St. Catharines Public Library Board

Regular Meeting

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

AGENDA

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

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

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

3. **Presentation**
   - 3.1 Community Needs Assessment – Gaeby Abrahams and Zoe Brown, Nordicity — Motion

4. **Adoption of Minutes (attachment)**
   - 4.1 Regular Meeting – June 18, 2026 — Motion

5. **Monthly Updates (verbal)**
   - 5.1 St. Catharines City Council
   - 5.2 CEO Update – K. Su

6. **Consent Agenda (attachments)** — Motion
   - 6.1 CEO Report – K. Su
   - 6.2 Department Reports – June, July & August 2026
     - 6.2(a) Customer Service – J. Spera & M. Haanstra
     - 6.2(b) Innovation, Collections, and Technology – D. Bott
     - 6.2(c) Programming and 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, 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 Investments 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

7. **Discussion Reports (attachments)**
7.1 Policy (P-06) CEO Evaluation – Chair Motion
7.2 Appointing the CEO Evaluation Committee – Vice Chair Motion
7.3 Policy (G-03) Borrowing – J. Spera Motion
7.4 Policy (P-17) Volunteer – A. Maciukas Motion
7.5 Policy (F-01) Investment – L. DiDonato Motion
7.6 Policy (G-05) Meeting Rooms – L. DiDonato Motion
7.7 Central Branch Renovation and Accessibility Improvement Project – L. DiDonato Motion
7.8 SCPL 2027 to 2030 Operating Budget and Forecasts – L. DiDonato Motion
7.9 SCPL 2027 to 2036 Capital Budget – L. DiDonato Motion

8. **In-Camera Session**
8.1 In-Camera Agenda (attachment)
8.1(a) Additions/Deletions to In-Camera Agenda
8.1(b) Adoption of In-Camera Agenda Motion
8.2 Motion to Move In-Camera Motion
8.3 Adoption of In-Camera Minutes
8.3(a) In-Camera Session – June 18, 2026 (attachment) Motion
8.4 In-Camera Consent Agenda (attachments)
8.4(a) Staffing Update (June, July & August 2026) – A. Maciukas
8.4(b) Capital Budget Confidential Appendix A – L. DiDonato
8.4(c) Capital Budget Confidential Appendix C – L. DiDonato
8.4(d) Planning Matter Update – D. Bott & K. Su
8.5 In-Camera Discussion Reports
8.6 Return to Open Session Motion

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

10. **Motion to Adjourn** Motion

11. **Next Meeting / Upcoming Events**

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

Community Needs Assessment

submitted by Ken Su, CEO

Recommendation

THAT the Board approve the Community Needs Assessment.

Background

In January 2026, the Library issued a Request for Proposals (RFP) for a Community Needs Assessment, awarding the contract to Nordicity in late February. Between March and May, Nordicity's consultants conducted six engagement groups, three community pop-ups, four in-branch engagement stations, and a community survey.

The first draft of the Community Needs Assessment was shared with Library staff in July, allowing staff to submit feedback and the consultant to incorporate revisions into the final report.

Update

The final report of the Community Needs Assessment has been emailed to the Board and uploaded to the Board's Sync site.

The comprehensive version of the plan is intended for the Board, staff, and key stakeholders, while a summarized version has been designed by staff for the general public and the library website. The public version is attached to this report.

Once approved, the Community Needs Assessment will support the library's future planning for the next ten years.

Community Needs Assessment: What We Heard

You shared. We listened.

SCPL undertook a Community Needs Assessment to better understand how residents use and experience the library today, and what they may need from it over the next ten years.

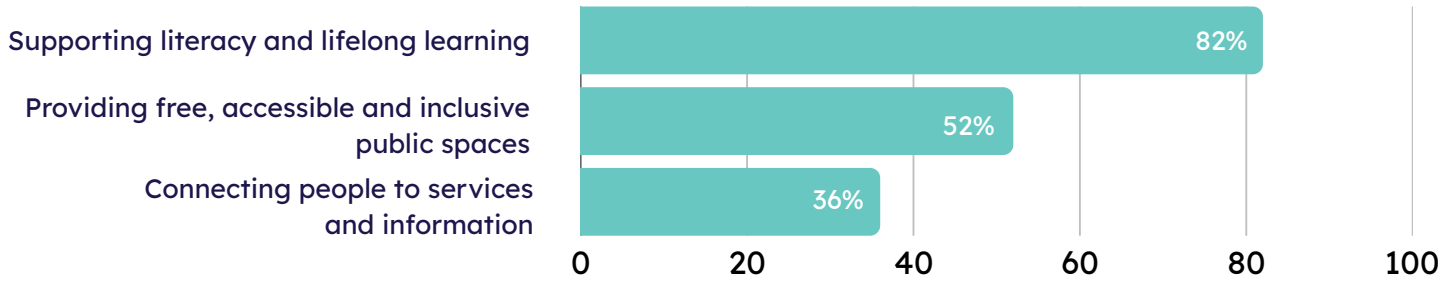
Thank you to everyone who completed the survey, contributed to an in-branch input station, or spoke with us at a community pop-up. Your experiences, ideas, and priorities helped shape what we learned.

over

750

responses from the community

What roles you value most about SCPL



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

You described SCPL as welcoming, trusted, and connected to the community.

97%
were happy with the help you receive from staff.

89%
were happy with physical books and periodicals available at SCPL.

75%
were happy with the accessibility of library spaces.

Collections, programs & technology remain priorities.

87% reported that the main reason you use SCPL is to borrow materials.

You shared that you are looking for:

- more choice & availability
- flexible & varied programs
- more digital content
- practical tech help
- more opportunities for gaming, hands-on making & creative learning

There is more to discover.

Even among regular users, many were not familiar with some SCPL services:

61% didn't know about the Gamerspace and creative technology.

46% didn't know about public computers, internet access and printing services.

40% didn't know about the Library of Things.

Access and spaces need to fit real life.

You shared that you use library spaces for study, work, reading, family activity, programs, technology, social connection, and staff help – sometimes all at once.

Thank you!

Your input gave us a clearer understanding of what you value today, where barriers remain, and how community needs are changing.

St. Catharines Public Library

Community Needs Assessment

September 17, 2026

Nordicity

Project Background & Approach

Findings will support responsive and proactive service planning, facility and capital planning, partnership development, organizational decision-making, and future strategic planning.

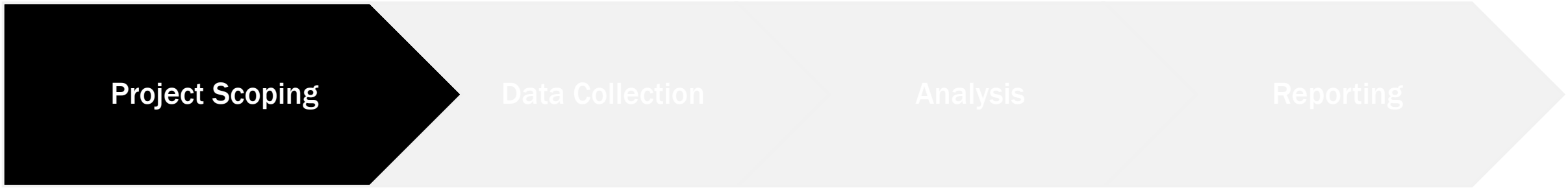
Our Approach

- Tailored to the Library's operating context
- Based on research, local realities, and community input
- Informed by broader library sector trends
- Aligned with relevant City priorities

Plan Development Process

March 2026 *August 2026*

Plan Development Process



- Research & engagement plan
- Document review

Plan Development Process

Project Scoping → **Data Collection** → Analysis → Reporting

- Community profile & market analysis
- Comparative review & provision analysis
- Engagement
  - Library Board & staff
  - City Council & key staff
  - Community organizations
  - Public
  - Site visits

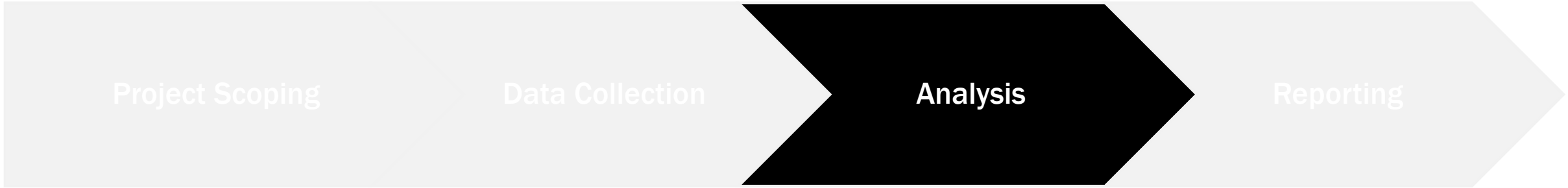
Public & SCPL staff survey

Community pop-ups & in-branch posters

Interviews & roundtables

855 Engagement touchpoints across the St. Catharines community

Plan Development Process



- Synthesize findings
- Prepare report with draft recommendations
- Validation workshop with SCPL

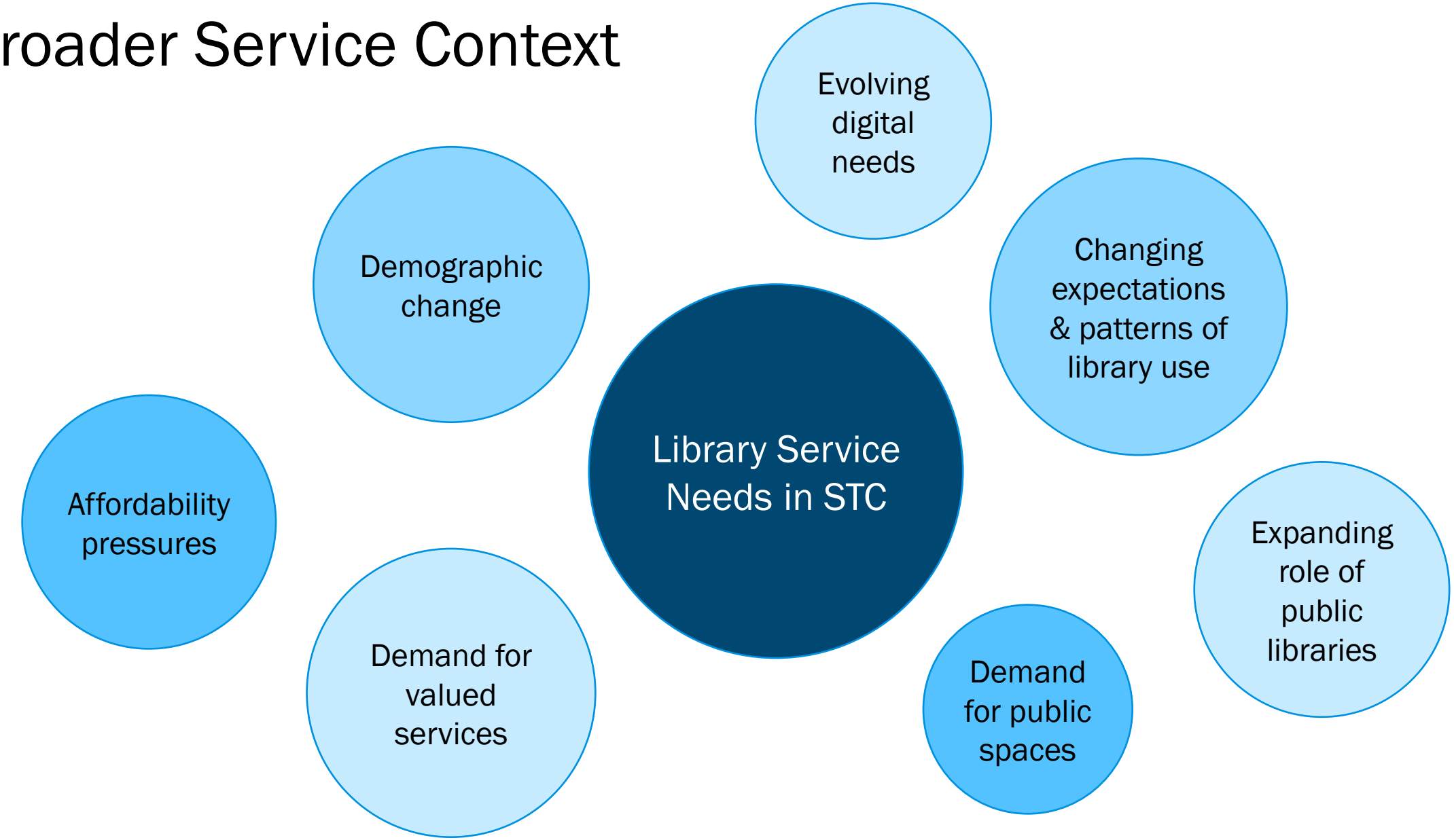
Plan Development Process

Project Scoping | Data Collection | Analysis | **Reporting**

- Finalize report
- Present report

Key Findings: Needs & Pressures

Broader Service Context



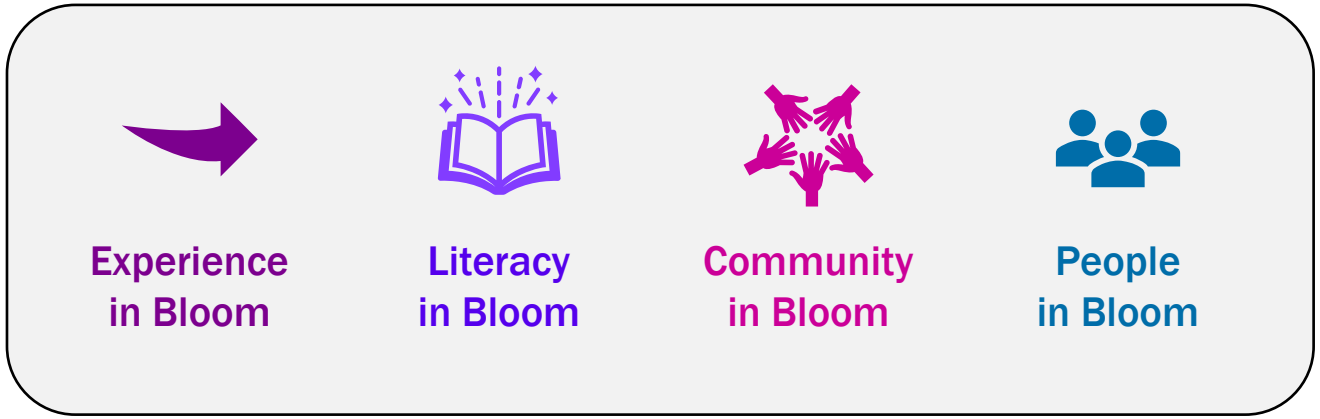
Needs & Service Pressures

- Role Boundaries
- Awareness & Discoverability
- Uneven Reach
- Geographic Gaps
- Program Capacity
- Collection Use
- Digital Access & Support
- In-Branch Experience
- Central Branch & Downtown Context
- Sustainable Service Delivery
- Partnership & Collaboration

Recommendations

Recommendations

- Recommendations are intended to help SCPL respond to **identified community needs** while advancing directions established in the **2025–2028 Strategic Plan**, *A Community in Bloom*
- Recommendations are **active planning guidance**, not a static to-do list
- Each recommendation includes:
  - Intended **outcome**
  - Alignment with **Strategic Goal**



  - **Rationale** and **relevant guidance**

Recommendation #1

Formalize and apply a defined service role framework to guide planning, partnerships, advocacy, and staff support.

Intended Outcome: Library, City, external partners, and residents have a clearer shared understanding of what the Library delivers directly, where it works with partners, where it refers, and where other systems are needed.

Strategic Plan Alignment

Recommendation #2

Activate trusted champions to strengthen understanding of SCPL's role and community value.

Intended Outcome: Residents, partners, municipal leaders, community leaders, Board members, and staff have a stronger shared understanding of what SCPL does, why it matters, and how the Library contributes to community wellbeing, equity, learning, access, and quality of life.

Strategic Plan Alignment

Recommendation #3

Work with the City to monitor localized growth and community change, and use that evidence to update service planning over time.

Intended Outcome: SCPL has a practical way to track population growth across St. Catharines, neighbourhood-level change, and emerging needs so that service decisions are not based solely on system-wide population trends.

Strategic Plan Alignment

Recommendation #4

Strengthen onboarding, outreach, and service entry points for priority audiences.

Intended Outcome: Priority audiences have clearer, more relevant ways to connect with SCPL, while existing and returning users can more easily discover and use the Library's wider service offer.

Strategic Plan Alignment

Recommendation #5

Continue expanding SCPL's access network through a pilot–assess–iterate approach, prioritizing underserved geographies and high traffic locations.

Intended Outcome: SCPL expands access in targeted, evidence-informed ways that reflect how different residents move through the city and what different communities need.

Strategic Plan Alignment

Recommendation #6

Increase program reach through a more scalable, sustainable delivery model.

Intended Outcome: SCPL increases program reach and flexibility while protecting program quality, staff capacity, and the specialized role of the programming team.

Strategic Plan Alignment

Recommendation #7

Balance high-demand access with high-value collection development across physical, digital, accessible, multilingual, and non-traditional collections.

Intended Outcome: Residents experience improved access to high-demand materials, while also seeing their needs, interests, languages, identities, and access requirements reflected across SCPL's collections.

Strategic Plan Alignment

Recommendation #8

Expand technology and digital inclusion capacity, with Central Branch as a potential flagship destination and branches supporting local access needs.

Intended Outcome: SCPL strengthens technology as both an access and equity service and a draw for learning, creativity, youth engagement, and downtown use.

Strategic Plan Alignment

Recommendation #9

Move the Central Branch renovation forward as a shared Library–City civic priority.

Intended Outcome: Central Branch is renewed as a more usable, welcoming, accessible, safe, flexible, and active civic anchor connected to downtown revitalization.

Strategic Plan Alignment

Recommendation #10

Develop a practical partnership framework.

Intended Outcome: SCPL has a consistent way to decide which partnerships to pursue, how to structure them, who leads them, and whether they are working.

Strategic Plan Alignment

Recommendation #11

Advance regional library service sharing to improve access, reduce friction, and expand specialized capacity.

Intended Outcome: Residents across Niagara experience a more seamless regional library network, and SCPL contributes regional leadership where it is well positioned to help advance shared priorities.

Strategic Plan Alignment

Recommendation #12

Advocate for a regional service-mapping and navigation initiative that helps residents find the right supports and clarifies how libraries connect them.

Intended Outcome: Niagara residents can more easily identify and access appropriate community services, while regional library staff have reliable information and clearer pathways for connecting residents to responsible service providers.

Strategic Plan Alignment

Recommendation #13

Develop a peer-led learning model to strengthen staff expertise and collaborative problem-solving.

Intended Outcome: SCPL has a stronger internal learning culture where staff share expertise, build confidence, transfer knowledge across roles and branches, and work together on practical service challenges.

Strategic Plan Alignment

Recommendation #14

Embed change management and service design practices into new initiatives and operational changes.

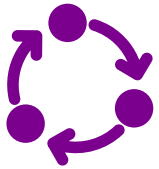
Intended Outcome: SCPL can continue innovating, piloting, and adapting while ensuring staff and community members understand what is changing, why it is changing, how input is used, and what success looks like.

Strategic Plan Alignment

Next Steps

Implementation Considerations

SCPL-led vs. shared leadership



Phased, adaptive implementation

Clear communication, inside and out

Incorporate new information over time

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St. Catharines Public Library

Thank You! Questions?

Gaeby Abrahams, Senior Consultant: gabrahams@nordicity.com
Zoe Brown, Senior Consultant: zbrown@nordicity.com

Nordicity

St. Catharines Public Library Board

Regular Meeting Minutes

Thursday, June 18, 2026, 6:00 pm
Room 115, Central Library & Microsoft Teams

Present:	P. Clausi	L. Littleton
	J. Coles (Chair)	N. Olmstead
	K. Diiorio	G. Riihimaki
	S. Dimick (Vice-Chair)	
Regrets:	Councillor J. Lindal	Councillor G. Miller
Staff:	D. Bott (left at 7:19pm)	A. Maciukas
	L. DiDonato	S. Mannella (left at 7:19pm)
	M. Haanstra (left at 7:19pm)	J. Spera (left at 7:19pm)
	L. Jenter (Recording Secretary)	K. Su (Secretary)

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

Janice Coles 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: 2026-66	THAT the Agenda be adopted.
MOVED BY:	G. Riihimaki
SECONDED BY:	K. Diiorio
MOTION CARRIED.	

2. Chair's Remarks & Declarations of Interest

The Chair welcomed the Board for the final meeting before the summer break, noting no summer meeting anticipated. The Chair thanked the Vice-Chair for chairing the May meeting. As it is the final year of the current Board, the Chair discussed the tasks required of the Board to support a successful Board transition. There were no Declarations of Interest.

3. Adoption of Minutes (attachment)

3.1 Regular Meeting – May 21, 2026

MOTION: 2026-67 THAT the Regular Meeting Minutes of May 21, 2026 be adopted.
MOVED BY: S. Dimick
SECONDED BY: N. Olmstead
MOTION CARRIED.

4. Monthly Updates (verbal)

4.1 St. Catharines City Council
None

4.2 Chair Update – J. Coles
None

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

- **Community Needs Assessment** – Nordicity shared that 470 surveys were completed, and over 600 people provided feedback via the engagement stations. Nordicity will provide a draft report in June for staff and will present the final draft report to the Board in September.
- **Build Communities Strong Fund** – SCPL is working with the City of St. Catharines to apply for funding for the Central Renovation project through the Build Communities Strong Fund.

5. Consent Agenda

5.1 CEO Report – K. Su
5.2 Department Reports – May 2026
5.2 (a) Customer Service – M. Haanstra & J. Spera
5.2 (b) Innovation, Collections, and Technology – D. Bott
5.2 (c) Programming & Promotions – H. Jones
5.2 (d) Facilities – S. Mannella
5.2 (e) ILS Migration – D. Bott
5.3 Quarterly Progress Update on 2026 Work Plan (Q2) – K. Su

MOTION: 2026-68 THAT the Consent Agenda be received as circulated.

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

6. Discussion Reports

6.1 Policy (G-27) Local History – D. Bott
The Board received Policy (G-27) Local History with amendments for clarity and recommendation to remove the tracking maintenance procedure.

MOTION: 2026-69 THAT the Board approve amended Policy (G-27) Local History.
MOVED BY: P. Clausi
SECONDED BY: N. Olmstead
MOTION CARRIED.

6.2 Policy (P-17) Volunteer – A. Maciukas
The Board received Policy (P-17) Volunteer with amendments to standardize volunteer types to better reflect level of training required. The Board discussed potential liability during the transportation of materials and directed Staff to review insurance liability.

MOTION: 2026-70 THAT the Board refer Policy (P-17) Volunteer back to staff.
MOVED BY: K. Diiorio
SECONDED BY: S. Dimick
MOTION CARRIED.

6.3 Policy (G-06) Library Closure – L. DiDonato
The Board received Policy (G-06) Library Closure amended to include the standard library hours. The Board discussed their role in the oversight of library operating hours. The Board amended the policy to remove the appendix, determining that the standard service hours by location on the SCPL website is sufficient.

MOTION: 2026-71 THAT the Board approve Policy (G-06) Library Closure as amended.
MOVED BY: S. Dimick
SECONDED BY: N. Olmstead
MOTION CARRIED.

6.4 Policy (F-01) Investment – L. DiDonato
The Board received Policy (F-01) Investment with amendments to streamline the Policy. The Board directed Staff to further reduce the policy to refer to the City policy and only include exceptions to the City policy.

MOTION: 2026-72 THAT the Board refer Policy (F-01) Investment back to staff.
MOVED BY: L. Littleton
SECONDED BY: P. Clausi
MOTION CARRIED.

6.5 SCPL 2027 to 2030 Operating Budget – L. DiDonato
The Board received the proposed operating budget for 2027 to 2030. The Board discussed the multi-year budget and the Central Third Floor lease. The budget presentation to City Council is scheduled for December 2, 2026. The Chair encouraged Board Members to attend.

MOTION: 2026-73 THAT the St. Catharines Public Library (SCPL) Board approve, in principle, the 2027 to 2030 Multi-Year Operating Budget for submission to the City of St. Catharines (City).
MOVED BY: G. Riihimaki
SECONDED BY: N. Olmstead
MOTION CARRIED.

7. In-Camera Session

7.1 In-Camera Agenda

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

7.1(b) Adoption of In-Camera Agenda

MOTION: 2026-74 THAT the In-Camera Agenda be adopted.
MOVED BY: S. Dimick
SECONDED BY: K. Diiorio
MOTION CARRIED.

D. Bott, M. Haanstra, S. Mannella and J. Spera left the meeting at 7:19pm

7.2 Motion to Move In-Camera

MOTION: 2026-75 THAT the Regular Meeting move to In-Camera Session to receive personal information.
MOVED BY: P. Clausi
SECONDED BY: L. Littleton
MOTION CARRIED.

The meeting moved to In-Camera Session at 7:19pm.

7.6 Return to Open Session

MOTION: 2026-77	THAT the In-Camera Session return to Open Session.
MOVED BY:	S. Dimick
SECONDED BY:	G. Riihimaki
MOTION CARRIED.	

The Meeting returned to Open Session at 7:20pm.

8 Motion(s) Arising From In-Camera Session

MOTION: 2026-78	THAT the Board receive the information presented during the closed session.
MOVED BY:	L. Littleton
SECONDED BY:	P. Clausi
MOTION CARRIED.	

9. Motion to Adjourn

MOTION: 2026-79	THAT the Regular Meeting be adjourned.
MOVED BY:	G. Riihimaki
SECONDED BY:	N/A
MOTION CARRIED.	

Meeting adjourned at 7:21pm.

11. Next Meeting / Upcoming Events

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

Chair

Secretary

Consent Agenda

Recommendation

THAT the Consent Agenda be received as circulated.

6. **Consent Agenda (attachments)** Motion
   - 6.1 CEO Report – K. Su
   - 6.2 Department Reports – June, July & August 2026
     - 6.2(a) Customer Service – J. Spera & M. Haanstra
     - 6.2(b) Innovation, Collections, and Technology – D. Bott
     - 6.2(c) Programming and Promotions – H. Jones
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     - 6.2(e) Health & Safety – L. DiDonato
     - 6.2(f) ILS Migration – D. Bott, J. Spera, H. Jones
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     - 6.3 (c) Short-Term Investments 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

CEO Report

submitted by Ken Su, CEO (June, July, August 2026)

For Information

Central Library Renovation Project Update

Following our funding request approved by City Council on August 10, the Management team held its first project planning meeting on August 12. The primary commitment is to keep the Central Library open and accessible to the public throughout the renovation. To achieve this, construction will be executed in phases.

Preliminary planning is actively underway. Over the last few weeks and in the coming weeks, architects and representatives from flooring, furniture, and construction visited or will be touring the Central Library to finalize spatial planning and project timeline. Management has also established biweekly meetings to move the project forward.

The Library currently has two grant applications pending, Enhancing Access to Spaces for Everyone and Build Communities Strong Fund, that can potentially further support the renovation project if approved.

Community Needs Assessment Update

Our Community Needs Assessment project led by Nordicity has progressed smoothly over the summer.

Nordicity completed initial analysis, synthesized public engagement data, and drafted preliminary recommendations in late June, and then delivered the 1st draft of the comprehensive report on July 9, 2026.

After reviewing the 1st draft and providing comments, Management met with Nordicity on July 22 to discuss and validate the key needs, service pressures, and strategic recommendations.

Based on the discussions, Nordicity submitted 2nd draft report alongside a draft public-facing "What We Heard" report-back document on July 31, 2026.

Management consolidated all feedback and sent final review comments and selected photography to Nordicity by August 17, 2026.

Nordicity sent the final Community Needs Assessment report to the Library on August 24, 2026 and will deliver the draft presentation slides by September 8 and present to the Board on September 17, 2026.

ALA Conference

Attendance at the ALA Annual Conference provided valuable insights across several operational and strategic domains that directly align with SCPL's ongoing projects:

- Capital Campaigns & Fundraising (Cedar Rapids Public Library, IA):
  - Session: Collaboration, Communication, and Flexibility: Working Together to Reach Campaign Goals
  - Key Insight: Cedar Rapids PL successfully executed a capital campaign raising over $10 million. Key learnings centered on donor stewardship, community messaging, and organizational flexibility during major fundraising drives.
- User Experience & Space Design (North Canton Public Library, OH):
  - Session: Journey Mapping the Library: Retail UX Research for Intuitive Spaces
  - Key Insight: Patrons' voices can be inadvertently omitted from physical design decisions (wayfinding, signage, zoning, workflow) because standard surveys yield limited spatial feedback. Applying retail UX journey mapping offers practical ways to make library navigation intuitive.
- Inclusive Facility Restroom Design (Denver Public Library, CO):
  - Session: Gotta Go! Inclusive Restroom Design and How to Get It Right
  - Key Insight: Addresses how traditional restroom layouts can fall short for diverse community members, including families, transgender and non-binary individuals, and unhoused patrons. Emphasizes balancing safety, privacy, accessibility, and staff management routines.
- Attended several targeted sessions exploring AI integration:
  - Reimagining Public Libraries with AI: Chicago Public Library's City Wide Strategy for Equity, Innovation, and Empowerment
  - AI and Accessibility: Benefits and Potential Bias
  - Ethical AI in Libraries: A Critical Look at the Promise and Potential
  - Strategic Planning Reimagined: AI and Gamification in Public Libraries
  - AI Beyond the Hype: Showcasing How Library Professionals Use Generative AI (featuring practical implementations from New York Public Library, Chicago Public Library, and Queens Public Library).

These insights offer immediate practical value for St. Catharines Public Library. UX space mapping and inclusive restroom design principles will directly inform the physical layout choices for our Central Library Renovation. Furthermore, learnings on ethical AI, accessibility, and digital literacy will help guide our service design as we implement the recommendations from the Community Needs Assessment.

SCPL & Brock University Library Collaboration

Visited Brock University Library on August 12 to discuss strategic collaboration and partnership between two libraries. Parties agreed to explore resource-sharing opportunities and pilot programs designed to expand access and services for students and faculty, such as extended hours and holds lockers.

Customer Service

submitted by Joanna Spera, Customer Service Manager (June-August 2026)

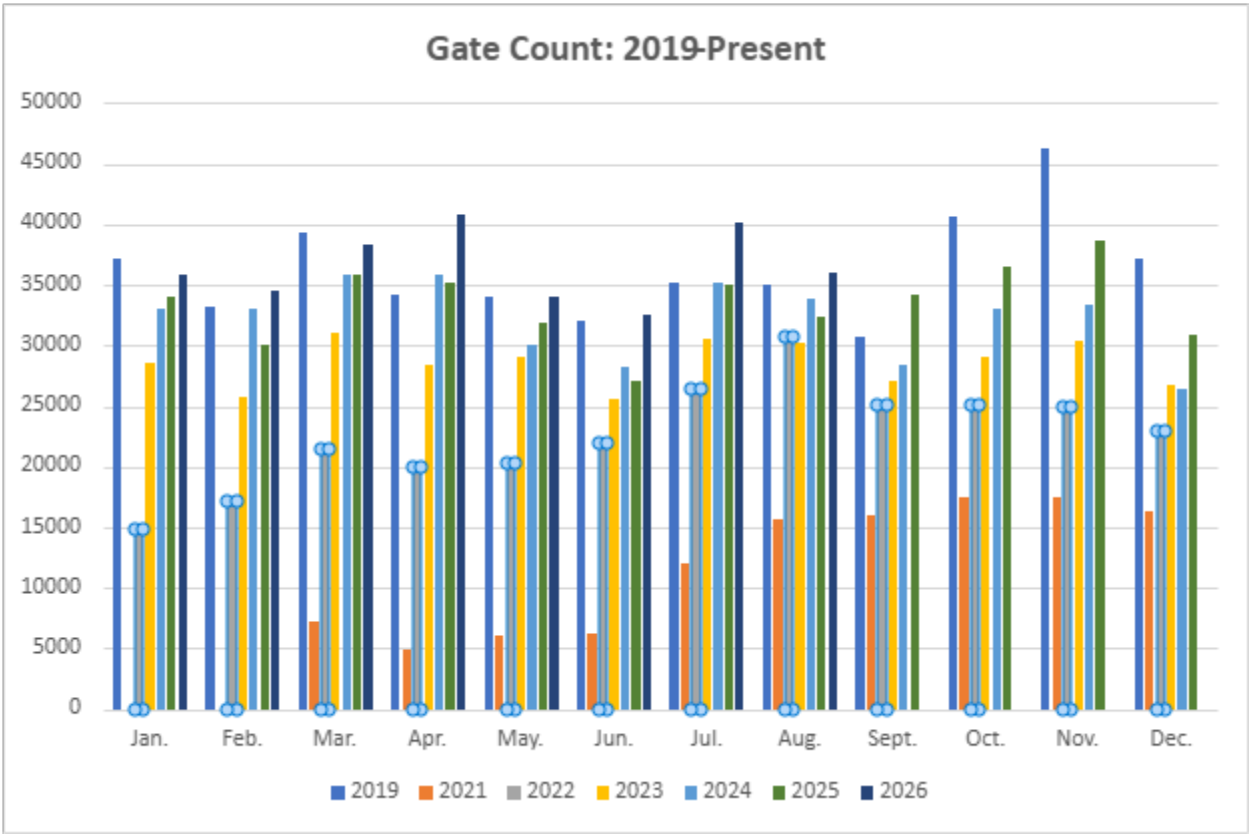
For Information

All data provided is for June, July and August 2026 compared to the same months in 2025.

	June-August 2026	**% change from 2025**
Gate Count	108,638	94,633 (+13%)
Membership	1,666	1,788 (-7%)
Holds Placed	42,613	38,468 (+10%)
Questions	22,409	21,178 (+4%)

Gate Count

SCPL experienced an active summer, driven by high customer engagement who made full use of our spaces and utilized library services. Ongoing outreach events, class visits, and promotional efforts continue to attract new visitors, while regular customers return often to study, work, and enjoy the library branches. There was a substantial increase in the gate count from 2025, which is likely due to the Merritt Branch being fully operational at the new Pen Centre location this summer.



