

Port Colborne Public Library Board Meeting Agenda

Date: Wednesday, January 7, 2026
Time: 6:00 pm
Location: Library Auditorium, Port Colborne Public Library
 310 King St, Port Colborne

Pages

1. Call to Order

2. Land Acknowledgement

Niagara Region is situated on treaty land. This land is steeped in the rich history of the First Nations such as the Hatiwendaronk, the Haudenosaunee, and the Anishinaabe, including the Mississaugas of the Credit First Nation. There are many First Nations, Métis, and Inuit people from across Turtle Island that live and work in Niagara today. The City of Port Colborne and the Port Colborne Public Library stand with all Indigenous people, past and present, in promoting the wise stewardship of the lands on which we live.

3. Disclosures of Interest

4. Adoption of Agenda

5. Approval of Minutes

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6. Business Arising from the Minutes

7. Confidential Items

7.1 Confidential Human Resources Matter

Confidential Human Resources Matter— pursuant to Public Libraries Act, Section 16.1(4) (d) labour relations or employee negotiations

8. Policy Item

8.1 OP-15: Accessibility in the Library

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a.	City of Port Colborne. Multi-Year Accessibility Plan	11
9.	Consent Items	
9.1	Staff Reports	
a.	Public Relations Report - October/November 2025	47
b.	Strategic Plan Update	52
9.2	Circulation Reports	
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a.	Circulation Snapshot, November 2025	66
9.3	Financial Report	
a.	2025 Operating Budget (as of January 2, 2026)	67
9.4	Receipt of Correspondence Items	
a.	The Royal Canadian Legion, Branch 56 - Public Notice Poppy Balance 2025	69
b.	Federation of Ontario Public Libraries - Amendment to the Canada Post Corporations Act, Bill C-15	70
10.	Roundtable	
11.	Next Meeting Date and Adjournment	

Port Colborne Public Library Board Meeting Minutes

Date: Wednesday, December 3, 2025
Time: 6:00 pm
Location: Library Auditorium, Port Colborne Public Library
310 King St, Port Colborne

Members Present: M. Bagu, Councillor
H. Cooper
B. Ingram, Chair
C. MacMillan
B. Beck
M. Booth
E. Tanini

Member(s) Absent: A. Desmarais, Vice Chair
A. Smits

Staff Present: R. Tkachuk, Chief Executive Officer (Board Secretary-Treasurer)
L. MacDonald, Library Services Manager

1. Call to Order

The Chair called the meeting to order at approximately 6:15 PM.

2. Land Acknowledgement

The Chair recited the Land Acknowledgement.

3. Disclosures of Interest

There were no disclosures of interest.

4. Adoption of Agenda

Correspondence Item 7.5 a. Joint Statement from NFPL and SCPL was lifted from the Consent Items and moved to Discussion Item 8.3.

Moved by C. MacMillan
Seconded by M. Booth

That the agenda dated December 3, 2025, be confirmed as amended.

Carried

5. Approval of Minutes

Moved by Councillor M. Bagu

Seconded by H. Cooper

That the Minutes dated October 1, 2025, be confirmed, as circulated.

Carried

6. Presentations

6.1 Touch-a-Truck Book - Verbal Update (R. Tkachuk)

The CEO presented a verbal update on the Touch-a-Truck Book project.

7. Consent Items

Moved by E. Tanini

Seconded by C. MacMillan

That the Board approves Consent Items 7.1 to 7.4, as presented

Carried

7.1 Staff Reports

- a. **CEO's Report - October/November 2025**
- b. **Librarian Report - September 2025**
- c. **Summer Report 2025**
- d. **2026 Program Plan**

7.2 Circulation Reports

- a. **Circulation Report, September 2025**
 - a. **Circulation Snapshot, September 2025**
- b. **Circulation Report, October 2025**
 - a. **Circulation Snapshot, October 2025**
- c. **3rd Quarter Circulation Report**

a. Circulation Snapshot, 3rd Quarter

7.3 Financial Reports

- a. 2025 Operating Budget (as of October 31, 2025)**
- b. 2025 Operating Budget (as of November 28, 2025)**

7.4 Media Items

- a. Dreams Became a Reality at the Library: Seven Community Winners Announced**
- b. Off-the-Shelf Newsletter, November/December 2025**

8. Discussion Items

8.1 2023/2024 Impact of Technology Services in Ontario Libraries

The CEO presented the 2023/2024 Impact of Technology Services in Ontario Libraries report from Library Impact Ontario.

8.2 Reciprocal Borrowing Agreement - Verbal Update (R. Tkachuk)

The CEO provided an update to the Reciprocal Borrowing Agreement established with the Niagara Falls Public Library Board.

8.3 Joint Statement from NFPL and SCPL

The CEO provided an update on the joint statement from Niagara Falls Public Library and St. Catharines Public Library.

9. Confidential Items

Moved by H. Cooper

Seconded by C. MacMillan

That the Board do now proceed into closed sessions in order to address the following matters at approximately 6:45 PM.

Carried

9.1 Confidential Human Resources Matter

Moved by E. Tanini

Seconded by M. Booth

That the Board do now rise from closed session at approximately 7:00 PM.

