



St. Catharines Public Library Board

Regular Meeting

Thursday, January 16, 2025, 6:00 pm
Mills Room, Central Library & Microsoft Teams

AGENDA

Chair calls meeting to order and Joanna Spera to read SCPL Land Acknowledgment.

1. Adoption of Agenda

1.1 Additions/Deletions to Agenda

1.2 Adoption of Agenda

Motion

2. Chair's Remarks & Declarations of Interest

3. Presentations

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

4. Adoption of Minutes (attachment)

4.1 Regular Meeting – November 21, 2024

Motion

5. Monthly Updates (verbal)

5.1 St. Catharines City Council

5.2 CEO Update – K. Su

6. Consent Agenda (attachments)

Motion

6.1 Correspondence

6.2 CEO Report – K. Su

6.3 Department Reports – November & December 2024

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

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

6.3 (c) Programming & Promotions – H. Jones

6.3 (d) Health & Safety – L. DiDonato

6.4 Quarterly Progress Update on 2024 Work Plan (Q4) – K. Su

7. Correspondence (attachment)

7.1 Customer Correspondence – J. Coles / K. Su

8. Discussion Reports (attachments)

8.1 Policy (G-13) Occupational Health and Safety – A. Maciukas Motion

8.2 Policy (P-01) Workplace Violence and Harassment Policy– A. Maciukas Motion

8.3 Policy (P-06) CEO Evaluation – J. Coles (verbal)

9. In-Camera Session

9.1 In-Camera Agenda (attachment)

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

9.1 (b) Adoption of In-Camera Agenda Motion

9.2 Motion to Move In-Camera Motion

9.3 Adoption of In-Camera Minutes

9.3 (a) In-Camera Session – November 21, 2024 (attachment) Motion

9.4 In-Camera Consent Agenda (attachments)

9.4 (a) Staffing Update (November & December 2024) – A. Maciukas

9.5 Return to Open Session Motion

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

11. Motion to Adjourn Motion

12. Next Meeting / Upcoming Events

- Board Meeting – Thursday, February 20, 2025 at 6:00 pm, Mills Room, Central Library & Microsoft Teams



St. Catharines
Public Library

Public Library Fundraising

Presented to St. Catharines Public Library Board

January 16, 2025

Table of Contents

- Status Update
- About Fundraising Feasibility Study (Objectives and Outcomes)
- How Naming Works in Public Library Fundraising
- Why Offer Naming Opportunities to Potential Donors
- Importance and Impact of Donor Recognition
- Donor Recognition Examples
- Key Components of a Naming Policy
- Timeline and Next Steps



Status Update

FUNDRAISING FEASIBILITY STUDY

- Interkom was selected through a RFP process in October 2024 to undertake a Fundraising Feasibility Study for the renovation and expansion of the Library's Central Branch
- To date, the following elements related to the project execution were completed:
 - Review of draft Naming Policy
 - Development of Case Statement (or Project Overview) for use in the Feasibility Study
 - Prospects Research and Compilation
 - Draft Discussion Guide preparation for use during the interview with Study participants



Objectives of the Fundraising Feasibility Study

1. Viability Assessment: Determine whether a capital campaign is feasible to raise the required funds for the renovation project.
2. Community Support: Gauge the level of community support for the Central Branch renovation.
3. Fundraising Strategy: Develop a detailed fundraising strategy based on direct feedback from key stakeholders and potential donors.

Primary Outcomes of the Fundraising Feasibility Study

- Uncover whether the proposed fundraising goal is seen as achievable and gauge community capacity
- Identify potential individuals, families, corporations to approach for fundraising solicitation of naming rights and major gifts (during Capital Campaign Implementation phase)
- Assess levels of engagement of donor prospects with the project and the type of support they are willing to provide
- Assess individuals considered suitable to play key volunteer and leadership roles in the campaign
- Assess the readiness of St. Catharines Public Library to initiate the next phases of the Capital Campaign and identify the path for success

How Naming Works in Public Library Fundraising



DEFINITION

Naming rights are agreements granting donors the ability to name a library asset in exchange for financial contributions.

COMMON PRACTICES

- Specific donation thresholds tied to spaces (e.g., \$50,000 for study rooms).
- Endowments for programs or collections (e.g., \$100,000+ for children's literacy initiatives).
- Recognition plaques or signage prominently displayed.

EXAMPLE

Toronto Public Library:
Room named after donor
(e.g., The Jack Rabinovitch
Reading Room – image
above)

Why Offer Naming Opportunities to Potential Donors?

Naming opportunities are widely recognized as effective tools in fundraising, particularly for major gifts.

- **Enhanced Donor Engagement:** Naming opportunities provide donors with a tangible acknowledgment of their contribution, fostering a deeper connection to the organization and its mission. This personalized recognition can motivate donors to contribute more significantly.
- **Increased Fundraising Potential:** Offering naming rights can attract new donors seeking legacy-building opportunities and encourage existing donors to increase their giving levels. The visibility and prestige associated with named spaces or programs serve as strong incentives.

Why Offer Naming Opportunities to Potential Donors? (cont'd)

- **Strategic Campaign Planning:** Integrating naming opportunities into capital campaigns or major fundraising initiatives can provide structured giving levels, aligning donor recognition with campaign goals. This approach helps in meeting fundraising targets more effectively.
- **Legacy Building:** Many donors see naming as a chance to leave a lasting mark on the community.
- **Recognition Benefits:** Corporate donors often gain positive brand visibility.

“Naming the Children’s Section allowed us to honour our parents, while supporting literacy for the next generation.”

– a Toronto Public Library donor

Why is Donor Recognition Important?

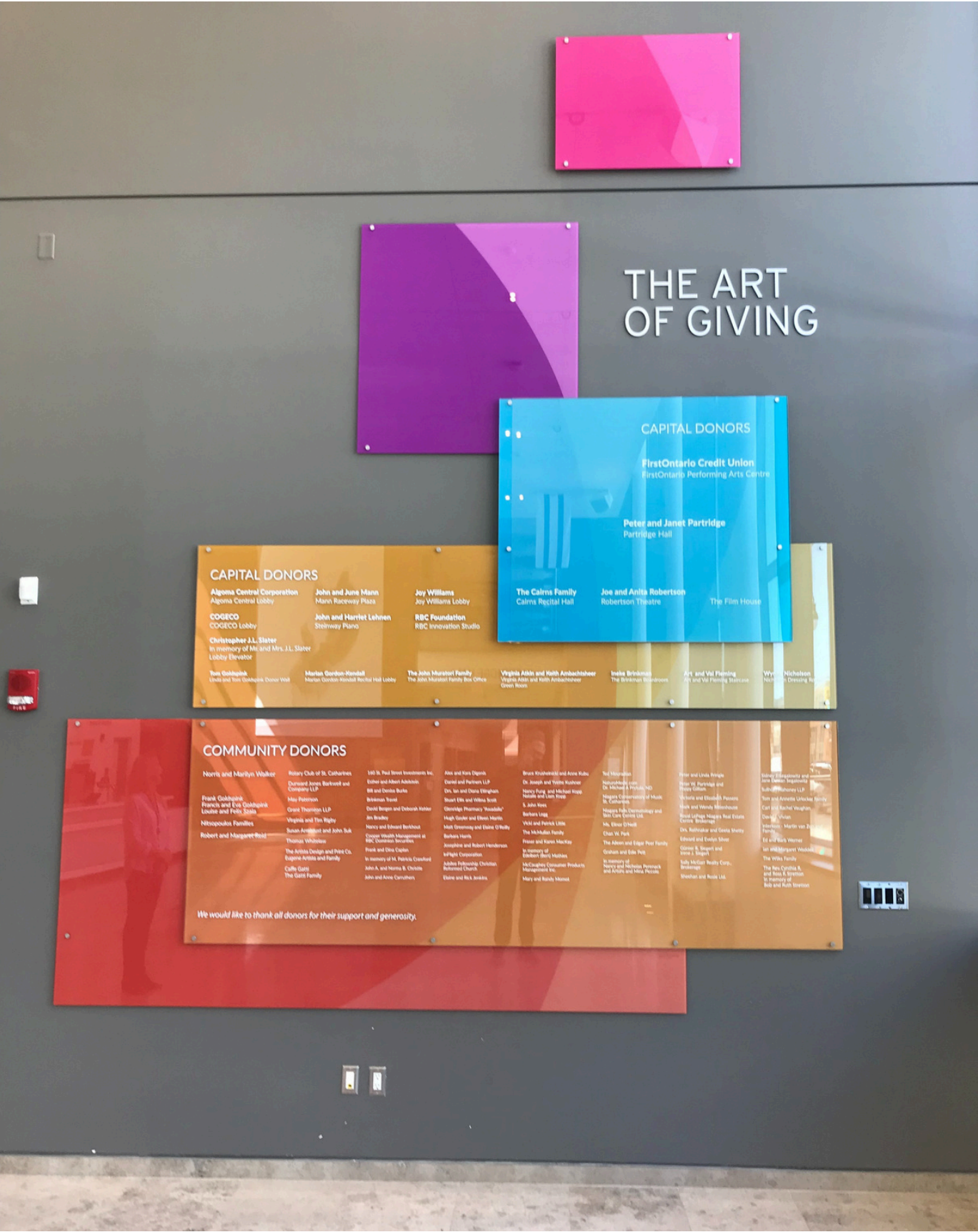
Effective donor recognition strengthens connections, fosters a culture of ongoing support, and increases donor retention rates.



