St. Catharines Public Library Board

Regular Meeting

Thursday, November 19, 2026, 6:00 pm
Room 115, Central Library & Microsoft Teams

AGENDA

Chair calls meeting to order and Councillor J. Lindal 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 15, 2026 — 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 - ILS Migration – Jake Anderson and Erica Wilson, Collection Librarians, and Katelyn White, Customer Service Technician

5. **Consent Agenda (attachments)** — Motion
   - 5.1 CEO Report – K. Su
   - 5.2 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
     - 5.2(e) Health & Safety – L. DiDonato
     - 5.2(f) ILS Migration – D. Bott, J. Spera, H. Jones
     - 5.2(g) Quarterly Department Reports – Q3 2026
   - 5.3 Risk Management Semi Annual Reporting – L. DiDonato

6. **Discussion Reports (attachments)**
   - 6.1 Policy (P-16) Electronic Monitoring – D. Bott — Motion
   - 6.2 Policy (P-15) Workplace Accommodation – A. Maciukas — Motion
   - 6.3 Policy (G-31) Privacy and Confidentiality of Customer Information – K. Su — Motion
   - 6.4 Board Self-Assessment and Legacy Planning - J. Coles (verbal)

7. **In-Camera Session**
   - 7.1 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 15, 2026 (attachment) — Motion
   - 7.4 In-Camera Consent Agenda (attachments)
     7.4(a) Staffing Update (October 2026) – A. Maciukas
     7.4(b) Risk Register Confidential Appendix – L. DiDonato
   - 7.5 In-Camera Discussion Report
     7.5(a) Personal Matter – J. Coles (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 21, 2027 at 6:00pm, Room 115, Central Library & Microsoft Teams

St. Catharines Public Library Board

Regular Meeting Minutes

Thursday, October 15, 2026, 6:00 pm
Program Room, Merritt Library & Microsoft Teams

Present:	P. Clausi	L. Littleton
	J. Coles (Chair)	Councillor G. Miller
	K. Diiorio	G. Riihimaki
	Councillor J. Lindal	
Regrets:	S. Dimick (Vice-Chair)	N. Olmstead
Staff:	D. Bott	A. Maciukas
	L. DiDonato	S. Mannella (left at 6:34pm)
	M. Haanstra (left at 6:34pm)	J. Spera (left at 6:34pm)
	L. Jenter (Recording Secretary)	K. Su (Secretary)

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

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

1. Adoption of Agenda

1.1 Additions/Deletions to Agenda

Add Item 7.4 CEO Update – K. Su to the In-Camera Agenda. Items originally listed as 7.4, 7.5, 7.6 were deferred and renumbered as 7.5, 7.6, 7.7.

1.2 Adoption of Agenda

MOTION: 2026-99	THAT the Agenda be adopted as amended.
MOVED BY:	L. Littleton
SECONDED BY:	G. Riihimaki
MOTION CARRIED.	

2. Chair's Remarks & Declarations of Interest

The Chair thanked the Vice-Chair for leading the September meeting. The Chair provided an overview of the legacy process for the Board to complete before the end of the Board's term. There were no Declarations of Interest

3. Adoption of Minutes (attachment)

3.1 Regular Meeting – September 17, 2026

MOTION: 2026-100	THAT the Regular Meeting Minutes of September 17, 2026 be adopted.
MOVED BY:	G. Riihimaki
SECONDED BY:	Councillor G. Miller
MOTION CARRIED.	

4. Monthly Updates (verbal)

4.1 St. Catharines City Council – Councillor J. Lindal & Councillor G. Miller
Municipal election on October 26. Councillor Lindal shared positive feedback from the community about the Merritt Branch.

4.2 OLS Update – J. Coles
The Chair will confirm the date for the next meeting.

4.3 CEO Update – K. Su
The CEO updated the Board about the following:

- **Presentation to Niagara Region**: Staff presented to Niagara Region and community partners in late September. The Region has scheduled a follow-up meeting with community partners at the Central Branch, including a tour and roundtable discussion. The CEO will provide an update to the Board at the next meeting.
- **Holiday Lunch** – The Board is welcome to attend the holiday lunch on Sunday, November 29.

4.4 Summer Programming – S. Walker & L. Smith
The Board received a presentation from staff about the Summer 2026 programming and outreach activities, as well as participation in the Summer Reading Club. The Board inquired about membership drives at Brock University.

5. Consent Agenda

5.1 Correspondence
5.2 CEO Report – K. Su
5.3 Department Reports – September 2026
5.3 (a) Customer Service – M. Haanstra & J. Spera

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) ILS Migration – D. Bott, J. Spera and H. Jones

5.4 Financial Reports – L. DiDonato
5.4 (a) 2026 Financial Results and Forecast at September 30, 2026
5.4 (b) Endowment & Trust Statement at September 30, 2026
5.4 (c) Short-Term Investment Statement at September 30, 2026

MOTION: 2026-101 THAT the Consent Agenda be received as circulated.
MOVED BY: Councillor G. Miller
SECONDED BY: P. Clausi
MOTION CARRIED.

6. Discussion Reports

6.1 2027 Annual Work Plan – K. Su
The Board received the draft 2027 Annual Work Plan. Work Plan goals have been tied to the recommendations in the Community Needs Assessment.

MOTION: 2026-102 THAT the St. Catharines Public Library Board approve the 2027 Annual Work Plan.
MOVED BY: K. Diiorio
SECONDED BY: L. Littleton
MOTION CARRIED.

6.2 Policy (G-09) Artificial Intelligence (AI) Use – K. Su
The Board received the updated Artificial Intelligence Use Policy, noting that the recommended amendments align with Canadian Urban Libraries Council (CULC) library policies as well as the City's policy. Staff will continue to monitor to ensure privacy and cybersecurity compliance and staff will bring the policy to the Board for review next year.

MOTION: 2026-103 THAT the Board approve amended Policy (G-09) Artificial Intelligence (AI) Use.
MOVED BY: Councillor J. Lindal
SECONDED BY: G. Riihimaki
MOTION CARRIED.

6.3 Policy (G-12) Access and Security Control – D. Bott
The Board received Policy (G-12) Access and Security Control with a minor amendment.

MOTION: 2026-104 THAT the Board approve Policy (G-12) Access and Security Control as amended.
MOVED BY: Councillor G. Miller
SECONDED BY: P. Clausi
MOTION CARRIED.

6.4 Policy (G-04) Collection Management – D. Bott
The Board received Policy (G-04) Collection Management for annual review.

MOTION: 2026-105 THAT the Board approve Policy (G-04) Collection Management without amendments.
MOVED BY: K. Diiorio
SECONDED BY: L. Littleton
MOTION CARRIED.

6.5 Board Self Assessment and Legacy Planning – J. Coles
The Chair presented the Board with a proposed timeline to complete the Board Self-Assessment and Legacy Planning over the coming months in preparation of recruitment. Documents will be distributed soon to initiate the process, with Self-Assessment results anticipated in January and Legacy Planning targeted for completion in February or March. The timeline remains subject to the City's recruitment plans.

M. Haanstra, S. Mannella and J. Spera left the meeting at 6:34pm.

7. In-Camera Session

7.1 In-Camera Agenda

7.1(a) Additions/Deletions to In-Camera Agenda
Add Item 7.4 CEO Update – K. Su. Items originally listed as 7.4, 7.5, 7.6 were deferred and renumbered as 7.5, 7.6, 7.7.

7.1(b) Adoption of In-Camera Agenda

MOTION: 2026-106 THAT the In-Camera Agenda be adopted as amended.
MOVED BY: Councillor J. Lindal
SECONDED BY: L. Littleton
MOTION CARRIED.

7.2 Motion to Move In-Camera

MOTION: 2026-107	THAT the Regular Meeting move to In-Camera Session to discuss a planning matter.
MOVED BY:	K. Diiorio
SECONDED BY:	P. Clausi
MOTION CARRIED.	

The meeting moved to In-Camera Session at 6:37pm.

7.6 Return to Open Session

MOTION: 2026-109	THAT the In-Camera Session return to Open Session.
MOVED BY:	Councillor G. Miller
SECONDED BY:	G. Riihimaki
MOTION CARRIED.	

The Meeting returned to Open Session at pm.

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

MOTION: 2026-110	THAT the Board receive the information presented during the closed session and THAT the Board approve the Staff recommendation related to the closed session report.
MOVED BY:	P. Clausi
SECONDED BY:	Councillor J. Lindal
MOTION CARRIED.	

9. Motion to Adjourn

MOTION: 2026-111	THAT the Regular Meeting be adjourned.
MOVED BY:	K. Diiorio
SECONDED BY:	N/A
MOTION CARRIED.	

Meeting adjourned at 7:01pm.

10. Next Meeting / Upcoming Events

Board Meeting – Thursday, November 19, 2026 at 6:00 pm, Room 115, Central Library & Microsoft Teams

Chair _____ Secretary _____

Consent Agenda

Recommendation

THAT the Consent Agenda be received as circulated.

5. **Consent Agenda (attachments)** Motion
   - 5.1 CEO Report – K. Su
   - 5.2 Department Reports – October 2026
     - 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
     - 5.2(e) Health & Safety – L. DiDonato
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CEO Report

submitted by Ken Su, CEO (October 2026)

For Information

Central Library Renovation Project Update

Staff are scheduled to present the Children's area draft design to the City's Accessibility Committee on November 25 and will take comments and recommendations into consideration when finalizing the design.

Also, a Request for Tender (RFT) was issued on October 16, 2027 for supply and installation of flooring on the 1st floor. About ten contractors attended a mandatory site visit on October 27 and the RFT closes on November 20.

Board Onboarding Training

Staff have been discussing with Niagara Library CEOs over the last few weeks to develop a preliminary onboarding training plan for the upcoming Board.

Niagara libraries had organized three Board onboarding training sessions in April 2015, April 2019, and April 2023, as well as one mid-term refresher in November 2025.

CEOs are scheduled to meet on November 27 to brainstorm training topics and discuss logistics.

Details will be shared with the Board when they become available.

Community Safety and Well-Being Meeting

On October 22, 2026, staff hosted a meeting and offered building tour to a number of regional partners, including Niagara Region Homelessness Services, Positive Living, Gateway Niagara, Reach Niagara, and Niagara Regional Police.

Following the tour of the Central Library, staff shared the Library's preliminary renovation plan that outlines strategies used to address some operational challenges and gathered comments and suggestions from the attending agencies. Also, the group identified what the group wants to accomplish, what each agency can contribute, and how the group can share information and work together collaboratively.

Staff found this cross-sector brainstorming meeting highly effective for proactively sharing operational concerns and discussing possible solutions. To maintain the positive momentum, staff proposed to the Region that this collaborative group be established as a regular and ongoing arrangement.

Customer Service

submitted by Joanna Spera, Manager, Customer Service (October 2026)

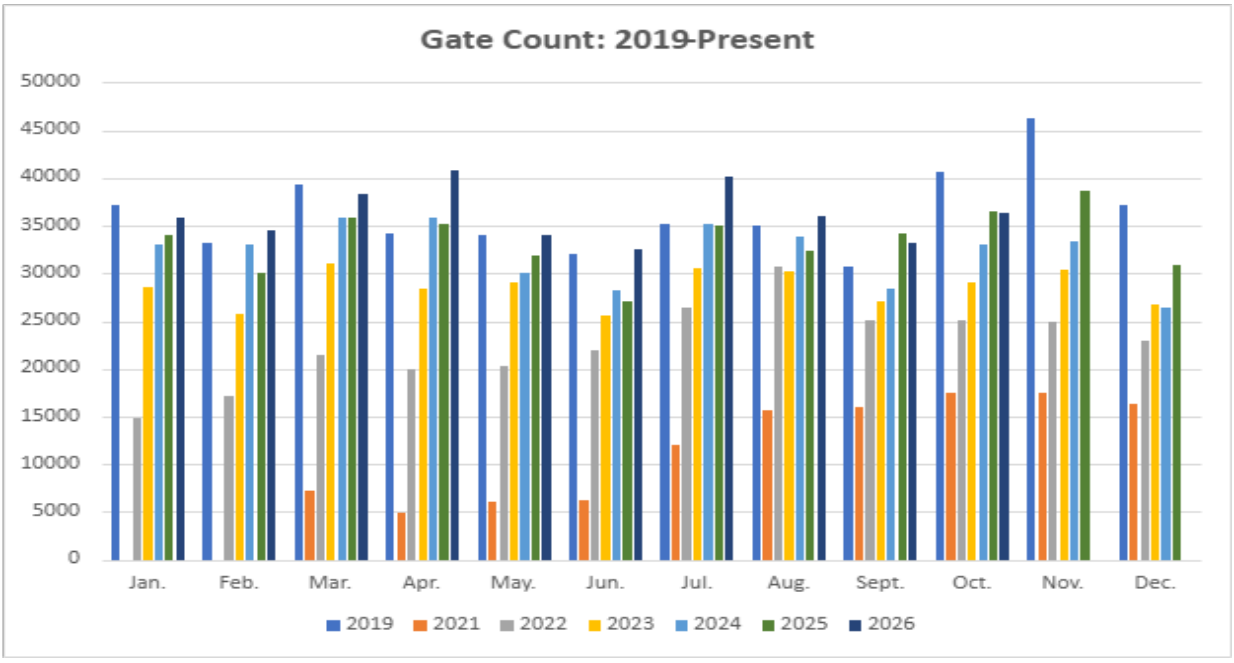
For Information

All data provided is for October 2026 compared to the same month in 2025. The library continues at full operations.

	October 2026	% change from 2025
Gate Count	36,358	36,535 (-1%)
Membership	650	794 (-19%)
Holds Placed	12,174	12,919 (-6%)
Questions	8,322	7,935 (+5%)

Gate Count

System-wide gate count for October reflected a modest reduction relative to the same period in 2025. This planned trend coincides directly with pre-migration operational requirements for the new Integrated Library System (ILS), including scheduled service pauses.



Membership

System-wide new library card registrations saw a modest year-over-year variance in October. This trend reflects a normalization against an exceptionally strong acquisition period in 2025, which was driven by elevated sign-up volume surrounding the Merritt branch relocation.

Holds Placed

The number of holds placed dipped slightly compared to October 2025 due to the scheduled end-of-month freeze on holds ahead of the Polaris ILS migration. Year-to-date holds remain robust, up 5% year-over-year.

Training Highlights

To support organizational readiness, 60 staff members participated in two comprehensive and interactive, in-person training sessions facilitated by SCPL's Training Librarian and Customer Service Technician. Post-session evaluations returned highly favourable feedback, confirming staff readiness and enthusiasm for the transition to the new Polaris ILS and Catalogue.

Advance Polling at Merritt Branch

The City Clerk's Office received a lot of praise from voters regarding the location. There were more than 850 ballots cast at Merritt on October 22, and the branch had a remarkable branch gate count of over 1,200 visitors - quadrupling the daily average of 300. The additional foot traffic led to increased engagement at the customer service desk, where staff answered questions and received numerous compliments about the new space, particularly from visitors who had never been to this location before. We saw 23 new memberships made and renewed many more for returning customers who had not visited the library in a long time.

Innovation, Collections & Technology

submitted by David Bott, Manager Innovation, Collections & Technology (October 2026)

For Information

Physical Circulation

In October 2026, physical circulation decreased by 1% compared to September 2026. Year-to-date, physical circulation has declined about 3% from that of 2025.

Digital Circulation

Digital Circulation increased by 5% from September to October 2026. Year-to-date, digital circulation has decreased by about 2% from that of 2025.

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.

The subscription for CollectionsHQ was cancelled as SCPL will receive a new collections management product called LibraryIQ with our ILS and Catalogue upgrade to Polaris in November.