10. Roundtable

Trustee Booth wished everyone a good holiday and stated how proud she is of library staff.

The Chair wished everyone happy holidays.

11. Next Meeting Date and Adjournment

The next meeting will be held Wednesday, January 7, 2026, at 6 PM in the Library Auditorium.

The Chair adjourned the meeting at 7:02 PM.

Bryan Ingram, Chair

Rachel Tkachuk, Chief Executive
Officer (Board Secretary-
Treasurer)

Accessibility in the Library

Policy Number: **OP-15**

Initial Policy Approval Date: **Aug. 2019**

Last Review/Revision Date: **June 2021, Mar. 2023, 2026**

Year of Next Review: **2028**

The purpose of this policy is to ensure that the Port Colborne Public Library meets the standards set out by the Accessibility for Ontarians with Disabilities Act (AODA) 2005 and the Integrated Accessibility Standards Regulation (IASR) (O.Reg 191/11 as amended by O.Reg 165/16).

Port Colborne Public Library's implementation of the accessibility legislation will be in alignment with the library's mission, vision, and values, including the values of equity, diversity and inclusion (EDI). The library acknowledges that accessibility is a shared responsibility between library patrons, staff, partners, and the general public.

Section 1: Statement of Organizational Commitment

The library is committed to providing accessible, equitable, and inclusive access to library services and to its facility. The library establishes and implements practices and procedures that respect the dignity and independence of persons with disabilities.

The library will ensure that each employee, volunteer, and patron receives equitable treatment with respect to employment and services without discrimination, and receives accommodation where required in a timely manner, and in accordance with the Ontario Human Rights Code and the AODA and its regulations.

The library will develop and support a service environment where the needs of persons with disabilities are addressed in accordance with the principles of dignity, respect, equity, and inclusion.

The library will meet the obligations set out in the AODA and the current accompanying regulations, in partnership with the City of Port Colborne where applicable.

Section 2: Responsibilities

1. For the purposes of AODA, the library provides services on behalf of the

municipality, and therefore is considered, along with the municipality, to be a “**small designated public sector organization with at least one but fewer than 50 employees**” as defined within the O. Reg. 165/16. The library complies with the obligations for this sector as set out in the AODA regulations.

2. The Board ensures that the library complies with the spirit, principles, and intent of AODA and designates the Chief Executive Officer (CEO) as the individual accountable for the organization’s compliance with legislation.
3. The CEO will ensure that policies and procedures comply with the AODA and any regulations made under the AODA.

Section 3: The Accessibility Plan

- ~~1. The library will work with the City of Port Colborne to establish, implement, maintain and document a multi-year accessibility plan that will outline the library’s strategy to identify, prevent, and remove systemic accessibility barriers and meet its legislated compliance requirements under IASR.~~ **The City of Port Colborne’s Multi-Year Accessibility Plan (“the Plan”), which includes the Port Colborne Public Library Board, outlines the strategy to prevent and remove barriers and to meet its requirements under the regulation.**
2. The City of Port Colborne will include the library in all reports, plans, assessments, and communications to the province.
3. The process of reviewing and maintaining the accessibility plan will be done in consultation with persons with disabilities.
4. The plan will be reviewed and updated at least once every five years.
5. The plan will be posted on the library’s **City’s** website and can be provided in alternate formats upon request

Section 4: Policies and Procedures

1. In accordance with the O. Reg 165/16, relating to the Accessibility for Ontarians with Disabilities Act 2005, the library has developed this present Accessibility in the Library policy which includes the required Customer Service elements and the library’s other policies will support accessibility, in these specific areas:

- a) the purchasing policy will include accessibility criteria for procuring or acquiring goods, services, or products (and in the event where it is not practicable to procure accessible goods, services, or products the Library will document the reason within any files or reports related to the project)
- b) the internet services policies will include accessibility provisions with respect to the library's website as outlined under the Web Content Accessibility Guidelines (WCAG)
- c) the human resource policies will address training on AODA regulations and the Ontario Human Rights Code, accommodation for job applicants, and accommodation plans
- d) the collection development policy will address the availability of materials in a variety of accessible formats (e.g. print, audio, visual, digital, etc.);
- e) the programming policy will address the development and delivery of library programs to provide reasonable accommodations for accessibility needs.

Section 5: Customer Service

The library is committed to the independence and integration of persons with disabilities, and in the context of customer service will commit to the following:

1. The library will make every reasonable effort to ensure that services and programs are accessible by:
 - a) encouraging the use of personal assistive devices to access our services and programs
 - b) providing at least one computer workstation at each location which is equipped with assistive technology and a range of accessibility features
 - c) arranging for the provision of access to accessible materials where they exist which may include archival material and special collections
 - d) providing a library website with content that will meet or exceed World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 Level 2
 - e) supporting the inclusion of support persons or service animals accompanying people with disabilities such as by:
 - waiving fees for support persons, and when fees are required providing advance notification
 - permitting service animals to assist users and providing alternative accommodation in situations where an animal is excluded from the premises by law

While accessing the library's premises, the person with a disability is responsible for ensuring their service animal is clearly identified by a vest,

harness, or documentation provided by the individual, and that the service animal behaves in a professional manner.

