St. Catharines Public Library Board

Regular Meeting

Wednesday, April 16, 2025, 6:00 pm
Mills Room, Central Library & Microsoft Teams

AGENDA

Chair calls meeting to order and Janice Coles to read SCPL Land Acknowledgment.

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

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

3. **In-Camera Session**
   3.1 In-Camera Agenda (attachment)
       3.1(a) Additions/Deletions to In-Camera Agenda
       3.1(b) Adoption of In-Camera Agenda   Motion
   3.2 Motion to Move In-Camera   Motion
   3.3 Adoption of In-Camera Minutes
       3.3(a) In-Camera Session – March 20, 2025 (attachment)   Motion
   3.4 In-Camera Discussion Reports (attachments)
       3.4(a) Legal Matter – K. Su (verbal)

           (Closed Session in accordance with the Public Libraries Act section 16.1(4)(e)
           litigation or potential litigation, including matters before administrative tribunals,
           affecting the board)
       3.4 (b) Property Matter – K. Su (verbal)

           (Closed Session in accordance with the Public Libraries Act section 16.1(4)(c))
           a proposed or pending acquisition or disposition of land by the board)
           149 Hartzel Road/221 Glendale Avenue/491 Merritt Street
       3.4 (c) Personnel Matter – J. Coles (verbal)

           (Closed Session in accordance with the Public Libraries Act section 16.1(4)(b)
           personal matters about an identifiable individual)
   3.5 In-Camera Consent Agenda (attachments)
       3.5(a) Staffing Update (March 2025) – A. Maciukas

3.6   Return to Open Session   Motion

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

5. **Presentations**
    5.1 **Website Update** – Peter Gingrich and Daniel Shaw, GHD Digital

6. **Adoption of Minutes (attachment)**
    6.1   Regular Meeting – March 20, 2025   Motion

7. **Monthly Updates (verbal)**
    7.1   St. Catharines City Council
    7.2   OLS Update – J. Coles
    7.3   CEO Update – K. Su
    7.4   Department Update - March Break Program – Melissa Broere, Jen Dell,
          Programming Librarians, and Sylvana Dearman, Customer Service Assistant

8. **Consent Agenda (attachments)**   Motion
    8.1   CEO Report – K. Su
    8.2   Department Reports – March 2025
          8.2 (a) Customer Service – J. Spera & M. Haanstra
          8.2 (b) Innovation, Collections, and Technology – D. Bott
          8.2 (c) Programming & Promotions – H. Jones
          8.2 (d) Health & Safety – L. DiDonato
          8.2 (e) Human Resources – A. Maciukas
    8.3   Financial Reports – L. DiDonato
          8.3 (a) 2025 Financial Results and Forecast at March 31, 2025
          8.3 (b) Endowment & Trust Statement at March 31, 2025
          8.3 (c) Short-Term Investments Statement at March 31, 2025
    8.4   Risk Management Semi Annual Reporting – L. DiDonato
    8.5   Maintenance Closure of the Dr. Huq Branch - S. Mannella

9. **Discussion Reports (attachments)**
    9.1   Policy (G-25) Social Media Use – H. Jones   Motion
    9.2   Policy (G-09) Artificial Intelligence Use – K. Su   Motion

10. **Motion to Adjourn**   Motion

11. **Next Meeting / Upcoming Events**
    • Board Meeting – Thursday, May 15, 2025 at 6:00 pm, Mills Room, Central Library &
      Microsoft Teams

Clarington Public Library and Museum

www.cplma.ca

Brantford Public Library

www.brantfordlibrary.ca

Orillia Public Library

www.orilliapubliclibrary.ca

City of Lincoln Library

www.lincolnlibraries.org

Region of Waterloo Public Library

www.rwlibrary.ca

govstack®
by GHD Digital

Website Content Management System

- Easy content updates, no technical skills needed.

- WCAG-compliant design for all users.

- Forms, Events, and News, Document Manager modules included.

- Reliable, scalable Microsoft Azure platform.

Govstack News and Events

- Simple news and events posting and archiving.

- Tagging and categorization options.

- Display news and events categories on homepage

- Supports user subscriptions for updates on news and events

Govstack Forms

- Drag and drop form builder

- Configurable fields and workflows

- Customizable Registration and Feedback Forms

- Automated notifications and data storage

GHD Digital

Project **Overview**

❖ **Sitemap Development and Testing** – creation of website navigation architecture and testing by stakeholders – COMPLETE

❖ **Site Handoff and Training** – Setup of staging site – COMPLETE

❖ **Content Population** – entering of content on new website by SPCL staff – COMPLETE

❖ **Pre GoLive** – final review of all content in preparation of site launch, confirm date and golive activities – IN PROGRESS

❖ **GoLive – May 5th at 11:00 a.m.**

GHD Digital

New Site Highlights

❖ An **intuitive navigation structure** groups services by user needs, reducing cognitive load for patrons.

❖ **Mobile-responsive design** ensures access for smartphone and tablet users.

❖ A **filterable events calendar** makes community programming more discoverable.

❖ **Streamlined access** requires fewer clicks to reach high-demand services.

❖ **WCAG-compliant** accessibility features benefit patrons with disabilities.

❖ **Unified search** combines catalog results with website content. Clear calls to action help convert visitors into active users.

GHD Digital

Value of Govstack to St. Catharines Public Library

Lower, or even zero, ongoing costs due to less reliance on GHD for chargeable services

- ❖ Website content can be **quickly and easily updated** by staff

- ❖ Small design changes **do not incur a cost** and can be done very quickly by SPCL site administrator

- ❖ Website **could be totally redesigned** in future without having to have GHD do it, saving thousands of dollars

- ❖ **Landing pages** for programs, special events, book clubs, etc., can be quickly and easily created without additional cost