Interlibrary Loan Service Suspended

Due to the ILS and Catalogue upgrade to Polaris in November, the Interlibrary Loan Service was suspended. ICT worked with the Communications Specialist to develop a communications strategy to inform customers and staff of the service suspension until January 2027 when the service will relaunch.

Programming and Promotions

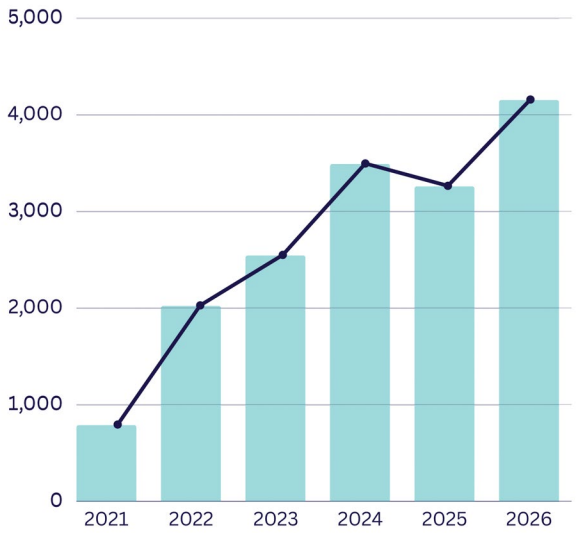
submitted by Holly Jones, Manager Programming & Promotions (October 2026)

For Information

Programming Highlights

The library welcomed 4,157 community members across 133 programs this October, marking a 27% increase compared to October 2025. This month set a new record for our highest monthly attendance, driven by attendance at special seasonal programming, the launch of our Seniors Community Grant programming, and two high-profile community events that helped to elevate overall engagement.

October Program Attendance, 2021-2026



Seniors Community Grant

With grant support from the Ontario Ministry of Seniors and Accessibility, SCPL successfully launched *Bridging Gaps for Older Adults*, a suite of enhanced programs fostering social connection, building essential skills, and improving overall quality of life for older adults in our community. In October we delivered 14 digital, financial, health, and creative sessions to 119 customers aged 55+. Programs included:

- *Acoustic Autumn* (Central Library): A live musical performance featuring classical guitarist David Coruzzi and friends (24 attendees)

- *Cricut Creations: Tote Bags* (Dr. Huq & Merritt Branch): Hands-on digital maker sessions introducing older adults to digital cutting machines and iron-on vinyl crafts (28 total attendees)
- *Yoga at SCPL* (Merritt Branch): Gentle wellness sessions (25 total attendees)
- *Digital Drawing Workshop* (Dr. Huq Branch): Introductory series exploring Apple Pencils and iPad illustration tools (11 total attendances)
- *Memory Keepers: Digital Preservation Workshop* (Central Library): Hands-on training to help older adults digitize family photographs, VHS tapes, and historical documents (4 attendees)
- *Paper Bananas Collage Workshop* (Merritt Branch): Mixed-media collage art workshop in collaboration with local arts initiative Paper Bananas (11 attendees)
- *Creative Connections: Spooky Painting* (Central Library): Visual arts exploration workshop
- *Puzzle Social* (Merritt Branch): Group puzzle-making to foster ongoing peer socialization (11 total attendees)

SCPL LitFest

The third annual SCPL LitFest engaged 377 community members across 11 programs and workshops celebrating literature and storytelling. The theme in 2026 was "Historical Fiction", and highlights included interactive workshops that allowed young readers to engage with Canadian history and graphic novels. *Past Tense: A Historical Fiction Panel*, our flagship adult event, was held at the FirstOntario Performing Arts Centre. The panel brought together Canadian authors Bryn Turnbull, Jack Wang, Lisa Rochon, and Joanna Goodman in conversation before an audience of 96 attendees.

Ongoing Programming & Outreach

Outreach this month included two large-scale seasonal outreach events. SCPL staff attended the City's annual *Pumpkinville* festival at Happy Rolph's (450 engagements), as well as the Pen Centre's *Halloween Spooktacular* (350 engagements), facilitating family-focused activities and promoting library collections, services, and programming.

Children's programs across the system continued to see strong attendance, with high participation at events such as the *Firefighter Storytime* at the Merritt Branch (43 attendees) and *Drop-In: Art Lab* at Central (128 attendees). To coincide with October's municipal election, SCPL facilitated a *Storybook Character Election,* inviting children to vote for a favourite book character to be mayor of the library's children's section. 327 participants voted, with Mo Willem's well-loved "Pigeon" winning the coveted role.

Teen programming prioritized school partnerships with 167 total engagements at Governor Simcoe and Denis Morris high schools, alongside the successful relaunch of the *Teen Reviewers* volunteer program.

Adult programs, including regular book clubs, Brock Talks, hobby clubs, and arts and crafts workshops, such as the hands-on *Upcycled Book Pumpkins* (10 attendees), fostered life-long learning and community engagement. *English Club*, a partnership with Bridges Niagara, continues to support newcomers in strengthening their English language skills (44 participants). The Central Library also hosted the well-received *Telling: Kitchen Table Tales* author panel during Ontario Public Library Week, which garnered positive local media coverage (33 attendees).

There were no submissions received in October via the Request for Program Reconsideration form.

Communication Highlights

The Communications Specialist was involved in several key projects in October:

- Launched promotions for the 2026 Teen Reviewers volunteer program
- Carried out the Q4 Membership Reactivation Campaign
- Published the Community Needs Assessment recap for the website
- Supported the 2026 LitFest author panel "Past Tense: A Historical Fiction Panel" at the FirstOntario Performing Arts Centre
- Provided communications support for the ILS migration project, including:
    - Ongoing promotions (socials, website, bookmarks, callouts, etc.)
    - Assisting Polaris team with the LX Starter notification emails
    - Customer Welcome Package updates
- Prepared promotions for the SCPL Book Sale (Nov. 28)
- Promoted the Moisture Detectors, a new addition to the Library of Things
- Launched promotions for the new "More Than Books" tote bag in the SCPL Shop

Feedback on SCPL's social media channels continues to be positive, especially around our expanded Sunday hours and the launch of our new "More Than Books" tote bags. Customers demonstrated excitement for the library's weekend availability, noting they have "*always loved a cozy Sunday at the library*" and expressing enthusiasm for the Port Dalhousie branch opening on Sundays. A promotional post for SCPL's Storybook Character Election generated buzz, with followers praising it as "*the most fun idea!!!*". The local authors from the "Telling: Kitchen Table Tales" program shared their gratitude to SCPL, celebrating being "*honoured to be part of the festivities*" for Ontario Public Library Week events.

Media Mentions

12-Oct	**Niagara-on-the-Lake Local**	Quartet of female writers hosting event at St. Catharines Public Library

Facilities

submitted by Sal Mannella, Facilities Manager

For Information

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

Report

This report provides a summary of facility activities at each branch since the previous quarterly report, presented to the Board in September.

Central Branch

- Multi-use Room: Refurbishment completed.
- Graffiti Removal: Removal of graffiti completed.
- Front Entrance Concrete Work: Concrete work completed around the front entrance to address water leakage and basement flooding.
- Atrium Ceiling and Precast Walls: Sealing and cleaning of the atrium ceiling completed, including the precast walls above the atrium.
- Atrium Entrance: Precast walls at the base of the building surrounding the atrium entrance sealed to help prevent water infiltration.
- Roof Downspouts: Downspouts redirected to discharge water away from the building.

Dr. Huq Branch

- Security System: New alarm panel installed with cellular backup to enhance system reliability.
- Staff Work Area: A new door installed at the entrance to the staff work area, and additional shelving added to improve functionality and storage.
- Honeybee Hive Relocation: Honeybee hive successfully relocated as part of the patio area improvements.
- Patio Area: Additional enhancements to the patio area completed.

Merritt Branch

- Water Fountain: New water fountain and bottle-filling station installed.
- Programming Office: Worktable with storage cupboards added to improve workspace functionality and organization.
- Exterior Safety Improvements: The Pen Centre has painted the curb and installed plants and directional signage in front of the branch to help reduce the risk of customers tripping or falling on the curb.

Port Branch

- Tree Maintenance and Safety: A tree located in front of the branch has been identified as having dead branches and signs of decay. The concern has been reported to the City of St. Catharines, and the tree has been placed on the removal list.

Health & Safety

submitted by Lisa DiDonato, Business Administrator

For Information

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

Background

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

Report

Appendix A outlines the findings from our internal Health and Safety inspections conducted since the previous report.

The next Joint Health and Safety Committee meeting is scheduled for December 3, 2026.

Appendix A – Health and Safety Inspection Results

Location	Date	Results	Update
Regular Inspections			
Central – 1st Floor	August 10, 2026	Nothing to report.	n/a
Port Branch	August 25, 2026	Nothing to report.	n/a
HUQ Branch	August 26, 2026	Nothing to report.	n/a
Merritt Branch	August 27, 2026	Nothing to report.	n/a
Central – 2nd Floor	September 29, 2026	Nothing to report.	n/a
Port Branch	September 29, 2026	Nothing to report.	n/a
HUQ Branch	September 29, 2026	Nothing to report.	n/a
Merritt Branch	September 25, 2026	Nothing to report.	n/a

Integrated Library System (ILS) Migration

submitted by David Bott, Manager Innovation, Collections and Technology, Joanna Spera, Manager Customer Service, Holly Jones, Manager Programming & Promotions (October 2026)

For Information

The second phase of staff training has started and will be completed on November 5th. As noted in the September report, all staff have been scheduled to attend.

The final data extraction is scheduled for Sunday, November 8 after closing. After closing on November 8, library circulation services will go into "offline mode" during the data migration process to capture check-in and checkout transactions. After the data has been migrated, staff will go through a checklist to verify data integrity. Once the data has been verified, staff will upload the offline data after closing on Tuesday, November 17 with the expectation that we will go live with the new system on Wednesday, November 18.

The communications team have continued working with Niagara Falls Public Library to coordinate key messaging and promotional information for both internal and external stakeholders.

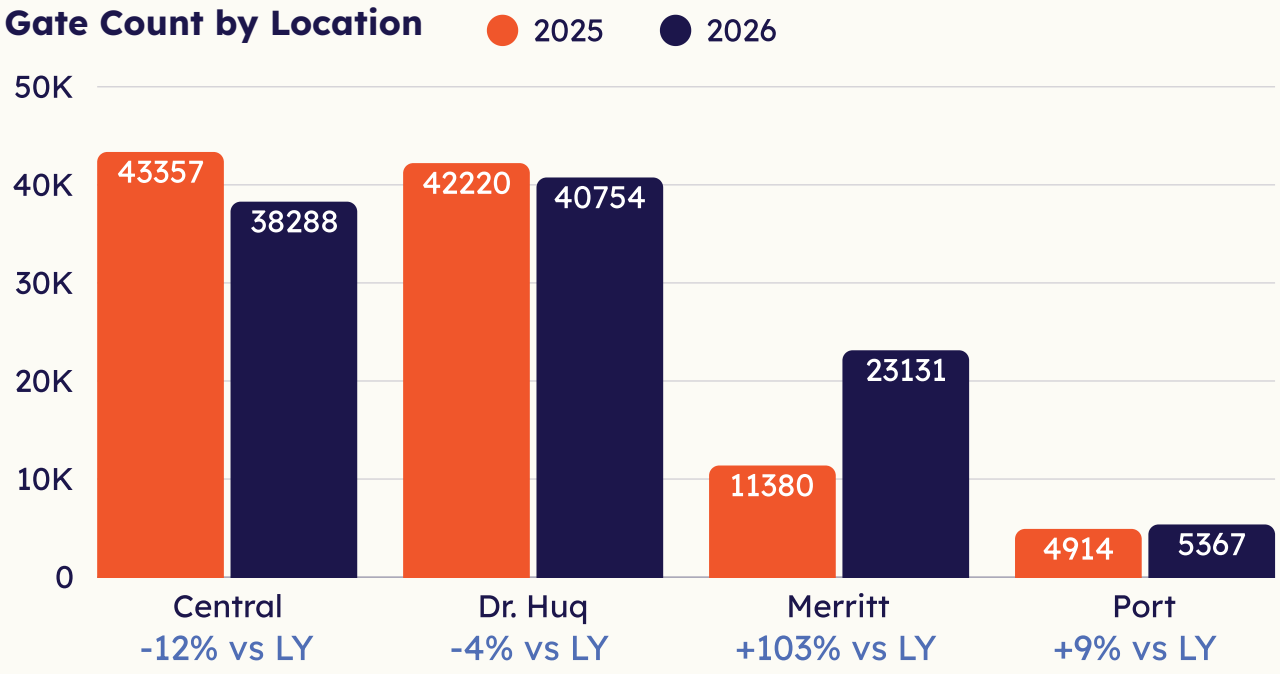
CUSTOMER SERVICE SUMMARY

Q3 2026

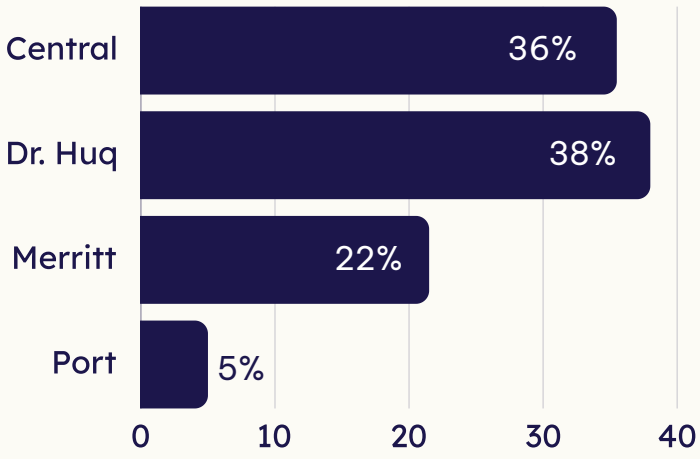
Q3 Foot Traffic

From July to September of 2026, SCPL's total gate count was 107,540, a 6% increase from Q3 2025.

