



St. Catharines Public Library Board

Regular Meeting

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

AGENDA

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

1. **Adoption of Agenda**

1.1 Additions/Deletions to Agenda

1.2 Adoption of Agenda

Motion

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

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

3.1 Regular Meeting – September 17, 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 – Summer Programming – Sam Walker and Lydia Smith,
Programming and Outreach Librarians

5. **Consent Agenda (attachments)**

Motion

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 and Promotions – H. Jones

5.3(d) Human Resources – A. Maciukas

5.3(e) ILS Migration – D. Bott, J. Spera, 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 Investments Statement at September 30, 2026

6. Discussion Reports (attachments)

- 6.1 2027 Annual Work Plan – K. Su Motion
- 6.2 Policy (G-09) Artificial Intelligence – K. Su Motion
- 6.3 Policy (G-12) Access and Security Control – D. Bott Motion
- 6.4 Policy (G-04) Collection Management – D. Bott Motion
- 6.5 Board Self-Assessment and Legacy Planning – J. Coles (verbal)

7. In-Camera Session

- 7.1 In-Camera Agenda (attachment)
 - 7.1(a) Additions/Deletions to In-Camera Agenda
 - 7.1(b) Adoption of In-Camera Agenda Motion
- 7.2 Motion to Move In-Camera Motion
- 7.3 Adoption of In-Camera Minutes
 - 7.3(a) In-Camera Session – September 17, 2026 (attachment) Motion
- 7.4 In-Camera Consent Agenda (attachments)
 - 7.4(a) Staffing Update (September 2026) – A. Maciukas
- 7.5 In-Camera Discussion Reports (attachments)
 - 7.5(a) Planning Matter – D. Bott and K. Su
(Closed Session in accordance with the Municipal Act section 239(2)(k) a position, plan, procedure, criteria, or instruction to be applied to negotiations.)
- 7.6 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, November 19, 2026 at 6:00pm, Room 115, Central Library & Microsoft Teams



St. Catharines Public Library Board

Regular Meeting Minutes

Thursday, September 17, 2026, 6:00 pm
Room 115, Central Library & Microsoft Teams

Present:	S. Dimick (Vice-Chair) L. Littleton Councillor G. Miller	N. Olmstead G. Riihimaki
Regrets:	P. Clausi J. Coles (Chair)	K. Diiorio Councillor J. Lindal
Staff:	D. Bott L. DiDonato M. Haanstra (left at 7:43pm) L. Jenter (Recording Secretary) H. Jones (left at 7:43pm)	A. Maciukas S. Mannella (left at 7:43pm) J. Spera (left at 7:43pm) K. Su (Secretary)

Vice-Chair calls Regular Meeting to order at 6:02pm.

Gail Riihimaki reads the following SCPL Land Acknowledgment:

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

1. Adoption of Agenda

1.1 Additions/Deletions to Agenda
None

1.2 Adoption of Agenda

MOTION: 2026-80

MOVED BY:

SECONDED BY:

MOTION CARRIED.

THAT the Agenda be adopted.

N. Olmstead

G. Riihimaki

2. Chair's Remarks & Declarations of Interest

The Vice-Chair welcomed the Board back from summer break. The Vice-Chair thanked Nordicity for the Community Needs Assessment. The Vice-Chair highlighted upcoming events, including SCPL LitFest, and the Grape and Wine parade, and reminded the Board that the October Board meeting will be held at the Merritt Branch. There were no Declarations of Interest.

3. Presentation

- 3.1 Community Needs Assessment – Gaeby Abrahams and Zoe Brown, Nordicity
The Board received a presentation reviewing the recommendations from the Community Needs Assessment. The Board requested clarification for the regional recommendations, and noted that the reports finding strongly validate the strategic direction already taken by the Library.

MOTION: 2026-81 THAT the Board approve the Community Needs Assessment.

MOVED BY: G. Riihimaki

SECONDED BY: Councillor G. Miller

MOTION CARRIED.

4. Adoption of Minutes (attachment)

- 4.1 Regular Meeting – June 18, 2026

MOTION: 2026-82 THAT the Regular Meeting Minutes of June 18, 2026 be adopted.

MOVED BY: L. Littleton

SECONDED BY: N. Olmstead

MOTION CARRIED.

5. Monthly Updates (verbal)

- 5.1 St. Catharines City Council – Councillor G. Miller
Councillor Miller shared that City Council is nearing the end of term and do not want to make decisions for the next council.

- 5.2 CEO Update – K. Su

The CEO updated the Board about the following:

- **Potential Donations** – The Board Chair and CEO are meeting with potential donors for possible contributions to Endowment and Trust.
- **Grant Application** – CEO applied for two grants during the summer to support the Central renovation and accessibility improvement project.

6. Consent Agenda

- 6.1 CEO Report – K. Su
- 6.2 Department Reports – June, July & August 2026
 - 6.2 (a) Customer Service – M. Haanstra & J. Spera
 - 6.2 (b) Innovation, Collections, and Technology – D. Bott
 - 6.2 (c) Programming & Promotions – H. Jones
 - 6.2 (d) Facilities – S. Mannella
 - 6.2 (e) Health & Safety – L. DiDonato
 - 6.2 (f) ILS Migration – D. Bott, J. Spera and H. Jones
 - 6.2 (g) Quarterly Department Reports – Q2 2026
- 6.3 Financial Reports – L. DiDonato
 - 6.3 (a) 2026 Financial Results and Forecast at June 30, 2026
 - 6.3 (b) Endowment & Trust Statement at June 30, 2026
 - 6.3 (c) Short-Term Investment Statement at June 30, 2026
- 6.4 Quarterly Progress Update on 2026 Work Plan (Q3) – K. Su
- 6.5 2027 Board Meeting Dates – K. Su
- 6.6 2027 Library Closure Dates – K. Su

MOTION: 2026-83 THAT the Consent Agenda be received as circulated.
MOVED BY: L. Littleton
SECONDED BY: G. Riihimaki
MOTION CARRIED.

7. Discussion Reports

- 7.1 Policy (P-06) CEO Evaluation – Board Chair
The Board received Policy (P-06) CEO Evaluation with amendments for clarity.
The Board discussion the grading levels, determining to amend the name of one grade.

MOTION: 2026-84 THAT the Board approve the further amended Policy (P-06) CEO Evaluation.

MOVED BY: N. Olmstead
SECONDED BY: Councillor G. Miller
MOTION CARRIED.

- 7.2 Appointing the CEO Evaluation Committee – Vice Chair
The Vice-Chair requested volunteers to form the CEO Evaluation Committee.

MOTION: 2026-85 THAT the Board appoint members Janice Coles, Gail Riihimaki and Sarah Dimick to the CEO Evaluation Committee.
MOVED BY: L. Littleton

SECONDED BY: Councillor G. Miller
MOTION CARRIED.

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

The Board received Policy (G-03) Borrowing to better refine alignment with the new ILS. Language amendments recommended by the Board Chair will be included into the policy. While the recommended updates to the renewal system, necessitated by the new ILS, may impact overall circulation statistics, they remain fully aligned with broader public library industry standards.

MOTION: 2026-86 THAT the Board approve Policy (G-03) Borrowing as amended and the policy take effect November 18, 2026.

MOVED BY: N. Olmstead

SECONDED BY: G. Riihimaki

MOTION CARRIED.

7.4 Policy (P-17) Volunteer – A. Maciukas

The Board received Policy (P-17) Volunteer, amended to align with the City's volunteer policy. The Board discussed the training requirements to mitigate insurance risk.

MOTION: 2026-87 THAT the Board approve amended Policy (P-17) Volunteer.

MOVED BY: N. Olmstead

SECONDED BY: Councillor G. Miller

MOTION CARRIED.

7.5 Policy (F-01) Investment – L. DiDonato

The Board received Policy (F-01) Investment with amendments to streamline the Policy to align with the City's Policy.

MOTION: 2026-88 THAT the Board approve amended Policy (F-01) Investment.

MOVED BY: G. Riihimaki

SECONDED BY: N. Olmstead

MOTION CARRIED.

7.6 Policy (G-05) Meeting Rooms – L. DiDonato

The Board received Policy (G-05) Meeting Rooms amended to include the third party insurance for rentals.