Membership

While new memberships experienced a minor seasonal decline over the summer months, our year-to-date performance remains stable and unchanged. Ongoing outreach efforts, promotional initiatives, class visits, and the continuous expansion of our library services and collections continue to be key drivers of this strong overall membership growth.

Holds Placed

Summer hold placements saw a significant year-over-year increase compared to 2025, contributing to a 7% rise year-to-date. As a cornerstone of our operations, the holds system remains an integral library service that ensures equitable, convenient access to materials for residents citywide.

Training Highlights

To support organizational readiness, 52 staff members attended an in-person training session titled *AI Literacy and Critical Engagement* led by SCPL's Training Librarian. Post-session evaluations were overwhelmingly positive, highlighting a strong staff demand for subsequent practical, hands-on learning modules.

Customer Service Feedback

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

- Our friendly, knowledgeable and efficient customer service
- Implement Port Plus and relocate Merritt to Pen Centre
- Create a welcoming environment at our locations
- Social media posts, reels and stories
- Provide engaging displays

The library is continually evaluating the suggestions for improvements and new services. Highlights of actions taken based on feedback collected in 2026 include:

- Installed a water filling station at Merritt
- Increased selection of New Books
- Increased the number of computer stations at Dr. Huq

Customer Service Department Meeting

To facilitate comprehensive, all-staff Customer Service meetings, the Library Board previously approved a delayed branch opening schedule for the first Monday of March, June, and October. The upcoming autumn session has been rescheduled to Monday, October 19th, rather than the originally slated October 5th date which will align better with the launch of Polaris.

Innovation, Collections & Technology

submitted by David Bott, Manager Innovation, Collections & Technology (June, July & August 2026)

For Information

Physical Circulation

Physical circulation dipped slightly (-2%) from May to June, then increased by 13% in July. In August, circulation fell by about 7%, which mirrors a similar drop at this time in 2025. Currently, YTD circulation is about 2% lower than that of 2025.

Digital Circulation

Digital Circulation decreased by about 4% from May to June 2026. This was followed by a 5% increase in July, and a 10% decrease in August. Overall, digital circulation from June-August 2026 was almost identical to that of June-August 2025.

Flood Damaged Library Items Relief Initiative

In the spirit of the values outlined in the Library's strategic plan, SCPL decided to show leniency to any members of the community who may have library items that were damaged by the recent flooding. Customers were not charged a replacement fee for any Library items that were damaged in the flood.

Library of Things

Two Moisture Meters were added to the Library of Things. The meter detects moisture content in materials such as drywall, hardwood, masonry or softwood and alerts you whether it falls within normal ranges.

Cloud Library Kobo Integration

SCPL is participating in a beta test for brand new Kobo integration option with Cloud Library. This feature will allow users to send CloudLibrary eBooks directly to their Kobo device. This will bypass the need for Adobe Digital Editions or sideloading. The beta test will run for the month of September and SCPL will provide feedback to Cloud Library.

Collections Analysis

An analysis was performed to determine collection sizes for the shelving requirements in anticipation of the upcoming renovation of the Central Library.

Technology Upgrades

2 new LCD presentation displays were installed in the Bankers Room, as well as the Kiwanis and Trust Room. New network controllers were configured and installed and Dr. Huq and Port Dalhousie branches to offer better management of wireless service at the branches.

Programming and Promotions

submitted by Holly Jones, Manager Programming & Promotions (June-August, 2026)

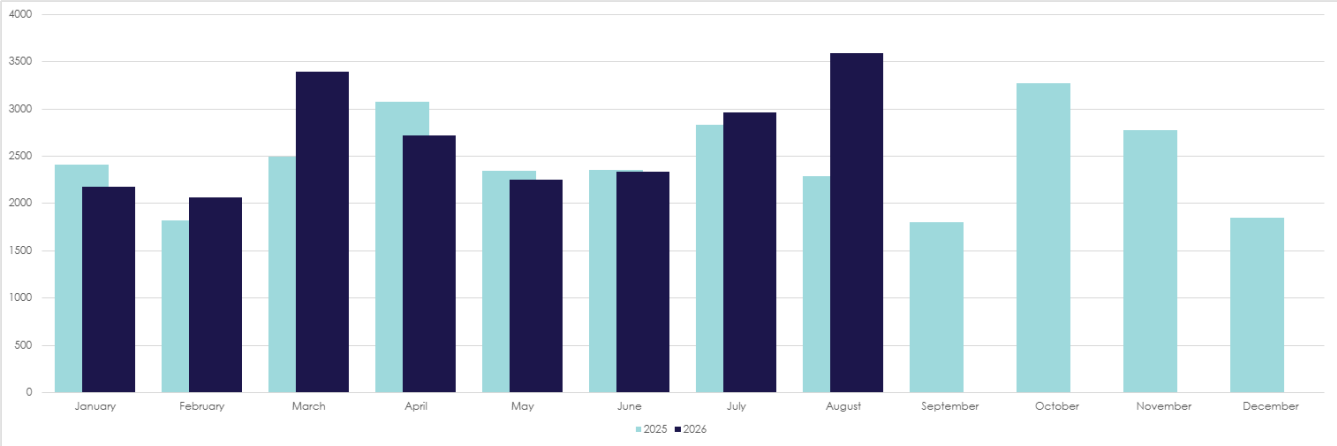
For Information

Programming Highlights

Attendance at library programming grew 19% this summer compared to 2025, drawing a total of 8,877 customers across 327 programs. This success was driven by a diverse lineup of activities that spanned early-learner storytimes, specialized art workshops, STEAM activities, book clubs, and drop-in events for all ages. Notably, August programming at the Merritt Branch saw a 57% surge, which is primarily attributed to a strong recovery from the previous year's temporary closure during the branch's relocation preparations.

Library staff connected with 1,591 community members at outreach events, including the Niagara Health Foundation Kids' Ultimate Challenge, the Niagara Region's Wellness Fair, and the St. Catharines' Downtown Association's 175th Harriet Tubman Celebration and Commemorative Walk. SCPL also hosted successful Library Pop-Up sessions at Lakeside Park and Sunset Beach. While weather forced the cancellation of our visit to the Port Dalhousie 200 committee's Summer Celebration, we successfully supported the event by providing crafts and promotional materials.

Program Attendees by Month, 2026 vs. 2025

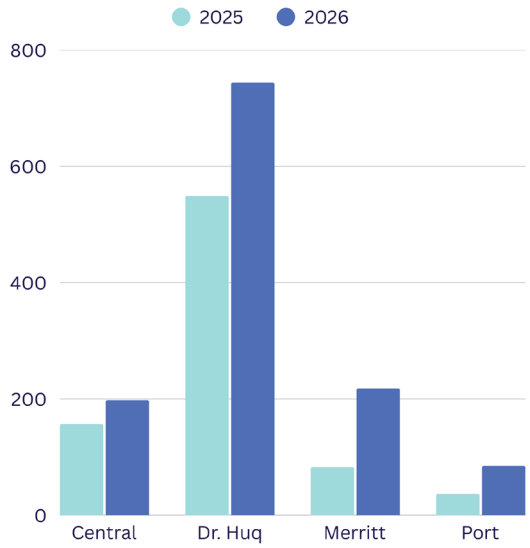


There were no submissions received over the summer via the Request for Program Reconsideration form.

Summer Reading Club 2026

A total of 1,244 readers joined the Summer Reading Club (SRC) this summer, marking a 50.73% increase over 2025. The Dr. Huq Branch maintained its position as the system's primary SRC hub, capturing 60% of all registrations. Benefiting from its relocation to the Pen Centre, the Merritt Branch secured its spot as the second-busiest location with 17% of participants, narrowly outpacing the Central Library (16%). The Port Dalhousie Branch accounted for the remaining 7%. The SRC Feedback survey showed overwhelmingly positive results on how the program improved reading habits by motivating daily, independent reading.

Registrants by Branch, 2025 vs. 2026



One Read, One STC

As part of SCPL's ongoing contributions to the St. Catharines 150th Anniversary celebrations, the Library partnered with the City of St. Catharines and the St. Catharines Museum & Welland Canals Centre to host the inaugural OneRead, OneSTC event on June 11th. This community-wide book club was created to celebrate Canadian literature and foster community connection. The event featured an engaging conversation between Mayor Mat Siscoe and two-time Stephen Leacock Medal winner Terry Fallis, discussing his bestselling novel, *The Marionette*. The evening was exceptionally well-received by attendees. Customers described the event as an "interesting & engaging evening" with a "joyous" atmosphere, and many expressed a strong desire for similar events in the future. The collaboration with the City and Museum was seamless and effective, strengthening the library's community partnerships. Based

on the event's success and positive reception, the Mayor's Office has expressed enthusiasm for partnering again to host another OneRead, OneSTC event in 2027.

Communication Highlights

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

- Promotional campaigns for the Summer Reading Club, the Fall SCPL LitFest, and upcoming Seniors Community Grant programming
- Design of the Fall 2026 Program Guide and specialized mini-program guide to promote the Seniors Community Grant programming
- Development of a collaborative communications plan with Niagara Falls Public Library staff ahead of the upcoming Polaris system transition
- Creation of directional signage for the Merritt Branch, now installed inside the Pen Centre
- Guest speaker on the Early Childhood Community Development Centre's (ECCDC) June podcast
- Member of SCPL's Grape & Wine Grande Parade committee
- Launch of the quarterly Q3 Membership Reactivation Campaign, resulting in 151 reactivated library memberships

Community feedback across social media channels highlighted enthusiasm for library programming, customer-focused processes, and recent organizational achievements:

- Customers praised the "OneBook, OneSTC" event, describing the atmosphere as "joyous" and "engaging" and requesting similar author events in the future.
- Promotions for this year's SCPL LitFest sparked excitement, with customers calling the festival a highly anticipated highlight of their calendar.
- Tutorials explaining how to suspend holds received enthusiastic engagement. Customers praised the feature as "life-changing," noting it prevents missed holds and saves valuable staff time otherwise spent restocking unclaimed books.
- The library received congratulations following the announcement of the Bridges Niagara Community Builder Award, with customers thanking the library for creating a welcoming community space.

Media Mentions

30-June	**CKTB 610- The Drive**	Discussion topics: Summer Reading Club
10-July	**CKTB 610- The Drive**	Summer Reading Club, Book Bundles, Pop-Up Libraries

Facilities

submitted by Sal Mannella, Facilities Manager (June, July & August 2026)

For Information

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

Report

Central Branch

- Multi-use room refurbishment completed.
- Graffiti removal completed in July.
- Exterior handrails around the building painted.
- Loading dock walls have been disinfected, primed, and painted.

Huq Branch

- A new alarm panel has been installed.
- Patio area enhancements continue and honeybee hive was successfully relocated.
- New shelving ordered for additional storge in work area.

Merritt Branch

- Worktable with storage cupboards ordered for Programming office.

Health & Safety

submitted by Lisa DiDonato, Business Administrator (June, July & August 2026)

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.

Separately, on July 6, 2026, the Ministry of Labour, Immigration, Training and Skills Development (MLITSD) conducted a site visit at the Merritt Branch as part of a province-wide retail safety campaign; their field report is attached as Appendix B.

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	April 7, 2026	Nothing to report.	n/a
Port Branch	April 21, 2026	Nothing to report.	n/a
HUQ Branch	April 20, 2026	1. Room 157 – Circulation Desk - Wire management require behind circulation desk.	1. Completed May 13, 2026
Merritt Branch	April 23, 2026	1. Room 02 - Desk in Programming office needs repair.	1. Completed May 7, 2026
Central – 2nd Floor	June 1, 2026	Nothing to report.	n/a
Port Branch	May 25, 2026	Nothing to report.	n/a
HUQ Branch	May 26, 2026	Nothing to report.	n/a
Merritt Branch	May 28, 2026	Nothing to report.	n/a
Central – 3rd Floor	June 3, 2026	Nothing to report.	n/a
Port Branch	June 15, 2026	Nothing to report.	n/a
HUQ Branch	June 17, 2026	1. Area 159 - Front of Branch/Beside Book Sale – Small puddle on floor result of leak in ceiling. 2. Area 158 – Fan cord needs cord management.	1. Area 159 – City has been advised about this ongoing issue that is likely due to condensation. 2. Area 158 - Extension cord removed and staff advised to plug directly into receptacle.

Merritt Branch	June 18, 2026	1. Room 21 – Maintenance Room – Yellow insulation loose on red cabinet.	1. Room 21 – Maintenance Room – Completed June 24, 2026
Central – Basement	July 27, 2026	Nothing to report.	n/a
Port Branch	July 27, 2026	1. Bathroom toilet handle needs to be fixed.	1. Completed July 28, 2026
HUQ Branch	July 29, 2026	Nothing to report.	n/a
Merritt Branch	July 30, 2026	1. Room 12 – Water on floor around toilet.	1. Completed July 31, 2026
Annual Inspections and Risk Assessments			
Central	June 15, 2026	1. Room 210 – Cluttered with supplies. Need to tidy up, ensure secure to avoid items falling. 2. Basement – Back corner near ICT. Ongoing water leakage issue needs to be fixed. 3. 3rd Floor Fire Escape – Water damage on ceiling from leak. Need to repair leak to avoid slips and falls. 4. 1st Floor Escape – Drug debris in exit path. Need to clean up to ensure safe exit if needed.	1. Room 210 – Completed June 19, 2026 2. Basement – Ongoing water leakage issue that has been logged with City and is included in the building condition assessment. City is including in multi year 2027 to 2030 Capital budget. 3. 3rd Floor Fire Escape – Old water damage prior to roof repair which resolved leaking issue. 4. 1st Floor Escape – Completed June 16, 2026
Port Branch	June 4, 2026	Nothing to report.	n/a

HUQ Branch	June 4, 2026	1. Room 164 – Staff Area – Tops of desk cabinets being used as storage shelves 2. Room 170 – Storage Room – Floor is cluttered. Risk of injury trying to get to items. Wall shelf being used a floor shelf and stacked on books.	1. Room 164 – Staff Area – Completed June 11, 2026 2. Room 170 – Storage Room – Completed June 11, 2026
Merritt Branch	June 4, 2026	1. Room 21 – Maintenance Room – Floor and countertop cluttered. 2. Room 168 – Staff Room – Need to replace old power bar, currently sitting on countertop beside sink, and mount on wall. 3. Room 02 – Programming Office – Tops of desk cabinets being used as storage shelves.	1. Room 21 – Maintenance Room – Completed June 22, 2026 2. Room 168 – Staff Room – Completed June 10, 2026 3. Room 02 – Programming Office – Completed June 15, 2026

Ministry of Labour, Immigration, Training and Skills Development

Occupational Health and Safety

Ontario

Field Visit Report

OHS Case ID: **4475FMKXQZD**
Field Visit no: **4475FMKXQZD-4475-FV001** Visit Date: **2026-JUL-06** Field Visit Type: **INITIAL**

Workplace Identification: **ST. CATHARINES PUBLIC LIBRARY - MERRITT BRANCH**
221 GLENDALE AVENUE, ST. CATHARINES, ON CA L2T 2K9

Notice ID:

Telephone:	JHSC Status:	Work Force #:	Completed %:
(905) 688-6103 ext: 400	**Active**	**15**	

Persons Contacted: **Nicole Mandula - Branch Librarian.**

Visit Purpose: **Ministry of Labour, Immigration, Training and Skills Development Retail Campaign.**

Visit Location: **Library Area, Reception Desk, Office Area.**

Visit Summary: **No Orders Issued. See Detailed Narrative.**

Detailed Narrative:

This Field Visit report was created and issued to this Workplace by the Ministry of Labour, Immigration, Training and Skills Development in order to register a new business as part of the Ministry of Labour, Immigration, Training and Skills Development's Retail Health and Safety Campaign. This Field Visit was conducted at the Workplace with the Workplace contact listed above.

The Ministry of Labour, Immigration, Training and Skills Development (MLITSD) is currently conducting a province-wide Retail Health and Safety Campaign. The aim of this initiative is to strengthen workplace safety by raising awareness of key hazards in the retail sector, addressing the unique challenges faced by new and young workers, and improving overall compliance with the Occupational Health and Safety Act (OHSA) and its regulations. Through this campaign, the Ministry seeks to prevent workplace injuries and illnesses by promoting safe work practices and supporting employers and workers in creating healthier, safer retail environments.

Data from 2019 to 2023 shows that the retail sector consistently ranked second among all MLITSD-regulated sectors in the number of Injury or Occupational Illness and Disease Events, and 2024 data indicates that the sector continues to hold the second-highest number of critical injuries reported to the Ministry. Year after year, the retail sector has remained steadily in second place for critical injuries by sector, highlighting an ongoing need for focused prevention efforts and improved workplace health and safety practices.

If in your workplace there are less than 50 workers, resources are available to assist you:

- Health and safety for small businesses: https://www.ontario.ca/page/health-and-safety-small-businesses

You can call 1-877-202-0008 anytime to anonymously report workplace health and safety incidents or complaints.

Free Consulting Support with WSPS

To help businesses keep workers safe from hazards in the retail sector, WSPS is offering a no-cost walk-through to identify hazards and free virtual hazard management consulting sessions. WSPS is providing 1 day of FREE Consulting Services to assist with MLITSD Order Compliance. For more details please go to https://wsps.ca/mlitsd-referral.

Unlock Personalized Support with WSPS

- Interested in a free site visit by a health and safety professional? Fill out our contact form, and we will promptly contact you to discuss your workplace specific needs. https://www.wsps.ca/forms/connect-with-a-consultant.

Access Free Resources as We Connect

While we gear up to provide you with individualized support, we encourage you to explore how WSPS is supporting the MLITSD campaigns at. Ministry of Labour Inspection Preparation and Support | WSPS Do check back regularly as we will continue to add to our growing library.

Free Resources Highlights

- Manual Material Handling & MSD Prevention for Employers, Supervisors and Workers
- Workplace Violence and Harassment Toolbox
- Preventing Slips; Trips and Falls Guide

Recipient	Inspector Data	Worker Representative
Name Nicole Mandula	**Gino Chiocchio** O.H.S.A. & B.O.S.T.A. INSPECTOR PROVINCIAL OFFENCES OFFICER 301 St. Paul St. 8th Flr, St. Catharines L2R 7R4 molohsniagara@ontario.ca **Tel: (289)659-2573** **Fax: (905)704-3011**	Name STEPHEN EALES
Title Branch Librarian		Title FACILITIES ASSISTANT
Signature N. Mandula	Signature	Signature S. Eales

You are required under the Occupational Health and Safety Act to post a copy of this report in a conspicuous place at the workplace and provide a copy to the health and safety representative or the joint health and safety committee if any. Failure to comply with an order, decision or requirement of an inspector is an offence under Section 66 of the Occupational Health and Safety Act.You have the right to appeal any order or decision within 30 days of the date of the order issued and to request suspension of the order or decision by filing your appeal and request in writing on the appropriate forms with the Ontario Labour Relations Board, 505 University Ave., 2nd Floor, Toronto, Ontario M5G 2P1.You may also contact the Board by phone at (416) 326-7500 or 1-877-339-3335 (toll free), mail or by website at http://www.olrb.gov.on.ca/ for more information.

The Government of Ontario wants to hear from you. You can provide feedback on this visit at 1-888-745-8888

OHS Case ID: **4475FMKXQZD**
Field Visit no: **4475FMKXQZD-4475-FV001** Visit Date: **2026-JUL-06** Field Visit Type: **INITIAL**

Workplace Identification: **ST. CATHARINES PUBLIC LIBRARY - MERRITT BRANCH**
221 GLENDALE AVENUE, ST. CATHARINES, ON CA L2T 2K9

Notice ID:

Inspector's Comments;

-Discussed purpose of this Field Visit with the Workplace contact listed above.

-The Workplace operates as a Library location and currently employs approximately 15 Workers.

-A Joint Health and Safety Committee has been established and maintained at the Workplace. Joint Health and Safety Committee meetings are conducted at the Workplace. Monthly physical inspections of the Workplace are performed by the Joint Health and Safety Committee.

-Discussed required Policy postings. All required postings and Policies are posted electronically on the SCPL Intranet which all Employees have access to.

-Discussed training curriculums as well as delivery of information and instruction in relation to required training.

CONTACT INFORMATION:

The Ministry of Labour, Immigration, Training and Skills Development's Health and Safety Contact Centre can be reached at 1-877-202-0008 and should be used to report a WORK REFUSAL, CRITICAL ACCIDENT, FATALITY or other reportable incident in accordance with the Occupational Health and Safety Act.

RESOURCES:

MINISTRY OF LABOUR, IMMIGRATION, TRAINING AND SKILLS DEVELOPMENT WEBSITE: For further information on Health and Safety, the Ministry of Labour, Training and Skills Development has a website at http://www.labour.gov.on.ca.

This website contains general information and guides, legislation and regulations, health and safety guidelines, engineering data sheets, and hazard alerts.

A COPY OF THIS ENTIRE REPORT TO BE POSTED IN THE WORKPLACE

Recipient	Inspector Data	Worker Representative
Name _____	**Gino Chiocchio** O.H.S.A. & B.O.S.T.A. INSPECTOR PROVINCIAL OFFENCES OFFICER 301 St. Paul St. 8th Flr, St. Catharines L2R 7R4 molohsniagara@ontario.ca **Tel: (289) 659-2573** **Fax: (905) 704-3011**	Name STEPHEN ECCLES
Title _____		Title FACILITIES ASSISTANT
Signature M.M.	Signature	Signature S. Eccles

You are required under the Occupational Health and Safety Act to post a copy of this report in a conspicuous place at the workplace and provide a copy to the health and safety representative or the joint health and safety committee if any. Failure to comply with an order, decision or requirement of an inspector is an offence under Section 66 of the Occupational Health and Safety Act. You have the right to appeal any order or decision within 30 days of the date of the order issued and to request suspension of the order or decision by filing your appeal and request in writing on the appropriate forms with the Ontario Labour Relations Board, 505 University Ave., 2nd Floor, Toronto, Ontario M5G 2P1. You may also contact the Board by phone at (416) 326-7500 or 1-877-339-3335 (toll free), mail or by website at http://www.olrb.gov.on.ca/ for more information.

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Integrated Library System (ILS) Migration

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

For Information

Key staff members attended a number of online training sessions for circulation, cataloguing, acquisitions, floating collections, ILLO, reporting, Vega configuration and systems administration. Training for all staff will begin the week of September 21st.

Staff have configured the online catalogue (Vega Discover) and are in the process of customising the interface and testing functionality. Additionally, the mobile app has been configured and released to select staff for testing.

IT staff have installed RFID software and direct printing software on select computers for testing.

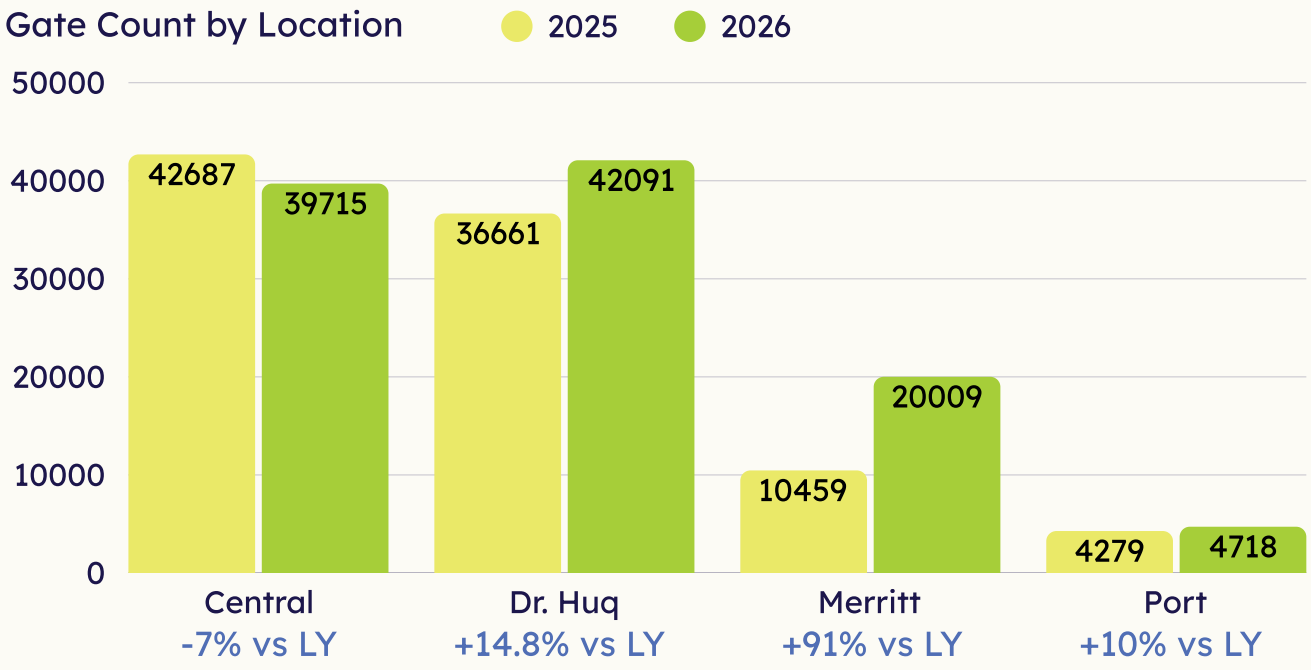
The communications team have been working with Niagara Falls Public Library to coordinate key messaging and promotional information for both internal and external stakeholders.

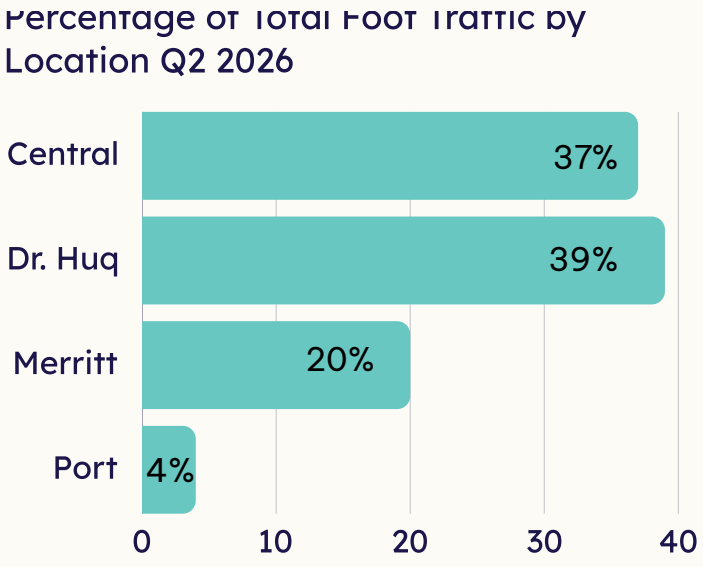
CUSTOMER SERVICE SUMMARY

Q2 2026

Q2 Foot Traffic

From April to June of 2026, SCPL's total gate count was 106,533, a 13% increase from Q2 2025.



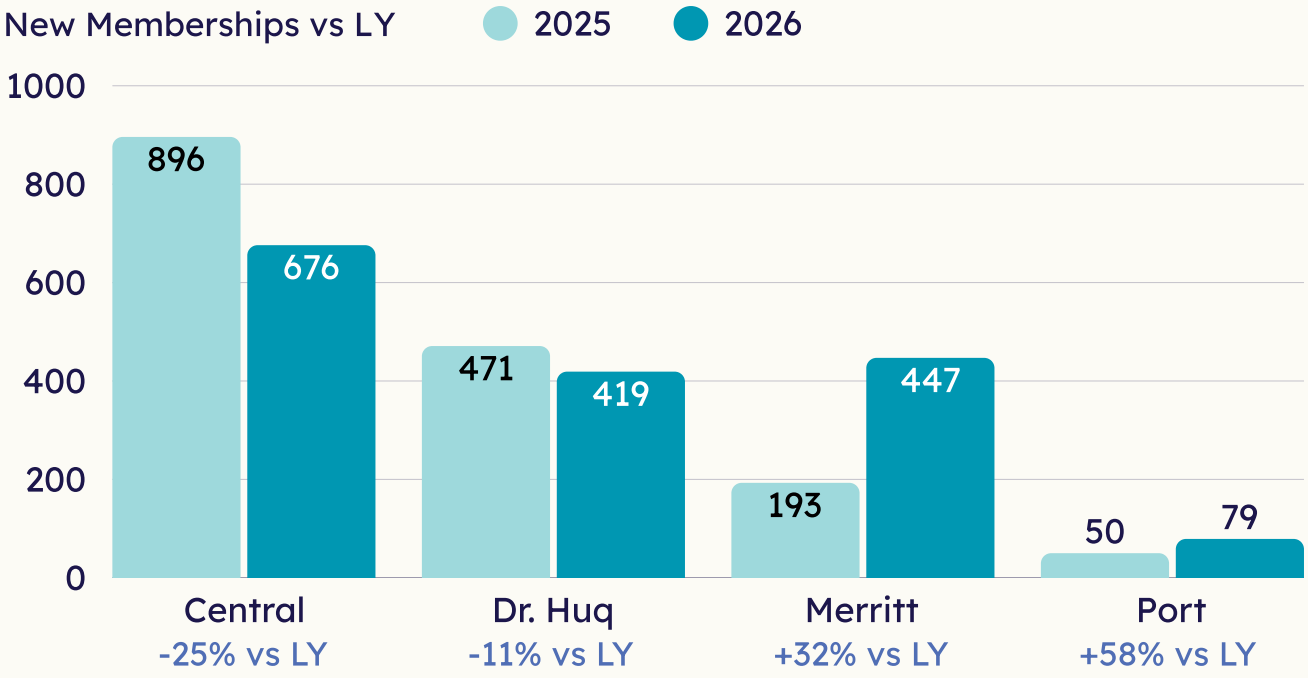


Compared to last year, each branch's percentage of the library's total foot traffic differed by:

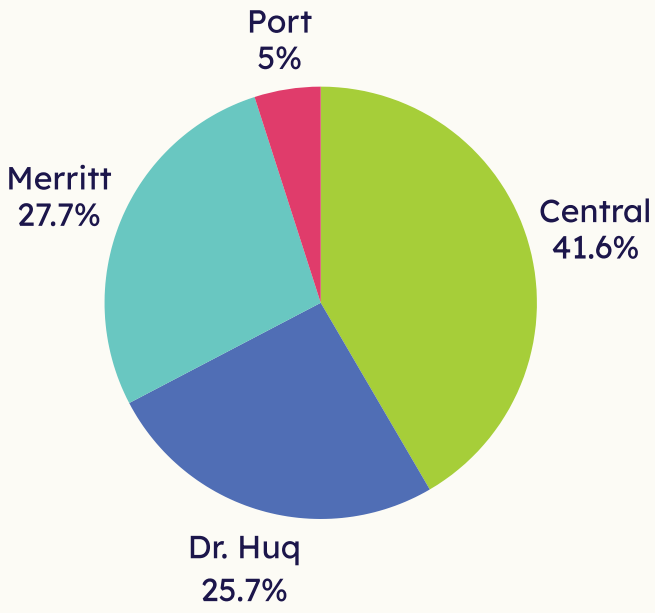
- Central: -17%
- Huq: -1.4%
- Merritt: +69%
- Port: -2.6

Q2 Memberships

System-wide, there was a 0.7% increase in new memberships, from 1610 in 2025 to 1621 this year.



Q2 2026 Percentage of System-Wide New Memberships by Location

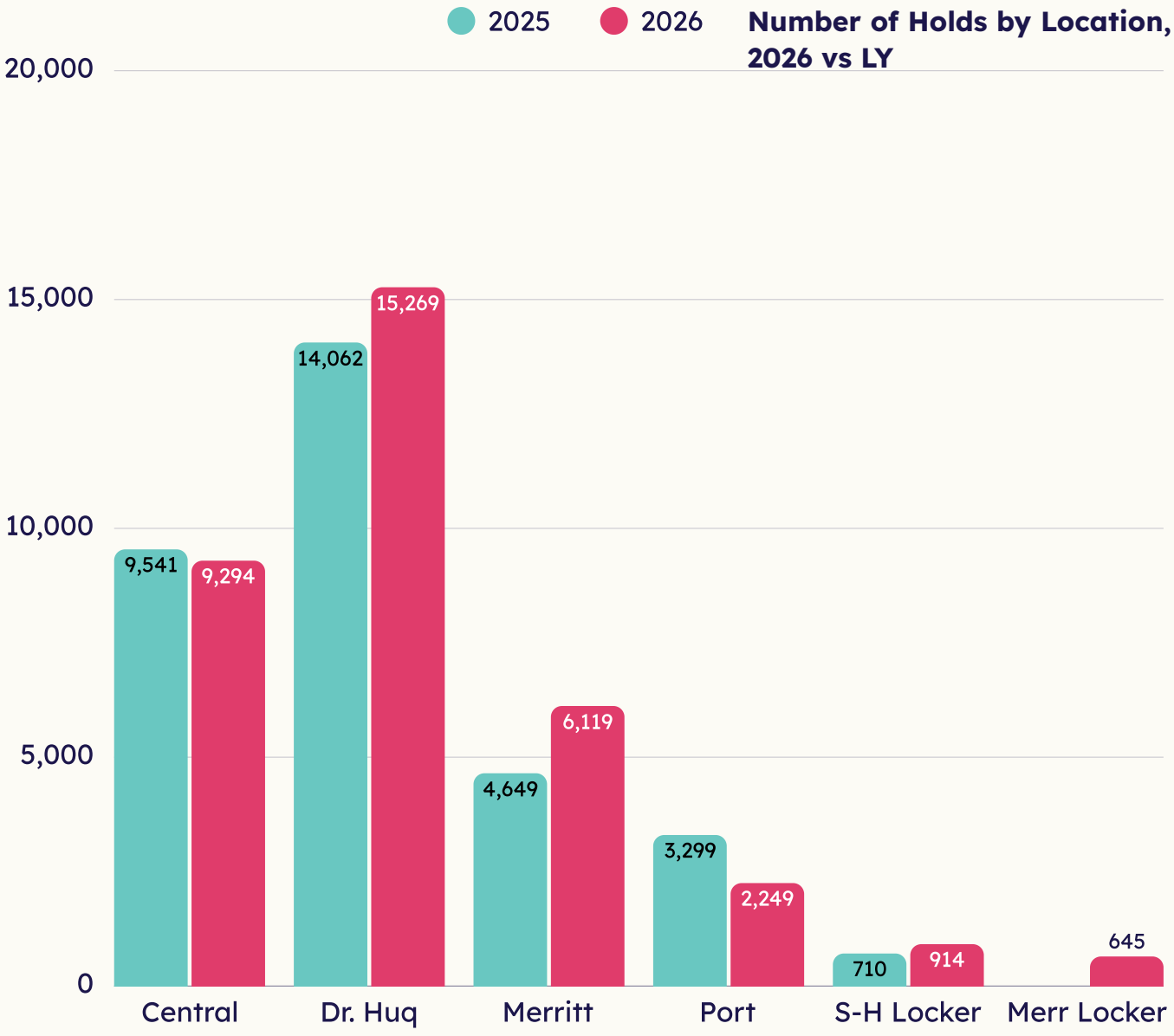


Compared to last year, each branch saw the following change in their percentage of system-wide new memberships:

- Central: -25%
- Huq: -11%
- Merritt: +130%
- Port: 57%

Q2 Holds

In Q2 2026, SCPL customers requested 32,931 holds, which represents a 4% increase from last year's total of 31,551.

