



St. Catharines Public Library Board

Regular Meeting

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

AGENDA

Chair calls meeting to order and Gail Riihimaki to read SCPL Land Acknowledgment.

1. **Adoption of Agenda**

1.1 Additions/Deletions to Agenda

1.2 Adoption of Agenda

Motion

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

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

3.1 Regular Meeting – October 16, 2025

Motion

4. **Monthly Updates (verbal)**

4.1 St. Catharines City Council

4.2 OLS Update – J. Coles

4.3 CEO Update – K. Su

4.4 Department Update – Board Sync Folders – L. Jenter

5. **Consent Agenda (attachments)**

Motion

5.1 CEO Report – K. Su

5.2 Department Reports – October 2025

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

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

5.2(c) Programming and Promotions – H. Jones

5.2(d) Facilities – S. Mannella

5.3 Financial Reports – L. DiDonato

5.3(a) 2025 Financial Results and Forecast at September 30, 2025

5.3(b) Endowment & Trust Statement at September 30, 2025

5.3(c) Short-Term Investments Statement at September 30, 2025

- 5.4 Risk Management Semi Annual Reporting – L. DiDonato
- 5.5 SCPL Programming and Partnership Plan – H. Jones
- 5.6 Employee Assistant Program Update – A. Maciukas

6. Discussion Reports (attachments)

- 6.1 Policy (GOV-01) Succession Planning – J. Coles (verbal)
- 6.2 Policy (G-03) Borrowing – J. Spera Motion
- 6.3 Policy (G-04) Collection Management – D. Bott Motion

7. In-Camera Session

- 7.1 In-Camera Agenda (attachment)
 - 7.1(a) Additions/Deletions to In-Camera Agenda
 - 7.1(b) Adoption of In-Camera Agenda Motion
- 7.2 Motion to Move In-Camera Motion
- 7.3 Adoption of In-Camera Minutes
 - 7.3(a) In-Camera Session – October 16, 2025 (attachment) Motion
- 7.4 In-Camera Consent Agenda (attachments)
 - 7.4(a) Staffing Update (October 2025) – A. Maciukas
 - 7.4(b) Confidential Appendix – L. DiDonato
- 7.5 In-Camera Discussion Reports (attachments)
 - 7.5(a) Planning Matter – L. DiDonato
(Closed Session in accordance with the Municipal Act section 239(2)(k) a position, plan, procedure, criteria, or instruction to be applied to negotiations)
 - 7.5(b) Property Matter – K. Su and L. DiDonato
(Closed Session in accordance with the Public Libraries Act section 16.1(4)(c) a proposed or pending acquisition or disposition of land by the board) 54 Church Street
 - 7.5(c) Personnel Matter – J. Coles, Councillor J. Lindal, N. Olmstead (verbal)
(Closed Session in accordance with the Public Libraries Act section 16.1(4)(b) personal matters about an identifiable individual.)
- 7.6 Return to Open Session Motion

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

9. Motion to Adjourn Motion

10. Next Meeting / Upcoming Events

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



St. Catharines Public Library Board

Regular Meeting Minutes

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

Present:	P. Clausi	L. Littleton
	J. Coles (Chair)	Councillor G. Miller
	K. Diorio	N. Olmstead
	S. Dimick (Vice-Chair)	G. Riihimaki
	Councillor J. Lindal	
Staff:	D. Bott (left at 7:17pm)	L. Jenter (Recording Secretary) (left at 7:20pm)
	L. DiDonato (left at 7:20pm)	A. Maciukas (left at 7:20pm)
	M. Haanstra (left at 7:17pm)	K. Su (Secretary)

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

Councillor J. Lindal reads the following SCPL Land Acknowledgment:

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

1. Adoption of Agenda

- 1.1 Additions/Deletions to Agenda
Move 5.3(b) Innovation, Collections and Technology to 6.1.

- 1.2 Adoption of Agenda

MOTION: 2025-90	THAT the Agenda be adopted as amended.
MOVED BY:	N. Olmstead
SECONDED BY:	L. Littleton
MOTION CARRIED.	

2. Chair's Remarks & Declarations of Interest

The Chair thanked staff for the presentation to Council the previous evening. There were no Declarations of Interest.

3. Adoption of Minutes (attachment)

3.1 Regular Meeting – September 18, 2025

MOTION: 2025-91 THAT the Regular Meeting Minutes of September 18, 2025 be adopted.

MOVED BY: G. Riihimaki

SECONDED BY: P. Clausi

MOTION CARRIED.

4. Monthly Updates (verbal)

4.1 St. Catharines City Council – Councillor J. Lindal

J. Lindal thanked the Chair and staff for their presentation to Council.

4.2 OLS Update – J. Coles

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

4.3 CEO Update – K. Su

The CEO updated the Board about the following:

- **Grape and Wine Parade** – Thank you to the Board members who participated.
- **Niagara Public Library Boards Fall Retreat** – Event is scheduled for November 1 and registration closes October 17.
- **Holiday Brunch** – The Board are welcome to attend by purchasing tickets by cash, square terminals or e-transfer.
- **Dolly Parton's Imagination Library** – reviewed the initiative and its participation requirements, noting that it is most impactful where access to books and information resources is limited and is well-suited for communities that are underserved by public libraries.

4.4 Department Update – Reciprocal Borrowing – M. Haanstra

The Board received a presentation on the reciprocal borrowing initiative covering its first year, September 2024 - August 2025. The Board inquired about the rationale for customers signing up for reciprocal borrowing and suggested further promotion of reciprocal borrowing on the app.

5. Consent Agenda

5.1 Correspondence

5.2 CEO Report – K. Su

5.3 Department Reports – September 2025

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

- 5.3(b) Innovation, Collections, and Technology – D. Bott
- 5.3(c) Programming & Promotions – H. Jones
- 5.3(d) Human Resources – A. Maciukas
- 5.3(e) Health & Safety – L. DiDonato
- 5.4 Board Document Migration – L. Jenter

MOTION: 2025-92 THAT the Consent Agenda be received as circulated except for Item 5.3(b) pulled for discussion.

MOVED BY: K. Diorio

SECONDED BY: S. Dimick

MOTION CARRIED.

6. Discussion Reports

- 6.1 Innovation, Collections, and Technology – D. Bott
The Board discussed Interlibrary Loan service, which is temporarily suspended due to the Canada Post strike.

- 6.2 2026 Work Plan – K. Su
The Board received the revised 2026 Work Plan, which consolidates and prioritizes key projects for the upcoming year. The Board discussed the work plan goals, emphasizing the importance of alignment with SCPL's mission and values, and discussed the community needs assessment.

MOTION: 2025-93 THAT the St. Catharines Public Library Board approve the 2026 Annual Work Plan in its revised format.

MOVED BY: Councillor J. Lindal

SECONDED BY: Councillor G. Miller

MOTION CARRIED.

- 6.2 Policy (G-16) Accessibility – K. Su
The Board received Policy (G-16) Accessibility with significant amendments recommended in consultation with the City Accessibility Coordinator. The Board recommended further amendments to the Policy for clarity.

MOTION: 2025-94 THAT the Board rescind the former Accessibility Policy and approve the new Policy (G-16) Accessibility as amended.

MOVED BY: P. Clausi

SECONDED BY: S. Dimick

MOTION CARRIED.

- 6.3 Policy (P-10) Hiring – A. Maciukas
The Board received Policy (P-10) Hiring with recommended amendments. The Board reaffirmed the conflict of interest related to hiring relatives, and recommended minor amendments to the Policy.

MOTION: 2025-95 THAT the Board rescind the former Hiring Policy and approve the new Policy (P-10) Hiring as amended.
MOVED BY: L. Littleton
SECONDED BY: G. Riihimaki
MOTION CARRIED.

6.4 Policy (G-12) Access and Security Control – D. Bott
The Board received Policy (G-12) Access and Security Control, developed to ensure the security and protection of Library information and systems.

MOTION: 2025-96 THAT the Board approve Policy (G-12) Access and Security Control.
MOVED BY: K. Diiorio
SECONDED BY: P. Clausi
MOTION CARRIED.

7. In-Camera Session

7.1 In-Camera Agenda

7.1(a) Additions/Deletions to In-Camera Agenda
None

7.1(b) Adoption of In-Camera Agenda

MOTION: 2025-97 THAT the In-Camera Agenda be adopted.
MOVED BY: S. Dimick
SECONDED BY: Councillor G. Miller
MOTION CARRIED.

D. Bott and M. Haanstra left the meeting at 7:17pm.

7.2 Motion to Move In-Camera

MOTION: 2025-98 THAT the Regular Meeting move to In-Camera Session to discuss planning matters.
MOVED BY: N. Olmstead
SECONDED BY: Councillor J. Lindal
MOTION CARRIED.

The meeting moved to In-Camera Session at 7:17pm.

7.6 Return to Open Session

MOTION: 2025-100 THAT the In-Camera Session return to Open Session.
MOVED BY: K. Diiorio

SECONDED BY: S. Dimick
MOTION CARRIED.

The Meeting returned to Open Session at 7:45pm.

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

MOTION: 2025-101 THAT the staff proceed as directed during the closed session, and that the Board received the information presented during the closed session.
MOVED BY: Councillor J. Lindal
SECONDED BY: L. Littleton
MOTION CARRIED.

9. Motion to Adjourn

MOTION: 2025-102 THAT the Regular Meeting be adjourned.
MOVED BY: P. Clausi
SECONDED BY: N/A
MOTION CARRIED.