2. The library will make every effort to communicate with users in a manner that enables the use of services and programs by providing:
 - a) **alternative formats of the Accessibility in the Library policy will be made available upon request**
 - b) information on the provision of customer service for people with disabilities and accessible services and programs
 - c) reasonable notification of all interruptions that especially relate to the provision of services and program for people with disabilities such as the library's elevator
 - d) a process for receiving feedback about the manner in which the library provides services to persons with disabilities
3. The library will provide training to its board members, staff, and volunteers on how to provide customer service to people with disabilities, and will keep a record of when the training was provided and the individuals who received the training.

Section 6: Communication

1. The library shall make its communications available, upon request, in alternate formats for persons with disabilities and make the public aware of the availability of accessible formats. This applies to communications such as:
 - a) policies
 - b) accessibility plans
 - c) emergency procedures, plan and public safety information prepared for the public
 - d) forms, surveys and other tools used to gather feedback
 - e) information on collections/materials in accessible formats
 - f) employment standards
2. Accessible formats of the library's communications shall be made available:
 - g) in a timely manner
 - h) at a cost that is no more than the regular cost charged to others for the communication
 - i) in consultation with the person making the request

3. In the event of a scheduled service disruption that will impact persons with disabilities in accessing the library, notice of the planned disruption will be provided at least 48 hours in advance. The notice will include the reason for the disruption, anticipated length of the disruption, and a description of alternate accommodations (if any). In the event of an unplanned service disruption, notice will be provided as quickly as possible.

The library welcomes feedback from persons with disabilities on the accessibility of its collections, services, programs, and facilities. The library will strive to communicate with persons with disabilities in a manner that meets their individual accessibility needs.

Definitions

“Accessible formats” may include, but are not limited to, large print, recorded audio and electronic formats, braille and other formats usable by persons with disabilities.

“Assistive devices” are any products, equipment or technological aids used by persons with disabilities that enables a person with a disability to do everyday tasks. Examples include Braille recorders, recording devices, magnifiers, and more.

A **“barrier”** is anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including a physical barrier, an architectural barrier, an information or communications barrier, an attitudinal barrier, a technological barrier, a policy or a practice.

“Communication supports” are tools or devices that facilitate communications for a person with a disability may include, but are not limited to, captioning, alternative and augmentative communication supports, plain language, sign language and other supports that facilitate effective communications.

“Disability” means:

- a) any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device;
- b) a condition of mental impairment or a developmental disability;

- c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- d) a mental disorder; or,
- e) an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

“Service animal” refers to an animal used by a person for reasons relating to his or her disability. An animal is a service animal for a person with a disability if:

- a) the animal can be readily identified as one that is being used by the person for reasons relating to the person’s disability, as a result of visual indicators such as the vest or harness worn by the animal; or,
- b) the person provides documentation from one of designated, regulated health professionals confirming that the person requires the animal for reasons relating to the disability: (O. Reg. 165/16, s. 16)

“Support person” means, in relation to a person with a disability, is another person who accompanies him or her in order to help with communication, mobility, personal care or medical needs or with access to goods, services or facilities.

Related Documents:

- Accessibility for Ontarians with Disabilities Act, 2005. S.O. c.11 And Integrated Accessibility Standards, Ontario Regulation 191/11 and amendments to this regulation under Ontario Regulation 165/16
- City of Port Colborne. Multi-Year Accessibility Plan
- Ontario Building Code
- Ontario Human Rights Code
- Web Content Accessibility Guidelines (WCAG)

**Joint Accessibility Advisory Committee of
Lincoln, West Lincoln, Pelham, Thorold,
Niagara-on-the Lake, Grimsby and Port Colborne**

**Multi-Year Accessibility Plan
(2022-2026)**

In Compliance with O. Reg. 191/11, O. Reg. 413/12 Including
Information and Communication, Employment,
Design of Public Spaces and Customer Service Accessibility
Standards

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Introduction

Under the *Accessibility for Ontarians with Disabilities Act, 2005*, Ontario Regulation 191/11 (Integrated Accessibility Standard) public and private sector organizations in the Province of Ontario must develop a multi-year accessibility plan to identify and address barriers to information and communication, employment, transportation and customer service for people with disabilities. The Joint Accessibility Advisory Committee of Lincoln, West Lincoln, Pelham, Thorold, Niagara-on-the-Lake, Grimsby and Port Colborne (JAAC) is pleased to present its 3rd Multi-Year Accessibility Plan (2022-2026). Accessibility provides the municipalities with an opportunity to provide excellence in customer service and an accessible experience to all citizens. The municipalities remain committed to meeting the accessibility needs of their citizens and staff.

This Plan identifies the steps the municipalities have taken and will continue to take to ensure their goods, services are accessible to all people of all abilities.

The JAAC municipalities wish to thank their community partners, stakeholders and service partners in helping the JAAC achieve their accessibility goals. The municipalities also wish to thank the Province of Ontario and the Accessibility Directorate for its leadership in ensuring a fully accessible Province by 2025.