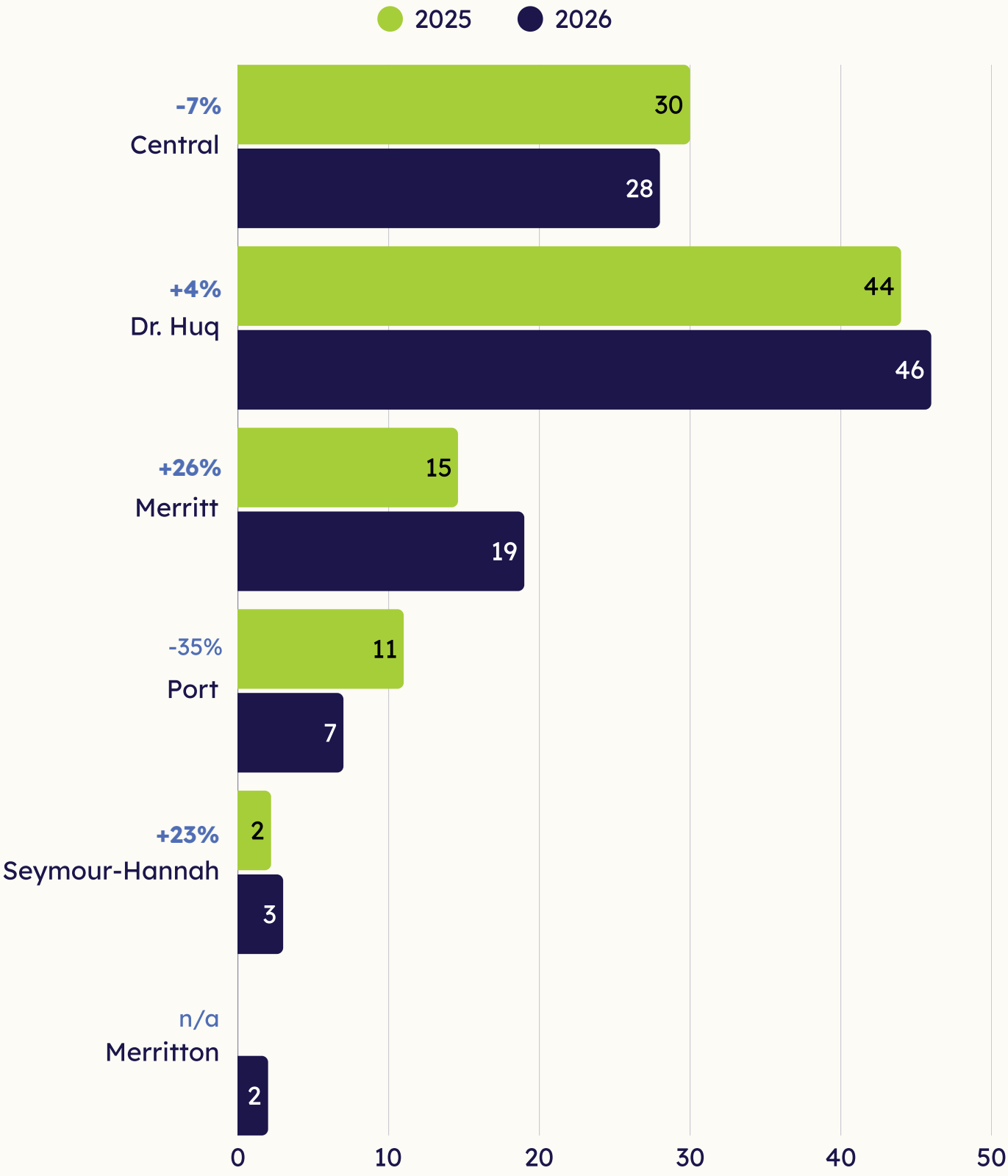


Compared to LY, the percentage change in each location's share of system-wide holds:

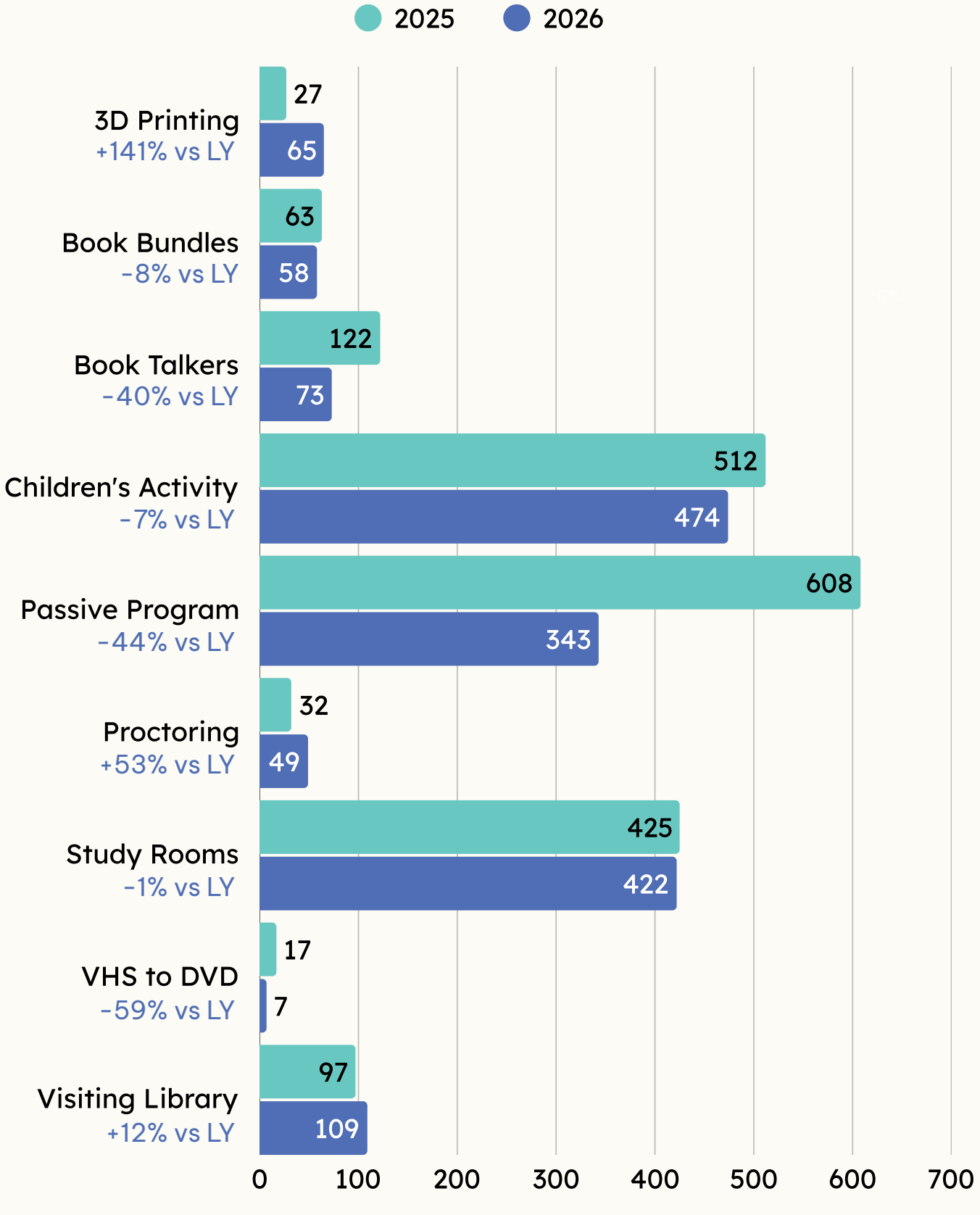
- Central: -15%
- Dr. Huq: +2.5%
- Merritt: + 10%
- Port: +6%
- Seymour-Hannah: +10%
- Merritton: not applicable

Q2 Holds

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



Q2 Services System-Wide

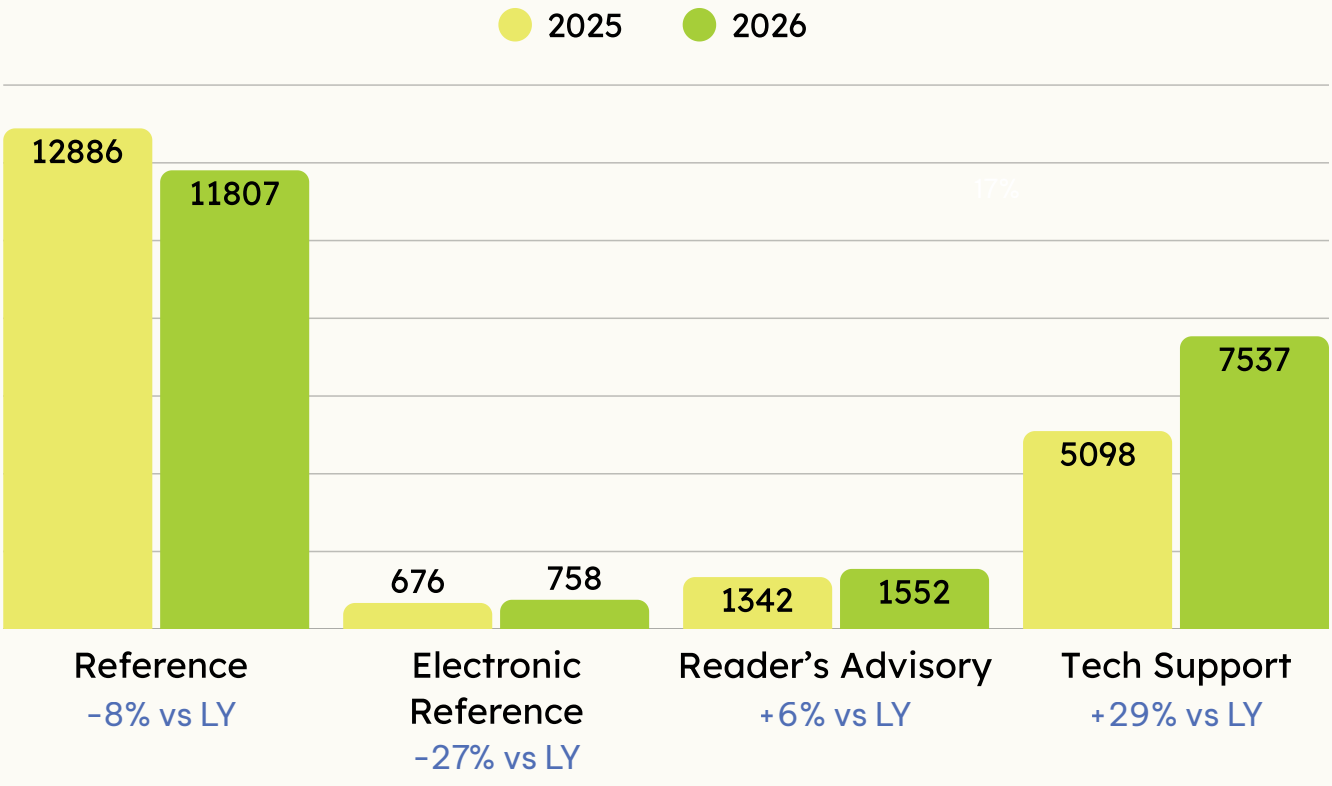


Q2 Services

Tax clinics continued into April with some significant changes in the number of attendees by location.

	Central	Dr. Huq	Merritt	Total
2025	136	143	14	293
2026	68	94	98	260
Percentage Change	-50%	-34%	+600%	-11%

Q2 Information Requests System-Wide

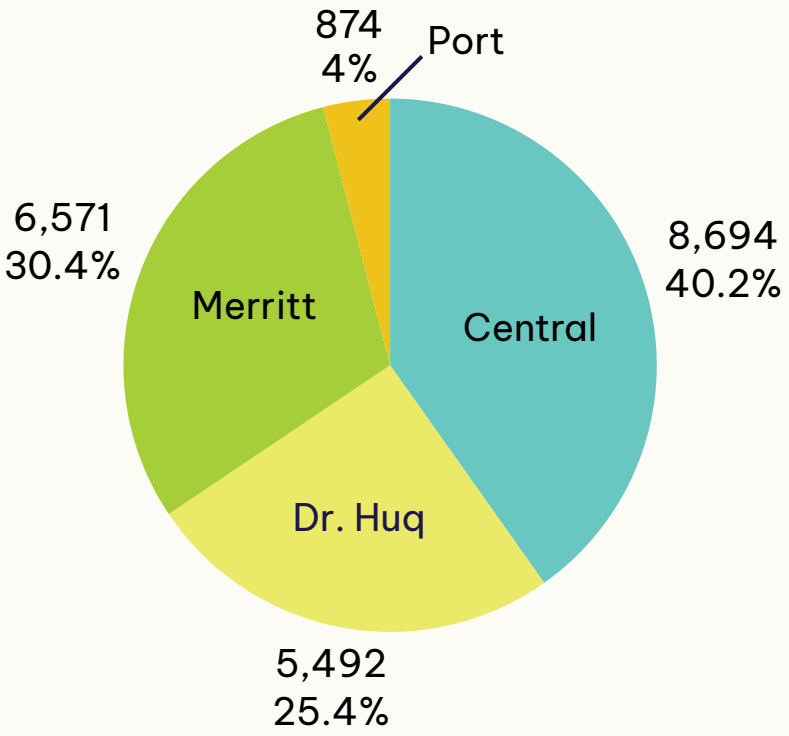


Special Collections requests: 269, +9% vs LY

Accessibility requests: 308, +36% vs LY

Q2 Information Requests

Percentage & Number of Total Information Requests by Location



System Total = 21,631, +10% vs LY

Percentage of System Total Requests vs LY

- Central: -28%
- Merritt: +113%
- Dr. Huq: +16%
- Port: +594%

Q2 Training

- Citation Canada training sessions completed: 26, +189% vs LY
- Ryan Dowd Homeless training completed: 275, +33% vs LY
- Staff completed 41 shared training opportunities, which is on par with last year.
- In May, NASO was at the Central Library for a presentation on the services they provide as well as practical strategies for navigating challenging situtations.

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.

civic engagement

329 volunteer hours

economic development

360 staff training hours

education

21,631 information requests

entertainment & leisure

66,691 active borrowers

space

106,533 visits

Q2 Customer Feedback

A customer expressed their thanks to the Library for running tax clinics every year. They said that they appreciate it so much and are thankful that we are able to offer such a service.

A customer shared that she moved to St. Catharines several months ago, and the Port Dalhousie library branch is one of her favourite things about the city. She praised the staff, the efficiency of delivery between branches, and Interlibrary Loan services.

Multiple customer praised the library's book sale. They appreciate that the books are well-organized on the book sale shelves, affordable, and cover a variety of topics and genres.

A customer was very happy to see the International Harm Reduction Day display at Central. She said that her family had donated that display stand in her late husband's name, and their daughter works at Positive Living Niagara, so she thought the topic was so fitting and important.

Multiple customers praised the library's printing services. One customer shared that he used to go to Staples to use PrintMe but now uses the library instead.

A customer picked up a book bundle for 1000 Books Before Kindergarten. She said she thought the service was so cute and that she liked that she could pick up books from one branch and return them to any other.

Customers shared some suggestions for the library including a community board and water bottle filling station at Merritt and a library card that features Indigenous designs.

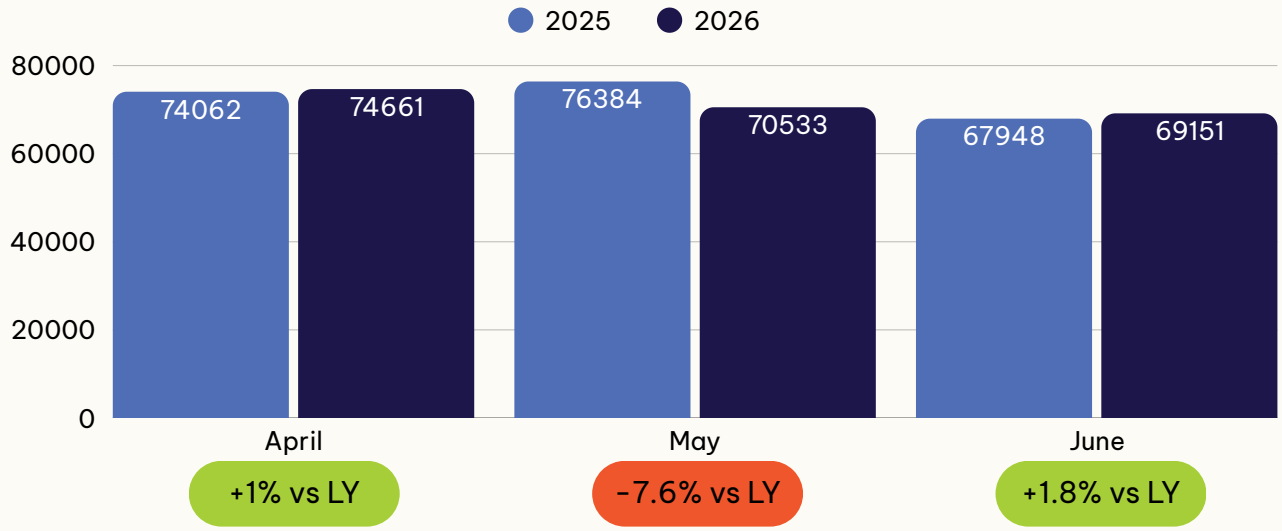
Several people expressed their appreciation for the library's customer service across locations, sharing how kind and helpful staff are.

ICT SUMMARY

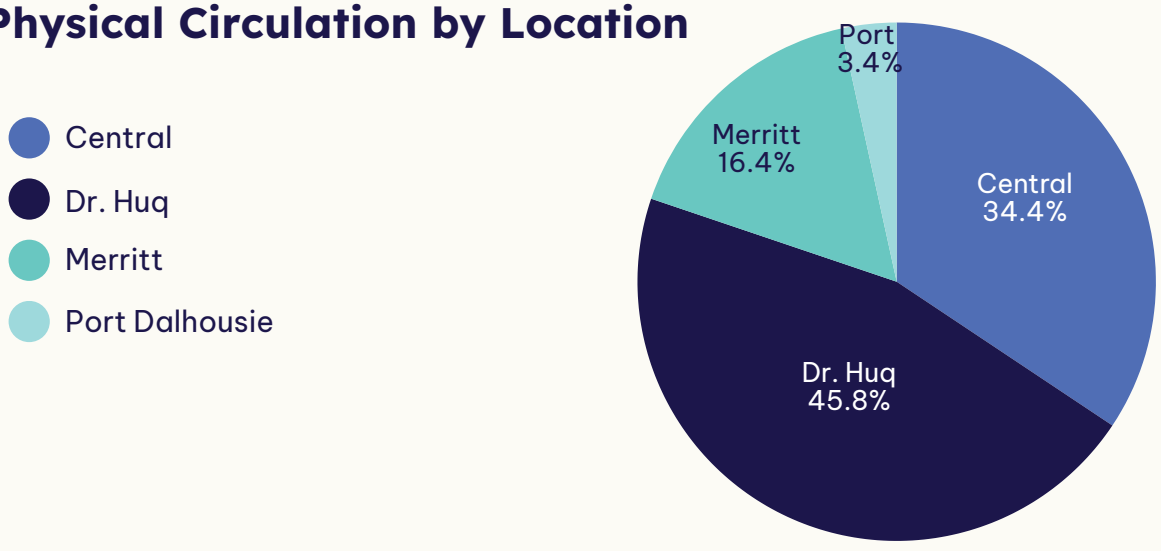
Q2 2026

Q2 Physical Circulation

From April to June 2026, physical checkouts and in-house uses of physical materials totaled 214,345. This marks a slight (0.7%) increase from of Q1 2026, and a decrease of about 2% from Q2 2025. While April and June saw slight increases in circulation from 2025, there was a notable decrease (-7.6%) in May.

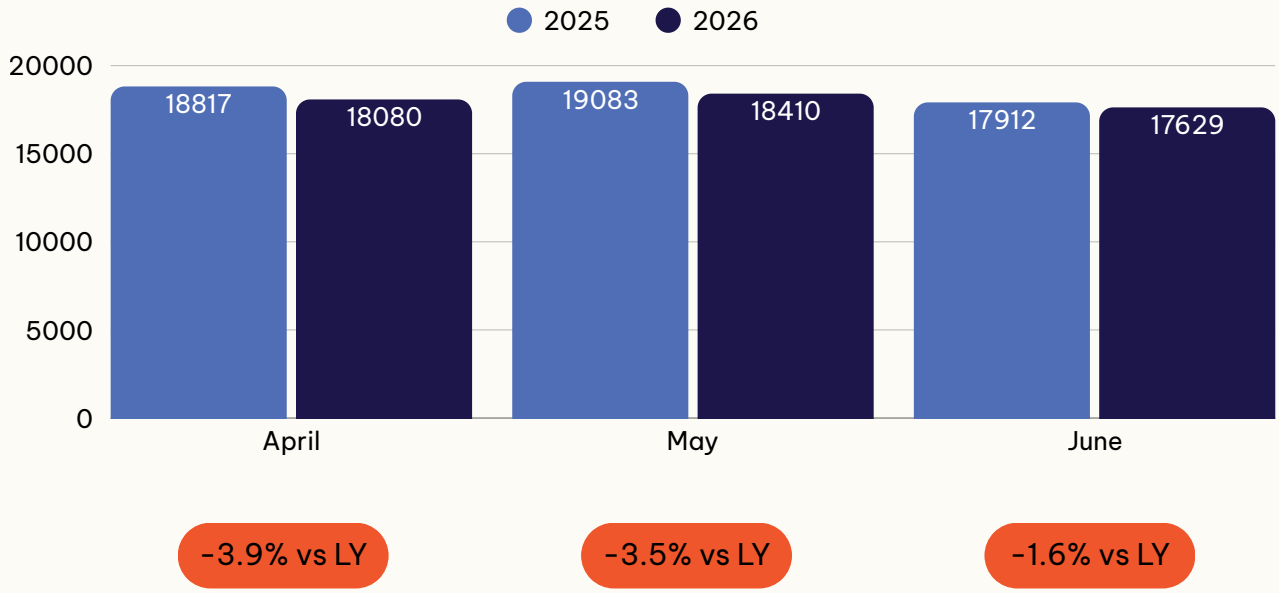


Q2 Physical Circulation by Location

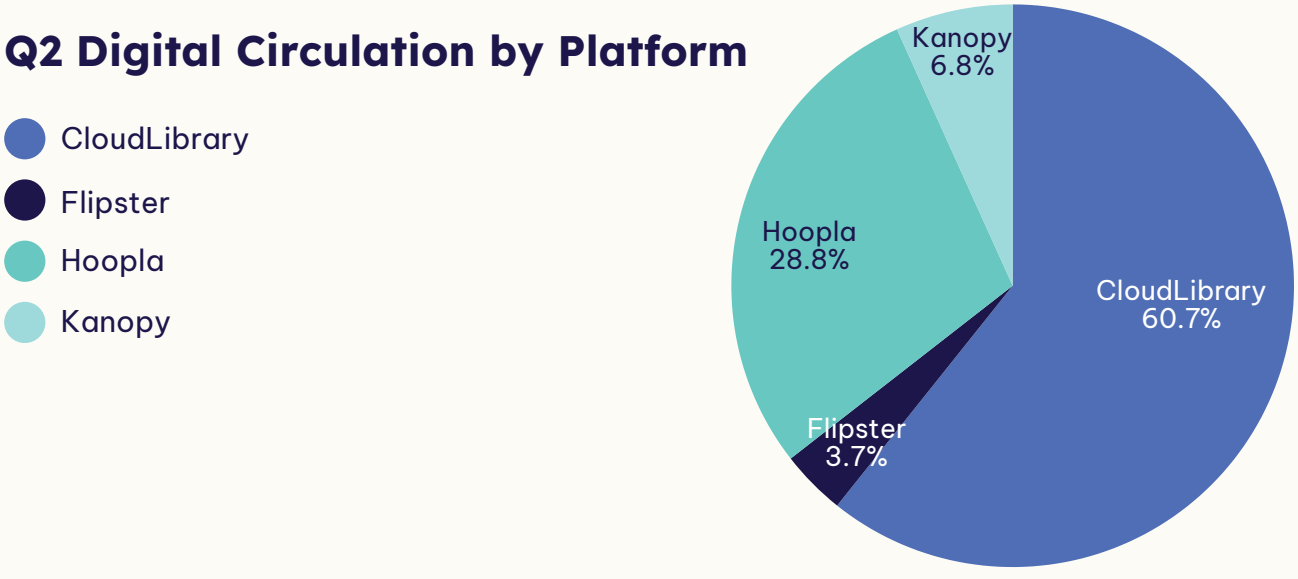


Q2 Digital Circulation

Digital circulation across CloudLibrary, Flipster, Hoopla, and Kanopy in Q2 2026 decreased overall by 3% compared to Q2 2025. This also represents a decrease of 5% from that of Q1 2026.



Q2 Digital Circulation by Platform



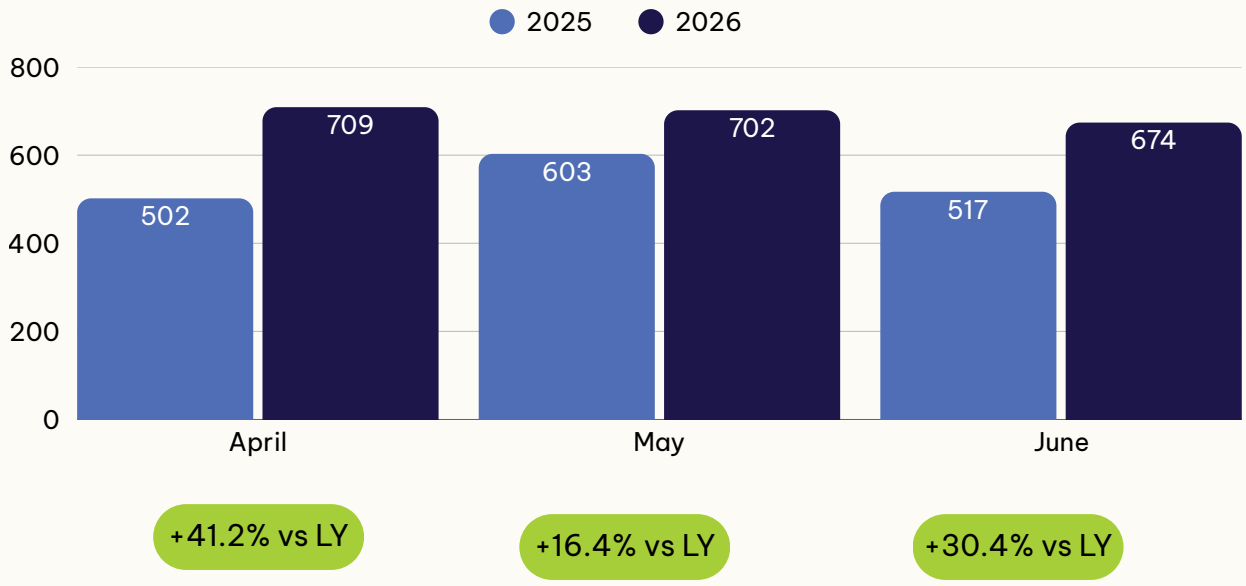
Q2 Library of Things

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 in Q2 2026 increased by 28.5% compared to that of Q2 2025. This also represent a 7.7% increase in Library of Things circulation compared to Q1 2026.

Replacement Bicycle Repair Kits were purchased for the collection as these kits remain a popular item for borrowing in the Spring.

The Youth Fishing Kits and Life Vests were re-launched in May 2026. This an ongoing partnership with the St. Catharines Game and Fish Association.

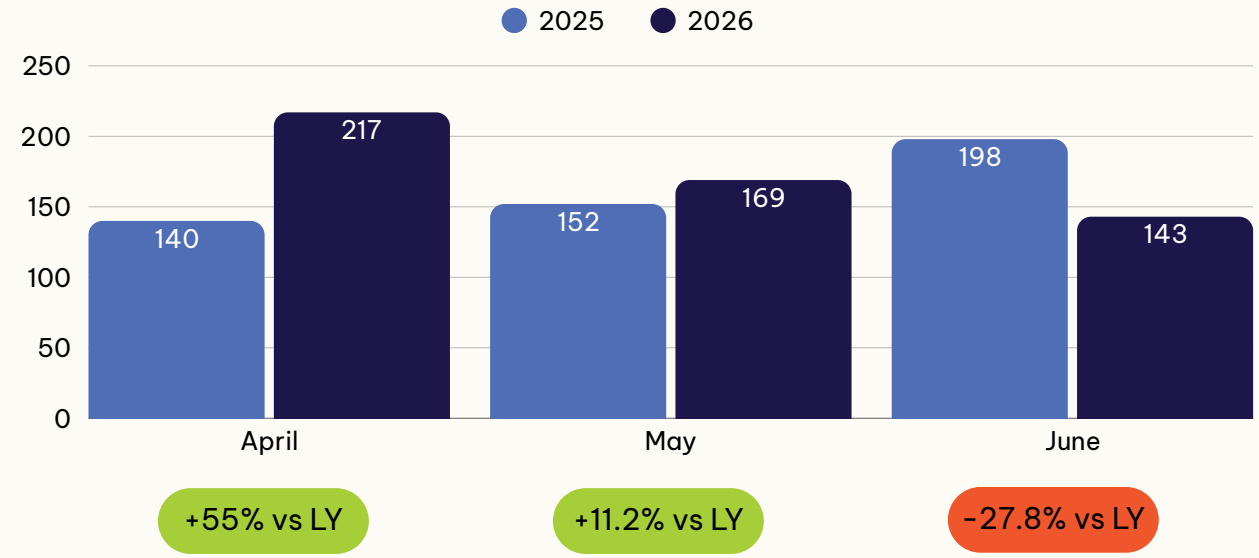
Q2 Library of Things Circulation



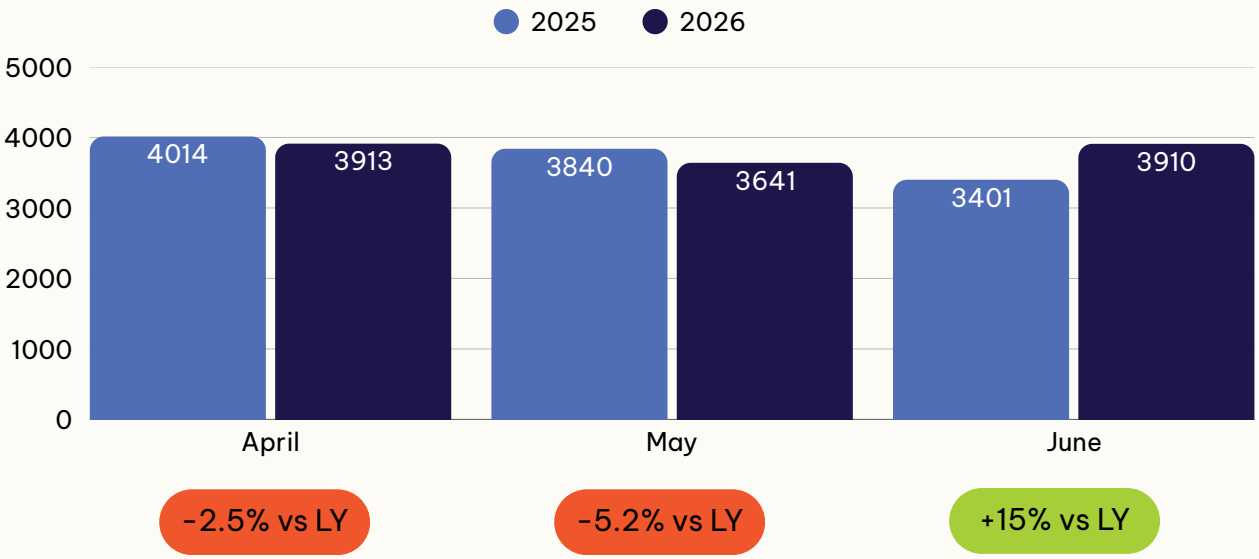
Gamerspace & PC Usage

Consoles within the gamerspace were used 529 times in Q2 2026, marking an 18.6% decrease from Q1. However, this also represents an 8% increase from console usage in Q2 2025. Across all SCPL locations, internet computers, including the Gaming PCs, were used 11,464 times in Q2 2026. This represents a 2% increase from Q2 2025. The gaming PCs were used 956 times, representing a 15.3% increase from their usage in Q2 2025.