Meeting adjourned at 7:46pm.

10. Next Meeting / Upcoming Events

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

Chair

Secretary

Consent Agenda

5. **Consent Agenda (attachments)**

Motion

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- 5.6 Employee Assistance Program Update – A. Maciukas

CEO Report

submitted by Ken Su, CEO (October 2025)

For Information

2025 Staff Holiday Brunch

The Library will host its 2025 Staff Holiday Brunch on November 30, 2025 at White Oaks Resort. Board members are encouraged to attend and enjoy a holiday gathering with library staff. You can purchase your ticket(s) by sending an e-transfer to finance@myscpl.ca or paying in person at any library branches before November 21, 2025.

Collective Bargaining

The Union and the Library will meet in person at the Central Library on November 18, 19 and 20, 2025 to negotiate a new collective agreement. The current collective agreement expired on December 31, 2024. The employer hopes to reach a settlement before year-end to provide stability for staff and support long-term financial planning. Further updates will be provided as they become available.

VOLT 2.0 - 2025

Ontario Library Service (OLS) announced on November 4, 2025 that they made some updates to the Valuing Ontario Libraries Toolkit (VOLT). Updates include new fields based on feedback and evolving needs of public libraries in Ontario, refinements to the existing toolkit for better usability and to reflect economic adjustments, and greater consistency between data sources and the Ministry's annual public library survey. A webinar is scheduled on December 11 on Learn HQ, a training platform offered by OLS.

Niagara Libraries Board Retreat – Fall 2025

The retreat was held on November 1, 2025 at the Smithville Branch of the West Lincoln public Library. In total, 50+ Board members from 11 Niagara public libraries attended.

A survey was distributed to all attendees on Monday, November 3, and 26 responses were received by Monday, November 10.

Overall, 58% of respondents rated their experience as excellent, while 42% rated it as good. Regarding the AI presentation, 70% found it very relevant and 80% found it very informative. For the Board Succession presentation, 88.5% found it very relevant and 80% found it very informative.

Ontario Library Association Super Conference – 2026

The Ontario Library Association's annual OLA Super Conference will take place between January 28 and 31, 2026 in Toronto. It is Canada's largest library conference, bringing together library staff, board members, and speakers to share ideas, explore new trends, and strengthen connections in the library community. More information is available at <https://olasuperconference.ca/>.

Board members are encouraged to attend since it offers valuable sessions on governance, innovation, community engagement, and many more, all relevant to our work. All costs will be covered by the Library. Please contact me if you are interested in attending so we can register you before the early bird deadline – December 5, 2025.

Customer Service

submitted by Marcella Haanstra, Assistant Manager of Customer Service
(October 2025)

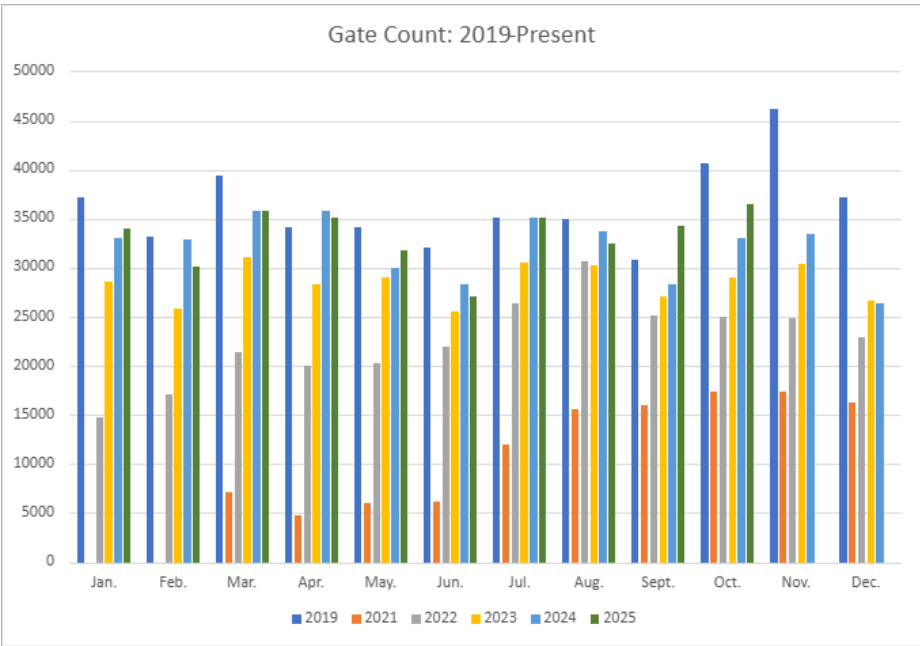
For Information

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

	October 2025	% change from 2024
Gate Count	36,535	32,840 (+11%)
Membership	794	588 (+35%)
Holds Placed	12,919	12,379 (+4%)
Questions	15,682	7,633 (+105%)

Gate Count

In October, our system-wide gate count was again significantly higher than in 2024, continuing its steady climb toward pre-pandemic 2020 levels. The Dr. Huq Branch and Port Plus began Sunday hours this month, which contributed to an increased gate count.



Membership

New memberships continued to increase, rising 35% compared to October 2024 and 17% year-to-date. Class visits and school outreach are underway, and the library continues to promote the online membership application to encourage new registrations.

Holds Placed

The number of holds placed increased by 4% over October 2024. This service continues to play an important role in ensuring equitable and convenient access to library materials for customers throughout the city.

One Year Anniversary of Port Refresh

October 5 marked one year since the Grand Reopening of the newly refreshed Port Dalhousie branch. Over the past year, SCPL's smallest location has undergone significant positive transformation.

Gate count data demonstrates the measurable success of the branch refresh, with a 49% gate count increase recorded between October 2024–25 compared to the same period in 2023–24. To enhance accessibility, Port Plus hours were expanded to include Sundays from 12:00–4:30 p.m. Since this addition, more than 300 customers have used the branch during Sunday hours.

The installation of an external book drop has proven to be a valuable enhancement, directly addressing one of the most frequent and consistent items of customer feedback.

A combination of staffed service hours and consistent Port Plus access has ensured that the St. Catharines community can fully enjoy the refreshed Port Dalhousie space and its collection. This success is further reflected in a 40% increase in circulated items thus far in 2025.

Customer feedback remains consistently positive. Even a year after reopening, customers continue to express appreciation for the updated furnishings, décor, and the historical timeline, as well as satisfaction in seeing such a small branch thriving and well-used.

Innovation, Collections & Technology

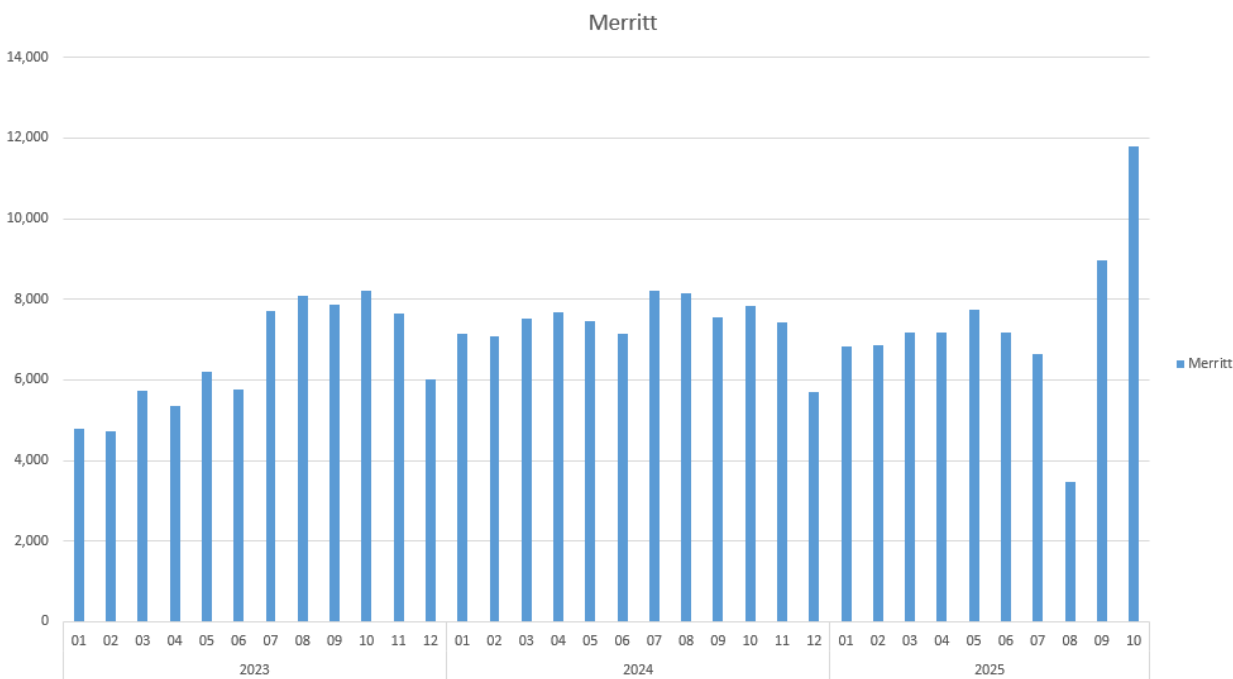
submitted by David Bott, Manager Innovation, Collections & Technology (October 2025)

For Information

Physical Circulation

Physical circulation increased by 1% from September to October 2025 and is 5% higher compared to October 2024.