Gate Count by Location



Percentage of Total Foot Traffic by Location Q3 2026

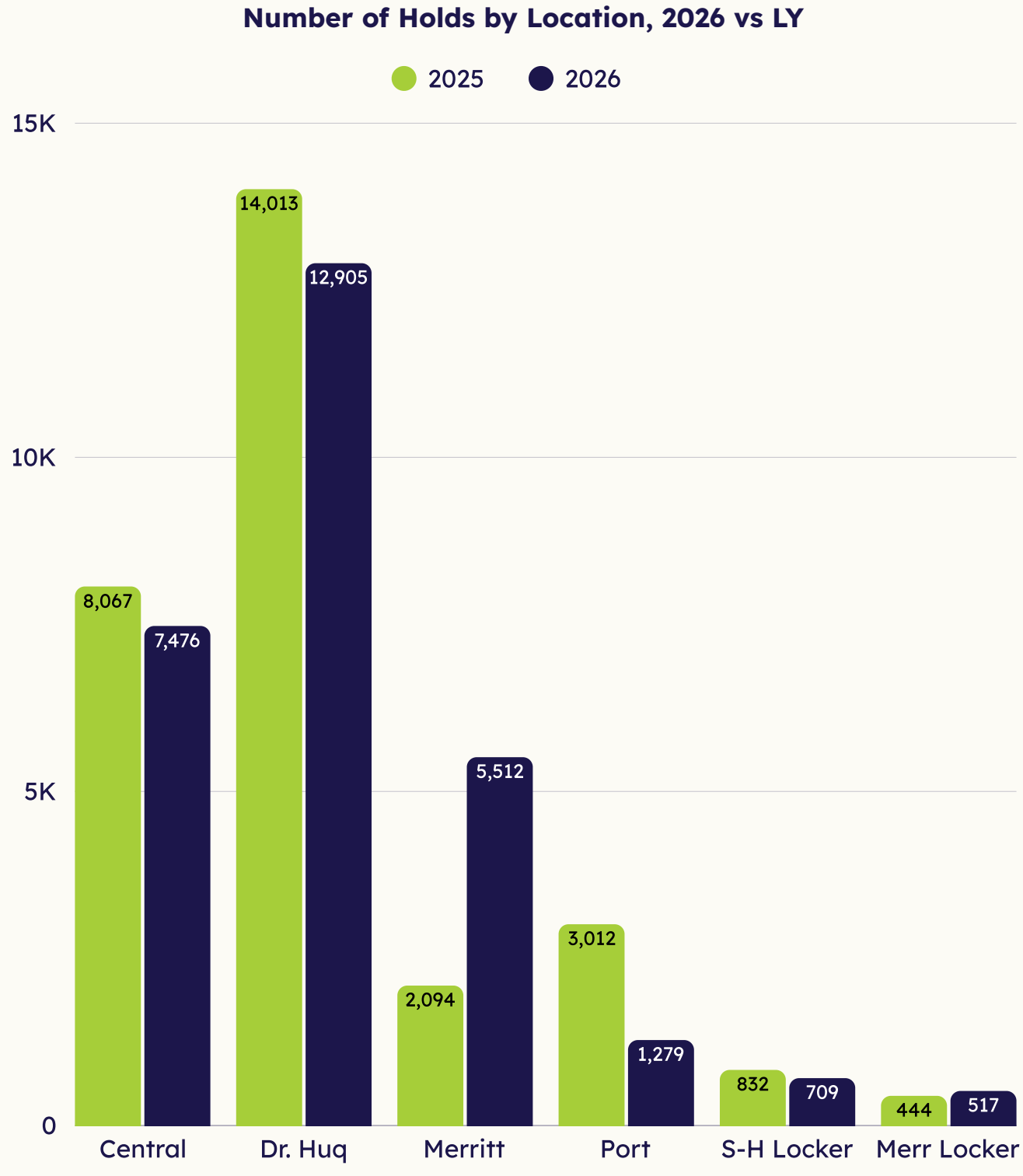


Compared to 2025, each branch's percentage of the library's total foot traffic differed by:

- Central: -16%
- Huq: -9%
- Merritt: +93%
- Port: +4%

Q3 Holds

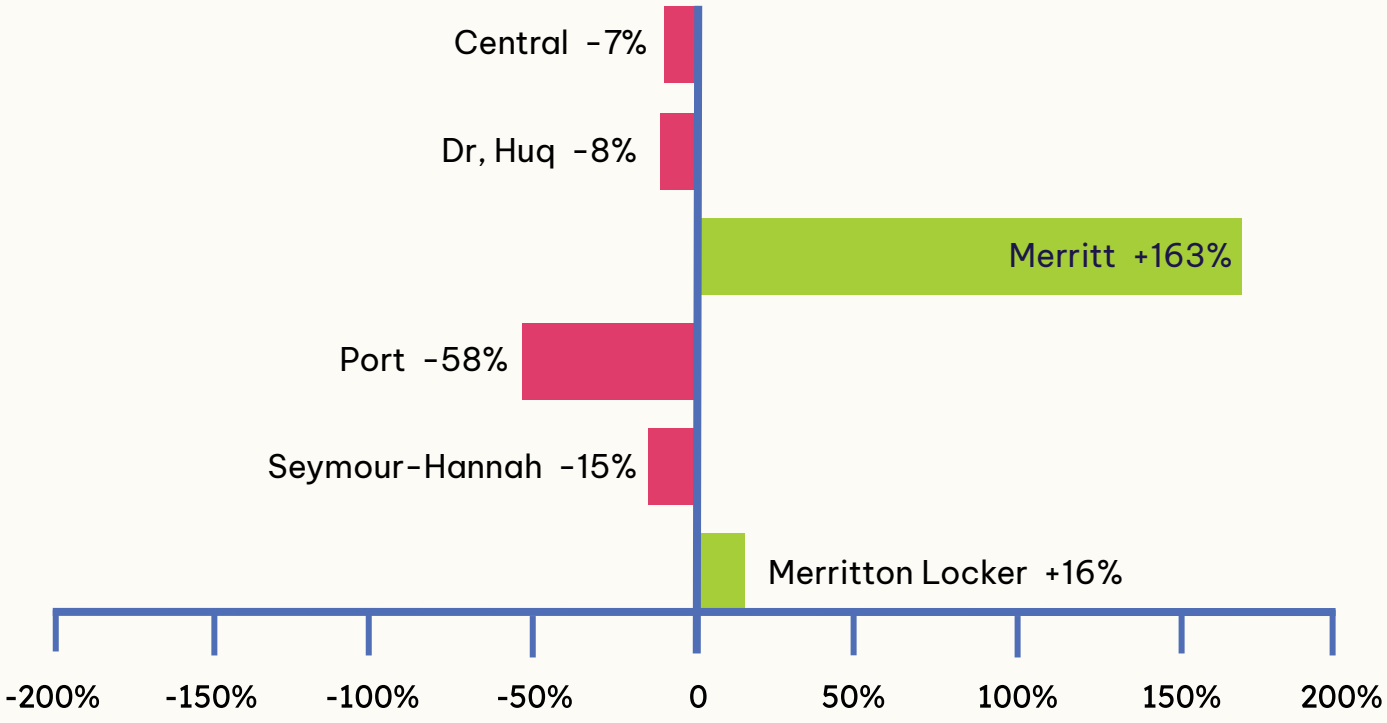
In Q3 2026, SCPL customers picked up 28,398 holds, which is on par with last year's total of 28,462.



Q3 Holds

While total system holds picked up changed by only -0.2%, and Dr. Huq remains the branch most used by customers for holds, in Q3 the Merritt Branch saw a significant increase in its holds service usage.

Difference in each location's share of system-wide holds vs Q3 LY

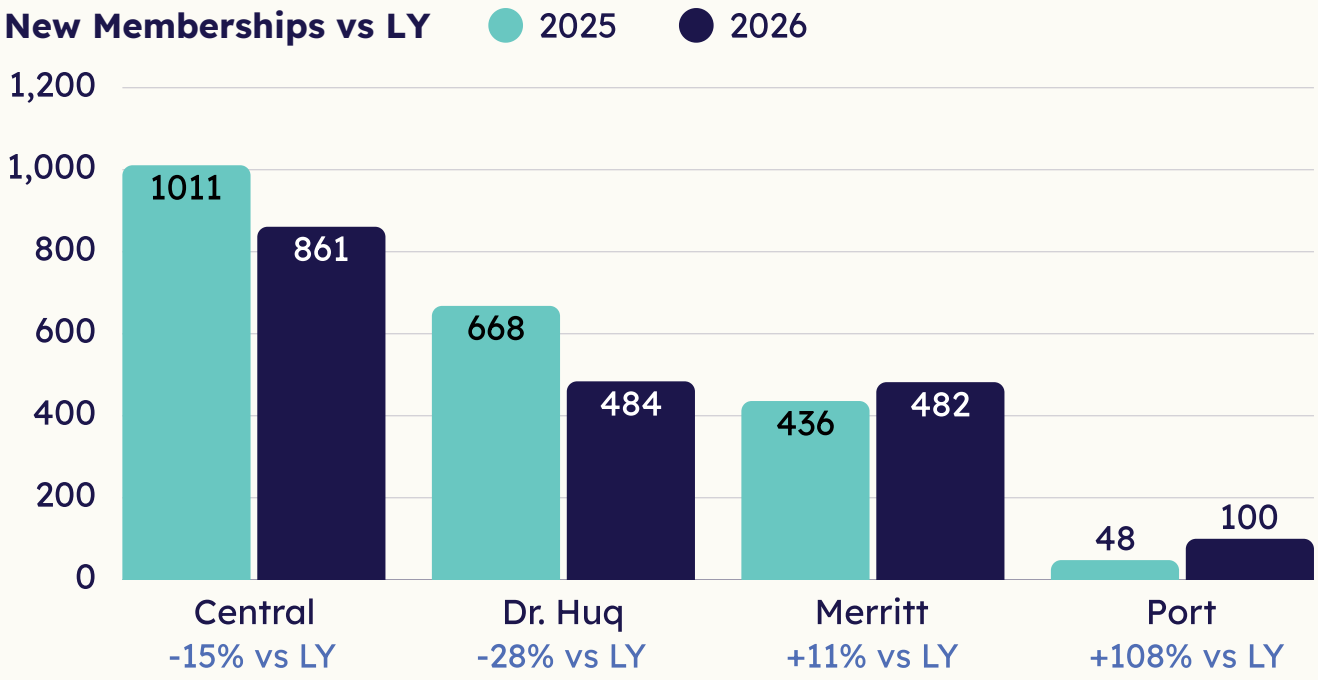


Change in each location's percentage of system-wide holds:

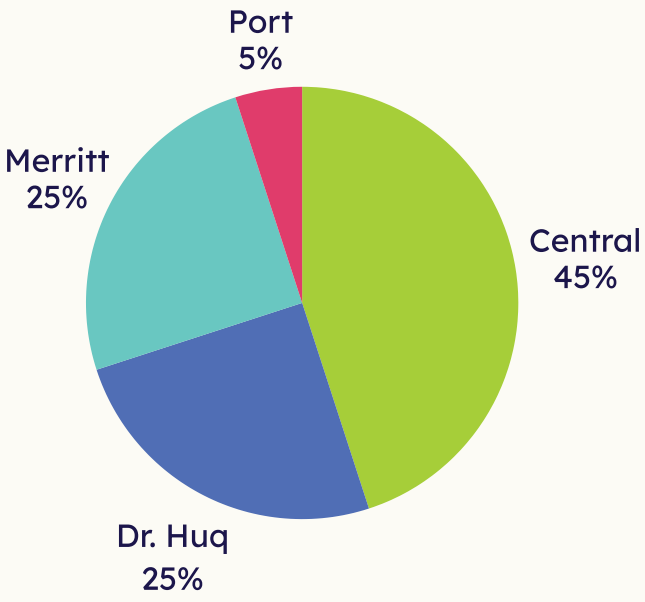
- Central: -7%
- Dr. Huq: -8%
- Merritt: +164%
- Port Dalhousie: -57%
- Seymour-Hannah Lockers: -15%
- Merritton Lockers: +17%

Q3 Memberships

System-wide, there was an 11% decrease in new memberships in Q3, from 2163 in 2025 to 1927 this year.



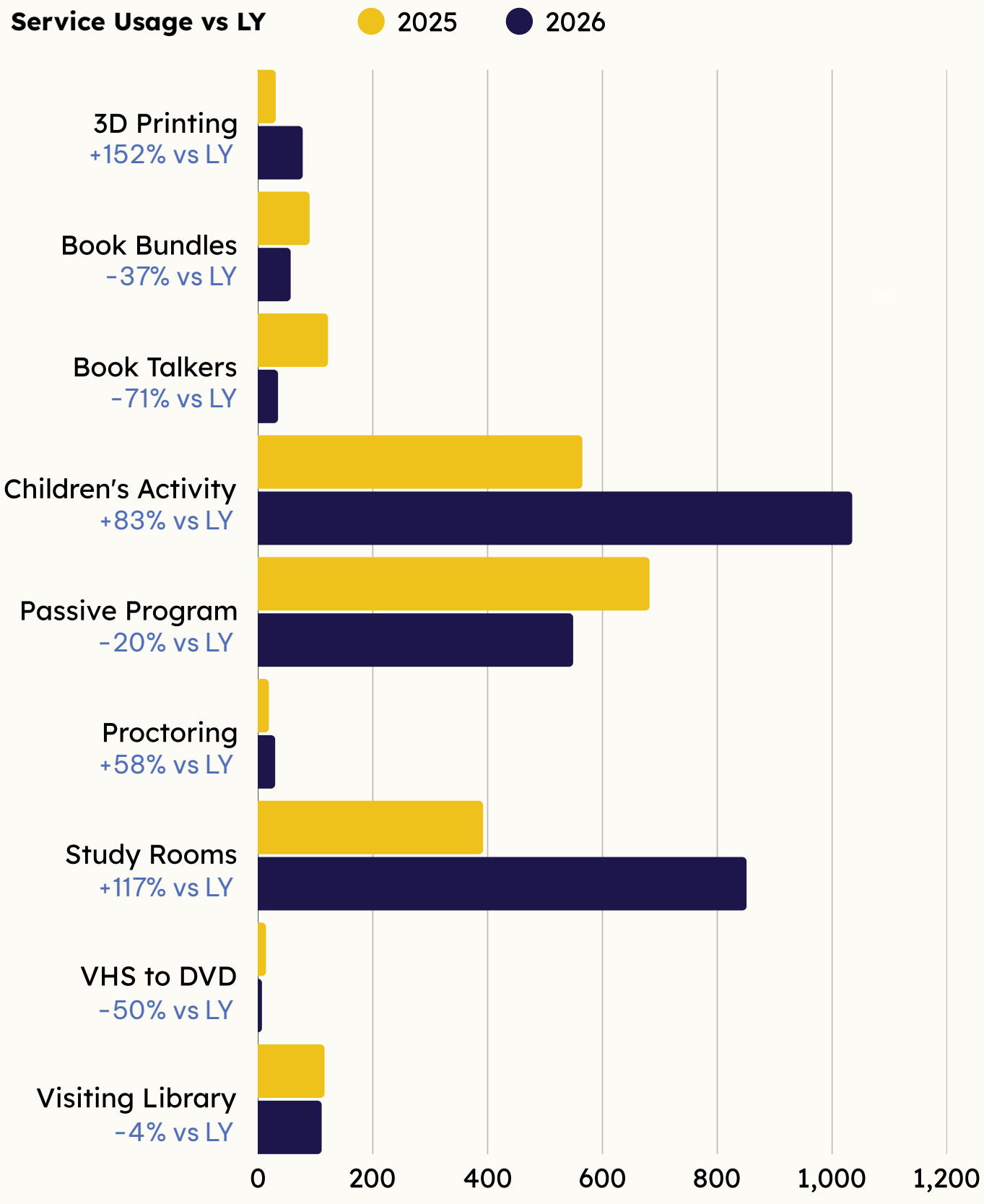
Q3 2026 Percentage of System-Wide New Memberships by Location