GHD Digital

Website in Progress - Preview
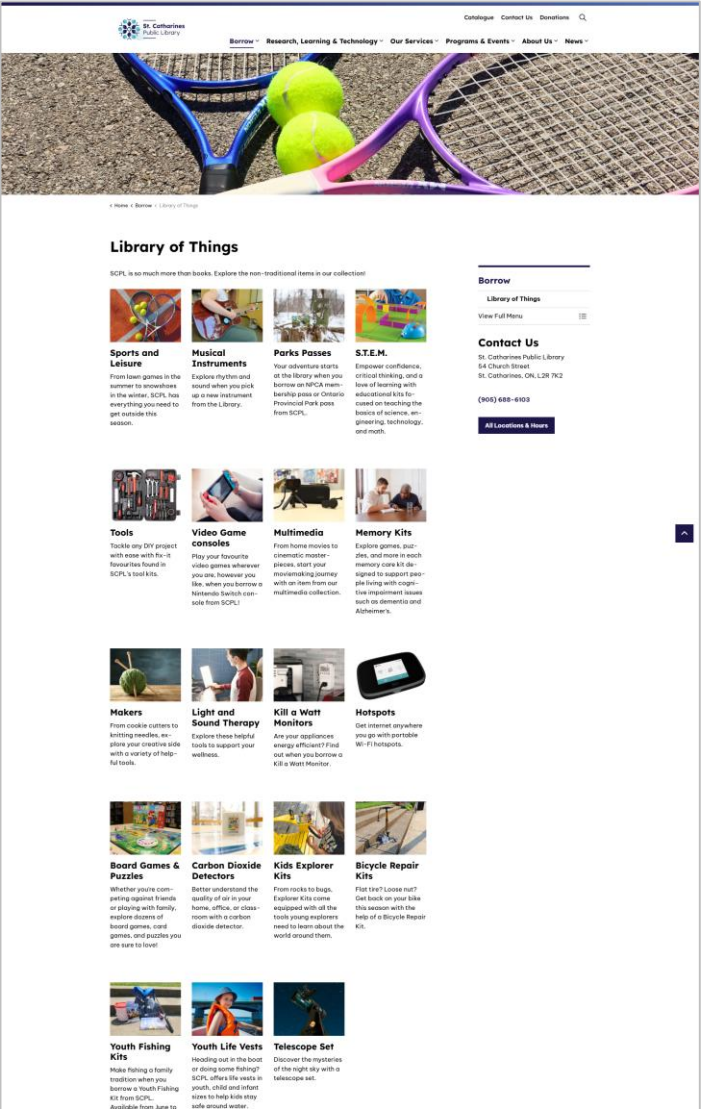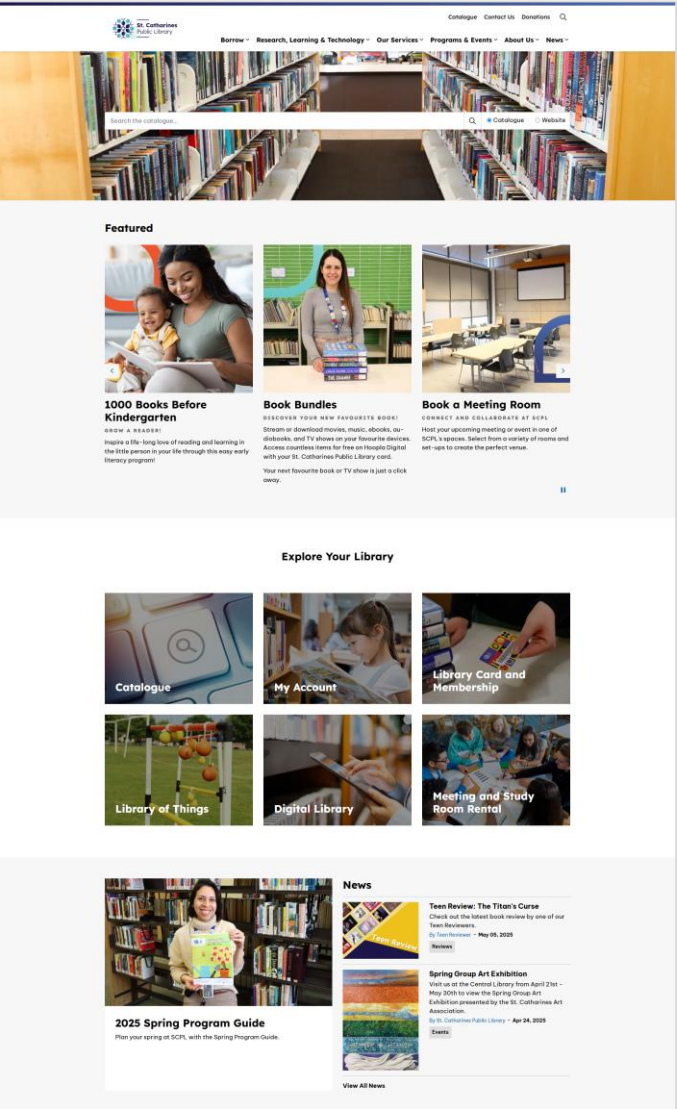
St. Catharines Public Library Board

Regular Meeting Minutes

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

Present: P. Clausi   Councillor J. Lindal
J. Coles (Chair)   L. Littleton
K. Diiorio   G. Riihimaki
S. Dimick (Vice-Chair)

Regrets: Councillor G. Miller

Staff: D. Bott (left at 7:46pm)   A. Maciukas
L. DiDonato   S. Mannella (left at 7:46pm)
M. Haanstra (left at 7:46pm)   J. Spera (left at 7:46pm)
L. Jenter (Recording Secretary)   K. Su (Secretary)

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

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

1. Adoption of Agenda

1.1   <u>Additions/Deletions to Agenda</u>
Pull item 6.1 CEO Report for discussion as item 7.4

1.2   <u>Adoption of Agenda</u>

MOTION: 2025-31   THAT the Agenda be adopted as amended.
MOVED BY: Councillor J. Lindal
SECONDED BY: S. Dimick
MOTION CARRIED.

2. Chair's Remarks & Declarations of Interest
There were no Declarations of Interest.

3. Presentation
3.1 <u>Asset Management</u> – Eric Goforth, Senior Associate, Advisory Services, SLBC Inc.

The Board received a presentation of the SCPL Asset Management Plan 2025. The Board discussed the municipal and provincial comparable averages, the building components owned by the Library, and the condition assessment of the collection.

MOTION: 2025-32	THAT the Board receive the Asset Management presentation.
MOVED BY:	S. Dimick
SECONDED BY:	G. Riihimaki
MOTION CARRIED.	

4. Adoption of Minutes (attachment)
4.1 <u>Regular Meeting – February 20, 2025</u>

MOTION: 2025-33	THAT the Regular Meeting Minutes of February 20, 2025 be adopted.
MOVED BY:	K. Diiorio
SECONDED BY:	L. Littleton
MOTION CARRIED.	

5. Monthly Updates (verbal)
5.1 <u>St. Catharines City Council</u>
Councillor J. Lindal provided an update from City Council regarding the new Library Board Member.

5.2 <u>CEO Update</u> – K. Su and L. DiDonato
The CEO updated the Board about the following:
- <u>Recycling Collection</u> – the Library will work with the City to mitigate any disruption to recycling collection.
- <u>Inclusive Community Grant</u> – the Library has received 80% of the Inclusive Community Grant for the Merritt Relocation Project, with the remainder to be received upon completion of the project.
- <u>City Accessibility Committee</u> – the Library will be presenting to the Committee on March 26, 2025 regarding the layout for the new Merritt Branch location.
- <u>Port Library Timeline</u> – two members of the St. Catharines Historical Society are reviewing recommended changes to the Timeline.

- <u>Parking Garage & Security</u> – the new bookdrop has been installed and IT is completing final testing on the license plate reader. The garage is anticipated to close on April 16, 2025 to permit and accessible parking only to mitigate security risks.
- <u>Merritt Branch at Pen Centre</u> – the permit has been approved for the new entrance to the Branch. SCPL has implemented contingency plans for the current Merritt Branch location. The Board discussed the naming and branding for the new location.

6. Consent Agenda

6.1   CEO Report – K. Su
6.2   Department Reports – January 2025
     6.2(a) Customer Service – J. Spera & M. Haanstra
     6.2(b) Innovation, Collections, and Technology – D. Bott
     6.2(c) Programming & Promotions – H. Jones
     6.2(d) Facilities – S. Mannella
6.3   Quarterly Progress Update on 2025 Work Plan (Q1) – K. Su

MOTION: 2025-34	THAT the Consent Agenda be received as circulated except for Item 6.1 CEO Report pulled for Discussion.
MOVED BY:	P. Clausi
SECONDED BY:	Councillor J. Lindal
MOTION CARRIED.	

7. Discussion Reports

7.1 <u>Policy (G-24) Children and Teens in the Library</u> – J. Spera
The Board received Policy (G-24) Children and Teens in the Library. The Board recommended minor amendments for clarity and continuity of language.

MOTION: 2025-35	THAT the Board approve Policy (G-24) Children and Teens in the Library as amended.
MOVED BY:	L. Littleton
SECONDED BY:	K. Diiorio
MOTION CARRIED.	

7.2 <u>Policy (F-06) Naming</u> – K. Su
The Board received Policy (F-06) Naming with revisions based on requested amendments. The Board discussed the content of the policy, the implications of the donor business parameters, and the creation of an appendix to clarify donation values. The Board approved the Policy with a minor amendment and scheduled review in September 2025.

MOTION: 2025-36	THAT the Board approve the Policy (F-06) Naming as amended.
MOVED BY:	G. Riihimaki
SECONDED BY:	S. Dimick

MOTION CARRIED.   **5 in favour/2 opposed**

7.3   SCPL Asset Management Plan 2025 – L. DiDonato
      The Board received the SCPL Asset Management Plan 2025.

MOTION: 2025-37   THAT the St. Catharines Public Library (SCPL) Board approve
                             the SCPL 2025 Asset Management Plan.