Impact of Donor Recognition

- Proper recognition influences both donor behaviour and organizational success.
- When a donor's contribution is acknowledged in a meaningful way, it not only encourages continued support, but also inspires others.
- Recognizing donors can be many ways, including donor wall, donor plaque, annual report, thank-you letter, e-newsletter, website and social media, etc.
- Successful donor recognition shows increased donor engagement, higher retention rates, and enhanced fundraising efforts.





Donor Wall



Donor Plaque



Donor Recognition on Wayfinding

Naming Recognition Examples



The Moms' Stairway by Eveline Goodall, in the Central Library, Calgary Public Library



BURNSWEST Program Room at Forest Lawn Library, Calgary Public Library



Vancouver Public Library's Digital Library Expansion supported by donors Francis Law and Priscilla Lam



Donor Recognition: "BOOKSHELVES IN THE FICTION AREA *Made Possible By...*[donor names]", West Hollywood Public Library, Los Angeles

Naming Recognition Examples



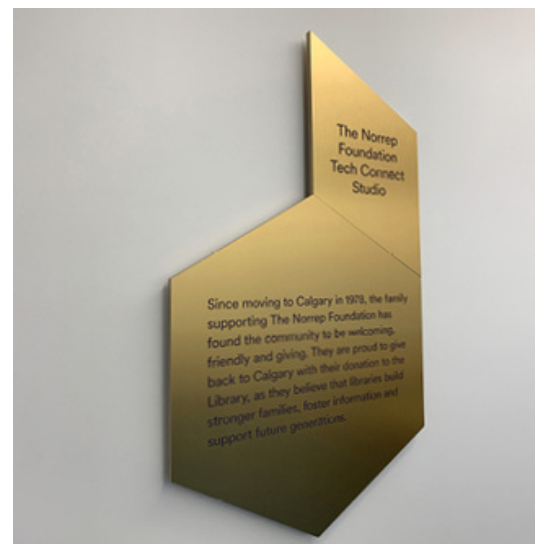
The Children's Library of Vancouver
Public Library, supported by The Dilawri
Foundation



Paul O'Regan Hall, Halifax Public Library



Entrance to the Peter and
Betty Sims Reading Room,
Dana Porter Library,
University of Waterloo



The Norrep Foundation
Tech Connect Studio,
Calgary Public Library

Key Components of a Naming Policy

- **Purpose and Objectives:** To enhance financial sustainability while recognizing donors' contributions.
- **Naming Opportunities Eligibility:** General guidelines on eligibility – what spaces can be named.
- **Donor Recognition:** General outline of how donors will be recognized for their support.
- **Duration and Renaming Policies:** Define the duration of a naming agreement.
(e.g. a number of years or perpetuity?)
- **Approval Process:** Articulate the approval process of a naming gift (e.g. Final approval by Library Board with input from fundraising team).
- **Ethical Considerations:** Criteria for rejecting controversial donor proposals to mediate potential risks.

Timeline and Next Steps

FUNDRAISING FEASIBILITY STUDY

	Nov. 2024	Dec. 2024	Jan. 2025	Feb. 2025	Mar. 2025	Apr. 2025
Development of Case Statement (Project Overview)						
Prospects Research and Compilation						
Discussion Guide Preparation						
Participants Recruitment and Engagement						
Confidential Interviews						
Summarize Findings and Analysis						
Final Report and Presentation						

Thank You!



CONTACT

Martin van Zon
Lee Zhang



WEBSITE

interkom.ca





St. Catharines Public Library Board

Regular Meeting Minutes

Thursday, November 21, 2024, 6:00 pm
Mills Room, Central Library & Microsoft Teams

Present:	M. Brousseau (left at 7:04pm)	K. Diiorio
	P. Clausi	L. Littleton
	J. Coles (Chair)	G. Riihimaki
Regrets:	S. Dimick (Vice-Chair)	Councillor G. Miller
	Councillor J. Lindal	
Staff:	D. Bott (left at 6:54pm)	H. Jones (left at 6:54pm)
	L. DiDonato (left at 7:08pm)	A. Maciukas (left at 7:08pm)
	M. Haanstra (left at 6:54pm)	J. Spera (left at 6:54pm)
	L. Jenter (Recording Secretary) (left at 7:08pm)	K. Su (Secretary)

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

Michael Brousseau 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
Add 4.3 Department Update – SCPL LitFest - H. Jones

- 1.2 Adoption of Agenda

MOTION: 2024-134 THAT the Agenda be adopted as amended.
MOVED BY: M. Brousseau
SECONDED BY: G. Riihimaki
MOTION CARRIED.

2. Chair's Remarks & Declarations of Interest

The Chair welcomed the Board for the last regular meeting of 2024. There were no Declarations of Interest.

3. Adoption of Minutes (attachment)

3.1 Regular Meeting – October 17, 2024

MOTION: 2024-135 THAT the Regular Meeting Minutes of October 17, 2024 be adopted.

MOVED BY: K. Diorio

SECONDED BY: P. Clausi

MOTION CARRIED.

3.2 Special Meeting – November 1, 2024

MOTION: 2024-136 THAT the Special Meeting Minutes of November 1, 2024 be adopted.

MOVED BY: L. Littleton

SECONDED BY: M. Brousseau

MOTION CARRIED.

4. Monthly Updates (verbal)

4.1 OLS Update – J. Coles

The Chair recommended sessions from the OLS Virtual Conference on library accessibility and the use of AI. Recorded sessions are available online.

4.2 CEO Update – K. Su

The CEO updated the Board about the following:

- Strategic Plan 2025-2028 was sent to City Council and was included in the Council package
- Merritt/Pen Centre press release was sent out November 11 with largely positive customer feedback.
- Hold IT Locker has been ordered for an April 2025 launch at the Merritt Community Pharmacy before the Merritt Branch move.
- OLA Super Conference registration is open and the Board is welcome to attend.

4.3 Department Update – SCPL LitFest - H. Jones

Staff presented about the inaugural SCPL LitFest events at the Central Library and First Ontario Performing Arts Centre. The Board congratulated staff on a successful event.

5. Consent Agenda

- 5.1 Correspondence
- 5.2 CEO Report – K. Su
- 5.3 Department Reports – October 2024
 - 5.3(a) Customer Service – J. Spera & M. Haanstra
 - 5.3(b) Facilities – S. Mannella
 - 5.3(c) Innovation, Collections, and Technology – D. Bott
 - 5.3(d) Programming & Promotions – H. Jones

MOTION: 2024-137 THAT the Consent Agenda be received as circulated.
MOVED BY: P. Clausi
SECONDED BY: L. Littleton
MOTION CARRIED.

6. Discussion Reports

- 6.1 Policy (P-16) Electronic Monitoring – D. Bott
The Board received Policy (P-16) Electronic Monitoring with recommended amendment.

MOTION: 2024-138 THAT the Board approve Policy (P-16) Electronic Monitoring as amended.
MOVED BY: K. Diorio
SECONDED BY: G. Riihimaki
MOTION CARRIED.

- 6.2 Policy (G-08) Photography & Filming – H. Jones
The Board received Policy (G-08) Photography & Filming. The Board asked for clarification on enforcement and staff training. The Board recommended a minor language amendment to better align with the Code of Conduct.

MOTION: 2024-139 THAT the Board approve Policy (G-08) Photography and Filming as amended.
MOVED BY: M. Brosseau
SECONDED BY: P. Clausi
MOTION CARRIED.

- 6.3 Policy (G-07) Code of Conduct – H. Jones
The Board received Policy (G-07) Code of Conduct with minor adjustments for clarity and alignment with other policies.

MOTION: 2024-140 THAT the Board approve Policy (G-07) Code of Conduct as amended.
MOVED BY: L. Littleton
SECONDED BY: K. Diorio

MOTION CARRIED.

6.4 Policy (P-05) Performance Appraisal – A. Maciukas

The Board received Policy (P-05) Performance Appraisal with recommended updates. The Board discussed the expectation of annual performance reviews and requested a six-month progress report.

MOTION: 2024-141 THAT the Board approve Policy (P-05) Performance Appraisal as amended.

MOVED BY: M. Brousseau

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: 2024-141 THAT the In-Camera Agenda be adopted.

MOVED BY: K. Diiorio

SECONDED BY: L. Littleton

MOTION CARRIED.

D. Bott, M. Haanstra, H. Jones and J. Spera left the meeting at 6:54pm

7.2 Motion to Move In-Camera

MOTION: 2024-142 THAT the Regular Meeting move to In-Camera Session to discuss property, security and personnel matters.