MOTION: 2026-89 THAT the Board approve amended Policy (G-05) Meeting Rooms.

MOVED BY: L. Littleton

SECONDED BY: N. Olmstead

MOTION CARRIED.

7.7 Central Branch Renovation and Accessibility Improvement Project – L. DiDonato

As City Council approved the funding for the Central Branch Renovation and Accessibility Improvement Project, the Board received the staff report seeking approval to move forward with funding the phased construction project.

MOTION: 2026-90 THAT the St. Catharines Public Library (SCPL) Board approve moving forward with the Central Branch Renovation and Accessibility Improvement Project using the following identified sources of funding:

- i. Up to \$4.85 million from the City of St. Catharines (City);
- ii. Up to \$1.1 million from the SCPL Capital Reserve; and
- iii. Up to \$1.2 million from the Endowment and Trust.

MOVED BY: N. Olmstead
SECONDED BY: Councillor G. Miller
MOTION CARRIED.

7.8 SCPL 2027 to 2030 Operating Budget and Forecasts – L. DiDonato

The Board received the proposed operating budget for 2027 to 2030, with no amendments from the draft approved in June 2026. To aid in municipal budget presentations, the Board suggested staff include tax dollar increase in presentation to Council.

MOTION: 2026-91 THAT the St. Catharines Public Library (SCPL) Board approve the 2027 Operating Budget and adopt, in principle, the 2028 to 2030 Forecasts, for submission to the City of St. Catharines (City).

MOVED BY: G. Riihimaki
SECONDED BY: L. Littleton
MOTION CARRIED.

7.9 SCPL 2027 to 2036 Capital Budget - L. DiDonato

The Board received the proposed capital budget for 2027 to 2036. The City of St. Catharines has historically incorporated Library properties directly within the municipal capital budget. Significant costs identified in both the building assessment plan and the asset management plan, not included in the City's budget, necessitate the submission of a separate SCPL capital budget to ensure identified costs are properly documented by SCPL and the City.

MOTION: 2026-92 THAT the St. Catharines Public Library (SCPL) Board approve the 2027 to 2036 Capital Budget for submission to the City of St. Catharines (City).

MOVED BY: N. Olmstead
SECONDED BY: Councillor G. Miller

MOTION CARRIED.

M. Haanstra, H. Jones, S. Mannella and J. Spera left the meeting at 7:43pm.

Vice-Chair called for break at 7:44pm.

Meeting resumed at 7:47pm

8. In-Camera Session

8.1 In-Camera Agenda

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

Move item 8.4(d) Planning Matter to 8.5(a) for discussion

Add item 8.5(b) Personal Matter – L. Littleton

8.1(b) Adoption of In-Camera Agenda

MOTION: 2026-93

THAT the In-Camera Agenda be adopted as amended

MOVED BY:

L. Littleton

SECONDED BY:

G. Riihimaki

MOTION CARRIED.

8.2 Motion to Move In-Camera

MOTION: 2026-94

THAT the Regular Meeting move to In-Camera Session to receive personal and planning information.

MOVED BY:

N. Olmstead

SECONDED BY:

Councillor G. Miller

MOTION CARRIED.

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

8.6 Return to Open Session

MOTION: 2026-96

THAT the In-Camera Session return to Open Session.

MOVED BY:

G. Riihimaki

SECONDED BY:

N. Olmstead

MOTION CARRIED.

The Meeting returned to Open Session at 8:13pm.

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

MOTION: 2026-97

THAT the Board receive the information presented during the closed session.

MOVED BY:

N. Olmstead

SECONDED BY:

L. Littleton

MOTION CARRIED.

10. Motion to Adjourn

MOTION: 2026-98

THAT the Regular Meeting be adjourned.

MOVED BY:

Councillor G. Miller

SECONDED BY:

N/A

MOTION CARRIED.

Meeting adjourned at 8:13pm.

11. Next Meeting / Upcoming Events

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

Chair

Secretary

Consent Agenda

Recommendation

THAT the Consent Agenda be received as circulated.

5. **Consent Agenda (attachments)**

Motion

- 5.1 Correspondence
- 5.2 CEO Report – K. Su
- 5.3 Department Reports – June, July & August 2026
 - 5.3(a) Customer Service – M. Haanstra & J. Spera
 - 5.3(b) Innovation, Collections, and Technology – D. Bott
 - 5.3(c) Programming and Promotions – H. Jones
 - 5.3(d) Human Resources – A. Maciukas
 - 5.3(e) Health & Safety – L. DiDonato
 - 5.3(f) ILS Migration – D. Bott, J. Spera, 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 Investments Statement at September 30, 2026

Correspondence

(as of October 8, 2026)

For Information

Received on September 23, 2026

RE: St. Catharines Public Library – Central Branch Renovation Capital Request

To be sent on October 16, 2026

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

September 23, 2026

Ken Su
Chief Executive Director
St. Catharines Public Library
54 Church Street
St. Catharines, ON L2R 7K2

Sent via email: qksu@myscpl.ca

**Re: St. Catharines Public Library – Central Branch Renovation Capital Request
Our File: 10.12.1**

Dear Mr. Su,

At its meeting of August 10, 2026, St. Catharines City Council approved the following motion:

That Council **approve** the revised scope for the St. Catharines Public Library Central Branch Renovation and authorize the use of capital funds previously approved through the City's 2023 Capital Budget.

If you have any questions, please contact the Office of the City Clerk at extension 1524.



Kristen Sullivan, City Clerk
Legal and Clerks Services, Office of the City Clerk
:av



Impact Report

October 2026

1,245
participants
 registered for our
 Summer Reading Club.

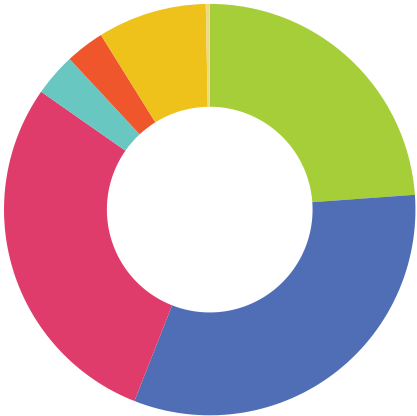


“ I had a difficult time getting my daughter to read but, with the Summer Reading Club, she wants to read all the time! ”

- SCPL Customer

SCPL Summer Program Sessions By location

- Central - 78 programs
- Dr. Huq - 105 programs
- Merritt - 94 programs
- Port Dalhousie - 11 programs
- System-Wide - 10 programs
- Community - 28 programs
- Virtual - 1 program



8,877
attendees
 participated in SCPL
 programs this summer.



3,596

holds

picked up in the first year of the Merritton Holds to Go Lockers, July 2025-June 2026.



2,646

language sessions

were accessed through Mango Languages in 2026.



27,393

people

used SCPL computers or wifi for internet access in summer 2026.



Enhanced Programs for Older Adults 55+

SCPL is proud to announce the launch of a new project, Bridging Gaps for Older Adults, made possible through the support of the Government of Ontario's Seniors Community Grant Program.

This project will provide an enhanced series of programs for older adults 55+ focused on digital literacy, financial literacy, health and wellness, and the creative arts. Through these programs, we aim to provide a safe, supportive, and engaging atmosphere to help older adults build social connections, learn new or enhanced skills, and improve overall quality of life.

For a full list of SCPL events, visit events.myscpl.ca

CEO Report

submitted by Ken Su, CEO (September 2026)

For Information

Central Library Renovation Project Update

The Library made an arrangement to tour Brock University MakerSpace inside its library on October 30, 2026. Staff will take this opportunity to generate ideas, identify potential options, and learn valuable experiences for the Central Library renovation.

Additionally, a Central Renovation Staff Survey was sent to all staff who are encouraged to share their practical experience, unique perspectives, and improvement ideas that can help make our public spaces at Central more accessible, welcoming, and effective.

Board Recruitment and Appointment Plan

Staff have been discussing with the City Clerk's Office over the last few weeks to develop a preliminary plan for the upcoming Board Recruitment and Appointment.

As new city council will be taking office in November and staff will be presenting the Library's 2027 budget on December 2, incoming board members will most likely be recruited and appointed in early 2027.