In-house usage continues to be much higher at the new Merritt branch compared to its previous location. In October 2025, in-house use was up 390% over October 2024. This continues the trend from September 2025 where in-house use increased by 455%. More importantly, physical checkouts at Merritt increased by 39% compared to October 2024.



Digital Circulation

Digital Circulation increased by 4% from September to October 2025.

Materials Budget

Analyses were conducted on the circulation of 2025 materials, and the 2026 materials budget has been allocated to reflect the relative circulation of collections.

Online Resources

The Collections Team evaluated the usage of the Library's Online Resources. Provincial and Supplemental Licensing for electronic resource products were submitted at the end of October.

PrintMe Self-serve Printing Service

The new self-serve printing service launched on October 15 at Central, Dr. Huq and Merritt branches. There were some challenges during the first few weeks, as there were technical issues with 2 of the point-of-sale payment terminals which have now been replaced by the vendor.

Programming and Promotions

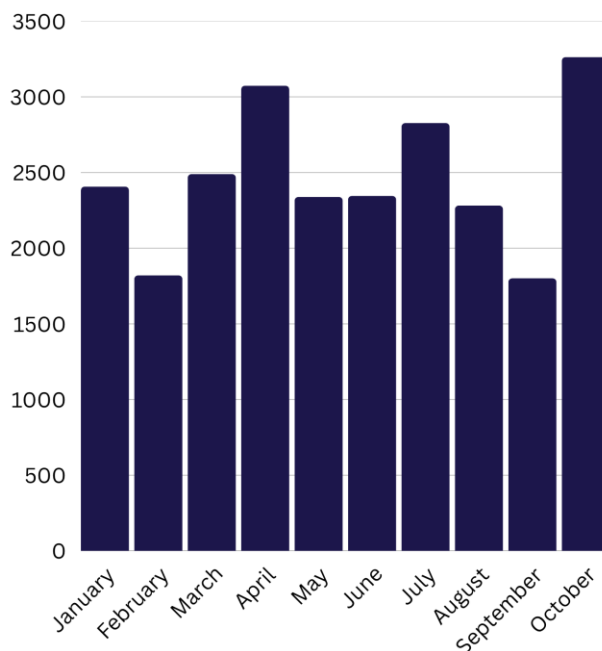
submitted by Holly Jones, Manager Programming & Promotions (October, 2025)

For Information

Programming Highlights

October 2025 recorded the highest monthly attendance and engagement with library programs and outreach events for the calendar year to date, totaling 3,263 customer interactions. This was significantly supported by the recently relocated Merritt Branch, which achieved its own peak monthly attendance since the move, with 581 community members participating in a variety of scheduled activities, including fall early literacy storytimes, art workshops, a musical performance, and local history lectures.

Program Attendees By Month, 2025



Of special programming note in October:

1. In partnership with the City of St. Catharines, library staff participated in the 37th annual **Pumpkinville** fall festival at Happy Rolph's Animal Farm. Staff connected with families by offering fall-themed activities and crafts, creating a valuable opportunity to promote library services and strengthen community relations. The

library's presence was highly effective, facilitating engagement with an estimated 400 community members.

2. SCPL successfully assumed the role of committee coordinator for the annual **One Book, One Niagara** (OBON) initiative, a collaborative regional libraries project connecting community members across the Niagara Region through a shared reading experience. The grand finale, hosted in St. Catharines at the FirstOntario Performing Arts Centre, featured author Edward Y.C. Lee in conversation with moderator Jolie Phuong Hoang, discussing Lee's 2024 novel, *The Laundryman's Boy* (85 attendees).
3. SCPL actively participated in **Culture Days**, an annual national celebration of arts, culture, and heritage held from mid-September to mid-October, in collaboration with the City of St. Catharines. The library hosted five free public events and activities across our locations, drawing in 78 attendees to participate in this nation-wide initiative.
4. The Merritt Branch successfully hosted two distinct cultural workshops in partnership with local artist Mika from Indigenous Dreams. These sessions focused on providing an enriching and hands-on experience rooted in tradition, patience, and storytelling. At the **Beading Workshop** participants learned traditional techniques, cultural teachings, and the significance of beadwork. The **Dreamcatcher Workshop** involved participants in weaving a personal sacred circle while learning the teachings behind the web, fostering community connection through culture and creativity. Collectively, these two specialized workshops attracted a total attendance of 42 community members.
5. SCPL collaborated with Brock University's Centre for Canadian Studies to host a timely lecture titled "**Canadian Sovereignty in 2026: Promises and Perils.**" The presentation, delivered by Dr. Blayne Haggart, Associate Professor of Political Science at Brock University, focused on the critical challenges facing Canadian sovereignty against a backdrop of increasing continental and global instability (16 attendees).

Communication Highlights

The Communications Specialist was involved in several initiatives this month, including:

- Promotions for the SCPL photo contest
- Execution of the Q4 phase of the Membership Reactivation Campaign
- Comprehensive planning and promotion of SCPL LitFest

- Implementation of essential updates to the library website based on feedback gathered from the recent staff survey
- Targeted communications and promotions in support of the launch of the new PrintMe printing service
- Launch of this year's SCPL branded socks, featuring a refreshed design that incorporates the popular library mouse motif

Community Feedback

There were no submissions received this month via the Request for Program Reconsideration form. Feedback received across the library's social media platforms expressed positive interest in key initiatives. Highlights include:

SCPL LifFest

- "I've got my ticket, really looking forward to this event!!!"
- "This is sooooo cute!!" (referencing a goodie bag post)
- "Got my tickets last night! Looking forward to this."

New SCPL Socks

- "Great socks!"

Local History Posts

- "Ohhh okay cool. I never knew what this placed looked like b4 Di's 🐭" (referencing a post on Diana Sweets)

Media Mentions

17-Oct	St. Catharines Standard	<u>St. Catharines library asks council to help turn financial books from red to black</u>
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Facilities

submitted by Sal Mannella, Facilities Manager (October 2025)

For Information

Merritt Branch

- Additional laptop bar installed at the front of the branch to enhance user workspace options.
- Presentation technology additions to program and meeting rooms scheduled for last week of November.
- All construction permits have been successfully closed, marking the completion of all regulatory requirements.
- We are issuing an RFP for cleaning at Merritt branch. This will be Monday to Friday, cleaning to be done during closed hours.

Central Branch

- New lighting installed in the parking garage, improving visibility and safety.
- One panic button is being installed under the circulation desk on the 1st floor and one under the information desk on the 2nd floor.
- We have also purchased two portable panic buttons that staff can wear. This was an option identified in the risk assessment and is being introduced for staff who are unable to wear the headset for medical reasons.

Huq Branch

- A panic button is being installed at the circulation desk.

St. Catharines Public Library
2025 Financial Results & Forecast at September 30, 2025
submitted by Lisa DiDonato, Business Administrator

	September 30, 2025			December 31, 2025		
	Actual	Budget	%	Forecast	Budget	%
REVENUE						
City Contribution (1)	5,220,000	5,220,000	100.0	7,010,502	7,010,502	100.0
Miscellaneous (2)	304,268	70,917	429.0	513,156	323,156	158.8
Transfers from Reserves (3)	470,000	470,000	-	470,000	470,000	100.0
TOTAL REVENUE	<u>5,994,268</u>	<u>5,760,917</u>	104.1	<u>7,993,658</u>	<u>7,803,658</u>	102.4
SALARIES & BENEFITS						
Salaries	3,114,757	3,279,255	95.0	4,372,340	4,372,340	100.0
Benefits	743,041	761,810	97.5	1,015,746	1,015,746	100.0
Salaries & Benefits (4)	<u>3,857,799</u>	<u>4,041,065</u>	95.5	<u>5,388,086</u>	<u>5,388,086</u>	100.0
OTHER EXPENDITURES						
Library Materials	586,635	597,714	98.1	796,952	796,952	100.0
Occupancy Costs	352,565	484,432	72.8	560,909	685,909	81.8
Supplies & Services	443,064	329,733	134.4	439,645	439,645	100.0
Operating Capital	798,990	107,300	744.6	808,066	493,066	163.9
Other Expenditures (5)	<u>2,181,254</u>	<u>1,519,179</u>	143.6	<u>2,605,572</u>	<u>2,415,572</u>	107.9
TOTAL EXPENDITURES	<u>6,039,053</u>	<u>5,560,243</u>		<u>7,993,658</u>	<u>7,803,658</u>	
UNEXPENDED BALANCE (6)	<u>- 44,785</u>	<u>200,674</u>		<u>-</u>	<u>-</u>	

NOTES:

REVENUE

(1) As of September 30, the actual and projected results remain consistent with the City of St. Catharines' approved 2025 budget.

(2) Other Revenues are higher than budget year-to-date, primarily due to an accessibility grant and a leasehold improvement allowance that helped offset the leasehold improvement costs at the Merritt Branch

(3) Transfers from Reserves include \$350,000 from the Capital Reserve and \$120,000 from the Stabilization Reserve to fund costs related to the Merritt Branch relocation.

SALARIES AND BENEFITS

(4) Salary and benefit costs are generally in line with the budget year-to-date.

OTHER EXPENDITURES

(5) Other expenditures include operating capital costs for facility enhancements, which are balanced by budgeted reserve transfers and other revenues. All remaining 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 September 30, 2025, there was a net funding deficit of \$44,785; however, the budget is forecasted to be balanced by year-end.