Q2 Gamerspace Console Usage



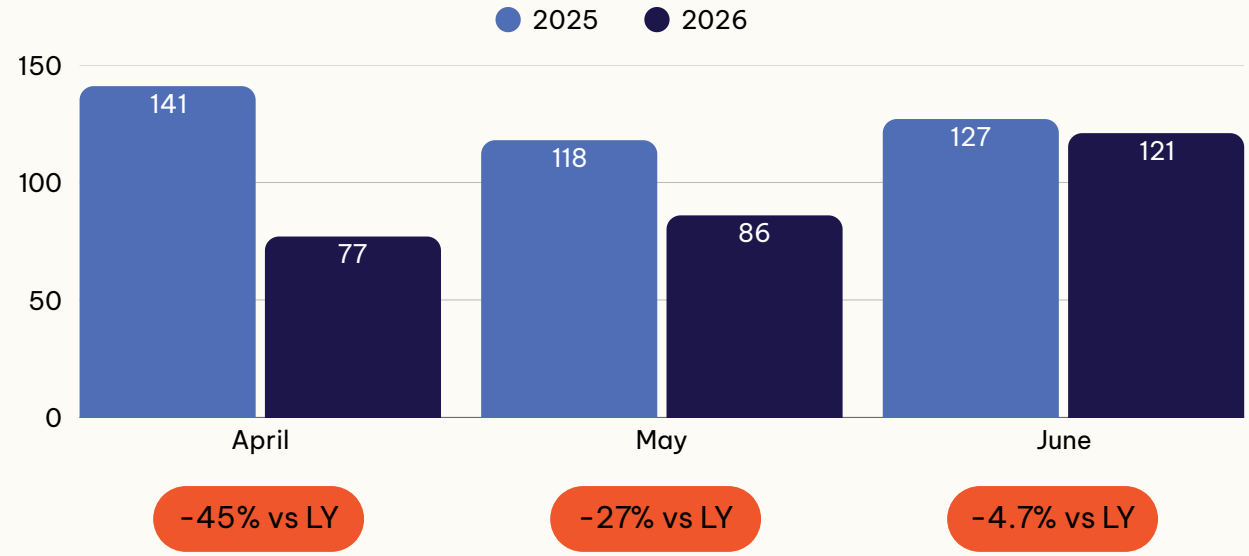
Q2 Gamerspace PC & Internet PC Usage



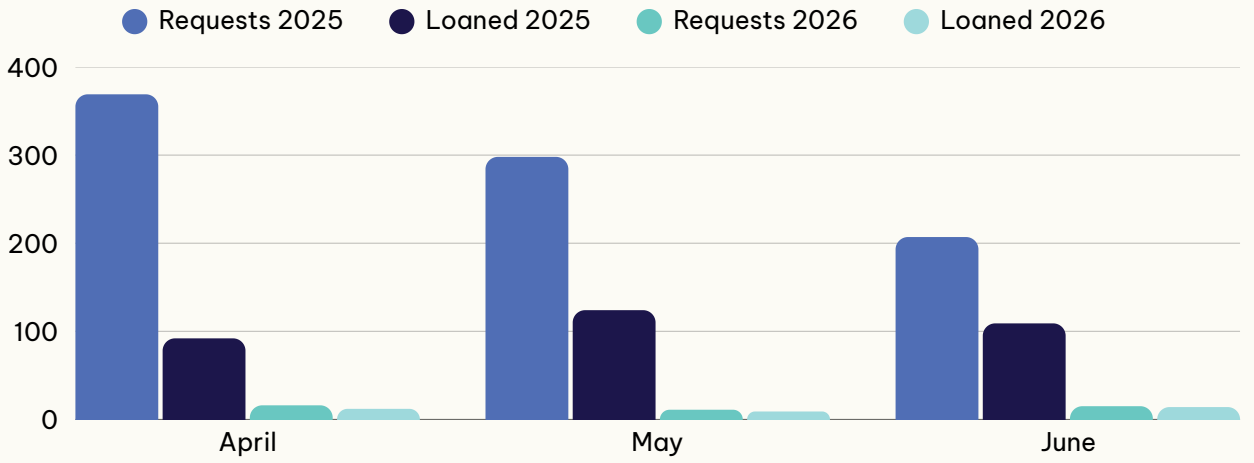
Interlibrary Loan

From April to June 2026, SCPL customers borrowed 284 items from other Ontario Libraries. This marked a 26% decrease compared to Q2 2025, but a 24% increase compared to Q1 2026. SCPL continues to receive fewer requests for our material to be loaned to other libraries; however, we are fulfilling 83% 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 Q2 2026 usage of physical and digital/online resources associated with those categories.

education

77,562 uses

culture

7,851 uses

inclusion & wellbeing

9,438 uses

entertainment & leisure

188,477 uses

economic development

4,028 uses

Q2 Collections Feedback

A customer praised our book club kits saying they've made having a book club possible. She said it's great that no one has to buy the books and they're all accessible in the kit.

Customer was very appreciative of the floating collections and not having to travel to different branches to find books, saying she "loves the new system"

A customer was very happy the selection of books in the new section at Dr. Huq, specifically the new non-fiction section.

A customer returned an ILLO book and shared that she loved the book. She was very grateful to the library for being able to provide access to this book and the ILLO service.

The customer had come in and found out she was 31 on the list for a book. When I checked the catalogue and saw that there was a lucky day copy of the book at Huq she could check out, she was ecstatic and felt like she was "getting away with something". She left quite pleased with being able to get a copy of the book.

A student came in from our class visit today. He loved the ozobots so much that he was back to put a hold on a kit. He's very excited to play with the ozobot at home!

Customer loved all the different formats that we provide - regular print, paperback, large print, ebook, audiobook etc. Customer said that they love having the option when something is not available in one format that they can get it in another.

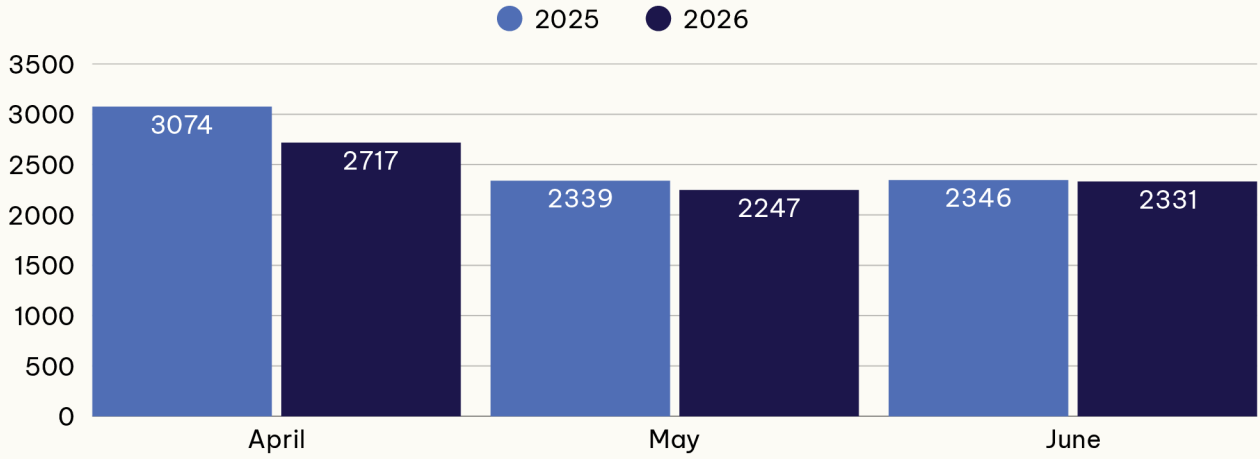
While dropping off a Radon Gas Detector, a customer said "That was a great to offer that... thank you."

PROGRAMMING SUMMARY

Q2 2026

SCPL provided 364 programs to 7,290 attendees from April-June 2026. This represents an overall decrease in attendance of 11% from Q2 of 2025. Programming for Q2 included programs that focused on celebrating St. Catharines 150th anniversary, the OneRead One STC event featuring author Terry Fallis, and increased class visits to promote Summer Reading Club.

Q2 Program Attendance vs LY



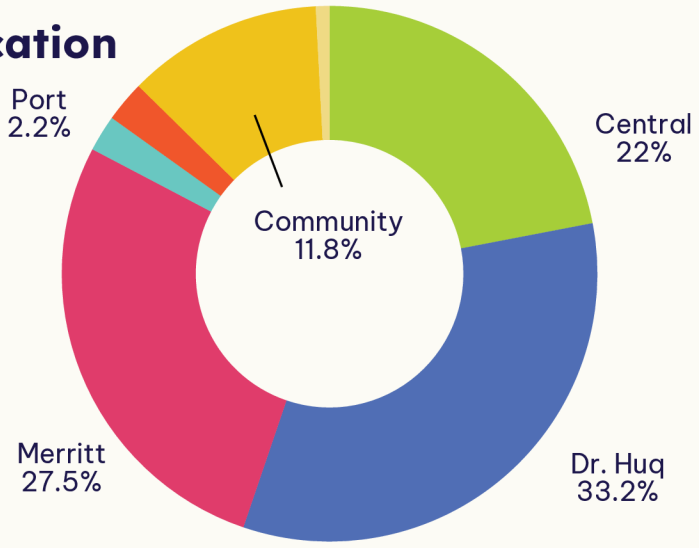
-12% vs LY

-4% vs LY

-1% vs LY

Q2 Program Sessions per Location

- Central - 80 programs
- Dr. Huq - 121 programs
- Merritt - 100 programs
- Port Dalhousie - 8 programs
- System-Wide - 9 programs
- Community - 43 programs
- Virtual - 3 programs



Q2 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 Q2 include:

- Adam Boyd (D&D Clubs)
- Alzheimer Society of Niagara
- Bridges Niagara
- Brock University
- The Brown Homestead
- Carol Parker (Artist)
- Carousel Players
- City of St. Catharines
- David Coruzzi (Musician)
- DSBN EarlyON
- Indigenous Dreams
- Karlie Klink (Astrologist)
- Master Gardeners of Niagara
- Melissa Sticca (Red Cross)
- Niagara Health Foundation
- Niagara IceDogs
- Niagara Peninsula Geological Society
- Niagara Region Public Health
- Prashanth Krishnakumar (Meditation)
- Ronnie O'Bryne (Speaker)
- 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
4623 attendees

culture
256 attendees

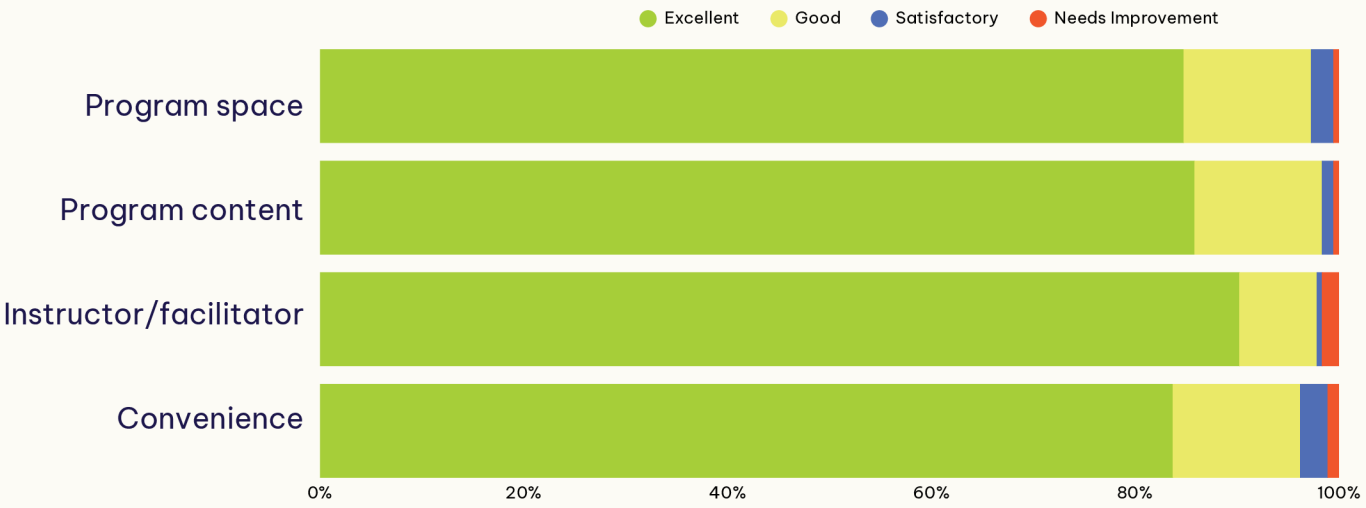
inclusion & wellbeing
292 attendees

entertainment & leisure
743 attendees

economic development
199 attendees

civic engagement
1291 attendees

Q2 Program Participant Feedback



Suggestions for Future Programs ...

In Q2 program feedback surveys, customers regularly requested and suggested programs that fall under the following themes:

- business networking and entrepreneurship events
- continue to feature prominent authors with the OneRead, OneSTC event
- continue to partner with Brock University for educational lectures
- local history and local ecology discussions, such as a talk focused on the former Ontario St. GM site

Programming Librarians also noted customer feedback regarding the desire for longer craft workshops in order to complete projects, the issues regarding no-show registrants, and suggestions for room setups to improve future author talks.

Q2 Testimonials from Program Participants …

"[Library Staff] was a lovely and considerate facilitator. The curation of books and movies available to scan through after the program was fantastic and very thoughtful. I would like to see events like this hosted in outdoor spaces."

"Thank you for the well presented and entertaining author event [OneRead, OneSTC]. Terry Fallis is always witty and thoughtful. Choosing the Mayor as the interviewer worked well because he connected on many levels."

"I really really hope you guys put on more yoga/fitness classes. I am someone who is very nervous going to workout spaces and having it in an accessible space like the library makes it much less of a barrier to entry as it is much less intimidating."

"This was the best STEAM event we've been to so far this year. The activities and stations were incredibly tactile, engaging and thoughtfully brought the theme of insects to life. My toddler could have played for another hour at this session, and we are excited to use the take-home forms and activities to continue our learning."

"I very much appreciate the effort [Library Staff] puts into offering [Creative Connections]. I've made some new friends, gained some new knowledge all while finding joy. Thank you!"

"This [DIY Fairy Houses] program was for my ten-year-old daughter and she absolutely loved it and wants to sign up for more events."

St. Catharines Public Library
2026 Financial Results & Forecast at June 30, 2026

submitted by Lisa DiDonato, Business Administrator

	June 30, 2026			December 31, 2026		
	Actual	**Budget**	**%**	**Forecast**	**Budget**	**%**
REVENUE						
City Contribution (1)	3,759,000	3,759,000	100.0	7,517,958	7,517,958	100.0
Other Revenue (2)	70,209	42,278	166.1	313,155	313,155	100.0
Transfers from Reserves (3)	-	-	-	200,000	60,000	333.3
TOTAL REVENUE	3,829,209	3,801,278	100.7	8,031,113	7,891,113	101.8
SALARIES & BENEFITS						
Salaries	2,067,486	2,293,148	90.2	4,586,297	4,586,297	100.0
Benefits	485,588	527,846	92.0	1,055,691	1,055,691	100.0
Salaries & Benefits (4)	2,553,075	2,820,994	90.5	5,641,988	5,641,988	100.0
OTHER EXPENDITURES						
Library Materials	434,565	410,429	105.9	820,858	820,858	100.0
Occupancy Costs	473,951	410,768	115.4	821,536	821,536	100.0
Supplies & Services	251,860	225,558	111.7	501,115	451,115	111.1
Operating Capital	115,357	77,808	148.3	245,616	155,616	157.8
Other Expenditures (5)	1,275,734	1,124,563	113.4	2,389,125	2,249,125	106.2
TOTAL EXPENDITURES	3,828,808	3,945,557		8,031,113	7,891,113	
UNEXPENDED BALANCE (6)	401	- 144,279		-	-	

NOTES:

REVENUE

(1) As of June 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 will be recognized over the fiscal year, corresponding with the timing of the actual expenditures.

SALARIES AND BENEFITS

(4) The second quarter expenditures for salaries and benefits were lower than budgeted, primarily due to the timing of pay grid step increases that will be realized in the third and fourth quarters of 2026.

OTHER EXPENDITURES

(5) Other Expenditures are being actively managed and are expected to be on budget at the end of 2026. The deficit is primarily the result of the timing of expenditures. The forecast includes the two reserve funded one-time expenditures of $90,000 and $50,000 for the Integrated Library Services transition and the Community Needs Assessment, respectively.

UNEXPENDED BALANCE

(6) As of June 30, 2026, there was a net funding surplus of $401; however, the budget is forecast to be balanced by year-end.

Endowment & Trust Fund Statement at June 30, 2026

submitted by Lisa DiDonato, Business Administrator

Income/Expenditures		
Donations	$	2,556
Used Books Sale		3,026
Interest		23,350
Total Income	$	28,932
Less Expenditures		1,838
Current Year, Net Expenditures	$	27,095
Fund Balance, Beginning of Year		1,465,804
Fund Balance	$	1,492,899
Net Assets		
Cash And Cash Equivalent	$	22,377
GIC's		1,439,614
Receivables		32,745
Total Current Assets		1,494,737
Less Current Liabilities		1,838
Net Assets	$	1,492,899
Encumbered Amount		243,321
Unencumbered Amount		1,249,578
Fund Balance	$	1,492,899

Short-Term Investments Statement at June 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
B2B Bank	Apr 17, 2028	3.590%	$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
Home Trust Company	Aug 20, 2026	3.450%	$100,000.00	E & T
Home Equity Bank	Aug 20, 2026	3.450%	$75,000.00	E & T
ICICI Bank Canada	Apr 17, 2028	4.920%	$72,000.00	E & T
Royal Bank of Canada	May 1, 2028	4.632%	$74,963.00	E & T
Versa Bank	Aug 20, 2027	3.540%	$100,000.00	E & T

Quarterly Progress Update on 2026 Work Plan

submitted by Ken Su, CEO (September 2026)

For Information

This report is intended to inform the Library Board of the progress made on the tasks outlined in the 2026 Annual Work Plan. The content of this report will vary quarterly as projects progress, new tasks are initiated, and objectives are completed. This document highlights specific, noteworthy tasks that align with the Library's strategic priorities, rather than providing an exhaustive list of all staff activities. It also serves to maintain transparent communication between the Board and staff.

Background

Our **2025–2028 Strategic Plan** serves as the roadmap for evolving our services to meet the changing needs of our community. All initiatives within the 2026 Work Plan are categorized under our four core pillars:

- **Experience in Bloom:** Enhancing the user journey and physical/digital spaces.
- **Community in Bloom:** Strengthening local partnerships and social impact.
- **People in Bloom:** Investing in staff development and organizational culture.
- **Literacy in Bloom:** Promoting diverse literacies and lifelong learning.

The appendix provides a snapshot of current task statuses, their specific contributions to our strategic vision, and updated timelines for completion.

Highlights of the third quarter in 2026

The third quarter of 2026 saw significant progress on several key initiatives. Here are the highlights:

- **Community Needs Assessment:** The Community Needs Assessment project has been successfully completed, and a final draft report has been received from the vendor. The findings from this assessment will be crucial in shaping our future strategic direction and ensuring our services meet the evolving needs of the community.
- **New Cloud-Hosted ILS System:** The project has moved into the implementation and training phase. This new system is a significant step towards providing a better, more resilient experience for our customers and achieving greater efficiency through shared services with Niagara Falls Public Library.
- **AI Chat Functionality:** We have selected a vendor for the AI Chat functionality on our website and are now in the planning and implementation phase. This will provide complementary support for common inquiries and improve customer satisfaction.
- **City & Port Dalhousie Anniversaries:** The Library continues to play an active role in the City's 150th and Port Dalhousie's 200th anniversary celebrations. Several

library programs related to the anniversaries are planned throughout the remainder of 2026, and we are working closely with the City and community partners to support and amplify events.

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

2026 SCPL Departmental Work Plan - Quarterly Update

Strategic Goal 1:	**Experiences in Bloom**	**Status**	**No Change**
Strategic Goal 2:	**Community in Bloom**		**Minor Changes, no significant impact**
Strategic Goal 3:	**People in Bloom**		**Major Changes, attention required**
Strategic Goal 4:	**Literacy in Bloom**		✓, **Completed**

SCPL						**Q3 Update**	
Strategic Goal	**Annual Objective / Action Item**	**SMART Goals and outcomes**	**Project Lead**	**Contributors**	**Timelines**	**Status**	**Explanation**
#2	Launch a library capital fundraising campaign	Work with fundraising consultant to launch a capital campaign	CEO	All departments	Q4 2026		Suspended
#1	Conduct a community needs assessment	Issue a community needs assessment RFP and identify and understand the needs, priorities, and preferences of the community the Library serves	CEO	All departments	Q3 2026		Draft report review completed and the final report included in the board meeting package, and the consultant presents their findings to the Board at its September meeting.
#1, #2	Participate in the City's 150th and Port Dalhousie's 200th anniversary celebrations	Take part in and contribute to community wide events and initiatives that celebrate these milestones	Programming & Promotions	All departments	Q4 2026		SCPL continues to offer STC 150 related programming, such as the adult art workshop "St. Catharines at 150: Mixed Media Retrospective Art." A planned lecture on the history of lacrosse in St. Catharines "From Pastime to Pride: Lacrosse and Community in St. Catharines, 1860 - 1920" was cancelled due to low registration. SCPL's planned attendance at the Port 200 birthday event at Lakeside Park was canceled due to poor weather, and a scheduling conflict prevented attendance at the makeup date. However, the library successfully supported the event by contributing promotional assistance, crafts, and equipment.
#1, #2, #3, #4	Implement a new cloud-hosted ILS system	Provide a better experience to our customers, better resiliency and reduced costs through shared services.	ICT	All departments	Q4 2026		Project is progressing on schedule. Mobile app has been delivered and configured for SCPL. Staff training continues. Staff are testing configuration with existing RFID hardware.

#1, #2, #3, #4	Install Digital Presentation System at Merritt	Provide enhanced service in program room and meeting rooms for both staff and customers.	ICT	Administration, Facilities, Customer Service	Start Q1 2026		New 75" LCD monitors are now installed in Kiwanis Room, as well as Bankers Room.
#1, #3	AI Chat Functionality	Provide 24/7 support for common inquiries via SCPL webchat and reduce unanswered webchats during closed hours. Increase customer satisfaction.	Customer Service	Training Librarian, CS Managers, ICT	Q3 2026		Moved to Q4 and launch after Polaris.
#2, #3, #4	Classroom Outreach and Book Kit Delivery Service - develop curriculum-based book kits, with supporting classroom outreach/delivery service	-Increase the number of educator card borrowing accounts -Expand SCPL's geographical reach to school's outside walking distance to library branch -Increase the number of juvenile memberships from students in classrooms using the delivery service -qualitative feedback from teachers/educators using the program on how borrowable collections contribute to improved literacy levels	Programming & Promotions	ICT, Facilities, Customer Service	Q4 2026		Following review of the draft Community Needs Assessment report, focus of programming initiatives have been strategically reprioritized. Further action deferred for future consideration.
#1, #2, #3	Expand library card membership for use of Public Computer service	This will provide better customer tracking, increased accountability and contribute to an increased membership count.	Customer Service	CS Managers, ICT Manager, CS Technician	Q4		Deferred to 2027 as this is a significant change to make during ILS migration project.
#1, #3	Conduct Employee Satisfaction Survey	Create, send, review/analyze Employee Satisfaction Survey to identify and understand the needs, priorities, preferences and gaps of SCPL employees	Human Resources	All departments	Q4		Following further discussion and consideration among the leadership team, the project was temporarily placed on hold. It has since been reinstated and is currently scheduled for completion by the end of the year.

2027 Board Meeting Dates

submitted by Ken Su, CEO

Recommendation

That the Board approve 2027 Board Meeting Dates.

Background

According to the Board's past practice, regular board meetings used to be held either in person at the Central Library and/or on Microsoft Teams at 6pm on the 3rd Thursday of the month with the exception of the month of June, July, August, and December.

Meetings in January used to be held at 6pm on the 3rd Thursday of January and consist of an inaugural meeting to elect Board Chair, Board Vice-Chair, and OLS Board Assembly Representative, followed by a regular meeting. Starting January 2024, the Board elect Board Chair, Board Vice-Chair, and OLS Board Assembly Representative for the term of the Board, so no annual inaugural meeting is required in January.

Also the Board decided in 2023 to hold the June meeting on the 2nd Thursday to accommodate personal and work related activities before the end of school year.

Recommendation

All regular Library Board meetings in 2027 will be held at 6pm on the 3rd Thursday of the month with the exception of the months of June, July, August, and December.

Meeting in June will be held at 6pm on the 2nd Thursday of the month.

Meetings in July, August, and December will be held at the call of the Chair.

The proposed meeting dates and times for 2027 are listed below:

6pm, Thursday, January 21, 2027

6pm, Thursday, February 18, 2027

6pm, Thursday, March 18, 2027

6pm, Thursday, April 15, 2027

6pm, Thursday, May 20, 2027

6pm, Thursday, June 10, 2027

6pm, Thursday, September 16, 2027

6pm, Thursday, October 21, 2027

6pm, Thursday, November 18, 2027

Board meeting date, time, and location may be changed at the discretion of the Board and will be announced to the public before each meeting.

Staff recommend the Board approve 2027 meeting dates and times listed above.

Library Closures 2027

submitted by Ken Su, CEO

Recommendation

That the Board approve 2027 Library Closure Dates.

Report

To follow the Employment Standards Act, plan for Staff Development Day, facility maintenance, and staff meetings, and provide library closure information to staff who will be able to submit vacation requests for the 1st half of 2027 starting October 1, 2026 as outlined in the Collective Agreement, management recommend the Board approve library closure dates in 2027 listed below:

New Year's Day	Friday, January 1, 2027	Closed
Staff Meetings	Monday, February 1, 2027	Closed Between 9 a.m. and 11 a.m.
Good Friday	Friday, March 26, 2027	Closed
Easter Sunday	Sunday, March 28, 2027	Closed
Victoria Day	Monday, May 24, 2027	Closed
Facility Maintenance	Monday, June 7, 2027	Merritt Closed
Staff Meetings	Monday, June 7, 2027	Closed Between 9 a.m. and 11 a.m.
Facility Maintenance	Monday, June 21, 2027	Dr. Huq Closed
Canada Day	Thursday, July 1, 2027	Closed
Civic Holiday	Monday, August 2, 2027	Closed
Labour Day	Monday, September 6, 2027	Closed
Staff Meetings	Monday, October 4, 2027	Closed Between 9 a.m. and 11 a.m.
Thanksgiving Day	Monday, October 11, 2027	Closed
Staff Development Day	Monday, November 15, 2027	Closed
Christmas Eve	Friday, December 24, 2027	Closed at 2 p.m.
Christmas	Saturday, December 25, 2027	Closed
Boxing Day	Sunday, December 26, 2027	Closed
In Lieu of Christmas	Monday, December 27, 2027	Closed
In Lieu of Boxing Day	Tuesday, December 28, 2027	Closed
New Year's Eve	Friday, December 31, 2027	Closed at 2 p.m.

Discussion Reports

7. **Discussion Reports (attachments)**

7.1	Policy (P-06) CEO Evaluation – Chair	Motion
7.2	Appointing the CEO Evaluation Committee – Vice Chair	Motion
7.3	Policy (G-03) Borrowing – J. Spera	Motion
7.4	Policy (P-17) Volunteer – A. Maciukas	Motion
7.5	Policy (F-01) Investment – L. DiDonato	Motion
7.6	Policy (G-05) Meeting Rooms – L. DiDonato	Motion
7.7	Central Branch Renovation and Accessibility Improvement Project – L. DiDonato	Motion
7.8	SCPL 2027 to 2030 Operating Budget and Forecasts – L. DiDonato	Motion
7.9	SCPL 2027 to 2036 Capital Budget – L. DiDonato	Motion

Policy (P-06) CEO Evaluation

submitted by Janice Coles, Board Chair

Recommendation

THAT the Board approve amended Policy (P-06) CEO Evaluation.

Background

On September 21, 2023, the Board approved minor amendments to the CEO Evaluation Policy to move the appointment of the CEO Evaluation Committee from October to September. This allowed Board Members more time for evaluation. In 2025, the Board approved the CEO Evaluation Policy without amendments.

Update

As part of our regular maintenance process, the policy has been reviewed, and minor amendments are recommended to improve the clarity of the evaluation process.

POLICY

Policy Name	CEO Evaluation		
Section & Number	Personnel – P-06	**Effective Date**	1993-03-18
Motion Number	2025-80	**Last Review**	2025-09-18
Author	Board	**Next Review**	2026

Policy Statement

The purpose of this policy is to provide a framework for the annual CEO evaluation.

Issues with performance, if any, should be discussed as they occur and include required actions to remedy the issue.

Definitions

The CEO Evaluation Committee shall be comprised of the Chair of the Board (who shall be the Chair of the CEO Evaluation Committee) and ~~2~~ two other members appointed by the Board.

Regulations

1. The Evaluation Committee shall be responsible for conducting the annual evaluation and presenting it to the Board. ~~the annual evaluation.~~

2. The evaluation will be based on documentation ~~covering the time period of January to September, inclusive, but may also consider documentation covering the months of October to December, inclusive~~ available for the current year at the time of review.[1]

[1] Documentation for the evaluation process is requested to be provided in September & October (see Procedural Guidelines 2 and 3).

3. The evaluation is to be completed using the St. Catharines Public Library CEO Evaluation Form (Appendix 1) and based upon the CEO's job description (Appendix 2), agreed upon goals and annual work plan, ~~CEO's~~ and Annual Review Report,[2] ~~and~~ plus the management survey.

4. The final performance appraisal and any response from the incumbent shall be filed in the employee's personnel file maintained by the Chair.

5. An incoming Board may wish to defer their first appraisal for a year until they become more familiar with the organization.

Procedural Guidelines

1. Recommendations for changes in the job description and evaluation procedure may be brought to the Board at any time throughout the year. ~~At~~ Before the September Board meeting, the CEO will submit to the Library Board goals for consideration and approval for the coming year.

2. At the September Board meeting, the Board will appoint a CEO Evaluation Committee and Board members will be instructed by the Chair to forward comments regarding the performance of the CEO over the previous ~~nine~~ eight months to this Committee.

3. In October, management and other direct reports will be invited to provide feedback to the Committee.

4. In November, the Evaluation Committee shall meet with the CEO and prepare a Draft Evaluation.

5. At the November Board meeting, the draft evaluation, with goals for the coming year, will be presented to the Board In-Camera and feedback received will be considered for inclusion.

~~6. In January, the Evaluation Committee shall meet with the CEO and present the final evaluation, which will include approved goals for the coming year.~~ If there are no substantial changes to the draft evaluation and goals following the November meeting, it shall be considered the final version. If

[2] Only the first ~~three quarters~~ eight months of the Annual Report will be available at the time documents are to be provided to the Evaluation Committee. The CEO may provide the final quarter before the evaluation is finalized by the Board or the Committee may request the final quarter before the evaluation is finalized by the Board.

substantial changes are made, the Evaluation Committee may meet with the CEO.

7. The incumbent may respond in writing to the appraisal within two (2) weeks. If a response is received, it shall be attached to the evaluation document and shall be included in the personnel file. The response, if any, shall be addressed to the Chair of the Evaluation Committee and discussed in-camera by the Board at its next meeting. ~~In Camera.~~

8. The Chair of the Evaluation Committee will report to the Board when the evaluation is complete.

Implementation

The CEO and Board share implementation of the policy.

Appendix

CEO Evaluation Form
CEO Job Description

CEO Evaluation Form

Introduction
St. Catharines Public Library Board By-Law Number 1 states the following:

- The Chief Executive Officer shall be responsible for the overall operation of the library system under the Management of the Library Board.[3]
- The Chief Executive Officer shall report regularly to the Library Board.[4]
- The Chief Executive Officer acts as Secretary and Treasurer to the Library Board.[5]

As per the Chief Executive Officer's job description, the CEO is accountable for the overall planning and administration of library services including its financial services. The job description sets out specific duties and responsibilities. Thus, the CEO's evaluation is tied to overall performance of the organization.

It is CEO's responsibility to provide annual goals to the Library Board that further the development of library services and are in accordance with strategic plans. In addition, annual goals may include items outside the strategic plan that arise due to provincial, regional, or municipal initiatives.

Purpose of the Evaluation
The purpose of the evaluation is to provide a formal opportunity for the Library Board and CEO to meet to:

- Review the extent to which the Library has accomplished its goals, as well as the overall performance of the library system.
- Provide feedback on the CEO's performance.
- Identify goals for the next review period.
- Identify areas for improvement.

Resources available to the Board
As per the By-Law Number 1, the CEO "shall report regularly to the Board." The Board receives a number of documents that should be considered in the appraisal process to be evidence of the CEO's and library systems' performance these include:

- Board Packages (These monthly packages include a variety of reports including New Business, Business Arising, In-Camera matters etc.)
- Financial statements
- Annual Budget
- Annual Report on Activities
- Auditors Report

Additionally, the Board also may consider:

- Personal and email contact with the CEO
- Feedback from management and direct reports
- Promotional materials
- Comments and suggestions from the public

3 St. Catharines Public Library By-Law Number 2006. Article 8.1. Pg. 4
4 Ibid. Article 8.1. Pg. 4
5 Ibid, Article 4.6. Pg. 2

Ratings
The ratings below are to be used in the evaluation process. Individuals may score differently on each of the factors under consideration. Some factors may not be applicable for all review periods.