Integrated Accessibility Standards Regulation: Information and Communication

Regulation	Action Plan	Accountability	Complete	Status Comments
(1) Every provider shall develop, implement and maintain policies governing its provision of goods, services or facilities, as the case may be, to persons with disabilities. O. Reg. 165/16, s. 16.	1.1 <u>Accessibility Policy</u> Established accessibility policy. Annual review of Policy to ensure it is up to date, reflects all City changes as they occur and is posted on the website.	Human Resources	Yes, ongoing	January 1, 2022 - December 31, 2026
<u>Provision of Alternate Formats</u> Providing the following information in alternate format or accessible communication supports (for example: American Sign Language (ASL) interpretation or Teletype Telephone (TTY)) upon request according to legislated deadlines; for example: <ul style="list-style-type: none"> • O. Reg. 191/11-13 (1) - Organizational emergency procedures, plans and public safety information (January 1, 2012). • O. Reg. 191/11-3 (1) - City Accessibility Policy and Accessibility Plan (January 1, 2013). • O. Reg. 191/11-21 (1) Applicant and employee related information (January 1, 2014). 	1. <u>Establish Vendor of Record:</u> 1.1 The municipality to contract Alternate Format Service Provider Vendor of Record. Create RFP and evaluate proposals from proponents.	Human Resources	Yes, ongoing	January 1, 2022 – December 31, 2026
	1.2 Accessible Documents Training – Provide to applicable employees. Annual review of training content; update as needed. Training regarding municipal Accessible Documents Guide for internal documents provided to new hires.	Human Resources	Yes, ongoing	January 1, 2022- December 31, 2026

Integrated Accessibility Standards Regulation: Information and Communication

Regulation	Action Plan	Accountability	Complete	Status Comments
<p><u>Provision of Alternate Formats continued</u></p> <p>Providing the following information in alternate format or accessible communication supports (for example: American Sign Language (ASL) interpretation or Teletype Telephone (TTY)) upon request according to legislated deadlines; for example:</p> <ul style="list-style-type: none"> • <i>O. Reg. 191/11-13 (1)</i> - Organizational emergency procedures, plans and public safety information (January 1, 2012). • <i>O. Reg. 191/11-3 (1)</i> - City Accessibility Policy and Accessibility Plan (January 1, 2013). • <i>O. Reg. 191/11-21 (1)</i> Applicant and employee related information (January 1, 2014). 	<p>1.4 Annual review of source list of vendors willing to provide ASL interpretation upon request</p>	<p>Human Resources, Accessibility Consultant</p>	<p>Yes, ongoing</p>	<p>January 1, 2022-December 31, 2026</p>
	<p>1.5 Process Map – Annual review of internal procedures for processing requests for alternate formats (i.e., how vendor/coordinator is contacted, how requests are tracked, response procedure to customer, customer follow-up)</p>	<p>Human Resources</p>	<p>Yes, ongoing</p>	<p>January 1, 2022-December 31, 2026</p>

Integrated Accessibility Standards Regulation: Information and Communication

Regulation	Action Plan	Accountability	Complete	Status Comments
<p><i>O. Reg. 191/11–11(1–4)</i> <u>Feedback Mechanism</u></p> <p>Ensure accessible feedback mechanism in relation to areas covered under Integrated Accessibility Regulation. Every obligated organization shall notify public about availability of accessible formats and communication supports.</p>	Annual review of Feedback Mechanism	Human Resources	Yes, ongoing	January 1, 2022-December 31, 2026
<p><i>O. Reg. 191/11–14(1–7)</i> <u>Websites</u></p> <p>New web content to conform to W3C WCAG 2.0 Level A. Except where not practicable, this applies to: Web-based applications that an organization controls directly or through a contractual relationship that allows for modification of a product.</p>	1.2. Annual update of municipal website to communicate new feedback procedures and mechanisms (as appropriate)	Human Resources	Yes, ongoing	January 1, 2022-December 31, 2026

Integrated Accessibility Standards Regulation: Information and Communication

Regulation	Action Plan	Accountability	Complete	Status Comments
<p><u>O. Reg. 191/11–12 (1) Organizational Material in Alternate Format:</u></p> <p>Except as otherwise provided, every obligated organization shall upon request provide or arrange for the provision of accessible formats and communication supports for persons with disabilities:</p> <p>(a) in a timely manner that takes into account the person’s accessibility needs and in consultation with the person making the request.</p>	<p><u>Alternate Format Provision:</u></p> <p>1.1. Establish municipal Accessible Communication Policy – outlining City protocols for using a standardized City Accessible Style Guide – including templates for accessible word processing, accessible PDF’s and accessible web-based materials</p>	<p>Human Resources, JAAC and Accessibility Consultant</p>	<p>No</p>	<p>January 1, 2022-December 31, 2026</p>
	<p>1.2. Participate in accessible template procedural training and other accessible communication refresher training as needed</p>	<p>Human Resources</p>	<p>Yes, ongoing</p>	<p>January 1, 2022-December 31, 2026</p>