MOVED BY: P. Clausi

SECONDED BY: M. Brousseau

MOTION CARRIED.

The meeting moved to In-Camera Session at 6:56pm

M. Brousseau left the meeting at 7:04pm

L. DiDonato, L. Jenter, A. Maciukas and K. Su left the meeting at 7:08pm

K. Su returned to the meeting at 7:22pm

7.6 Return to Open Session

MOTION: 2024-145 THAT the In-Camera Session return to Open Session.
MOVED BY: G. Riihimaki
SECONDED BY: K. Diiorio
MOTION CARRIED.

The Meeting returned to Open Session at 7:28pm

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

MOTION: 2024-146 THAT the Board receive the information presented during
the closed session and that the Board Chair proceed as
directed during the closed session.
MOVED BY: P. Clausi
SECONDED BY: L. Littleton
MOTION CARRIED.

9. Motion to Adjourn

MOTION: 2024-147 THAT the Regular Meeting be adjourned.
MOVED BY: G. Riihimaki
SECONDED BY: N/A
MOTION CARRIED.

Meeting adjourned at 7:29pm.

10. Next Meeting / Upcoming Events

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

Chair

Secretary

Consent Agenda

Recommendation

THAT the Consent Agenda be received as circulated.

6. **Consent Agenda (attachments)**

Motion

- 6.1 Correspondence
- 6.2 CEO Report – K. Su
- 6.3 Department Reports – November & December 2024
 - 6.3 (a) Customer Service – J. Spera & M. Haanstra
 - 6.3 (b) Innovation, Collections, and Technology – D. Bott
 - 6.3 (c) Programming & Promotions – H. Jones
 - 6.3 (d) Health & Safety – L. DiDonato
- 6.4 Quarterly Progress Update on 2024 Work Plan (Q4) – K. Su

Correspondence

(as of January 10, 2025)

For Information

Received

Letter from Community Care thanking the Library for donating food from Food for Books.

To be sent on January 17, 2025

SCPL Impact Report – January 2025

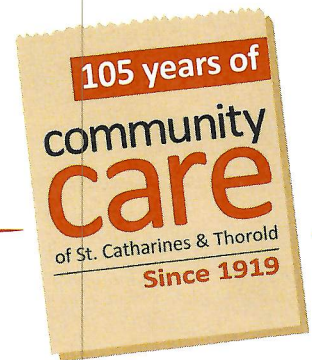
Community Care

12 North Street, P.O. Box 575
St. Catharines, Ontario
L2R 6W8

phone: 905.685.1349

fax: 905.685.3938

web: communitycaresca.ca



December 4th, 2024

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

Dear Anne,

With November and its ominous clouds and blustery winds behind us, we welcome December and hope for brighter days.

The unprecedented need in the community continues as we daily see an extraordinary demand for food, housing help and appeals for assistance. The continuous line-ups speak volumes to the need. Please see graph included.

It is only through people like you that we are able to continue to do what we do. We thank you for your great generosity and thoughtful gift of 280 pounds of food in lieu of "food for fines" program. Please know how important your support is to us.

As you can imagine there is a flurry of activity with Christmas Registration, Adopt a Family, and Adopt a Senior and Teen Programs.

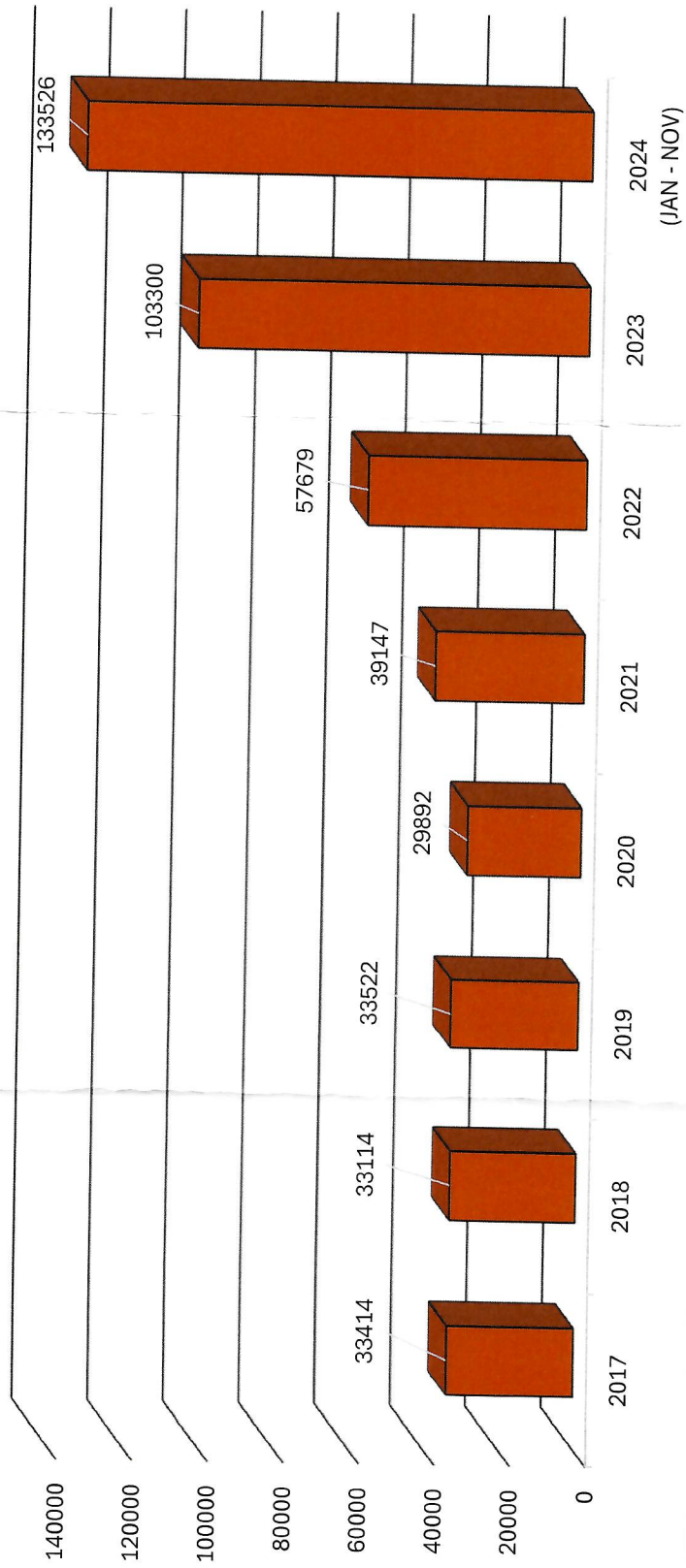
There is no other time of year where joy fills the deepest recesses of our hearts and calls forth the wonder and beauty of childhood. We wish you and yours all the blessings of this splendid season and a Happy New Year.

With heartfelt gratitude,

Betty-Lou Souter, OMC, LLD, BAS
Chief Executive Officer



Tummies Filled (Yearly)





SC
PL



Impact Report

Jan 2025

385,750

in-person visits

to all library
branches in 2024.



9.9%

increase

in physical and digital
collections circulation
in 2024.



29,636

people

attended programs
run by SCPL in
2024.



7,073

people

attended meetings
rented at SCPL in
2024.



Merritt Relocation

In November 2024, SCPL announced the Merritt branch will be relocating to the Niagara Pen Centre. Our new branch will be a 9,700 square foot facility able to accommodate a larger collection and improved program rooms and study spaces. We anticipate the new location will open in early Summer 2025.

The Library is also working with the Merritt Community Pharmacy to install a holds locker nearby to the current Merritt branch location. The locker will be available in Spring 2025.



CIVIC
ENGAGEMENT



ECONOMIC
DEVELOPMENT



ENTERTAINMENT
& LEISURE



CULTURE



EDUCATION



INCLUSION
& WELLBEING



SPACE

603

people

attended the inaugural SCPL LitFest events on November 16.



23%

increase

in online database use in 2024.



60

SCPL staff

participated in training at Staff Development Day.



“I love the new Port branch look. The library has never looked better!”

- SCPL Customer

238

people

are feeling cozy in their new SCPL branded socks.



300

people

attended our Food for Books food drive on November 9.



398

people

attended newcomer programming at SCPL in 2024.



CEO Report

submitted by Ken Su, CEO (November/December 2024)

For Information

Central Library Renovation Update

The Library is 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.

The Architect sent her staff and structural engineer to the Central Library in December 2024 to review some items to assist in completing their drawings. Her team is scheduled to present the final report to the Board at the February 2025 meeting.

Fundraising Feasibility Project

Consultants from Interkom worked with library staff in the last two months to draft a naming policy, develop a fundraising case statement, and review feasibility study prospects.

Interkom is also scheduled to present their project progression and fundraising information to the Board at the January 2025 meeting.