Staff anticipate that application and evaluation will take place between late January and early March. It is recommended that incumbent board members indicate their interest in seeking reappointment before January 21, 2027, so a review committee can be appointed by the Board at its January 2027 meeting.

The CEO will continue discussing with City Clerk and update the Board as additional information becomes available.

Community Safety and Well-Being Presentation

On behalf of the Library, Business Administrator and Manager of Facilities presented at the latest regional community safety and well-being meeting on September 29, 2026. The presentation was well received and a number of community support groups want to meet with us and discuss options to address the challenges the Library is facing.

Customer Service

submitted by Marcella Haanstra, Assistant Manager of Customer Service (September 2026)

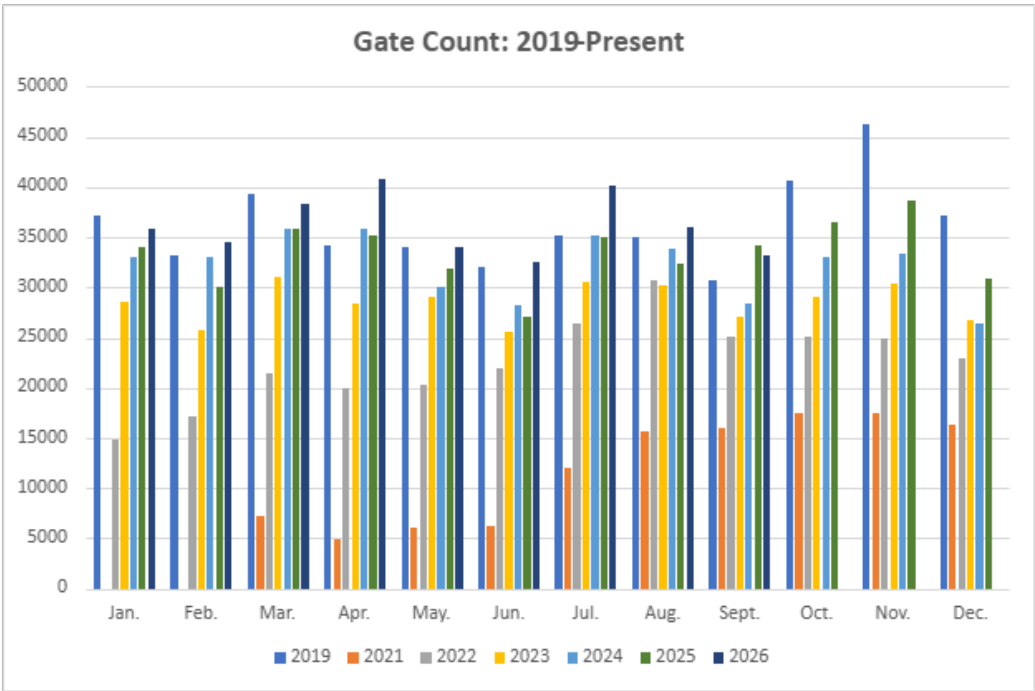
For Information

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

	September 2026	% change from 2025
Gate Count	33,199	34,243 (-3%)
Membership	745	854 (-13%)
Holds Placed	13,615	13,666 (-1%)
Questions	7,564	4,909 (+43%)

Gate Count

In September, our system-wide gate count saw a modest decline compared to 2025, which had been bolstered by the opening of the new Merritt location. Nonetheless, this month's total remains nearly 8% higher than pre-pandemic levels.



Membership

Targeted outreach, membership drives, and a successful community contest kept public engagement high throughout September's Library Card Signup Month. Although system-wide new registrations adjusted slightly, stabilizing after last year's surge from the very successful Merritt Branch relocation and grand opening, overall branch activity was highly positive. Staff successfully leveraged these promotional initiatives to welcome and onboard new customers across all locations.

Holds Placed

The number of holds placed this month remained highly stable, experiencing a nominal 1% difference compared to September 2025. This vital system continues to serve as a cornerstone of our operations, ensuring equitable and convenient access to materials for library customers across St. Catharines.

One Year at the New Merritt Branch

September 18 marked one year since the grand opening of our new Merritt Branch at the Pen Centre, and our first year in this vibrant location has been a resounding success. Driven by our commitment to welcoming, accessible spaces, the branch's bright layout and dedicated study areas have earned overwhelming praise. This community enthusiasm sparked an incredible 120% surge in visits (77,112 visitors) and a 188% jump in new library memberships (2,193 registrations) over our inaugural year.

Our children's area, complete with a bright and spacious programming room, helped drive a 60% increase in program attendance (5,211 attendees across 361 sessions) and a phenomenal 162% rise in Summer Reading Club participation. Furthermore, active partnerships with organizations like Brock University Library and Positive Living Niagara, alongside a 52% increase in checkouts and a staggering 293% surge in in-house library use, prove that our customers are truly making this space their own. As we prepare to serve as a municipal polling station in October and create more engagement opportunities as we close out 2026, the Merritt Branch has firmly established itself as a vital, highly accessible community hub.

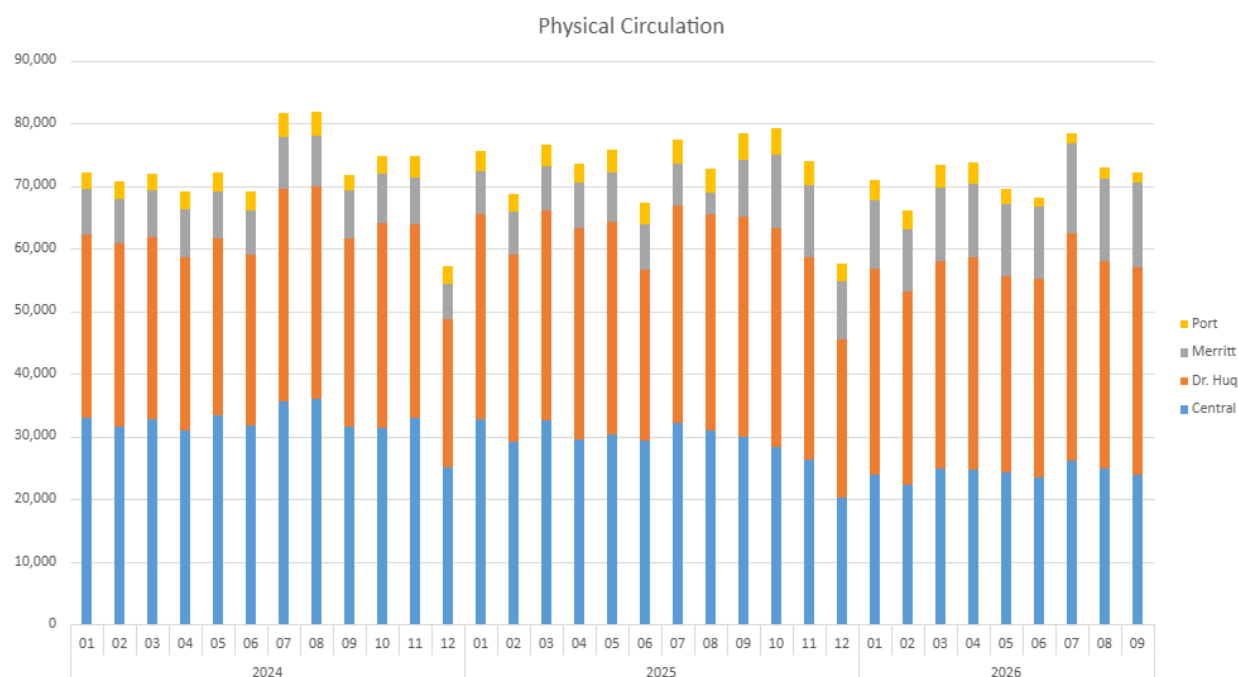
Innovation, Collections & Technology

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

For Information

Physical Circulation

In September 2026, physical circulation numbers were almost identical to those in August. Year-to-date, physical circulation has declined about 3% from that of 2025.



Digital Circulation

Digital Circulation decreased by about 2% from August to September 2026. Year-to-date, digital circulation has also decreased by about 3% from that of 2025.