Integrated Accessibility Standards Regulation: General Regulations

Regulation	Action Plan	Accountability	Complete	Status Comments
<p><u>O. Reg. 191/11-3 (1) Accessibility Policy</u> Dissemination of City Accessibility Policy to public.</p>	<p><u>Communication Plan:</u> 1.1. Post Accessibility Policy on municipal website.</p>	Human Resources	Yes, ongoing	January 1, 2022-December 31, 2026
	<p>1.2. Accessibility Policy available in alternate formats or alternate communication supports upon request</p>	Human Resources	Yes, ongoing	January 1, 2022-December 31, 2026
<p><u>O. Reg. 191/11-4(1) Accessibility Plan</u> Provide public consultation opportunity to review Accessibility Plan for municipality.</p>	<p>2.1 Prepare Multi-Year Accessibility Plan presentation; prepare consultation documents in alternate format upon request</p>	Human Resources, Accessibility Consultant	Yes, ongoing	January 1, 2022-December 31, 2026
	<p>2.2 Assist with the facilitation of the public consultation process</p>	Human Resources, Accessibility Consultant	Ongoing	January 1, 2022-December 31, 2026

Integrated Accessibility Standards Regulation: General Regulations

Regulation	Action Plan	Accountability	Complete	Status Comments
<p><u>O. Reg. 191/11-14(1-7) Websites</u></p> <p>New websites and web content to conform to W3C WCAG 2.0 Level A. Except where not practicable, this applies to:</p> <p>Websites Web content (published after January 1, 2012) Web-based applications that an organization controls directly or through a contractual relationship that allows for modification of a product.</p>	<p><u>Municipal Website – Accessibility Page:</u> 1.1. Annual review and update of Accessibility Page to outline Accessibility Policy and update as needed</p>	Human Resources	Yes, ongoing	January 1, 2022-December 31, 2026
	<p><u>Website Compliance:</u></p> <p>2.1. Ensure all new website content is meets WCAG 2.0 Level AA compliance</p>	Human Resources	Yes, ongoing	January 1, 2022-December 31, 2026
	<p>2.2. Ensure all new web-based applications meets WCAG 2.0 Level AA compliance</p>	Human Resources	Yes, ongoing	January 1, 2022-December 31, 2026
<p><u>O. Reg. 191/11-11(1-4) Feedback Mechanism</u></p> <p>Ensure accessible feedback mechanism in relation to areas covered under Integrated Accessibility Regulation. Every obligated organization shall notify public about availability of accessible formats and communication supports.</p>	<p>3.1. Annual update of City website to communicate new feedback procedures and mechanisms (as appropriate)</p>	Human Resources	Yes, ongoing	January 1, 2022-December 31, 2026

Integrated Accessibility Standards Regulation: Information and Communication

Regulation	Action Plan	Accountability	Complete	Status Comments
<p><i>O. Reg. 191/11-7(1-6)</i> <u>Training</u> Provide training regarding Integrated Accessibility Regulation requirements to all persons who provide goods, services or facilities on behalf of the organization. Training to take place as soon as practicable and shall include any changes to policies on an ongoing basis. Record keeping of training provided and number of participants is required.</p>	<p><u>Training Plan Development:</u> . Provide annual refresher AODA training through municipal training modules on a regular basis (at least annually)</p>	<p>Human Resources</p>	<p>Yes, ongoing</p>	<p>January 1, 2022-December 31, 2026</p>

Integrated Accessibility Standards Regulation: Employment

Regulation	Action Plan	Accountability	Complete	Status Comments
<p><u>O. Reg. 191/11-22</u> <u>Availability of Accommodations</u> Notice provided to employees and public about the availability of accommodation for applicants with disabilities during recruitment process.</p>	1.1. An annual review of Accommodation Policy and Accommodation Planning Tool and Return-to-Work Process and Planning tools	Human Resources	Yes, ongoing	January 1, 2022-December 31, 2026
<p><u>O. Reg. 191/11-28 (1-3)</u> <u>Documented Individual Accommodation Plans</u> Documented Accommodation Plans provided to employees with disabilities.</p>	1.2. Review Employment Policy and Procedures and update as required	Human Resources	Yes, ongoing	January 1, 2022-December 31, 2026
	1.3. Review recruitment accommodations including notice in advertisements as required	Human Resources	Yes, ongoing	January 1, 2022-December 31, 2026
<p><u>O. Reg. 191/11-29 (1-3)</u> <u>Return-to-Work Process</u> Documented Return-to-Work process established including disability-related accommodations.</p>	1.4. Annual review of AODA LMS training modules and update as needed	Human Resources, Human Resources	Yes, ongoing	January 1, 2022-December 31, 2026

Integrated Accessibility Standards Regulation: Employment

Regulation	Action Plan	Accountability	Complete	Status Comments
<p><u>O. Reg. 191/11–23 (1–4)</u> <u>Selection Process</u> <u>Accommodations</u></p> <p>Accommodation provided to applicants selected to participate in assessment or selection process, upon request. Suitable accommodation provided in manner that takes applicant’s accessibility needs.</p>	<p><u>Policy:</u> 1.1. An annual review of the Recruitment Policy and Procedures</p>	Human Resources	Yes, ongoing	January 1, 2022-December 31, 2026
	<p>1.2. Annual review of AODA LMS training modules and update as needed</p>	Human Resources, Human Resources	Yes, ongoing	January 1, 2022-December 31, 2026
<p><u>O. Reg. 191/11–24</u> <u>Notice to Successful Applicants:</u></p> <p>Successful applicant provided accommodation policy when making offer of employment.</p>	<p>1.1. Review of Offers of Employment Procedures as required</p>	Human Resources	Yes, ongoing	January 1, 2022-December 31, 2026
	<p>1.2. Annual review of Employment Offer Checklist to ensure that all successful applicants/new employees are aware of municipal staff website, Accessibility Policy, Accommodation Policy and Accommodation Planning Procedures and Emergency Response and Evacuation Support Procedures</p>	Human Resources	Yes, ongoing	January 1, 2022-December 31, 2026