Shared Integrated Library System RFP

The Library continued to work with NFPL on the Integrated Library System (ILS) RFP in November and December 2024. The draft RFP was reviewed by both libraries as well as by the procurement staff at the City of Niagara Falls. The RFP was finalized and posted on both libraries' websites on January 3, 2025.

The RFP is scheduled to close on March 14, 2025, and all submissions will be evaluated shortly after. Libraries hope to select a successful vendor in April/May 2025.

Customer Service

submitted by Marcella Haanstra, Assistant Manager, Customer Service

All data provided is for November and December 2024 comparing to the same months in 2023. The library continues at full operations.

	November 2024	% change from 2023	December 2024	% change from 2023
Gate Count	33,387	30,434 (+9%)	26,332	26,715 (-1%)
Memberships	461	370 (+24%)	383	346 (+11%)
Holds Placed	11,986	12,029 (0%)	11,208	10,964 (+2%)
Questions	6217	5557 (+11%)	5074	4339 (+17%)

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. Gate count for Sunday service at the Dr. Huq and Port Branches continues to increase each week. Overall, our 2024 year-end gate count increased 12.6% as compared to 2023.

Memberships

Although our new membership count has fluctuated throughout the year, our overall new memberships for 2024 have seen an increase of almost 7%. The library continues to use various programs, contests and outreach initiatives to drive new membership creation. Staff are busy renewing memberships as they expire on an annual basis. SCPL customers who used their library card in 2024 has increased nearly 5% from 2023.

Holds Placed

The number of holds placed increased in both November and December by an average of 1% over last year's numbers. Overall, the holds placed increased 5% in 2024 from 2023 and are 11% higher than pre-pandemic levels.

Port Refresh

The refreshed Port Dalhousie branch reopened on Monday, September 23. In addition to a brand-new look, Port Plus hours were extended by opening Sundays from 12-4:30 PM and a new external book drop was added. These changes had a positive effect on many aspects of the Port branch, including the gate count, which saw a 46% increase in the last three months of 2024 as compared to the previous year, as well as a 5% increase in circulation year over year for the same period. In terms of feedback from customers, all interactions were positive with some suggestions on how to improve the space. Customers applauded SCPL on a job well done with the refresh with many commenting on the bright and spacious atmosphere, the improved shelving and the informative historical display.

Innovation, Collections & Technology

submitted by David Bott, Manager Innovation, Collections & Technology (Nov/Dec. 2024)

For Information

Reciprocal Borrowing

With the implementation of reciprocal borrowing, questions concerning the use of electronic resources have arisen. Our licensing agreement with the various e-resource vendors is provided through the Ontario Library Service (OLS). OLS negotiates with the vendors to provide maximum discounts and expand the number of resources available. Pricing is typically based upon population served (less than 100,000, 100,000 – 200,000, 200,000 to 500,000, etc.) and charged per capita. In order to comply with the licensing agreement, the St. Catharines Public Library restricts access to these resources for non-residents.

Integrated Library System – Request for Proposal

St. Catharines Public Library staff have been working with Niagara Falls Public Library staff on drafting a request for proposal for a new, fully featured, cloud-based Integrated Library System.

The RFP was posted on January 3, 2025. The deadline for vendor proposals is March 14, 2025. NFPL and SCPL will evaluate the proposals and short-list vendors for in-depth demos over a 6-week period. The committee is expected to select a vendor on April 26, 2025

Door Access Security System

IT Staff worked with Acculock, Facilities and City IT staff to program and configure new door access system installed at the Café doors and parking garage entrance. Work continues on integrating the license plate reader system and is expected to be completed in February.

Video Surveillance System

Six new 360-degree surveillance cameras were installed on the first floor providing greatly increased coverage. An additional five 360-degree cameras are in the process of being installed on the 2nd floor, as well as 3 more wireless access points.

Merrittton Hold It Lockers

Delivery of the Merrittton Hold It lockers is expected to occur during the week of January 13th. IT staff will co-ordinate with the vendor to assemble and configure the lockers after arrival.

Public Internet Computers

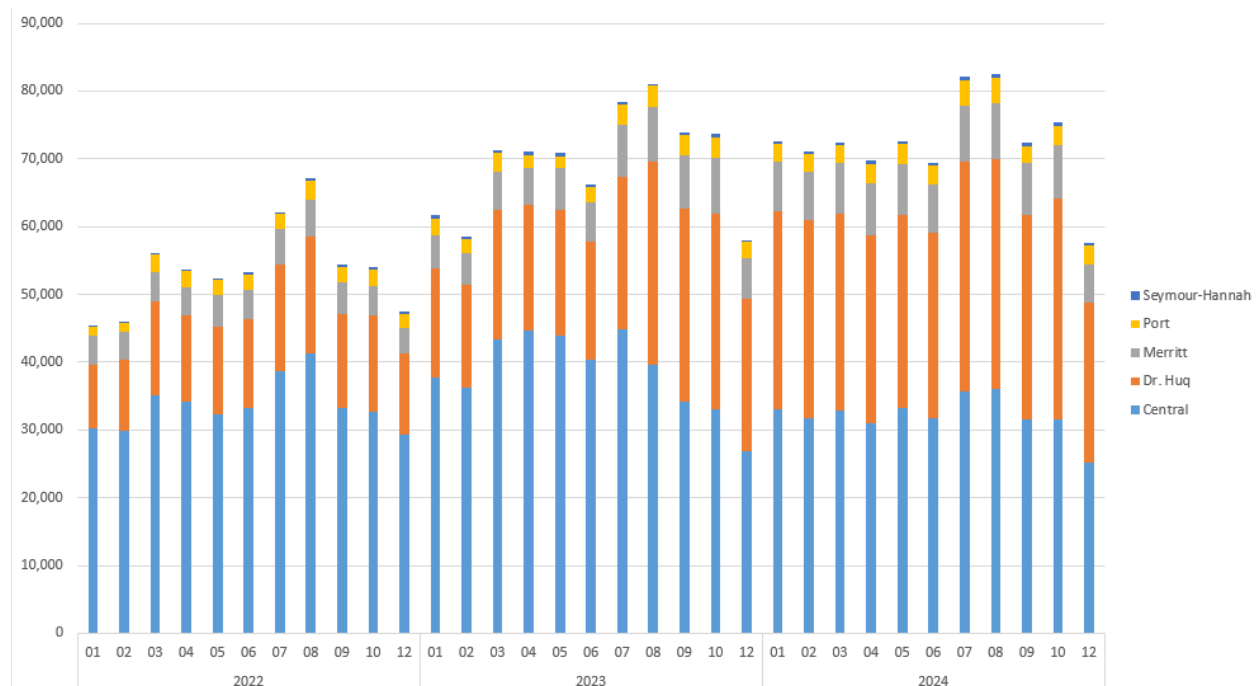
The public internet stations have been relocated to the first floor on January 6, 2025. New electrical and data wiring were installed during December.

Physical Circulation

Physical circulation decreased by 1.5% from October to November 2024. This is comparable to the 1.5% decrease that happened between October and November of 2023. Physical circulation in November 2024 was 4% higher than November 2023 and is year-to-date 5% higher than January to November of 2023.

Physical circulation decreased by 23% from November to December 2024. However, this mirrors the same pattern seen in 2021, 2022 and 2023 when there was also a 17%, 14% and 20% decrease in circulation between November and December.

Overall, 2024's total physical circulation increased by 4.5% compared to the year-end total in 2023.

