively identifying, developing, and retaining staff capable of assuming key leadership and operational roles. Through a structured approach to talent development, the plan reduces risks associated with staff transitions, preserves institutional knowledge, and fosters a culture of growth and continuity to support the SCPL's long-term success.

The goals of the succession plan are as follows:

1. Ensure Continuity of Leadership and Services
 - **Minimize Disruption:** Prepare successors in advance to ensure smooth leadership transitions and uninterrupted service.
 - **Maintain Operational Stability:** Develop qualified internal candidates to ensure consistent leadership, service, and community engagement during transitions.
2. Develop a Strong Pool of Talent
 - **Identify High-Potential Staff:** Proactively assess and develop staff with the skills and commitment for future leadership roles.
 - **Create Growth Opportunities:** Through structured training, mentorship, and project-based learning, develop staff skills and support career advancement.

3. Preserve Institutional Knowledge

- **Facilitate Knowledge Transfer:** Capture and transfer critical institutional knowledge, such as library policies, strategic priorities, and community relationships to prepare successors for informed decision-making.
- **Document Best Practices:** Establishing a repository of best practices, standard operating procedures, and historical knowledge to ensure continuity during transitions.

4. Strengthen Strategic Alignment and Vision

- **Align Leadership with Strategic Goals:** Develop leaders who uphold the Library's mission and values to ensure decisions support long-term strategic goals, including service expansion, community outreach, and digital innovation.
- **Adapt to Evolving Community Needs:** Prepare leaders to respond to evolving community needs, technology, and library expectations.

5. Build Trust and Transparency

- **Provide Clear Communication on Transitions:** Communicate transitions clearly to staff, stakeholders, and the public, demonstrating a proactive, structured approach.
- **Increase Accountability in Leadership Development:** Implement a formal plan to develop successors and regularly review progress, reinforcing confidence in continuity.

6. Enhance Organizational Resilience and Agility

- **Prepare for Unexpected Transitions:** Prepare for planned and unexpected departures to ensure swift, effective leadership transitions.
- **Promote Agility and Adaptability:** Equip leaders to navigate change, meet challenges, and seize new opportunities with flexibility and foresight.

Roles and Responsibilities

- **Library Board:** Oversees the succession planning process, approves the plan, and ensures compliance with governance standards and legislative requirements.
- **Chief Executive Officer:** Leads succession planning efforts and development programs for potential successors. acts as a mentor.
- **Manager, Human Resources:** Assists in identifying skills and competencies, developing training, and tracking progress of potential successors, acts as a mentor.

- **Managers:** Recognizes high-potential individuals, assesses skills and competencies, recommends development opportunities, facilitates cross-training, acts as a mentor.

Key Positions

Determine roles critical to operations and strategic goals; see **Succession Plan Appendix**.

Coverage Category

- **Short-term coverage:** Identify individuals inside the Library who could step into roles on a temporary or permanent basis immediately, in the event of an emergency or unforeseen departure.
- **Long-term coverage:** Identify individuals inside the Library who show potential to grow into key roles over the next 1 – 5 years.
- **External recruitment:** Recognize roles where internal candidates may not be readily available, and establish a plan for external recruitment if necessary.

Training and Knowledge Transfer

Use structured training and knowledge transfer to equip potential leaders with the skills, knowledge, and confidence needed for continuity.

1. Cross-Training and Job Shadowing

- **Cross-Training Initiatives:** Rotate potential successors through departments to build experience, collaboration, and a comprehensive understanding of library operations.
- **Job Shadowing with Current Leaders:** Facilitate opportunities for potential successors to work alongside current leaders, observing day to day responsibilities, decision-making, and strategies for managing staff, resources, and community engagement.

2. Mentorship and Coaching Programs

- **Mentorship from Senior Leaders:** Pair successors with senior leaders for guidance, strategic insights, and support in goal-setting and navigating organizational challenges.
- **Professional Coaching:** If needed, provide external coaching to enhance leadership, communication, and decision-making skills with objective guidance.

Plan Activation and Implementation

This section outlines the steps and responsibilities to ensure leadership continuity and minimize service disruptions during planned or unexpected vacancies.

1. Activation Triggers

- **Planned Departure:** Upon formal notice (e.g., retirement, relocation, career change) active succession procedures to allow smooth transitions and ensure successors receive mentorship and training
- **Unexpected Vacancy:** In the event of an unanticipated departure (e.g., due to health issues, personal emergencies, or resignation without prior notice), the succession procedures will be immediately activated to ensure continued leadership in the affected role.

2. Notification and Communication Protocols

- **Internal Notification:** The CEO, HR, and relevant department managers should be notified immediately when a key position becomes vacant. The Library Board should only be informed of the departure of the CEO and the plan to initiate succession protocols.
- **Staff Communication:** Communicate transitions transparently, outline interim leadership steps, and reassure staff of service continuity.
- **Public Announcement:** If appropriate, prepare a public announcement to inform the community about the leadership change, emphasizing proactive planning and service stability.

3. Interim Leadership Appointment

- **Interim Successor:** If a successor is not yet ready, appoint an interim leader to maintain continuity and ensure uninterrupted operations.
- **Delegation of Responsibilities:** In cases where an interim leader is needed, clearly delegate responsibilities, reporting structures, and decision-making authority for interim leaders to ensure continuity.

4. Successor Onboarding and Handover

- **Handover Process:** When possible, arrange a transition period for outgoing leaders to transfer knowledge, projects, and priorities to successors.
- **Accelerated Training:** Activate an accelerated training plan to address knowledge gaps through manager sessions, partner meetings, and focused development critical to their role.
- **Knowledge Transfer:** Provide successors with key documents and contacts, and arrange knowledge transfer sessions for cross-departmental understanding.

5. Engagement and Support

- **Regular Check-ins:** Schedule regular check-ins with the CEO or (the new CEO and the Library Board) to assess progress, provide support, and address any challenges in their transition.
- **Mentorship and Coaching:** For internal successors, assign a senior leader or external mentor to guide through the initial months to help build confidence in their new role.

6. Continuous Monitoring and Feedback

- **Performance Tracking:** Track successor performance for 90–180 days using KPIs aligned with strategic goals.
- **Feedback Mechanisms:** Create a feedback loop with the successor, team members, and stakeholders to evaluate how the transition is progressing. Encourage open dialogue to address concerns, clarify roles, and ensure that the successor feels supported and prepared.

Plan Evaluation and Review

Regularly assess and update the succession plan to ensure its effectiveness, relevance, and alignment with the evolving needs of the Library.

1. Annual Review

The CEO, in collaboration with the Manager, Human Resources and management staff, will conduct an annual review of the succession plan to assess:

- **Progress of identified successors:** Evaluate progress in development plans and suitability for future roles.
- **Competency Gaps:** Identify any emerging gaps in skills or experience among potential successors and adjust training and development programs accordingly.
- **Organizational Changes:** Consider any organizational changes such as new roles, shifts in strategic direction, or updated library goals and priorities.

2. Development Progress Tracking

- **Performance Assessments:** HR will use performance data to assess the effectiveness of development programs and readiness for leadership roles.
- **Feedback from Mentors and Supervisors:** Gather input from mentors, supervisors, and the potential successors themselves on the effectiveness of development activities and any adjustments needed.
- **Updating Development Plans:** Based on progress and feedback, development plans for each potential successor will be updated annually to align with their current strengths, growth areas, and professional aspirations.

3. Successor Pool Reassessment

- **Candidate Re-evaluation:** Annually re-evaluate individuals in the successor pool to ensure that identified successors are still committed and positioned for future leadership roles. Adjust the successor pool as necessary to reflect changes in personnel, interests, and skillsets.
- **New Candidate Identification:** Look for emerging talent within the library to add to the successor pool, especially individuals who have shown potential in new roles, projects, or leadership capacities.

4. Feedback and Transparency

- **Board Reporting:** Submit an annual report to the Library Board detailing the succession plan's progress, key updates, and any changes made to development programs or identified successors.
- **Staff Engagement:** Create open communication with staff on career development and gather feedback from staff on their perceptions of the succession planning process and their own development needs.

5. Plan Revisions

- **Periodic Comprehensive Review:** Every 4 years, after the development of a new Strategic Plan, conduct a comprehensive review of the entire succession plan to evaluate its overall effectiveness and alignment with the Library's strategic objectives and community needs.
- **Adjusting for Strategic Changes:** Revise the succession plan based on any shifts in the Library's long-term goals, community demographics, or service priorities. This may include updating the list of key positions, re-evaluating core competencies, or adjusting the balance between internal and external recruitment strategies.