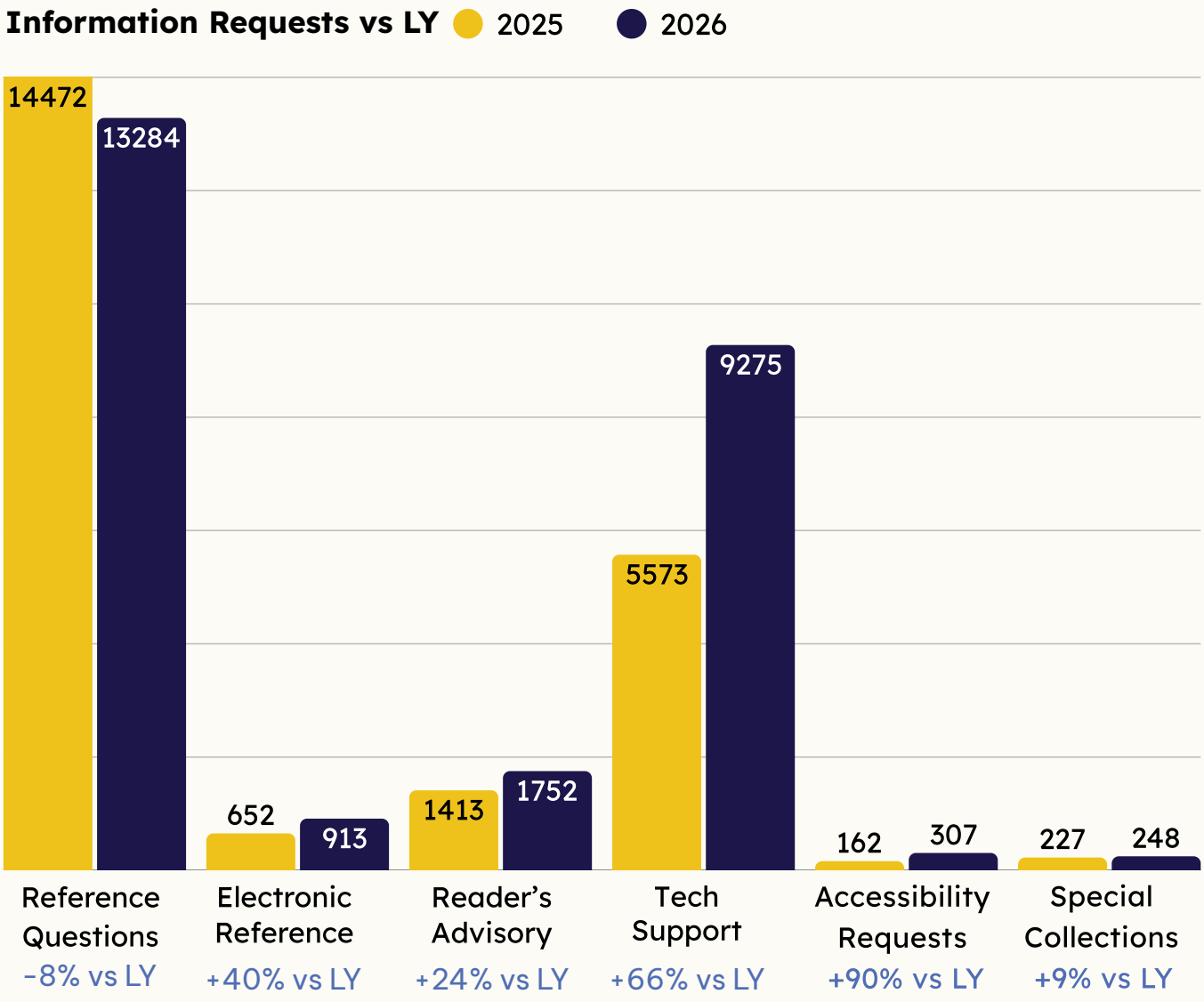
Compared to last year, each branch saw the following change in their percentage of system-wide new memberships:

- Central: -4%
- Huq: -19%
- Merritt: +24%
- Port: +134%

Q3 Services System-Wide



Q3 Information Requests System-Wide



Information Requests by Branch vs LY

	Central	Dr. Huq	Merritt	Port	Total
2025	14435	5285	2266	513	22499
2026	10184	6861	5775	1025	23845
% Change	-71%	+30%	+155%	+100%	+6%

Q3 Training

- Citation Canada training sessions completed: 20, -65% vs LY
- Ryan Dowd Homeless training completed: 81, -51% vs LY
- Staff completed 20 shared training opportunities, -64% vs LY.
- 92 staff members attended in person training sessions:
  - In July and August, 51 staff members attended SCPL's in-house AI training.
  - In September, 24 employees completed the first round of Polaris training workshops. More sessions are being held in October and November.
  - Also in September, 17 staff took part in early literacy program training with the Early Childhood Community Development Centre.

Corresponding to the domains established in the Valuing Ontario Libraries Toolkit (VOLT), the following numbers demonstrate how Customer Service has contributed to the overall social value impact provided by SCPL to the community.

economic development
377 staff training hours

civic engagement
183 volunteer hours

space
107,540 visits

education
23,845 information requests

entertainment & leisure
22,363 active borrowers

Q3 Customer Feedback

Customers praised the new 21-day loan period for new fiction books, sharing that they no longer have to rush through novels or return a partially read book and wait months until it's available again to finish it.

Book bin displays were praised at multiple branches. A customer shared that she appreciates the Staff Picks book bin because she has found so many good authors and books that she's enjoyed reading. Another customer praised book display bins for the thematic reading suggestions they provide.

While they had no library items damaged in the flooding, a customer who was dealing with flooding damage in their home said that they appreciated that the library is waiving fees and showing grace to those affected.

A customer stated that they were extremely grateful for the library's computer support. Their house was flooded and their devices ruined, so the library became an essential service for them to check emails and stay connected digitally.

Customers shared some suggestions for SCPL including a community board at the Merritt Branch and a water fountain and bike rack for Port.

A customer shared how happy they are with Port Plus. They said they've used the library more in the past 3 years than in the 29 years they've lived in Port. They love that is so convenient and easy to use!

A customer wanted to let us know that SCPL was their favourite library system. They explained that they had lived in a variety of areas around southern Ontario and they found SCPL to have the best community and friendliest staff.

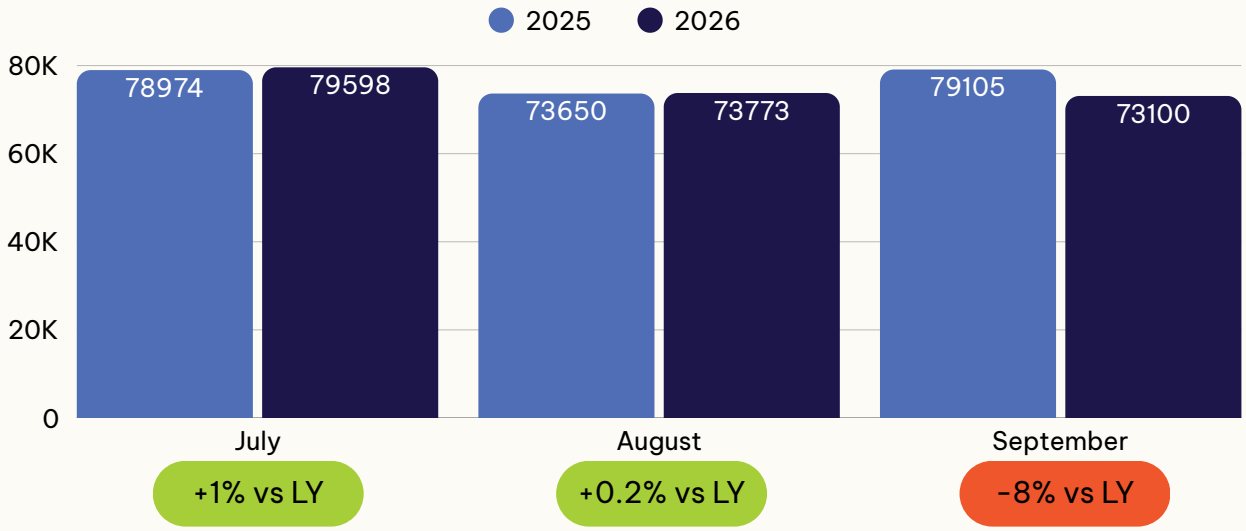
Multiple people praised the library's customer service, sharing that staff are helpful, kind, diligent, and go above and beyond for customers.

ICT SUMMARY

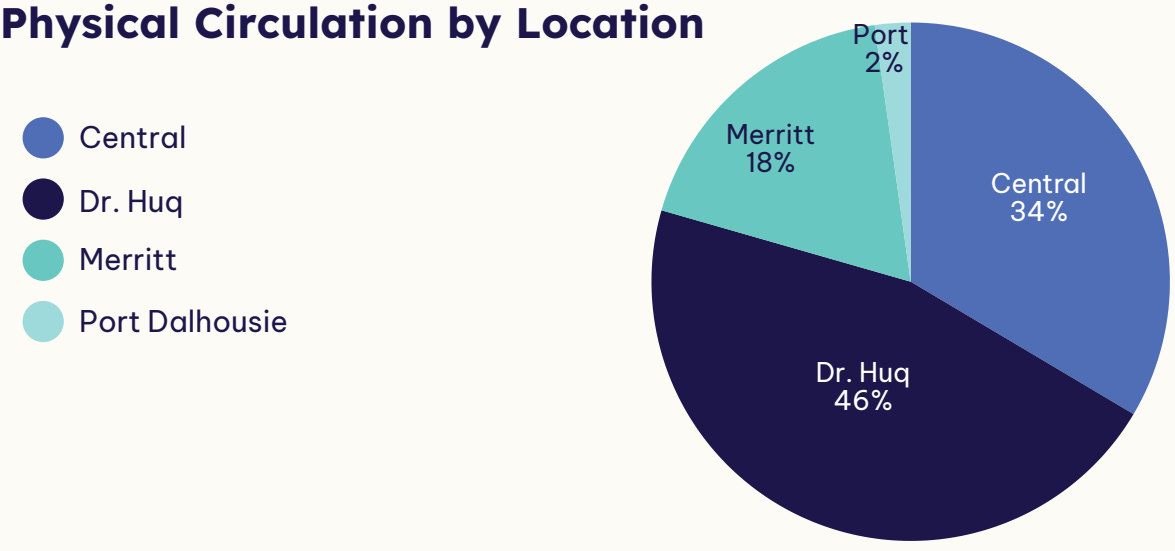
Q3 2026

Q3 Physical Circulation

From July to September 2026, physical checkouts and in-house uses of library materials totaled 226,471. This marks a 2% increase from of Q2 2026, but a 6% increase from Q3 2025. While July and August saw slight increases in circulation from 2025, there was a notable decrease (-8%) in September. This difference may be due to a spike in circulation in 2025 associated with the opening of the new Merritt Branch, along with increased auto-renewals at that time as customers adjusted to the closure and re-opening.

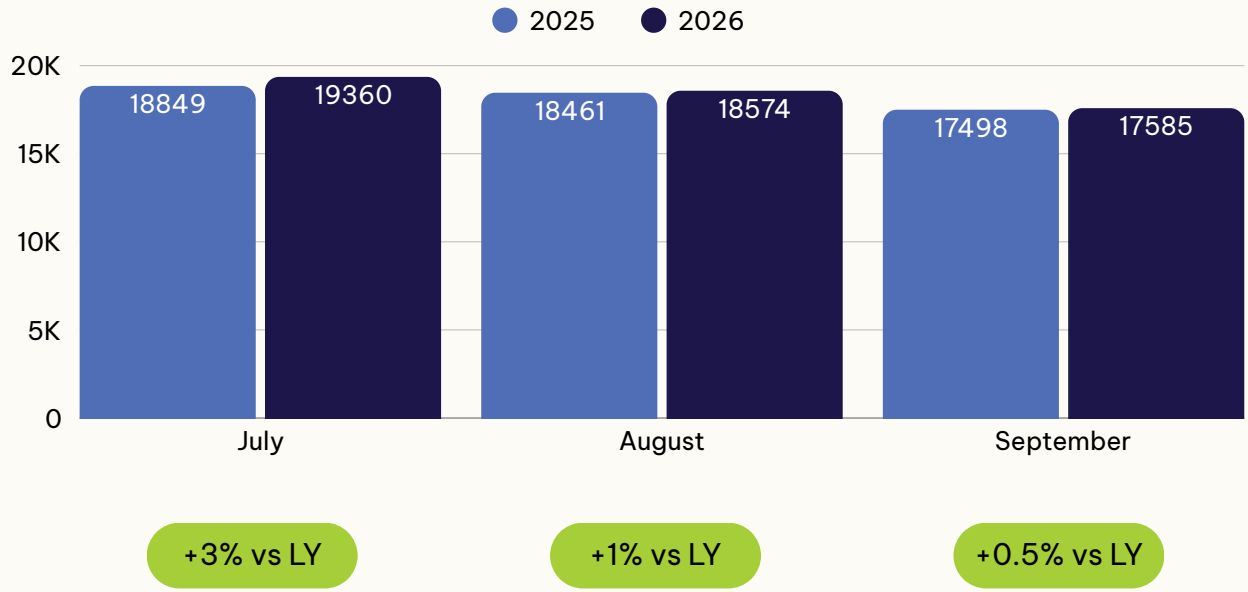


Q3 Physical Circulation by Location

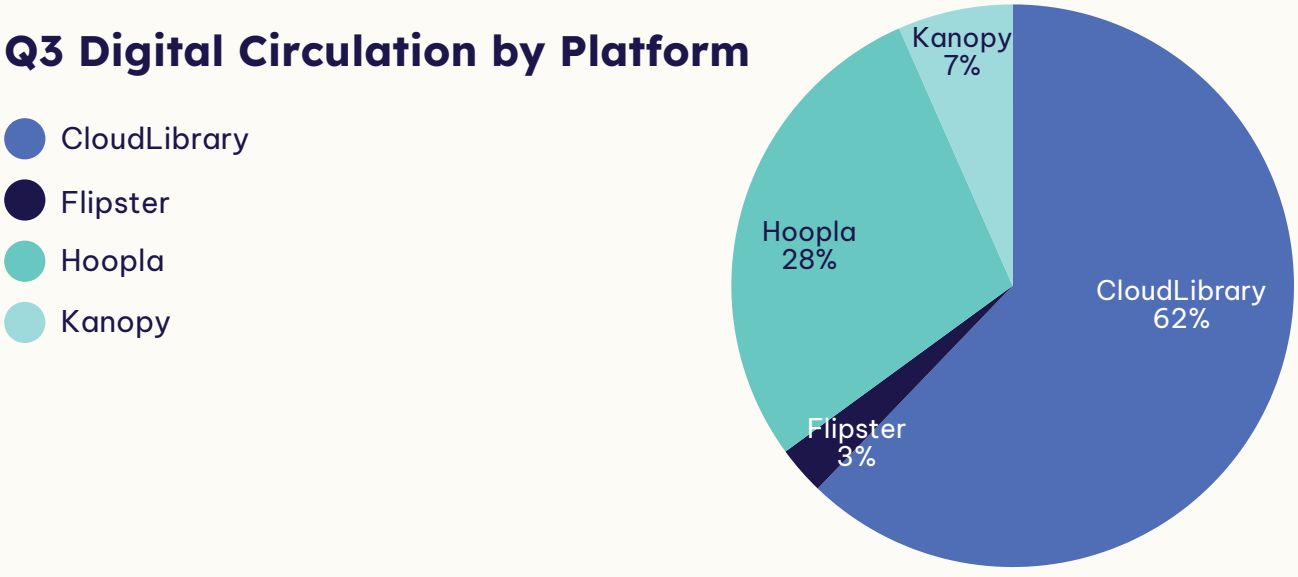


Q3 Digital Circulation

Digital circulation across CloudLibrary, Flipster, Hoopla, and Kanopy in Q3 2026 increased by 2.6% over Q2 2026. This also represents a 1.3% increase compared to Q3 2025.