MOVED BY: P. Clausi
SECONDED BY: Councillor J. Lindal
MOTION CARRIED.

7.4   CEO Report – K. Su
      The Board discussed options for Indigenous training programs, recommending
      K. Diiorio connect with Board of Education Indigenous consultants to provide a
      presentation at a future Board Meeting. Staff will present about Indigenous
      programs, collections and services at SCPL in May 2025.

8.   In-Camera Session
8.1   In-Camera Agenda
   8.1(a)   Additions/Deletions to In-Camera Agenda
            Add 8.5(a) Nominating Committee Update – K. Su

   8.1(b)   Adoption of In-Camera Agenda

MOTION: 2025-38   THAT the In-Camera Agenda be adopted as amended.
MOVED BY: L. Littleton
SECONDED BY: K. Diiorio
MOTION CARRIED.

D. Bott, M. Haanstra, S. Mannella, and J. Spera left the meeting at 7:46pm.

8.2   Motion to Move In-Camera

MOTION: 2025-39   THAT the Regular Meeting move to In-Camera Session to
                             discuss personnel matters.
MOVED BY: S. Dimick
SECONDED BY: Councillor J. Lindal
MOTION CARRIED.

The meeting moved to In-Camera Session at 7:47pm.

8.6   Return to Open Session

MOTION: 2025-41   THAT the In-Camera Session return to Open Session.
MOVED BY: Councillor J. Lindal

SECONDED BY: G. Riihimaki
MOTION CARRIED.

The Meeting returned to Open Session at 7:52pm.

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

MOTION: 2025-42   THAT the Board receive the information presented during the closed session.

MOVED BY: S. Dimick
SECONDED BY: K. Diiorio
MOTION CARRIED.

10. Motion to Adjourn

MOTION: 2025-43   THAT the Regular Meeting be adjourned.
MOVED BY: Councillor J. Lindal
SECONDED BY: N/A
MOTION CARRIED.

Meeting adjourned at 7:52pm.

11. Next Meeting / Upcoming Events
Volunteer Appreciation Event - Wednesday, April 16, 2025 at 4:30 pm, Mills Room, Central Library
Board Meeting – Wednesday, April 16, 2025 at 6:00 pm, Mills Room, Central Library & Microsoft Teams

_____   _____
Chair   Secretary

Consent Agenda

8. **Consent Agenda (attachments)**
   8.1   CEO Report – K. Su
   8.2   Department Reports – March 2025
         8.2 (a)   Customer Service – J. Spera & M. Haanstra
         8.2 (b)   Innovation, Collections, and Technology – D. Bott
         8.2 (c)   Programming & Promotions – H. Jones
         8.2 (d)   Health & Safety – L. DiDonato
         8.2 (e)   Human Resources – A. Maciukas
   8.3   Financial Reports – L. DiDonato
         8.3 (a)   2025 Financial Results and Forecast at March 31, 2025
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   8.4   Risk Management Semi Annual Reporting – L. DiDonato
   8.5   Maintenance Closure of the Dr. Huq Branch - S. Mannella

CEO Report

submitted by Ken Su, CEO (March 2025)

For Information

Fundraising Feasibility Project

After Board approval of the Naming policy in March, a copy of the policy was sent to the consultants from Interkom. They have continued their fundraising feasibility study interviews and anticipate to complete their final report in May. Their presentation to the Board is currently scheduled for the June meeting.

Merritt Branch Accessibility Design Presentation

On March 26, 2025, staff presented the Merritt Branch Accessibility Design to the City's Accessibility Advisory Committee. The discussion covered various aspects, including furniture, entryways, noise level, and the overall floor plan. Staff and the architect addressed all questions from the Committee and committed to incorporating select suggestions into the Library's final design.

Customer Service

**submitted by Joanna Spera, Customer Service Manager (March 2025)**

For Information

All data provided is for March 2025 compared to the same month in 2024. The library continues at full operations.

	March 2025	**% change from 2024**
Gate Count	35,785	35,766 (0%)
Membership	709	596 (+18%)
Holds Placed	13,915	12,968 (+7%)
Questions	7,461	6,229 (+19%)

Gate Count

In March, our system-wide gate count was on par with March 2024. This was likely due to increased inclement weather this season. Our gate count system-wide continues its upward climb toward pre-pandemic 2020 levels.

Gate Count: 2019-Present
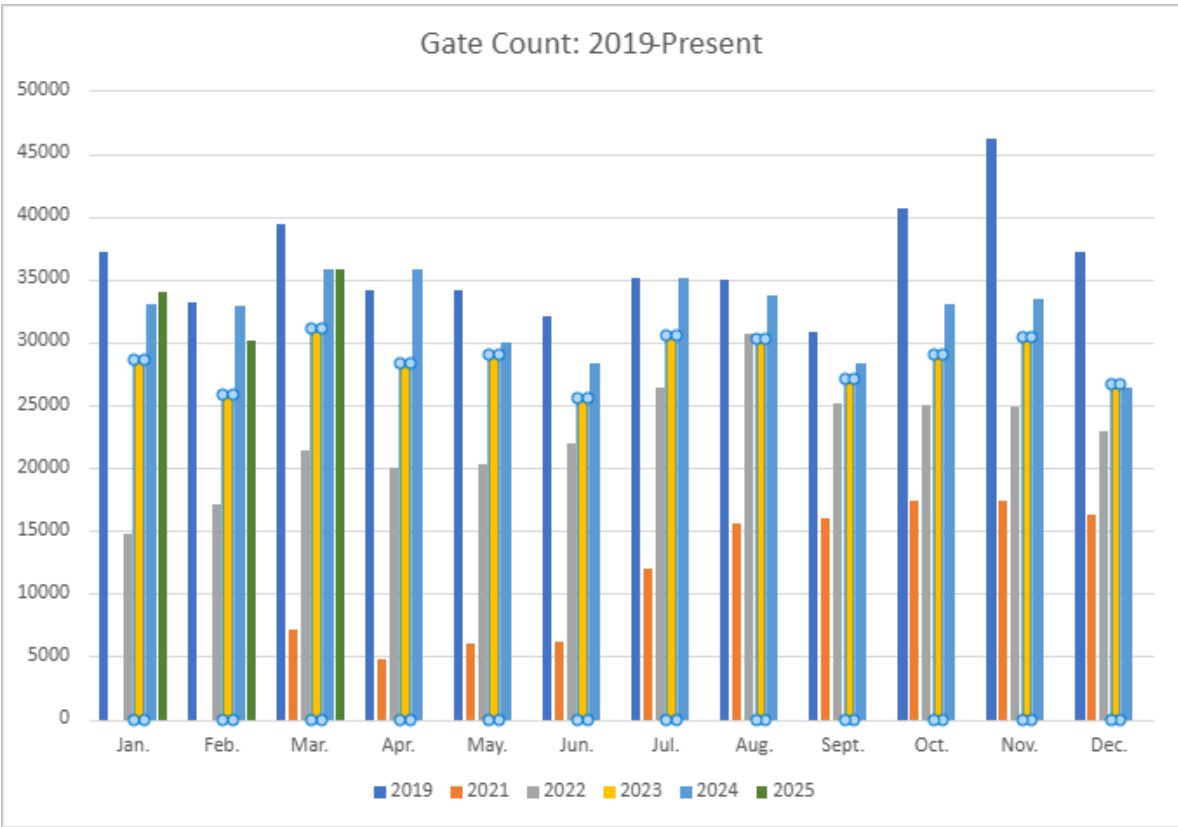
Membership

New memberships continue to grow with an 18% increase over March 2024 and are up 15% year to date. The membership reactivation campaign, class visits, outreach events and a robust programming schedule continue to drive new membership creation.