Cloud Library Kobo Integration

SCPL successfully completed beta testing the Kobo integration option with Cloud Library. The full launch will be in October where Cloud Library users will be able to send eBooks directly to their Kobo device.

Library of Things

ICT was able to repurchase two keyboards and cases for the Library of Things as the result of the generous donation provided by the Rotary Club.

Digitization Student

Our digitization student scanned 2,388 items in September with a total amount scanned of 8,102 items since the beginning of June.

Programming and Promotions

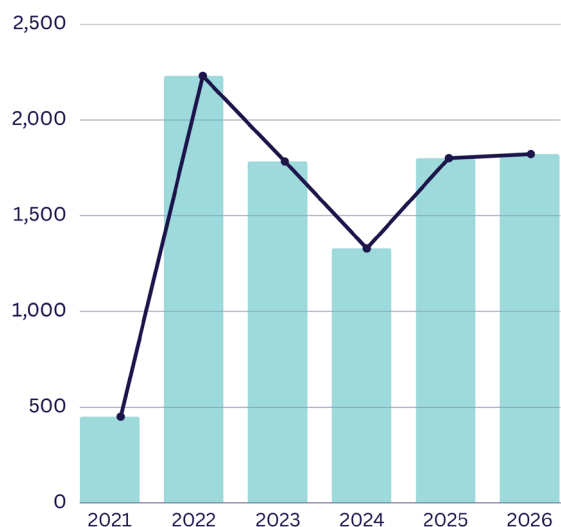
submitted by Holly Jones, Manager Programming & Promotions (September, 2026)

For Information

Programming Highlights

The library welcomed 1,822 community members across 93 programs this September, reflecting a stable attendance pattern with a marginal 1% increase compared to September 2025. The transition into fall included a new season of early literacy programming and adult book clubs, the resumption of class visits, and diverse arts and cultural programming for all age groups. Library staff connected with 348 residents through outreach and in-community events. These included a successful Pop-up Library at the St. Catharines Farmer's Market (126 engagements), two membership drives at Brock University (117 engagements), and participation in the annual Niagara Grape & Wine Festival's Grande Parade.

September Program Attendance, 2021-2026



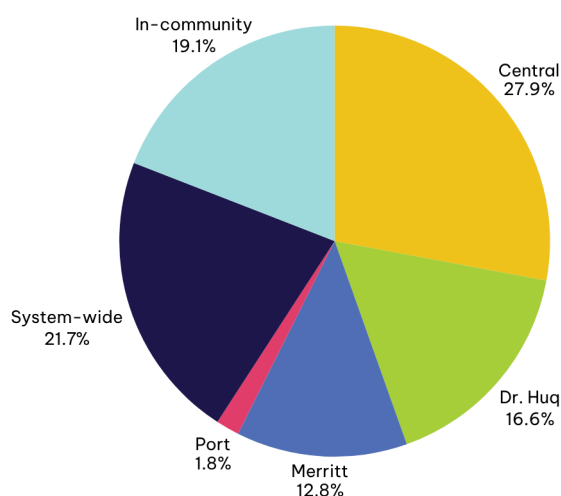
Children and teen programming accounted for 603 attendees across 37 programs, demonstrating strong community demand. Early literacy remains a core pillar of library programming. Little Explorers at the Dr. Huq Branch was the largest contributor, drawing 137 attendees over seven sessions. Children's drop-in programs have proven effective at drawing substantial attendance without requiring advance registration. Programs included the STEM Station at the Dr. Huq Branch (29 attendees), Sticker Making at the Central Branch (23 attendees), and Explore Ozobots at the Port Branch (11 attendees).

Hands-on arts and science workshops remain popular, including DIY Chia Pets (12 participants), DIY Bouncy Balls (12 participants), and Cross Stitch Key Chains (10 participants), all at the Merritt Branch. Teen engagement continues to be an area where we are actively refining our strategy and outreach. September's limited numbers reflect back-to-school timing. Broader participation is anticipated as the fall schedule resumes and the Teen Reviewers program relaunches in October.

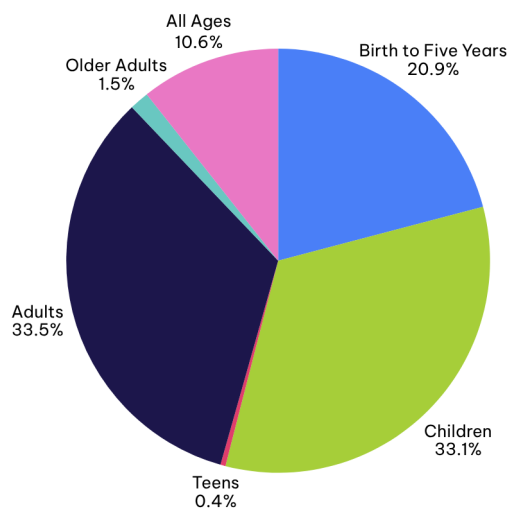
Adult and older adult programming represented the largest demographic share, engaging 637 attendees across 47 programs. Offerings included community partnerships, arts, cultural and lifelong learning events, and our on-going interest-based clubs. Of special note:

- SCPL once again partnered with Niagara's Mobile Closet to offer a free shopping event at the Central Library, serving 80 customers.
- A Welcoming Week employment workshop titled Stories We Share welcomed 24 attendees at the Merritt Branch.
- SCPL hosted The Gallery Players of Niagara for The Bach Walk, a downtown concert trail which took place at locations across the downtown, bringing 110 people to the Central Library for an afternoon of music in the atrium.
- The Central Library hosted the Our Brain Matters Art Showcase, welcoming 50 attendees to view community mental health artwork.

**Attendees by Location,
September 2026**



**Attendees by Age Group,
September 2026**



Throughout September, SCPL delivered a series of commemorative and educational programs to acknowledge the National Day for Truth and Reconciliation (September 30). Programs included an Orange Shirt Day medicine pouch making workshop with

Indigenous artist Mika Wooley, delivered in partnership with the City of St. Catharines (18 participants), and a collaboration with the St. Catharines Downtown Association to host handcrafted dreamcatchers at the Central Library ahead of the Sisters in Spirit Vigil and Walk. System-wide, education was reinforced through curated branch displays, the publication of a topical reading list, the distribution of printed copies of the Truth and Reconciliation Commission's 94 Calls to Action across all customer service desks, and an invitation to staff to wear orange shirts on September 30.

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

Communication Highlights

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

- Launched the ILS migration public communications plan
- Continued SCPL LitFest promotions and event support
- Supported SCPL's Grape & Wine Parade committee
- Prepared the quarterly Membership Reactivation Campaign for Q4
- Began preparation of the Central Renovation communications plan

Feedback on SCPL's social media channels continues to be positive, especially around our fall program guide and upcoming events. Customers demonstrated excitement for the library's upcoming Senior's Grant programming, tagging friends and family to encourage participation. SCPL's LitFest collaboration with illustrator Josh Rosen generated buzz, with followers praising his teaching style ("*Josh's classes are so much fun!*") and celebrating the partnership as "*the crossover I've been waiting for.*"

Media Mentions

01-Sep	CKTB 610- The Drive	Discussion topics: One-year Merritt anniversary, SCPL LitFest, Seniors' Grant, September programs
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Human Resources

submitted by **Albertina Maciukas, Human Resources Manager**

For Information

Recruitment

To streamline the recruitment process, a Request to Hire form has been created to provide a formal and proactive process for submitting staffing requests.

Staff Development Day 2026

Planning for the 2026 Staff Development Day, a joint initiative with Niagara Falls Public Library, is progressing well. Speakers have been confirmed, with only a few minor decisions remaining. Confirmed topics include change management, resilience, social connection, and artificial intelligence (AI). Staff have been advised of the general plan for the day.

Training

Since partnering with the City of St. Catharines, a number of staff have participated in various training opportunities, including Crucial Conversations, Time Management, and Emotional Intelligence. To conclude the year, several staff will also participate in DiSC training.

Employee Survey

The Employee Survey has been launched, with staff responses being collected over a two-week period. Once the survey closes, responses will be reviewed and the data aggregated for managers to support analysis and identify key themes and opportunities.