Communication Strategy

Use clear, structured, and proactive messaging to maintain transparency, build trust, and ensure continuity during leadership transitions. Effective communication ensures that everyone understands the steps being taken to ensure continuity, and reassures the community that the library remains committed to its mission. The communication strategy will include structured messaging for different audiences, proactive updates, and consistent engagement to support a smooth transition.

1. Internal Communication with Staff

- **Clear, Proactive Updates:** Immediately after a leadership change, communicate the transition details to all library staff. Emphasize succession plan activation, and reassure them of continuity and job stability.
- **Designated Points of Contact:** Identify and share the names of specific points of contact (e.g., HR, CEO, interim leadership) for any questions or concerns related to the transition such as, roles, projects, or the transitions impact.
- **Team Meetings and Briefings:** Hold all-staff meetings to provide additional context about the succession process and to answer questions. For larger

transitions, consider smaller team-based meetings with department managers to discuss the specific impacts and plans within each department.

- **Regular Updates:** Keep staff informed about key milestones and progress in the transition via email or SharePoint ensure everyone is aligned with new developments.

2. Communication with Library Board and Stakeholders

- **Notification to Board Members:** Inform the Library Board about the leadership change as soon as it is confirmed. Share an overview of the succession plan activation and the specific actions being taken to secure continuity in leadership and operations.
- **Board Meetings and Progress Reports:** Provide regular updates to the Board on the transition's progress, including interim leadership arrangements, successor development, and any adjustments to strategic priorities.
- **Stakeholder Outreach:** For stakeholders outside the Board, such as city officials and community partners, if necessary, provide tailored communications that focus on the Library's commitment to seamless service, professionalism of the transition and reinforce the stability and continued quality of library programs and services.

3. Public Communication and Media Relations (CEO only)

- **Official Announcement:** Prepare a timely, clear, and professional announcement emphasizing leadership changes, succession planning, and service continuity for customers, the local community, and the media.
- **Positive Framing:** Highlighting the qualifications of the incoming or interim CEO, the support of the Board and staff, and the steps taken to ensure smooth operations to reassure the public that the library remains focused on serving their needs.
- **Media Statements and Interviews:** If there is media interest, designate a spokesperson (usually the Board Chair or interim CEO) to respond to media inquiries. Prepare talking points that reinforce the library's resilience, transition steps, and future initiatives.

4. Messaging Focus and Tone

- **Transparent and Reassuring:** Communicate openly to build trust, address concerns, and explain how continuity will be maintained.
- **Positive and Forward-Looking:** Emphasize the opportunities presented by the leadership transition, such as the potential for new ideas, strengthened community ties, or enhanced programs. Highlight any library initiatives or strategic priorities that will continue uninterrupted.
- **Unified and Consistent:** Maintain a unified message about the library's mission, values, and service commitment across all channels.

Discussion Reports

6. Discussion Reports (attachments)

6.1	Policy (G-04) Collection Management – D. Bott	Motion
6.2	Policy (G-13) Occupational Health and Safety – A. Maciukas	Motion
6.3	Policy (P-01) Workplace Violence and Harassment – A. Maciukas	Motion
6.4	Policy (G-20) Video Surveillance – D. Bott	Motion

Policy (G-04) Collection Management

submitted by David Bott, Innovation, Collections and Technology Manager

Recommendation

THAT the Board approve Policy (G-04) Collection Management as amended.

Background

The purpose of this policy is to provide an overall framework for the development of the St. Catharines Public Library's (SCPL) collections and is the basis for collection planning and budgeting. The Policy was last amended and approved by the Board in September 2024.

Update

Since the last amendment, the Library has made some minor edits to reflect the updated Policy Template:

- The Implementation section has been removed.
- Minor edits to language and grammar to provide better clarity.
- Duplicated language from other policies has been removed and replaced with referrals to the appropriate policy.
- Specific URL links to third-party websites removed, as they may change or become out-dated.

Since the review by the Board in November 2025, some additional minor edits have been added to clarify the language.

Included for Board review are the following documents:

- Black-line version of Policy (G-04) Collection Management showing the proposed amendments.
- Clean version of Policy (G-04) Collection Management.

Policy Name	Collection Management		
Section & Number	Board G-04	Effective Date	1993-06-17
Motion Number	2024-106	Last Review	2024-09-19
Author	Manager, ICT	Next Review	2025

Policy Statement

The purpose of this policy is to provide an overall framework for the development of the **St. Catharines Public Library's (SCPL)** collections and is the basis for collection planning and budgeting.

Scope

The ~~St. Catharines Public Library's~~ **SCPL's** Collection Management Policy supports ~~the Library's~~ **SCPL's** mission and strategic goals. This policy applies to all formats in the ~~Library~~ **SCPL** collection, including print ~~and~~ non-print, ~~audio-visual~~ and electronic materials ~~and should be read in conjunction with other library policies that support specific areas of the collection, including the Local History Policy, which outlines the acquisition, preservation, and access guidelines for local history materials.~~

1. ~~The library~~ **SCPL** provides accessible collections of physical and digital materials that are responsive to the needs and interests of our diverse community including a variety of alternative formats and multilingual materials.
2. The Collection shall be balanced and represent diverse points of view and may include materials that some members of the public consider to be controversial in nature.
3. The presence of an item in the Collection does not indicate an endorsement of its contents by ~~the Library~~ **SCPL**, but rather is an affirmation of the principle of intellectual freedom as embodied in the Canadian Federation of Library

Associations' Position Statement on Intellectual Freedom and Libraries as well as its Position Statement on Diversity and Inclusion.

4. It may happen that materials in the Collection meet the needs of students, but this is not the primary reason for their selection. It is the responsibility of schools to provide materials which support their curricula.
5. ~~The library~~ SCPL develops physical and digital collections which include, but are not limited to, the following areas: fiction and non-fiction for adults, young adults (YA) and children, books, movies, music, magazines, newspapers, video games, local history and the Library of Things (a collection of non-traditional materials).
6. The staff is responsible for developing profiles for each area of the Collection to further define the scope of the collections. These profiles are tools for collection development and evaluation.
7. ~~The library~~ SCPL participates, where appropriate, in consortia and in pools to broaden the scope and size of the Collection.
8. To provide users with print disabilities with a broader selection ~~the library~~ SCPL works with the Centre for Equitable Library Access (CELA).
9. Recognized, professional standards will be used to determine the appropriate size of the Collection. Planning for budgets and facilities must reflect these standards.

Definitions

For the purpose of this Policy, the following definitions shall apply:

1. The Collection – all materials at the St. Catharines Public Library in various formats available and accessible to the public.
2. A collection – a subset of the Collection (e.g., adult fiction collection).
3. Selection – the identification of titles/materials suitable for inclusion in various collections.
4. Acquisition – the actual purchase, lease, or subscription of materials which have been selected for inclusion in the various collections.
5. Access – the means used to make materials available in an organized manner to the public.

6. Maintenance – the inventory, disposal, replacement, repair, and preservation of materials in the collections.

Regulations

1. The Library SCPL Board supports the individual's right to intellectual freedom as embodied in the Canadian Charter of Rights and Freedoms.
2. The Canadian Federation of Library Associations' Statement on Intellectual Freedom and Libraries, Statement on Diversity and Inclusion, and the Ontario Library Association's Statement on the Intellectual Rights of the Individual are endorsed by the Library SCPL Board.
3. ~~The Library complies with any applicable law enacted at the federal, provincial or municipal level, and therefore does not collect or maintain items which have been judged obscene or pornographic, or have been banned by the courts. The relevant sections of the Criminal Code of Canada are sedition, hate propaganda and obscenity. SCPL does not keep, acquire or purchase material that the Canadian courts a court of competent jurisdiction have found to be obscene, hate propaganda or seditious.~~

Responsibility

1. The Library SCPL Board delegates the overall responsibility for the Collection to the Chief Executive Officer (CEO) and through the CEO to managers and staff.
2. Selection responsibility for specific portions of the Collection may be delegated to staff.

Operational Guidelines

The Collection will be developed, assessed, and maintained in accordance with the selection criteria and guidelines outlined below.