Holds Placed

The number of holds placed this month was up 7% from March 2024. The holds system continues to be an integral library service that offers equitable and convenient access to materials for customers across the city.

Amount Saved on Due Date Receipts

Library due date receipts now show how much money the customer saved when using their library card by displaying the total cost of all the items checked out. Staff have received several positive comments since this initiative was implemented.

Customer Service Feedback

The library collects passive customer feedback to help SCPL understand what customers are noticing and appreciating and how we can improve. Highlights from the feedback collected through January and February 2025 include:

- Our friendly, knowledgeable and efficient customer service
- Created a more spacious layout at Central
- Created a welcoming environment at Central and Dr. Huq
- Have better signage and visibility of catalogue computers at Central

The library is continually evaluating the suggestions for improvements and new services. Highlights of actions taken based on feedback collected in 2025 include:

- Adding more table space for newspapers after re-locating the public computer service to the first floor at Central and newspapers to the second floor.
- Adding an additional catalogue station to the first floor at Central and improved signage on all the catalogue stations

Innovation, Collections & Technology

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

For Information

Integrated Library System (ILS)
Six vendors submitted proposals for a shared, multi-tenant, cloud-hosted ILS that allows each library system to independently manage their individual systems. The ILS is a set of software modules that provides functionality for libraries, including acquisitions, cataloguing, circulation, bibliographic and holdings management, serials and reporting.

Staff evaluated the vendor submissions and narrowed down the list to four vendors. The vendors have been invited to provide an in-depth demonstration.

Implementation for St. Catharines is tentatively scheduled for Q4 2025. Details will be provided to the Board as they become available.

Physical Circulation
Physical circulation increased by 13% from February to March 2025. This also represents an increase of 7% from physical circulation in March 2024. Year-to-date, physical circulation is up 3% from that of January-March 2024.

Digital Circulation
Digital circulation increased by 6% from February to March 2025. Usage for this month was also 16% higher than March 2024. Currently, digital circulation is up 15% from January to March 2024.

Wonderbooks
After considering factors such as cost, product quality and processing standards, ICT has cancelled the ARP for Wonderbooks. Alternatives such as VOX Books are being explored, as they can be sourced through Whitehots.

License Plate Reader for Parking Garage
The technical issues integrating the license plate reader into the Genetec Security System have been resolved. On April 16, 2025 access to the parking garage will be limited to permit holders and library customers that have registered their license plates with the library.

Programming and Promotions

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

For Information

Programming Highlights

In total, 2490 customers attended or engaged in programs in March. Attendance increased 37% from February 2025, owing largely to well-received March Break programming. Programming attendance dipped slightly below that of March 2024 (-10%), which saw an additional boost thanks to the success of the CBC Kids Book Club Live! event facilitated in partnership with the CBC.

Attendees by Month, 2025 vs. 2024
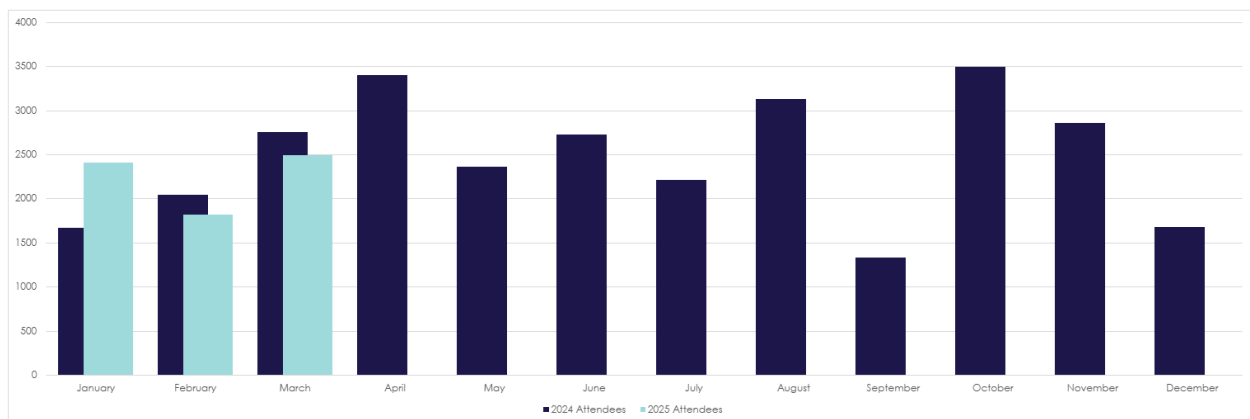
Of special programming note in March:

1. **Little Explorers Play Group,** a 4-week series engaging babies in sensory play. Participants learned about the positive benefits of sensory engagement and explored activities that families can easily recreate at home (82 attendees).

2. **Drop-in: Mario Day,** a family March Break event celebrating National Mario Day. Participants enjoyed Super Mario-themed crafts, activities and photo booth (102 attendees).

3. **Discover the Rocks of Niagara,** invited children ages 6-12 to join Catherine Thompson of the Niagara Peninsula Geological Society for an up close and personal look at rocks and minerals from the Niagara Regions (17 attendees total).

4. **Teen Reviewers:** SCPL's new volunteer opportunity for teens 14-18 aimed at amplifying teen voices, developing writing skills, and promoting library

collections. Reviews will be shared on the library's website, social channels, and via library displays (30 reviews completed).

5. **Outreach to Governor Simcoe High School:** Library staff visited Governor Simcoe High School to speak with grade nine students about the Library's programs and services (80 engagements).

6. **Meditation and an Invitation to Know Yourself Better:** Niagara College counsellor Michelle MacIntosh, MSW, RSW, shared her journey with meditation and her philosophy of meditation as active work. Adult participants participated in a meditation session and discussed meditation as a tool to better understand themselves (11 attendees).

7. **Senior's Active Living Fair:** Library staff facilitated an information booth at the Active Living Fair, organized by the City of St. Catharines and held at the Dunlop Older Adults Centre. The event featured several local seniors service providers highlighting opportunities to stay active and involved in the community (73 engagements).

Communication Highlights

The Communications Specialist was involved in several key projects this month:

- Promotions for the annual Get Growing event on April 5
- Adding content to the Library's new website ahead of the May launch date
- Planning for the April's annual Volunteer Appreciation event
- Communications to support the planned closure of the Central underground parking garage
- Q2 membership reactivation campaign preparation

Feedback received via the Library's social media channels covered topics such as the Mayor's Reading Challenge, the closure of the underground parking garage and addition of a second external book drop at Central, and SCPL's upcoming Get Growing event. We also saw high engagement on our video reels this month. This playful, shareable content is intended to increase the Library's online reach and engage positively with library customers online:

- "Wonderful idea. Run Towards the Danger is a great book." - Regarding Mayor's Reading Challenge
- "I love my Library Card! Movies, music, arts, instruction and it's all free😍 What's not to love🤗" - Posted on an engagement reel

- "Although I understand the reasoning, it's unfortunate as now I likely won't attend the library with my young granddaughter as the underground parking was why we would attend programs there and play time." - Regarding parking garage closure
- "This is a welcome move, especially for those of us who have a habit of returning books in early morning before heading to work. 👏" - Regarding additional book drop at Central
- "Wow, what a lineup 💧" - Regarding Get Growing programs

Media Mentions

04-Mar   YourTV

Topics: Get Growing, 1000 Books Before Kindergarten

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 June 12, 2025. The meeting agenda will include the following items:

- Quarterly Inspection Report
- Review of Risk Assessment Findings Log

Appendix A – Health and Safety Inspection Results

Location	Date	Results	Update
Regular Inspections			
Central – 2nd Floor	January 6, 2025	Nothing to report.	n/a
Port Branch	January 28, 2025	Nothing to report.	n/a
HUQ Branch	January 30, 2025	Nothing to report.	n/a
Merritt Branch	January 30, 2025	Nothing to report.	n/a
Central – 3rd Floor	February 28, 2025	Nothing to report.	n/a
Port Branch	February 28, 2025	Nothing to report.	n/a
HUQ Branch	February 28, 2025	Nothing to report.	n/a
Merritt Branch	February 28, 2025	Nothing to report.	n/a
Central – Basement	March 18, 2025	Nothing to report.	n/a
Port Branch	March 28, 2025	Nothing to report.	n/a
HUQ Branch	March 28, 2025	Nothing to report.	n/a
Merritt Branch	March 25, 2025	Nothing to report.	n/a

Human Resources

submitted by Albertina Maciukas, Human Resources Manager (March 2025)

For Information

Exempt Job Evaluation/Pay Equity Review

RFP submissions have been reviewed, and the contract has been awarded to the successful bid.