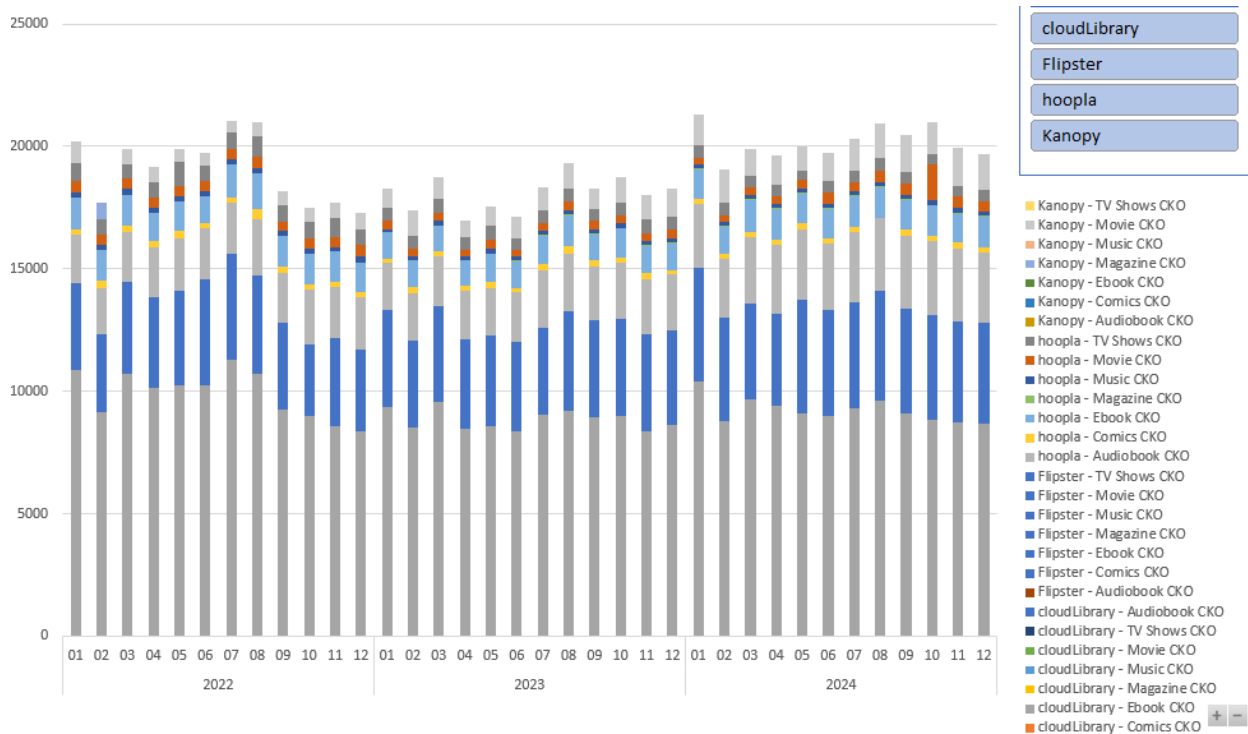


Digital Circulation

Digital Circulation decreased by 1% from October to November 2024. More importantly, digital circulation was 24% higher in November 2024 compared to November 2023.

Digital Circulation increased by 1% from November to December 2024.

Overall, 2024's total digital circulation increased by 23% over the year compared to the year-end total in 2023.

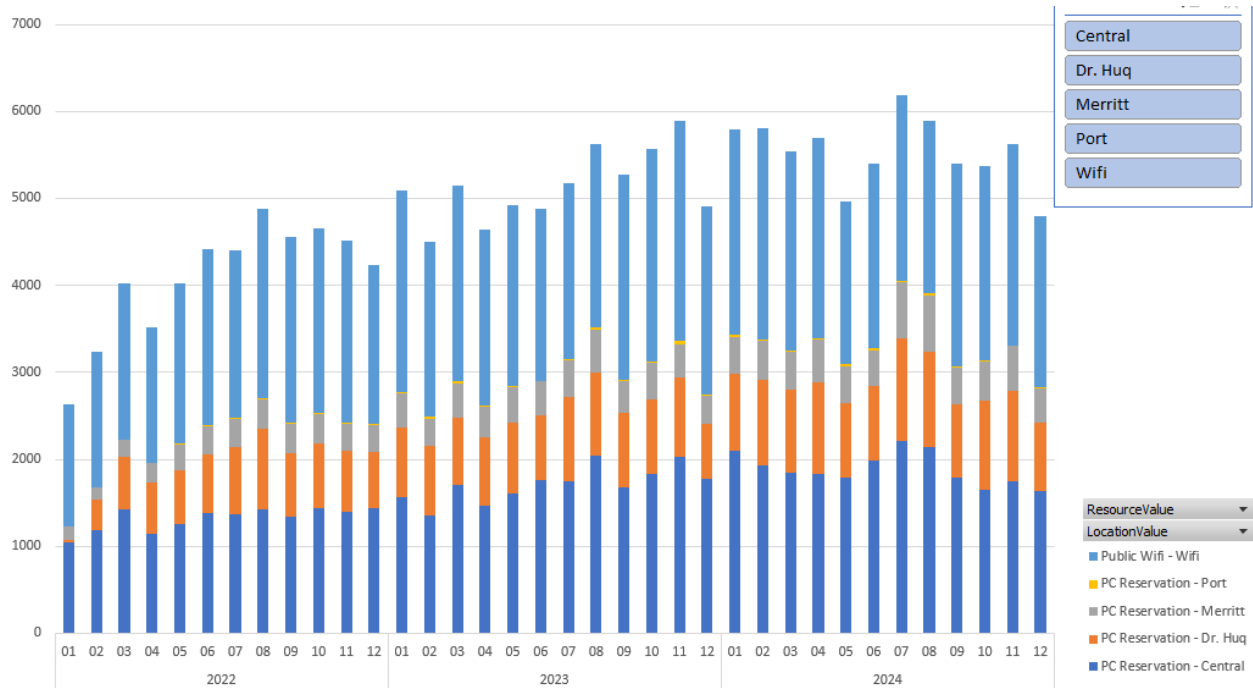


2024 Circulation Summary

Format	Circulation/Usage	% Increase from 2023
Physical	874,083	4.5%
Digital	266,491	23%
Online Databases	1,807,108	23%
Total	2,947,682	17%

Public Internet and Guest Wifi

39,977 customers used our public internet computers in 2024 compared to 35,206 uses in 2023. This is an increase of 13.55%. Public wifi usage had a 1% increase over 2023.



Library of Things – Musical Instrument Collection

A banjo was added to the Library of Thing's Musical Instrument Collection which also includes drum kits, ukuleles, keyboards, children's accordions, bongo drums, and acoustic guitars.

Floating Collections Project Complete

Floating Collections allow the checking-in branch to shelve the item locally, regardless of the original home location, which allows collections to get refreshed on a continuous basis.

The Floating Collections Project is now complete and all collections except for Library of Things, Magazines, Newspapers, Book Club Kits, Reference and Special Collections are now floating.

Interlibrary Loan Service Suspended Due to Canada Post Strike

The new Interlibrary Loan platform was set to launch on November 12, 2024; however, due to the Canada Post Strike, the Interlibrary Loan Service was suspended in November 2024.

ICT worked with the Communications Specialist to develop a communications strategy to inform customers and staff of the service suspension until the Canada Post Strike was resolved.

The Interlibrary Loan Service continued to be suspended due to Canada Post Strike and then due to holiday vacations and closures in December 2024. The service resumed on January 6, 2025.

Magazine Subscription Delivery Suspended Due to Canada Post Strike

Due to the Canada Post Strike, new magazine issues were not received in November. ICT worked with the Communications Specialist to promote our Flipster, PressReader, Hoopla Magazine BingePass and Consumer Reports.org resources so that customers could still access the latest issues digitally.

The Canada Post Strike ended on Tuesday, December 17, 2024, and soon after ICT started to receive our magazine subscriptions again. However, there is still a large backlog of approximately 60 magazine titles that have yet to be received and processed.

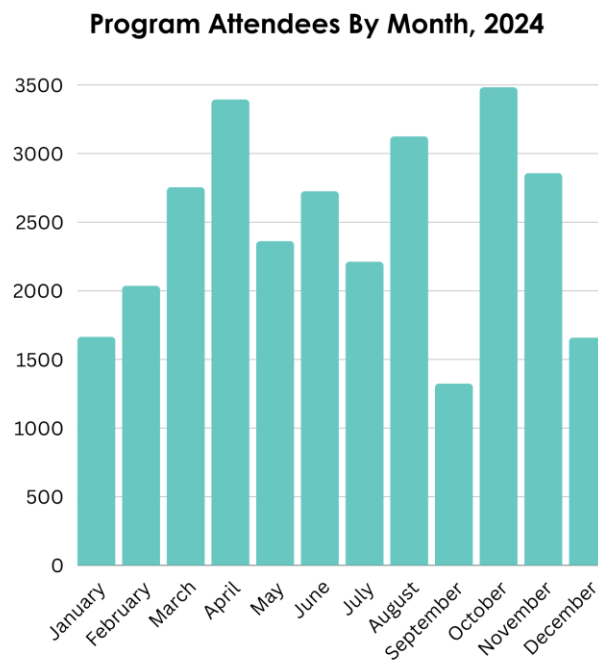
Programming and Promotions

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

For Information

Programming Highlights

Programming ended the year on a high note, with attendance increases in both November and December. 2857 people attended programs in November (a 34% increase from November 2023), and 1679 people attended programs in December (a 16% over December 2023). Overall, program attendance grew by 10% in 2024 (29,636 attendees) from 2023 (26,823 attendees).



Of special programming note in November & December:

1. **SCPL LitFest**, the library's inaugural literary festival, welcomed attendees of all ages to participate in a variety of literacy-focused activities throughout the day, including storytimes with local authors, a comics illustration workshop for tweens, drop-in stations for families, a local author showcase in the atrium, and the "For the Love of Romance" author panel in the evening at the First Ontario

Performing Arts Centre (633 attendees).