A. Selection

1. In selecting materials, staff will use library data, public library trends, professional resources, judgment, advice from the community, knowledge and experience.
2. What is ordered, and what remains in the collections, is based on the following criteria:

- public and/or anticipated demand and current trends
- importance of subject matter in relation to community needs
- relation to existing collections and other materials on a subject
- quality, clarity, comprehensiveness and accuracy of materials
- Canadian content and perspective
- suitability of physical and/or digital form for library use
- publication, creation or release date
- timeliness or permanence of the work
- availability of funds and space
- availability of materials in other libraries, or from other easily and freely accessible resources
- educational or recreational technologies that may be inaccessible or cost prohibitive
- accessibility criteria and features

3. SCPL affirms the central importance of human authorship and creativity in the development of cultural and intellectual works. In applying the selection criteria outlined above, preference shall be given to materials created by human authors and creators. Works generated in whole or in part by Artificial Intelligence (AI) will not be categorically excluded; however, their inclusion shall be exceptional and ~~justified by demonstrated community demand, educational relevance, or in clear alignment with SCPL's strategic priorities.~~ When AI-generated materials are added to the collection, SCPL will endeavour to ensure transparency regarding their origin through appropriate cataloguing and descriptive practices.

An item need not meet all of the above criteria in order to be acceptable. Items that do not meet these criteria may be purchased to meet community needs.

B. Acquisitions

The criteria and parameters used for the acquisition of materials selected for inclusion in collections will include price, format and availability. In selecting a vendor, consideration will be given to discounts and performance.

C. Access

Professional standards (e.g., Dewey Decimal Classification) will be used to ensure the integrity of data within the catalogue.

SCPL does not mark selected materials in order to indicate approval or disapproval of item contents or attempt to expurgate information contained in selected items.

Responsibility for children's use of materials rests with their parents and legal guardians. No materials are excluded from selection because they may come into the possession of a child.

D. Maintenance

1. An up-to-date, aesthetically pleasing and useful Collection is maintained through a continual maintenance process.
2. ~~The Library~~ SCPL continually identifies items from its collections for ~~discard withdrawal~~ based upon the following criteria:
 - a Item's subject is outdated
 - b Item is no longer of interest or in demand
 - c Overabundance of an item or subject as interest wanes
 - d Worn or damaged copies
3. Replacement of ~~Library~~ SCPL materials shall depend on demand for the title, availability of the title, availability of more current material on the subject, and the extent to which the subject is already covered in the Collection.
4. Withdrawn materials may be donated, recycled, discarded or sold.

E. Suggestions, Donations and Gifts

- **Suggestions:** ~~The Library~~ SCPL encourages customer participation in the shaping of the Collection. Customers may place formal requests for the purchase of collection materials by completing a "[Suggest a Purchase](#)" form provided by ~~the Library~~. Suggestions are referred to staff responsible for the Collection and considered according to ~~the Library's~~ SCPL's selection criteria.
- **Donations:** In general, donations of items to ~~the St. Catharines Public Library~~ SCPL are not accepted due to costs associated with evaluating and processing such items.
Exceptions may be made for items of local historical significance (e.g., local history books, photographs, and postcards). All donations are subject to terms and conditions outlined in [Gifts in Kind \(F03\) Policy](#). ~~Donations shall become the property of the Library and may be disposed of in the future at the discretion of the Library, subject to this Policy.~~
- **Gifts:** ~~The Library~~ SCPL welcomes gift copies of work from local authors, recording artists and filmmakers, provided they are submitted in a format currently supported. Items that are not added to the Collection are not returned, but rather donated, recycled, discarded or sold. ~~The Library~~ SCPL

cannot accept imposed conditions relating to any item (e.g., consignment, return).

F. Request for Review

~~The Library SCPL~~ is a resource where many points of view and modes of expression can be examined without hindrance. While people have the right to ~~reject for themselves items of which they do not approve~~ ~~items they disapprove of~~, they do not have the right to restrict the freedom of others.

The following will not cause an item to be automatically included or excluded from the Collection:

- race, religion, sexual orientation, gender identity, nationality or political views of an author or creator
- frankness or coarseness of language
- controversial content
- endorsement or disapproval of an individual or group
- language in which the work is written or spoken

Items which have been judged obscene or pornographic, banned by the courts or breach legislation such as the Ontario Human Rights Code or the Criminal Code of Canada will be excluded from the Collection.

If a customer feels that an item in our collection falls outside the criteria outlined in this policy, they are invited to complete a "[Request for Reconsideration](#)" Form. All Requests for Reconsideration will be reviewed by the staff responsible for the Collection in accordance with the Collection Management Policy. Their decision will be communicated to the requestor. Customers who are not satisfied with the response can submit an appeal to the CEO and subsequently the ~~Library SCPL~~ Board. The final decision on any challenge to the Collection rests with the ~~Library SCPL~~ Board.

Some of SCPL's digital content is provided using third-party vendors. SCPL subscribes to services in which the third-party vendor, and not SCPL staff, determines the specific titles or materials made available through the service. In these circumstances, SCPL is unable to reconsider specific materials that SCPL users object to, but may inform the third-party vendor of user concerns.

Implementation

~~This Policy shall be implemented by the C.E.O. The responsibility for collection management is vested in the office of the C.E.O., which delegates activity to staff.~~



Policy Name	Collection Management		
Section & Number	Board G-04	Effective Date	1993-06-17
Motion Number	2026-XX	Last Review	2026-01-15
Author	Manager, ICT	Next Review	2027
Policy Maintenance	Reviewed by Management		

Policy Statement

The purpose of this policy is to provide an overall framework for the development of the St. Catharines Public Library's (SCPL) collections and is the basis for collection planning and budgeting.

Scope

SCPL's Collection Management Policy supports SCPL's mission and strategic goals. This policy applies to all formats in the SCPL collection, including print and non-print materials and should be read in conjunction with other library policies that support specific areas of the collection, including the Local History Policy, which outlines the acquisition, preservation, and access guidelines for local history materials.

1. SCPL provides accessible collections of physical and digital materials that are responsive to the needs and interests of our diverse community including a variety of alternative formats and multilingual materials.
2. The Collection shall be balanced and represent diverse points of view and may include materials that some members of the public consider to be controversial in nature.
3. The presence of an item in the Collection does not indicate an endorsement of its contents by SCPL, but rather is an affirmation of the principle of intellectual freedom as embodied in the Canadian Federation of Library

Associations' Position Statement on Intellectual Freedom and Libraries as well as its Position Statement on Diversity and Inclusion.

4. It may happen that materials in the Collection meet the needs of students, but this is not the primary reason for their selection. It is the responsibility of schools to provide materials which support their curricula.
5. SCPL develops physical and digital collections which include, but are not limited to, the following areas: fiction and non-fiction for adults, young adults (YA) and children, books, movies, music, magazines, newspapers, video games, local history materials and the Library of Things (a collection of non-traditional materials).
6. The staff is responsible for developing profiles for each area of the Collection to further define the scope of the collections. These profiles are tools for collection development and evaluation.
7. SCPL participates, where appropriate, in consortia and in pools to broaden the scope and size of the Collection.
8. To provide users with print disabilities with a broader selection SCPL works with the Centre for Equitable Library Access (CELA).
9. Recognized, professional standards will be used to determine the appropriate size of the Collection. Planning for budgets and facilities must reflect these standards.

Definitions

For the purpose of this Policy, the following definitions shall apply:

1. The Collection – all materials at the St. Catharines Public Library in various formats available and accessible to the public.
2. A collection – a subset of the Collection (e.g., adult fiction collection).
3. Selection – the identification of titles/materials suitable for inclusion in various collections.
4. Acquisition – the actual purchase, lease, or subscription of materials which have been selected for inclusion in the various collections.
5. Access – the means used to make materials available in an organized manner to the public.

6. Maintenance – the inventory, disposal, replacement, repair, and preservation of materials in the collections.

Regulations

1. The SCPL Board supports the individual's right to intellectual freedom as embodied in the Canadian Charter of Rights and Freedoms.
2. The Canadian Federation of Library Associations' Statement on Intellectual Freedom and Libraries, Statement on Diversity and Inclusion, and the Ontario Library Association's Statement on the Intellectual Rights of the Individual are endorsed by the SCPL Board.
3. SCPL does not keep, acquire or purchase material that a court of competent jurisdiction have found to be obscene, hate propaganda or seditious

Responsibility

1. The SCPL Board delegates the overall responsibility for the Collection to the Chief Executive Officer (C.E.O.) and through the C.E.O. to managers and staff.
2. Selection responsibility for specific portions of the Collection may be delegated to staff.