Unsatisfactory
Less than 50% of performance meets expectations. Improvement is absolutely necessary. Considerations when assigning this rating include:

- demonstrates a lack of job knowledge or competency
- fails to provide adequate written or verbal reports
- demonstrates a lack of initiative
- fails to meet deadlines
- fails to communicate effectively

Satisfactory
50 - 69% of performance meets expectations. Typically assigned to a CEO who is new to the position and is gaining a skill or competency. Considerations when assigning this rating include:

- which expectations were not achieved to the full working level and what was the impact to the organization?
- would further orientation and training address the skill or competency deficiency?

Competent
70% - 89% of performance meets or exceeds the expectations. Performance is consistently solid and reliable. Meets the requirements of the position and may exceed requirements in some areas. Considerations when assigning this rating include:

- does the CEO demonstrate competent performance and consistently meet expectations in key areas?
- does the CEO take a leadership role in the development of the library system?

Very Good
More than 90% of performance consistently exceeds expectations. Assigned to a CEO who exceeds expected results in most of the ongoing and key objectives. Considerations when assigning this rating include:

- does the CEO achieve high work quality and productivity?
- does the CEO initiate and recommend change(s) that support continuous service improvements?

Not Applicable
CEO cannot be rated for the factor because the factor does not apply or the evaluator does not have sufficient information to respond.

Evaluation

Governance *Does the CEO...*	**Very Good**	**Competent**	**Satisfactory**	**Unsatisfactory**	**Not Applicable**
Work with the Library Board to establish a vision, mission and values to guide the Library? ~~(i.e. Strategic Plan)~~					
Establish annual goals and key expectations for the Library?					
Execute the direction that is provided by the Board?					
Keep the Library Board regularly informed of the activities of the Library including: ongoing activities, service and facilities improvements, financial updates, personnel updates, etc.? (~~i.e.~~ e.g. Board reports, emails).					
Provide the Library Board with appropriate and timely information regarding issues affecting the Library?					
Implement Board policies and recommend new or revised policies?					
Support the Library Board in its governance duties by providing necessary information? (~~i.e.~~ e.g. changes in legislation).					
Work effectively with the Library Board?					
Provide ~~Policy binders and~~ orientation to Library Board?					

Leadership *Does the CEO...*	**Very Good**	**Competent**	**Satisfactory**	**Unsatisfactory**	**Not Applicable**
Provide leadership in identifying and addressing short and long term strategic issues ~~(i.e. Strategic Plans)?~~					
Establish annual and long term goals and action plans (in concert with senior staff) and present to the Library Board?					
Deliver a consistent message to stakeholders regarding vision, mission and priorities of the organization? (~~i.e.~~ e.g. promotional materials, media messages, presentations, correspondence).					
Create an environment where staff can work independently and co-operatively (~~i.e.~~ e.g. committees and task groups) to achieve corporate goals?					

Management *Does the CEO...*	**Very Good**	**Competent**	**Satisfactory**	**Unsatisfactory**	**Not Applicable**
Demonstrate sound knowledge of the responsibilities and scope of the job, library policies and relevant legislation?					
Consistently and competently fulfill job requirements and meet deadlines?					
Develop and implement annual and/or multi-year goals to support strategic plans?					
Articulate priorities and ensure management and staff focus on accountability?					
Routinely evaluate the effectiveness of services (collections, facilities, technology, etc.) and make~~s~~ and report changes ~~and reports~~ to the Library Board as appropriate?					
Identify and investigate problems, assess alternatives, take appropriate action and report to the Library Board as appropriate?					
Seek feedback from staff and the community with respect to service developments? (~~i.e.~~ e.g.user surveys, comments and suggestion forms).					
Promote the library in the community and explore partnerships? (~~i.e.~~ e.g. outreach activities, programming, book deposits, technology and facilities).					
Ensure staff have the necessary tools and training to deliver comprehensive reference services and quality programming?					
Support the continual development of a responsive, customer-focused organization?					
Review the needs of the organization for the short and long term and re-organize, develop, mentor and train staff accordingly?					

Finance *Does the CEO...*	**Very Good**	**Competent**	**Satisfactory**	**Unsatisfactory**	**Not Applicable**
Ensure that the Library Board regularly receives accurate and up-to-date financial records and information on financial status?					
Ensure facilities owned or operated by the Library incorporate a pro-active maintenance program?					
Develop long-range plans for major equipment and systems replacements and facilities renovations and replacements in concert with the ~~CFO~~ Business Administrator and ~~senior staff~~ management? (~~i.e.~~ e.g. Annual Budget).					
Oversee the development and presentation of the operating and ~~Annual Budget and 5 year~~ capital ~~forecast~~ budgets for the Library Board and Council?					
Work with the Library Board, Business Administrator, and senior staff to address current and future realities and develop plans to ensure the financial accountability and sustainability of the Library? (~~i.e.~~ e.g. Annual Budget, Capital Forecast, Strategic Plans).					

Annual Goals for _____ are attached.

Additional Comments:

_____
_____
_____
_____
_____
_____

JOB DESCRIPTION: CEO
Level 9 (Exempt)
April 2021

JOB SUMMARY:
Reporting to the St. Catharines Public Library Board, the Chief Executive Officer of the Library is accountable to the Board for the administration, organization, and planning of all library operations and services in accordance with policies established by the Library Board and the provisions of the Public Libraries Act.

The CEO advises the Board, makes recommendations concerning new policies and services, and engages the Library's stakeholder groups to implement the Strategic Plan. The CEO is expected to collaboratively create a vision for the future that reflects the culture and character of the community. The CEO will serve as the Board's representative externally to the community, professional organizations, and government agencies and will act as Secretary and Treasurer to the Board.

Partnering with the Union to establish a harmonious workplace that challenges staff to provide customer centered service to all residents of the community. Leading the Management Team to plan and develop strategies that meet community needs and position St Catharines Public Library as a leader in Library service in the Niagara Region.

SUPERVISORY RELATIONSHIPS:
Manager I.T.; Manager Collections & ILS; Manager Customer Service;
Manager Central; Manager Branches; Manager Programming & Promotions;
Business Administrator; Manager Human Resources; Executive Assistant;

DUTIES AND RESPONSIBILITIES:
In accordance with the policies of the Board and the provisions of the Public Libraries Act and regulations thereto, the CEO: organizes, coordinates, directs and administers the programs and operations of the library system; advises senior management personnel on library policies; directs the implementation and control of established policies; provides system-wide leadership and guidance, especially in library planning and development, and in program evaluation.

- Acts as the Library's Chief Executive Officer, Treasurer and Secretary to the Board;
- Responsible to the Board for the overall performance of the Library, its personnel, systems, operations and programs;
- Oversees human resources systems, processes and procedures, directs all staff in the interpretation and implementation of Library policies, procedures and evaluates programs;
- Actively involved with community organizations in order to be able to identify and be responsive to community needs in order to foster productive community relations;
- Establishes relationships with (and participates in) professional library organizations, associations and task forces to benefit the Library in order to advance its reputation;
- Deals directly with civic, provincial, and national elected and appointed officials, the Library's legal counsel, auditors, and other individuals and groups as may be necessary to produce and

maintain the most effective leadership, administration, financial management, and development of the Library;

- Develops and recommends to the Board specific objectives and policies needed to meet the requirements of the community in order to expand the Library's services consistent with sound management practices, cost analysis and control;
- Plans and presents the Library's capital and operating budgets for the Board's consideration and, following budget approval, ensures that expenditures are made in accordance with the Board's financial policies;
- Develops and implements an ongoing program of evaluation of the Library's systems, programs and services, and makes adjustments or improvements where needed to maintain the highest possible performance and operational standards;
- Develops and directs strategies, programs and activities to raise funds as a means of sustaining Library services and keeping them current with advanced methods and technology; and strengthening the Library's present and ongoing financial base;
- Acts as spokesperson for the Library on professional and Library matters.

Leadership & Coaching

- Provides the Library with a high degree of leadership essential to sound planning, efficient administration and cost-effective fiscal management;
- Responsible for the hiring, appointment and/or dismissal of senior managers and department heads, directs them and evaluates their individual performance on an annual basis;
- Conducts performance evaluations and ongoing coaching of staff to support and develop staff while achieving the Library's goals.

Management

Leads and supports the Management Team and the effective operations of the library. This involves:

- Recommend and provide input to the management team regarding development of policies, procedures and strategies for library services, including efficiencies in workflow, staffing levels, processes/procedures in accordance with current library trends, analysis of library statistics and innovative new technologies;
- Working collaboratively with other members of the management team and staff in decision making, planning, goal setting and public relations for the library as a whole;
- Taking responsibility to maintain a broad, in-depth awareness and knowledge of the library's role in the community and the community's needs of the library, in order to better inform the rest of the library's management team;

WORKING CONDITIONS:

- Fosters and maintains positive work relationships with library staff;
- Contributes to healthy and safe work environment while supporting the Library's mission and values;

- Hours of work are generally Monday through Friday, 8:30 – 4:30. Required to attend Library Board meetings, one evening per month and as required and may will include evenings and weekends to support the work of the Library;
- Travel between branches and/or in the community may be required;
- Works in compliance with any legislation, including the *Occupational Health and Safety Act*, the *Accessibility for Ontarians with Disabilities Act,* and municipal, provincial and federal privacy legislation

Qualifications

- Postgraduate degree in library science or a related discipline and a minimum of ten years of increasingly responsible management experience within a progressive library system. An MBA or MPA would be considered an asset.

Experience

- Demonstrated leadership, organizational and financial management skills of a high standard
- Proven experience working in a unionized environment and familiarity with collective agreements are required.
- Experience in the development of short and long-range plans and monitoring progress of same.
- Proven ability to implement innovative library services, develop partnerships and foster exceptional customer service.
- Ability to establish priorities, problem solve, meet deadlines and manage change.

KEY COMPETENCIES:

- Customer Service
- Excellent Communication Skills
- Collaborative
- Relationship Building
- Technology Skills
- Organizational Skills and Productivity
- Facilitation Skills
- Problem Solving
- Interpersonal Skills
- Goal Setting and Evaluation
- Accountability
- Learning and Growth Mindset
- Ethics and Values
- Analytical Thinking
- Creativity and Resourcefulness
- Staff Engagement and Coaching with the ability to empower staff
- Board Governance

I have reviewed this job description with my manager and I understand the duties and responsibilities.

_____ _____

Employee Signature Date

Policy Name	CEO Evaluation		
Section & Number	Personnel – P-06	**Effective Date**	1993-03-18
Motion Number	2026-XX	**Last Review**	2026-09-17
Author	Board	**Next Review**	2027

Policy Statement

The purpose of this policy is to provide a framework for the annual CEO evaluation.

Issues with performance, if any, should be discussed as they occur and include required actions to remedy the issue.

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Less than 50% of performance meets expectations. Improvement is absolutely necessary. Considerations when assigning this rating include:

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- fails to meet deadlines
- fails to communicate effectively

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50 - 69% of performance meets expectations. Typically assigned to a CEO who is new to the position and is gaining a skill or competency. Considerations when assigning this rating include:

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- would further orientation and training address the skill or competency deficiency?

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70% - 89% of performance meets or exceeds the expectations. Performance is consistently solid and reliable. Meets the requirements of the position and may exceed requirements in some areas. Considerations when assigning this rating include:

- does the CEO demonstrate competent performance and consistently meet expectations in key areas?
- does the CEO take a leadership role in the development of the library system?

Very Good
More than 90% of performance consistently exceeds expectations. Assigned to a CEO who exceeds expected results in most of the ongoing and key objectives. Considerations when assigning this rating include:

- does the CEO achieve high work quality and productivity?
- does the CEO initiate and recommend change(s) that support continuous service improvements?

Not Applicable
CEO cannot be rated for the factor because the factor does not apply or the evaluator does not have sufficient information to respond.

Evaluation

Governance *Does the CEO...*	**Very Good**	**Competent**	**Satisfactory**	**Unsatisfactory**	**Not Applicable**
Work with the Library Board to establish a vision, mission and values to guide the Library?					
Establish annual goals and key expectations for the Library?					
Execute the direction that is provided by the Board?					
Keep the Library Board regularly informed of the activities of the Library including: ongoing activities, service and facilities improvements, financial updates, personnel updates, etc.? (e.g. Board reports, emails).					
Provide the Library Board with appropriate and timely information regarding issues affecting the Library?					
Implement Board policies and recommend new or revised policies?					
Support the Library Board in its governance duties by providing necessary information? (e.g. changes in legislation).					
Work effectively with the Library Board?					
Provide orientation to Library Board?					

Leadership *Does the CEO...*	**Very Good**	**Competent**	**Satisfactory**	**Unsatisfactory**	**Not Applicable**
Provide leadership in identifying and addressing short and long term strategic issues?					
Establish annual and long term goals and action plans (in concert with senior staff) and present to the Library Board?					
Deliver a consistent message to stakeholders regarding vision, mission and priorities of the organization? (e.g. promotional materials, media messages, presentations, correspondence).					
Create an environment where staff can work independently and co-operatively (e.g. committees and task groups) to achieve corporate goals?					

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Demonstrate sound knowledge of the responsibilities and scope of the job, library policies and relevant legislation?					
Consistently and competently fulfill job requirements and meet deadlines?					
Develop and implement annual and/or multi-year goals to support strategic plans?					
Articulate priorities and ensure management and staff focus on accountability?					
Routinely evaluate the effectiveness of services (collections, facilities, technology, etc.) and make and report changes to the Library Board as appropriate?					
Identify and investigate problems, assess alternatives, take appropriate action and report to the Library Board as appropriate?					
Seek feedback from staff and the community with respect to service developments? (e.g. user surveys, comments and suggestion forms).					
Promote the library in the community and explore partnerships? (e.g. outreach activities, programming, book deposits, technology and facilities).					
Ensure staff have the necessary tools and training to deliver comprehensive reference services and quality programming?					
Support the continual development of a responsive, customer-focused organization?					
Review the needs of the organization for the short and long term and re-organize, develop, mentor and train staff accordingly?					

Finance *Does the CEO...*	**Very Good**	**Competent**	**Satisfactory**	**Unsatisfactory**	**Not Applicable**
Ensure that the Library Board regularly receives accurate and up-to-date financial records and information on financial status?					
Ensure facilities owned or operated by the Library incorporate a pro-active maintenance program?					
Develop long-range plans for major equipment and systems replacements and facilities renovations and replacements in concert with the Business Administrator and management? (e.g. Annual Budget).					
Oversee the development and presentation of the operating and capital budgets for the Library Board and Council?					
Work with the Library Board, Business Administrator, and senior staff to address current and future realities and develop plans to ensure the financial accountability and sustainability of the Library? (e.g. Annual Budget, Capital Forecast, Strategic Plans).					

Annual Goals for _____ are attached.

Additional Comments:

_____
_____
_____
_____
_____
_____

JOB DESCRIPTION: CEO
Level 9 (Exempt)
April 2021

JOB SUMMARY:
Reporting to the St. Catharines Public Library Board, the Chief Executive Officer of the Library is accountable to the Board for the administration, organization, and planning of all library operations and services in accordance with policies established by the Library Board and the provisions of the Public Libraries Act.

The CEO advises the Board, makes recommendations concerning new policies and services, and engages the Library's stakeholder groups to implement the Strategic Plan. The CEO is expected to collaboratively create a vision for the future that reflects the culture and character of the community. The CEO will serve as the Board's representative externally to the community, professional organizations, and government agencies and will act as Secretary and Treasurer to the Board.

Partnering with the Union to establish a harmonious workplace that challenges staff to provide customer centered service to all residents of the community. Leading the Management Team to plan and develop strategies that meet community needs and position St Catharines Public Library as a leader in Library service in the Niagara Region.

SUPERVISORY RELATIONSHIPS:
Manager I.T.; Manager Collections & ILS; Manager Customer Service;
Manager Central; Manager Branches; Manager Programming & Promotions;
Business Administrator; Manager Human Resources; Executive Assistant;

DUTIES AND RESPONSIBILITIES:
In accordance with the policies of the Board and the provisions of the Public Libraries Act and regulations thereto, the CEO: organizes, coordinates, directs and administers the programs and operations of the library system; advises senior management personnel on library policies; directs the implementation and control of established policies; provides system-wide leadership and guidance, especially in library planning and development, and in program evaluation.

- Acts as the Library's Chief Executive Officer, Treasurer and Secretary to the Board;
- Responsible to the Board for the overall performance of the Library, its personnel, systems, operations and programs;
- Oversees human resources systems, processes and procedures, directs all staff in the interpretation and implementation of Library policies, procedures and evaluates programs;
- Actively involved with community organizations in order to be able to identify and be responsive to community needs in order to foster productive community relations;
- Establishes relationships with (and participates in) professional library organizations, associations and task forces to benefit the Library in order to advance its reputation;
- Deals directly with civic, provincial, and national elected and appointed officials, the Library's legal counsel, auditors, and other individuals and groups as may be necessary to produce and

maintain the most effective leadership, administration, financial management, and development of the Library;

- Develops and recommends to the Board specific objectives and policies needed to meet the requirements of the community in order to expand the Library's services consistent with sound management practices, cost analysis and control;
- Plans and presents the Library's capital and operating budgets for the Board's consideration and, following budget approval, ensures that expenditures are made in accordance with the Board's financial policies;
- Develops and implements an ongoing program of evaluation of the Library's systems, programs and services, and makes adjustments or improvements where needed to maintain the highest possible performance and operational standards;
- Develops and directs strategies, programs and activities to raise funds as a means of sustaining Library services and keeping them current with advanced methods and technology; and strengthening the Library's present and ongoing financial base;
- Acts as spokesperson for the Library on professional and Library matters.

Leadership & Coaching

- Provides the Library with a high degree of leadership essential to sound planning, efficient administration and cost-effective fiscal management;
- Responsible for the hiring, appointment and/or dismissal of senior managers and department heads, directs them and evaluates their individual performance on an annual basis;
- Conducts performance evaluations and ongoing coaching of staff to support and develop staff while achieving the Library's goals.

Management

Leads and supports the Management Team and the effective operations of the library. This involves:

- Recommend and provide input to the management team regarding development of policies, procedures and strategies for library services, including efficiencies in workflow, staffing levels, processes/procedures in accordance with current library trends, analysis of library statistics and innovative new technologies;
- Working collaboratively with other members of the management team and staff in decision making, planning, goal setting and public relations for the library as a whole;
- Taking responsibility to maintain a broad, in-depth awareness and knowledge of the library's role in the community and the community's needs of the library, in order to better inform the rest of the library's management team;

WORKING CONDITIONS:

- Fosters and maintains positive work relationships with library staff;
- Contributes to healthy and safe work environment while supporting the Library's mission and values;

- Hours of work are generally Monday through Friday, 8:30 – 4:30. Required to attend Library Board meetings, one evening per month and as required and may will include evenings and weekends to support the work of the Library;
- Travel between branches and/or in the community may be required;
- Works in compliance with any legislation, including the *Occupational Health and Safety Act*, the *Accessibility for Ontarians with Disabilities Act,* and municipal, provincial and federal privacy legislation

Qualifications

- Postgraduate degree in library science or a related discipline and a minimum of ten years of increasingly responsible management experience within a progressive library system. An MBA or MPA would be considered an asset.

Experience

- Demonstrated leadership, organizational and financial management skills of a high standard
- Proven experience working in a unionized environment and familiarity with collective agreements are required.
- Experience in the development of short and long-range plans and monitoring progress of same.
- Proven ability to implement innovative library services, develop partnerships and foster exceptional customer service.
- Ability to establish priorities, problem solve, meet deadlines and manage change.

KEY COMPETENCIES:

- Customer Service
- Excellent Communication Skills
- Collaborative
- Relationship Building
- Technology Skills
- Organizational Skills and Productivity
- Facilitation Skills
- Problem Solving
- Interpersonal Skills
- Goal Setting and Evaluation
- Accountability
- Learning and Growth Mindset
- Ethics and Values
- Analytical Thinking
- Creativity and Resourcefulness
- Staff Engagement and Coaching with the ability to empower staff
- Board Governance

I have reviewed this job description with my manager and I understand the duties and responsibilities.

_____ _____

Employee Signature Date

Appointing the CEO Evaluation Committee

submitted by Janice Coles, Board Chair

Recommendation

THAT the Board appoint members … to the CEO Evaluation Committee.

Background

Board By-Law Number 1, Article 7 Committees and Policy (P-06) CEO Evaluation apply to the CEO Evaluation Committee.

Policy (G-03) Borrowing

Submitted by Joanna Spera, Manager, Customer Service

Recommendation

THAT the Board approve (G-03) Borrowing as amended and the policy takes effect November 18, 2026.

Background:

The Borrowing Policy (G-03) was last approved by the Board at their meeting on November 20, 2025. The policy provides the overall framework for membership and material circulation and is reviewed annually.

Updates:

The updated policy refines membership definitions and borrowing privileges to ensure full alignment with our upcoming transition to the new Integrated Library System (ILS). Terminology throughout the policy has been modernized to mirror the language changes native to the new system. Key enhancements include:

- Barriers to access have been reduced by removing the requirement to provide residency documentation for Access memberships.
- Definitions have been established for Preverified, Visiting Library, and Niagara Library Collective card registrations to streamline account setup.
- Account renewal periods have been updated to correspond with the automated permissions configured within the new ILS.
- Additional amendments have been implemented to ensure seamless operational alignment with the new ILS backend architecture (detailed in Appendix 1).

Policy Name	Borrowing		
Section & Number	Board – G-03	**Effective Date**	2005-06-16
Motion Number	2025-106	**Last Review**	~~2025-11-20~~ 2026-09-17
Author	Manager, Customer Service	**Next Review**	~~2026~~ 2027
Policy Maintenance	Reviewed by Management		

Policy Statement

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

Scope

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

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

Operational Guidelines

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

2. A Library card is available to individuals who hold an active library card from their home library that participates in the reciprocal borrowing partnership. ~~for~~ All other non-residents may obtain a library card for an annual ~~or a semi-annual~~ fee. (Appendix 1)

~~3. A replacement fee will be charged for lost or damaged Library SCPL cards. (Appendix 1)~~

4. Only those with a valid ~~SCPL~~ ~~C~~card may borrow material from the collections.

Section 1: Membership

1. Applicants for ~~Library~~ SCPL cards must present identification and provide registration information ~~before being issued a Library~~ during registration.

2. Anyone giving false information shall have their Library privileges withdrawn.

3. ~~A customer's library~~ SCPL card~~s~~ expire~~s~~ ~~annually~~ one year from the last renewal date. Customers can renew their card in-person, online or by phone.

4. Customers shall present their ~~Library~~ SCPL card or a valid piece of ID (see Adult Card Registration) each time they wish to borrow ~~Library~~ SCPL materials. Customers may also provide their barcode and PIN number in the absence of a physical card.

5. Customers accept responsibility for their ~~Library~~ SCPL card and all items borrowed, including on a lost card, and agree to report the loss of the card and any changes in registration information.

<u>Adult Card Registration (18 years and over)</u>

1. One piece of official Ontario Government photo identification showing correct name and address of residence:
   - Ontario Driver's License,
   - Ontario Photo Card, or

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

Teen Card Registration (12-17 years)

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

~~Children's~~ Child Card Registration (11 years and under)

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

Access Card Registration

~~1.~~ Access memberships (valid for ~~90 days~~ 3 months) are available to individuals with limited identification or choose to have more basic borrowing privileges. Customer must show a piece of valid name identification. ~~along with documentation of residency~~. ~~Customer will need to bring residency documentation to continue membership past 90 days.~~

Preverified Card Registration

Preverified memberships (valid for 30 days) are available ~~to be requested~~ via the SCPL website. Customer will be emailed a library card number and PIN.

Visiting Library Registration

Visiting Library memberships are available to St. Catharines residents who are unable to visit the library due to illness (minimum three months), physical disability or age-related limitations.

Work or Study in St. Catharines Card Registration

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

Educator Card Registration

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

Niagara Library Collective (NLC)

1. Niagara Library Collective memberships are automatically available to individuals who hold an active library card from a library participating in the Niagara Library Collective partnership. No registration is required.

Reciprocal Borrowing Card Registration

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

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

Section 2: Borrowing of Materials

1. A customer in good standing may, upon presentation of their Library card, borrow circulating material.

~~2. Customers must be 18 years or older to borrow restricted DVDs rated R or 18A by the Canadian Home Video Rating System.~~

Electronic Resources

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

Interlibrary Loan Materials

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

Library of Things

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

Loan Period

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

Renewal

~~1. Items on the customer's account will automatically renew on the due date. Most physical items borrowed are eligible for up to 5 auto-renewals.~~

~~2. The loan period of circulating items may be extended by seven days at a time, up to a maximum of five times.~~

~~3. Items that have reached their renewal limit and items another customer has requested to borrow (items on hold) are not eligible for renewals. Some exemptions apply. (See Appendix 1)~~

1. Eligible physical items will automatically renew based on their applicable loan period for up to two renewals. Items cannot be renewed if they have reached this limit, are on hold for another customer, or are exempt (see Appendix 1).

4. While ~~the Library~~ SCPL may, as a courtesy, remind the customer about due dates of borrowed materials, the customer is responsible for all fees associated with lost items, even if ~~the Library~~ SCPL has not contacted the customer to provide information about due dates of items borrowed.

Section 3: Charges and Overdues

Overdue Material

1. It is the responsibility of the customer to ensure that materials are returned on time so that they will be available to others. Customers will be notified when materials are overdue. Reciprocal borrowers must return SCPL materials directly to any SCPL location.

2. Full replacement costs are levied for ~~lost~~ never returned or damaged items.

3. Overdue notification overview:

When Items are 7 days overdue	1st Overdue Reminder sent
When items are 14 days overdue	2nd Overdue Reminder sent
When items are 21 days overdue	~~Lost~~ Never Returned Bill sent

4. ~~Bills over~~ Outstanding accounts exceeding $50.00 that ~~are unpaid~~ remain unpaid within 32 days after the bill is sent may be forwarded to a collection agency.

Notifications

1. ~~Library~~ SCPL cardholders receive notifications regarding their membership and borrowing from the ~~Library~~ SCPL. Customers are notified by email, automated telephone calls/voicemail messages or mail regarding items that are renewed, overdue or are on hold and ready to be picked up.

2. ~~The library~~ SCPL collects customer email addresses for the purpose of library communications. If customers prefer not to receive ~~library~~ SCPL notifications and opt to manage their borrowed materials, this can be requested.

3. Notices are addressed directly to ~~customers~~ the cardholders, except for children aged 11 and under. For children's accounts, notices are addressed to the parent or guardian who is listed in the child's account.

Damaged/~~Lost~~ Never Returned Materials and Lost Cards

1. Customers are responsible for all materials borrowed from any SCPL location and must promptly report any loss or damage. Lost or stolen cards must be reported immediately.

2. SCPL will charge a replacement cost for material which is ~~lost~~ never returned or damaged.

3. Subject to Librarian approval, ~~the Library~~ SCPL will accept replacements for items that have been ~~lost~~ never returned, damaged, or mismatched provided the replacement copy meets certain criteria, including the same format (hard cover, large print, etc.), title, latest edition, and new in original package. ~~The library~~ SCPL will not accept replacement items ~~from~~ for the Library of Things collection.

Suspension of Borrowing Privileges

1. All borrowing privileges are suspended when unpaid charges reach $10.00 and/or the customer has 10 or more items overdue.

2. Privileges are reinstated upon the return of overdue items and/or payment of fees, provided the account balance has been reduced to less than $10.00. Any collection agency service fee must be paid in full.

Collection Agency

1. SCPL reserves the right to forward any unpaid accounts with a balance of $50.00 or more to an outside collection agency. The purpose of using a collection agency is not to penalize customers; it is a standard accounts receivable process that helps ensure that outstanding accounts are handled fairly and consistently. Returning the materials is the preferred resolution whenever possible. ~~to help encourage customers with overdue never returned materials and/or bills to return SCPL materials or pay bills in arrears.~~ The prompt return of materials enables their availability for other customers.

2. A service fee of $10.00 plus applicable taxes is added to the amount owed if balance remains unpaid 32 days following the date an invoice is issued.

3. Unpaid accounts of ~~minors~~ children 11 and under are forwarded to the collection agency in the name of the parent or guardian. The following customers are exempt from the collection~~s~~ agency process:
   - Access
   - ~~ILLO~~
   - Preverified
   - Teens ages 12-17 years old
   - Visiting Library

Appendix

Appendix 1 – SCPL Limits, Loan Periods, & Fees

Appendix 1 – SCPL Limits, Loan Periods, & Fees

Card Limit by Borrower Type

	Full Access	Reciprocal Borrowing	NLC Reciprocal
Child	~~60~~ 75 items Exclusions 1-week Library of Things items ~~Restricted DVDs~~ ILLOs	~~60~~ 75 items Exclusions ~~Restricted DVDs~~ ILLOs Library of Things Digital Collections Online Resources	75 items Exclusions 1-week Library of Things items ILLOs Digital Collections Online Resources
Teen	~~60~~ 75 items ~~Exclusions~~ ~~Restricted DVDs~~ ~~No Exclusions~~	~~60~~ 75 items Exclusions ~~Restricted DVDs~~ ILLOs Library of Things Digital Collections Online Resources	75 items Exclusions ILLOs Digital Collections Online Resources
Adult	~~60~~ 75 items No Exclusions	~~60~~ 75 items Exclusions ILLOs Library of Things Digital Collections Online Resources	75 items Exclusions ILLOs Digital Collections Online Resources
Access	5 items ~~No Exclusions~~ Exclusions ILLOs More than1 Video Game		
Educator	~~75~~ 100 items Exclusions ~~7-day materials~~ ~~Hotspots~~ Express Collection ILLOs Library of Things Magazines Video Games		

Loan Period & Item Limits

Item Type	Loan Period	Item Limit*	Renewals (Maximum of 2, if not requested)
Express Collection	7 Days	3	No Renewals
~~Adult~~ Magazines	7 Days	None	7 Days
Video Games	7 Days	~~10~~ 5	7 Days
Library of Things*	7 Days	None	7 Days
Hotspots	~~14~~ 7 Days	~~2~~ 1	7 Days
Multimedia and musical instruments	7 Days	2	7 Days
Board games, puzzles and kits	21 Days	None	21 Days
Audiobooks and CDs	21 Days	None	21 Days
Books	21 Days	None	21 Days
DVDs	21Days	None	21 Days
Launchpads	21 Days	2	21 Days
Interlibrary Loans (ILLOs)	28 Days	3	No Renewals
Book Club Kits	42 Days	2	No Renewals

* Per collection; card limits apply.

1. ~~DVDs, Hotspots, Fiction & Non-Fiction Books~~ 21 Day items with 10 or more requests will decrease to a 7 Day Loan Period
2. ~~New Fiction~~ Adult books are considered "New" for the first 4 months
3. Requests cannot be placed on Express Collection

Miscellaneous Fees

Memberships	Live/Work/Study/Own Property in St. Catharines……....Free Reciprocal Borrowers……...…..……..……Free Non-Resident Membership ~~(Annual)~~…….$75.00 ~~Non-Resident Membership (Semi-Annual)……..…$37.50~~
~~**Replacement Library Cards**~~	~~$4.00~~
Damaged/~~Lost~~ Never Returned Fees	Damaged/~~Lost~~ Never Returned Item…….Full Replacement Cost Damaged/Lost AV Case…..……...……..$3.00 Damaged/Lost Barcode or Security Tag…….……..…$1.00
Other	Collection Agency Fee…….$10.00 + HST

POLICY

Policy Name	Borrowing		
Section & Number	Board – G-03	**Effective Date**	2005-06-16
Motion Number	2025-106	**Last Review**	2026-09-17
Author	Manager, Customer Service	**Next Review**	2027
Policy Maintenance	Reviewed by Management		

Policy Statement

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

Scope

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

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

Operational Guidelines

1. SCPL cards are available free of charge to those who reside, own property, work or study within the boundaries of the municipality of the City of St. Catharines.

2. A Library card is available to individuals who hold an active library card from their home library that participates in the reciprocal borrowing partnership. All other non-residents may obtain a library card for an annual fee. (Appendix 1)

3. Only those with a valid card may borrow material from the collections.

Section 1: Membership

1. Applicants for SCPL cards must present identification and provide registration information during registration.

2. Anyone giving false information shall have their Library privileges withdrawn.

3. SCPL cards expires one year from the last renewal date. Customers can renew their card in-person, online or by phone.

4. Customers shall present their SCPL card or a valid piece of ID (see Adult Card Registration) each time they wish to borrow SCPL materials. Customers may also provide their barcode and PIN number in the absence of a physical card.

5. Customers accept responsibility for their SCPL card and all items borrowed, including on a lost card, and agree to report the loss of the card and any changes in registration information.

Adult Card Registration (18 years and over)

1. One piece of official Ontario Government photo identification showing correct name and address of residence:
   - Ontario Driver's License,
   - Ontario Photo Card, or

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

Teen Card Registration (12-17 years)

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

Child Card Registration (11 years and under)

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

Access Card Registration

1. Access memberships (valid for 3 months) are available to individuals with limited identification or choose to have more basic borrowing privileges. Customer must show a piece of valid name identification.

Preverified Card Registration

1. Preverified memberships (valid for 30 days) are available ~~to be requested~~ via the SCPL website. Customer will be emailed a library card number and PIN.

Visiting Library Registration

1. Visiting Library memberships are available to St. Catharines residents who are unable to visit the library due to illness (minimum three months), physical disability or age-related limitations.

Work or Study in St. Catharines Card Registration

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

Educator Card Registration

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

Niagara Library Collective (NLC)

1. Niagara Library Collective memberships are automatically available to individuals who hold an active library card from a library participating in the Niagara Library Collective partnership. No registration is required.

Reciprocal Borrowing Card Registration

1. Reciprocal borrowing memberships are available to individuals who hold an active library card from their servicing library that is participating in the

reciprocal borrowing partnership. A list of participating systems can be found under SCPL's Borrow section of the website.