2. **Habilidades Digitales para Adultos Mayores (Spanish Language Digital Skills for Seniors)**, an 8-week series in partnership with the Niagara Folk Arts Multicultural Centre, welcomed Spanish speaking seniors to learn and enhance their digital skills while building new connections within the community (109 attendees).
3. **Drop-in Programming** continues to be a popular draw for families. Participant feedback indicates that customers appreciate the variety and flexibility of these engaging family events. New in November and December:
 4. Letters to Santa (All locations, 111 attendees)
 5. Henna Art with Folk Arts (Central Library, 20 attendees)
 6. Percy Jackson Party! (Dr. Huq Branch, 32 attendees)
 7. A Green Gables Christmas (Central Library, 33 attendees)
 8. Ornament Making (Dr. Huq Branch, 81 attendees)
9. **Community Carolling** invited customers to enjoy an afternoon of seasonal carolling at the Central Library. Participants enjoyed hot cocoa and festive sing-alongs led by library staff. Attendees were encouraged to bring donations for Community Care (55 attendees).
10. **Community Outreach:** staff promoted library services, collections, and programming at the DSBN Parent Involvement Conference at Eden High School (46 interactions), the Fairview Mall EarlyON Centre (12 interactions), and the "DSBN Writes" event at Club Roma (125 interactions).

Communication Highlights

November and December were very active months for the Communications Specialist. Projects included:

- The release of the Winter 2025 Program Guide
- Promotional support for the SCPL LitFest
- Launch of the Merritt Relocation Microsite in line with the Merritt Communications Plan
- Development of the Underground Parking Garage Communications Plan in partnership with the City of St. Catharines
- Introduction of branded reading socks to the SCPL Shop
- Continued efforts on the Website Relaunch project

Community Feedback

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

Feedback on the library's social media channels focused on the Port Branch refresh, the Merritt relocation project, and SCPL LitFest:

- "Extremely elegant and neat environment for relaxed 📖 readings. Wow" - Facebook comment regarding Port Refresh
- "Yes, returning to its former home! Awesome location at the Pen! Lots of hustle, bustle, activity! Can't wait to see the new branch in 2025 😊" Facebook comment regarding Merritt relocation project
- "I'm so glad. The mall is much more convenient by bus and we're already there for other things. I just hope it has an exterior entrance." - Facebook comment regarding Merritt relocation project
- "One stop shopping!" - Instagram comment regarding Merritt relocation project
- "Great idea! 🤔 As much as I love the old location ('cause I can walk there 😊) the Pen is a much more accessible location for transit users!" - Instagram comment regarding Merritt relocation project
- "Great LitFest event yesterday! Thank you for organizing and putting on." - Instagram comment regarding SCPL LitFest
- "My free public library is the best deal in town!!!" and "Your social media person knocked this out of the park 😊" - Facebook comments regarding our Black Friday post
- "Loving these cozy reading socks! 📖" - Instagram comment regarding sock launch

Media Mentions

3-Nov	St. Catharines Standard	<u>"For the love of books: St. Catharines library hosting first all-day literary festival"</u>
07-Nov	610 – CKTB	SCPL LitFest, Food for Books, Branded Socks
11-Nov	St. Catharines Standard	<u>"Library officials shop around and choose Pen Centre for Merritt branch"</u>
05-Dec	610 – CKTB	Winter 2025 Program Guide + highly anticipated programs; Hoopla, CloudLibrary, and Flipster as alternative resources during postal strike, branded sock reminder

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

The next Joint Health & Safety Committee meeting is scheduled for March 13, 2025. The meeting agenda will include the following items:

- Quarterly Inspection Report
- Status of Risk Assessment Findings

Appendix A – Health and Safety Inspection Results

Location	Date	Results	Update
Regular Inspections			
Central – 2 nd Floor	September 12, 2024	Nothing to report.	n/a
Port Branch	September 27, 2024	Nothing to report.	n/a
HUQ Branch	September 27, 2024	Nothing to report.	n/a
Merritt Branch	September 24, 2024	Nothing to report.	n/a
Central – 3 rd Floor	October 29, 2024	Nothing to report.	n/a
Port Branch	October 21, 2024	Nothing to report.	n/a
HUQ Branch	October 24, 2024	Nothing to report.	n/a
Merritt Branch	October 24, 2024	Nothing to report.	n/a
Central – Basement	November 21, 2024	Nothing to report.	n/a
Port Branch	November 28, 2024	Nothing to report.	n/a
HUQ Branch	November 28, 2024	Nothing to report.	n/a
Merritt Branch	November 28, 2024	Nothing to report.	n/a
Central – 1 st Floor	December 3, 2024	Nothing to report.	n/a
Port Branch	December 24, 2024	Nothing to report.	n/a
HUQ Branch	December 24, 2024	Nothing to report.	n/a
Merritt Branch	December 24, 2024	Nothing to report.	n/a

Quarterly Progress Update on 2024 Work Plan

submitted by Ken Su, CEO (January 2025)

For Information

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

Background

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

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

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

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

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

Highlights of the fourth quarter in 2024

The highlight of this quarter is that after consulting with stakeholders, staff, customers, and community partnership, the Library successfully developed its new Strategic Plan (2025 – 2028) and presented it to City Council in October 2024.

Additionally, the Library completed the refresh project at the Port Dalhousie branch and organized a grand reopening event on October 5.

Staff were also able to complete tasks listed below:

- Organized the 3rd Staff Development Day on November 18 and the feedback received was encouraging
- Multi-year budget was reconfirmed by City Council
- Signed a lease with the Pen Centre to relocate the Merritt branch in 2025
- participated in the Grape & Wine parade for the first time
- Inaugural "SCPL LitFest" was a success with over 500 participants for library activities and 130 attendees for the author panel at the Performing Arts Centre
- Kicked off the web design project
- Kicked off the fundraising feasibility study

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

2024 SCPL Departmental Work Plan - Quarterly Update

Strategic Goal 1:	Embrace Innovation, creativity, and boldness in everything we do	Status	No Change
Strategic Goal 2:	Build a recognized and valued brand		Minor Changes, no significant impact
Strategic Goal 3:	Foster more community connections		Major Changes, attention required
Strategic Goal 4:	Be a library for all		✓, Completed
Strategic Goal 5:	Transform as we evolve		

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 and the Union collaboratively, maintain a positive relationship	Try to present to City Council 3 times a year, address issues or concerns raised by the City or the Union within 72 hours, organize activities with the City/Union at least 4 times a year, maintain ongoing communications	CEO	Ongoing		Worked collaboratively with City to complete security items including new underground parking plan to increase parking utilization while enhancing building, staff and customer security. The project was scheduled to be completed in 2024, but got delayed due to shipping and server configuration.
#5	Develop a new Strategic Plan to continue to transform the Library	Work with stakeholders to develop a new 4-year Strategic Plan and present it to City Council	CEO	Q3	✓, Completed	Strategic Plan completed and approved by Board.
#5	Develop risk register, risk management plan and business continuity plan	Identify and document potential risks, develop a risk management plan to eliminate/minimize potential risks, and develop a business continuity plan to provide reasonable level of service to the community during an incident	CEO, managers	Q4	✓, Completed	Business continuity plan developed and was approved by the Board in September 2024.
#2	Continue to explore alternate revenue streams	Continue to advocate for funding comparable to peer libraries	CEO, Business Administrator	Ongoing		Fundraising Feasibility Study in progress. Completion target is Q2 2025
#5	Build on new accounting Sage, new accounting solution. G/L, A/P and EFT solution implementation Continue to look for opportunities to utilize available functionality to find process and reporting efficiencies.	Expand on utilization of functionality to find process and reporting efficiencies.	Business Administrator	Ongoing		Implemented new processes to eliminate need for journal entries.
#5	Enhance Budget Process	Develop and implement use of business cases.	Business Administrator	Q3	✓, Completed	Businesses cases are now about of the SCPL annual and multi year budget process.
#1, 2, 4, 5	Central Library Renovation		CEO, managers			A new GICB application was submitted in October 2024. The Library engaged Interkom, a fundraising consulting firm, to conduct a fundraising feasibility study. The architect continues working on the final report and is scheduled to present to the Board in February 2025.
#1, 5	Implement Retention Schedule	Review and organize filing systems, including electronic filing system, create and implement process for purging files in accordance with retention schedule.	CEO, managers	Ongoing	✓, Completed	Records management retain schedule was presented to the Board in October 2024 and got approved.