SCPL Connects Committee

The SCPL Connects Committee has continued to organize a variety of staff engagement activities throughout the year. Recent initiatives have included passive programs over the summer, a spooky paint night in September, with upcoming events such as, a ghost walk in October, a trivia night in November, and a cookie decorating contest in December.

Performance Review Document

Managers have provided feedback on the Performance Review document, with revisions being made to improve clarity and ensure the wording is easily understood by staff. The distribution of performance reviews will also be staggered to make the process more manageable for managers.

Union Job Evaluations

Union job evaluations remain on track with the established four-year review schedule. All 2026 reviews have been completed, with the 2027 reviews scheduled to begin in the second quarter of the year.

Integrated Library System (ILS) Migration

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

For Information

Staff have begun in-person training in Polaris. All staff have been scheduled to attend two 3-hour sessions covering circulation services, such as check-in, check-out and searching the catalogue, as well as overdues, memberships, renewals and the online catalogue, Vega Discovery.

ICT staff have been testing remote authentication services for 3rd-party products, such as cloudLibrary, hoopla, PressReader and other vendors. We have also been testing self-checkout services.

The communications team have continued working with Niagara Falls Public Library to coordinate key messaging and promotional information for both internal and external stakeholders. In late September, SCPL staff published information for our customers via myscpl.ca, our electronic newsletter, social media channels, and print.

St. Catharines Public Library
2026 Financial Results & Forecast at September 30, 2026
submitted by Lisa DiDonato, Business Administrator

ITEM 5.4 (a)
REGULAR MEETING
OCTOBER 15, 2026

	September 30, 2026			December 31, 2026		
	Actual	Budget	%	Forecast	Budget	%
REVENUE						
City Contribution (1)	5,638,500	5,638,500	100.0	7,517,958	7,517,958	100.0
Other Revenue (2)	113,884	63,416	179.6	313,155	313,155	100.0
Transfers from Reserves (3)	95,000	45,000	-	200,000	60,000	333.3
TOTAL REVENUE	5,847,384	5,746,916	101.7	8,031,113	7,891,113	101.8
SALARIES & BENEFITS						
Salaries	3,270,718	3,439,723	95.1	4,586,297	4,586,297	100.0
Benefits	730,807	791,768	92.3	1,055,691	1,055,691	100.0
Salaries & Benefits (4)	4,001,524	4,231,491	94.6	5,641,988	5,641,988	100.0
OTHER EXPENDITURES						
Library Materials	589,974	615,644	95.8	820,858	820,858	100.0
Occupancy Costs	684,580	616,152	111.1	821,536	821,536	100.0
Supplies & Services	407,952	338,336	120.6	501,115	451,115	111.1
Operating Capital	156,279	116,712	133.9	245,616	155,616	157.8
Other Expenditures (5)	1,838,786	1,686,844	109.0	2,389,125	2,249,125	106.2
TOTAL EXPENDITURES	5,840,310	5,918,335		8,031,113	7,891,113	
UNEXPENDED BALANCE (6)	7,074	- 171,419		-	-	

NOTES:

REVENUE

(1) As of September 30, the actual and forecasted municipal contributions from the City of St. Catharines remain aligned with the approved 2026 operating budget.

(2) Year-to-date, other revenues exceed budget expectations, driven primarily by copier services demand.

(3) The 2026 budget incorporates a \$60,000 allocation from the Stabilization Reserve to address increased lease expenditures associated with the relocation of the Merritt Branch. Furthermore, the 2026 forecast includes two Board-approved, one-time transfers of \$90,000 and \$50,000 for the Integrated Library Services transition and the Community Needs Assessment, respectively. These transfers are being recognized over the fiscal year, corresponding with the timing of the actual expenditures.

SALARIES AND BENEFITS

(4) Third-quarter expenditures for salaries and benefits were below budget, primarily due to the timing of pay periods and grid step increases, with the related expenditures expected to occur in the fourth quarter of 2026. Benefit expenditures also reflect premium savings resulting from the transition to a new benefits carrier in June 2026.

OTHER EXPENDITURES

(5) Other Expenditures continue to be actively managed, with current deficits primarily attributable to the timing of expenditures. The forecast includes two reserve-funded, one-time expenditures of \$90,000 for the Integrated Library Services transition and \$50,000 for the Community Needs Assessment.

UNEXPENDED BALANCE

(6) As of September 30, 2026, there was a net funding surplus of \$7,074; however, the budget is forecast to be balanced by year-end.

Endowment & Trust Fund Statement at September 30, 2026

submitted by Lisa DiDonato, Business Administrator

Income/Expenditures

Donations	\$	5,745
Used Books Sale		4,017
Interest		33,601
Total Income	\$	43,362

Less Expenditures		1,838
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Current Year, Net Expenditures	\$	41,525
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Fund Balance, Beginning of Year		1,465,804
Fund Balance	\$	1,507,329

Net Assets

Cash And Cash Equivalent	\$	218,729
GIC's		1,263,338
Receivables		27,099
Total Current Assets		1,509,167

Less Current Liabilities		1,838
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Net Assets	\$	1,507,329
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Encumbered Amount		243,321
Unencumbered Amount		1,264,008
Fund Balance	\$	1,507,329

Short-Term Investments Statement at September 30, 2026

submitted by Lisa DiDonato, Business Administrator

Broker	Due	Yield	Market Value	Source
TD Bank	Dec 15, 2026	2.700%	\$290,079.47	Operating
The Canada Trust Company	Dec 15, 2026	2.700%	\$440,862.63	E & T
TD Bank	Dec 15, 2026	2.700%	\$176,788.86	E & T
Community Trust	Aug 20, 2027	3.540%	\$100,000.00	E & T
Fairstone Bank of Canada	Aug 20, 2027	3.540%	\$100,000.00	E & T
General Bank of Canada	Aug 20, 2027	3.540%	\$100,000.00	E & T
Versa Bank	Aug 20, 2027	3.540%	\$100,000.00	E & T
B2B Bank	Apr 17, 2028	3.590%	\$100,000.00	E & T
ICICI Bank Canada	Apr 17, 2028	4.920%	\$72,000.00	E & T
Royal Bank of Canada	May 1, 2028	4.632%	\$73,687.00	E & T

Discussion Reports

6. Discussion Reports (attachments)

- | | | |
|-----|---|--------|
| 6.1 | 2027 Annual Work Plan – K. Su | Motion |
| 6.2 | Policy (G-09) Artificial Intelligence Use – K. Su | Motion |
| 6.3 | Policy (G-12) Access and Security Control – D. Bott | Motion |
| 6.4 | Policy (G-04) Collection Management – D. Bott | Motion |
| 6.5 | Board Self-Assessment and Legacy Planning – J. Coles (verbal) | |

2027 Annual Work Plan

submitted by Ken Su, CEO

Recommendation

THAT the St. Catharines Public Library Board approve the 2027 Annual Work Plan

Background

As part of the annual planning process, the management team has refined the structure of the annual work plan to align with strategic priorities and focus on key initiatives. This streamlined approach, developed in previous years, moves away from listing ongoing operational activities to highlight new, innovative, and improvement-oriented projects. Key features of this format include assigning a single lead for major projects, adopting an organization-wide structure, incorporating measurable goals, and focusing on a concise list of major initiatives.

Update

The draft 2027 Annual Work Plan has been developed in alignment with the Library Board's Strategic Plan (2025 - 2028) and the key findings from the 2026 Community Needs Assessment. The management team met on June 16 and August 19 to identify strategic items for 2027 that address the service pressures and opportunities highlighted in the assessment, ensuring the library continues to meet the evolving needs of the St. Catharines community.

The 2027 plan focuses on major initiatives that support our strategic goals, with a direct link to the recommendations from the community needs assessment. Key initiatives for 2027 include:

- Develop a Defined Service Role Framework: To clarify what services the Library provides directly, supports through partners, or refers to other agencies.
- Central Library Renovation: To continue the multi-phase renovation, enhancing accessibility and reconfiguring public and staff spaces.
- New ILS Evaluation: To assess the new integrated library system's performance and work towards a unified "one card" service.

This work plan will be used to guide our efforts throughout 2027.