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

Section 2: Borrowing of Materials

1. A customer in good standing may, upon presentation of their Library card, borrow circulating material.

Electronic Resources

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

Interlibrary Loan Materials

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

Library of Things

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

Loan Period

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

Renewal

1. Eligible physical items will automatically renew based on their applicable loan period for up to two renewals. Items cannot be renewed if they have reached this limit, are on hold for another customer, or are exempt (see Appendix 1).

1. While SCPL may, as a courtesy, remind the customer about due dates of borrowed materials, the customer is responsible for all fees associated with lost items, even if SCPL has not contacted the customer to provide information about due dates of items borrowed.

Section 3: Charges and Overdues

Overdue Material

1. It is the responsibility of the customer to ensure that materials are returned on time so that they will be available to others. Customers will be notified when materials are overdue. Reciprocal borrowers must return SCPL materials directly to any SCPL location.

2. Full replacement costs are levied for never returned or damaged items.

3. Overdue notification overview:

When Items are 7 days overdue	1st Overdue Reminder sent
When items are 14 days overdue	2nd Overdue Reminder sent
When items are 21 days overdue	Never Returned Bill sent

4. Outstanding accounts exceeding $50.00 that remain unpaid within 32 days after the bill is sent may be forwarded to a collection agency.

Notifications

1. SCPL cardholders receive notifications regarding their membership and borrowing from the SCPL. Customers are notified by email, automated telephone calls/voicemail messages or mail regarding items that are renewed, overdue or are on hold and ready to be picked up.

2. SCPL collects customer email addresses for the purpose of library communications. If customers prefer not to receive SCPL notifications and opt to manage their borrowed materials, this can be requested.

3. Notices are addressed directly to the cardholders, except for children aged 11 and under. For children's accounts, notices are addressed to the parent or guardian who is listed in the child's account.

Damaged/Never Returned Materials and Lost Cards

1. Customers are responsible for all materials borrowed from any SCPL location and must promptly report any loss or damage. Lost or stolen cards must be reported immediately.

2. SCPL will charge a replacement cost for material which is never returned or damaged.

3. Subject to Librarian approval, SCPL will accept replacements for items that have been never returned, damaged, or mismatched provided the replacement copy meets certain criteria, including the same format (hard cover, large print, etc.), title, latest edition, and new in original package. SCPL will not accept replacement items for the Library of Things collection.

Suspension of Borrowing Privileges

1. All borrowing privileges are suspended when unpaid charges reach $10.00 and/or the customer has 10 or more items overdue.

2. Privileges are reinstated upon the return of overdue items and/or payment of fees, provided the account balance has been reduced to less than $10.00. Any collection agency service fee must be paid in full.

Collection Agency

1. SCPL reserves the right to forward any unpaid accounts with a balance of $50.00 or more to an outside collection agency. The purpose of using a collection agency is not to penalize customers; it is a standard accounts receivable process that helps ensure that outstanding accounts are handled fairly and consistently. Returning the materials is the preferred resolution whenever possible. The prompt return of materials enables their availability for other customers.

2. A service fee of $10.00 plus applicable taxes is added to the amount owed if balance remains unpaid 32 days following the date an invoice is issued.

3. Unpaid accounts of children 11 and under are forwarded to the collection agency in the name of the parent or guardian. The following customers are exempt from the collection agency process:
   - Access
   - Preverified
   - Teens ages 12-17 years old
   - Visiting Library

Appendix

Appendix 1 – SCPL Limits, Loan Periods, & Fees

Appendix 1 – SCPL Limits, Loan Periods, & Fees

Card Limit by Borrower Type

	Full Access	Reciprocal Borrowing	NLC Reciprocal
Child	75 items Exclusions 1-week Library of Things items ILLOs	75 items Exclusions ILLOs Library of Things Digital Collections Online Resources	75 items Exclusions 1-week Library of Things items ILLOs Digital Collections Online Resources
Teen	75 items No Exclusions	75 items Exclusions ILLOs Library of Things Digital Collections Online Resources	75 items Exclusions ILLOs Digital Collections Online Resources
Adult	75 items No Exclusions	75 items Exclusions ILLOs Library of Things Digital Collections Online Resources	75 items Exclusions ILLOs Digital Collections Online Resources
Access	5 items Exclusions ILLOs More than1 Video Game		
Educator	100 items Exclusions Express Collection ILLOs Library of Things Magazines Video Games		

Loan Period & Item Limits

Item Type	Loan Period	Item Limit*	Renewals *(Maximum of 2, if not requested)*
Express Collection	7 Days	3	No Renewals
Magazines	7 Days	None	7 Days
Video Games	7 Days	5	7 Days
Library of Things*	7 Days	None	7 Days
Hotspots	7 Days	1	7 Days
Multimedia and musical instruments	7 Days	2	7 Days
Board games, puzzles and kits	21 Days	None	21 Days
Audiobooks and CDs	21 Days	None	21 Days
Books	21 Days	None	21 Days
DVDs	21Days	None	21 Days
Launchpads	21 Days	2	21 Days
Interlibrary Loans (ILLOs)	28 Days	3	No Renewals
Book Club Kits	42 Days	2	No Renewals

* Per collection; card limits apply.

1. 21 Day items with 10 or more requests will decrease to a 7 Day Loan Period
2. Adult books are considered "New" for the first 4 months
3. Requests cannot be placed on Express Collection

Miscellaneous Fees

Memberships	Live/Work/Study/Own Property in St. Catharines…….....Free Reciprocal Borrowers……...…..……..……Free Non-Resident Membership ……$75.00
Damaged/Never Returned Fees	Damaged/ Never Returned Item ……..Full Replacement Cost Damaged/Lost AV Case ……..……..$3.00 Damaged/Lost Barcode or Security Tag ……..……..$1.00
Other	Collection Agency Fee ……$10.00 + HST

Policy (P-17) Volunteer

submitted by Albertina Maciukas, Human Resources Manager

Recommendation

THAT the Board approve amended Policy (P-17) Volunteer.

Background

This policy was originally shared in June 2026 and was referred back to staff for further review. Since then, we have consulted with the City of St. Catharines to clarify the insurance coverage applicable to volunteers and resolve the uncertainty surrounding this issue.

As a result of this consultation, we have made the necessary adjustments to align our policy with the City's current volunteer policy.

In addition, we have removed the Appendix, as the requirements outlined within it are subject to change based on insurance requirements and are therefore too fluid to be incorporated into an overarching policy.

POLICY

Policy Name	Volunteer		
Section & Number	Board P-17	**Effective Date**	2023-04-20
Motion Number	2026-XX	**Last Review**	2026-06-18
Author	Human Resources	**Next Review**	~~2027~~ 2030
Policy Maintenance	Reviewed by Management		

Policy Statement

The St. Catharines Public Library (SCPL) values the contributions of volunteers as an important complement to the services provided by library staff. Volunteers enhance SCPL's ~~the library's~~ ability to offer programs, services, and community engagement opportunities; however, volunteers do not replace paid employees.

~~The volunteer program of the St. Catharines Public Library creates opportunities for community members to actively contribute to the library's vision of excellence in library service. The library welcomes volunteers to participate in the operation of the library while performing a valuable service to the community~~.

Scope

~~This applies to all individuals whose participation in the volunteer program~~ ~~have~~ ~~has~~ ~~been authorized by SCPL, with the exception of~~ ~~The Board is not included under as its members are appointed by City Council.~~

This policy applies to all volunteer in all SCPL programs and service areas, unless otherwise stipulated. The Board is not included as its members are appointed by City Council.

A volunteer must be at least 14 years of age at the time of performing any volunteer activity, however; specific requirements of some tasks may impose other age restrictions.

Volunteering does not constitute, neither implicitly or explicitly, an employment agreement between SCPL and any volunteer.

SCPL reserves the right to amend any section or subsection contained within this volunteer policy.

Volunteering is to be conducted in a manner consistent with relevant SCPL policies and procedures.

1. Volunteers are used by the library to enrich and enhance library programs and services. Volunteers do not substitute for or replace paid employees.

2. This policy applies to all volunteers in all programs, including activities that take place outside the library.

3. The Board is not included as its members are appointed by City Council.

Definitions

The term "volunteer" refers to an individual person who under the general supervision of SCPL freely offers their time, skills, and services to SCPL, performs services for the library without financial compensation or an expectation of compensation, to support library programs, services or activities and who performs a task at the direction of, and on behalf of SCPL the library.

Volunteer means a person who is not an employee and who donates their work and acts at the direction of and within the scope of duties determined by SCPL, and is not paid a fee, salary or other compensation by SCPL or anyone else for their work performed for SCPL.

Regulations

The following regulations govern Volunteers:

PIPEDA – Personal Information Protection and Electronic Documents Act – In accordance with federal and provincial government privacy legislation to ensure the collection, safeguarding and appropriate disclosure of personal information of volunteers.

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

Occupational Health and Safety Act (OHSA) amendments regarding workplace violence and harassment apply to all individuals present in the workplace, including volunteers. SCPL recognizes its duty of care to assess risks and implement measures to protect all individuals in the workplace, including volunteers, from violence and harassment. – Occupational Health and Safety Act (Workplace Violence Policy, Workplace Harassment Policy, Sexual Harassment Policy) – all workplaces, including those of volunteers must be free from violence and harassment.

The Ontario Human Rights Code (OHRC) does not refer specifically to volunteers, but the Commission takes the position that the phrase "equal treatment with respect to employment" in section 5 can be interpreted to protect anyone in a work-like context.

Accessibility for Ontarians with Disabilities Act (AODA) requires all volunteers to be trained on the Accessibility Standards for Customer Service and Integrated Accessibility Standards Regulation (IASR) – Access for Ontarians with Disabilities Act – to provide the core principles of independence, dignity, integration, and equality of opportunity for people with disabilities.

Responsibility

The Human Resources Coordinator will set up the Volunteer program including the policy, operational guidelines, recruitment practices, etc.

Operational Guidelines

1. Volunteers shall not be used to replace paid SCPL employees. Volunteers have distinct but complementary roles from paid employees. They are not used to replace or displace paid employees, backfill existing employee positions or address workload pressures.

2. Volunteers will not perform any task or duty for which a professional, specialized, or regulated license or certification is required (a lawyer, nurse/medical professional, or financial advisor conducting a workshop in which professional advice is offered). or any task or duty which is done by paid library staff.

3. Volunteers must be the age of 14, however; specific requirements of some tasks may impose other age restrictions.

4. Volunteer tasks may include but are not limited to:

~~**a.** Delivery of materials to homebound customers~~
~~**b.** Special projects~~
~~**c.** Delivery of specialty programs, e.g. chess, origami, Reading Buddies~~
~~d. Teen Reviewers~~
~~**e.** Reading buddies~~
~~**f.** Teen advisory committee, and/or~~
~~**g.** Delivery of specialty programs, e.g. chess, origami~~

5. Volunteer opportunities for specific assignments ~~openings~~ will be ~~described~~ developed in a position description, which will identify the tasks and responsibilities of the position and the SCPL department. Volunteer opportunities that arise through community suggestions will be developed in collaboration with the prospective volunteer, including a list of tools and equipment proposed to use.

6. Volunteers will be interviewed, and references and any required documentation (e.g. Police Records Check, Driver's License, Driver's Insurance) will be verified ~~checked~~.

7. ~~Volunteers will be trained and all pertinent policies will be reviewed.~~ Successful completion of SCPL's designated onboarding program is a mandatory prerequisite for all volunteers. This program includes all legislated training (e.g., AODA, OHSA) and any additional role-specific training prescribed by the Library.

8. Annual refresher training is mandatory for all volunteers, regardless of their role or term length (e.g. short-term event photographers).

9. ~~SCPL's liability insurance covers volunteers only while performing authorized duties.~~ Volunteers must act under SCPL direction and within established guidelines and scope.

10. SCPL is not responsible for loss or damage to a volunteer's personal property (e.g. vehicles, tools, equipment) and volunteers are expected to maintain their own insurance for any personal property they use while volunteering.

11. For any volunteer role that involves driving, the volunteer must provide annual verification of a valid driver's license and proof of personal automobile insurance with a minimum liability limit of $2 million. It is the volunteer's responsibility to provide updated documentation upon expiry

12. ~~Department~~ The supervising manager~~s~~ will address concerns and/or issues when needed. ~~review volunteer performance on a regular basis; any corrective actions will be discussed and documented~~.

13. Volunteers will be recognized for their contributions through the annual Volunteer Recognition ~~event~~ ~~policy~~.

14. Where a conflict of interest or perceived conflict of interest exists, the volunteer shall declare the conflict, or perceived conflict, and withdraw from direct involvement in the matter and refrain from any discussion or comment that might influence a decision.

~~15. In the event of an opening for a paid position at SCPL, volunteers who apply for the position shall be evaluated on the same basis as all other applicants.~~

~~Appendix~~

~~Appendix A – Volunteer Screening Framework~~

~~Volunteer Screening Framework~~

~~Level~~	~~Role Characteristics~~	~~Level of Preliminary Screening~~	~~Required Documentation & Training Review Requirements~~
~~LEVEL 1~~	• ~~Tasks are either supervised or supervision is not required~~ • ~~No decision making authority~~ • ~~No handling of money or sensitive data~~ • ~~Limited/no direct work with customers or vulnerable individuals~~ • ~~No responsibility for SCPL reputation/property~~ • ~~No access to staff workspaces~~ ~~E.g. Teen Reviewer~~	• ~~Application form~~ • ~~References (optional or informal)~~ • ~~Informal interview or orientation~~	• ~~Volunteer Policy~~ • ~~At discretion of SCPL~~
~~LEVEL 2~~	• ~~Potential to be unsupervised for some tasks or supervision is not required~~ • ~~Limited decision making authority~~ • ~~No handling of money or sensitive data~~ • ~~Interaction can be with the general public~~	• ~~Application form~~ • ~~One to two references (checked)~~ • ~~Informal interview or orientation~~	• ~~Police Check~~ • ~~Volunteer Policy~~ • ~~Violence & Harassment Policy~~ • ~~Accessibility Policy~~

	• Limited/no responsibility for SCPL reputation/property • Potential/no Limited or supervised access to staff workspaces **E.g. Photographer at event**	• Driver's Licence • Automobile Insurance (including $2 million liability)	• Volunteer Acknowledgment Form • Criminal Record Check Policy • Offence Declaration Form • Emergency Contact • AODA • Human Rights • Occupational H&S • WHMIS
LEVEL 3	• Potential unsupervised contact with customers • Some autonomy in decision-making • Possible access to personal or confidential information (i.e. e.g. name, address) • May support vulnerable populations (children, seniors) in group settings • Responsibility for SCPL reputation/property • Possible access to staff workspaces **E.g. Specialty Programs**	• Application form • One to two references (checked) • Structured interview • Driver's Licence • Automobile Insurance (including $2 million liability)	• Police Check • Volunteer Policy • Violence & Harassment Policy • Accessibility Policy • Volunteer Acknowledgment Form • Criminal Record Check Policy • Offence Declaration Form • Emergency Contact • AODA • Human Rights • Occupational H&S • WHMIS
LEVEL 4	• Direct, possibly unsupervised interaction with customers • Works with vulnerable individuals • Some autonomy in decision-making • Access to personal or confidential information (i.e. e.g. name, address) or represent SCPL independently • May support vulnerable populations (children, seniors) in one-on-one situations • Responsibility for SCPL reputation/property • Possible access to staff workspaces **E.g. Visiting Library Service, Children's Programs**	• Application form • Two references (checked) • Structured interview • Driver's Licence • Automobile Insurance (including $2 million liability)	• Police Check • Volunteer Policy • Violence & Harassment Policy • Accessibility Policy • Volunteer Acknowledgment Form • Criminal Record Check Policy • Offence Declaration Form • Emergency Contact • AODA

			• ~~Human Rights~~ • ~~Occupational H&S~~ • ~~WHMIS~~

Policy Name	Volunteer		
Section & Number	Board P-17	**Effective Date**	2023-04-20
Motion Number	2026-XX	**Last Review**	2026-09-17
Author	Human Resources	**Next Review**	2030
Policy Maintenance	Reviewed by Management		

Policy Statement

The St. Catharines Public Library (SCPL) values the contributions of volunteers as an important complement to the services provided by library staff. Volunteers enhance SCPL's ability to offer programs, services, and community engagement opportunities; however, volunteers do not replace paid employees.

Scope

This policy applies to all volunteers in all SCPL programs and service areas, unless otherwise stipulated. The Board is not included as its members are appointed by City Council.

A volunteer must be at least 14 years of age at the time of performing any volunteer activity, however; specific requirements of some tasks may impose other age restrictions.

Volunteering does not constitute, neither implicitly or explicitly, an employment agreement between SCPL and any volunteer.

SCPL reserves the right to amend any section or subsection contained within this volunteer policy.

Volunteering is to be conducted in a manner consistent with relevant SCPL policies and procedures.

Definitions

Volunteer means a person who is not an employee and who donates their work and acts at the direction of and within the scope of duties determined by SCPL, and is not paid a fee, salary or other compensation by SCPL or anyone else for their work performed for SCPL.

Regulations

Municipal Freedom of Information and Protection of Privacy Act (MFIPPA)
Occupational Health and Safety Act (OHSA)
The Ontario Human Rights Code (OHRC)
Accessibility for Ontarians with Disabilities Act (AODA)

Operational Guidelines

1. Volunteers have distinct but complementary roles from paid employees. They are not used to replace or displace paid employees, backfill existing employee positions or address workload pressures.

2. Volunteers will not perform any task or duty for which a professional, specialized, or regulated license or certification is required (a lawyer, nurse/medical professional, or financial advisor conducting a workshop in which professional advice is offered).

3. Volunteer opportunities for specific assignments will be developed in a position description, which will identify the tasks and responsibilities of the position and the SCPL department. Volunteer opportunities that arise through community suggestions will be developed in collaboration with the prospective volunteer, including a list of tools and equipment proposed to use.

4. Volunteers will be interviewed, and references and any required documentation (e.g. Police Records Check, Driver's License, Driver's Insurance) will be verified.

5. Successful completion of SCPL's designated onboarding program is a mandatory prerequisite for all volunteers. This program includes all legislated training (e.g., AODA, OHSA) and any additional role-specific training prescribed by the Library.

6. Annual refresher training is mandatory for all volunteers, regardless of their role or term length (e.g. short-term event photographers).

7. Volunteers must act under SCPL direction and within established guidelines and scope.

8. SCPL is not responsible for loss or damage to a volunteer's personal property (e.g. vehicles, tools, equipment) and volunteers are expected to maintain their own insurance for any personal property they use while volunteering.

9. For any volunteer role that involves driving, the volunteer must provide annual verification of a valid driver's license and proof of personal automobile insurance with a minimum liability limit of $2 million. It is the volunteer's responsibility to provide updated documentation upon expiry.

10. The supervising manager will address concerns and/or issues when needed.

11. Volunteers will be recognized for their contributions through the annual Volunteer Recognition.

12. Where a conflict of interest or perceived conflict of interest exists, the volunteer shall declare the conflict, or perceived conflict, and withdraw from direct involvement in the matter and refrain from any discussion or comment that might influence a decision.

Policy (F-01) Investment

submitted by Lisa DiDonato, Business Administrator

For Information

THAT the Board approve amended Policy (F-01) Investment.

Report

Background

In accordance with the Investment Policy approved in May 2022, SCPL prioritizes the safeguarding of principal while ensuring sufficient liquidity for operational and capital requirements, consistent with the Investment Policy of the City of St. Catharines (City). During a scheduled review on June 18, 2026, the Board considered amendments aimed at enhancing clarity and minimizing redundancy by directly referencing applicable the City Investment Policy. The Board subsequently directed staff to revise the SCPL Investment Policy to exclusively cite the City's Investment Policy and outline only the exceptions relevant to the Library.

Updates

The updated SCPL Investment Policy is submitted for the Board's review and approval. To facilitate your review, we have included the City's Investment Policy for reference, along with both a black-line version detailing the amendments and a final 'clean' version reflecting the new format.

ST. CATHARINES PUBLIC LIBRARY

POLICY

Section: Finance **Number:** F01	**Subject:** Investments	Motion #: 2022-71
Approval Date: 2022-05-19	**Last Review Date:**	**Review:** 4 years
Policy Level: Library Board	**Author:** Business Administrator	**Next Review:** 2023
Notes: Approved at the Board Meeting of May 19, 2022.		

POLICY STATEMENT

The purpose of this policy is to establish and maintain practices and procedures to invest St. Catharines Public Library (SCPL) funds.

The St. Catharines Public Library Board adopts the City of St. Catharines Investment Policy and will administer and apply that policy in its entirety, including any amendments or updates made by the City, unless otherwise stated in this policy.

~~The purpose of this policy is to establish and maintain practices and procedures to invest funds with skill, prudence and diligence with the primary objective of safeguarding principal of the funds while meeting the St. Catharines Public Library's (the "Library") liquidity needs to fund its ongoing operations and capital requirements. Every effort shall be made to ensure maximum cash availability and highest return within the parameters established by this policy.~~

~~The Library Board is entrusted with the duty to manage the assets of the Library under the *Public Libraries Act, R.S.O. 1990 c/ P.44* and *Municipal By-Law #85-432*.~~

SCOPE

This policy applies to cash resources belonging to or controlled by SCPL that are not required for immediate operational needs and are available for investment.

~~This policy applies to the investment activities of Operating, Trust and Reserves funds. Funds held within the accounts (general, US $, and Trust accounts) of the Library's financial institution shall be excluded from this policy.~~

DEFINITIONS

1. ~~Surplus Operating Funds - Funds that are not needed for the immediate short- term cash requirements of the Library. Cash which belongs to or is under the control of the Library and is available for investment.~~

2. Credit Quality –Measurement of the financial strength of a bond issuer. Assists the investor to understand the issuer's ability to make timely interest payment and repay the principal upon maturity. Higher credit quality results in lower interest rates as risk of default is lower. Credit quality ratings are provided by nationally recognized agencies such as DBRS Morningstar.
3. Credit Risk –The risk that a security issuer will default on payment of the interest and/or principal.
4. Interest Rate Risk - The potential for investment losses that result from a change in interest rates. If interest rates rise, for instance, the value of a bond or other fixed-income investment will decline.
5. Liquidity - Refers to the efficiency or ease with which an asset or security can be converted into cash without affecting its market price. The most liquid asset of all is cash.
6. Yield - Current rate of return on an investment generally expressed at a percentage of its cost or market value.

OBJECTIVES

Preservation of Capital

The Safety of principal is a primary objective of the investment program. Investments shall be undertaken in a manner that seeks to ensure the preservation of capital in the overall portfolio. Credit risk and interest rate risk will be mitigated as follows:

a) Credit Risk - The Library will minimize credit risk, the risk of loss due to the failure of the security issuer or backer limiting investments to the safer (i.e. higher rated) types of securities and diversifying the investment portfolio so that potential losses on individual securities will be minimized.
b) Interest Rate Risk - The Library will minimize the risk that the market value of securities in the portfolio will fall due to changes in general interest rates by structuring the investment portfolio so that securities mature to meet cash requirements for ongoing operations, thereby avoiding the need to sell securities on the open market prior to maturity and investing operating funds primarily in shorter-term securities.

Liquidity

The investment portfolio shall remain sufficiently liquid to meet all operating or cash flow requirements that may be reasonably anticipated. This shall be done where possible by structuring the portfolio so that securities mature concurrent with anticipated cash demands. The portfolio should consist largely of securities with active secondary or resale markets since all possible cash demands cannot be anticipated.

Yield

~~The Library shall maximize the rate of return earned on the investment portfolio without compromising the other objectives. Investments are generally limited to relatively low risk securities in anticipation of earning a fair return relative to the assumed risk.~~

~~Standard of Care~~
~~Investments shall be made with judgement and care, under circumstances then prevailing, which persons of prudence, discretion and intelligence exercise in the management of their own affairs, not for speculation, but for investment, considering the probable safety of capital as well as the probable income to be derived. Employees acting in accordance with this policy and exercising due diligence shall be relieved of personal responsibility for an individual security's credit risk or market price changes.~~

~~Employees involved in the investment process shall refrain from personal business activity that could conflict with the proper execution and management of the investment program, or that could impair their ability to make impartial decisions. Material interests in financial institutions with which they conduct business shall be disclosed. Further, any personal financial/investment positions that could be related to the performance of the investment portfolio shall be disclosed. Employees shall not undertake personal investment transactions with the same individual with whom business is conducted on behalf of the Library.~~

RESPONSIBILITY

The Chief Executive Officer ("CEO") is responsible for the prudent investment of the Library's portfolio. Authority to manage and implement the investment program is granted to the Business Administrator who shall act in accordance with established procedures and internal controls consistent with this investment policy. No person may engage in an investment transaction except as provided under the terms of this policy. The CEO shall be responsible for all transactions undertaken and shall establish a system of controls.

~~PROCEDURAL GUIDELINES~~

~~Eligible Investments~~
~~Investments issued or guaranteed by the following institutions will be permitted by this policy:~~

1. ~~The Government of Canada.~~
2. ~~Provincial governments of Canada.~~
3. ~~Schedule I banks. Bonds, debentures, principal protected notes, market-linked guaranteed investment certificates and other evidences of indebtedness are subject to a minimum DBRS Morningstar rating of R-1 middle or AA. Schedule I banks are set out by Section 14 of the Bank Act.~~
4. ~~Schedule II banks. Bonds, debentures, and other evidences of indebtedness are subject to a minimum DBRS Morningstar rating of R-1 high or AAA. Schedule II banks are set out by Section 14 of the Bank Act.~~
5. ~~Loan or trust corporations, registered under the Loan and Trust Corporation Act. Bonds, debentures, market-linked guaranteed investment certificates and other~~

~~evidences of indebtedness are subject to a minimum DBRS Morningstar rating of R-1 middle or AA.~~

6. ~~Credit unions or leagues to which the Credit Unions and Caisses Populaires Act applies. Bonds, debentures, and other evidences of indebtedness are subject to a minimum DBRS Morningstar rating of R-1 middle or AA.~~

~~Diversification~~

~~The investments shall be diversified by~~

- ~~Limiting investments to avoid over-concentration in securities from a specific issuer or business sector (excluding Government of Canada securities);~~
- ~~Limiting investment in securities that have higher credit risks;~~
- ~~Investing in securities with varying maturities, and;~~
- ~~Investing in mainly liquid, marketable securities that have an active secondary market to ensure that appropriate liquidity is maintained in order to meet ongoing obligations.~~

~~In order to ensure maximum security and proper diversification of the portfolio, additional limitations apply as set out in Appendix A. Column 3 sets out the maximum allowable exposure for each classification of security as a percentage of the total portfolio. Column 4 sets out the maximum allowable exposure for each specific issuer in a security class as a percentage of the total portfolio. Note that portfolio percentage restrictions apply at the time an investment is made. At specific times, the portfolio limitations may be exceeded as a result of the timing of maturities.~~

~~Maximum Maturities~~

~~To the extent possible, the Library shall attempt to match investments with anticipated cash flow requirements. Unless matched to a specific cash flow, the Library will not directly invest in securities maturing more than ten (10) years from the date of purchase. Reserve and Trust funds with longer-term horizons may be invested in securities exceeding ten (10) years if the maturities of such investments are made to coincide as nearly as practicable with the expected use of the funds. The Library will not invest in market-linked guaranteed investment certificates maturing more than five years from the date of purchase.~~

~~OPERATIONAL GUIDELINES~~

~~Reporting~~

REPORTING

An investment report will be provided to the Board of Directors quarterly. The investment report should include, at a minimum, the following:

- A listing of individual securities held at the end of the reporting period by maturity date;
- ~~Investment term in days and~~ interest rate;
- Source of funds; and
- A record of the date of each security transaction;
- ~~Percentage of the total portfolio which each type of investment represents;~~
- ~~A statement about the performance of the investment portfolio during the period;~~

- ~~An estimated ratio of the total long-term and short-term securities compared to the total investments and a description of the change, if any, in that estimated proportion since the previous year's report;~~
- ~~A statement by Management as to whether or not, in his or her opinion, all investments were made in accordance with the investment policies and goals adopted by the Library;~~

~~Performance Measures~~
~~The investment portfolio will be managed in accordance with the parameters specified within this policy. The portfolio should obtain a market average rate of return throughout budgetary and economic cycles that is commensurate with the investment risk constraints and cash flow needs of the Library. Market yields should be higher than the rate given by the Library's bank for the various bank accounts.5~~

~~IMPLEMENTATION~~
~~This policy will be implemented by the CEO.~~

GENERAL
Signing Authority
All investments shall be funded through transfers between authorized banks and investment accounts.

REFERENCE
St. Catharines Public Library Board By-law #2
City of St. Catharines Investment Policy

APPENDIX A:

Approved Investments, Diversifications and Ratings

Category	Minimum Credit Rating for Bond, Debenture or Indebtedness	Maximum Portfolio Share	Institutional Limit per Issuer
1. Government of Canada		100%	100%
2. Provincial governments	R-1 middle, AA	50%	25%
3. Schedule 1 banks	R-1 middle, AA	100%	50%
4. Schedule 2 banks	R-1 high, AAA	50%	15%
5. Loan or trust corporations or Credit unions	R-1 middle, AA	50%	15%
6. Credit Unions (without a letter of guarantee)	R-1 middle, AA	50%	$250,000

Notes:

- DBRS Morningstar provides ratings on institutional quality.
- A company having an R-1 rating is a high-grade prime credit. It has a very high ability to repay its current liabilities as they become due. The outlook for future liquidity and the trend of these ratios is favourable. The level of profitability has been reasonable and stable with only modest fluctuations. No substantial qualifying negative factors exist and the firm is of sufficient size to be a strong influence in its industry.
- DBRS Morningstar also indicates where within the rating classification the company falls (high, middle or low).

Policy Name	Investment		
Section & Number	Finance - F01	**Effective Date**	2022-05-19
Motion Number	2026-XX	**Last Review**	2026-09-17
Author	Business Administrator	**Next Review**	2030
Policy Maintenance	Reviewed by Management		

Policy Statement

The purpose of this policy is to establish and maintain practices and procedures to invest St. Catharines Public Library (SCPL) funds.

The SCPL Board adopts the City of St. Catharines Investment Policy and will administer and apply that policy in its entirety, including any amendments or updates made by the City, unless otherwise stated in this policy.

Scope

This policy applies to cash resources belonging to or controlled by SCPL that are not required for immediate operational needs and are available for investment.

Responsibility

Delegation of Authority

The Chief Executive Officer (CEO) is responsible for the prudent investment of SCPL's assets. Authority to manage and implement the investment program is granted to the Business Administrator who shall act in accordance with established procedures and internal controls consistent with this Policy. No person may engage in an investment transaction except as provided under the terms of this policy.

In all cases any other reference to:
a) "Council" shall be read as a reference to the "Board"; and
b) "Director of Financial Management" shall be read as a reference to the "SCPL Business Administrator".

Reporting

Method

An investment report will be provided to the Board quarterly. The investment report should include, at a minimum, the following:

- A listing of individual securities held at the end of the reporting period by maturity date;
- Interest rate; and
- Source of Funds.

General

Signing Authority

All investments shall be funded through transfers between authorized banks and investment accounts.

Reference

St. Catharines Public Library Board By-law #1
St. Catharines Public Library Board By-law #2
City of St. Catharines Investment Policy

St. Catharines | **Corporate Policy**

Subject:	Investment Policy		
Prepared by:	Financial Management Services		
Approved by:	City Council: November 3, 2025		
Issue Date:	November 3, 2025	**Policy #:**	INV-01-25
Review Date:	June 30, 2027	**Revision Date:**	

1. Policy

The purpose of this Investment Policy Statement (IPS) establishes guidelines for the prudent management of the City of St. Catharines' investment portfolio in accordance with applicable legislation, ensuring safety of principal, liquidity to meet obligations, and competitive investment returns. The policy has been prepared in consultation with the Director of Financial Management Services / Chief Financial Officer / City Treasurer (Director) and City Legal Services.

2. Scope

This policy applies to the investment activities of the Operating, Capital, Trust, Reserves and Reserve Funds. Funds held within the operating accounts (general, savings and notice accounts) of the City's financial institution shall be excluded from this policy.

3. General Objectives

The primary objectives of investment activities shall be adherence to statutory requirements, preservation of capital, liquidity, and yield:

3.1 Adherence to Statutory Requirements

Legislative authority for the investment guidelines of municipal funds is provided in Section 418 of the *Municipal Act 2001*.

3.2 Preservation of Capital

Safety of principal is a primary objective of the investment program. Investments shall be undertaken in a manner that seeks to ensure the preservation of capital in the overall portfolio. Credit risk and interest rate risk will be mitigated as follows:

Credit Risk: The city will minimize credit risk, the risk of loss due to the failure of the security issuer or backer by:

Limiting investments to the safer (i.e. higher rated) types of securities.

Diversifying the investment portfolio so that potential losses on individual securities will be minimized.

Interest Rate Risk: The city will minimize the risk that the market value of securities in the portfolio will fall due to changes in general interest rates by:

Structuring the investment portfolio so that securities mature to meet cash requirements for ongoing operations, thereby avoiding the need to sell securities on the open market prior to maturity
Investing operating funds primarily in shorter-term securities or approved investment pools

3.3 Liquidity

The investment portfolio shall remain sufficiently liquid to meet all operating or cash flow requirements that may be reasonably anticipated. This shall be done where possible by structuring the portfolio so that securities mature concurrent with anticipated cash demands. The portfolio should consist largely of securities with active secondary or resale markets since all possible cash demands cannot be anticipated. A portion of the portfolio may also be placed in local government investment pools that offer liquidity for short-term funds.

3.4 Yield

The City shall maximize the rate of return earned on the investment portfolio without compromising the other objectives listed above. Investments are generally limited to relatively low risk securities in anticipation of earning a fair return relative to the assumed risk.