The project officially kicked off on April 7, 2025.

Staff Development Day 2025

Committee has met several times, and options are currently being finalized.

Performance Review Document

Draft documents have undergone management review and have been shared with committee members in preparation for the upcoming committee review scheduled for April 17, 2025

Union Job Evaluations

Union and management have met and established a schedule for union job reviews. A refresher training session was delivered to the JJEC in February. The first group of job reviews is scheduled to begin in May. All jobs are scheduled to be reviewed over the course of three years.

St. Catharines Public Library
2025 Financial Results & Forecast at March 31, 2025

submitted by Lisa DiDonato, Business Administrator

	March 31, 2025			FULL YEAR 2025		
	Actual	**Budget**	**%**	**Forecast**	**Budget**	**%**
REVENUE						
City Contribution (1)	1,740,000	1,740,000	100.0	7,010,502	7,010,502	100.0
Miscellaneous (2)	86,932	23,639	367.7	483,156	323,156	149.5
Transfer from Reserves (3)	-	-	-	470,000	470,000	100.0
TOTAL REVENUE	1,826,932	1,763,639	103.6	7,963,658	7,803,658	102.1
SALARIES & BENEFITS						
Salaries	990,634	1,093,085	90.6	4,372,340	4,372,340	100.0
Benefits	236,812	253,937	93.3	1,015,746	1,015,746	100.0
Salaries & Benefits (4)	1,227,446	1,347,022	91.1	5,388,086	5,388,086	100.0
OTHER EXPENDITURES						
Library Materials	238,448	199,238	119.7	796,952	796,952	100.0
Occupancy Costs	186,362	141,477	131.7	685,909	685,909	100.0
Supplies & Services	149,958	109,911	136.4	439,645	439,645	100.0
Operating Capital	79,068	35,767	221.1	653,066	493,066	132.5
Other Expenditures (5)	653,836	486,393	134.4	2,575,572	2,415,572	106.6
TOTAL EXPENDITURES	1,881,282	1,833,414		7,963,658	7,803,658	
UNEXPENDED BALANCE (6)	- 54,351	- 69,775		-	-	

NOTES:

REVENUE

(1) As of March 31, the actual and projected results are consistent with the City of St. Catharines' approved budget for 2025.

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

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

SALARIES AND BENEFITS

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

OTHER EXPENDITURES

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

UNEXPENDED BALANCE

(6) As of March 31, 2025, there was a net funding deficit of $54,351, however, the budget is forecasted to be balanced at the end of the fiscal year.

Endowment & Trust Fund Statement at March 31, 2025

submitted by Lisa DiDonato, Business Administrator

Income/Expenditures		
Donations	$	444
Used Books Sale	$	-
Interest	$	17,792
TOTAL INCOME	$	18,236
Less Expenditures	-$	167,180
Current Year, Net Revenue	-$	148,944
Fund Balance, Beginning of Year	$	1,790,544
Fund Balance	$	1,641,600
Current Assets		
Cash And Cash Equivalent	$	411,235
GIC's	$	1,362,615
Receivables	$	34,930
TOTAL CURRENT ASSETS	$	1,808,780
Less Current Liabilities	-$	167,180
NET ASSETS	$	1,641,600
Encumbered Amount		244,968
Unencumbered Amount	$	1,396,632
TOTAL	$	1,641,600

Short-Term Investments Statement at March 31, 2025

submitted by Lisa DiDonato, Business Administrator

Broker	Due	Yield	Market Value
The Canada Trust Company	Dec 15, 2025	3.30%	$426,704.23
TD Bank	Dec 15, 2025	3.30%	$171,111.25
TD Bank	Dec 15, 2025	3.30%	$280,763.51
Bank of Nova Scotia	Aug 18, 2025	5.45%	$127,500.00
Bank of Nova Scotia Trust	Aug 18, 2025	5.45%	$100,000.00
Concentra Bank	Apr 15, 2026	4.91%	$62,300.00
Equitable Bank	Apr 15, 2025	5.13%	$75,000.00
ICICI Bank Canada	Apr 15, 2026	4.92%	$100,000.00
Montreal Trust Company	Aug 18, 2025	5.45%	$100,000.00
National Trust Company	Aug 18, 2025	5.45%	$100,000.00
Scotia Mortgage Corporation	Aug 18, 2025	5.45%	$100,000.00

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

For Information

THAT the Board receive this report for information.

Background

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

Update

The SCPL Management Team has reviewed and updated the Risk Register (confidential), attached as Appendix A. In alignment with the Risk Management Plan, SCPL will continue to develop and implement control measures to mitigate the identified risks.

Maintenance Closure of the Dr. Huq Branch

submitted by Salvatore Mannella, Manager Facilities

Recommendation

THAT the Board approve the one-week closure of the Dr. Huq Branch to allow for City lighting replacement work.

Background

In 2023, the Board approved a one-day closure for the Dr. Huq Branch to allow for lightbulb replacement. The Library subsequently requested that the City budget to replace all lights at the Branch with LED alternatives, which was budgeted for 2025.

To allow for this necessary maintenance improvement, staff are requesting a one-week closure tentatively scheduled from Monday, June 16 to Saturday, June 21, 2025 to coincide with the annual maintenance closure of the Kiwanis Aquatics Centre pool. These dates are subject to change.

A communication plan for our customers will be developed for the closure.

Discussion Reports

9. **Discussion Reports (attachments)**

    9.1   Policy (G-25) Social Media Use – H. Jones   Motion

    9.2   Policy (G-09) Artificial Intelligence Use– K. Su   Motion

Policy (G-25) Social Media Use

submitted by Holly Jones, Manager Programming & Promotions

Recommendation

THAT the Board approve Policy (G-25) Social Media Use as amended.

Background

Online and social media platforms are effective tools by which the Library promotes services, collections, and programs to a wider audience, and engages with customers to build community through communication and information sharing. SCPL's Social Media Use policy ensures that its online presence aligns with the Library's mission, vision, and service values. The policy provides clear guidelines and expectations for employee and customer behaviour while engaging with Library owned social media channels, and manages risks associated with online communication, including issues relating to privacy and inappropriate content.

The Policy was last amended and approved by the Board in April 2021.

Update

Since the last amendment, the following edits have been made to improve clarity and reflect the updated Policy Template:

- The Purpose section has been removed
- The Scope section has been revised to emphasize that the policy applies to library-owned social media channels and online platforms
- The definition of social media has been simplified by removing specific examples, as these were deemed to be potentially limiting in the ever-changing online environment
- A definition of social media content has been added
- The Regulations section has been revised to align with the current policy template
- In keeping with recent policy amendments, the Canadian Federation of Library Associations' Statement on Intellectual Freedom and Libraries and the Ontario Public Library Association's Statement on Intellectual Freedom and the Intellectual Rights of the Individual are listed under Regulations but no longer included in full as an appendix
- Guidelines for staff and customer expectations have been moved to the Operational Guidelines section to improve clarity and flow of information.

Included for Board review are the following documents:
- Black-line version of Policy (G-25) Social Media Use showing the proposed amendments
- Clean version of Policy (G-25) Social Media Use

Recommendation

Management recommends that the Board approve Policy (G-25) Social Media Use as amended.