Q3 Digital Circulation by Platform



Q3 Library of Things

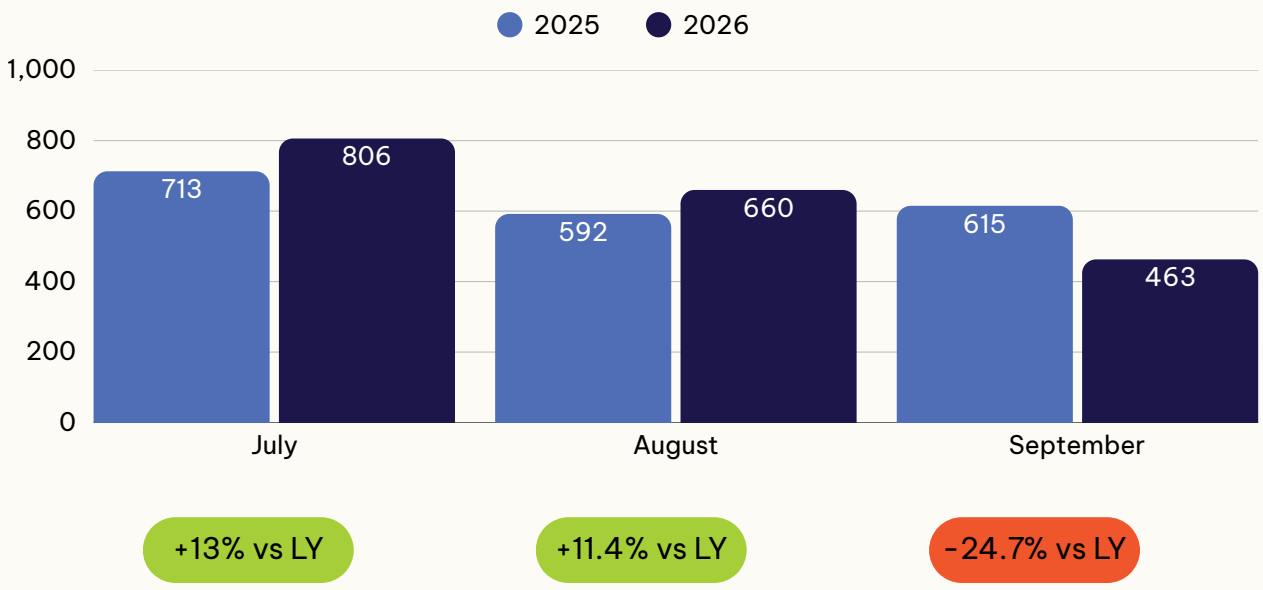
Supporting SCPL's strategic goals of "Literacy in Bloom" and "Experiences in Bloom," the Library of Things continues to offer interactive learning opportunities and access to distinctive resources. Circulation of Library of Things items dropped by 8% from Q2 to Q3. However, it is up by 1% compared to Q3 2025.

Library of Things display cards were created to make the collection more visible, and to promote items that cannot be stored on shelving accessible to customers.

Moisture meters were added to the Library of Things, allowing customers to measure moisture in drywall and other building materials. They have been well-received by the community.

Through a generous donation provided by the Rotary Club, two 61-key Yamaha keyboards were added to the Library of Things.

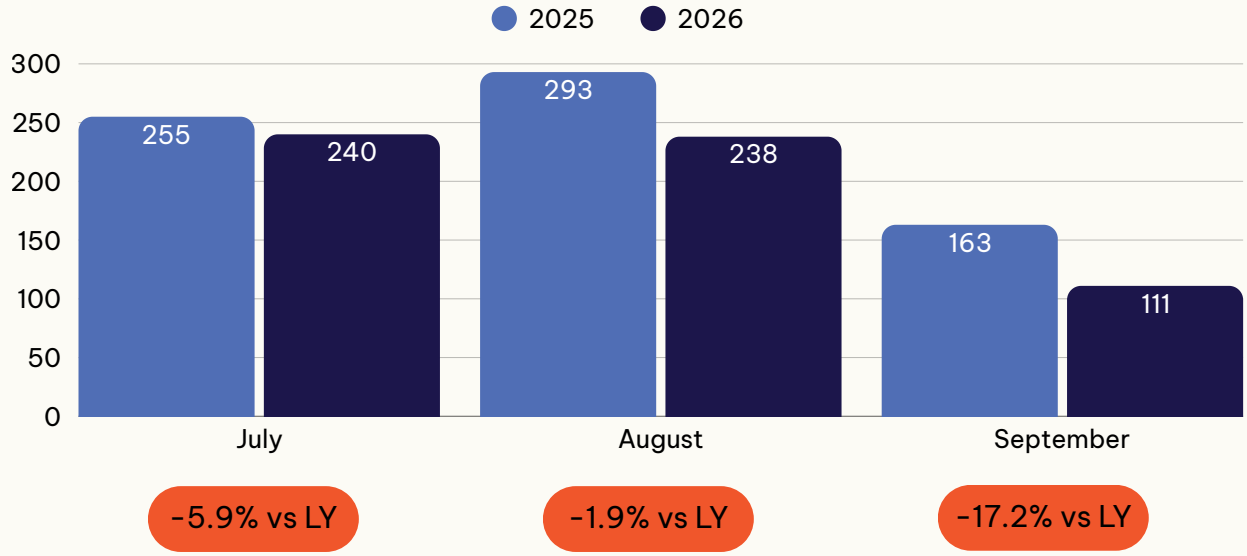
Q3 Library of Things Circulation



Gamerspace & PC Usage

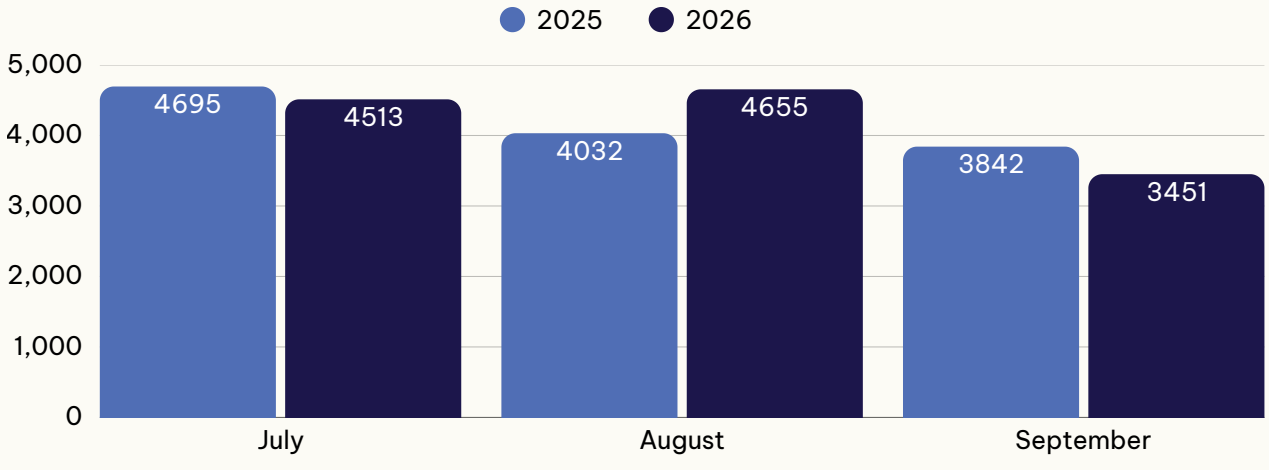
Consoles within the gamerspace were used 589 times in Q3 2026, marking a 17% increase from Q2. However, this also represents a 17% decrease from console usage in Q3 2025. Across all SCPL locations, internet computers, including the Gaming PCs, were used 12,619 times in Q3 2026. This is on par (+0.4%) with usage in Q3 2025. The gaming PCs were used 1,029 times, representing a 7.6% increase from their usage in Q2.

Q3 Gamerspace Console Usage



-5.9% vs LY | -1.9% vs LY | -17.2% vs LY

Q3 Gamerspace PC & Internet PC Usage

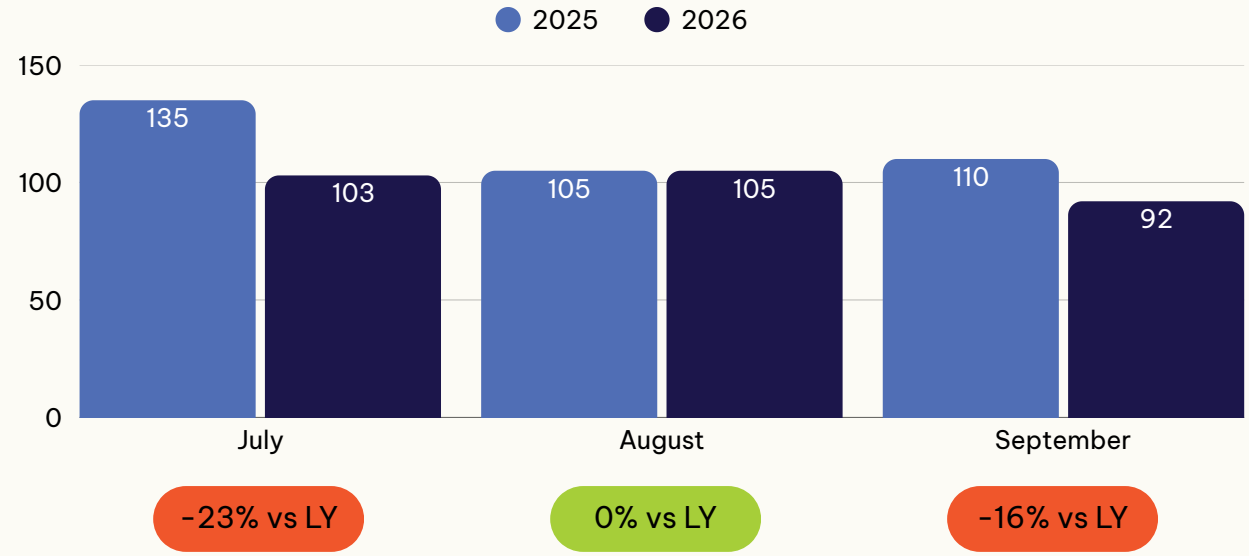


-3.9% vs LY | +15.5% vs LY | -10.2% vs LY

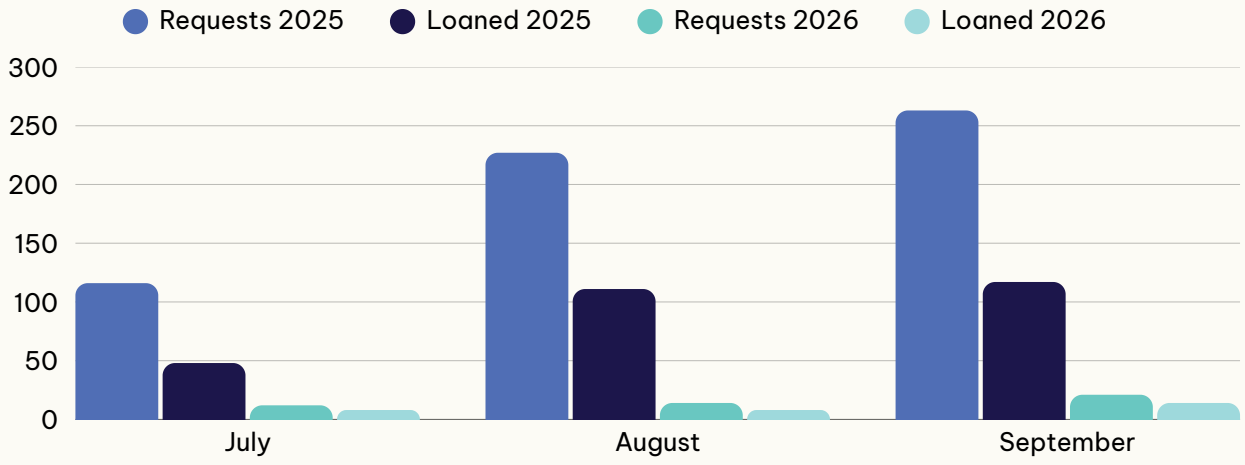
Interlibrary Loan

From July to September 2026, SCPL customers borrowed 300 items from other Ontario Libraries. This marked a 14% decrease compared to Q3 2025, but a 6% increase compared to Q2 2026. These numbers may be impacted by the number of reciprocal borrower memberships (1,077). SCPL continues to receive fewer requests for our material to be loaned to other libraries; however, we are fulfilling 64% of the loaning requests that we do receive.

Requests Borrowed from other Libraries



Requests Loaned to other Libraries



VOLT

The Valuing Ontario Libraries Toolkit (VOLT) provides several categories used to calculate the the social return on investment of libraries. The following circulation numbers represent the Q3 2026 usage of physical and digital/online resources associated with those categories. Overall, the Q3 VOLT numbers are up 6.4% compared to Q2.

education

79,182 uses

culture

8,194 uses

inclusion & wellbeing

9,458 uses

entertainment & leisure

202,927 uses

economic development

6,045 uses

Q3 Collections Feedback

Customer moved to Thorold but decided to buy a year-long non-resident membership because they thought having access to LinkedIn Learning was so great.

A customer came to the desk with 4 Library of Things display cards. I was able to explain what the items were and put on hold the items that she wanted. It was quick and easy! Such a great way for customers to see LOT items that are not on the shelf!

The customer was very appreciative that staff took the time to help him set up his new Kobo and sync it with CloudLibrary.

The customer was so happy that they are able to use the library and loves that we offer such a variety of things!

The customer was very thankful that we have video games at the library. He commented on how expensive video games are and was grateful that he can try games out before having to spend a lot of money on them.

A couple customers came in to print, and while one was waiting he noticed the gamerspace. He was very impressed with the resource, saying he "would never be home as a kid" if the library had had the gamerspace at the time, and calling it a "great use of tax dollars".

Customer discovered that we have a library of things and was so excited to check out the telescope for her son who loves astronomy

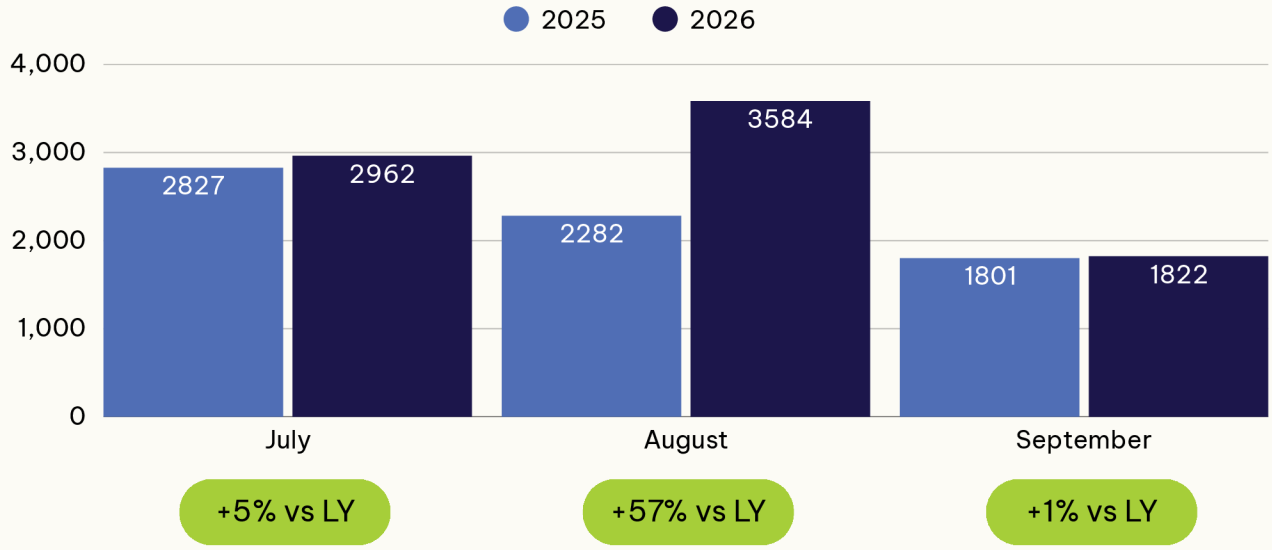
A customer was impressed with all the different resources that we had in Special Collections. They spent several hours researching their family history and will be back to do more research.