Integrated Accessibility Standards Regulation: Employment

Regulation	Action Plan	Accountability	Complete	Status Comments
<p><u>O. Reg. 191/11-25 (1-3)</u> <u>Notice to Employees</u></p> <p>Accommodation policy provided to all employees and updates provided whenever changes are made.</p>	<p>1. <u>Policy:</u> 1.1 Updates provided to employees as needed</p>	Human Resources	Yes, ongoing	January 1, 2022-December 31, 2026
<p><u>O. Reg. 191/11-26 (1-2)</u> <u>Alternate Formats for Employees</u></p> <p>Alternate formats provided to employees with disabilities upon request including information needed to perform employee's job, information generally available in workplace. Employer will consult employee making request when determining suitability of accessible format provided.</p>	<p><u>Policy and Procedure:</u> . Reminder Notices sent to all Supervisors and Managers regarding process/procedure on how to respond to requests for alternate formats from employees</p>	Human Resources; Human Resources	Yes, ongoing	January 1, 2022-December 31, 2026
	<p>.All Health and Safety and Orientation material for new and existing employees (as relevant to the employee and job description) to be provided in an alternate format upon employee's request</p>	Human Resources; Human Resources	Yes, ongoing	January 1, 2022-December 31, 2026

Integrated Accessibility Standards Regulation: Employment

Regulation	Action Plan	Accountability	Complete	Status Comments
<p><i>O. Reg. 191/11–30 (1–2); 31 (1–2); 32 (1–2)</i> Performance Management, Career Development and Advancement and Redeployment processes include accessibility accommodation and provided in alternate format upon request.</p>	<p><u>Performance Management Career Development and Advancement and Redeployment:</u> 1.1. Annual review of Supervisors training regarding how to provide accessibility in performance management, development and advancement and redeployment</p>	Human Resources	Yes, ongoing	January 1, 2022-December 31, 2026
	<p>.Ensure accommodation plans meets all requirements, and moves with the employee when changing locations</p>	Human Resources	Yes, ongoing	January 1, 2022-December 31, 2026
<p><i>O. Reg. 191/11–7 (1–6)</i> <u>Training</u> Employment Training (i.e. Ontario Human Rights Code, accessible recruitment and screening, employment policy and accommodation planning training).</p>	<p>1. <u>Training</u> Annual refresher AODA training through City training modules</p>	Human Resources	Yes, ongoing	January 1, 2022-December 31, 2026

Integrated Accessibility Standards Regulation: Design of Public Spaces

Regulation	Action Plan	Accountability	Complete	Status Comments
<i>O. Reg. 413/12; OBC Section 3.8</i>	Ongoing implementation of accessibility audit recommendations for all municipal facilities and venues	Public Works	Yes, ongoing	January 1, 2022-December 31, 2026
<p><i>O. Reg. 191/11-4 (1-4)</i> <u>Accessibility Plan</u></p> <p>Develop a “multi-year Accessibility Plan” that outlines compliance strategies to comply with Integrated Accessibility Regulation (i.e., Information and Communication, and Employment).</p> <p>Accessibility Plan must be posted to organization’s website and available in alternate format upon request.</p> <p>Annual Status Report outlining progress must be written and posted to website each year. Accessibility Plan and Progress Reports must include consultation with people with disabilities (at least one public meeting).</p> <p>Accessibility Plan to be reviewed and updated every five years. Review must include consultation with people with disabilities.</p>	1. Development of a five-year Accessibility Plan. Plan includes organization-wide analysis of barriers and proposed solutions. City policy implications to be reviewed	Human Resources	Yes	May 31, 2022
	2. Participate in public consultation into City Accessibility Plan development to address any policy changes	Human Resources	Upcoming	December 2022

Integrated Accessibility Standards Regulation: Customer Service

Regulation	Action Plan	Accountability	Complete	Status Comments
<p><i>O. Reg. 80.44</i> In addition to the accessibility plan requirements set out in section 4, obligated organizations, other than small organizations, shall ensure that their multi-year accessibility plans include the following:</p> <p>1. Procedures for preventative and emergency maintenance of the accessible elements in public spaces as required under this Part.</p> <p>2. Procedures for dealing with temporary disruptions when accessible elements required under this Part are not in working order. O. Reg. 413/12, s. 6.</p>	<p><u>Maintenance of Accessibility Features</u> 1.1 Annual check of accessibility features and planned maintenance managed by Public Works</p>	Public Works	Yes, ongoing	January 1, 2022-December 31, 2026
	<p><u>Temporary Disruptions</u> 1.1 Disruptions are posted at site of disruption. If disruption to last more than 3 days, notice is posted to the City website.</p>	Public Works Human Resources	Yes, ongoing	January 1, 2022 – December 31, 2026