Endowment & Trust Fund Statement at September 30, 2025

submitted by Lisa DiDonato, Business Administrator

Income/Expenditures

Donations	\$ 7,490
Used Books Sale	\$ 3,294
Interest	\$ 52,046
TOTAL INCOME	<u>\$ 62,830</u>

Less Expenditures	<u>-\$ 396,727</u>
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Current Year, Net Revenue	<u>-\$ 333,896</u>
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Fund Balance, Beginning of Year	\$ 1,790,544
Fund Balance	<u><u>\$ 1,456,648</u></u>

Current Assets

Cash And Cash Equivalent	\$ 14,597
GIC's	\$ 1,411,008
Receivables	\$ 31,042
TOTAL CURRENT ASSETS	<u>\$ 1,456,648</u>

Less Current Liabilities	<u>\$ -</u>
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NET ASSETS	<u><u>\$ 1,456,648</u></u>
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Encumbered Amount	244,968
Unencumbered Amount	<u>\$ 1,211,680</u>
TOTAL	<u><u>\$ 1,456,648</u></u>

Short-Term Investments Statement at September 30, 2025

submitted by Lisa DiDonato, Business Administrator

Broker	Due	Yield	Market Value
The Canada Trust Company	Dec 15, 2025	3.300%	\$426,704.23
TD Bank	Dec 15, 2025	3.300%	\$171,111.25
TD Bank	Dec 15, 2025	3.300%	\$280,763.51
Community Trust	Aug 20, 2027	3.540%	\$100,000.00
Concentra Bank	Apr 15, 2026	4.910%	\$62,300.00
Fairstone Bank of Canada	Aug 20, 2027	3.540%	\$100,000.00
General Bank of Canada	Aug 20, 2027	3.540%	\$100,000.00
Home Trust Company	Aug 20, 2026	3.450%	\$100,000.00
Home Equity	Aug 20, 2026	3.450%	\$75,000.00
ICICI Bank Canada	Apr 15, 2026	4.920%	\$100,000.00
Royal Bank of Canada	May 1, 2028	4.632%	\$75,893.00
Versa Bank	Aug 20, 2027	3.540%	\$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, attached as item 7.4(b) Confidential Appendix in the In-Camera package. In alignment with the Risk Management Plan, SCPL will continue to develop and implement control measures to mitigate the identified risks.



SCPL Programming & Partnership Plan, 2025-2028

Purpose

The St. Catharines Public Library (SCPL) provides programming that seeks to educate, inspire, entertain, and build community across all demographics, while raising SCPL's profile in the community and encouraging the use of the library's collections, services and spaces. Library programming spans a wealth of topics, from early literacy programming for children and caregivers, to family drop-ins, crafting and STEM workshops for children and teens, to special interest clubs, local history lectures, and art workshops for adults. As well, SCPL builds partnerships with organizations across the community whose mission and goals align with our own in order to strengthen and diversify what we offer at the library, and in pursuit of our mission and vision as stated in the Strategic Plan.

SCPL's Programming & Partnership Plan aligns the library's programming and partnership building with the St. Catharines Public Library's 2025-2028 Strategic Plan. The Programming & Partnership Plan will serve as a guide for the development of library programs, outreach, and community partnerships for the next four years. This document will be reviewed annually to ensure that the library's programs continue to align with the values and strategic directions of the organization and updated as needed to reflect important demographic or community changes.

Responsibilities

The responsibility for programming and partnership building at SCPL lies with the Library Board of Directors, CEO & Management, and staff members, with support from community volunteers.

Board of Directors

- Defines SCPL's mission, vision, and strategic goals
- Develops and approves relevant policies that guide library programming and partnerships
- Approves the library's annual budget, ensuring sufficient financial resources are allocated to support innovative programming and partnership development
- Advocates for the library to municipal council, community leaders, and the public, building support for library programming and partnerships
- Monitors initiatives identified in the annual work plan that support the established strategic goals

CEO & Management

- Provides direction and develops concrete operational strategies relating to programming and partnership building and leads the day-to-day execution of these strategies
- Oversees the allocation of the programming budget and staff time to ensure efficient and effective delivery of programs and partnership activities
- Cultivates and maintains high-level relationships with community leaders and partners in support of programming and partnership initiatives
- Develops operational procedures for staff to follow in the development and facilitation of programming and partnerships
- Supervises and provides training, professional development, guidance and support to programming staff
- Monitors the effectiveness of programming and partnership efforts by reviewing performance metrics and maintaining and evaluating statistics
- Delivers reports on programming and partnership outcomes, providing analysis to refine future programming and partnership building strategies
- Maintains open communication across departments to ensure coordination of programming and outreach events

Staff

- Design, plan and facilitate library programs
- Research community needs, identify trends, and ensure a diverse and accessible range of offerings that align with strategic goals
- Serve as first point of contact for community members and organizations looking to collaborate or suggest programming ideas
- Help to identify potential community partnerships, and build relationships at the ground level
- Maintain ongoing communication with partners, coordinating logistics, sharing information, and ensuring that collaborative efforts run smoothly
- Engage directly with customers, promoting library programming and encouraging participation
- Gather relevant data and participant feedback, and assist in analyzing this data to assess program effectiveness, identify areas for improvement, and inform future planning

Volunteers

- Provide crucial supplemental support that allows the library to offer more programs and cater to a broader audience
- Facilitate special interest programs for which they act as community experts

Partnership Development

Community partnerships are vital to SCPL's success, enabling us to expand our reach, enhance our services, and better serve the needs of our community. By collaborating with external partners, SCPL can offer programs and resources that extend beyond the library's capacity to provide on our own.

Community partners support SCPL's programming in these key areas:

1. Content and Expertise:

Providing Subject Matter Experts: Partners can provide qualified presenters, instructors, and subject specialists to lead workshops, talks, and classes on topics ranging from tax preparation and financial literacy to health and wellness, coding, and arts and crafts.

Expanding Program Variety: Partnerships allow us to offer a wider range of program formats, such as holiday concerts, cultural performances, and specialized workshops, which can attract new and diverse audiences.

Informing Program Design: Partners often have a deep understanding of specific community needs and trends. They can provide valuable insights that support the design of programs that are relevant and impactful.

2. Resources and Capacity:

Sharing Resources: Partners can contribute resources such as space, technology, and equipment, helping to conserve SCPL's resources.

Financial and In-Kind Support: Partners may provide financial support or in-kind services that help fund or enhance programs.

Shared Staffing and Effort: In co-planned programs, both SCPL and our partners may contribute staffing, and assist with planning and promotion, which can lead to more successful events.

3. Outreach and Audience Development:

Reaching New Audiences: By partnering with external organizations, SCPL can reach specific populations that we might otherwise have difficulty engaging, such as newcomers or teens.

Joint Promotion: Partners help promote programs to their own networks, expanding SCPL's marketing reach and increasing attendance.

Building Community Connections: Partnerships help establish SCPL as a central hub for the community by fostering collaboration and networking among various local organizations.

4. Strategic Alignment and Community Impact:

Advancing Shared Goals: Effective partnerships are mutually beneficial and should align with the missions and strategic goals of both SCPL and the partner organization.

Identifying Gaps and Avoiding Duplication of Effort: By collaborating, SCPL can identify gaps and avoid duplicating existing services, working with partners to create a more comprehensive network of support and resources for the community.

Enhancing the Library's Reputation: Partnerships with trusted community organizations can enhance SCPL's reputation as a credible and vital institution that actively contributes to the well-being of the community.

Programming & Partnership Framework

SCPL's community programming and partnerships are built upon a framework of documents and tools that guide the development and implementation of program initiatives and partnership building.

Programming Policy

SCPL's Programming Policy serves as a foundational document that outlines the library's approach to programming and partnership development. It ensures that SCPL's programs are purposeful, consistent, and reflective of the library's mission, vision and strategic goals.

Social Media Use Policy

SCPL's Social Media Use Policy guides the organization's use of social media tools for promoting services, engaging the community, and maintaining a consistent, positive,

and safe online presence in a manner consistent with the Library's mission, vision and service values.

Programming Manual

SCPL's Programming Manual is a practical guide for staff tasked with the development and facilitation of library programming. It describes the purpose of public library programming, outlines the various types of programs we offer, and defines the age demographics into which we divide our programs. The Programming Manual also describes our annual programming cycle and provides staff with a step-by-step guide on how to submit ideas, create plans, facilitate programs, and collect data to measure their success.

In addition to the Programming Manual, library staff have developed a number of practical tools to guide staff in the development and evaluation of library programming, including program overviews, program planning templates, and annual programming statistics workbooks.

Promotion and Registration

SCPL's quarterly Program Guide is published ahead of each programming season in December (Winter), March (Spring), June (Summer), and September (Fall). The guide includes descriptions of each program offered that season and promotes large-scale library events such as the SCPL LitFest and Culture Days. Additional program promotion is done via printed posters and flyers, on the library's website, and through the library's social media channels.

Program registration is managed via the library's website using LibCal, a third-party event management tool created by Springshare.

Evaluation Tools

We employ the following evaluation tools to measure the impact and evaluate the effectiveness of SCPL's programming and partnership initiatives:

- **Registration and Attendance Data:** Tracking the number of program registrants and final attendance numbers is a crucial metric for understanding a program's popularity and justifying the use of SCPL resources.
- **Program Surveys:** We use targeted surveys to collect direct feedback from attendees on programs they've participated in. This tool is essential for measuring the deeper impact of our programs by helping us understand how attendees feel about the content, facilitation, and overall value.