Operational Guidelines

The Collection will be developed, assessed, and maintained in accordance with the selection criteria and guidelines outlined below.

A. Selection

1. In selecting materials, staff will use library data, public library trends, professional resources, judgment, advice from the community, knowledge and experience.
2. What is ordered, and what remains in the collections, is based on the following criteria:
 - public and/or anticipated demand and current trends
 - importance of subject matter in relation to community needs
 - relation to existing collections and other materials on a subject
 - quality, clarity, comprehensiveness and accuracy of materials
 - Canadian content and perspective
 - suitability of physical and/or digital form for library use

- publication, creation or release date
- timeliness or permanence of the work
- availability of funds and space
- availability of materials in other libraries, or from other easily and freely accessible resources
- educational or recreational technologies that may be inaccessible or cost prohibitive
- accessibility criteria and features

3. SCPL affirms the central importance of human authorship and creativity in the development of cultural and intellectual works. In applying the selection criteria outlined above, preference shall be given to materials created by human authors and creators. Works generated in whole or in part by Artificial Intelligence (AI) will not be categorically excluded; however, their inclusion shall be exceptional and in clear alignment with SCPL's strategic priorities. When AI-generated materials are added to the collection, SCPL will endeavour to ensure transparency regarding their origin through appropriate cataloguing and descriptive practices.

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The criteria and parameters used for the acquisition of materials selected for inclusion in collections will include price, format and availability. In selecting a vendor, consideration will be given to discounts and performance.

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1. An up-to-date, aesthetically pleasing and useful Collection is maintained through a continual maintenance process.
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- **Suggestions:** SCPL encourages customer participation in the shaping of the Collection. Customers may place formal requests for the purchase of collection materials by completing a "[Suggest a Purchase](#)" form. Suggestions are referred to staff responsible for the Collection and considered according to SCPL's selection criteria.
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SCPL is a resource where many points of view and modes of expression can be examined without hindrance. While people have the right to reject items they disapprove of, they do not have the right to restrict the freedom of others.

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Some of SCPL's digital content is provided using third-party vendors. SCPL subscribes to services in which the third-party vendor, and not SCPL staff, determines the specific titles or materials made available through the service. In these circumstances, SCPL is unable to reconsider specific materials that SCPL users object to, but may inform the third-party vendor of user concerns.

Policy (G-13) Occupational Health and Safety

submitted by Albertina Maciukas, Human Resources Manager

Recommendation

THAT the Board approve Policy (G-13) Occupational Health and Safety as amended.

Background

The Occupational Health and Safety policy has been reviewed in accordance with the St. Catharines Public Library's (SCPL) established policy review schedule.

Minor revisions have been made to the language to enhance clarity.

The Appendix – Terms of Reference has been removed and will be maintained as a standalone document governing the Joint Health and Safety Committee (JHSC). This allows the policy to remain a high-level document that affirms the organization's commitment to workplace health and safety.

Joint Health and Safety Committee's recommendations have been incorporated into the draft that is presented.



Policy Name	Occupational Health and Safety		
Section & Number	Board – G-13	Effective Date	1990-11-15
Motion Number	2025-05	Last Review	2026-01-15
Author	Human Resources	Next Review	2027
Policy Maintenance	Reviewed by Management and the Joint Health & Safety Committee		

Policy Statement

The St. Catharines Public Library Board (the 'Board') acknowledges its moral and legal obligation to ~~establish and maintain~~ uphold safe working practices to ensure a secure working and is committed to making every reasonable effort to provide a safe and healthy work environment.

The Board is ~~fully committed~~ dedicated to fostering, promoting, providing, and sustaining a workplace that is a safe, healthy, respectful workplace, and free from harassment and violence, and in strict full compliance with the Occupational Health and Safety Act (OHSA). The Library Board will engage actively and collaboratively to address all health and safety concerns and recognizes that ~~maintaining a safe~~ workplace safety is a shared responsibility by all.

Scope

This policy applies to all St. Catharines Public Library (SCPL) employees, volunteers, contractors, visitors, and Board members.

For the purposes of this information, "workplace" refers to any place where business or work-related activities are conducted, including but not limited to, home office, lunch meetings, social events, conferences, virtual platforms, community outreach, etc.

Regulations

Occupational Health and Safety Act (OHSA)

Responsibility

1. The OHSA, (25(2)(J)) requires employers to “prepare and review at least annually a written occupational health and safety policy, and develop and maintain a program to implement that policy”.
2. As an employer, the Board holds ultimate responsibility for ensuring the health and safety of its workers. The Board will take all necessary and reasonable measures to prevent injuries and foster a safe and healthy work environment.
3. **SCPL** ~~The Library~~ will establish and maintain a Joint Health and Safety Committee **(JHSC)** in accordance with the responsibilities outlined in Section 9 of OHSA.
4. **The JHSC will follow an established Terms of Reference.**
5. Managers will be accountable for the health and safety of workers as outlined in Section 27 of OHSA.
6. Every worker shall adhere to the requirements set out in Section 28 of OHSA and **be is** responsible for their own health and safety. All concerns must be promptly reported to the manager.
7. It is in the best interest of all levels of **SCPL** ~~the Library~~ to prioritize health and safety in every aspect of operations. Commitment to health and safety is integral and shared by all.

Maintenance

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

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

Appendix

Appendix 1 Joint Health and Safety Committee Terms of Reference

Joint Health and Safety Committee Terms of Reference

Purpose of the Joint Health and Safety Committee

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

Committee Membership

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

Duties and Functions of the Committee

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

- Identify situations that may be unhealthy or unsafe for workers and advise on effective solutions for responding to those situations;
- Consider and expeditiously deal with complaints relating to the occupational health and safety of workers;
- Consult with workers and the employer on issues related to occupational health and safety of workers;
- Make recommendations to the employer and workers for the improvement to the policy and monitor effectiveness;
- Make recommendations to the employer on educational programs promoting the health and safety of workers and compliance with the Act and monitor effectiveness;
- Advise the employer on programs and policies required under the Act for the workplace and monitor effectiveness;
- Advise the employer on proposed changes of the work processes that may affect the health and safety of workers;

- ~~Ensure that incident investigations and regular inspections are carried out as required by the Act;~~
- ~~Schedule workplace inspections for the following year in December;~~
- ~~Participate in inspections, investigations, and inquiries as provided by the Act;~~
- ~~Carry out any other duties, and functions prescribed by the Act.~~

~~Co-chair Duties~~

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

~~Meetings~~

- ~~Co-chairs to establish meeting schedule no later than December of the previous year and forward to the Recording Secretary for distribution to the Committee.~~
- ~~The Committee shall meet at least once every three months as required by the Act. The Committee may meet more frequently as required. Special meetings, if required, will be held at the call of the co-chairs.~~
- ~~Committee meetings will only go forward if there is equal representation from the Union and Management. A substitute for a committee member may be allowed to attend, on a limited basis.~~
- ~~Members of the Committee are entitled to time off work for:~~
 - o ~~The time required to attend meetings of the Committee;~~
 - o ~~Other time that is reasonably necessary to prepare for meeting of the Committee, and other time that is reasonably necessary to fulfill the other duties and functions of the Committee;~~
 - o ~~Time off for the Joint committee member to perform these duties and functions is time worked for the employer, and the employer will pay for that time consistent with the provisions of the Act and the Collective Agreement.~~

~~Procedural Guidelines~~

1. ~~Agenda items (with adequate documentation) to be exchanged by co-chairs and sent to Recording Secretary 10 working days before the meeting.~~
2. ~~Once the agenda is approved, and within one week of the meeting, the Recording Secretary will send the agenda and all documentation to the Committee.~~

3. ~~SCPL~~ The Library will provide the reasonable equipment, space, and clerical support necessary for the Committee to carry out its duties and functions including the Recording Secretary.
4. The Recording Secretary will prepare the DRAFT minutes within 2 working days of the meeting and send to co chairs for approval in principle.
5. Minutes should be signed by the co chairs and posted in the workplace within one week of the meeting.



Policy Name	Occupational Health and Safety		
Section & Number	Board – G-13	Effective Date	1990-11-15
Motion Number	2026-XX	Last Review	2026-01-15
Author	Human Resources	Next Review	2027
Policy Maintenance	Reviewed by Management and the Joint Health & Safety Committee.		