PROGRAMMING SUMMARY

Q3 2026

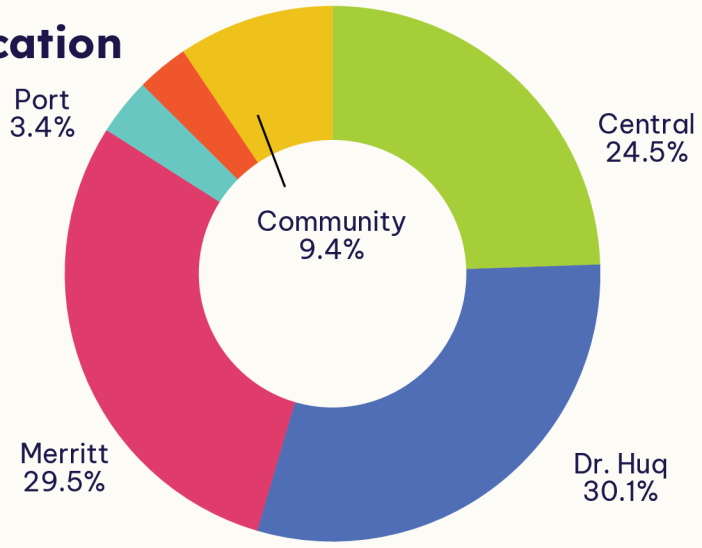
SCPL provided 319 programs to 8,368 attendees from July-September 2026. This represents an overall increase in attendance of 21% from Q3 of 2025. Programming for Q3 included the annual Summer Reading Club and the launch of seniors-focused programming with grant funding provided by the Government of Ontario.

Q3 Program Attendance vs LY



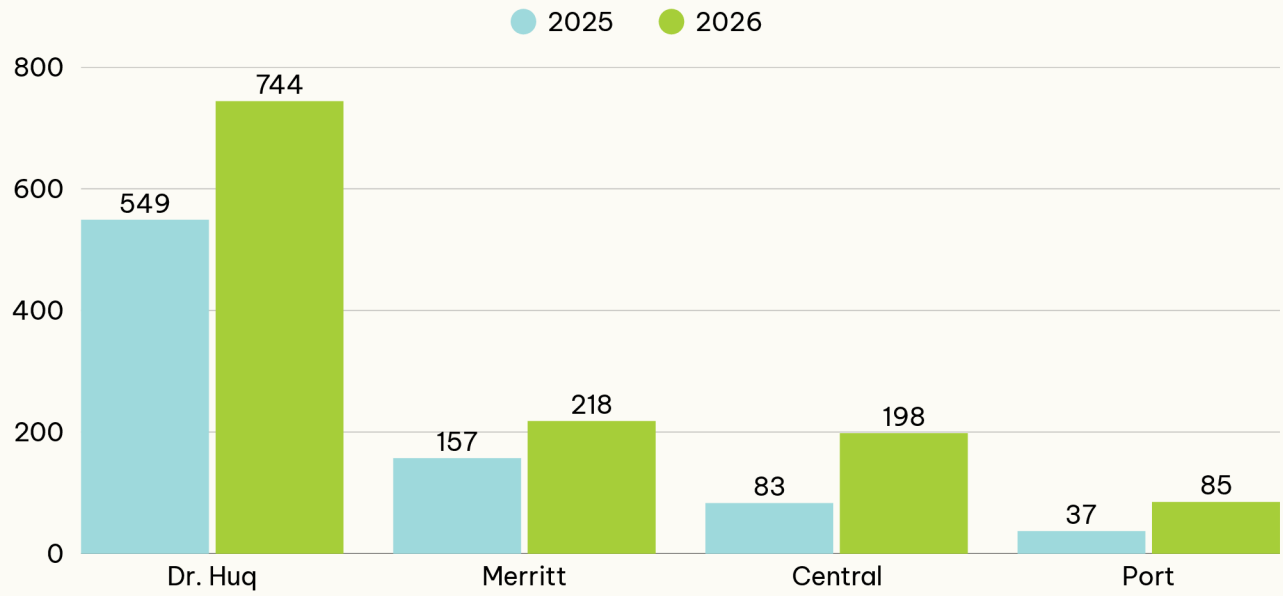
Q3 Program Sessions per Location

- Central - 78 programs
- Dr. Huq - 96 programs
- Merritt - 94 programs
- Port Dalhousie - 11 programs
- System-Wide - 10 programs
- Community - 30 programs
- Virtual - 0 programs

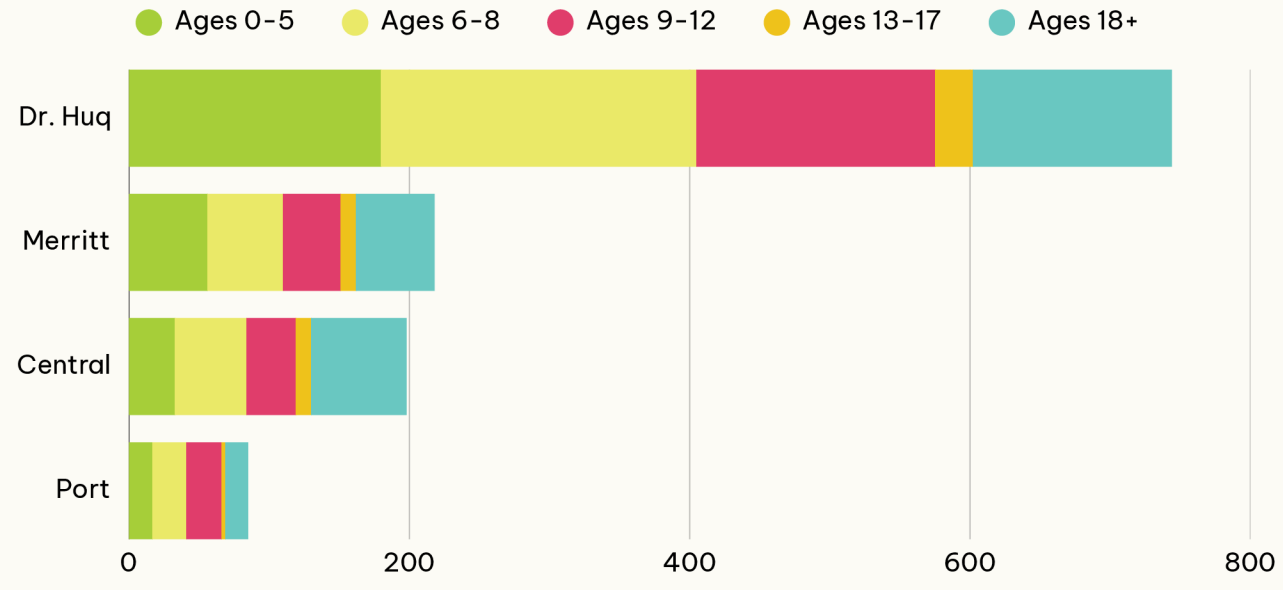


The 2026 Summer Reading Club ran for 10 weeks, from Saturday June 20 until Saturday August 29 and was open to participants of all ages. In total, there were 1,245 registrants, a 50% increase from 2025.

Summer Reading Club Registrants per Branch vs. LY



Summer Reading Club, 2026 Age Breakdown per Branch



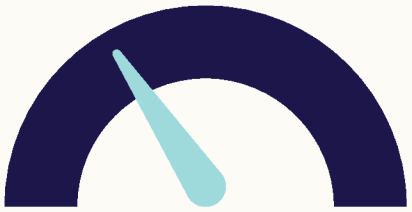
SCPL is pleased to receive funding from the Government of Ontario via the Seniors Community Grant program for our project, “Bridging Gaps for Older Adults” which aims to provide a series of enhanced programs for adults aged 55+ focused on digital literacy, financial literacy, health and wellness, and the creative arts.

Seniors Community Grant Information

Funding Received

$19,892

Project Timeline



July 2026 — March 2027

9 months

Resources Purchased



Cricut cutting machines



tablets & Apple Pencils



Digitization scanners

Plus! Funding includes coverage of fees for local artists, yoga instructors, and art workshop supplies.

Q3 Partnerships & External Presenters

In alignment with the "Community in Bloom" goal in the Strategic Plan, the Programming & Promotions department has engaged with a variety of organizations and community members in order to provide learning opportunities for our larger community. Partners and external presenters in Q3 include:

- Adam Boyd (D&D Clubs)
- Alzheimer Society of Niagara
- Brain Injury Association of Niagara
- Bridges Niagara
- Brock University
- City of St. Catharines
- Club Rex
- Code Ninjas
- David Coruzzi (Musician)
- DSBN EarlyON
- The Gallery Players of Niagara
- Indigenous Dreams
- Master Gardeners of Niagara
- Melissa Sticca (Red Cross)
- Niagara IceDogs
- Niagara Peninsula Geological Society
- Niagara Region Public Health
- Prashanth Krishnakumar (Meditation)
- St. Catharines Art Association
- St. Catharines Fire Department Services
- St. Catharines Museum
- Start Me Up Niagara, Mobile Closet
- YMCA EarlyON

Corresponding to the domains established in the Valuing Ontario Libraries Toolkit (VOLT), the quarterly program attendees provides a snapshot of how programming contributes to the overall social value impact provided by SCPL to the community.

education
6302 attendees

culture
595 attendees

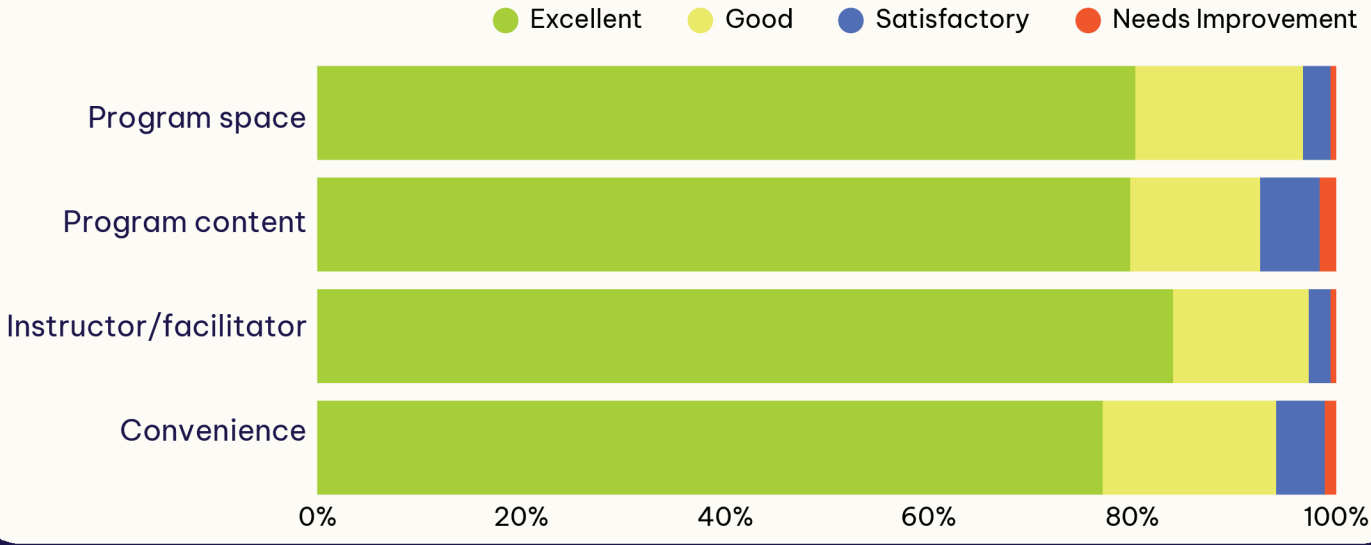
inclusion & wellbeing
188 attendees

entertainment & leisure
656 attendees

economic development
104 attendees

civic engagement
631 attendees

Q3 Program Participant Feedback



Suggestions for Future Programs ...

In Q3 program feedback surveys, customers regularly requested and suggested programs that fall under the following themes:

- 3D printing workshops for kids and adults
- workshops that combine hands-on learning with pop culture
- further workshop sessions about AI, including covering topics of privacy
- hands-on workshops for adults that focus on the creative arts, including repair/ mending clothes

Programming Librarians also noted the need for housekeeping reminders at the start of program sessions to let participants know where washroom facilities are, the concern over parking costs from attendees at Central programs, and the ongoing enjoyment of the new Merritt program space.

Q3 Testimonials from Program Participants ...

"Just want to thank the instructor very much for being so tolerant and accepting of my high energy NeuroDiverse son. It was his first introduction to D&D and I think he's thoroughly enjoyed it."

"[Firefighter Storytime] was such a great program and perfect for my 5 year old. He loved it and spoke about it all week. He also came home and looked for all our fire alarms and set up a meeting spot outside at our house and at his grandparents house! Thank you for such a fun and educational program."

"Paying for parking really sucked, we spent our last dollars on parking instead of apples. The program was good though the kids enjoyed their time!"

"[Dinosaur Detectives with Club Rex was] highly engaging program for kids - even the parents enjoyed the high energy instructor!"

"What an important space for art and community; [Creative Connections] was deeply satisfying and set the tone for the rest of my week."

"I thoroughly enjoyed my time spent making the Indigenous medicine bag and wear it with the respect that it deserves."

"I got this spot after being on the wait list, I had fun which doesn't come too often once you get older. More programs should be offered for grown ups."

"[Library facilitator] is wonderful and captivating when it comes to reading and singing. Love the structure of this event and the thoughtful activities"

Risk Management Semi Annual Reporting

submitted by Lisa DiDonato, Business Administrator

For Information

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

Report

Background

The SCPL Risk Management Plan 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, which has been posted separately to maintain confidentiality. In accordance with the Risk Management Plan, SCPL will continue to develop and implement control measures to mitigate identified risks.

Discussion Reports

6. **Discussion Reports (attachments)**
   - 6.1 Policy (P-16) Electronic Monitoring – D. Bott — Motion
   - 6.2 Policy (P-15) Workplace Accommodation – A. Maciukas — Motion
   - 6.3 Policy (G-31) Privacy and Confidentiality of Customer Information - K. Su — Motion
   - 6.4 Board Self-Assessment and Legacy Planning - J. Coles (verbal)

Policy (P-16) Electronic Monitoring

submitted by David Bott, Innovation, Collections and Technology Manager

Recommendation

THAT the Board approve amended Policy (P-16) Electronic Monitoring.

Background

The Electronic Monitoring Policy was last reviewed in November 2024. There are only minor changes for this review to remove historical dates and redundant information.

Recommendation

Management recommend that the Board approve Policy (P-16) Electronic Monitoring.

Policy Name	Electronic Monitoring		
Section & Number	Board – P-16	**Effective Date**	2022-10-01
Motion Number	2024-138	**Last Review**	2024-11-21
Author	Manager, ICT	**Next Review**	2026
Policy Maintenance	Reviewed by Management and Labour Management		

Policy Statement

The purpose of this policy is to increase transparency and to protect employee privacy by informing them how they are monitored by the employer.

Scope

This policy applies to all employees.

Definitions

Electronic monitoring is all forms of employee monitoring that is done electronically. It can take the following forms:

- GPS on vehicles;
- Scanners used to track how quickly items are scanned;
- Software programs tracking websites visited by employees during working hours;
- Software programs monitoring emails and online chats.

~~Electronic monitoring is not defined by the Employment Standards Act (ESA).~~

~~Regulations~~

~~The Working for Workers Act became law April 11, 2022 and amended the ESA with a new section.~~

Responsibility

Employers that employ 25 or more employees on January 1, ~~2022~~ are required to have a written Electronic Monitoring policy in place ~~by October 11, 2022~~ and share the policy with staff within 30 days.

The employer is also required to provide the written policy to all new employees within 30 days of being hired.

If the existing policy is changed, employees must be provided with a copy within 30 days of the change being made.

Employees are responsible for ensuring that they have read and understand this policy as it relates to their own work and that of other employees.

Operational Guidelines

Employees are entitled to know what type of employee monitoring is done electronically in the workplace. Electronic Monitoring is done in compliance with the Collective Agreement.