- **Customer Feedback Form:** The library's general feedback form is a valuable resource for gauging public perception of our programs. It also provides a dedicated channel for community members to share new ideas and suggestions for future programming.
- **Social Media and Online Feedback:** SCPL monitors social media comments, online reviews, and email/website feedback to gauge public sentiment and collect spontaneous reactions to a program.

Quarterly Programming Summaries shared with all staff and monthly reports to the Library Board highlight program statistics and share participant feedback. This information is used to improve existing programs and to plan new programs for the future.

SCPL employs the Ontario Library Service's Valuing Ontario Libraries Toolkit (VOLT) to measure and demonstrate our value to the community. VOLT's purpose is to quantify the social and economic benefits of library services. The toolkit helps us to communicate our value to the wider public by highlighting the diverse contributions we make in seven key domains: Education, Culture, Inclusion and Wellbeing, Economic Development, Civic Engagement, Entertainment and Leisure, and Space (which is the value of the physical library as a community hub). SCPL's programming statistics play a critical role by contributing to and providing measurable data for these seven benefit domains.

The qualitative data we gather via program surveys, SCPL's Customer Feedback Form, and the library's social media channels is critical to providing the context, meaning, and depth necessary to interpret and validate the volume, trends, and scope presented by the quantitative data reported in the VOLT results. This type of data helps to contextualize trends observed in numbers reported, describing the cause behind observed patterns. As well, many of the core benefits of library programming, such as fostering a sense of belonging, increasing personal well-being, and improving community engagement, are difficult to quantify directly. Qualitative data provides a framework for measuring the social and emotional impact of SCPL's programs and partnerships.

Programming & Partnerships 2025-2028

SCPL's Strategic Plan: A Community in Bloom

In September 2024, the St. Catharines Public Library's Board of Directors approved its 2025-2028 Strategic Plan, "A Community in Bloom." The Library's Programming and

Partnership Plan is built on the foundation of the library's vision, mission, and values, and is driven by the four strategic goals outlined in the Strategic Plan.

STRATEGIC GOALS

The Strategic Plan establishes four key goals that reflect the library's vibrant and joyful approach to building community and connecting people to fun and lifelong learning. Over the next four years, SCPL will implement the following programming and partnership strategies to support the 2025-2028 Strategic Plan:

Experiences in Bloom: This strategic goal aims to position SCPL as a premier destination and essential resource for the community. To achieve this, our programming and partnership strategies will focus on:

- Offering a wide variety of engaging and inclusive experiences that cater to diverse interests and needs. By doing so, the library aims to become a vibrant community hub for all community members.

Community in Bloom: This strategic goal centres on extending SCPL's reach and impact beyond its physical walls, fostering stronger community connections and increasing the library's overall visibility and contribution to the community. To achieve this, our programming and partnership strategies will include:

- Developing community-centric outreach, building strategic partnerships with community organizations, agencies, and businesses, and developing targeted programming that responds to specific community needs and interests.

People in Bloom: This strategic goal aims to foster an inclusive and supportive environment within SCPL, where both customers and staff feel valued, heard, and empowered. It emphasizes data-driven decision-making and a culture of continuous improvement and recognition. To achieve this, our programming and partnership strategies will include:

- Developing diverse and accessible programs that reflect the community's varied demographics and needs;
- Building strategic partnerships that amplify inclusivity and reach underserved populations;
- Leveraging external expertise and resources; and
- Collecting and analyzing data on program attendance, customer feedback, and staff experiences to understand who is being served, to identify gaps or barriers, and to guide future program development and resource allocation.

Literacy in Bloom: This strategic goal aims to establish SCPL as the leading hub for diverse forms of literacy, empowering individuals of all ages to learn, grow and connect to reach their full potential. To achieve this, our programming and partnership strategies will include:

- Developing programs that help to break down barriers to essential knowledge by teaching all kinds of literacy, from traditional reading and writing to digital and financial skills; and
- Building strategic partnerships with educational institutions, community and social service organizations, cultural and arts organizations, and government and municipal services.

Programming & Partnership Building 2025-2028

Although much work has been done to establish a framework for programming at SCPL, we recognize that there are key areas where we need to grow over the next few years. These key areas and associated tasks include:

Identifying and addressing gaps in our program offerings to ensure our programs are in alignment with our strategic goals, covering a wide range of topics and meeting the diverse needs and interests of our community.

ASSOCIATED TASKS:

- Define the forms of literacy (i.e. foundational, digital, financial) that SCPL programming will support.
- Perform an audit of all SCPL programming and categorize programs according to the defined forms of literacy and the VOLT domains of impact they support, highlighting the categories that need improvement.
- Review existing program data, including attendance figures and feedback received, to understand where we are successful and where there is room for improvement.
- Establish a matrix of our successful recurring programs and the frequency with which they will be offered.
- Gather information directly from the community, using such tools as surveys, focus groups, and community conversations, to gain further insight into SCPL's current programming and the gaps we need to address.
- Develop a targeted, proactive campaign seeking volunteer "community experts" to support library programs and assist with specialized programming.
- Update program categories on the events calendar to better reflect how the library incorporates all/many aspects of literacy into the community.

Establish stronger consistency across SCPL's programming to ensure high-quality, reliable experiences for our customers.

ASSOCIATED TASKS:

- Standardize SCPL's early literacy programming, adopting research- and evidence-based methods for the development of foundational literacy skills in young children.
- Build ready-to-go program kits and accompanying program outlines for recurring programs that can be used by all facilitators.
- Create and implement a plan for staff training & development with the goal to offer regular, standardized training for all programming staff, covering topics like program planning, best practices for facilitation, and how to use the library's programming tools and templates.
- Maintain a record of successful one-off programs, including attendance data, participant feedback, and programmer's notes on what worked well, to serve as a valuable catalogue of high-quality, reliable programs proven to be effective with the public.

Build strong partnerships and expand SCPL's reach further out into the community.

ASSOCIATED TASKS:

- Update the Programming Policy to include Partnership Development, including the establishment of criteria for partnership selection (such as shared goals, mutually beneficial relationships, and commitment to evaluation).
- Develop a Partnership Agreement, or MOU, template that will help us to outline the roles, responsibilities, contributions, goals, and evaluation methods of each partnership.
- Recruit and onboard a dedicated individual in the role of Community Engagement Liaison to lead community development and partnership-building initiatives.
- Build a community asset map to identify potential partnerships, categorizing them according to our defined forms of literacy and the VOLT domains of impact.
- Introduce a book-kit delivery program for schools in partnership with local educators that will allow us to build connections with schools outside of walking-distance from library branches.
- Continually build collaborative partnerships with local organizations, community groups, schools, businesses, and government agencies to offer programs that meet the needs of our community.

Workplan Task Overview

The Workplan Task Overview summarizes the strategies defined above, as well as additional tasks associated with accomplishing the carrying out the Programming and Partnership Building plan, with target completion dates for each.

TASK	STRATEGIC GOAL	TARGET COMPLETION DATE
Create standardized forms/contracts for external programs, speaker agreements and/or collaboration agreements	Community in Bloom	2025
Gather information directly from the community to gain further insight into current programming and the gaps we need to address	People in Bloom	2025-2028
Build ready-to-go program kits and accompanying program outlines for recurring programs	Experience in Bloom People in Bloom	2025-2028
Maintain a record of successful one-off programs	Experience in Bloom People in Bloom	2025-2028
Build collaborative partnerships with local organizations, community groups, schools, businesses, and government agencies	Community in Bloom	2025-2028
Update and develop additional formal program frameworks, overviews, and procedures for all recurring library programs	People in Bloom	2025-2028
Perform an audit of all SCPL programming	Experience in Bloom	2026
Establish key performance indicators (KPIs) to determine	Experience in Bloom	2026

what a successful program looks like		
Review existing program data to understand where we are successful and where there is room for improvement	Experience in Bloom People in Bloom	2026
Establish a matrix recurring programs and the frequency with which they will be offered	Experience in Bloom	2026
Update program categories on the events calendar to reflect the forms of literacy supported	Literacy in Bloom	2026
Develop a “community experts” campaign to support library programs and assist with specialized programming	Experience in Bloom Community in Bloom	2026-2027
Standardize early literacy programming	Experience in Bloom Literacy in Bloom People in Bloom	2026-2027
Introduce a book-kit delivery program for schools in partnership with local educators	Experience in Bloom Community in Bloom Literacy in Bloom	2026-2027
Update the programming budget, and include forecasting for future growth	Experience in Bloom Community in Bloom People in Bloom Literacy in Bloom	2026-2027

Develop a Partnership Agreement template	Community in Bloom	2027
Recruit and onboard a Community Engagement Liaison	Community in Bloom People in Bloom	2027-2028
Build a community asset map to identify potential partnerships	Community in Bloom	2027-2028

Employee Assistance Program Update

submitted by Albertina Maciukas, Human Resources Manager

For Information

Background

SCPL recognized the value of offering access to additional supports, particularly mental health resources, for SCPL employees. At the February 2024 Board meeting, approval was granted to offer the Employee Assistance Program (EAP) coverage to unionized employees as an added benefit.

Cost

The initial cost was calculated at \$3.20 per employee per month, with an estimated total annual cost of \$2,764.80. To date, the cost has not increased.

Utilization

As of the current reporting period, the EAP registration rate among employees is 34%. Between October 2024 and September 2025, the program recorded a utilization rate of 3.41%, compared to an industry average of 6.98%. During the previous period (October 2023 to September 2024), utilization was 8.16%, compared to an industry average of 5.55%.