#1, 5	Embrace corporate record digital transformation from paper to paperless.	Integrate digital records in day to day operations and scan physical documents on an ongoing basis.	CEO, managers	Ongoing		Electronic personnel files introduced. Transition of historical records in progress.
#5	Huq Lighting Upgrade	better lighting in branch and less maintenance	City of St. Catharines	Q4		Waiting for City.
#5	Enhance parking lot lighting	better lighting in parking garage, more welcoming for customers	City of St. Catharines	Q4		Waiting for City.
#5	Enhance the appearance of historical branch	The pride of Port customers will continue to grow with the care of thier building.	City of St. Catharines	Q4		Interior complete with some revisions needed for the history wall. Exterior in progress.
#5	Provide new and enhanced spaces	Work with City to develop ideal location for Merritt Branch; participate in feasibility study process.	CEO, Business Administrator, City stakeholders	Q2 or Q3		Pen Centre Lease signed. Construction preparation in progress. Book locker ordered.
Department: Innovation, Collections and Technology						Q4 Update
Strategic Goal	Annual Objective / Action Item	SMART Goals and outcomes	Key Players	Timelines	Status	Explanation
#1, #4, #5	Install Additional Security Cameras at Central	Improve safety and security of staff and customers	ICT, CEO		Ongoing	New cabling installed on 1st floor and additional cameras installed
#1	Install Door Access and License Plate Reader for Underground Parking	Streamline configuration of door access controls.	ICT, Facilities	Jan. 2025	Installed	Awaiting configuration and migration of controllers to cloud server.
#1, #3, #4, #5	Integrated Library System (ILS) Upgrade	Upgrade system to latest OS and ILS version to add additional functionality	ICT, Customer Service			RFP is being reviewed by legal and will be posted on Jan. 3, 2025
Department: Customer Services						Q4 Update
Strategic Goal	Annual Objective / Action Item	SMART Goals and outcomes	Key Players	Timelines	Status	Explanation
#2, #4, #5	Continue with training for staff with an inward and outward focus based on an annual training plan	Introduction to trauma informed customer service. Complete Customer service standards training with "Accountable". Conflict prevention training for staff.	Training Librarian, Customer Service Managers	Q4	Ongoing	Difficult Conversations training delivered to public service staff. Investigating conflict
#1, #4, #5	Continue to enhance Customer Service and reduce barriers	Reduce 3D printing costs to align with comperator libraries and expand service to the branches. Implement reciprocal borrowing if approved by the Library Board. Implement roving strategy.	Branch Librarian, Customer Service Technician, Customer Service Managers	Q3	✓, Completed	Central computer service moving to first floor and introducing self-serve scanning in January.
#1, #4, #5	Provide alternate pick up location in downtown once renovation commences at Central	Investigate parternships with downtown organizations/schools to secure a location for hold pickups.	Customer Service Mangers	Q4		Renovation pending.
#1, #4, #5	Investigate more meeting spaces at the Branch locations	Investigate ways to create more meeting space at branch locations and creating partnerships for funding purposes. Investigate the feasibility of sound proof booth at Dr. Huq	Customer Service Managers	Q2		Initial plans for new Pen branch include a meeting room and two private study rooms
#1, #2, #3, #4	Increase yearly new library membership by 25%	Implement and promote reciprocal borrowing, promote memberships creation with partners at outreach events, robust Library Card registration campagin, refer a friend initiative	Customer Service Mangagers and Programing and Promotions Manager	Q4		New library membership increased by 6% over 2023. Working on a Membership Reactivation Campaign in 2025 to further increase membership.

Department: Programming and Promotions					Q4 Update	
Strategic Goal	Annual Objective / Action Item	SMART Goals and outcomes	Key Players	Timelines	Status	Explanation
#1, #2, #3, #4	Expand the Library's reach and visible presence in the community by growing our outreach efforts	Following Fall 2023 upgrades, increase use of the SCPL outreach trailer as a mobile library branch through summer/autumn seasons. Provide programming, wifi access, mobile card registration, access to library resources and circulation	Programming Manager, Programming Librarians, Facilities	Q3-Q4	✓, Completed	Outreach trailer used as a parade float in the Grape & Wine Grande Parade on September 25 with great impact. Final event of the year was the Port Branch Refresh launch on October 5 (240 attendees). In total, the trailer was used at 6 events in 2024, successfully expanding the library's reach and visibility.
#1, #2, #3, #4, #5	Develop signature large-scale events to host regularly	Host two large-scale annual events, one in Spring and one in Fall, that will become recognized and anticipated by the community	Programming Manager, Programming Librarians and CSAs	Q4		Inaugural "SCPL LitFest" took place November 16 with a variety of events for all ages at Central Library (503 engagements) and the "For the Love of Romance" author panel at the Performing Arts Centre (130 attendees).
#1, #2, #4, #5	Incorporate SCPL website fully into new SCPL brand	Update website layout, content and information to ensure that it is both up-to-date, fits cohesively with SCPL brand, and is more accessible and easier to navigate	All Departments, Communications Specialist	Q4		Ongoing. Library working with web design agency GHD Digital to develop new website design. Estimated launch date is Spring 2025.
#2, #3, #5	Execute renovation communication plan that will carry through the duration of the Central Library renovation	Communicate all key messages leading up to and throughout the Central renovation. Launch a renovation mini-website prior to ground-breaking, create a schedule of weekly updates for social media, issue quarterly press releases, launch renovation specific e-newsletter	Programming Manager, Communications Specialist	Ongoing process through 2024 and beyond		Project remains on hold.

Dec.19 2024

Members of Library Board

Christmas means celebration of Christmas ' Christ' ' mas'. In this country we use Christmas all through the holiday season. 'Christ'mas dinner

'Christ'mas holidays

'Christ'mas decorations

'Christ'mas trees etc.

Yet anyone who wants to read the Christmas Story - the real meaning of Christmas cannot find a book a video or anything else in a bookstore or \$ store, department store or even a library. The only place in St. Catharines is a Christian Book Store. There are Hanukkah books, an African book about a Thanksgiving holiday in Dec. a Muslim book and a book about the Night before Christmas on display in your libraries. Why is there not a book about Christ's birth? Who is removing the Christian faith from our schools and public places and why are we allowing it? It's one thing to allow other people to freely worship in their faiths but quite another to let them extinguish our Christian beliefs.

Please at least give us equal recognition.

[REDACTED]

[REDACTED]

Discussion Reports

8. Discussion Reports (attachments)

- | | | |
|-----|---|--------|
| 8.1 | Policy (G-13) Occupational Health and Safety – A. Maciukas | Motion |
| 8.2 | Policy (P-01) Workplace Violence and Harassment Policy– A. Maciukas | Motion |
| 8.3 | Policy (P-06) CEO Evaluation – J. Coles (verbal) | |

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.

The language has been refined for conciseness, and direct references to the Act have been incorporated instead of summarizing its provisions. This approach enhances clarity and ensures greater accuracy.

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



Policy Name	Occupational Health and Safety		
Section & Number	General G-13	Effective Date	1990-11- 15
Motion Number	2024-09	Last Review	2024-01- 18
Author	Human Resources HR Consultant	Next Review	2025-01

Policy Statement

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

The St. Catharines Public Library Board acknowledges its moral and legal obligation to establish and maintain safe working practices to ensure a secure working environment.

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

The Board is fully committed to promoting, providing, and sustaining a workplace that is safe, healthy, and free from harassment and violence, in strict 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 is a shared responsibility by all.

Scope

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

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

Regulations

~~Ontario Occupational Health and Safety Act (OSHA)~~

Responsibility

1. ~~The Ontario OHSA, (25(2)(J)) requires employers to “prepare and review at least annually a written occupational health and safety policy, and to develop and maintain a program to implement the that policy”.~~
2. ~~The St. Catharines Public Library Board, as an Employer, is ultimately responsible for worker health and safety. The Library Board and its management will take all reasonable steps to prevent injury and create a safe and healthy workplace.~~

As an employer, the Library 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. ~~The Library will establish and maintain a Joint Health and Safety Committee in accordance with the responsibilities outlined in Section 9 of OHSA. The Library will ensure there is a Joint Health & Safety Committee operating under the requirements outlined in the Occupational Health & Safety Act; including performing workplace inspections, identifying workplace hazards, meeting every three months, sharing agendas and minutes, ensuring workers are trained, investigating workplace incidents, ensuring the workplace has the required number of certified members.~~
4. ~~Managers will be accountable for the health and safety of workers as outlined in Section 27 of OHSA. under their direct supervision. Managers are responsible to ensure that workers are aware of potential or actual workplace hazards and follow established safe work practices and procedures. Managers must~~

~~also respond to all health & safety concerns raised by an individual in the workplace. Managers are to provide employees with training in their work tasks to protect their health and safety before commencement of the job.~~

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

5. ~~Every Worker is to protect, and is responsible for his or her own health and safety, by working in compliance with the legislative requirements, safe work practices, procedures, standards, safety rules, and rules of conduct as established by the Library. Workers are responsible for addressing health & safety concerns directly with their immediate supervisor.~~

Every worker shall adhere to the requirements set out in Section 28 of OHSA and is responsible for their own health and safety. All concerns must be promptly reported to the manager.

6. It is in the best interest of all levels of the Library to ~~consider~~ **prioritize** health and safety in every **aspect of operations** ~~activity~~. Commitment to Health and Safety is ~~an integral~~ **and shared by all** ~~part of this organization from workers to senior management~~.

~~Implementation~~ **Maintenance**

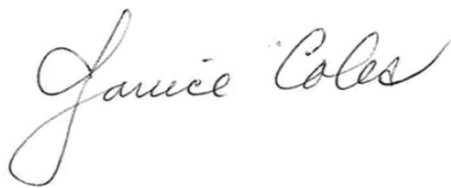
This policy is to be reviewed by the Board annually and a signed copy of the policy must be posted in the Workplace.