Policy Statement

The St. Catharines Public Library Board (the 'Board') acknowledges its moral and legal obligation to uphold safe working practices and is committed to making every reasonable effort to provide a safe and healthy work environment.

The Board is dedicated to fostering a safe, healthy, respectful workplace, free from harassment and violence, and in full compliance with the Occupational Health and Safety Act (OHSA). The Board will actively address all health and safety concerns and recognizes that workplace safety is a shared responsibility by all.

Scope

This policy applies to all St. Catharines Public Library (SCPL) employees, volunteers, contractors, visitors, and Board members.

For the purposes of this information, "workplace" refers to any place where business or work-related activities are conducted, including but not limited to, home office, lunch meetings, social events, conferences, virtual platforms, community outreach, etc.

Regulations

Occupational Health and Safety Act (OHSA)

Responsibility

1. The OHSA, (25(2)(J)) requires employers to “prepare and review at least annually a written occupational health and safety policy, and develop and maintain a program to implement that policy”.
2. As an employer, the Board holds ultimate responsibility for ensuring the health and safety of its workers. The Board will take all necessary and reasonable measures to prevent injuries and foster a safe and healthy work environment.
3. SCPL will establish and maintain a Joint Health and Safety Committee (JHSC) in accordance with the responsibilities outlined in Section 9 of OHSA.
4. The JHSC will follow an established Terms of Reference.
5. Managers will be accountable for the health and safety of workers as outlined in Section 27 of OHSA.
6. Every worker shall adhere to the requirements set out in Section 28 of OHSA and be responsible for their own health and safety. All concerns must be promptly reported to the manager.
7. It is in the best interest of all levels of SCPL to prioritize health and safety in every aspect of operations. Commitment to health and safety is integral and shared by all.

Maintenance

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

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

Policy (P-01) Workplace Violence and Harassment

submitted by Albertina Maciukas, Human Resources Manager

Recommendation

THAT the Board approve Policy (P-01) Workplace Violence and Harassment as amended.

Background

The Workplace Violence and Harassment Policy has been reviewed in accordance with the St. Catharines Public Library's (SCPL) established policy review schedule.

Minor language revisions were made to improve clarity, explicitly include cyberbullying, and streamline the reporting form to ensure a more effective flow of information for review.

The Joint Health & Safety Committee's recommendations have been incorporated into the draft that is presented.



POLICY & PROGRAM

Policy & Program Name	Workplace Violence and Harassment		
Section & Number	Board – P-01	Effective Date	2025-01-16
Motion Number	2025-06	Last Review	2026-01-15
Author	Human Resources	Next Review	2027
Policy Maintenance	Reviewed by Management, and the Joint Health & Safety Committee		

Policy Statement

The St. Catharines Public Library **Board** (SCPL) is dedicated to fostering a safe, productive, and healthy work environment for **everyone** ~~all employees~~, free from any form of violence and/or harassment. **SCPL** ~~The Library~~ takes all reasonable measures to ensure that **everyone is employees are** protected from such **behaviours**. This commitment extends to all aspects of the business, **including to**, recruitment, training, performance **reviews evaluations**, promotions, transfers, layoffs, compensation, and all other employment practices and working conditions.

Acts of violence and/or harassment against or by any employee are neither condoned nor tolerated by **SCPL** ~~the Library~~. This policy outlines **SCPL's** ~~the Library's~~ commitment to preventing violence and/or harassment, including how incidents of violence and/or harassment are handled and investigated.

Scope

This policy applies to all St. Catharines Public Library employees, volunteers, contractors, visitors and Board members.

For the purposes of this information, “workplace” refers to any place where business or work-related activities are conducted, including but not limited to,

home office, lunch meetings, social events, conferences, virtual platforms, community outreach, etc.

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

Definitions

Occupational Health and Safety Act (s.1) provides definitions for the following:

- Workplace harassment
- Workplace sexual harassment
- Workplace violence

Examples of workplace violence include but are not limited to:

- verbally threatening to attack a worker
- leaving threatening notes or sending threatening e-mails
- shaking a fist in a worker's face
- wielding a weapon at work
- hitting or trying to hit a worker
- throwing an object at a worker
- sexual violence again a worker
- kicking an object the worker is standing on, such as a ladder
- trying to run down a worker using a vehicle or equipment

Examples of workplace harassment include but are not limited to:

- making remarks, jokes or innuendos that demean, ridicule, intimidate, or offend
- displaying or circulating offensive pictures or material in print or electronic form
- bullying (definition under CCOHS)
- repeated offensive or intimidating phone calls or e-mails
- **internet harassment and/or cyberbullying**

Examples of workplace sexual harassment include but are not limited to:

- asking questions, talking, or writing about sexual activities
- ~~rough~~ or vulgar humour or language related to sexuality, sexual orientation or gender
- displaying or circulating pornography, sexual images, or offensive sexual jokes in print or electronic form
- leering or inappropriate staring

- invading personal space
- unnecessary physical contact, including inappropriate touching
- demanding hugs, dates, or sexual favours
- making gender-related comments about someone's physical characteristics, mannerisms, or conformity to sex-role stereotypes
- verbally abusing, threatening or taunting someone based on gender or sexual orientation
- threatening to penalize or otherwise punish a worker if they refuse a sexual advance

Regulations

Occupational Health & Safety Act (OHSA)

Ontario Human Rights Code (OHRC)

Criminal Code

Responsibility

All ~~Library~~ SCPL employees, volunteers, contractors, and Board members have a shared responsibility to create and support a workplace that is free from all forms of violence and/or harassment.

Any employee or Board member who has reason to believe that they have been subjected to conduct that violates this policy, or who witnesses behaviour that may be in breach of this policy, has a duty to report the matter to their manager, Human Resources or the CEO.

Administration

- take all reasonable measures to prevent and support a workplace that is free from violence and harassment of any kind;
- ensure the policy and prevention procedures are adhered to;
- provide training on workplace violence and harassment to all employees, volunteers, and Board members;
- communicate and review the policy and plan with all employees and ensure they are accessible both physically and electronically;
- review the policy and plan annually or more frequently if necessary;
- investigate all complaints of violence and harassment within a reasonable timeframe;
- report all incidents as required.

Library Board

- participate in violence and/or harassment training provided by SCPL ~~the Library~~;
- annually review the policy and plan to ensure it is functioning effectively and meeting its intended objectives.

Managers

- take all reasonable measures to ~~maintain prevent and support~~ a workplace that is free from harassment of any kind;
- ensure the policy and prevention procedures are adhered to;
- take immediate action upon witnessing harassment by intervening, reminding the individual of the policy, identifying unacceptable behaviours and warning of further consequences if the behavior persists;
- complete Workplace Violence/Harassment Incident Reporting Form and submit to the CEO when an incident occurs;
- cooperate fully in an investigation and/or complaint;
- participate in training;
- managers experiencing harassing behaviour covered by the scope of this policy will follow the Harassment Complaint Process.

Employees

- share responsibility for ensuring the workplace is free from harassment by reading, understanding and following the policy;
- actively participating in training provided by SCPL ~~the Library~~;
- duty to report all incidents of violence and/or harassment to management promptly;
- follow the Violence and Harassment Complaint Process if harassing behaviour is experienced
- staff who are aware of potential domestic violence situations must take all necessary precaution to safeguard the workplace. This includes responsibility for sharing relevant information to mitigate any potential risk of violence.

Union

- support a safe workplace that is free from ~~all forms~~ violence and harassment. ~~of any form, and~~
- employees ~~are entitled to~~ ~~can have~~ Union representation at any time.

Operational Guidelines

Workplace Violence/Harassment Complaint Process

If an individual believes they have been subjected to workplace violence and/or harassment, the following process will address the complaint.

Informal Action

If comfortable and appropriate in the circumstances, the individual may attempt to resolve their concerns through direct and clear communication with the person involved in the unwelcome conduct.

| The specific behaviour or communication found to be offensive should be clearly identified. If assistance is needed, the individual should speak with management or Human Resources.

If provided, documentation of the date, time, details of the conduct, and any witnesses should be kept by Human Resources.

Formal Action

If the staff member feels unable or uncomfortable to deal with the individual involved or if the workplace violence and harassment continues, the individual should report the issue to management and complete the Workplace Violence/Harassment Reporting Form within five (5) working days of the last incident.

If the complaint is regarding the staff member's direct manager, they should report the incident to another manager or Human Resources.