All reported utilization for both periods was for Counselling Services. The program covered 88 employees during the most recent reporting period, up from 49 employees in the prior year.

Analysis and Observations

Given the highly confidential nature of the EAP utilization, SCPL receives only limited data and can therefore draw conclusions only from the information available.

- **Industry Comparisons:** The definition of "industry" used in the benchmarking data is not provided, making it difficult to determine whether the comparison group represents other public libraries specifically or the broader public sector.
- **Lower Current Utilization:** A utilization rate below the industry average may suggest that SCPL is generally a safe and healthy workplace; however, it could also reflect that the comparator group operates in higher stress environments, making direct comparisons less meaningful.

- **Higher Past Utilization:** The higher utilization rate in the prior reporting period may be attributed to the initial introduction of the EAP, when awareness and curiosity were highest among employees.
- **Alternative Benefit Use:** Utilization may also be affected by employees accessing similar supports through their extended health benefits (e.g., paramedical or counselling services) rather than through the EAP.
- **Uncaptured Self-Guided Use:** Reported utilization does not include participation in self-guided EAP features, such as online tools, wellness resources, and perks, which accounted for a total of 73 recorded activities.

Next Steps

Moving forward, SCPL views the EAP as a valuable resource and intends to continue offering this additional support to employees.

Employees will continue to receive regular reminders about the EAP through various digital channels, typically on a quarterly basis each year. In addition, Telus orientation sessions will be advertised to employees who wish to learn more about the range of services available through the EAP. Management is also exploring the feasibility of implementing a mandatory training session to ensure all employees are fully informed about the program's offerings and how to access its supports.

Discussion Reports

6. **Discussion Reports (attachments)**

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

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

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

Motion

Motion

Policy (G-03) Borrowing

Submitted by Joanna Spera, Manager, Customer Service

Recommendation

THAT the Board approve (G-03) Borrowing as amended.

Background:

The Borrowing Policy (G-03) was last approved by the Board at their meeting on March 21, 2024. The policy provides the overall framework for material circulation and is reviewed annually.

Update:

The updated policy includes refined language and the removal of redundant sections to improve clarity and consistency. The former Temporary Membership has been renamed Access Membership to adopt a more inclusive tone. To ensure adherence to SCPL's value of inclusivity, the policy has been updated to permit the acceptance of donations for damaged or lost materials that meet specific, established criteria. Additional amendments are detailed in the appendix, including the removal of certain restrictions on card types to enhance customer service and accessibility.

Policy Name	Borrowing		
Section & Number	Board – G-03	Effective Date	2005-06-16
Motion Number	2025-XX	Last Review	2024-03-21
Author	Manager, Customer Service	Next Review	2025
Policy Maintenance	Reviewed by Management		

Policy Statement

The purpose of this policy is to provide the overall framework for material circulation. Only those with a valid Library card may borrow material from the collections. The Policy allows St. Catharines Public Library (SCPL) to serve all customers in an accurate, consistent, equitable and accountable manner.

Scope

The policy applies to all users of SCPL the St. Catharines Public Library. It covers activities relating to the registration of Library users and the borrowing and use of Library collections and services. It sets:

- conditions and use of the library card
- borrowing privileges, responsibilities and restrictions
- a schedule of loan periods and fees

Responsibility

The Library Board delegates the overall responsibility for the collection to the Chief Executive Officer (C.E.O.) and through the C.E.O. to managers and staff.

Operational Guidelines

1. A Library card is available free of charge to those who reside, own property, work or study within the boundaries of the municipality of the City of St. Catharines.

2. ~~SCPL St. Catharines Public Library has several formal reciprocal borrowing agreements with neighbouring municipalities. A Library card is available to those who have an active library membership from their servicing library participating in the reciprocal borrowing partnership. A list of participating systems can be found on the SCPL' Library Cards and Membership St. Catharines Public Library webpage (linked).~~
3. A Library card is available for all other non-residents for an annual or a semi-annual fee. (Appendix 1 –~~SCPL Limits, Loan Periods, & Fees~~).
4. A replacement fee will be charged for lost or damaged Library cards. (Appendix 1 –~~SCPL Limits, Loan Periods, & Fees~~).
5. Only those with a valid ~~SCPL St. Catharines Public Library Card~~ may borrow material from the collections.
6. ~~Notwithstanding any provision of this policy, the Chief Executive Officer may issue a Library card to individuals, groups, institutions, or bodies, whether resident, incorporated or otherwise, upon such terms and conditions as the Chief Executive Officer may determine.~~

Section 1: Membership

1. Applicants for Library cards must present identification and provide registration information before being issued a Library card.
2. Anyone giving false information shall have their Library privileges withdrawn.
3. A customer's library card expires annually. Customers can renew their card in-person, online or by phone.
4. Customers shall present their Library card or a valid piece of ID (see Adult Card Registration) each time they wish to borrow Library materials. Customers may also provide their barcode and PIN number in the absence of a physical card.
5. Customers accept responsibility for their Library card and all items borrowed, including on a lost card, and agree to report the loss of the card and any changes in registration information.

Adult Card Registration (18 years and over)

1. One piece of official Ontario Government photo identification showing correct name and address of residence:
 - Ontario Driver's License,
 - Ontario Photo Card, or
2. Two pieces of valid identification are required, one of which must include a current address. Valid identification includes but is not limited to:
 - Passport,
 - Birth Certificate,
 - Government issued document,
 - Social Insurance Number card or document,
 - Student card,
 - Formal Mortgage, Rental or Lease Agreement,
 - Utility bill or other piece of formal and current correspondence (issued in the last 3 months) that can validate the address.

Teen Card Registration (12-17 years)

1. One piece of valid identification is required. Valid identification includes: birth certificate, Social Insurance card, student card, bus pass, or driver's license.

Children's Card Registration (11 years and under)

1. Proof of parent's/legal guardian's address is required (see Adult Card Registration) and one piece of identification for the child to validate their legal name. The parent/legal guardian's name is listed in the customer record, and the parent/legal guardian signs the child's card.

Temporary Access Card Registration

1. ~~Temporary Access~~ memberships (valid for 90 days) are available to individuals ~~with limited identification or choose to have more basic borrowing privileges.~~ ~~residing in transitional or temporary housing.~~ Customer must show a piece of valid identification along with documentation of residency ~~from the shelter's administration.~~ Customer will need to bring ~~a new letter~~ **residency documentation** to continue membership past 90 days.

~~Temporary Access~~ memberships (valid for 90 days) are available to be requested via the St. Catharines Public Library website. Customer will be emailed a library card number and PIN.

Work or Study in St. Catharines Card Registration

1. Full membership privileges are extended to individuals who work or study in St. Catharines. Name identification and address verification as per Adult or Children's Card Registration and proof of one of the following is required:
 - Employment in St. Catharines
 - Enrollment in a St. Catharines educational institution

Educator Card Registration

1. Educator memberships are available to educators currently working or living in St. Catharines. This includes Kindergarten to Grade 12 classroom teachers in public and private schools and licensed daycare employees. Name identification and address verification as per Adult Card Registration and proof of educator status is required.

Reciprocal Borrowing Card Registration

1. Reciprocal borrowing memberships are available to individuals who hold an active library card from their servicing library that is participating in the reciprocal borrowing partnership. A list of participating systems can be found ~~under on the SCPL's Borrow section of the website~~ [St. Catharines Public Library webpage \(linked\)](#).

Customers must present an active library card from their servicing library, as well as an official piece of identification showing correct name and address residence as per Adult, Teen or Children's Card Registration. Registration must be completed in person and membership will be renewed annually.

Section 2: Borrowing of Materials

1. A customer in good standing may, upon presentation of their Library card, borrow circulating material.
2. Customers must be 18 years or older to borrow restricted DVDs rated R or 18A by the Canadian Home Video Rating System.

Electronic Resources

1. Loan periods and borrowing limits as specified on the vendor's site (~~e.g. Hoopla, eCloudLibrary~~).

Interlibrary Loan Materials

1. Interlibrary Loan materials may be requested from other libraries, subject to certain limitations. Customers will be charged a replacement fee if interlibrary loan items are lost, damaged, or not returned.

Library of Things

1. Library of Things items are used at sole risk of the customer. The Library will not be held responsible for any injuries obtained, damages done, or costs incurred while using items. The customer is responsible for the safe keeping and return of these items to the Library in good working order, assume liability for the items while they are in their care, and may be billed for reasonable repair or replacement costs associated with the damage or loss of the item(s). **SCPL** ~~The St. Catharines Public Library~~ has sole discretion in making these decisions.

Loan Period

1. The regular loan period for most material is 21 days. Some items have shorter loan periods (see Appendix 1 – ~~SCPL Limits, Loan Periods, & Fees~~).

Renewal

1. Items on ~~your~~ **the customer's** account will automatically renew on the due date. Most physical items borrowed are eligible for up to 5 auto-renewals.
2. The loan period of circulating items may be extended by seven days at a time, up to a maximum of five times.
3. Items that have reached their renewal limit and items another customer has requested to borrow (items on hold) are not eligible for renewals. Some exemptions apply. (See Appendix 1 – ~~SCPL Limits, Loan Periods, & Fees~~).
4. While the Library may, as a courtesy, remind the customer about due dates of borrowed materials, the customer is responsible for all fees associated with ~~overdue/~~lost items, even if the Library has not contacted the customer to provide information about due dates of items borrowed.