4. Standard of Care

4.1 Prudence

Investments shall be made with judgement and care, under circumstances then prevailing, which persons of prudence, discretion and intelligence exercise in the management of their own affairs, not for speculation, but for investment, considering the probable safety of capital as well as the probable income to be derived. Investment officers acting in accordance with this policy and exercising due diligence shall be relieved of personal responsibility for an individual security's credit risk or market price changes.

4.2 Ethics and Conflicts of Interest

Officers and employees involved in the investment process shall refrain from personal business activity that could conflict with the proper execution and management of the investment program, or that could impair their ability to make impartial decisions. Material interests in financial institutions with which they conduct business shall be disclosed. Further, any personal financial / investment positions that could be related to the performance of the investment portfolio shall be disclosed. Officers and employees shall not undertake personal investment transactions with the same individual with whom business is conducted on behalf of the City.

4.3 Delegation of Authority

The Director of Financial Management Services (Director) is ultimately responsible for the prudent investment and safeguarding of the City's portfolio.

Authority to execute and oversee the investment program is delegated to the Associate Director of Financial Management Services (Associate Director). The Associate Director is responsible for ensuring that all investment activities are conducted in compliance with this policy, applicable legislation, and established internal controls.

Day-to-day management of the City's investment portfolio is the responsibility of the Investment and Cash Management Analyst (hereinafter referred to as the Investment Officer). The Investment Officer shall:

- Recommend investment transactions for approval.
- Monitor portfolio performance and compliance with approved guidelines.
- Provide timely performance and compliance reporting to the Associate Director and Director and prepare reports for the Senior Leadership Team (SLT) and City Council in accordance with this policy.
- Maintain documentation supporting all investment decisions and transactions.

No individual may engage in an investment transaction except as authorized under this policy and in accordance with approved procedures and internal controls.

The Director retains ultimate accountability for all investment transactions and shall establish and maintain a system of controls to regulate the activities of all officials involved in the investment process.

4.4 Competitive Selection

The process for purchasing and selling securities shall vary according to the investment term and shall be conducted only with financial institutions approved by the Director and / or Associate Director. In all cases, the city will select the option that best meets the portfolio's investment objectives, considering yield, risk, diversification, and liquidity.

Short-Term Investments *(maturities of one year or less)*

- Transactions shall be conducted through a competitive RFQ (Request for Quotation) process.
- A minimum of three competitive quotations shall be obtained prior to placement, subject to prevailing market conditions.
- Written records shall include the names of institutions solicited, rates quoted, description of the security, the selected investment, and the rationale for the decision. If the highest yield is not selected, an explanation tied to policy objectives shall be documented.

Medium-Term Investments *(maturities greater than one year and up to five years)*

- Competitive quotations shall be sought where practical; however, transactions may also be conducted through ongoing relationships with pre-approved financial institutions or dealers who provide access to suitable instruments.
- The selection process shall consider market conditions, transaction costs, and the benefits of working with vendors familiar with the City's investment needs.

- All decisions shall be documented, including a record of quotations obtained or rationale for proceeding with a direct placement.

Long-Term Investments *(maturities greater than five years)*

- May be managed as part of a broader investment strategy that can include direct purchases, pooled funds, or externally managed mandates.
- Selection of instruments or managers shall be based on their ability to meet the City's long-term objectives for return, risk management, and diversification, while complying with this policy.
- The approach may involve working with approved financial institutions, portfolio managers, or investment pools, with the method determined by prevailing market conditions and strategic priorities.
- Ongoing monitoring and performance review shall be conducted to ensure alignment with policy objectives and to assess whether the selected approach continues to serve the City's best interests.

6. Eligible Investments

Investments issued or guaranteed by the following institutions will be permitted by this policy, as deemed eligible by Ontario Regulation 438/97 or as authorized by subsequent provincial regulations:

6.1 Eligible asset class:

1. The Government of Canada.
2. Provincial governments of Canada.
3. A municipality, school board or local board as defined in the *Municipal Affairs Act* or a conservation authority established under the *Conservation Authorities Act*.
4. Schedule I banks
   Bonds, debentures, principal-protected notes, market-linked guaranteed investment certificates, and other evidence of indebtedness must have a minimum credit rating of R-1 (middle) for short-term instruments or AA for long-term instruments. For clarity, AA includes all DBRS AA designations (AA-low, AA, AA-high), broadly equivalent to Aa3/Aa2/Aa1 in Moody's and AA-/AA/AA+ in S&P / Fitch. Schedule I banks are set out in Section 14 of the Bank Act.
5. Schedule II banks.
   Bonds, debentures, and other evidence of indebtedness must have a minimum credit rating of R-1 (high) for short-term instruments or AAA for long-term instruments. AAA refers to all DBRS AAA designations (AAA-low, AAA, AAA-high), broadly equivalent to Aaa in Moody's and AAA in S&P/Fitch. Schedule II banks are set out in Section 14 of the Bank Act.
6. Loan or trust corporations, registered under the *Loan and Trust Corporation Act*.
   Bonds debentures, market-linked guaranteed investment certificates, and other evidence of indebtedness must have a minimum credit rating of R-1 (middle) for short-term instruments or AA for long-term instruments. AA includes all DBRS AA designations (AA-low, AA, AA-high), broadly equivalent to Aa3/Aa2/Aa1 in Moody's and AA-/AA/AA+ in S&P / Fitch.

7. Credit unions or leagues to which the *Credit Unions and Caisses Populaires Act* applies.
   Bonds, debentures, and other evidence of indebtedness must have a minimum credit rating of R-1 (middle) for short-term instruments or AA for long-term instruments. AA includes all DBRS AA designations (AA-low, AA, AA-high), broadly equivalent to Aa3/Aa2/Aa1 in Moody's and AA-/AA/AA+ in S&P/Fitch.
8. Bonds, debentures, promissory notes and other evidences of indebtedness of a corporation incorporated under section 142 of the *Electricity Act, 1998*.
9. Joint Municipal Investment pools permitted under the *Municipal Act*.

6.2 Criteria for Investment with Credit Unions

The following information shall be obtained at a minimum 30 days prior to the placement of funds and maintained on an annual basis thereafter where there is the decision to place funds in securities to be held by a credit union and where such fund value is $250,000 or more:

- Audited financial statements for the most recent fiscal year
- Attestation in writing that all the required financial indicators as prescribed under Ontario Regulation 438/97 are met

Prescribed financial indicators to be identified are as follows:

1. Positive retained earnings in its audited financial statement for its most recently completed fiscal year.
2. Regulatory capital of at least the prescribed percentage of its total assets as of the date of the most recently completed fiscal year.
3. Regulatory capital of at least the prescribed percentage of total risk weighted assets as of the date of the most recently completed fiscal year.
4. Positive net income in audited financial statements for three of the five most completed fiscal years

7. Investment Parameters

7.1 Diversification

The investments shall be diversified by:

- Limiting investments to avoid over-concentration in securities from a specific issuer or business sector (excluding Government of Canada securities).
- Limiting investment in securities that have higher credit risks.
- Investing in securities with varying maturities, and.
- Investing in mainly liquid, marketable securities that have an active secondary market to ensure that appropriate liquidity is maintained in order to meet ongoing obligations.

In order to ensure maximum security and proper diversification of the portfolio, additional limitations apply as set out in Appendix B. Column 3 sets out the maximum allowable exposure for each classification of security as a percentage of the total portfolio. Column 4 sets out the maximum allowable exposure for each specific issuer in

a security class as a percentage of the total portfolio. Note that portfolio percentage restrictions apply at the time an investment is made. At specific times, the portfolio limitations may be exceeded as a result of the timing of maturities.

7.2 Horizon segmentation and Investment approach
The investments horizon shall be categorised into three buckets:

Term Horizon	Time Frame	Investment Purpose	Example Instruments
Short-Term	0–12 months	Operating liquidity, cash flow needs	T-Bills, High-interest savings, GICs (under 1 year)
Medium-Term	1–5 years	Reserve funds, anticipated near-term obligations	GICs, Short-term Government, Corporate bonds, Accrual notes
Long-Term	5+ years	Capital reserves, strategic growth funds	Bonds, principal-protected notes, ESG investments, Accrual notes

The execution method and objective for the different buckets is further defined below:

Short-Term Investments (0–12 months)
- Execution Method: RFQ from a minimum of three institutions.
- Instruments: High-interest savings, short-term GICs, T-Bills.
- Objective: Maximize liquidity and competitive yield with minimal credit risk.

Medium-Term Investments (1–5 years)
- Execution Method: Combination of RFQ and standing arrangements with pre-approved financial institutions.
- Instruments: GICs, short-term corporate/provincial bonds, Accrual notes.
- Objective: Balance return and reinvestment risk.

Long-Term Investments (5+ years)
- Execution Method: Work with vetted vendors(s) or advisors for portfolio management
- Instruments: Structured notes, bond ladders, PPNs, Accrual notes.
- Objective: Optimize long-term value and diversification through strategic partnerships.

7.3 Strategic Enhancements:
Variable Income:
From time to time, the City may allocate a portion of the portfolio to variable income or non-traditional investments (e.g. Principal protected notes (PPNs), Market Linked GICs, infrastructure linked bonds) as part of a strategic enhancement strategy aimed at generating additional return. These investments must:
- Remain within an approved maximum exposure limit.

- Be increased past limit only upon Council approval.
- Be subject to enhanced due diligence, liquidity assessment, and risk controls. return

Laddering and Barbell Strategy:

- Encourage the use of laddered maturities to reduce reinvestment and interest rate risk while effectively managing cashflow requirements.
- Optionally deploy a tactical barbell structure to improve yield while maintaining liquidity (i.e., combine short- and long-dated securities).

Enhanced Performance Monitoring

- Annual evaluation of generated returns constituent (e.g. return attribution) alongside benchmark reporting.
- Use appropriate performance metrics per investment horizon and strategy

Contingency Flexibility

- Policy allows temporary deviation from strategic asset weighting in response to:
  - ✓ Liquidity shocks
  - ✓ Market dislocation
  - ✓ Council-approved capital needs
- All deviations must be documented and reported in the next annual report.

7.4 Maximum Maturities

To the extent possible, the City shall attempt to match investments with anticipated cash flow requirements. Unless matched to a specific cash flow, the City will not directly invest in securities maturing more than 10 years from the date of purchase. Reserve and Trust funds with longer-term horizons may be invested in securities exceeding 10 years if the maturities of such investments are made to coincide as nearly as practicable with the expected use of the funds. The city will not invest in market-linked guaranteed investment certificates maturing more than five years from the date of purchase.

8. Reporting

8.1 Method

The investment officer shall provide Operating investment periodic report to different stakeholders on periodic basis to the different tiers of management.

The report would summarize each of the following:

- Portfolio composition.
- Investment activity during the period.
- Market commentary and economic outlook.

Below is the expected report for the different stakeholders:

Frequency	Report To	Content Highlights
Monthly	Director, Financial Management	•The City's current cash position (funds on hand). •The total market value of the investment portfolio. •The average rate of return earned on the investments. •A schedule of upcoming investment maturities (when funds will become available). •A brief market update highlighting economic and financial conditions that may affect the City's investments. •A cash flow management report showing how funds are being managed to meet the City's needs. •A portfolio analysis summarizing the overall structure and performance of the City's investments.
Semi-Annually	Senior leadership Team (SLT)	• A Summary of the investment portfolio. • A Compliance summary confirming that all investments meet the City's policies and provincial regulations. • A review of expected inflows and outflows to ensure the city can meet its obligations. • A Maturity schedule showing when the City's investments will come due and be available for use. • A Performance comparison indicating how the investments performed compared to established targets. • A forward-looking update on economic and financial market conditions that may affect the City's investments.
Annually (in Q1)	City Council/Budget Committee	• A breakdown of the City's investments by type and by the time they mature. • A comparison of the investment returns against the budget targets that were set. • A clear statement on the overall performance of the investment portfolio. •A report from the City's Treasurer including the below: i. An update on the Bank of Canada's policy decisions and inflation outlook, and how these may affect the City's investments. ii. A Compliance summary confirming that all investments meet the City's policies and provincial regulations.

		iii. Any other information that, in the opinion of the Director of Financial Management Services, is important for Council's consideration.

Reports will prioritize summary-level insights (e.g., yield, term, risk concentration) over individual instrument listings unless required for audit or exception reporting.

8.2 Performance Measure

Performance shall be evaluated relative to:

- Appropriate and approved benchmarks.
- Annual budgetary targets for investment income.

Performance reporting will include:

- Portfolio Weighted average return.
- Portfolio Duration
- Risk-adjusted performance metrics (e.g. Sharpe Ratio).

8.3 Market Value:

The market value of the portfolio shall be calculated at least Monthly.

9. Policy Considerations

9.1 Exemption

Any investment currently held that does not meet the guidelines of this policy shall be exempted from the requirements of this policy. At maturity or liquidation, such monies shall be reinvested only as provided by this policy.

9.2 Amendments

This policy shall be reviewed on a regular basis. Amendments may be recommended at any time by the Director of Financial Management Services. City Council must approve any policy changes.

9.3 Updates on Policy

This section identifies which policy updates can be approved by the Director versus those requiring Council approval:

- Director Approval: Updates to staff titles, departmental assignments, or internal procedural clarifications.

- Council Approval: Changes to the listing of eligible investments, minimum credit ratings, asset allocation percentages, or maximum exposures.

10. General

10.1 Signing Authority

Investments made by the City may be settled by Pre-authorized Debit, Wire, Electronic Fund Transfer or cheque.

- Pre-Authorized Debit agreements require approval of either the Director or Associate Director.
- Wires require the Accounting and Process Leader or Accounting Analyst to setup or update the wire template, the Accounting Supervisor, Manager of Financial Planning, Associate Director or Director to approve the wire template, the Accounting and Process Leader or Accounting Analyst to create the wire payment, and one of the Manager of Financial Planning, Associate Director or Director to approve the wire payment.
- Payments made by Pre-Authorized Debt and Wire shall be recorded in the financial system in a manner that will not generate an Electronic Fund Transfer nor cheque payment.
- Electronic Funds Transfers and Cheques will be processed through the financial system, subject to the system-based approvals.

Investment Policy: Appendix A

Definitions
The following is a glossary of policy definitions and key investing terms:

Accrued Interest: the accumulated interest due on a bond as of the last interest payment made by the issuer.

Amortization: the systematic reduction of the amount owed on a debt issue through periodic payments of principal.

Asset Backed Securities: fixed income securities (other than a government security) issued by a Special Purpose Entity, substantially all the assets of which consist of Qualifying Assets.

Barbell: An investment strategy that combines short-term and long-term securities, avoiding intermediate maturities. This balances liquidity (short-term holdings) with higher yields (long-term holdings).

Basis Point: a unit of measurement used in the valuation of fixed-income securities equal to 1/100 of 1 percent of yield, e.g. “1/4” of 1 percent is equal to 25 basis points.

Bid: the indicated price at which a buyer is willing to purchase a security or commodity.

Book Value: the value at which a security is carried on the inventory lists or other financial records of an investor. The book value may differ significantly from the security’s current value in the market.

Callable Bond: a bond issue in which all or part of its outstanding principal amount may be redeemed before maturity by the issuer under specific conditions.

Call Risk: the risk to a bondholder that a bond may be redeemed prior to maturity.

City: The Corporation of the City of St. Catharines

Commercial Paper: an unsecured short-term promissory note issued by corporations, with maturities ranging from 2 to 270 days.

Competitive: issuers are given an equal opportunity to compete for City business.

Contingency: Funds or provisions set aside within the investment strategy to address unexpected financial needs or adverse market conditions without disrupting the City’s ongoing operations.

Council: The Municipal Council of the City of St. Catharines.

Coupon Rate: the annual rate of interest received by an investor from the issuer of certain types of fixed-income securities. Also known as “interest rate”.

Credit Quality: the measurement of the financial strength of a bond issuer. This helps an investor to understand an issuer’s ability to make timely interest payments and repay the loan principal upon maturity. Higher credit quality results in lower interest rates as the risk of default is lower. Credit quality ratings are provided by nationally recognized agencies such as Dominion Bond Rating Service (DBRS).

Credit Risk: the risk to an investor that a security issuer will default in the payment of interest and / or principal.

Designate: a person authorized by the Director to act on his/her behalf, for purposes of this policy.

Discount: the amount by which the par value of a security exceeds the price paid for the security.

Diversification: a process of investing assets among a variety of security types by sector, maturity, and quality.

Fair value: the amount at which an investment could be exchanged in a current transaction between willing parties, other than in a forced liquidation sale.

Horizon: The period over which the City expects to invest funds before they are needed for use. Typically linked to the nature of the funds (short-term operating cash vs. long-term reserves).

Investment Policy: a concise and clear statement of the objectives and parameters formulated by an investor or investment manager for a portfolio of investment securities.

Laddering: A fixed-income investment strategy where maturity is staggered over regular intervals (e.g., 1, 2, 3, 5 years). This reduces reinvestment risk, improves liquidity, and provides more predictable cash flow.

Liquidity: an asset that can be converted easily and quickly into cash.

Local Government Investment Pool (LGIP): an investment by local government in which their money is pooled as a method for managing local funds, e.g., the “One Fund”.

Market Risk: the risk that the value of a security will rise or fall because of changes in market conditions.

Market Value: the current market price of a security.

Maturity: the date on which payment of a financial obligation is due. The final stated maturity is the date on which the issuer must retire a bond and pay the face value to the bondholder.

Offer: an indicated price at which market participants are willing to sell a security or commodity.

Par: the face value or principal value of a bond, typically $1,000 per bond.

Premium: the amount by which the price paid for a security exceeds the security's par value.

Principal: the face or par value of a debt instrument or the amount of capital invested in each security.

Prudent Person Rule: an investment standard outlining the fiduciary responsibilities of public funds investors relating to investment practices.

Request for Quotation (RFQ): A formal process used by the City to solicit competitive pricing and terms from multiple financial institutions or dealers before purchasing an investment security, ensuring transparency and best execution.

Safekeeping: holding of assets such as securities by a financial institution.

Schedule I bank: a chartered bank operating under the *Bank Act*. The voting shares must be widely held with no investor holding more than 10% and foreign ownership limited to 25%.

Schedule II bank: a chartered bank operating under the *Bank Act* that may be wholly owned by non-residents.

Serial Bond: a bond issue, usually of a municipality, with various maturity dates scheduled at regular intervals until the entire issue is retired.

Strategic Enhancement: An active investment approach designed to improve portfolio returns or manage risks by taking advantage of specific market opportunities, while remaining within the policy's asset allocation guidelines.

Variable Income: Investment income that fluctuates based on market performance or changing interest rates, such as dividends, floating-rate securities, or returns from equities, unlike fixed income which has predictable cash flows.

Yield: the current rate of return on an investment security generally expressed as a percentage of the security's current price.

Yield-to-maturity: the rate of return yielded by a debt security held to maturity when both interest payments and the investor's potential capital gain or loss are included in the calculation of return.

Investment Policy: Appendix B
Approved Investments, Diversifications and Ratings

Category	Minimum Credit Rating for Bond, Debenture or Indebtedness	Maximum Portfolio Share	Institutional Limit per Issuer
1. Government of Canada		100%	100%
2. Provincial governments	R-1 middle, AA	50%	25%
3. Municipalities and Local Boards	R-1 middle, AA	50%	10%
4. Schedule 1 banks	R-1 middle, AA	100%	50%
5. Schedule 1 bank Principle Protected Note	R-1 middle, AA	20%	10%
6. Schedule 2 banks	R-1 high, AAA	50%	15%
7. Loan or trust corporations or Credit union	R-1 middle, AA	50%	15%
8. Credit Unions (without a letter of guarantee)	R-1 middle, AA	50%	$250,000
9. Incorporated under Electricity Act		15%	5%
10. Pooled Investment Funds		25%	15%

The minimum credit rating applies to the issuer/institution and not just the issue / instrument.

Should the rating of any issuer be downgraded below the minimum rating, if possible, given prevailing market condition, outstanding issues shall be sold within 180 days after the day the investment rating was downgraded.

Dominion Bond Rating Service (“DBRS”) provides ratings on institutional quality. A company having an R-1 rating is a high-grade prime credit. It has a very high ability to repay its current liabilities as they become due. The strength of various liquidity ratios is unquestioned and alternative sources of funds to commercial paper exist. The outlook for future liquidity and the trend of these ratios should be favorable. The level of profitability has been reasonable and relatively stable with only modest fluctuations. No substantial qualifying negative factors exist, and the firm is of sufficient size to be a strong influence in its industry. DBRS also indicates where within the rating classification the company falls (high, middle or low).

Commercial Paper and Short-Term Debt:

Symbol	Credit Quality
R-1 (high)	Highest
R-1 (middle)	Superior
R-1 (low)	Satisfactory
R-2 (high)	Adequate
R-2 (middle)	Adequate
R-2 (low)	Adequate
R-3 (high)	Speculative
R-3 (middle)	Speculative
R-3 (low)	Speculative
D	In Arrears
NR	Not rated

Bond and Long-Term Debt:

Symbol	Credit Quality
AAA	Highest
AA	Superior
A	Satisfactory
BBB	Adequate
BB	Speculative
B	Highly Speculative
CCC	Very Highly Speculative
CC	Very Highly Speculative
C	Very Highly Speculative
D	In Arrears

Policy (G-05) Meeting Rooms

submitted by Lisa DiDonato, Business Administrator

For Information

THAT the Board approve amended Policy (G-05) Meeting Rooms.

Report

Background

The St. Catharines Public Library (SCPL) Meeting Rooms Policy (Policy) establishes the practices and procedures governing the rental and use of SCPL meeting rooms.

Updates

The Policy has been amended to introduce a mandatory liability insurance requirement for all room rentals. This update is designed to mitigate operational risks and align our practices directly with the risk management standards of our insurance provider and the City of St. Catharines (City). Under the updated policy, all reservations must have confirmed liability coverage in the recommended amount before a booking can be approved and finalized.

To make compliance as seamless as possible, organizers are offered two straightforward options to secure the required coverage. Those who hold existing liability insurance can submit a Certificate of Insurance (COI) that names SCPL and the City as an additional insured. Alternatively, organizers without their own coverage can easily purchase insurance for a minimal, highly reasonable fee, $2.30 in most cases, directly through SCPL's integrated Facility User Insurance Program.

The Policy with proposed amendments follows for the Board's review and approval.

POLICY

Policy Name	Meeting Rooms		
Section & Number	Board – G-05	**Effective Date**	1985-01-10
Motion Number	2025-69	**Last Review**	2025-06-12
Author	Business Administrator	**Next Review**	2029
Policy Maintenance	Reviewed by Management		

Policy Statement

Through this policy, the St. Catharines Public Library (SCPL) Board establishes the practices and procedures governing the rental and use of SCPL meeting rooms. ~~practices and procedures governing necessary for the renting of meeting rooms.~~

The Board supports the right of free expression by making SCPL meeting rooms available to individuals, groups and organizations whose programs and activities are consistent with the Canadian Charter of Rights and Freedoms, the Ontario Human Rights Code, the Ontario Anti-Racism Act and other applicable laws.

~~The Board supports the right of free expression by making available its meeting rooms to all individuals, groups and organizations whose programs are consistent with the intent of the Canadian Charter of Rights and Freedoms, the Ontario Human Rights Code and the Ontario Anti-Racism Act.~~

Scope

Meeting rooms are provided first for ~~St. Catharines Public Library (Library)~~ SCPL and SCPL ~~Library~~-related programs and meetings. After ~~these~~ those needs have been ~~are~~ met, meeting rooms may be booked by individuals, groups and organizations for meetings and cultural, educational and community activities and to generate revenue for ~~the Library~~ SCPL, as permitted allowed by *The Public Libraries Act, R.S.O. 1990, c. P.44*. ~~*(R.S.O.1990, Chapter P. 44)* of the Province of Ontario.~~

Permission to use these meeting rooms does not imply any endorsement of the aims, policies or activities of any group or individual.

~~The Library~~ SCPL does not rent meeting rooms for:

- Private social functions such as parties or fundraisers;
- Business activities such as trade exhibitions and promotion and sale of products or services; or
- Programs that are not suited to ~~the Library's~~ SCPL's physical facilities and family oriented atmosphere.

Definitions

Organizer means the individual or legal entity that makes or authorizes a booking and, where a booking is made for or on behalf of a group, organization or event, includes that group or organization and the individual authorized to make the booking and accept this Policy on its behalf.

Meeting Rooms means the spaces within ~~Library~~ SCPL facilities designated by SCPL for meetings, programs and other permitted gatherings ~~set aside for people to get together and/or hold meetings.~~

Regulations

1. Every Organizer, and all individuals attending or participating in the Organizer's booking, must comply with ~~All individuals, groups or organizations (Customers) renting space from the Library must not violate~~ the ~~Library~~ SCPL Code of Conduct, all applicable laws and by-laws, the *Ontario Human Rights Code,* the *Criminal Code of Canada,* the *Ontario Anti-Racism Act* and the Canadian Charter of Rights and Freedoms.

2. Bookings are to be made online using the booking application available at myscpl.ca. Acceptance or refusal of a specific booking shall be at the discretion of ~~the Library~~ SCPL. A booking is not confirmed unless an individual who is at least eighteen (18) years of age and authorized to bind the Organizer affirmatively accepts this Policy, including its insurance, release and indemnity provisions, through the online booking process. SCPL shall retain an electronic record of that acceptance, including the identity of the person accepting the Policy, the date and time of acceptance, and the version of the Policy accepted. ~~Any person, group or organization so refused may appeal in writing to the Board.~~

3. Room and equipment fees are charged in accordance with Rental Schedule in Appendix A. Not for profit groups and organizations, i.e. community groups

or registered charities, will be given a discount for room rentals. If not for profit groups charge admission or request donations, the full rate will apply. ~~Customers~~ Organizers must provide proof of not-for-profit status to receive the discount. At the discretion of ~~the Library~~ SCPL, rental charges may be waived if a group or organization's activities are in partnership with ~~the Library~~ SCPL.

4. If ~~the Library~~ SCPL is unable to provide the premises for use due to matters beyond ~~the Library~~ SCPL's control, the booking shall be terminated and a refund of rental fees it has paid ~~the Library~~ SCPL will be provided. The Customer will waive any claims for damages or compensation on account of such termination beyond the fee refund.

5. The Organizer shall, at its sole cost and expense, procure and maintain occurrence-based Commercial General Liability insurance with limits of not less than Five Million Dollars ($5,000,000 CAD) per occurrence and not less than Five Million Dollars ($5,000,000 CAD) in the annual aggregate, covering bodily injury, including death, personal injury, property damage, contractual liability and tenant's legal liability arising out of or in connection with the Organizer's activities, occupancy or use of the premises, including all preparation, setup and teardown activities and the acts and omissions of the Organizer's employees, volunteers, contractors, invitees and participants.

   As a condition precedent to occupying or using the premises, the Organizer shall provide SCPL with a current Certificate of Insurance and a copy of the applicable additional-insured endorsement evidencing the required coverage. The St. Catharines Public Library and The Corporation of the City of St. Catharines shall each be named as an additional insured, but only with respect to liability arising out of the Organizer's activities, occupancy or use of the premises.

   The required insurance shall:
   - be issued by an insurer licensed or authorized to conduct business in the Province of Ontario;
   - remain in full force and effect throughout the booking period and during all preparation, setup, occupancy, use and teardown activities;
   - be primary and non-contributory with respect to any insurance maintained by SCPL or the City;
   - include cross-liability and severability-of-interests provisions and a waiver of subrogation in favour of SCPL and the City; and

- provide that the insurer will endeavour to give SCPL not less than thirty (30) days' prior written notice of cancellation, non-renewal or material reduction in coverage, to the extent such notice is available under the policy. Whether or not the insurer provides such notice, the Organizer shall notify SCPL in writing immediately, and in any event within two (2) business days, after the Organizer becomes aware of any actual or proposed cancellation, non-renewal, lapse or material reduction in coverage.

The Organizer shall provide updated Certificates of Insurance and endorsements upon renewal and at any time upon SCPL's reasonable request. Upon request, the Organizer shall also provide a certified copy of the relevant policy or policy provisions. SCPL's review or acceptance of any evidence of insurance does not waive the Organizer's obligations or constitute confirmation that the insurance complies with this Policy. The Organizer shall be responsible for all deductibles. The required insurance does not limit or reduce the Organizer's obligations or liability under this Policy.

6. If the Organizer does not otherwise maintain the required liability insurance, and if the Organizer and the proposed activity are eligible, the Organizer may obtain coverage through SCPL under the BFL Facility User Insurance Program, subject to the program's terms, exclusions, conditions, eligibility requirements and availability. The applicable premium shall be added to the rental fees and paid in full before any access to or use of the premises. Coverage under the program satisfies this Policy only if SCPL confirms in writing that it provides the required limits, additional-insured status and endorsements. Such coverage does not limit or reduce the Organizer's obligations or liability under this Policy.

7. Where the nature of the Organizer's activities involves professional services, advice, counselling, health or social services, or the collection, use, storage or disclosure of personal or confidential information, SCPL may require the Organizer to maintain professional liability/errors and omissions insurance and/or cyber/privacy liability insurance in a form and amount satisfactory to SCPL acting reasonably. The Organizer shall provide satisfactory evidence of any required coverage before accessing or using the premises.

~~If requested, the individual, group or organization, must provide, prior to the program start date, a Certificate of Insurance, naming the St. Catharines Public Library as an additional insured, and indicating the required insurance coverage being provided.~~

8. To the fullest extent permitted by law, the Organizer assumes the risks inherent in its activities, occupancy and use of the premises and releases SCPL, its Board members, officers, employees, agents and volunteers, and the City, its elected officials, officers, employees, agents and volunteers, from claims for loss of or damage to the property of the Organizer or its employees, volunteers, contractors, invitees or participants, except to the extent caused by the negligence or willful misconduct of the person or entity seeking the benefit of this release.

~~The Customer releases and forever discharges the Library from any and all actions, causes of action, claims, and demands for damages, loss, or injury, however arising, which may be sustained in consequence of entering or using any Library facilities including theft or loss of property.~~

9. To the fullest extent permitted by law, the Organizer shall indemnify, defend and hold harmless SCPL, its Board members, officers, employees, agents and volunteers, and the City, its elected officials, officers, employees, agents and volunteers (collectively, the "Indemnified Parties"), from and against all claims, demands, actions, proceedings, liabilities, losses, damages, fines, penalties, costs and expenses, including reasonable legal fees, arising out of or relating to:

   a) any breach of this Policy or the booking terms by the Organizer;
   b) any negligent or wilful act or omission of the Organizer or any of its employees, volunteers, contractors, invitees or participants; or
   c) the Organizer's activities, occupancy or use of the premises, including preparation, setup and teardown;

   except to the extent caused by the negligence or wilful misconduct of the Indemnified Party seeking indemnification. These obligations survive completion, cancellation, or termination of the booking.

   ~~The Customer shall indemnify and save harmless the St. Catharines Public Library against all liability, claims, damages, or expenses due to, or arising out of, any act or neglect by the community partner, program presenter or performer and participants, on or about the facility, or due to, or arising out of, the entry or use of the facility, including liability for injury or damage to the persons or property of the community partner, program presenter or performer and participants.~~

10. ~~The Library~~ SCPL reserves the right to attend any meeting held in its facilities. ~~The Library~~ SCPL may terminate an individual's or group's right to the use of the premises if:

    a) ~~The Library~~ SCPL becomes aware of a use contrary to law.
    b) The Organizer ~~Customer~~ does not satisfy insurance requirements.
    c) The Organizer ~~Customer~~ has misrepresented anything in the Meeting Room Application Form.
    d) The Organizer ~~Customer~~ has misrepresented the event as a ~~Library~~ SCPL or ~~Library~~ SCPL partnership program.
    e) There is a likelihood of harm to any person or property.
    f) The Organizer ~~Customer~~ has previously misused the premises or other ~~Library~~ SCPL facilities or has failed to pay any fees owing to ~~the Library~~ SCPL.
    ~~g) There are unpaid fees from a previous booking.~~

Responsibility

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

The Organizer ~~Customer~~ renting a meeting room is responsible for:

i. Ensuring all fire protocols are followed including evacuating the room in case of a fire alarm or other emergency.
ii. Obtaining all licenses, permissions, and clearances required for the use of any materials in connection with the Event, including music, films, audiovisual content, and other copyrighted materials, and for paying any associated licensing fees or royalties.
~~iii. All damages, theft, or loss of property belonging to the Library, to persons renting Library rooms and/or to program attendees. The rental agreement indemnifies the Library Board against any and all claims arising out of the renter's use of the facilities.~~
~~iv. Organizations hosting a publicly advertised program or event must clearly identify themselves as the sponsor in all promotional materials. Advertisements may not imply endorsement by the Library SCPL of the program's content. All materials must include the following disclaimer: This program/event is not sponsored by the St. Catharines Public Library. The Library SCPL does not necessarily advocate for or endorse the views expressed by the Organizers or participants.~~

Organizers ~~Organizations~~ hosting a publicly advertised program or event must clearly identify themselves as the sponsor in all promotional materials. Advertisements may not imply endorsement by ~~the Library~~ SCPL of the program's

content. All materials must include the following disclaimer: This program/event is not sponsored by the St. Catharines Public Library. ~~The Library~~ SCPL does not necessarily advocate for or endorse the views expressed by the Organizers or participants.

Operational Guidelines

Use of ~~Library~~ SCPL Meeting Rooms

1. Meeting rooms are available for rent at the Central Branch, Dr. Huq Family Branch and Merritt Branch during regular operating ~~open~~ hours; except on Sundays. ~~All meetings must conclude 15 minutes before the close of the Branch. Bookings are not available on Sundays.~~

2. Bookings may be made up to 90 days in advance.

3. All meeting rooms must be vacated, at least 15 minutes before the Branch closes.

4. Meeting rooms must be left in ~~an~~ a clean and orderly ~~and clean~~ condition. All garbage must be ~~put into~~ placed in the designated waste containers.