ST. CATHARINES PUBLIC LIBRARY

POLICY

Section: General Number: G25	Subject: Social Media Use	Motion#: 2021-55
Policy Level: Library Board	Author: Manager, Adult Information Services	Review: In 4 years
Approval Date: 2021-04-15	Last Review:	Next Review: 2025
Notes: Approved at the Board Meeting of April 15, 2021.		

~~PURPOSE~~ **POLICY STATEMENT**

The St. Catharines Public Library (SCPL) uses social media channels to extend the Library's welcoming and supportive service environment online ~~in order to facilitate a setting for library staff and library customers to share opinions and information about library-related subjects or issues~~ in a manner which is consistent with the Library's mission, vision and service values.

SCPL uses social media to facilitate a setting for library staff, library customers, community members, and partner organizations to share opinions and information about library-related subjects or issues. Engaging in promotion, outreach, and branding through social media effectively extends SCPL's reach into the community.

The Library considers online and social media channels to be the same as other communications and service delivery channels. The same standards, policies, and guidelines apply to online and social media as all other forms of Library communication, and the same quality of service will be provided.

POLICY STATEMENT

~~Online communication and service delivery are essential to support the Library's mission to provide spaces, resources, and experiences for all citizens to learn, grow, and connect in a welcoming and supportive environment. The effective use of social media reflects the Library's service values and commitment to excellent and responsive public service. Engaging in promotion, outreach, and branding through social media effectively extends SCPL's reach into the community.~~

~~The Library considers online and social media channels to be the same as other communications and service delivery channels. The same standards, policies, and~~

~~guidelines apply to online and social media as all other forms of Library communication, and the same quality of service will be provided.~~

SCOPE

~~The St. Catharines Public Library~~SCPL's Social Media Use Policy applies to the Library's online and social media ~~activities~~ use on all SCPL owned social media accounts and official platforms, including, but not limited to, blogs, social networks and online communities, websites and mobile applications.

This policy applies to all Library staff and members of the public engaging with Library-owned ~~who interact by posting content on the Internet in reference to, on behalf of, or in response to the Library's online and~~ social media channels.

DEFINITIONS

Social Media: Digital technologies, platforms and online communities that allow publishing, communication and collaboration among individuals and ~~institutions~~ organizations. ~~The various forms of discussion and information-sharing tools that exist include social networks, blogs, video sharing, podcasts, wikis, message boards and online forums.~~ Social media can take many forms, including text, images, audio, video and other multimedia communications. ~~Examples of social media applications include Facebook, YouTube, Pinterest, Reddit, Twitter and Instagram.~~

Social media content: Includes original posts or shared content (photos, GIFs, videos, web links and text).

REGULATIONS

SCPL's Social Media Use Policy is in alignment with all applicable laws and by-laws, including but not limited to:

- Canadian Charter of Rights and Freedoms
- Criminal Code of Canada
- Ontario Human Rights Code
- Copyright Act
- Municipal Freedom of Information and Protection of Privacy Act

The St. Catharines Public Library board endorses the Canadian Federation of Library Association's Statement on Intellectual Freedom and Libraries and the Ontario Public Library Association's Statement on Intellectual Freedom and the Intellectual Rights of the Individual.

1. ~~The Library Board supports the individual's right to intellectual freedom as embodied in the Canadian Charter of Rights and Freedoms.~~

2. The Canadian Federation of Library Associations' Statement on Intellectual Freedom and Libraries and the Ontario Library Association's Statement on the Intellectual Rights of the Individual are endorsed by the Library Board and appended in their entirety to this policy.
3. The Library complies with any law enacted at the federal, provincial or municipal level, and therefore does not post content or allow posted content that contravenes SCPL's Rules of Conduct, the Ontario Human Rights code, the Criminal Code of Canada, Copyright Act, Freedom of Information and Protection of Privacy Act or any other legislation.

RESPONSIBILITY

SCPL Employees

Through their presence in SCPL's online communities, Library employees facilitate communication, provide information services, and offer customer service. However, SCPL takes no position on an employee's decision to participate in the use of social media networks on a personal level. Employees who do participate in social media may include information about their work at SCPL as part of their personal profile so long as such information and posting comply with the provisions of the SCPL Social Media Use Policy.

Postings, comments and all online content should reflect the mission and values of the Library, and adhere to the Operational Guidelines outlined by the St. Catharines Public Library.

Social media content created by an employee as part of his or her employment responsibilities is the property of the Library and not the employee.

When using social media for personal use and when identifiable as a Library employee, staff must be aware of their role in the organization and the potential impact of their communications on the brand, reputation and service values of the St. Catharines Public Library and act appropriately and with good judgment.

Members of the Public

The St. Catharines Public Library encourages all members of the public to contribute to SCPL's online and social media channels and communities. Comments, posts, messages and creative content are welcome, providing they are in keeping with the Library's mission, vision, service values and policies. Contributions must comply with the Library's Operational Guidelines for social media and not violate the Library's Rules of Conduct for customer behavior.

Customer-generated content, including stories, videos, and artwork, is welcome on all online and social media channels affiliated with the Library unless inconsistent with the format of the particular channel, inconsistent with the Operational Guidelines for social

~~media or otherwise specifically indicated on the channel. The Library may solicit specific types of customer content to showcase online, and the Library may determine, in its sole and unfettered discretion, which of such content will be showcased.~~

OPERATIONAL GUIDELINES

The Library supports the responsible and effective use of online and social media for Library purposes, including:

- Engaging in promotion, outreach, awareness raising and branding
- Improving and supporting customer service excellence
- Delivering information about library services, trends and technologies
- Maintaining the highest levels of accuracy, objectivity, and impartiality in the information communicated
- Respecting the privacy and anonymity of those with whom we communicate
- Respecting freedom of speech and difference of opinion while protecting Library employees and customers from offensive, abusive, or otherwise inappropriate speech
- Providing accessible and inclusive services

Through their presence in SCPL's online communities, Library employees facilitate communication, provide information services, and offer customer service.

SCPL takes no position on an employee's decision to participate in the use of social media networks on a personal level. Employees who do participate in social media may include information about their work at SCPL as part of their personal profile so long as such information and posting comply with the provisions of the SCPL Social Media Use Policy. When using social media for personal use and when identifiable as a Library employee, staff must be aware of their role in the organization and the potential impact of their communications on the brand, reputation and service values of the St. Catharines Public Library and act appropriately and with good judgment.

Social media content created by an employee as part of their employment responsibilities is the property of the Library and not the employee.

The Library does not accept any responsibility for any content that appears on its online and social media channels that does not originate from St. Catharines Public Library employees.

The St. Catharines Public Library prohibits the use of its social media for any purpose which would contravene any legislation or government regulation, or which might create civil liability by the customer or the Library Board to any person. Engagement with SCPL's social media is conditional on the customer's agreement to observe this policy. By continuing to use the application, the customer indicates agreement to all requirements of this policy.

The St. Catharines Public Library encourages all members of the public to contribute to SCPL's online and social media channels and communities. Comments, posts, messages and creative content are welcome on the Library's social media channels, providing they are in keeping with the Library's policies. While the Library recognizes and respects differences in opinion, all such interactions will be regularly monitored and reviewed for content and relevancy. Posted content should not contain:

- Obscene or racist content
- Personal attacks, insults, or threatening language
- Potentially defamatory statements
- Plagiarized material
- Private, personal information published without consent
- Comments totally unrelated to the content of the forum
- Hyperlinks to material that is not directly related to the discussion
- Commercial promotions or spam

The Library will remove any comment, post, or message that it deems in violation of this Policy and the poster may be barred from posting any subsequent content to the Library's social media channels.