Section 3: Charges and Overdues

Overdue Material

1. It is the responsibility of the customer to ensure that materials are returned on time so that they will be available to others. Customers will be notified when materials are overdue. Reciprocal borrowers must return materials directly to **any SCPL location** ~~the St. Catharines Public Library~~.
2. Full replacement costs are levied for ~~overdue/unreturned~~, lost or damaged items.
3. Overdue notification overview:

When Items are 7 days overdue

1st Overdue Reminder sent

When items are 14 days overdue
When items are 21 days overdue

2nd Overdue Reminder sent
Lost Bill sent

4. ~~Lost~~ Bills over \$50.00 that are unpaid within 32 days will be forwarded to a collection agency.

Notifications

1. Library cardholders receive notifications regarding their membership and borrowing from the Library. Customers are notified by email, automated telephone calls/voicemail messages or mail regarding items that are renewed, overdue or are on hold and ready to be picked up.
2. The library collects customer email addresses for the purpose of library communications. If customers prefer not to receive library notifications and opt to manage their borrowed materials, this can be requested.
3. Notices are addressed to customers, except for children aged 11 and under. ~~the age of 12 that~~ For children's accounts, notices are sent addressed to the parent or guardian ~~child, in care of the parent or guardian who is registered~~ listed in the child's account.

Damaged/Lost Materials and Lost Cards

1. ~~Customers must report loss or damage to Library materials at the earliest possible opportunity.~~ Customers are responsible for all materials borrowed from any SCPL location and must promptly report any loss or damage. Lost or stolen cards must be reported immediately.
2. ~~Customers must report loss of or damage to Library materials at the earliest possible opportunity.~~

~~All customers are responsible for library materials borrowed from any branch of the St. Catharines Public Library. Lost or stolen cards must be reported immediately.~~

3. SCPL ~~The Library~~ will charge a replacement cost for material which is long overdue, and for material which is lost or damaged.
4. ~~Replacement in kind, or substitution, for lost or damaged materials is generally not accepted. Subject to approval, the Library will accept replacements for items that have been lost, damaged, or mismatched provided~~

~~the replacement copy meets certain criteria, including format, title, edition, and condition.~~

Subject to Librarian approval, the Library will accept replacements for items that have been lost, damaged, or mismatched provided the replacement copy meets certain criteria, including the same format (hard cover, large print, etc.), title, latest edition, and new in original package. The library will not accept replacement items from the Library of Things collection.

Suspension of Borrowing Privileges

1. All borrowing privileges are suspended when unpaid charges reach \$10.00 and/or the customer has 10 or more items overdue.
2. Privileges are reinstated upon return of overdue items and/or payment of fees.

Collection Agency

1. ~~The Library~~ SCPL reserves the right to forward any unpaid accounts with a balance of \$50.00 or more to an outside collection agency to help encourage customers with overdue materials and/or bills to return SCPL Library materials or pay bills in arrears. The prompt return of Library materials enables their availability for other customers.
2. A service fee of \$10.00 plus applicable taxes is added to the amount owed if balance remains unpaid 32 days following the date an invoice is issued.
3. Unpaid accounts of minors 11 and under are forwarded to the collection agency in the name of the parent or guardian. The following customers are exempt from the collections agency process:
 - Teens ages 12-17 years old
 - ILLO
 - Visiting Library
 - Access Temporary

Implementation

~~The Policy shall be implemented by the CEO, shared with staff, and posted on the Library's website.~~

Appendix

Appendix 1 – SCPL Limits, Loan Periods, & Fees

Appendix 1 – SCPL Limits, Loan Periods, & Fees

Card Limit by Borrower Type

	Children's	Teen	Adult	Access Temporary	Educator
Full Access	30 items 60 items	60 items	60 items	5 items	75 items
	<u>Exclusions</u> Hotspots Nintendo Switch Restricted DVDs Telescopes Tool Set	<u>Exclusions</u> Nintendo Switch Restricted DVDs Telescopes Tool Set	No Exclusions	No Exclusions	<u>Exclusions</u> 3- & 7-day materials Hotspots
	Children's	Teen	Adult		
	30 items 60 items	60 items	60 items		
	<u>Exclusions</u> Library of Things Restricted DVDs Digital Collections Online Resources	<u>Exclusions</u> Library of Things Restricted DVDs Digital Collections Online Resources	<u>Exclusions</u> Library of Things Digital Collections Online Resources		
Reciprocal Borrowing					

Loan Period & Item Limits

Item Type	Loan Period	Item Limit	Renewals (Maximum of 5, if not requested)
Express Collection	3 Days 7 Days	3	No Renewals
DVDs	7 Days 21 Days	20 None	7 Days
Video Games	7 Days	10	7 Days
Library of Things	7 Days	None	7 Days
Library of Things (Multimedia and musical instruments)	7 Days	2	7 Days
Adult Magazines	7 Days	None	7 Days
New Fiction Books	7 Days	None	7 Days

Hotspots	14 Days	None 2	7 Days
Audiobooks & CDs	21 Days	None	7 Days
Fiction & Non-Fiction Books	21 Days	None	7 Days
Children's Magazines	21 Days	None	7 Days
Launchpads	21 Days	2	7 Days
Book Club Kits	42 Days	2	No Renewals

1. DVDs, ~~Hotspots~~, ~~Fiction & Non-Fiction Books~~ with 10 or more requests will decrease to a ~~7 Day~~ ~~4-Day~~ Loan Period
2. ~~Hotspots with 10 or more requests will decrease to a 7-Day Loan Period~~
3. ~~Fiction & Non-Fiction Books with 12 or more requests will decrease to a 7-Day Loan Period~~
4. New Fiction Books are considered "New" for the first 4 months
5. Requests cannot be placed on Express Collection

Miscellaneous Fees

Memberships	Live/Work/Study/Own Property in St. Catharines.....	Free
	Reciprocal Borrowers.....	Free
	Non-Resident Membership (Annual).....	\$75.00
	Non-Resident Membership (Semi-Annual).....	\$37.50
Replacement Library Cards		\$4.00
Damaged/Lost Fees	Damaged/Lost Item.....	Full Replacement Cost
	Damaged/Lost AV Case.....	\$3.00
	Damaged/Lost Barcode or Security Tag.....	\$1.00
Other	Collection Agency Fee.....	\$10.00 + HST

Policy Name	Borrowing		
Section & Number	Board – G-03	Effective Date	2005-06-16
Motion Number	2025-XX	Last Review	2024-03-21
Author	Manager, Customer Service	Next Review	2025
Policy Maintenance	Reviewed by Management		

Policy Statement

The purpose of this policy is to provide the overall framework for material circulation. Only those with a valid Library card may borrow material from the collections. The Policy allows St. Catharines Public Library (SCPL) to serve all customers in an accurate, consistent, equitable and accountable manner.

Scope

The policy applies to all users of SCPL. It covers activities relating to the registration of Library users and the borrowing and use of Library collections and services. It sets:

- conditions and use of the library card
- borrowing privileges, responsibilities and restrictions
- a schedule of loan periods and fees

Operational Guidelines

1. A Library card is available free of charge to those who reside, own property, work or study within the boundaries of the municipality of the City of St. Catharines.
2. A Library card is available for all other non-residents for an annual or a semi-annual fee. (Appendix 1)
3. A replacement fee will be charged for lost or damaged Library cards. (Appendix 1)

4. Only those with a valid SCPL Card may borrow material from the collections.

Section 1: Membership

1. Applicants for Library cards must present identification and provide registration information before being issued a Library card.
2. Anyone giving false information shall have their Library privileges withdrawn.
3. A customer's library card expires annually. Customers can renew their card in-person, online or by phone.
4. Customers shall present their Library card or a valid piece of ID (see Adult Card Registration) each time they wish to borrow Library materials. Customers may also provide their barcode and PIN number in the absence of a physical card.
5. Customers accept responsibility for their Library card and all items borrowed, including on a lost card, and agree to report the loss of the card and any changes in registration information.

Adult Card Registration (18 years and over)

1. One piece of official Ontario Government photo identification showing correct name and address of residence:
 - Ontario Driver's License,
 - Ontario Photo Card, or
2. Two pieces of valid identification are required, one of which must include a current address. Valid identification includes but is not limited to:
 - Passport,
 - Birth Certificate,
 - Government issued document,
 - Social Insurance Number card or document,
 - Student card,
 - Formal Mortgage, Rental or Lease Agreement,
 - Utility bill or other piece of formal and current correspondence (issued in the last 3 months) that can validate the address.

Teen Card Registration (12-17 years)

1. One piece of valid identification is required. Valid identification includes: birth certificate, Social Insurance card, student card, bus pass, or driver's license.

Children's Card Registration (11 years and under)

1. Proof of parent's/legal guardian's address is required (see Adult Card Registration) and one piece of identification for the child to validate their legal name. The parent/legal guardian's name is listed in the customer record, and the parent/legal guardian signs the child's card.

Access Card Registration

1. Access memberships (valid for 90 days) are available to individuals with limited identification or choose to have more basic borrowing privileges. Customer must show a piece of valid identification along with documentation of residency. Customer will need to bring residency documentation to continue membership past 90 days.

Access memberships (valid for 90 days) are available to be requested via the St. Catharines Public Library website. Customer will be emailed a library card number and PIN.