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

1. avoid any confrontation or retaliation and remove themselves and/or others from the situation, ensuring they are in a safe place;
2. call security, manager, police or other staff for assistance as deemed appropriate to the situation;
3. report the incident immediately using the Workplace Violence/Harassment Reporting Form (Appendix 1);
4. co-operate fully in any investigation;
5. keep information as confidential as possible.

All complaints will be sent to Human Resources for Investigation.

Investigation

All formal complaints will be reviewed by Human Resources and the appropriate manager. A decision regarding who will conduct the investigation will be made based on several factors, including but not limited to:

- severity of allegations
- complexity of allegations
- seniority level of **complainant and/or** respondent
- ~~neutrality of investigator~~
- relationship of investigator to **complainant and/or** respondent
- neutrality of investigator
- broader implications of offence

Upon receipt of the formal complaint, the Investigation Team will promptly arrange to interview the complainant(s) and respondent(s) **all** separately to gather their perspectives on the incident as well as other pertinent facts.

Witnesses identified will be interviewed as required.

Interview reports will be shared with interviewees for review, amendment if required, and final sign-off.

If appropriate to do so, the Investigation Team will then interview the complainant(s) and respondent(s) together. The findings will be documented and assessed within five (5) working days of the last interview.

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

Unsubstantiated Complaints and Remedy

The Investigation Team will **share individually** ~~meet separately~~ with the complainant(s) and respondent(s) ~~and share~~ the findings of the investigation.

If the **findings are satisfactory to the complainant(s)** ~~is satisfied~~, no further action is required. If the complainant(s) **are dissatisfied** ~~is not satisfied~~, a written response **by the complainant** will be submitted within three (3) working days ~~and will~~ to be reviewed **by** ~~with~~ Human Resources and/or the CEO.

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

Substantiated Complaints and Remedy

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

A written report with the findings and recommendations will be provided to the complainant(s) and respondent(s) and manager of the department.

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

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

Witnesses

All individuals identified by the complainant(s) and respondent(s) as witnesses with relevant firsthand information will be interviewed as necessary.

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

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

Confidentiality

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

Trivial, Frivolous or Vexatious Complaints

SCPL ~~The Library~~ will not support any complaints that are made in bad faith. Any staff member found to be in violation of this policy or not supportive of maintaining a workplace free from violence and/or harassment will be subject to the appropriate discipline, up to and including dismissal.

The Union will be informed of such discipline.

All complaints will be free from reprisal (s.50(1) OHSA).

Risk Assessment

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

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

Consequences of Workplace Violence and/or Harassment

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

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

Appeal Process

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

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

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

A request for an appeal of an investigation can be made by submitting your concerns to Human Resources within seven (7) days of the outcome of the Investigation.

Appendix

Appendix 1 – Workplace Violence/Harassment Reporting Form

Appendix

Appendix 1 Workplace Violence/Harassment Reporting Form

Workplace Violence/Harassment Reporting Form

PART A – INCIDENT DETAILS (to be completed by the party reporting the incident)
Information of COMPLAINANT
Name: Job Title: Department: Work Location:
Information of RESPONDENT
Name: Contact Information: <input type="checkbox"/> Employee <input type="checkbox"/> Customer/Member of Public <input type="checkbox"/> Vendor/Contractor <input type="checkbox"/> Ex-Employee <input type="checkbox"/> Volunteer <input type="checkbox"/> Other:
Additional relevant information (descriptions of unknown people, including height, clothing, hair colour, tattoos, specific locations in library to obtain video, etc.):
Identifying Details: <u>If respondent is not a staff member, please complete:</u> Gender: Age: Weight: Complexion:
Information of WITNESS(ES)
Name: Contact Information: <input type="checkbox"/> Employee <input type="checkbox"/> Customer/Member of Public <input type="checkbox"/> Vendor/Contractor <input type="checkbox"/> Ex-Employee <input type="checkbox"/> Volunteer

Other:

Name:

Contact Information:

- Employee
- Customer/Member of Public
- Vendor/Contractor
- Ex-Employee
- Volunteer
- Other:

Name:

Contact Information:

- Employee
- Customer/Member of Public
- Vendor/Contractor
- Ex-Employee
- Volunteer
- Other:

Name:

Contact Information:

- Employee
- Customer/Member of Public
- Vendor/Contractor
- Ex-Employee
- Volunteer
- Other:

Name:

Contact Information:

- Employee
- Customer/Member of Public
- Vendor/Contractor
- Ex-Employee
- Volunteer
- Other:

Information re: INCIDENT

Type of Incident: Violence Harassment Sexual Harassment

Date of Incident:

Time of Incident: AM PM

Location of Incident:

Date Incident Reported:

Injuries/Damage? NO YES - Details:

Medical Attention/First Aid? NO YES - Details:

Missed Time from Work? NO YES - Details:

WSIB Form 7 Submitted? NO YES - Details:

PART B – DESCRIPTION OF INCIDENT (to be completed by the party reporting the incident)

In your own words, please provide a DETAILED description of the incident based on what you experienced or was reported to you and other pertinent information.

Did you ask the respondent to stop the offending behaviour/comments? NO YES

If yes, on what date(s):

Provide details as to what occurred:

Did you report the incident to a manager or call the police? NO YES

If yes, on what date(s):

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

PART C – ADMINISTRATION REPORTING FORM

Reporting Form Received

Date Received:

Received by:

Investigation Team

Name:

Title:

Name:

Title:

Name:

Title:

Date(s) of Investigation Interviews

Name of Interviewee:

Role: Complainant Respondent Witness

Date of Interview:

Name of Interviewee:

Role: Complainant Respondent Witness

Date of Interview:

Name of Interviewee:

Role: Complainant Respondent Witness

Date of Interview:

Name of Interviewee:

Role: Complainant Respondent Witness

Date of Interview:

Name of Interviewee:

Role: Complainant Respondent Witness

Date of Interview:

Name of Interviewee:

Role: Complainant Respondent Witness

Date of Interview:

Investigation Conclusions

Based on the evidence reviewed in the investigation, it is the opinion of the investigator that the reported incident of Violence Harassment Sexual Harassment **was**
 Substantiated Not Substantiated Trivial/Frivolous

Investigator Comments:

Report Submitted to CEO

Date:

Workplace Violence/Harassment Reporting Form

PART A - COMPLAINANT REPORTING FORM

Complainant's Information

Name: _____

Job Title: _____

Department: _____

Date of Incident: _____

Date Reported: _____

Type of Incident: Violence Harassment Sexual Harassment

Information of individual alleged to have breached the policy (respondent)

Name: _____

Address: _____

Employee Customer/Member of Public Vendor/Contractor Ex Employee
 Volunteer

If not a staff member, please complete:

Gender: _____ Age: _____ Weight: _____ Complexion: _____

Provide a detailed description of the incident including dates/times/locations

Appendix 1

Did you ask the respondent to stop the offending behavior/comments?

Yes No If yes, when (dates): _____

What happened after that? _____

Did you report the incident to your Manager, another Manager or the police?

Yes No If yes, when (dates):

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

~~Possible Contributing Factors?~~

~~Name of Witness(es)~~

~~Name:~~

~~Address:~~

~~Contact information:~~

~~Name:~~

~~Address:~~

~~Contact information:~~

~~PART B - ADMINISTRATION REPORTING FORM~~

~~Reporting Form Received~~

~~Date Received:~~

~~Received by:~~

~~Investigation Team~~

~~Name:~~

~~Name:~~

~~Name:~~

~~Date(s) of Investigation~~

~~Report of the Investigation~~

~~Results of findings~~

~~Recommendations~~

~~Report Submitted to CEO~~

~~Date: _____~~



POLICY & PROGRAM

Policy & Program Name	Workplace Violence and Harassment		
Section & Number	Board – P-01	Effective Date	2025-01-16
Motion Number	2026-XX	Last Review	2026-01-15
Author	Human Resources	Next Review	2027
Policy Maintenance	Reviewed by Management and the Joint Health & Safety Committee		

Policy Statement

The St. Catharines Public Library Board (SCPL) is dedicated to fostering a safe, productive, and healthy work environment for everyone, free from any form of violence and/or harassment. SCPL takes all reasonable measures to ensure that everyone is protected from such behaviours. This commitment extends to all aspects of the business, including, recruitment, training, performance reviews, promotions, transfers, layoffs, compensation, and all other employment practices and working conditions.