SCPL uses the following electronic programs for the following business purposes:

- ADP Payroll system which records the time and attendance for employees;
- Microsoft Office 365 has audit logs available to IT staff for troubleshooting purposes; it's primarily used to assist for security and troubleshooting;
- HR Downloads is used for employee training, and it does track training completed for each employee;
- Genetec door access and third-party security systems are used to secure facilities;
- Electronic surveillance to monitor the safety and security of library customers and facilities. There is a Video Surveillance Policy, which is separate from this policy.

Reference

Policy (G-20) Video Surveillance.

Policy Name	Electronic Monitoring		
Section & Number	Board – P-16	**Effective Date**	2022-10-01
Motion Number	2026-XX	**Last Review**	2026-11-19
Author	Manager, ICT	**Next Review**	2028
Policy Maintenance	Reviewed by Management and Labour Management		

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Reference

Policy (G-20) Video Surveillance.

Policy (P-15) Workplace Accommodation

submitted by Albertina Maciukas, Human Resources Manager

Recommendation

THAT the Board rescind Policy (P-15) Accommodation Policy and Procedure, and approve the revised Policy (P-15) Workplace Accommodation.

Background

This updated policy was developed in close collaboration with the Accommodation and Accessibility Specialist at the City of St. Catharines to ensure municipal alignment and compliance with provincial accessibility standards.

Key updates include:

- **Separation of Policy and Procedure:** Procedural workflows, managerial step-by-step guidance, and request forms have been removed to keep the Board policy strictly high level. Operational procedures and documentation are now maintained in a separate procedure document managed by SCPL Management.
- **Refined Definitions & Legislation:** Updated key statutory definitions (including *Barrier*, *Disability*, and *Individual Workplace Accommodation Plan [IWAP]*) to align directly with the *Ontario Human Rights Code* and the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA / O. Reg. 191/11).
- **Core Principles:** Explains the overarching principles of *Dignity*, *Individualization*, and *Inclusion*, while maintaining explicit coverage for both disability accommodations and non-disability grounds protected under the Code (e.g., creed/religion, family status).
- **Regulations:** Enhanced list of regulations.

Policy Name	Accommodation Policy and Procedure		
Section & Number	Board – P-15	**Effective Date**	2022-09-15
Motion Number	2022-100	**Last Review**	
Author	Human Resources Consultant	**Next Review**	2026

Policy Statement

St. Catharines Public Library is committed to fostering an inclusive workplace where all employees are treated with respect and dignity.

St. Catharines Public Library will act in a manner consistent with its obligations under the Ontario Human Rights Code, and the Employment Standards Act. St. Catharines Public Library will provide a workplace that ensures equal opportunity free from discrimination based on race, colour, national or ethnic origin, religion, age, citizenship, sex (includes pregnancy or child-birth), sexual orientation, gender identity or expression, marital status, family status, genetic characteristics, disability (includes mental or physical disability, disfigurement and dependence on alcohol or a drug) or conviction for an offence for which a pardon has been granted or a record suspended.

St. Catharines Public Library will provide workplace accommodation, to the point of undue hardship. The purpose of accommodation is to ensure that individuals who are otherwise able to work are not discriminated against by being excluded from doing so when working conditions can be adjusted without causing undue hardship to the employer.

Scope

This policy applies to all current employees and applicants for employment of St. Catharines Public Library, including full and part-time, contract, permanent, and temporary employees. This policy also applies to employees on approved leave including short and long-term disability leave. This policy applies to all aspects of employment including, but not limited to recruitment, selection, training, promotion, transfers, work arrangements, compensation and benefits, and termination of employment.

Definitions

An **Inclusive Workplace** means that all employees have the opportunity to contribute and participate in the workplace in a barrier free environment. Critical to the notion of an inclusive workplace is a robust accommodation policy.

Accommodation means taking steps to adjust rules, policies, practices or situations that have a negative impact on an individual or groups, protected under the Ontario Human Rights Code.

Undue Hardship occurs when accommodation adjustments to the workplace would be prohibitively expensive, or create undue risks to health or safety. Each situation will be viewed as unique and assessed individually. A claim of undue hardship must be supported with facts and a detailed analysis of options, impressionistic or speculative reasons will not suffice.

The following are examples where accommodation could cause undue hardship:

- an employer cannot accommodate without seriously impacting business operations;
- an employee will not be able to return to work in the foreseeable future or is absent so often that it is no longer possible to accommodate them without causing the employer serious financial hardship;
- the employee's position is safety sensitive and, as a result, accommodation may pose a safety risk to the employee, their colleagues, clients and / or the public.

Regulations

Ontario Human Rights Code requires companies to have a policy and procedure.

Accessibility for Ontarians with Disabilities Act (AODA) requires companies to accommodate applicants during the recruitment process.

Responsibility

Accommodation is a shared responsibility between employees, supervisors and St. Catharines Public Library, as the employer. St. Catharines Public Library is responsible for:

- eliminating barriers that prevent people from accessing, or being included in, the workplace;

- minimizing the need for individual accommodation by regularly reviewing rules, policies, by-laws and practices to ensure that they are not discriminatory;
- ensuring that all employees and job applicants are advised of their right to be accommodated;
- dealing with requests for accommodation in a timely, confidential and sensitive manner;
- providing individual accommodation to the point of undue hardship;
- working with the Union and its members, facilitating and supporting members in the accommodation process. and
- ensuring that this policy is effectively implemented.

Supervisors are responsible for:

- fostering an inclusive work environment by treating all employees and job applicants with respect and dignity;
- identifying and eliminating barriers that prevent people from accessing, or being included in, the workplace;
- dealing with requests for accommodation in a timely, confidential and sensitive manner;
- informing individuals requiring accommodation what information they need to provide to be accommodated;
- generating accommodation options based on the information provided about the individual's accommodation need(s);
- involving individuals requiring accommodation in the search for accommodation;
- initiating a discussion about accommodation when they are aware that an employee or job applicant may have a need for accommodation, but is unable, for any reason, to articulate that need.

Employees and job applicants are responsible for:

- making their accommodation needs known. This does not require the disclosure of the specific cause of their needs but only the effects which create the need for accommodation.
- helping to identify potential accommodation options;
- providing documentation in support of their request for accommodation, including information about any restrictions or limitations; and
- accepting an offer of accommodation that meets their needs, even if it is not their preferred accommodation option.

Employees and job applicants can expect:

- to be treated with respect and dignity;

- to have their needs accommodated up to the point of undue hardship; and
- to be informed of the reasons, if their accommodation request is denied.

Union is responsible for:

- working with the employer and Union members, facilitating and supporting members in the accommodation process;
- considering the rights of other members in the bargaining unit;
- ensuring the reasonable accommodation does not conflict with the collective agreement or seniority rights of its members.

Operational Guidelines

Job Applicants

In each job posting, job applicants are advised that St. Catharines Public Library has an accommodation policy and asked whether they require accommodation to participate in the hiring process. The Manager Human Resources will evaluate the job applicant's request for accommodation and may request more information from the applicant to facilitate the accommodation. If a request for accommodation is denied, the reasons why will be clearly communicated to the job applicant.

Employees

An employee may request accommodation by notifying their Manager. The Manager will document the request, including the employee's name, position and date of the request, any details provided by the employee and any accommodation options suggested by the employer or employee. The Manager will share the request with the Manager, Human Resources. The Manager, Human Resources may request supporting documentation from the employee in order to identify accommodation needs and options (e.g. details of restrictions or limitations). When dealing with an accommodation request based on disability, the Manager, Human Resources may ask for medical information to support the accommodation request. The employee may also inform the Union of the accommodation request.

The Manager will consider accommodation options including, but not limited to workstation adjustments; reassignment of job tasks; changes to scheduling or hours of work; leaves of absence; and temporary or permanent reassignment. The Manager will discuss available accommodation options with the Manager, Human Resources and decide what the Library can do. The accommodation preferences of the employee will be taken into account. However, the Library may proceed with an option that is less costly or easier to provide, when it meets the employee's accommodation needs.

The Manager will clearly communicate the reasons for their decision to the employee in writing. The Manager will review the accommodation measures with the employee on a regular basis to confirm they continue to be necessary and effective. If the available accommodation options raise the likelihood of causing undue hardship, the Manager will ensure that all accommodation options short of undue hardship have been considered prior to refusing accommodation. If a request for accommodation is denied, the Manager will clearly communicate the reasons why to the employee.

Union
The Union will take an active role as a partner in the accommodation process. It is expected that the Union will share responsibility with the employer to facilitate accommodation, including taking an active role in suggesting and testing alternative approaches, and cooperating fully when solutions are proposed.

Monitoring Accommodations
Accommodation needs and organizational needs may change over time. As a result, accommodation plans may require adjustments and ongoing reviews during and after implementation, to improve effectiveness or efficiency. It is important to regularly monitor and review the accommodation plan between the manager, the person receiving accommodation and the Union (if applicable). Parties will identify the success of the Accommodation Plan, and promptly address any deficiencies or any relevant changes in the workplace or the employee's needs.

Appeals
If an employee or job applicant has been denied accommodation, is not satisfied with the accommodation offered, or believes that his or her request has not been handled in accordance with this policy, he or she may request a second opinion from the CEO. A union employee may file a grievance with the assistance of the Union. An employee or applicant may also file a discrimination complaint with the Ontario Human Rights Commission.

Privacy and Confidentiality
All records associated with accommodation requests will be maintained in a secure location in Human Resources and will only be shared with persons who need the information. St. Catharines Public Library and all individuals, including union representatives, involved in the accommodation process will comply with the requirements of maintaining confidentiality to protect personal information.

Implementation

The CEO and the HR Consultant will implement the policy and procedure in discussion with the Union.

This policy will be posted on the Intranet. Job Postings have a notice on them for job applicants who may require an accommodation.

Appendices

Appendix A: Requesting Medical Information
Appendix B: Individual Accommodation Request Plan

Appendix A: Requesting Medical Information

Consider whether medical Information is required

Over the course of our lives, many of us will need workplace accommodation at some point.

Healthy workplaces are built on mutual trust. Employers should exercise restraint in requesting medical information to support an accommodation request.

For example, if an employee's accommodation request is obviously required to meet their disability or pregnancy-related need, employers should not ask for a doctor's letter. It is obvious that an employee who uses a wheelchair needs automatic door openers, and elevators to access the workplace. Similarly, a woman in late stage pregnancy will require more washroom breaks.

Good accessible design improves the work environment for everyone. The employee with a broken leg or employees who are carrying something in their arms will also benefit from automatic door openers and elevators.

Gather and consider the relevant medical information

To appropriately accommodate an employee's disability, the employer may require information from a medical professional about the employee's accommodation needs.

Employers must keep in mind that requesting medical information for the accommodation process requires the balancing of two competing rights: the employer's right to manage the workplace and the employee's right to privacy.

When asking for medical information to support an accommodation request, employers must use the least intrusive means possible and respect the employee's privacy rights. In most cases the necessary medical information can be provided by the employee's family doctor or specialist. The medical information will allow the employer to make an informed decision about reasonable accommodation options.

Employers need to know:

1. Whether the employee has a disability; and if so
2. What accommodations the employee needs.

Provide relevant information to the medical professional

The employer should provide the medical professional with the following information:

- Description of the employee's job function/responsibilities.
- The employee's work schedule.
- Whether the employee is in a safety-sensitive position.
- Any other relevant information that is particular to the workplace.

Ask the medical professional for information

The employer should ask the following questions:

- Does the employee have a disability that requires accommodation?
- What accommodations does the employee require? For example: are there any restrictions or limitations to the performance of the job?
- What is the employee's prognosis?
- If the employee is off work, are there specific recommendations for accommodation that will facilitate a safe and successful return to work?
- For an employee in a safety sensitive position, is the employee medically fit to safely perform their job? Does the employee require medication where side effects may prevent them from working in their safety sensitive position?

Employers are rarely entitled to the employee's diagnosis

Medical information may come in various formats—from a hand-written note to a formal report. Based on the information provided, the employer should be able to determine whether the employee:

- Is able to perform the essential duties of their position with appropriate accommodation.
- Needs to move to a different position due to their accommodation requirements.
- Needs to be off work, and if so, for how long.

Once the medical information has been provided, the employer has the primary responsibility for accommodating the employee.

Include the employee in the accommodation process

The employee has a duty to cooperate in the accommodation process. This can include attending appointments as scheduled, providing complete and accurate information to the medical professional, and providing the employer with the relevant medical information obtained (unless it is sent directly to the employer).

The employee has the final say whether their medical information can be released.

The employee has the right to reasonable accommodation – that is accommodation that meets his or her needs – but they do not have the right to perfect or their preferred accommodation.

Appendix B: Individual Accommodation Request Plan

The St. Catharines Public Library is committed to creating an inclusive workplace and will use the following process to identify and meet accommodation needs.

1. **Recognize the need for accommodation**

Accommodation can be:

- Requested by the employee or job applicant
- Identified by the employee's manager or hiring manager

2. **Gather relevant information and assess individual needs**

The employee/job applicant, the manager/hiring manager, and the Union (if applicable) are active participants in this step:

- Information will be collected on the employee's functional abilities or special needs. The information will be kept secure and dealt with in a confidential manner. It will only be disclosed to individuals who need it to perform the accommodation process.
- Parties will work together to find the most appropriate accommodation. A medical or other expert may be engaged to help determine if/how the employee's needs can be accommodated.

3. **Develop an individual accommodation plan**

After identifying the most appropriate accommodation(s), the details will be documented in a written plan, including:

- What accommodation(s) will be provided;
- How to make information accessible to the employee, such as accessible formats and communication supports;
- Employee's emergency contact info or plan (if applicable);
- When the plan will be reviewed and updated.

The employee will receive a copy of the individual accommodation plan or written reasons for denying accommodation, in an accessible format (if applicable).

4. **Implement, monitor and update the plan**

After an individual accommodation plan is developed, the employee and their manager will implement, monitor and review the plan to ensure that it is effective. Formal reviews and updates will take place on the mutually agreed upon, predetermined schedule in the employee's accommodation plan.

- If the accommodation is no longer appropriate, the employee, the manager, and the Union (if applicable) will reassess the situation (go back to step 2) and update the plan.
- If the accommodation is no longer required, the employee, the manager, and the Union (if applicable) will meet and terminate the plan.

The accommodation plan will also be reviewed and updated if:

- The employee's work location or position changes
- The nature of the employee's disability changes
- The employer's operation changes

Confidential when completed

Employee Information

Last Name		First Name	
Title		Department	

Manager Information

Last Name		First Name	
Title		Department	

Information on Functional Limitations or Special Needs

Accommodations

Accommodation Plan			
Start Date		End Date	
Review Frequency		New Review Date	

Comments

Policy Name	Workplace Accommodation		
Section & Number	Board – P-15	**Effective Date**	2026-11-19
Motion Number	2026-xx	**Last Review**	2026-11-19
Author	Human Resources	**Next Review**	2027
Policy Maintenance	Reviewed by Management		

Policy Statement

This policy provides a framework at the St. Catharines Public Library (SCPL) for the workplace accommodation of SCPL employees and job applicants in accordance with the Ontario Human Rights Code (the "Code").

Scope

This policy and its related Procedure apply to:

- all SCPL employees; and
- external job applicants to SCPL who may require accommodation through the recruitment, assessment or selection processes; and
- to all locations of SCPL

The AODA does not diminish SCPL's legal obligations toward persons with disabilities that arise under the Code or any other Act, or which are otherwise imposed by law. If two laws conflict, the provision that provides the highest level of accessibility for persons with disabilities is the law that will be followed (AODA, Section 38). The Code prohibits discrimination on the basis of disability (and other protected Grounds) in respect of goods, services or facilities, accommodations, contracts, employment and vocational organizations.