5. Smoking and alcohol consumption ~~is~~ are not permitted.

6. The use of open flames, smoke, or odour produced by burning aromatic substances such as candles is strictly prohibited. Smudging must be requested at the time of application and is only permitted in the Rotary Room or Bankers Room at the Central Branch.

7. Use of the kitchen facilities and any equipment must be requested at the time of application. Use of the kitchen is for serving non-alcoholic beverages and light refreshments only. ~~The Library~~ SCPL does not supply dishes or utensils.

8. A baby grand piano, located in the Mills Memorial Room, may be booked for events and practice. Bookings should be made in advance. ~~The Library~~ SCPL follows a regular piano tuning program. However, if piano tuning is requested by a group or individual, arrangements must be made through ~~the Library~~ SCPL at the time of the booking. The current rate for tuning will be charged.

9. Any promotional material for meetings or activities using rented space at ~~the Library~~ SCPL must not misrepresent or imply that event is ~~Library~~ SCPL sponsored. ~~The Library~~ SCPL logo cannot be used. Distribution of promotional

material in ~~the Library~~ SCPL is not permitted, except for requesting inclusion on any community events displays.

Bookings, Fees, Payment, Cancellations and Refunds

1. Groups must designate a contact person using the booking application available at myscpl.ca.

2. Meeting rooms are booked using the booking application available at myscpl.ca. The~~Library~~ SCPL reserves the right to limit the number of bookings.

3. Payment must ~~may~~ be made in advance. ~~or the~~ A group may request an invoice; but all invoices must be paid in advance. ~~The Library~~ SCPL accepts cash, debit, credit, and e-transfers ~~and cheques payable to the St. Catharines Public Library. NSF (not sufficient funds) cheques will be subject to a $30.00 handling charge.~~

4. To receive a full refund, cancellations for room bookings must be reported at least 48 hours in advance. There will be no refunds for cancellations within 48 hours of booking start time.

5. ~~The Library~~ SCPL will not accept new bookings and will cancel existing room bookings for groups that have invoices outstanding for 45 days or more. Those accounts will be turned over to a collection agency.

Appendix

Appendix 1 - ~~St. Catharines Public Library~~ Room and Equipment Rental Fee Schedule

Appendix 1

Room and Equipment Rental Fee Schedule

I. Room Rental Fees

Room	For Profit Price per Hour (Before Taxes and Insurance)	Not for Profit Price per Hour (Before Taxes and Insurance)
Mills Memorial Room at Central Branch (100 max. capacity)	$30.00	$20.00
Rotary/Bankers Room at Central Branch (60 max. capacity)	$30.00	$20.00
Rotary Room at Central Branch (30 max. capacity)	$15.00	$10.00
Bankers Room at Central Branch (30 max. capacity)	$15.00	$10.00
Kiwanis & Trust Room at Central Branch (10 max. capacity)	$15.00	$10.00
~~2nd Floor Meeting Room at Central (10 max. capacity)~~	~~$15.00~~	~~$10.00~~
Dr. Huq Branch Meeting Room (20 max. capacity)	$15.00	$10.00
Merritt Branch Program Room (40 max. capacity)	$30.00	$20.00
Merritt Branch Meeting Room (10 max. capacity)	$15.00	$10.00

II. Equipment Rental Fees *

Equipment	Rate (Before Taxes)
Piano	$10.00 per Hour
Laptop~~/Computer~~	$30.00 per Rental
~~LCD Projector~~	~~$50.00 per Rental~~
Owl Camera	$25.00 per Rental
~~TV/DVD/VCR Combination~~	~~$20.00 per Rental~~
Sound System (with Microphone)	$40.00 per Rental

Kitchen Rental	$5.00 per Rental
* Equipment is subject to availability at each location.	

POLICY

Policy Name	Meeting Rooms		
Section & Number	Board – G-05	**Effective Date**	1985-01-10
Motion Number	2026-##	**Last Review**	2026-09-17
Author	Business Administrator	**Next Review**	2030
Policy Maintenance	Reviewed by Management		

Policy Statement

Through this policy, the St. Catharines Public Library (SCPL) Board establishes the practices and procedures governing the rental and use of SCPL meeting rooms.

The Board supports the right of free expression by making SCPL meeting rooms available to individuals, groups and organizations whose programs and activities are consistent with the Canadian Charter of Rights and Freedoms, the Ontario Human Rights Code, the Ontario Anti-Racism Act and other applicable laws.

Scope

Meeting rooms are provided first for SCPL and SCPL related programs and meetings. After those needs have been met, meeting rooms may be booked by individuals, groups and organizations for meetings and cultural, educational and community activities and to generate revenue for SCPL, as permitted allowed by *The Public Libraries Act, R.S.O. 1990, c. P.44*.

Permission to use these meeting rooms does not imply any endorsement of the aims, policies or activities of any group or individual.

SCPL does not rent meeting rooms for:

- Private social functions such as parties or fundraisers;
- Business activities such as trade exhibitions and promotion and sale of products or services; or
- Programs that are not suited to SCPL's physical facilities and family oriented atmosphere.

Definitions

Organizer means the individual or legal entity that makes or authorizes a booking and, where a booking is made for or on behalf of a group, organization or event, includes that group or organization and the individual authorized to make the booking and accept this Policy on its behalf.

Meeting Rooms means the spaces within SCPL facilities designated by SCPL for meetings, programs and other permitted gatherings.

Regulations

1. Every Organizer, and all individuals attending or participating in the Organizer's booking, must comply with the SCPL Code of Conduct, all applicable laws and by-laws, the *Ontario Human Rights Code,* the *Criminal Code of Canada,* the *Ontario Anti-Racism Act* and the Canadian Charter of Rights and Freedoms.

2. Bookings are to be made online using the booking application available at myscpl.ca. Acceptance or refusal of a specific booking shall be at the discretion of SCPL. A booking is not confirmed unless an individual who is at least eighteen (18) years of age and authorized to bind the Organizer affirmatively accepts this Policy, including its insurance, release and indemnity provisions, through the online booking process. SCPL shall retain an electronic record of that acceptance, including the identity of the person accepting the Policy, the date and time of acceptance, and the version of the Policy accepted.

3. Room and equipment fees are charged in accordance with Rental Schedule in Appendix A. Not for profit groups and organizations, i.e. community groups or registered charities, will be given a discount for room rentals. If not for profit groups charge admission or request donations, the full rate will apply. Organizers must provide proof of not-for-profit status to receive the discount. At the discretion of SCPL, rental charges may be waived if a group or organization's activities are in partnership with SCPL.

4. If SCPL is unable to provide the premises for use due to matters beyond SCPL's control, the booking shall be terminated and a refund of rental fees it has paid SCPL will be provided. The Customer will waive any claims for damages or compensation on account of such termination beyond the fee refund.

5. The Organizer shall, at its sole cost and expense, procure and maintain occurrence-based Commercial General Liability insurance with limits of not less than Five Million Dollars ($5,000,000 CAD) per occurrence and not less than Five Million Dollars ($5,000,000 CAD) in the annual aggregate, covering bodily injury, including death, personal injury, property damage, contractual liability and tenant's legal liability arising out of or in connection with the Organizer's activities, occupancy or use of the premises, including all preparation, setup and teardown activities and the acts and omissions of the Organizer's employees, volunteers, contractors, invitees and participants.

   As a condition precedent to occupying or using the premises, the Organizer shall provide SCPL with a current Certificate of Insurance and a copy of the applicable additional-insured endorsement evidencing the required coverage. The St. Catharines Public Library and The Corporation of the City of St. Catharines shall each be named as an additional insured, but only with respect to liability arising out of the Organizer's activities, occupancy or use of the premises.

   The required insurance shall:
   - be issued by an insurer licensed or authorized to conduct business in the Province of Ontario;
   - remain in full force and effect throughout the booking period and during all preparation, setup, occupancy, use and teardown activities;
   - be primary and non-contributory with respect to any insurance maintained by SCPL or the City;
   - include cross-liability and severability-of-interests provisions and a waiver of subrogation in favour of SCPL and the City; and
   - provide that the insurer will endeavour to give SCPL not less than thirty (30) days' prior written notice of cancellation, non-renewal or material reduction in coverage, to the extent such notice is available under the policy. Whether or not the insurer provides such notice, the Organizer shall notify SCPL in writing immediately, and in any event within two (2) business days, after the Organizer becomes aware of any actual or proposed cancellation, non-renewal, lapse or material reduction in coverage.

   The Organizer shall provide updated Certificates of Insurance and endorsements upon renewal and at any time upon SCPL's reasonable request. Upon request, the Organizer shall also provide a certified copy of the relevant

policy or policy provisions. SCPL's review or acceptance of any evidence of insurance does not waive the Organizer's obligations or constitute confirmation that the insurance complies with this Policy. The Organizer shall be responsible for all deductibles. The required insurance does not limit or reduce the Organizer's obligations or liability under this Policy.

6. If the Organizer does not otherwise maintain the required liability insurance, and if the Organizer and the proposed activity are eligible, the Organizer may obtain coverage through SCPL under the BFL Facility User Insurance Program, subject to the program's terms, exclusions, conditions, eligibility requirements and availability. The applicable premium shall be added to the rental fees and paid in full before any access to or use of the premises. Coverage under the program satisfies this Policy only if SCPL confirms in writing that it provides the required limits, additional-insured status and endorsements. Such coverage does not limit or reduce the Organizer's obligations or liability under this Policy.

7. Where the nature of the Organizer's activities involves professional services, advice, counselling, health or social services, or the collection, use, storage or disclosure of personal or confidential information, SCPL may require the Organizer to maintain professional liability/errors and omissions insurance and/or cyber/privacy liability insurance in a form and amount satisfactory to SCPL acting reasonably. The Organizer shall provide satisfactory evidence of any required coverage before accessing or using the premises.

8. To the fullest extent permitted by law, the Organizer assumes the risks inherent in its activities, occupancy and use of the premises and releases SCPL, its Board members, officers, employees, agents and volunteers, and the City, its elected officials, officers, employees, agents and volunteers, from claims for loss of or damage to the property of the Organizer or its employees, volunteers, contractors, invitees or participants, except to the extent caused by the negligence or willful misconduct of the person or entity seeking the benefit of this release.

9. To the fullest extent permitted by law, the Organizer shall indemnify, defend and hold harmless SCPL, its Board members, officers, employees, agents and volunteers, and the City, its elected officials, officers, employees, agents and volunteers (collectively, the "Indemnified Parties"), from and against all claims, demands, actions, proceedings, liabilities, losses, damages, fines, penalties, costs and expenses, including reasonable legal fees, arising out of or relating to:

   a) any breach of this Policy or the booking terms by the Organizer;

b) any negligent or wilful act or omission of the Organizer or any of its employees, volunteers, contractors, invitees or participants; or
c) the Organizer's activities, occupancy or use of the premises, including preparation, setup and teardown;

except to the extent caused by the negligence or wilful misconduct of the Indemnified Party seeking indemnification. These obligations survive completion, cancellation, or termination of the booking.

10. SCPL reserves the right to attend any meeting held in its facilities. SCPL may terminate an individual's or group's right to the use of the premises if:

a) SCPL becomes aware of a use contrary to law.
b) The Organizer does not satisfy insurance requirements.
c) The Organizer has misrepresented anything in the Meeting Room Application Form.
d) The Organizer has misrepresented the event as a SCPL or SCPL partnership program.
e) There is a likelihood of harm to any person or property.
f) The Organizer has previously misused the premises or other SCPL facilities or has failed to pay any fees owing to SCPL.

Responsibility

The Organizer renting a meeting room is responsible for:

i. Ensuring all fire protocols are followed including evacuating the room in case of a fire alarm or other emergency.
ii. Obtaining all licenses, permissions, and clearances required for the use of any materials in connection with the Event, including music, films, audiovisual content, and other copyrighted materials, and for paying any associated licensing fees or royalties.

Organizers hosting a publicly advertised program or event must clearly identify themselves as the sponsor in all promotional materials. Advertisements may not imply endorsement by SCPL of the program's content. All materials must include the following disclaimer: This program/event is not sponsored by the St. Catharines Public Library. SCPL does not necessarily advocate for or endorse the views expressed by the Organizers or participants.

Operational Guidelines

Use of SCPL Meeting Rooms

1. Meeting rooms are available for rent at the Central Branch, Dr. Huq Family Branch and Merritt Branch during regular operating hours; except on Sundays.

2. Bookings may be made up to 90 days in advance.

3. All meeting rooms must be vacated, at least 15 minutes before the Branch closes.

4. Meeting rooms must be left in a clean and orderly condition. All garbage must be placed in the designated waste containers.

5. Smoking and alcohol consumption are not permitted.

6. The use of open flames, smoke, or odour produced by burning aromatic substances such as candles is strictly prohibited. Smudging must be requested at the time of application and is only permitted in the Rotary Room or Bankers Room at the Central Branch.

7. Use of the kitchen facilities and any equipment must be requested at the time of application. Use of the kitchen is for serving non-alcoholic beverages and light refreshments only. SCPL does not supply dishes or utensils.

8. A baby grand piano, located in the Mills Memorial Room, may be booked for events and practice. Bookings should be made in advance. SCPL follows a regular piano tuning program. However, if piano tuning is requested by a group or individual, arrangements must be made through SCPL at the time of the booking. The current rate for tuning will be charged.

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4. To receive a full refund, cancellations for room bookings must be reported at least 48 hours in advance. There will be no refunds for cancellations within 48 hours of booking start time.

5. SCPL will not accept new bookings and will cancel existing room bookings for groups that have invoices outstanding for 45 days or more. Those accounts will be turned over to a collection agency.

Appendix

Appendix 1 - Room and Equipment Rental Fee Schedule

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Kiwanis & Trust Room at Central Branch (10 max. capacity)	$15.00	$10.00
Dr. Huq Branch Meeting Room (20 max. capacity)	$15.00	$10.00
Merritt Branch Program Room (40 max. capacity)	$30.00	$20.00
Merritt Branch Meeting Room (10 max. capacity)	$15.00	$10.00

II. Equipment Rental Fees *

Equipment	Rate (Before Taxes)
Piano	$10.00 per Hour
Laptop	$30.00 per Rental
Owl Camera	$25.00 per Rental
Sound System (with Microphone)	$40.00 per Rental
Kitchen Rental	$5.00 per Rental
* Equipment is subject to availability at each location.	

Central Branch Renovation and Accessibility Improvement Project

submitted by Lisa DiDonato, Business Administrator

Recommendation

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.

Report

On August 10, 2026, City Council approved the revised scope for the St. Catharines Public Library Central Branch Renovation and Accessibility Project, and authorized the use of $4.85 million in capital funds previously approved through the City's 2023 Capital Budget to fund the $7.15 million project, with the balance of $2.3 million to be funded from the SCPL capital reserves and the Endowment and Trust.

City Development Charges	$3,055,500
City Development Charge Reserve	$1,659,500
City Transfer from Operating	$135,000
SCPL Capital Reserve	$1,100,000
SCPL Endowment and Trust Fund	$1,200,000
Total	$7,150,000

This funding and revised approach allow us to move forward with essential upgrades, addressing the most critical accessibility and service gaps in a fiscally responsible manner. The primary components of the project are summarized below:

- **Barrier-Free, AODA-Compliant Entrance**: Essential for welcoming new residents, seniors, parents with strollers, and individuals with disabilities into our shared spaces.
- **Universally Designed Washrooms**: Incorporates Universally Designed All-User Washrooms and an AODA Barrier-Free Washroom to replace traditionally segregated washrooms with fully enclosed, flexible stalls and high-needs accessibility, including an adult change table, thereby eliminating critical physical and social barriers.
- **Barrier-Free Collections (Shelving & Furniture)**: Ensures physical collections are safely and independently browsable for everyone, including seniors, children, and customers with mobility devices. Providing the independence to navigate resources increases circulation, builds confidence, and fosters longer, more frequent visits.

- **Relocation and Expansion of the Children's Area:** Creates an interactive, visible, and fun space that encourages early literacy, active play, and family engagement. Expanding this area's footprint allows us to accommodate larger preschool classes and showcase children's programming, establishing the library as a consistent community anchor for young families.
- **Enhanced Digital Workstations:** Features a larger, more open computer lab area designed for easy staff support and visibility, addressing the growing community demand for digital equity. Expanding these workstations enables us to serve more remote workers, job seekers, and students simultaneously, directly supporting municipal workforce development and digital literacy.
- **Flexible Study & Meeting Areas:** Optimizing the shelving layout allows us to address high community demand for study and meeting spaces.

SCPL 2027 to 2030 Operating Budget and Forecasts

submitted by Lisa DiDonato, Business Administrator

Recommendation

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).

Report

Background

The City has introduced a new budget framework for 2027 and beyond. Under this revised process:

i. City Council will formally approve the 2027 budget and adopt the 2028 to 2030 forecasts in principle.

ii. Each subsequent year, City Council will formally approve the upcoming budget year while maintaining the remaining outer-year forecasts in principle.

iii. As part of this annual reconfirmation process, an additional year will be appended to the horizon. This ensures that the presentation consistently features one formally approved budget year alongside a rolling three-year forecast adopted in principle.

Additionally, the City has provided guidance of a 3.25% municipal funding increase for 2027, followed by annual increases of 3.00% for the years 2028 through 2030.

Report

No amendments have been made to the 2027 to 2030 Operating Budget and Forecasts that were approved by the Board, in principle, on June 18, 2026.

The SCPL 2027 to 2030 Operating Budget and Forecasts were developed through a comprehensive, line-by-line review conducted by the management team. The process included assessing past spending trends and thoughtfully anticipating future needs. Every element was closely evaluated to ensure accuracy, promote efficiency, and align with core organizational priorities.

While SCPL is able to align the 2028 to 2030 municipal contribution increase with the 3.00% guidance, the 2027 increase of 8.41% includes base budget adjustments of 4.82% to reflect the increased occupancy costs associated with the relocation of Merritt

Branch and inclusion of transfers to reserves in accordance with the SCPL Reserve Policy developed in consultation with the City.

The balance of the municipal contribution increase reflects collectively bargained wage increases, partially offset by benefit cost savings, along with higher technology-related expenses and enhanced health, safety, and security measures.

2027 City of St. Catharines Contribution Reconciliation		
Approved 2026 City of St. Catharines Contribution	**$7,517,958**	
Base Budget Adjustments		
Merritt Branch Lease	104,672	1.39%
Reserve Contributions – Capital Reserve	132,425	1.76%
Reserve Contributions - Stabilization Reserve	125,000	1.67%
Total Base Budget Adjustments	**362,097**	**4.82%**
Salaries and Benefits		
Salaries and Benefits	188,941	2.51%
Benefit Premium Savings	(63,480)	(0.84)%
Total Salaries and Benefits	**125,461**	**1.67%**
Other Expenditures		
IT Service Subscriptions and Contracts	47,577	0.63%
Additional Seasonal Security	37,265	0.50%
Net Other Increases	59,554	0.79%
Total Other Expenditure Increases	**144,396**	**1.92%**
Proposed City of St. Catharines Contribution Increase	**$631,954**	**8.41%**
Proposed 2027 City of St. Catharines Contribution	**$8,149,912**	

The combined factors result in the following municipal contribution increases for 2027 through to 2030.

Year	Proposed Increase	City Guidance
2027	8.41%	3.25%
2028	3.00%	3.00%
2029	3.00%	3.00%
2030	3.00%	3.00%

Attached as Appendix A is the proposed 2027 to 2030 Operating Budget and Forecasts with accompanying explanatory notes.

Next Steps

Important dates for the next steps related to the 2027 to 2030 Operating Budget and Forecasts are:

Date	Action Item
September 17, 2026	SCPL presents to the Board the 2027 Operating Budget for approval and the 2028 to 2030 Operating Forecasts, for approval in principle.
October 2, 2026	Board Approved 2027 to 2030 Multi-Year Operating Budget and Forecasts Due to City
December 2, 2026	SCPL Presentation to City Council

Appendix A - St. Catharines Public Library 2027 to 2030 Operating Budget and Forecasts

	2026 Budget	2027 Budget	2028 Forecast	2029 Forecast	2030 Forecast
City Contribution	7,517,958	8,149,912	8,394,409	8,646,241	8,905,629
Provincial Grant	228,600	228,600	228,600	228,600	228,600
Other Grant Revenue	12,267	12,267	12,267	12,267	12,267
Fines/Membership	5,500	1,550	1,550	1,550	1,550
Copier Services	2,905	20,000	20,400	20,808	21,224
Equipment Rental	1,500	2,000	2,040	2,081	2,122
Investment Income	40,000	40,000	40,000	40,000	40,000
Room Rentals	6,000	10,000	10,500	11,025	11,576
Sundry	16,383	15,000	15,000	15,000	15,000
Transfer from Reserve	60,000	-	50,000	-	-
Total Revenue	**7,891,113**	**8,479,329**	**8,774,766**	**8,977,572**	**9,237,969**
Salaries & Benefits	**5,641,988**	**5,767,449**	**5,940,472**	**6,118,687**	**6,302,247**
Books	490,703	462,086	475,949	490,227	504,934
Videos and Video Games	70,359	74,321	76,551	78,847	81,213
Microfilm	3,731	3,495	3,600	3,708	3,819
Electronic Resources	252,121	301,186	310,222	319,528	329,114
Sound Recordings	3,944	3,912	4,029	4,150	4,275
Total Library Materials	**820,858**	**845,000**	**870,350**	**896,461**	**923,354**
Utilities	239,562	241,500	248,810	256,342	264,102
Insurance	49,933	53,879	56,034	58,836	61,778
Rent/Taxes	256,566	281,603	290,804	286,565	289,177
Repairs & Maintenance	151,366	203,802	209,062	215,334	221,794
Security	82,209	119,474	123,227	127,768	132,385
Communications	41,900	42,146	43,410	44,712	46,054
Total Occupancy Costs	**821,536**	**942,404**	**971,348**	**989,558**	**1,015,290**
General Supplies	48,707	32,000	32,960	33,949	34,967
Electronic & Peripheral Supplies	4,284	5,500	5,665	5,835	6,010
Professional Fees	59,686	55,648	107,384	62,946	66,036
Staff Training & Development	45,389	46,500	47,895	49,332	50,812
Rental of Equipment	13,409	45,826	47,510	49,257	51,069
IT Service Subscriptions and Contract	148,952	196,529	179,099	183,782	189,562
Transportation	34,174	31,000	31,000	31,930	32,888
Sundry	15,772	16,000	16,188	16,674	17,174
Printing & Stationary	2,244	2,000	2,060	2,122	2,185
Public Relations	27,035	27,576	28,403	29,255	30,133
Programs	22,040	22,481	23,155	23,850	24,566
Data Processing	29,423	26,469	43,762	45,530	47,374
Total Supplies and Services	**451,115**	**507,529**	**565,081**	**534,461**	**552,776**
Furniture & Equipment	20,000	20,000	20,600	21,218	26,855
Facility & Systems Enhancements	25,000	25,000	25,750	26,523	32,317
Debenture Debt-Aquatic Centre	101,828	105,734	109,790	114,002	103,047
Reserve Contributions	8,788	266,213	271,375	276,664	282,083
Total Operating Capital	**155,616**	**416,947**	**427,515**	**438,406**	**444,301**
Total Expenditures	**7,891,113**	**8,479,329**	**8,774,766**	**8,977,573**	**9,237,969**

Revenue

City Contributions

For 2027, SCPL requires an 8.41% increase in municipal funding to cover increased occupancy costs from the Merritt Branch relocation and to reinstate vital transfers to reserves per the SCPL Reserve Policy. Although reserve transfers were temporarily excluded from the last multi-year budget cycle due to the financial pressures of the Merritt move, job evaluations, pay equity, and market reviews, they must now be built into the base budget to maintain sustainable operations.

The 3.0% annual increases projected from 2028 to 2030 align with municipal guidance.

Provincial Grant

The Ministry has not indicated any changes to the Provincial Grant which has remained stagnant for over 30 years.

Other Revenue

Other revenue includes memberships, copier services, meeting room and equipment rentals, and investment interest. For the 2027 to 2030 period, these revenue projections have been aligned with historical actuals.

Transfers from Reserves

During the 2025 and 2026 budget cycles, transfers from the Stabilization Reserve were utilized to bridge municipal funding gaps identified during the reconfirmation process. In 2028, a one-time transfer from the Stabilization Reserve has been included to offset the costs of a new strategic plan.

Expenditures

Salaries and Benefits

Approximately 70% of the SCPL total expenditures budget is salaries and benefits. For 2027 salaries and benefits include the current staffing complement and the addition of a summer student ($6,008) as, well as, staffing for the opening of the Merritt Branch on Sundays starting in October 2027 ($10,373).

Benefit costs include estimated premium savings of $63,480 arising from the transition to a new benefits carrier in June 2026 after obtaining competitive bids through a market procurement process.

Annual increases of 3.0% have been included for 2028 through 2030 to provide for merit adjustments, growth in employee benefit costs (including pension contributions, CPP, EI, health, and dental benefits), and anticipated collective bargaining costs. The current collective agreement expires on December 31, 2027, with negotiations expected to begin in 2028.

Library Materials

Historically, SCPL allocated a higher proportion of its budget to library materials than comparable library systems. Between 2019 and 2023, the materials budget was

strategically reduced to align with industry standards. SCPL is now operating at a level comparable to its peers, and the collection budget will increase annually to account for inflation.

The 2027 to 2030 budget and forecasts reflect a balance between being prudent while still ensuring our customers receive the materials they want.

Occupancy Costs
The increase in 2027 occupancy costs is primarily driven by the 2025 relocation of the Merritt Branch to the Pen Centre, as well as a transition to third-party cleaning services across the branches. The added cleaning expenses have been offset by corresponding savings in salaries and benefits. While the 2026 cost increases were partially mitigated by a transfer from the Stabilization Reserve, no such offset is applied to 2027. For the period from 2028 through 2030, occupancy costs are projected to remain relatively stable, reflecting only standard inflationary increases.

Supplies and Services
Overall, supplies and services costs have remained relatively stable. The 2027 increase in IT Service Subscriptions and Contracts is driven by a temporary rise in Integrated Library Service maintenance fees. For the period from 2028 through 2030, projected increases in supplies and services include standard inflationary adjustments and a one-time expense in 2028 for a new strategic plan.

Reserve Contributions
The SCPL Reserve Policy establishes the framework for building and maintaining adequate reserve levels. These funds support daily operations while fostering long-term capacity and enabling strategic infrastructure investments.

This policy framework is particularly vital given the findings of the 2023 Central Branch Condition Assessment, which identified $7 million in capital liabilities through 2030. While SCPL intends to address approximately $3.3 million of these costs within the scope of the proposed Central Branch Renovation and Accessibility Improvement Project, $3.7 million in critical infrastructure needs such as aging electrical distribution, fire alarms, and branch IT networks remain outside the project scope. SCPL will hold responsibility for a portion of these remaining costs.

Consequently, the 2027 to 2030 budget and forecasts include planned transfers to both the Stabilization and Capital Reserves. This strategy aligns with the Reserve Policy and ensures dedicated funding for infrastructure costs, yet to be determined, designated as SCPL's responsibility. The detailed reserve forecast is attached as Appendix B.

Appendix B - SCPL Reserves Forecast

SCPL Capital Reserve										
	2025	**2026**	**2027**	**2028**	**2029**	**2030**	**2031**	**2032**	**2033**	**2034**
Balance, Beginning of Year	2,673,789	2,323,789	2,332,577	1,373,790	1,266,414	1,410,465	1,555,956	602,903	751,318	901,218
Contributions from Operating	-	8,788	141,213	142,625	144,051	145,491	146,946	148,416	149,900	151,399
	2,673,789	2,332,577	2,473,790	1,516,414	1,410,465	1,555,956	1,702,903	751,318	901,218	1,052,617
Huq Branch Capital Improvements	-	-	-	250,000	-	-	-	-	-	-
Merritt Branch Capital Improvements	350,000	-	-	-	-	-	1,100,000	-	-	-
Central Branch Capital Improvements	-	-	1,100,000	-	-		-	-	-	-
Total Spending	350,000	-	1,100,000	250,000	-	-	1,100,000	-	-	-
Estimated Balance, End of Year	2,323,789	2,332,577	1,373,790	1,266,414	1,410,465	1,555,956	602,903	751,318	901,218	1,052,617

Stabilization Reserve										
	2025	**2026**	**2027**	**2028**	**2029**	**2030**	**2031**	**2032**	**2033**	**2034**
Balance, Beginning of Year	319,844	205,702	5,702	130,702	209,452	342,065	478,655	619,344	714,253	863,510
Contributions	5,858	-	125,000	128,750	132,613	136,591	140,689	144,909	149,257	153,734
	325,702	205,702	130,702	259,452	342,065	478,655	619,344	764,253	863,510	1,017,244
Transfer to Operating:										
ILS One Time Project Costs	-	90,000	-	-	-	-	-	-	-	-
Community Needs Assessment	-	50,000	-	-	-	-	-	-	-	-
Merritt Relocation Mitigation	120,000	60,000	-	-	-	-	-	-	-	-
Strategic Plan	-	-	-	50,000	-	-	-	50,000	-	-
Total Spending	120,000	200,000	-	50,000	-	-	-	50,000		-
Estimated Balance, End of Year	205,702	5,702	130,702	209,452	342,065	478,655	619,344	714,253	863,510	1,017,244

SCPL 2027 to 2036 Capital Budget

submitted by Lisa DiDonato, Business Administrator

Recommendation

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

Report

Background

Since February 2026, SCPL staff have been working collaboratively with City staff to develop the 10-year capital budget spanning 2027 to 2036. Utilizing the current Asset Management Plan and the 2023 Building Condition Assessment, the City has formulated a 2027 to 2036 Capital Budget, attached in the confidential package as Appendix A, that is strictly based on items identified as landlord responsibilities under the terms of the individual facility leases. Consequently, the City has excluded those items classified as the tenant responsibility of the SCPL. Significantly, the capital requirements identified as tenant responsibilities, with recommended replacement dates on or before 2036, total nearly $11 million. As a result, SCPL must submit its own separate capital budget to secure funding for these items, as the SCPL does not have the reserves available to fund these significant facilities costs.

Report

SCPL has completed a detailed review of the items identified as tenant responsibility and removed those items that will be replaced through the normal operating budget and those that have been completed since 2023. The remaining $9.21 million has been separated into three categories.

Funding Source	Amount (million)
SCPL 2027 to 2036 Capital Reserves	$0.85
SCPL 2027 to 2036 Capital Budget Funding Request	$4.18
Reevaluate Post Central Branch Renovation and Accessibility Project	$4.18
Sub Total	**$9.21**
SCPL 2027 to 2036 Operating Budgets	$1.81
Total Tenant Responsibility 2027 to 2026	**$11.02**

I. SCPL Capital Reserves Funding

The SCPL Reserve Policy establishes the framework for building and maintaining adequate reserve levels to support daily operations while fostering long-term capacity and enabling strategic infrastructure investments.

Aligned with this Policy, the 2027–2030 Operating Budget incorporates planned transfers to the Capital Reserve. If approved, these transfers will allow SCPL to self-fund approximately $850,000 in critical ten-year infrastructure projects, including HVAC, security systems, and exterior lighting, utilizing its own Capital Reserves.

While the Capital Reserve successfully supported numerous historical capital assets, persistent budget constraints have prevented its replenishment, leaving the reserve depleted and unable to meet facility demands.

II. SCPL 2027 to 2036 Capital Budget Funding Request

SCPL has identified $4,182,051, detailed in Appendix B, that we will be recommending be included in the Consolidated 2027–2036 City Capital Budget for critical infrastructure needs at the Central Branch. While these costs are classified by City staff as tenant responsibilities, funding them is beyond the capacity of SCPL's operating budget and existing reserves. These initiatives constitute major, one-time improvements to municipal property. Capital funding is the most appropriate mechanism for these periodic, high-impact projects. including plumbing, electrical, and fire safety system upgrades, as they directly preserve and enhance long-term public assets.

III. Other

SCPL has identified $4,181,951 in primarily interior capital projects for the Central Branch, as detailed in the confidential package as Appendix C. As some of these items may be handled directly under the Central Branch Renovation and Accessibility Project, we will re-evaluate these items after the project is finished.

Appendix B - SCPL 2027 to 2036 Capital Budget Funding Request

		2027	2028	2029	2030	2031	2032	2033	2034	2035	2036
Central Branch	Domestic Pipes and Fittings	10,000	-	-	106,400	-	-	-	-	-	-
Central Branch	Waste Pipe and Fittings	10,000	-	-	119,700	-	-	-	-	-	-
Central Branch	Hot Water Distribution Systems	10,000	-	797,706	-	-	-	-	-	-	-
Central Branch	Main Switchboard	-	65,000	-	-	-	-	-	-	-	-
Central Branch	Motor Control Center	-	23,400	-	-	-	-	-	-	-	-
Central Branch	Electrical Distribution	-	531,804	-	-	-	-	-	-	-	-
Central Branch	Branch Wiring and Devices	-	842,023	-	-	-	-	-	-	-	-
Central Branch	Fire Alarm System	-	-	-	-	-	-	443,170	-	-	-
Central Branch	Skylights	-	-	-	243,750	-	-	-	-	-	-
Central Branch	Sprinkler System	10,000	-	-	-	162,000	-	-	-	-	-
Central Branch	Standpipe (Firehouse)	-	-	-	-	230,448	-	-	-	-	-
Central Branch	Clean Agent Extinguishing Systems	-	-	-	-	28,600	-	-	-	-	-
Central Branch	Potable Water Distribution	-	-	-	-	52,000	-	-	-	-	-
Central Branch	Sanitary Sewer System	-	-	-	-	26,000	-	-	-	-	-
Central Branch	Storm Sewer	-	-	-	-	-	-	-	209,950	-	-
Central Branch	Passenger Elevator	-	-	-	-	-	-	-	-	-	260,000
Total		40,000	1,462,227	797,706	469,850	499,048	-	443,170	209,950	-	260,000