Integrated Accessibility Standards Regulation: Customer Service

Regulation	Action Plan	Accountability	Complete	Status Comments
<p><i>O. Reg. 80.46</i></p> <p>1. The goods, services or facilities must be provided in a manner that respects the dignity and independence of persons with disabilities.</p> <p>2. The provision of goods, services or facilities to persons with disabilities must be integrated with the provision of goods, services or facilities to others, unless an alternative measure is necessary, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use or benefit from the goods, services or facilities.</p> <p>3. Persons with disabilities must be given an opportunity equal to that given to others to obtain, use and benefit from the goods, services or facilities.</p> <p>4. When communicating with a person with a disability, the provider shall do so in a manner that takes into account the person's disability. <i>O. Reg. 165/16, s. 16.</i></p>	<p>Policy outlines how City is compliant with these requirements.</p>	<p>Human Resources</p>	<p>Yes, ongoing</p>	<p>January 1, 2022-December 31, 2026</p>
	<p>Provision of goods, services and facilities to people with disabilities is integrated into provision of goods, services or facilities for all citizens wherever possible.</p> <p>When communicating with people with disabilities the City takes into account the person's accessibility needs.</p>	<p>Human Resources</p>	<p>Yes, ongoing</p>	<p>January 1, 2022-December 31, 2026</p>

Integrated Accessibility Standards Regulation: Customer Service

Regulation	Action Plan	Accountability	Complete	Status Comments
<p><i>O. Reg. 80.46</i> (3) Without limiting subsections (1) and (2), the policies must deal with the use of assistive devices by persons with disabilities to obtain, use or benefit from the goods, services or facilities or with the availability of other measures, if any, which enable them to do so. <i>O. Reg. 165/16, s. 16.</i></p>	<p>Accessibility Policy addresses assistive devices used by citizens with disabilities</p>	<p>Human Resources</p>	<p>Yes, ongoing</p>	<p>January 1, 2022-December 31, 2026</p>
<p>(4) Every provider, other than a small organization, shall prepare one or more documents describing the policies established under this section and, on request, shall give a copy of any such document to any person. <i>O. Reg. 165/16, s. 16.</i></p>	<p>Accessibility Policy established and available upon request.</p>	<p>Human Resources</p>	<p>Yes, ongoing</p>	<p>January 1, 2022-December 31, 2026</p>

Integrated Accessibility Standards Regulation: Customer Service

Regulation	Action Plan	Accountability	Complete	Status Comments
<p><i>O. Reg. 80.46</i> (5) Every provider, other than a small organization, shall notify persons to whom it provides goods, services or facilities that the documents required by subsection (4) are available on request. <i>O. Reg. 165/16, s. 16.</i></p>	Notice of policy availability on municipal website	Human Resources	Yes, ongoing	January 1, 2022 – December 31, 2026
<p>(6) The notice required by subsection (5) may be given by posting the information at a conspicuous place on premises owned or operated by the provider, by posting it on the provider’s website, if any, or by such other method as is reasonable in the circumstances. <i>O. Reg. 165/16, s. 16.</i></p>	Policy posted on municipal website	Human Resources	Yes, ongoing	January 1, 2022- December 31, 2026

Integrated Accessibility Standards Regulation: Customer Service

Regulation	Action Plan	Accountability	Complete	Status Comments
<p><i>O. Reg. 80.47</i> (2) If a person with a disability is accompanied by a guide dog or other service animal, the provider shall ensure that the person is permitted to enter the premises with the animal and to keep the animal with him or her, unless the animal is otherwise excluded by law from the premises. <i>O. Reg. 165/16, s. 16.</i></p>	<p>Service animal requirements addressed in municipal Accessibility Policy</p>	<p>Human Resources</p>	<p>Yes, ongoing</p>	<p>January 1, 2022-December 31, 2026</p>
<p><i>O. Reg. 80.47</i> (3) If a service animal is excluded by law from the premises, the provider shall ensure that other measures are available to enable a person with a disability to obtain, use or benefit from the provider's goods, services or facilities. <i>O. Reg. 165/16, s. 16.</i></p>	<p>Service animal requirements addressed in City Accessibility Policy</p>	<p>Human Resources</p>	<p>Yes, ongoing</p>	<p>January 1, 2022-December 31, 2026</p>

Integrated Accessibility Standards Regulation: Customer Service

Regulation	Action Plan	Accountability	Complete	Status Comments
<p><i>O. Reg. 80.47</i> (5) The provider may require a person with a disability to be accompanied by a support person when on the premises, but only if, after consulting with the person with a disability and considering the available evidence, the provider determines that, (b) there is no other reasonable way to protect the health or safety of the person with a disability and the health or safety of others on the premises. <i>O. Reg. 165/16, s. 16.</i></p>	<p>Support Person requirements addressed in municipal Accessibility policy</p>	<p>Human Resources</p>	<p>Yes, ongoing</p>	<p>January 1, 2022- December 31, 2026</p>