Customer-generated content, including stories, videos, and artwork, is welcome on all online and social media channels affiliated with the Library unless inconsistent with the format of the particular channel, inconsistent with the Operational Guidelines for social media or otherwise specifically indicated on the channel. The Library may solicit specific types of customer content to showcase online, and the Library may determine, in its sole and unfettered discretion, which of such content will be showcased.

Being followed by the Library on any social media platform or content posted by other parties on Library social media channels does not imply the Library's endorsement.

The Library reserves the right to terminate its social media accounts.

~~Through their presence in SCPL's online communities, Library employees facilitate communication, provide information services, and offer customer service.~~

~~, SCPL takes no position on an employee's decision to participate in the use of social media networks on a personal level. Employees who do participate in social media may include information about their work at SCPL as part of their personal profile so long as such information and posting comply with the provisions of the SCPL Social Media Use Policy.~~

~~In addition to the general rules respecting the use of the Library's social media channels, the St. Catharines Public Library prohibits the use of its social media for any purpose which would contravene any legislation or government regulation, or which might create~~

civil liability by the customer or the Library Board to any person. For example, the Ontario Human Rights Code prohibits certain forms of discrimination and harassment of other individuals or groups, and the Criminal Code of Canada includes prohibitions against child pornography, obscenity, hate literature, sedition and literature for illicit drug use. An example of civil liability is the law of libel and slander. The examples above are not an exhaustive list and customers are reminded that ignorance of the law is not an excuse. Use of SCPL social media is conditional on the customer's agreement to observe this policy. By continuing to use the application, the customer indicates agreement to all requirements of this policy.

Comments, posts and messages are welcome on the Library's Social Media channels. While the Library recognizes and respects differences in opinion, all such interactions will be regularly monitored and reviewed for content and relevancy. Posted content should not contain:

- Obscene or racist content
- Personal attacks, insults, or threatening language
- Potentially libelous statements
- Plagiarized material
- Private, personal information published without consent
- Comments totally unrelated to the content of the forum
- Hyperlinks to material that is not directly related to the discussion
- Commercial promotions or spam

Postings that contain any of the above will be removed and the poster may be barred from posting any subsequent content to the Library social media channels.

The Library does not accept any responsibility for any content that appears on its online and social media channels that does not originate from St. Catharines Public Library employees.

Being followed by the Library on any social media platform or content posted by other parties on Library social media channels does not imply the Library's endorsement.

IMPLEMENTATION

This Policy shall be implemented by the C.E.O. The responsibility for coordinating and overseeing social media channels is vested in the office of the C.E.O. which delegates activity to staff.

Attachment(s):   Appendix 1 – Canadian Federation of Library Association Statement on Intellectual Freedom and Libraries
Appendix 2 – Ontario Library Association Statement on the Intellectual Rights of the Individual

Adapted from Ottawa Public Library Social Media Policy
and Toronto Public Library's Online and Social Media Policy

REFERENCE

- Policy G-07 Code of Conduct
- Policy G-31 Privacy and Confidentiality of Customer Information
- Policy P-01 Workplace Violence and Harassment

Canadian Federation of Library Associations

Statement on Intellectual Freedom and Libraries

The Canadian Federation of Library Associations recognizes and values the Canadian Charter of Rights and Freedoms as the guarantor of the fundamental freedoms in Canada of conscience and religion; of thought, belief, opinion, and expression; of peaceful assembly; and of association.

The Canadian Federation of Library Associations supports and promotes the universal principles of intellectual freedom as defined in the Universal Declaration of Human Rights, which include the interlocking freedoms to hold opinions and to seek, receive and impart information and ideas through any media and regardless of frontiers.

In accordance with these principles, the Canadian Federation of Library Associations affirms that all persons in Canada have a fundamental right, subject only to the Constitution and the law, to have access to the full range of knowledge, imagination, ideas, and opinion, and to express their thoughts publicly. Only the courts may abridge free expression rights in Canada.

The Canadian Federation of Library Associations affirms further that libraries have a core responsibility to support, defend and promote the universal principles of intellectual freedom and privacy.

The Canadian Federation of Library Associations holds that libraries are a key institution in Canada for rendering expressive content accessible and affordable to all. Libraries are essential gateways for all persons living in Canada to advance themselves through literacy, lifelong learning, social engagement, and cultural enrichment.

Libraries have a core responsibility to safeguard and facilitate access to constitutionally protected expressions of knowledge, imagination, ideas, and opinion, including those which some individuals and groups consider unconventional, unpopular or unacceptable. To this end, in accordance with their mandates and professional values and standards, libraries provide, defend and promote equitable access to the widest possible variety of expressive content and resist calls for censorship and the adoption of systems that deny or restrict access to resources.

Libraries have a core responsibility to safeguard and foster free expression and the right to safe and welcoming places and conditions. To this end, libraries make available their public spaces and services to individuals and groups without discrimination.

Libraries have a core responsibility to safeguard and defend privacy in the individual's pursuit of expressive content. To this end, libraries protect the identities and activities of library customers except when required by the courts to cede them.

Furthermore, in accordance with established library policies, procedures and due process, libraries resist efforts to limit the exercise of these responsibilities while recognizing the right of criticism by individuals and groups.

Library employees, volunteers and employers as well as library governing entities have a core responsibility to uphold the principles of intellectual freedom in the performance of their respective library roles.

Approval History: ~ CLA: June 27, 1974. Amended November 17, 1983; November 18, 1985; September 27, 2015. CFLA-FCAB: Adopted August 26, 2016; Reviewed April 12, 2019.

ONTARIO LIBRARY ASSOCIATION
STATEMENT ON THE INTELLECTUAL RIGHTS OF THE INDIVIDUAL

In affirming its commitment to the fundamental rights of intellectual freedom, the freedom to read and freedom of the press, as embodied in the Canadian Charter of Rights and Freedoms, the Ontario Library Association declares its acceptance of the following propositions:

1) That the provision of library service to the public is based upon the right of the citizen, under the protection of the law, to judge individually on questions of politics, religion and morality.

2) That intellectual freedom requires freedom to examine other ideas and other interpretations of life than those currently approved by the local community or by society in general, and including those ideas and interpretations which may be unconventional or unpopular.

3) That freedom of expression includes freedom for a creator to depict what is ugly, shocking and unedifying in life.

4) That free traffic in ideas and opinions is essential to the health and growth of a free society and that the freedom to read, listen and view is fundamental to such free traffic.

5) That it is the responsibility of libraries to maintain the right of intellectual freedom and to implement it consistently in the selection of books, periodicals, films, recordings, other materials, and in the provision of access to electronic sources of information, including access to the internet.

6) That it is therefore part of the library's service to its public to resist any attempt by any individual or group within the community it serves to abrogate or curtail access to information, the freedom to read, view and listen by demanding the removal of, or restrictions to library information sources in any format.

7) That it is equally part of the library's responsibility to its public to ensure that its selection of material is not unduly influenced by the personal opinions of the selectors, but determined by the application of generally accepted standards of accuracy, style and presentation.

Updated and Approved,
Ontario Library Association
1998 Annual General Meeting
November 7, 1998

Policy Name	Social Media Use Policy		
Section & Number	Board - G-25	Effective Date	2021-04-15
Motion Number	2025-##	Last Review	2025-04-16
Author	Manager, Programming & Promotions	Next Review	2029
Policy Maintenance	Reviewed by Management		

Policy Statement

The St. Catharines Public Library (SCPL) uses its social media channels to extend the Library's welcoming and supportive service environment online in a manner which is consistent with the Library's mission, vision and service values.

SCPL uses social media to facilitate a setting for library staff, library customers, community members, and partner organizations to share opinions and information about library-related subjects or issues. Engaging in promotion, outreach, and branding through social media effectively extends SCPL's reach into the community.

The Library considers online and social media channels to be the same as other communications and service delivery channels. The same standards, policies, and guidelines apply to online and social media as all other forms of Library communication, and the same quality of service will be provided.