Definitions

Individual Workplace Accommodation Plan (IWAP): Is provided to the workplace parties under the disability-related workplace accommodation process.

Barrier: As defined by the Accessibility of Ontarians with Disabilities Act, 2005 (AODA).

Disability: As defined in the Ontario Human Rights Code.

Employee: Anyone employed by SCPL or in a co-op/work-term placement program.

Ground: As defined in the Ontario Human Rights Code.

Job Applicants: Internal and external applicants who are applying for an employee position at SCPL.

Workplace Accommodation: A means of adjusting or modifying the work environment or the method of doing work to address individual needs of Employees to allow them to perform the essential duties of their position or an alternate position. It can be temporary or permanent in nature and is a process that includes identifying and/or removing barriers in the workplace or in how the work is performed.

Core Principles

SCPL shall at all times undertake reasonable efforts to address the workplace accommodation requests of employees and job applicants, in a timely manner, and in doing so will adhere to the following principles in the workplace accommodation process:

- **Dignity:** maintain the dignity of the employee or job applicant who requires workplace accommodation
- **Individualization:** develop individual workplace accommodation plans one person at a time, based on each person's individual needs. SCPL understands that some accommodations are simple and can be put in place quickly, so a formal or complicated process isn't always necessary.
- **Inclusion:** respect diversity, remove barriers, and provide workplace accommodation so all persons may participate fully and equitably.

SCPL will incorporate reasonable measures to respect and protect the confidentiality of both personal and medical information and will work cooperatively, and in a spirit of respect, with all partners in the workplace accommodation process.

Workplace Accommodation Requests

To initiate a request, employees must complete the Request for Workplace Accommodation Form (see Workplace Accommodation Procedure Appendix) and submit it to their Manager to begin the review process.

Non-disability Accommodations

SCPL is committed to accommodating employee and job applicant needs based on all non-disability grounds protected under the Ontario Human Rights Code (such as creed/religion, sex/pregnancy, or family status).

Because these requests are highly context-specific, they are managed on an individualized, collaborative, and case-by-case basis.

Disability Accommodations

This section operates in conjunction with the Accessibility for Ontarians with Disabilities Act, 2005 (the "AODA") and its integrated Accessibility Standards Regulation (O. Reg. 191/11) which legally mandates that employers establish and maintain a written process for documenting individual workplace accommodation plans for employees with disabilities.

Regulations

- *Ontario Human Rights Code*, R.S.O. 1990, c. H.19
- Accessibility for Ontarians with Disabilities Act, 2005 (AODA)
- *Integrated Accessibility Standards Regulation*, O. Reg. 191/11
- The Workplace Safety and Insurance Act of Ontario, 1997
- The Personal Health Information Protection Act (PHIPA), 2004
- Municipal Freedom of Information and Protection of Privacy Act (MFIPPA), R.S.O. 1990, c. M.56

Policy (G-31) Privacy and Confidentiality of Customer Information

submitted by Ken Su, CEO

Recommendation

THAT the Board approve amended Policy (G-31) Privacy and Confidentiality of Customer Information.

Background

The Government of Ontario has modernized provincial data protection legislation through Bill 194 (Strengthening Cyber Security and Building Trust in the Public Sector Act, 2024 and Enhancing Digital Security and Trust Act) and complementary amendments to MFIPPA enacted under Bill 97.

On August 13, 2026, the Office of the Information and Privacy Commissioner of Ontario (IPC) issued its updated statutory guidance: "Planning for Success: Privacy Impact Assessment Guide for Ontario's Public Institutions." The guidance specified that public institutions must formally assess and mitigate potential risks before systems go live and makes completing Privacy Impact Assessment (PIA) mandatory.

Additionally, the legislative amendments significantly expand the scope of statutory privacy offences under MFIPPA. Previously focused primarily on unauthorized disclosures of personal information, the updated legislation now codifies unauthorized internal access, collection, and viewing of personal information as a direct, actionable provincial offence. Also, the updated legislation establishes a mandatory statutory breach reporting framework. Public institutions are legally required to report privacy breaches to the IPC and notify affected parties without unreasonable delay whenever a breach poses a "real risk of significant harm" (RROSH).

All public institutions are legally required to enforce these statutory changes effective January 1, 2027.

Update

Following the changes made to the legislation and the release of the IPC guidance, management revised this policy to incorporate the following updates to fulfill statutory requirements:

- **Privacy-by-Design & Mandatory PIAs:** Added a section on Privacy-by-Design to ensure the completion and CEO approval of written PIAs prior to the procurement and deployment of any new or significantly modified service or system handling personal information.

- **Technological Safeguards and Vendor Oversight:** Established vendor data standards mandating contractual protections against data sharing, end-to-end encryption and transmission, data residency restriction, and strict minimum-necessary data exchange for third-party digital services.
- **Privacy Breach Response Protocol:** Updated breach response procedure with the RROSH requirement incorporated, and established reporting obligations to the IPC and affected parties.

Policy Name	Privacy and Confidentiality of Customer Information		
Section & Number	Board – G-31	**Effective Date**	2024-03-21
Motion Number	2026-XX	**Last Review**	2026-11-19
Author	CEO	**Next Review**	2030

Policy Statement

The St. Catharines Public Library (SCPL) is committed to protecting customers' personal information and privacy. Customers have the right to privacy as outlined in the Ontario's Municipal Freedom of Information and Protection of Privacy Act (MFIPPA).

Any collection, use or disclosure of personal information by SCPL is done in accordance with MFIPPA, Canada's Anti-Spam Legislation, and Canadian Federation of Library Association's Statement on Intellectual Freedom and Libraries.

Scope

This policy applies to all SCPL employees and volunteers and by any person working under contract to SCPL who has access to the personal information of customers.

SCPL collects personal information under the authority of the MFIPPA for the purpose of conducting the Library's business which may include fines, holds, overdue notices, fundraising and programs.

Definitions

Personal Information is identifiable information about an individual such as name, phone, address, email, date of birth, financial transaction, etc. Exceptions such as personal information in context of doing business, or persons deceased for over 30 years, etc. are defined in the MFIPPA.

Spam means an electronic message sent without explicit or implied consent of the recipient.

Regulations

Municipal Freedom of Information and Protection of Privacy Act (MFIPPA) provides a right of access to information under the control of institutions in accordance with the principles that (i) information should be available to the public, (ii) necessary exemptions from the right of access should be limited and specific, and (iii) decisions on the disclosure of government information should be reviewed independently of government, and protects the privacy of individuals with respect to personal information about themselves held by institutions and provides individuals with a right of access to that information.

Canada's Anti-Spam Legislation (CASL) protects consumers and businesses from the misuse of digital technology, including spam and other electronic threats. It also aims to help businesses stay competitive in a global, digital marketplace.

~~Responsibility~~

~~The CEO or designate is responsible for the overall administration of this policy.~~

Operational Guidelines

Collection, Use and Disclosure of Personal Information

The Library collects customers' personal information (such as: name, address, telephone number, birthdate and email address) in accordance with MFIPPA to conduct the Library's business.

Examples of when information will be collected include, but are not limited to:

- When customers sign up for a library card
- When customers use the Library's electronic resources
- When customers use meeting rooms, computers and other equipment
- When customers register for library programs
- When individuals make donations to the Library

The Library uses personal information for the following purposes:

- Providing, delivering, managing and communicating library programs and services including but not limited to issuing library cards, circulating materials, addressing customer complaints, collecting fees, booking rooms, registering programs, and issuing suspensions
- Evaluating, planning and improving library programs and services
- Library fundraising

The Library does not share customers' personal information with any other organizations or companies without permission from customers, except when MFIPPA allows sharing, when contractors work within the scope of their duties on behalf of the Library, or when other applicable law says that the Library must share the personal information.

Access to Information and Confidentiality

All employees and volunteers are bound by the privacy provisions of this policy. Access to personal information is restricted based on the principles of "need-to-know" and "least privilege" as outlined in Policy (G-12) Access and Security Control.

Privacy by Design Approach

The Library takes a "Privacy by Design" approach to ensure that privacy is a foundational component of all library programs, services, and systems.

A written Privacy Impact Assessment (PIA), using the template provided by the Information and Privacy Commissioner of Ontario, must be completed and approved by the CEO or designate prior to the procurement and deployment of any new or significantly modified programs, services, and systems that collect, use, or disclose personal information. This includes, but is not limited to, integrated library system, program registration system, and scheduling software.

Completed PIAs will be maintained as living documents, and updated whenever there is a significant change to how personal information is collected, used, and disclosed.

Security of Personal Information

The Library uses reasonable security measures to protect against risks such as unauthorized access, collection, use, and disclosure of personal information. Security measures include physical, technological, and operational safeguards that are appropriate to the nature and format of the personal information.

The Library's security measures do not protect information traveling over the Internet and cannot guarantee security and confidentiality of personal information sent through the Library's public Internet stations and wireless network, including e-commerce and banking transactions.

Accuracy and Retention of Personal Information

The Library will take reasonable measures to ensure that the personal information it holds is accurate, complete and up-to-date.

The Library will retain the personal information it collects for as long as it is needed for the purpose for which it was collected. Once it is no longer required, it will be destroyed. The Library will establish and maintain a clear data retention schedule that specifies purge timelines for different types of personal information (e.g., customer record and employee record).

Third Party Vendors

The Library works with third party vendors to provide online services, such as electronic databases, digital collections, and streaming services. When using some of these services, customers may be asked to create service-specific accounts and provide personal information. The Library's third party services are governed by their own privacy policies and practices, not the Library's. Customers are advised to consult their Terms of Services and Privacy Policies before agreeing to use these services. The Library provides a Privacy webpage summarizing these services with links for reference.

While these third-party services are governed by their own privacy policies, the Library remains accountable for the personal information it shares and is committed to restricting data residency in Canada and only transmitting the absolute minimum data required to verify a customer's account status or to facilitate a requested service.

~~The Library only provides necessary information to these vendors to verify if a customer is a valid library card holder.~~

Library Website

The Library collects IP addresses (a number that can uniquely identify a specific computer or other network device on the Internet) from visitors to the Library's website for statistical purposes. No other personal information is collected when a customer browses the Library's website, unless the customer chooses to use services that require personal information, such as using chat service, booking a room or registering for a program. Except statistics, all other information is purged periodically.

The Library's web server keeps statistics on website access, such as which pages are accessed, when people browse the site, and what types of computers or web

browsers visitors use. This information helps the Library improve online services and customer experience. The Library may also use cookies (small files that websites put on an individual's computer to store information about that individual's preferences) to enhance customer experience. Customers can choose to set their web browser to refuse cookies or to alert them when cookies are being sent. If they do so, some parts of the website may not function properly.

Privacy Breaches

A privacy breach happens when personal information is stolen, lost, or shared without permission. If the Library finds out that there has been a privacy breach, staff will:

- Notify ~~staff and the Board as applicable~~ the CEO or designate immediately
- Investigate the situation
- Protect or contain any information possible and take appropriate steps to prevent a further breach
- ~~Contact all affected customers~~ Assess the breach to determine if it poses a "real risk of Significant Harm" (RROSH), evaluating the sensitivity of the information and the probability of its misuse.
- If a RROSH is identified, notify the Information and Privacy Commissions of Ontario (IPC) and all affected individuals as soon as feasible.
- Review the situation to recommend changes to policies or library operations necessary to prevent a future similar breach
- Keep a record of the breach
- Notify ~~the Information and Privacy Commissioner of Ontario, and~~ other parties and organizations as applicable.

Electronic Communication

The Library will ensure that all electronic messages clearly identify the subject of communication, the St. Catharines Public Library is identified as the sender, and that the Library's mail address and contact information is available.

Obtaining a library card implies the customer's consent to authorize the Library to send electronic notifications regarding personal borrowing and transaction activities using their preferred method. Customers may request not to receive notifications although such an action may affect their ability to use the affected library services.

The Library may, at times, use electronic means to promote services, share information, or announce special events. The Library advises customers that their email may be used to receive promotional electronic messages and provides

options to customers to easily unsubscribe from the services or change their preference at any time.

~~Implementation~~

~~The CEO or designate will implement this policy.~~

Reference

Policy (G-12) Access and Security Control.

Policy Name	Privacy and Confidentiality of Customer Information		
Section & Number	Board – G-31	**Effective Date**	2024-03-21
Motion Number	2026-XX	**Last Review**	2026-11-19
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SCPL collects personal information under the authority of the MFIPPA for the purpose of conducting the Library's business which may include fines, holds, overdue notices, fundraising and programs.

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behalf of the Library, or when other applicable law says that the Library must share the personal information.

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All employees and volunteers are bound by the privacy provisions of this policy. Access to personal information is restricted based on the principles of "need-to-know" and "least privilege" as outlined in Policy (G-12) Access and Security Control.

Privacy by Design Approach
The Library takes a "Privacy by Design" approach to ensure that privacy is a foundational component of all library programs, services, and systems.

A written Privacy Impact Assessment (PIA), using the template provided by the Information and Privacy Commissioner of Ontario, must be completed and approved by the CEO or designate prior to the procurement and deployment of any new or significantly modified programs, services, and systems that collect, use, or disclose personal information. This includes, but is not limited to, integrated library system, program registration system, and scheduling software.

Completed PIAs will be maintained as living documents, and updated whenever there is a significant change to how personal information is collected, used, and disclosed.

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The Library uses reasonable security measures to protect against risks such as unauthorized access, collection, use, and disclosure of personal information. Security measures include physical, technological, and operational safeguards that are appropriate to the nature and format of the personal information.

The Library's security measures do not protect information traveling over the Internet and cannot guarantee security and confidentiality of personal information sent through the Library's public Internet stations and wireless network, including e-commerce and banking transactions.

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The Library will take reasonable measures to ensure that the personal information it holds is accurate, complete and up-to-date.

The Library will retain the personal information it collects for as long as it is needed for the purpose for which it was collected. Once it is no longer required, it will be destroyed. The Library will establish and maintain a clear data retention schedule

that specifies purge timelines for different types of personal information (e.g., customer record and employee record).

Third Party Vendors
The Library works with third party vendors to provide online services, such as electronic databases, digital collections, and streaming services. When using some of these services, customers may be asked to create service-specific accounts and provide personal information. The Library's third party services are governed by their own privacy policies and practices, not the Library's. Customers are advised to consult their Terms of Services and Privacy Policies before agreeing to use these services. The Library provides a Privacy webpage summarizing these services with links for reference.

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Privacy Breaches
A privacy breach happens when personal information is stolen, lost, or shared without permission. If the Library finds out that there has been a privacy breach, staff will:

- Notify the CEO or designate immediately

- Investigate the situation
- Protect or contain any information possible and take appropriate steps to prevent a further breach
- Assess the breach to determine if it poses a "real risk of Significant Harm" (RROSH), evaluating the sensitivity of the information and the probability of its misuse.
- If a RROSH is identified, notify the Information and Privacy Commissions of Ontario (IPC) and all affected individuals as soon as feasible.
- Review the situation to recommend changes to policies or library operations necessary to prevent a future similar breach
- Keep a record of the breach
- Notify other parties and organizations as applicable.

Electronic Communication
The Library will ensure that all electronic messages clearly identify the subject of communication, the St. Catharines Public Library is identified as the sender, and that the Library's mail address and contact information is available.

Obtaining a library card implies the customer's consent to authorize the Library to send electronic notifications regarding personal borrowing and transaction activities using their preferred method. Customers may request not to receive notifications although such an action may affect their ability to use the affected library services.

The Library may, at times, use electronic means to promote services, share information, or announce special events. The Library advises customers that their email may be used to receive promotional electronic messages and provides options to customers to easily unsubscribe from the services or change their preference at any time.

Reference
Policy (G-12) Access and Security Control.