2027 SCPL Departmental Work Plan - Quarterly Update

Strategic Goal 1: Experiences in Bloom

Strategic Goal 2: Community in Bloom

Strategic Goal 3: People in Bloom

Strategic Goal 4: Literacy in Bloom

Status

No Change

Minor Changes, no significant impact

Major Changes, attention required

✓, Completed

SCPL						
Strategic Goal	Recommendation	Annual Objective / Action Item	SMART Goals and outcomes	Project Lead	Contributors	Timelines
#2, #3	#1, #2	Library Board Recruitment and OnBoarding	Participate in the City's ABC recruitment fair, set up and attend recruitment stations at each branch location, provide onboarding sessions and offer tours to all board members	CEO	All managers	Q2 2027
#1, #2, #3	N/A	Develop New Multi-Year Accessibility Plan 2028 - 2032	Review multi-year accessibility plan 2023-2027, identify accomplishments and areas where improvements are needed, develop strategies and actions required	CEO	All managers	Q4 2027
#2, #3	#1	Develop defined service role framework	Develop and formalize a framework that clearly identifies what the Library offers, what the Library supports, what the Library refers and what the Library doesn't do.	CEO	All managers and a staff committee	Q3 2027
#1, #2, #3	#9	Central Library Renovation	Complete Phase #1 - Construct and relocate the washrooms, and reconfigure the first-floor children's area and office spaces. Preliminary work for for Phase 2, enhancing accessibility in the atrium and complete all remaining first-floor work. Throughout this timeline, we will progressively introduce new painting, carpeting, shelving, and furniture.	Business Administrator and Facilities Manager	All managers	Q4 2027
#1, #3	N/A	New ILS Evaluation	Evaluate circulation and collection data, measure success and engagement, identify pain points, and work towards one card accessing entire shared collections.	Manager of Customer Service	All managers	Q4 2027
#1, #3	N/A	Evaluation of all library applications and systems	Scalable, secure, and cost-efficient cloud-based environment that improves operational efficiency, accessibility, and system reliability (ezProxy, DeepFreeze, Cassie/PCRes, etc).	Manager of ICT	All managers	Q4 2027

#1, #2	#6	Expand programming for older adults, with focus on active aging, promoting cognitive vitality, social interaction, and continuous personal growth.	Develop targeted programs and workshops for older adults 55+ with holistic approach, utilizing funds received in Seniors Community Grant. Implement a Visiting Library Service marketing campaign, including new targeted promotional brochures to be distributed to key community health organizations and seniors' agencies serving homebound residents. Increase number of active VisLib customers by 30% by end of 2027, measured against user count at start of year. Distribute feedback survey to include with end of year VisLib deliveries to gain insights on user experience with service.	Manager of Programming	Programming Librarians, Communications Specialist, Customer Service, ICT	Q4 2027
#1, #2, #3	N/A	Expand library card membership for use of Public Computer service *deferred from 2026	This will provide better customer tracking, increased accountability and contribute to an increased membership count.	Manager of Customer Service	CS Managers, ICT Manager, CS Technician	Q4 2027
#1, #2 #3 and #4	#2	Develop and launch an evergreen library fundraising campaign.	Create a sustainable, ongoing fundraising framework, leveraging existing communication channels to raise awareness of the Endowment and Trust, solicit donations from active library customers and establish a revenue stream for continued program growth and furniture/facilities renovation.	Administrative Assistant	Business Administrator, Manager of Programming & Promotions	Q4 2027

Policy (G-09) Artificial Intelligence (AI) Use

submitted by Ken Su, CEO

Recommendation

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

Background

In May 2025, the St. Catharines Public Library (SCPL) Board approved Policy G-09 to establish an initial framework for the safe and ethical adoption of Artificial Intelligence (AI) in library operations.

Update

Following a comprehensive benchmarking review of public library AI policies presented at the Spring Canadian Urban Library Council (CULC) meeting, as well as the release of the City of St. Catharines' municipal AI Policy in late 2025, management was able to identify the distinct structural strengths of their AI policies:

- **Oakville Public Library (OPL):** Strong in governance, definitions, and specific accountability matrices for employers, leaders, and staff.
- **Okanagan Regional Library (ORL):** Noted for guiding principles, non-compliance clauses, and explicit IT procurement guidelines.
- **Toronto Public Library (TPL):** Industry-leading focus on security assessments, algorithmic bias, and environmental sustainability.
- **City of St. Catharines:** Our municipality's policy provides a highly structured, step-by-step deployment framework, mandating Privacy Impact Assessments (PIAs) and formal risk assessments before tool implementation and integration, as well as maintaining positive labour relations.

Management has revised Policy G-09 to address gaps identified in our initial draft by strengthening sections related to governance, definitions, AI tool evaluation, sustainability, roles and responsibilities, and non-compliance consequences.

Key revisions are listed below:

1. **Refined and Expanded Definitions:** Added clear, industry-aligned definitions for Generative AI, Public AI, Private AI, and Algorithmic Bias, as well as refined the definition of confidential data and sensitive data (both modeled on OPL and TPL frameworks).
2. **Introduction of Sustainability Principle:** Inspired by TPL, a new "Sustainability" principle has been added to the policy. This encourages staff to be mindful of the significant resource footprint (water and energy) of generative AI models and evaluate if lower-resource alternatives exist for their tasks.

3. **Clarified Operational Guideline on Transparency:** Defined thresholds for when AI use must be disclosed (substantial content generation) versus when it can be used to assist, similar to using Google search, without disclosure.
4. **Structured Tool Evaluation and Approval:** Modeled closely on the City of St. Catharines' deployment framework, the policy establishes a formal four-step approval process:
 - Operational Need justification.
 - Privacy Impact Assessment (PIA) in compliance with MFIPPA.
 - Security and Risk Assessment (including data residency and algorithmic bias).
 - Formal IT/Management sign-off.
5. **Defined Roles & Responsibilities:** Clarified the distinct obligations for Management, Library IT, and All Library Staff to remove ambiguity regarding oversight and reporting.
6. **Enforceable Non-Compliance:** Added an explicit non-compliance section (benchmarked against OPL and ORL) clearly detailing the consequences of policy violations, specifically the unauthorized input of Personally Identifiable Information (PII) or confidential library data into Public AI tools.



Policy Name	Artificial Intelligence Use		
Section & Number	Board – G-09	Effective Date	2025-05-15
Motion Number	2025-64	Last Review	2025-05-15
Author	CEO	Next Review	2026
Policy Maintenance	Reviewed by Management		

Policy Statement

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

Scope

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

Definitions

Algorithmic Bias: A systematic error in an AI system's outcomes caused by the use of skewed, incomplete, or prejudiced training data, resulting in unfair, discriminatory, or inaccurate predictions or decisions.

Artificial Intelligence (AI): A machine-based system that, for explicit or implicit objectives, infers from the input it receives in order to generate outputs such as

predictions, content, recommendations or decisions that can influence physical or virtual environments.

Confidential Data: Data that should be kept within the Library to protect operations, reputation, and compliance with legal requirements. **General disclosure of this data could negatively impact SCPL. Access is highly restricted, and the disclosure of any subset of this data is strictly prohibited unless specifically permitted or required by law. This includes, but is not limited to: legal advice, vendor negotiations and contracts, and risk registry.**

Generative AI: A type of artificial intelligence that produces new content such as text, audio, code, videos, and images based on information the user inputs (typically a short instructional text called a "prompt").

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

Private AI: An AI system that is developed, hosted, or procured for exclusive, secure use within the Library's infrastructure or under strict contractual data protection measures. Private AI is designed to maintain confidentiality, security, and compliance.

Public AI: An AI system made broadly accessible by a vendor to any user, typically via a public platform or interface (e.g., the free version of ChatGPT). Data input into public AI systems may be transmitted and stored outside the Library's infrastructure and could be used to continuously train the vendor's algorithms, raising considerations around data privacy and control.

Sensitive Data: Restricted information that must only be accessible to authorized individuals within the Library **due to legal regulations or ethical mandates.** This includes, but not limited to: personal information of staff, volunteers, or library customers, employee personnel files, customers' circulation records, borrowing histories, and reference queries.