Scope

SCPL's Social Media Use Policy applies to the Library's online and social media use on all SCPL owned social media accounts and official platforms, including, but not limited to, blogs, social networks and online communities, websites and mobile applications.

This policy applies to all Library staff and members of the public engaging with Library-owned social media channels.

Definitions

Social Media: Digital technologies, platforms and online communities that allow publishing, communication and collaboration among individuals and organizations. Social media can take many forms, including text, images, audio, video and other multimedia communications.

Social media content: Includes original posts or shared content (photos, GIFs, videos, web links and text).

Regulations

SCPL's Social Media Use Policy is in alignment with all applicable laws and by-laws, including but not limited to:

- Canadian Charter of Rights and Freedoms
- Criminal Code of Canada
- Ontario Human Rights Code
- Copyright Act
- Municipal Freedom of Information and Protection of Privacy Act

The St. Catharines Public Library board endorses the Canadian Federation of Library Association's Statement on Intellectual Freedom and Libraries and the Ontario Public Library Association's Statement on Intellectual Freedom and the Intellectual Rights of the Individual.

Operational Guidelines

The Library supports the responsible and effective use of online and social media for Library purposes, including:

- Engaging in promotion, outreach, awareness raising and branding
- Improving and supporting customer service excellence
- Delivering information about library services, trends and technologies
- Maintaining the highest levels of accuracy, objectivity, and impartiality in the information communicated
- Respecting the privacy and anonymity of those with whom we communicate
- Respecting freedom of speech and difference of opinion while protecting Library employees and customers from offensive, abusive, or otherwise inappropriate speech
- Providing accessible and inclusive services

Through their presence in SCPL's online communities, Library employees facilitate communication, provide information services, and offer customer service.

SCPL takes no position on an employee's decision to participate in the use of social media networks on a personal level. Employees who do participate in social media may include information about their work at SCPL as part of their personal profile so long as such information and posting comply with the provisions of the SCPL Social Media Use Policy. When using social media for personal use and when identifiable as a Library employee, staff must be aware of their role in the organization and the potential impact of their communications on the brand, reputation and service values of the St. Catharines Public Library and act appropriately and with good judgment.

Social media content created by an employee as part of their employment responsibilities is the property of the Library and not the employee.

The Library does not accept any responsibility for any content that appears on its online and social media channels that does not originate from St. Catharines Public Library employees.

The St. Catharines Public Library prohibits the use of its social media for any purpose which would contravene any legislation or government regulation, or which might create civil liability by the customer or the Library Board to any person. Engagement with SCPL's social media is conditional on the customer's agreement to observe this policy. By continuing to use the application, the customer indicates agreement to all requirements of this policy.

The St. Catharines Public Library encourages all members of the public to contribute to SCPL's online and social media channels and communities. Comments, posts, messages and creative content are welcome on the Library's social media channels, providing they are in keeping with the Library's policies. While the Library recognizes and respects differences in opinion, all such interactions will be regularly monitored and reviewed for content and relevancy. Posted content should not contain:

- Obscene or racist content
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- Potentially defamatory statements
- Plagiarized material
- Private, personal information published without consent
- Comments totally unrelated to the content of the forum
- Hyperlinks to material that is not directly related to the discussion

- Commercial promotions or spam

The Library will remove any comment, post, or message that it deems in violation of this Policy and the poster may be barred from posting any subsequent content to the Library's social media channels.

Customer-generated content, including stories, videos, and artwork, is welcome on all online and social media channels affiliated with the Library unless inconsistent with the format of the particular channel, inconsistent with the Operational Guidelines for social media or otherwise specifically indicated on the channel. The Library may solicit specific types of customer content to showcase online, and the Library may determine, in its sole and unfettered discretion, which of such content will be showcased.

Being followed by the Library on any social media platform or content posted by other parties on Library social media channels does not imply the Library's endorsement.

The Library reserves the right to terminate its social media accounts.

Reference
- Policy G-07 Code of Conduct
- Policy G-31 Privacy and Confidentiality of Customer Information
- Policy P-01 Workplace Violence and Harassment

Policy (G-09)Artificial Intelligence Use

submitted by Ken Su, CEO

Recommendation

THAT the Board approve Policy (G-09) Artificial Intelligence Use.

Background

With the rapid advancement of artificial intelligence (AI), particularly the recent widespread adoption of generative AI, staff recognizes the need for developing an AI Use policy to ensure responsible, ethical, and effective use of AI tools within the Library.

Update

In early 2025, staff began drafting the policy, and the CEO attended the Computers in Libraries 2025 conference to learn best practices and challenges from other libraries. The Policy establishes clear guidelines, accountability measures, and principles to safeguard data privacy, copyright, equity, and transparency. It also helps mitigate potential risks while promoting ethical AI use and inclusivity.

Policy Name	Artificial Intelligence Use		
Section & Number	Board – G-09	Effective Date	2025-04-16
Motion Number	2025-##	Last Review	2025-04-16
Author	CEO	Next Review	2026

Policy Statement

The St. Catharines Public Library (SCPL) recognizes the transformative potential of artificial intelligence (AI) in enhancing library services, operations, and user experiences. This policy establishes a framework to ensure the ethical, secure, and responsible use of AI while safeguarding data privacy, accuracy, equity and transparency. AI can significantly improve efficiency and user experiences within the library, while potential risks involved need to be identified and mitigated.

Scope

This policy applies to all SCPL staff and volunteers involved in the development, procurement, and use of AI technologies in library operations. Examples include AI-powered tools for customer service, content generation, and operational efficiency.

Definitions

Artificial Intelligence (AI): A branch of computer science that enables machines to mimic human intelligence, including decision-making and content generation.

Personally Identifiable Information (PII): Data that can be used to identify an individual, such as names, addresses, and identification numbers.

Regulations

- Applicable Copyright Laws, including the Canadian Copyright Act & Regulations.
- Municipal Freedom of Information and Protection of Privacy Act (MFIPPA)

Principles

Accountability: Individuals need to validate their inputs and take responsibility for any decisions made based on AI outputs.

Accuracy and Reliability: Accurate, fact-based, and unbiased data must be used to produce fair, reliable, and usable results. Validate data inputs and AI outputs for accuracy and consistency before use.

Data Privacy and Security: Safeguard sensitive, confidential and personally identifiable information by adhering to privacy regulations, such as the Freedom of Information and Protection of Privacy Act (FIPPA). Specific measures and tools will be used to protect data privacy and security.

Ethical Use: Using AI technologies must abide by copyright regulations, align with SCPL's values, foster trust, and avoid harm, bias, or unethical outcomes.

Inclusivity: Leverage AI to enhance accessibility, equity and avoid discriminatory outcomes.

Transparency: Clearly communicate and label the use of AI in library operations and content creation. When applicable, customers will be informed about how their data is used by AI systems.

Guidelines

Data Handling

- Do not enter sensitive, confidential and personally identifiable information into AI systems, especially when using public AI system, such as free version of ChatGPT.
- Use robust data access and storage controls to mitigate breaches.

Ethical Oversight

- Prohibit the use of AI for generating discriminatory, offensive, or inappropriate content.
- Ensure all AI applications reflect SCPL's commitment to inclusivity and service excellence.

Accountability

- Staff must review and validate AI-generated outputs.
- Human oversight is required for all AI-assisted decisions.

Procurement and Vendor Management

- Evaluate vendors and AI tools for compliance with ethical, privacy, and security standards.

Education and Training

- Provide ongoing staff training on the use of AI in the workplace, identifying AI risks, ethical use, and security measures.
- Support customers with their use of AI as staff would with other technical tools.
- Help customers understand the limitations and benefits of AI as well as any risks associated with AI and personal identifiable information.

Incident Reporting

- Promptly report inaccuracies, breaches, or unethical uses of AI to management.
- Violations of this policy may result in disciplinary action.