Acts of violence and/or harassment against or by any employee are neither condoned nor tolerated by SCPL. This policy outlines SCPL's commitment to preventing violence and/or harassment, including how incidents of violence and/or harassment are handled and investigated.

Scope

This policy applies to all St. Catharines Public Library employees, volunteers, contractors, visitors and Board members.

For the purposes of this information, "workplace" refers to any place where business or work-related activities are conducted, including but not limited to, home office, lunch meetings, social events, conferences, virtual platforms, community outreach, etc.

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

Definitions

Occupational Health and Safety Act (s.1) provides definitions for the following:

- Workplace harassment
- Workplace sexual harassment
- Workplace violence

Examples of workplace violence include but are not limited to:

- verbally threatening to attack a worker
- leaving threatening notes or sending threatening e-mails
- shaking a fist in a worker's face
- wielding a weapon at work
- hitting or trying to hit a worker
- throwing an object at a worker
- sexual violence again a worker
- kicking an object the worker is standing on, such as a ladder
- trying to run down a worker using a vehicle or equipment

Examples of workplace harassment include but are not limited to:

- making remarks, jokes or innuendos that demean, ridicule, intimidate, or offend
- displaying or circulating offensive pictures or material in print or electronic form
- bullying (definition under CCOHS)
- repeated offensive or intimidating phone calls or e-mails
- internet harassment and/or cyberbullying

Examples of workplace sexual harassment include but are not limited to:

- asking questions, talking, or writing about sexual activities
- vulgar humour or language related to sexuality, sexual orientation or gender
- displaying or circulating pornography, sexual images, or offensive sexual jokes in print or electronic form
- leering or inappropriate staring
- invading personal space
- unnecessary physical contact, including inappropriate touching
- demanding hugs, dates, or sexual favours
- making gender-related comments about someone's physical characteristics, mannerisms, or conformity to sex-role stereotypes

- verbally abusing, threatening or taunting someone based on gender or sexual orientation
- threatening to penalize or otherwise punish a worker if they refuse a sexual advance

Regulations

Occupational Health & Safety Act (OHSA)

Ontario Human Rights Code (OHRC)

Criminal Code

Responsibility

All SCPL employees, volunteers, contractors, and Board members have a shared responsibility to create and support a workplace that is free from all forms of violence and/or harassment.

Any employee or Board member who has reason to believe that they have been subjected to conduct that violates this policy, or who witnesses behaviour that may be in breach of this policy, has a duty to report the matter to their manager, Human Resources or the CEO.

Administration

- take all reasonable measures to prevent and support a workplace that is free from violence and harassment of any kind;
- ensure the policy and prevention procedures are adhered to;
- provide training on workplace violence and harassment to all employees, volunteers, and Board members;
- communicate and review the policy and plan with all employees and ensure they are accessible both physically and electronically;
- review the policy and plan annually or more frequently if necessary;
- investigate all complaints of violence and harassment within a reasonable timeframe;
- report all incidents as required.

Library Board

- participate in violence and harassment training provided by SCPL;
- annually review the policy and plan to ensure it is functioning effectively and meeting its intended objectives.

Managers

- take all reasonable measures to maintain a workplace that is free from harassment of any kind;
- ensure the policy and prevention procedures are adhered to;
- take immediate action upon witnessing harassment by intervening, reminding the individual of the policy, identifying unacceptable behaviours and warning of further consequences if the behavior persists;
- complete Workplace Violence/Harassment Incident Reporting Form and submit to the CEO when an incident occurs;
- cooperate fully in an investigation and/or complaint;
- participate in training;
- managers experiencing harassing behaviour covered by the scope of this policy will follow the Harassment Complaint Process.

Employees

- share responsibility for ensuring the workplace is free from harassment by reading, understanding and following the policy;
- actively participating in training provided by SCPL;
- duty to report all incidents of violence and/or harassment to management promptly;
- follow the Violence and Harassment Complaint Process if harassing behaviour is experienced
- staff who are aware of potential domestic violence situations must take all necessary precaution to safeguard the workplace. This includes responsibility for sharing relevant information to mitigate any potential risk of violence.

Union

- support a safe workplace that is free from all forms violence and harassment.
- employees are entitled to Union representation at any time.

Operational Guidelines

If an individual believes they have been subjected to workplace violence and/or harassment, the following process will address the complaint.

Informal Action

If comfortable and appropriate in the circumstances, the individual may attempt to resolve their concerns through direct and clear communication with the person involved in the unwelcome conduct.

The specific behaviour or communication found to be offensive should be clearly identified. If assistance is needed, the individual should speak with management or Human Resources.

If provided, documentation of the date, time, details of the conduct, and any witnesses should be kept by Human Resources.

Formal Action

If the staff member feels unable or uncomfortable to deal with the individual involved or if the workplace violence and harassment continues, the individual should report the issue to management and complete the Workplace Violence/Harassment Reporting Form within five (5) working days of the last incident.

If the complaint is regarding the staff member's direct manager, they should report the incident to another manager or Human Resources.

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

1. avoid any confrontation or retaliation and remove themselves and/or others from the situation, ensuring they are in a safe place;
2. call security, manager, police or other staff for assistance as deemed appropriate to the situation;
3. report the incident immediately using the Workplace Violence/Harassment Reporting Form (Appendix 1);
4. co-operate fully in any investigation;
5. keep information as confidential as possible.

All complaints will be sent to Human Resources for Investigation.

Investigation

All formal complaints will be reviewed by Human Resources and the appropriate manager. A decision regarding who will conduct the investigation will be made based on several factors, including but not limited to:

- severity of allegations
- complexity of allegations
- seniority level of complainant and/or respondent
- relationship of investigator to complainant and/or respondent
- neutrality of investigator
- broader implications of offence

Upon receipt of the formal complaint, the Investigation Team will promptly arrange to interview the complainant(s) and respondent(s) all separately to gather their perspectives on the incident as well as other pertinent facts.

Witnesses identified will be interviewed as required. Interview reports will be shared with interviewees for review, amendment if required, and final sign-off.

If appropriate to do so, the Investigation Team will then interview the complainant(s) and respondent(s) together. The findings will be documented and assessed within five (5) working days of the last interview.

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

Unsubstantiated Complaints and Remedy

The Investigation Team will share individually with the complainant(s) and respondent(s) the findings of the investigation.

If the findings are satisfactory to the complainant(s), no further action is required. If the complainant(s) are dissatisfied, a written response by the complainant will be submitted within three (3) working days to be reviewed by Human Resources and/or the CEO.

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

Substantiated Complaints and Remedy

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

A written report with the findings and recommendations will be provided to the complainant(s) and respondent(s) and manager of the department.

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

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

Witnesses

All individuals identified by the complainant(s) and respondent(s) as witnesses with relevant firsthand information will be interviewed as necessary.

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

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

Confidentiality

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

Trivial, Frivolous or Vexatious Complaints

SCPL will not support any complaints that are made in bad faith. Any staff member found to be in violation of this policy or not supportive of maintaining a workplace free from violence and/or harassment will be subject to the appropriate discipline, up to and including dismissal.

The Union will be informed of such discipline.

All complaints will be free from reprisal (s.50(1) OHSA).

Risk Assessment

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

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

Consequences of Workplace Violence and/or Harassment

Staff who have committed an act of violence and/or harassment will be subject to disciplinary action up to and including termination. The individual may be subject to criminal prosecution. The result of such prosecution will not have a bearing upon SCPL's disciplinary action.

For non-staff committing an act of violence and/or harassment, the SCPL Board may take action against the individual through the court to protect its staff and property.

Appeal Process

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

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

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

A request for an appeal of an investigation can be made by submitting your concerns to Human Resources within seven (7) days of the outcome of the Investigation.