Policies and Regulations

- Applicable Copyright Laws, including the Canadian Copyright Act & Regulations.
- Municipal Freedom of Information and Protection of Privacy Act (MFIPPA)
- Strengthening Cyber Security and Building Trust in the Public Sector Act, 2024
- SCPL Risk Management Policy **and Plan**

Principles

Accountability: AI tools must be assessed before use to ensure they are safe, secure and reliable for a well-defined purpose and the scope of AI use **must be** is proportionate to the problem it intends to solve. Regardless of how AI is used, individuals **utilizing** using AI must always verify all inputs and outputs, exercise sound judgment, and take responsibility for any decisions made.

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

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

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

Inclusivity: **SCPL shall** leverage AI to enhance accessibility **and** equity **and** ~~while actively working to~~ avoid discriminatory outcomes.

Sustainability: SCPL recognizes that Generative AI systems can be a significant source of resource consumption, including high energy and water usage. The Library will strive to incorporate sustainability considerations into the evaluation of AI tools. Staff are encouraged to be mindful of the resource intensity of AI technologies and consider alternative approaches if the use of AI for a task yields a comparable result but requires disproportionate resources.

Transparency: **SCPL must** clearly communicate and label the use of AI in library operations and content creation **where the content has been substantially generated by AI**. However, formal disclosure is not required when AI is used strictly as an assistive tool for wordsmithing, editing, or preliminary research, **provided the final content is authored and verified by staff**. Meaningful and timely information about use of AI tools is made available for customers in accessible plain language.

Guidelines

Accountability

Staff must review and validate AI-generated outputs. Human oversight **and professional judgement are** required for all AI-assisted decisions. **AI tools enhance productivity but do not replace human decision-making.**

Data Handling

Library staff must not enter sensitive, confidential and personally identifiable information **(PII)** into AI systems, especially when using Public AI system, such as free version of ChatGPT. ~~The Library~~ **SCPL** shall use robust data access and storage controls to mitigate **security** breaches.

Education and Training

~~The Library~~ **SCPL** will provide ongoing staff training on the use of AI in the workplace, including identifying **ies** AI risks, ensuring **es** ethical use, and implementing **ings** security measures. The library will support customers with their use of AI as staff would with other technical tools. Staff will help customers understand the limitations and benefits of AI as well as any risks associated with AI and personal identifiable information.

Ethical Oversight

~~The Library~~ **SCPL** prohibits the use of AI for generating discriminatory, offensive, or inappropriate content and ensures all AI applications reflect SCPL's commitment to inclusivity, **equity**, and service excellence.

Incident Reporting

Staff must promptly report inaccuracies, **security** breaches, or unethical uses of AI to management. Violations of this policy may result in disciplinary action.

Procurement and Vendor Management

~~The Library~~ **SCPL** must evaluate vendors and AI tools for compliance with ethical, privacy, and security standards **before use**. **Staff may not independently implement (install, configure, or integrate) or use a new AI application for Library operations without formal approval.**

Risk Management

Managing AI related risks must align with the Library's Risk Management Policy and Plan. AI tools must be approved by management ~~or~~ and deployed for use by library IT, if required. ~~library IT~~. Appropriate risk mitigation measures and business continuity plan must be identified and implemented by library IT and documented in Risk Register.

Evaluation and Approval

To maintain operational agility while managing risk, the evaluation and approval of new AI tools will follow a structured and documented framework requiring:

1. An initial endorsement or consent by department manager will be required before a formal review by Library IT.
- ~~1.2.~~ 2. A documented operational need, detailing how the AI tool (specifically whether it is a Generative AI, Public AI, or Private AI system) will be used and how it improves current library practices.
- ~~2.3.~~ 3. A Privacy Impact Assessment (PIA), which ensures sensitive, confidential, or Personally Identifiable Information (PII) is fully protected and managed in accordance with MFIPPA, particularly if the tool is a Public AI system.
- ~~3.4.~~ 4. A documented security and risk assessment, which includes evaluating the tool for security vulnerabilities, Canadian residency compliance, and potential Algorithmic Bias.
5. A Formal review by Library IT and approval from Library Management ~~Library IT and relevant Management.~~
- ~~4.6.~~ 6.

Rather than listing approved tools within this policy, Library IT will maintain a separate, up-to-date internal registry of all approved AI applications, distinguishing clearly between authorized Private AI systems and vetted Public AI tools, along with their permitted use cases.

Roles and Responsibilities

Management:

- Ensure staff understand and follow all AI policy requirements and related procedures.
- Provide guidance on appropriate and ethical AI use within their specific departments.

- Serve as the first point of contact for AI-related questions and evaluate departmental requests for the adoption of new AI tools.
- Report policy violations or privacy concerns to the CEO and Library IT immediately.
- In alignment with collective agreements concerning the notification of technological change, any introduction of AI systems that significantly alters work methods shall include appropriate and timely notification to the union and impacted library staff.

Library IT:

- Maintain an up-to-date internal registry of approved AI applications for Library use, categorizing them as Private AI or approved Public AI systems.
- Ensure data used in approved AI systems is managed in accordance with privacy legislation, municipal guidelines, and the Library's privacy and confidentiality policies.
- Consult with departments concerning Privacy Impact Assessments and conduct security and Algorithmic Bias assessments for newly requested AI applications.

All Library Staff:

- Read, understand, and comply with this policy and any related operational procedures.
- Use only Library-approved AI tools as specified in internal guidelines for official Library business.
- Protect confidential and personal information by never inputting sensitive data or PII into Public AI systems. Approved Private AI systems must be used when handling sensitive Library data.
- Critically oversee, verify, and validate all AI-generated content for accuracy, potential Algorithmic Bias, and appropriateness prior to use, communication or publication.
- Report any AI-related security vulnerabilities, inaccuracies, or privacy concerns immediately to their manager.

Non-Compliance

SCPL relies primarily on staff education, professional responsibility, and human oversight to ensure the ethical use of AI. However, failure to adhere to the guidelines outlined in this policy, particularly regarding the unauthorized input of confidential data or PII into Public AI systems, poses a significant risk to the security, compliance, and reputation of the Library and its customers.

Unauthorized or inappropriate use of AI tools, or bypassing the procurement process for Generative AI software, may result in disciplinary action, up to and including termination of employment. Consequences will align with the nature and severity of the non-compliance.



Policy Name	Artificial Intelligence Use		
Section & Number	Board – G-09	Effective Date	2025-05-15
Motion Number	2025-64	Last Review	2026-10-15
Author	CEO	Next Review	2027
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- SCPL Risk Management Policy and Plan

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

Inclusivity: SCPL shall leverage AI to enhance accessibility and equity while actively working to avoid discriminatory outcomes.

Sustainability: SCPL recognizes that Generative AI systems can be a significant source of resource consumption, including high energy and water usage. The Library will strive to incorporate sustainability considerations into the evaluation of AI tools. Staff are encouraged to be mindful of the resource intensity of AI technologies and consider alternative approaches if the use of AI for a task yields a comparable result but requires disproportionate resources.

Transparency: SCPL must clearly communicate and label the use of AI in library operations and content creation where the content has been substantially generated by AI. However, formal disclosure is not required when AI is used strictly as an assistive tool for wordsmithing, editing, or preliminary research, provided the final content is authored and verified by staff. Meaningful and timely information about use of AI tools is made available for customers in accessible plain language.

Guidelines

Accountability

Staff must review and validate AI-generated outputs. Human oversight and professional judgement are required for all AI-assisted decisions. AI tools enhance productivity but do not replace human decision-making.

Data Handling

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Education and Training

SCPL will provide ongoing staff training on the use of AI in the workplace, including identifying AI risks, ensuring ethical use, and implementing security measures. The library will support customers with their use of AI as staff would with other technical tools. Staff will help customers understand the limitations and benefits of AI as well as any risks associated with AI and personal identifiable information.

Ethical Oversight

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

Incident Reporting

Staff must promptly report inaccuracies, security breaches, or unethical uses of AI to management. Violations of this policy may result in disciplinary action.

Procurement and Vendor Management

SCPL must evaluate vendors and AI tools for compliance with ethical, privacy, and security standards before use. Staff may not independently implement (install, configure, or integrate) or use a new AI application for Library operations without formal approval.