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

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

Appendix

Appendix 1 – Joint Health and Safety Committee Terms of Reference



Chair



Secretary

Joint Health and Safety Committee

Terms of Reference

Purpose of the Joint Health and Safety Committee

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

Committee Membership

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

Duties and Functions of the Committee

The duties and functions of the Committee are those identified in the Occupational Health and Safety Act, R.S.O. 1990, Chapter O.1 (the 'Act'):

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

Co-Chair Duties

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

Meetings

- Co-Chairs to establish meeting schedule no later than December of the previous year and forward to the Recording Secretary for distribution to the Committee.
- The Committee shall meet at least once every three months as required by the Act. The Committee may meet more frequently as required. Special meetings, if required, will be held at the call of the Co-Chairs.
- Committee meetings will only go forward if there is equal representation from the Union and Management. A substitute **for a committee member**, ~~who is not necessarily certified, for either party~~ may be allowed to attend, on a limited basis.
- Members of the committee are entitled to time off work for:
 - The time required to attend meetings of the Committee
 - Other time that is reasonably necessary to prepare for meeting of the Committee, and other time that is reasonably necessary to fulfill the other duties and functions of the Committee;
 - Time of 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. 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	2025-XX	Last Review	2025-01-16
Author	Human Resources	Next Review	2026
Policy Maintenance	Reviewed by Management and the Joint Health & Safety Committee		

Policy Statement

The St. Catharines Public Library Board acknowledges its moral and legal obligation to establish and maintain safe working practices to ensure a secure working environment.

The Board is fully committed to promoting, providing, and sustaining a workplace that is safe, healthy, and free from harassment and violence, in strict 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 is a shared responsibility by all.

Scope

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

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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 Library 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. The Library will establish and maintain a Joint Health and Safety Committee in accordance with the responsibilities outlined in Section 9 of OHSA.
4. Managers will be accountable for the health and safety of workers as outlined in Section 27 of OHSA.
5. Every worker shall adhere to the requirements set out in Section 28 of OHSA and is responsible for their own health and safety. All concerns must be promptly reported to the manager.
6. It is in the best interest of all levels of 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

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- 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 year in December
- Participate in inspections, investigations, and inquires as provided by the Act;
- Carry out any other duties, and functions prescribed by the Act.

Co-Chair Duties

- Facilitate the meetings;
- Review previous meeting reports and materials;
- Ensure meeting agenda is prepared and distributed;
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- 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:
 - The time required to attend meetings of the Committee
 - 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;
 - Time of 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. 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 (P-01) Workplace Violence and Harassment

submitted by Albertina Maciukas, Human Resources Manager

Recommendation

THAT the Board rescind Policies (P-01) Workplace Violence, (P-02) Workplace Harassment, and (P-03) Sexual Harassment and approve Policy & Program (P-01) Workplace Violence and Harassment.

Background

Originally implemented as three separate policies (P-01) Workplace Violence, (P-02) Workplace Harassment, and (P-03) Sexual Harassment have now been consolidated into a single, comprehensive policy. This consolidation aligns with the Ministry of Labour's Health and Safety Guidelines, which explicitly confirm that these policies can be combined. Given that the individual policies largely mirrored one another in operational guidelines, this approach ensures consistent application of updates, reducing the risk of oversight.

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

Attachments

- Policy (P-01) Workplace Violence
- Policy (P-02) Workplace Harassment
- Policy (P-03) Sexual Harassment
- Proposed Policy & Program (P-01) Workplace Violence and Harassment



POLICY & PROGRAM

Policy & Program Name	Workplace Violence		
Section & Number	Personnel P-01	Effective Date	2010-06-17
Motion Number	2024-70	Last Review	2024-05-16
Author	HR Consultant	Next Review	2025

Policy Statement

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

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

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

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

Scope

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

Definitions

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

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

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

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

The Library workplace means:

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

Regulations

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

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

Responsibility

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

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

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

Administration

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

Library Board

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

Managers

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

Staff

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

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

Union

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

No Recrimination

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

Operational Guidelines

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

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

Investigation Procedure

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

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

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

Risk Assessment

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

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

Consequences of Workplace Violence

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

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

Confidentiality

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

Trivial, Frivolous or Vexatious Complaints

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

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

Appeal Process

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

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

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

Implementation

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

Appendix (Attachment)

Appendix 1 – Workplace Violence Reporting Form

COMPLAINANT INFORMATION

☐ Verbal ☐ Other

This image shows a single sheet of white paper with horizontal blue or grey ruling lines. The lines are evenly spaced and run across the width of the page. There are approximately 20 lines visible. The paper has a slight shadow on the right side, suggesting it's resting on a surface.

☐ Yes ☐ No

If yes give details:

☐ Yes ☐ No

Name of Supervisor: _____

Workplace Violence Reporting Form**ALLEGED OFFENDER INFORMATION**

Name: _____ Address: _____
☐ Employee ☐ Member of the Public ☐ Service Staff ☐ Ex-Employee ☐ Other

Gender: _____

Age _____ Weight _____ Height _____ Complexion _____

Vehicle Description (if any):

Make / Model / Colour _____ License # _____

Other Information

Has the assailant been involved in any previous incidents with the employee(s)? If yes, provide details:

Possible contributing factors?

Name of Witnesses

Name Address Telephone

Name Address Telephone

Please Provide Any Other Information You Think Is Relevant

Workplace Violence Reporting Form**ADMINISTRATION**

Date

Received _____

By Whom _____

Name of Investigator(s) _____

Signature of Investigator(s) _____

Date(s) of Investigation_____
_____**Report of Investigation**_____

_____**Results of Findings**_____

_____**Suggested Preventive or Remedial Action**_____

_____**Suggested Action**_____

_____**Report Submitted to C.E.O.**

Date: _____



POLICY & PROGRAM

Policy & Program Name	Workplace Harassment		
Section & Number	Personnel P-02	Effective Date	2010-09-08
Motion Number	2024-70	Last Review	2024-05-16
Author	HR Consultant	Next Review	2025

Policy Statement

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

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

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

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

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

Scope

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

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

Definitions

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

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

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

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

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

Examples of harassment include but are not limited to:

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

Regulations

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

Responsibility

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

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

Administration

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

Library Board

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

Managers

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

Staff

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

Union

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

Operational Guidelines

Harassment Complaint Process

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

Informal Action

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

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

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

Formal Action

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

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

Complaints will be sent to Human Resources for Investigation.

Investigation

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

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

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

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

All witnesses identified will be interviewed.

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

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

Invalid Complaints and Remedy

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

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

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

Valid Complaints and Remedy

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

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

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

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

Witnesses

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

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

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

Confidentiality

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

Trivial, Frivolous or Vexatious Complaints

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

The Union will be informed of such discipline.

Appeal Process

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

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

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

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

Implementation

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

Appendix

Appendix 1 – Harassment Reporting Form

HARASSMENT REPORTING FORM CLAIMANT'S INFORMATION – PART A

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

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

What happened after that? _____

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

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

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

Possible Contributing Factors?

Name of Witnesses

Name	Address	Telephone
------	---------	-----------

Name	Address	Telephone
------	---------	-----------

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

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



POLICY & PROGRAM

Policy & Program Name	Sexual Harassment		
Section & Number	Personnel P-03	Effective Date	1992-06-18
Motion Number	2024-70	Last Review	2024-05-16
Author	HR Consultant	Next Review	2025

Policy Statement

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

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

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

Scope

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

Definitions

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

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

Library Workplace is wherever Library business occurs and includes;

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

Examples of sexual harassment include but are not limited to:

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

Regulations

Occupational Health & Safety Act

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

Ontario Human Rights Code

Harassment is a form of discrimination.

Responsibility

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

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

Administration

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

Library Board

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

Managers

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

Staff

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

Union

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

Operational Guidelines

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

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

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

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

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

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

Appeal Process

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

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

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

Implementation

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



POLICY & PROGRAM

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

Policy Statement

The St. Catharines Public Library (SCPL) is dedicated to fostering a safe, productive, and healthy work environment for all employees, free from any form of violence and/or harassment. The Library takes all reasonable measures to ensure that employees are protected from such behaviors. This commitment extends to all aspects of the business, including recruitment, training, performance 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 the Library. This policy outlines 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 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 against 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

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 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 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 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 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 violence and harassment of any form, and employees 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 behavior 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

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 respondent
- neutrality of investigator
- relationship of investigator to respondent
- broader implications of offence

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

Witnesses identified will be interviewed as required.

If appropriate to do so, the Investigation Team will then interview the complainant and respondent 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 meet separately with the complainant and respondent and share the findings of the investigation.

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

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

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 the Library or City's Solicitor to review the recommendations and render a final decision.

A written report with the findings and recommendations will be provided to the complainant and respondent 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 and respondent 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.

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

Confidentiality

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

Trivial, Frivolous or Vexatious Complaints

The Library will not support any complaints that are made in bad faith. Any 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 the St Catharines Public Library's disciplinary action.

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

Appeal Process

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

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

- The investigator failed to consider or collect obviously crucial evidence, including failing to interview key witnesses;

- A demonstrated bias or conflict of interest on the part of the investigator that compromises the integrity and objectivity of the investigation 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 – 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

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: _____