Work or Study in St. Catharines Card Registration

1. Full membership privileges are extended to individuals who work or study in St. Catharines. Name identification and address verification as per Adult or Children's Card Registration and proof of one of the following is required:
 - Employment in St. Catharines
 - Enrollment in a St. Catharines educational institution

Educator Card Registration

1. Educator memberships are available to educators currently working or living in St. Catharines. This includes Kindergarten to Grade 12 classroom teachers in public and private schools and licensed daycare employees. Name identification and address verification as per Adult Card Registration and proof of educator status is required.

Reciprocal Borrowing Card Registration

1. Reciprocal borrowing memberships are available to individuals who hold an active library card from their servicing library that is participating in the reciprocal borrowing partnership. A list of participating systems can be found under SCPL's Borrow section of the website.

Customers must present an active library card from their servicing library, as well as an official piece of identification showing correct name and address residence as per Adult, Teen or Children's Card Registration. Registration must be completed in person and membership will be renewed annually.

Section 2: Borrowing of Materials

1. A customer in good standing may, upon presentation of their Library card, borrow circulating material.
2. Customers must be 18 years or older to borrow restricted DVDs rated R or 18A by the Canadian Home Video Rating System.

Electronic Resources

1. Loan periods and borrowing limits as specified on the vendor's site.

Interlibrary Loan Materials

1. Interlibrary Loan materials may be requested from other libraries, subject to certain limitations. Customers will be charged a replacement fee if interlibrary loan items are lost, damaged, or not returned.

Library of Things

1. Library of Things items are used at sole risk of the customer. The Library will not be held responsible for any injuries obtained, damages done, or costs incurred while using items. The customer is responsible for the safe keeping and return of these items to the Library in good working order, assume liability for the items while they are in their care, and may be billed for reasonable repair or replacement costs associated with the damage or loss of the item(s). SCPL has sole discretion in making these decisions.

Loan Period

1. The regular loan period for most material is 21 days. Some items have shorter loan periods (see Appendix 1).

Renewal

1. Items on the customer's account will automatically renew on the due date. Most physical items borrowed are eligible for up to 5 auto-renewals.
2. The loan period of circulating items may be extended by seven days at a time, up to a maximum of five times.

3. Items that have reached their renewal limit and items another customer has requested to borrow (items on hold) are not eligible for renewals. Some exemptions apply. (See Appendix 1)
4. While the Library may, as a courtesy, remind the customer about due dates of borrowed materials, the customer is responsible for all fees associated with lost items, even if the Library has not contacted the customer to provide information about due dates of items borrowed.

Section 3: Charges and Overdues

Overdue Material

1. It is the responsibility of the customer to ensure that materials are returned on time so that they will be available to others. Customers will be notified when materials are overdue. Reciprocal borrowers must return materials directly to any SCPL location.
2. Full replacement costs are levied for lost or damaged items.
3. Overdue notification overview:

When Items are 7 days overdue	1st Overdue Reminder sent
When items are 14 days overdue	2nd Overdue Reminder sent
When items are 21 days overdue	Lost Bill sent
4. Bills over \$50.00 that are unpaid within 32 days will be forwarded to a collection agency.

Notifications

1. Library cardholders receive notifications regarding their membership and borrowing from the Library. Customers are notified by email, automated telephone calls/voicemail messages or mail regarding items that are renewed, overdue or are on hold and ready to be picked up.
2. The library collects customer email addresses for the purpose of library communications. If customers prefer not to receive library notifications and opt to manage their borrowed materials, this can be requested.
3. Notices are addressed to customers, except for children aged 11 and under. For children's accounts, notices are addressed to the parent or guardian who is listed in the child's account.

Damaged/Lost Materials and Lost Cards

1. Customers are responsible for all materials borrowed from any SCPL location and must promptly report any loss or damage. Lost or stolen cards must be reported immediately.
2. SCPL will charge a replacement cost for material which is lost or damaged.
3. Subject to Librarian approval, the Library will accept replacements for items that have been lost, damaged, or mismatched provided the replacement copy meets certain criteria, including the same format (hard cover, large print, etc.), title, latest edition, and new in original package. The library will not accept replacement items from the Library of Things collection.

Suspension of Borrowing Privileges

1. All borrowing privileges are suspended when unpaid charges reach \$10.00 and/or the customer has 10 or more items overdue.
2. Privileges are reinstated upon return of overdue items and/or payment of fees.

Collection Agency

1. SCPL reserves the right to forward any unpaid accounts with a balance of \$50.00 or more to an outside collection agency to help encourage customers with overdue materials and/or bills to return SCPL materials or pay bills in arrears. The prompt return of materials enables their availability for other customers.
2. A service fee of \$10.00 plus applicable taxes is added to the amount owed if balance remains unpaid 32 days following the date an invoice is issued.
3. Unpaid accounts of minors 11 and under are forwarded to the collection agency in the name of the parent or guardian. The following customers are exempt from the collections agency process:
 - Teens ages 12-17 years old
 - ILLO
 - Visiting Library
 - Access

Appendix

Appendix 1 – SCPL Limits, Loan Periods, & Fees

Appendix 1 – SCPL Limits, Loan Periods, & Fees

Card Limit by Borrower Type

	Children's	Teen	Adult	Access	Educator
	60 items	60 items	60 items	5 items	75 items
Full Access	<u>Exclusions</u> Hotspots Restricted DVDs	<u>Exclusions</u> Restricted DVDs	No Exclusions	No Exclusions	<u>Exclusions</u> 7-day materials Hotspots

	Children's	Teen	Adult
	60 items	60 items	60 items
Reciprocal Borrowing	<u>Exclusions</u> Library of Things Restricted DVDs Digital Collections Online Resources	<u>Exclusions</u> Library of Things Restricted DVDs Digital Collections Online Resources	<u>Exclusions</u> Library of Things Digital Collections Online Resources

Loan Period & Item Limits

Item Type	Loan Period	Item Limit	Renewals (Maximum of 5, if not requested)
Express Collection	7 Days	3	No Renewals
DVDs	21 Days	None	7 Days
Video Games	7 Days	10	7 Days
Library of Things	7 Days	None	7 Days
Library of Things (Multimedia and musical instruments)	7 Days	2	7 Days
Adult Magazines	7 Days	None	7 Days
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1. DVDs, Hotspots, Fiction & Non-Fiction Books with 10 or more requests will decrease to a 7 Day Loan Period
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Memberships	Live/Work/Study/Own Property in St. Catharines.....Free
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	Non-Resident Membership (Annual).....\$75.00
	Non-Resident Membership (Semi-Annual).....\$37.50
Replacement Library Cards	\$4.00
Damaged/Lost Fees	Damaged/Lost Item.....Full Replacement Cost
	Damaged/Lost AV Case.....\$3.00
	Damaged/Lost Barcode or Security Tag.....\$1.00
Other	Collection Agency Fee.....\$10.00 + HST

Policy (G-04) Collection Management

submitted by David Bott, Innovation, Collections and Technology Manager

Recommendation

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

Background

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

Update

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

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

Included for Board review are the following documents:

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



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

Policy Statement

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

Scope

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

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

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

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

Definitions

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

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

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

Regulations

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

Responsibility

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

Operational Guidelines

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

A. Selection

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

- public and/or anticipated demand and current trends
 - importance of subject matter in relation to community needs
 - relation to existing collections and other materials on a subject
 - quality, clarity, comprehensiveness and accuracy of materials
 - Canadian content and perspective
 - suitability of physical and/or digital form for library use
 - publication, creation or release date
 - timeliness or permanence of the work
 - availability of funds and space
 - availability of materials in other libraries, or from other easily and freely accessible resources
 - educational or recreational technologies that may be inaccessible or cost prohibitive
 - accessibility criteria and features
3. SCPL affirms the central importance of human authorship and creativity in the development of cultural and intellectual works. In applying the selection criteria outlined above, preference shall be given to materials created by human authors and creators. Works generated in whole or in part by Artificial Intelligence (AI) will not be categorically excluded; however, their inclusion shall be exceptional and justified by demonstrated community demand, educational relevance, or clear alignment with SCPL's strategic priorities. When AI-generated materials are added to the collection, SCPL will endeavour to ensure transparency regarding their origin through appropriate cataloguing and descriptive practices.

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

B. Acquisitions

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

C. Access

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

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

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

D. Maintenance

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

E. Suggestions, Donations and Gifts

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

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

F. Request for Review

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

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

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

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

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

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

Implementation

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

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

Policy Statement

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

Scope

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

1. SCPL provides accessible collections of physical and digital materials that are responsive to the needs and interests of our diverse community including a variety of alternative formats and multilingual materials.
2. The Collection shall be balanced and represent diverse points of view and may include materials that some members of the public consider to be controversial in nature.
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5. SCPL develops physical and digital collections which include, but are not limited to, the following areas: fiction and non-fiction for adults, young adults (YA) and children, books, movies, music, magazines, newspapers, video games, local history materials and the Library of Things (a collection of non-traditional materials).
6. The staff is responsible for developing profiles for each area of the Collection to further define the scope of the collections. These profiles are tools for collection development and evaluation.
7. SCPL participates, where appropriate, in consortia and in pools to broaden the scope and size of the Collection.
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 - availability of funds and space
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The criteria and parameters used for the acquisition of materials selected for inclusion in collections will include price, format and availability. In selecting a vendor, consideration will be given to discounts and performance.

C. Access

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

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

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1. An up-to-date, aesthetically pleasing and useful Collection is maintained through a continual maintenance process.
2. SCPL continually identifies items from its collections for withdrawal based upon the following criteria:
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- controversial content
- endorsement or disapproval of an individual or group
- language in which the work is written or spoken

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

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

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