Risk Management

Managing AI related risks must align with the Library's Risk Management Policy and Plan. AI tools must be approved by management and deployed for use by library IT, if required. Appropriate risk mitigation measures and business continuity

plan must be identified and implemented by library IT and documented in Risk Register.

Evaluation and Approval

To maintain operational agility while managing risk, the evaluation and approval of new AI tools will follow a structured and documented framework requiring:

1. An initial endorsement or consent by department manager will be required before a formal review by Library IT.
2. A documented operational need, detailing how the AI tool (specifically whether it is a Generative AI, Public AI, or Private AI system) will be used and how it improves current library practices.
3. A Privacy Impact Assessment (PIA), which ensures sensitive, confidential, or Personally Identifiable Information (PII) is fully protected and managed in accordance with MFIPPA, particularly if the tool is a Public AI system.
4. A documented security and risk assessment, which includes evaluating the tool for security vulnerabilities, Canadian residency compliance, and potential Algorithmic Bias.
5. A Formal review by Library IT and approval from Library Management.

Rather than listing approved tools within this policy, Library IT will maintain a separate, up-to-date internal registry of all approved AI applications, distinguishing clearly between authorized Private AI systems and vetted Public AI tools, along with their permitted use cases.

Roles and Responsibilities

Management:

- Ensure staff understand and follow all AI policy requirements and related procedures.
- Provide guidance on appropriate and ethical AI use within their specific departments.
- Serve as the first point of contact for AI-related questions and evaluate departmental requests for the adoption of new AI tools.
- Report policy violations or privacy concerns to the CEO and Library IT immediately.
- In alignment with collective agreements concerning the notification of technological change, any introduction of AI systems that significantly

alters work methods shall include appropriate and timely notification to the union and impacted library staff.

Library IT:

- Maintain an up-to-date internal registry of approved AI applications for Library use, categorizing them as Private AI or approved Public AI systems.
- Ensure data used in approved AI systems is managed in accordance with privacy legislation, municipal guidelines, and the Library's privacy and confidentiality policies.
- Consult with departments concerning Privacy Impact Assessments and conduct security and Algorithmic Bias assessments for newly requested AI applications.

All Library Staff:

- Read, understand, and comply with this policy and any related operational procedures.
- Use only Library-approved AI tools as specified in internal guidelines for official Library business.
- Protect confidential and personal information by never inputting sensitive data or PII into Public AI systems. Approved Private AI systems must be used when handling sensitive Library data.
- Critically oversee, verify, and validate all AI-generated content for accuracy, potential Algorithmic Bias, and appropriateness prior to use, communication or publication.
- Report any AI-related security vulnerabilities, inaccuracies, or privacy concerns immediately to their manager.

Non-Compliance

SCPL relies primarily on staff education, professional responsibility, and human oversight to ensure the ethical use of AI. However, failure to adhere to the guidelines outlined in this policy, particularly regarding the unauthorized input of confidential data or PII into Public AI systems, poses a significant risk to the security, compliance, and reputation of the Library and its customers.

Unauthorized or inappropriate use of AI tools, or bypassing the procurement process for Generative AI software, may result in disciplinary action, up to and including termination of employment. Consequences will align with the nature and severity of the non-compliance.

Policy (G-12) Access and Security Control

submitted by David Bott, Innovation, Collections and Technology Manager

Recommendation

THAT the Board approve Policy (G-12) Access and Security Control without amendments.

Background

The Access and Security Control policy was last reviewed in October 2025. There are no changes for this review.

Recommendation

Management recommend that the Board approve Policy (G-12) Access and Security Control.

Policy Name	Access and Security Control		
Section & Number	General – G12	Effective Date	2025-10-16
Motion Number	2025-96	Last Review	2026-10-15
Author	Manager, ICT	Next Review	2027
Policy Maintenance	Reviewed by Management		

Policy Statement

The St. Catharines Public Library (SCPL) Board is committed to maintaining a secure and trustworthy digital environment for all of its stakeholders. This policy establishes access and security controls that grant access to resources by the public and staff, while securing the availability, integrity and confidentiality of systems, information and resources. This is accomplished by restricting rights only to individuals or entities that have successfully completed the necessary identification, authentication and authorization procedures.

Scope

This policy applies to all library customers, employees, Board members, and external organizations that may need direct or indirect access to the Library's IT systems, networks or information.

This policy applies to all SCPL provided or supported systems, infrastructure, data and services, unless noted otherwise, including:

- **Locations:** all SCPL locations including central, branches and other mobile locations.
- **Technology:** IT systems, or applications that store, process or transmit information. All network and computer hardware, virtualized environment, storage, software and applications, library-provided mobile devices, and telecommunication systems.

- **Data:** all data including transaction streams, data files, repositories, databases, tables, inputs and outputs used by a system.
- **Security Credentials:** all user accounts, all tokens, all security credentials including all user IDs, functional IDs, machine IDs, admin, root, and super user type accounts.

Definitions

Access Control: Is the process that limits and controls access to resources of a computer system.

Library Board: In this policy refers to the members of the SCPL Board.

Employees: In this policy refers to staff, volunteers, co-op or school internships, etc.

External Organizations: Including consultants, vendors and contractors that require access to systems or networks to complete library business or third-party agencies that may have agreements with the library to provide services and systems.

Library Customers: Library customers who access library services with or without a library card.

Users: In this policy is defined as any user whether Library Customer, staff, volunteers, Library Board members or external organizations that uses SCPL systems to access service or perform any business activity.

Regulations

Strengthening Cyber Security and Building Trust in the Public Sector Act, 2024, S.O. 2024, c. 24 - Bill 194

Operational Guidelines

Users

All users are provided with access privileges to library technology resources (including web, networks, applications, and devices) based on the following principles:

- **Open Access:** granting open, unrestricted access to IT resources for users to consume digital services and to support intellectual freedom and discovery.
- **Secure Availability:** balancing open access with availability, and security of technology resources to ensure that digital services are protected against disruption, privacy breaches, and are accessible to all users in a secure manner.

All users are governed by the Internet Use Policy and Code of Conduct while accessing SCPL technology resources and services.

Library Board and Employees

While carrying out library business, the Library Board, employees including volunteers, and external organizations are provided with access privileges to systems and technology (including web, networks, systems, applications and devices) based on the following principles:

- **Need to know:** They will be granted access to systems that are necessary to fulfill their library roles and responsibilities.
- **Least privilege:** They will be provided with the minimum privileges necessary to fulfill their roles and responsibilities.

User Education and Transparency

Educating employees and library customers on effective use of systems and ways to protect information and systems will be a priority.

Any questions or concerns from library customers or staff regarding access and security control will be investigated and addressed by ICT staff.

Policy (G-04) Collection Management

submitted by David Bott, Innovation, Collections and Technology Manager

Recommendation

THAT the Board approve Policy (G-04) Collection Management without amendments.

Background

The Collection Management policy was last reviewed in January 2026. There are no changes for this review.

Recommendation

Management recommend that the Board approve Policy (G-04) Collection Management.

Policy Name	Collection Management		
Section & Number	Board G-04	Effective Date	1993-06-17
Motion Number	2026-04	Last Review	2026-10-15
Author	Manager, ICT	Next Review	2027
Policy Maintenance	Reviewed by Management		

Policy Statement

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

Scope

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

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

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

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

Definitions

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

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

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

Regulations

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

Responsibility

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

Operational Guidelines

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

A. Selection

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

- publication, creation or release date
 - timeliness or permanence of the work
 - availability of funds and space
 - availability of materials in other libraries, or from other easily and freely accessible resources
 - educational or recreational technologies that may be inaccessible or cost prohibitive
 - accessibility criteria and features
3. SCPL affirms the central importance of human authorship and creativity in the development of cultural and intellectual works. In applying the selection criteria outlined above, preference shall be given to materials created by human authors and creators. Works generated in whole or in part by Artificial Intelligence (AI) will not be categorically excluded; however, their inclusion shall be exceptional and in clear alignment with SCPL's strategic priorities. If AI-generated materials are added to the collection, SCPL will make every effort to ensure transparency regarding their origin through appropriate cataloguing and descriptive practices.

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

B. Acquisitions

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

C. Access

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

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

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

D. Maintenance

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

E. Suggestions, Donations and Gifts

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

F. Request for Review

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

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

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

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

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

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