Appendix

Appendix 1 – Workplace Violence/Harassment Reporting Form

Workplace Violence/Harassment Reporting Form

PART A – INCIDENT DETAILS (to be completed by the party reporting the incident)	
Information of COMPLAINANT	
Name: Job Title: Department: Work Location:	
Information of RESPONDENT	
Name: Contact Information: <input type="checkbox"/> Employee <input type="checkbox"/> Customer/Member of Public <input type="checkbox"/> Vendor/Contractor <input type="checkbox"/> Ex-Employee <input type="checkbox"/> Volunteer <input type="checkbox"/> Other:	
Additional relevant information (descriptions of unknown people, including height, clothing, hair colour, tattoos, specific locations in library to obtain video, etc.):	
Information of WITNESS(ES)	
Name: Contact Information: <input type="checkbox"/> Employee <input type="checkbox"/> Customer/Member of Public <input type="checkbox"/> Vendor/Contractor <input type="checkbox"/> Ex-Employee <input type="checkbox"/> Volunteer <input type="checkbox"/> Other:	
Name: Contact Information: <input type="checkbox"/> Employee <input type="checkbox"/> Customer/Member of Public <input type="checkbox"/> Vendor/Contractor	

Ex-Employee

Volunteer

Other:

Name:

Contact Information:

Employee

Customer/Member of Public

Vendor/Contractor

Ex-Employee

Volunteer

Other:

Name:

Contact Information:

Employee

Customer/Member of Public

Vendor/Contractor

Ex-Employee

Volunteer

Other:

Name:

Contact Information:

Employee

Customer/Member of Public

Vendor/Contractor

Ex-Employee

Volunteer

Other:

Information re: INCIDENT

Type of Incident: Violence Harassment Sexual Harassment

Date of Incident:

Time of Incident: AM PM

Location of Incident:

Date Incident Reported:

Injuries/Damage? NO YES - Details:

Medical Attention/First Aid? NO YES - Details:

Missed Time from Work? NO YES - Details:

WSIB Form 7 Submitted? NO YES - Details:

PART B – DESCRIPTION OF INCIDENT (to be completed by the party reporting the incident)

In your own words, please provide a DETAILED description of the incident based on what you experienced or was reported to you and other pertinent information.

Did you ask the respondent to stop the offending behaviour/comments? NO YES

If yes, on what date(s):

Provide details as to what occurred:

Did you report the incident to a manager or call the police? NO YES

If yes, on what date(s):

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

PART C – ADMINISTRATION REPORTING FORM

Reporting Form Received

Date Received:

Received by:

Investigation Team

Name:

Title:

Name:

Title:

Name:

Title:

Date(s) of Investigation Interviews

Name of Interviewee:

Role: Complainant Respondent Witness

Date of Interview:

Name of Interviewee:

Role: Complainant Respondent Witness

Date of Interview:

Name of Interviewee:

Role: Complainant Respondent Witness

Date of Interview:

Name of Interviewee:

Role: Complainant Respondent Witness

Date of Interview:

Name of Interviewee:

Role: Complainant Respondent Witness

Date of Interview:

Name of Interviewee:

Role: Complainant Respondent Witness

Date of Interview:

Investigation Conclusions

Based on the evidence reviewed in the investigation, it is the opinion of the investigator that the reported incident of Violence Harassment Sexual Harassment **was**
 Substantiated Not Substantiated Trivial/Frivolous

Investigator Comments:

Report Submitted to CEO

Date:

Policy (G-20) Video Surveillance

submitted by David Bott, Innovation, Collections and Technology Manager

Recommendation

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

Background

A safe and secure environment, as well as protecting an individual's personal privacy is an integral component of the services we offer the community. It is used to promote the safety and security of the Library's employees, assets and property, as well as the public. The Policy was last amended and approved by the Board in February 2025.

Update

Since the last amendment, the Library has made some minor grammatical edits to provide clarity and consistency with other policies.

Included for Board review are the following documents:

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

Recommendation

Management recommend that the Board approve Policy (G-20) Video Surveillance, as amended.



Policy Name	Video Surveillance		
Section & Number	General – G20	Effective Date	2018-05-17
Motion Number	2025-20	Last Review	2025-02-20
Author	Manager, ICT	Next Review	2026
Policy Maintenance	Reviewed by Management		

Policy Statement

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

Scope

This policy applies to video surveillance and video surveillance systems operated by the St Catharines Public Library (**SCPL**) at the Library's facilities and properties.

Definitions

Municipal Freedom of Information and Protection of Privacy Act – MFIPPA.

Personal Information

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

Video Surveillance System

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

Regulations

Access and disclosure of personal information to be in accordance with the principles set out in the Freedom of Information and Protection of Privacy Act (FIPPA) and the Municipal Freedom of Information and Privacy Act (MFIPPA).

~~Public Libraries Act, R.S.O. 1990~~

Responsibility

Office of the CEO

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

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

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

Operational Guidelines

Privacy Assessment

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

Installation and Placement

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

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

Notification Requirements

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

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

Contract work with a third party

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

Access, Use and Disclosure:

Only authorized personnel, as designated by the Library C.E.O., shall be permitted to operate video surveillance systems and access video surveillance data.

Information collected by way of video surveillance systems may only be used to promote the public safety and security of individuals, assets and property. The personal information recorded by video surveillance is subject to MFIPPA.

Circumstances which warrant review of video surveillance data are limited to:

- Incidents involving the safety or security of ~~patrons~~ customers, staff, volunteers and/or contractors;
- Incidents involving the safety or security of any library branch or property;
- Incidents involving violations of the Code of Conduct applicable to ~~patrons~~ customers, staff, volunteers or contractors;
- Incidents involving violations of the ~~St. Catharines Public Library~~ SCPL Workplace Violence and Harassment Policy ~~and St. Catharines Public Library Workplace Harassment Policy~~;
- ~~Provide~~ Providing evidence as required to protect ~~the Library's~~ SCPL's legal rights;
- ~~Provide~~ Providing law enforcement agencies with evidence related to an incident under police investigation.

Security camera footage will not be used to monitor employee performance, however, security camera footage may be used in the course of an investigation.

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

Retention:

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

Appendix

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

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

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

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

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

Employee or Customer Information

Check One:

Employee Information or Customer Information

Location

Central Library or Branches

Type of Record

General Files Specific Record Video Surveillance

Please describe the records sought.

Description of Records:

To be completed by the Police Officer(s):

Occurrence No. _____

Review Original Documents _____ Copies Requested _____ *Original Requested _____

Signature of Investigating Officer Badge/Identification No. Date

Signature of Investigating Officer Badge/Identification No. Date

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

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

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

Please indicate the circumstances under which disclosure was authorized.

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

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

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

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

Policy Name	Video Surveillance		
Section & Number	General – G20	Effective Date	2018-05-17
Motion Number	2026-XX	Last Review	2026-01-15
Author	Manager, ICT	Next Review	2027
Policy Maintenance	Reviewed by Management		

Policy Statement

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

Scope

This policy applies to video surveillance and video surveillance systems operated by the St Catharines Public Library (SCPL) at the Library's facilities and properties.

Definitions

Municipal Freedom of Information and Protection of Privacy Act – MFIPPA.

Personal Information

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

Video Surveillance System

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

Regulations

Access and disclosure of personal information to be in accordance with the principles set out in the Freedom of Information and Protection of Privacy Act (FIPPA) and the Municipal Freedom of Information and Privacy Act (MFIPPA).

Responsibility

Office of the CEO

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

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

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

Operational Guidelines

Privacy Assessment

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

Installation and Placement

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

Notification Requirements

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

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

Contract work with a third party

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

Access, Use and Disclosure:

Only authorized personnel, as designated by the Library C.E.O., shall be permitted to operate video surveillance systems and access video surveillance data.

Information collected by way of video surveillance systems may only be used to promote the public safety and security of individuals, assets and property. The personal information recorded by video surveillance is subject to MFIPPA.

Circumstances which warrant review of video surveillance data are limited to:

- Incidents involving the safety or security of customers, staff, volunteers and/or contractors;
- Incidents involving the safety or security of any library branch or property;
- Incidents involving violations of the Code of Conduct applicable to customers, staff, volunteers or contractors;
- Incidents involving violations of the SCPL Workplace Violence and Harassment Policy;
- Providing evidence as required to protect SCPL's legal rights;
- Providing law enforcement agencies with evidence related to an incident under police investigation.

Security camera footage will not be used to monitor employee performance, however, security camera footage may be used in the course of an investigation

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

Retention:

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

Appendix

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

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

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

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

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

Employee or Customer Information

Check One:

Employee Information or Customer Information

Location

Central Library or Branches

Type of Record

General Files Specific Record Video Surveillance

Please describe the records sought.

Description of Records:

To be completed by the Police Officer(s):

Occurrence No. _____

Review Original Documents _____ Copies Requested _____ *Original Requested _____

Signature of Investigating Officer Badge/Identification No. Date

Signature of Investigating Officer Badge/Identification No. Date

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

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

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

Please indicate the circumstances under which disclosure was authorized.

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

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

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

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