Integrated Accessibility Standards Regulation: Customer Service

Regulation	Action Plan	Accountability	Complete	Status Comments
<p><i>O. Reg. 80.47</i> (7) If, under subsection (5), the provider requires a person with a disability to be accompanied by a support person when on the premises, the provider shall waive payment of the amount, if any, payable in respect of the support person's admission to the premises or in connection with the support person's presence on the premises. O. Reg. 165/16, s. 16.</p>	<p>Accessibility policy addresses support person requirements</p>	<p>Human Resources</p>	<p>Yes, ongoing</p>	<p>January 1, 2022 - December 31, 2026</p>

Integrated Accessibility Standards Regulation: Customer Service

Regulation	Action Plan	Accountability	Complete	Status Comments
<p><i>O. Reg. 80.47</i> (8) Every provider, other than a small organization, shall prepare one or more documents describing its policies with respect to the matters governed by this section and, on request, shall give a copy of any such document to any person. O. Reg. 165/16, s. 16.</p>	<p>Accessibility Policy established to address compliance needs</p>	<p>Human Resources</p>	<p>Yes, ongoing</p>	<p>January 1, 2022 – December 31, 2026</p>
<p><i>O. Reg. 80.47</i> (9) Every provider, other than a small organization, shall notify persons to whom it provides goods, services or facilities that the documents required by subsection (8) are available on request. O. Reg. 165/16, s. 16. (10) The notice required by subsection (9) may be given by posting the information at a conspicuous place on premises owned or operated by the provider, by posting it on the provider's website, if any, or by such other method as is reasonable in the circumstances. O. Reg. 165/16, s. 16.</p>	<p>Notice provided on municipal website</p>	<p>Human Resources</p>	<p>Yes, ongoing</p>	<p>January 1, 2022 – December 31, 2026</p>

Integrated Accessibility Standards Regulation: Customer Service

Regulation	Action Plan	Accountability	Complete	Status Comments
<p><i>O. Reg. 80.48</i> (1) If, in order to obtain, use or benefit from a provider's goods, services or facilities, persons with disabilities usually use other particular facilities or services of the provider and if there is a temporary disruption in those other facilities or services in whole or in part, the provider shall give notice of the disruption to the public. <i>O. Reg. 165/16, s. 16.</i></p>	<p>Notice of service disruption provided at site of disruption, to Human Resources department and on the municipal website as appropriate.</p>	<p>Public Works, Human Resources</p>	<p>Yes, ongoing</p>	<p>January 1, 2022 – December 31, 2026</p>
<p><i>O. Reg. 80.48</i> (2) Notice of the disruption must include the reason for the disruption, its anticipated duration and a description of alternative facilities or services, if any, that are available. <i>O. Reg. 165/16, s. 16.</i></p>	<p>Notice of disruption provides reason, duration and description of alternate facilities or services.</p>	<p>Public Works, Human Resources</p>	<p>Yes, ongoing</p>	<p>January 1, 2022 – December 31, 2026</p>

Integrated Accessibility Standards Regulation: Customer Service

Regulation	Action Plan	Accountability	Complete	Status Comments
<p><i>O. Reg. 80.48</i> (3) Every provider, other than a small organization, shall prepare a document setting out the steps that the provider will ensure are taken in connection with a temporary disruption and, on request, shall give a copy of the document to any person. O. Reg. 165/16, s. 16.</p> <p>(4) Every provider, other than a small organization, shall notify persons to whom it provides goods, services or facilities that the document required by subsection (3) is available on request. O. Reg. 165/16, s. 16.</p>	<p>Accessibility Policy established to address compliance needs. Policy is available upon request.</p>	<p>Human Resources</p>	<p>Yes, ongoing</p>	<p>January 1, 2022 – December 31, 2026</p>

Integrated Accessibility Standards Regulation: Customer Service

Regulation	Action Plan	Accountability	Complete	Status Comments
<p><i>O. Reg. 80.48</i> (5) The notices required by subsections (2) and (4) may be given by posting the information at a conspicuous place on premises owned or operated by the provider, by posting it on the provider's website, if any, or by such other method as is reasonable in the circumstances. <i>O. Reg. 165/16, s. 16.</i></p>	<p>Notice provided on municipal website</p>	<p>Human Resources</p>	<p>Yes, ongoing</p>	<p>January 1, 2022 – December 31, 2026</p>

Integrated Accessibility Standards Regulation: Customer Service

Regulation	Action Plan	Accountability	Complete	Status Comments
<p><i>O. Reg. 80.49</i> (1) In addition to the requirements in section 7, every provider shall ensure that the following persons receive training about the provision of the provider's goods, services or facilities, as the case may be, to persons with disabilities:</p> <ol style="list-style-type: none"> 1. Every person who is an employee of, or a volunteer with, the provider. 2. Every person who participates in developing the provider's policies. 3. Every other person who provides goods, services or facilities on behalf of the provider. O. Reg. 165/16, s. 16. 	<p>Training provided through municipal Learning Management System and JAAC.</p>	<p>Human Resources</p>	<p>Yes, ongoing</p>	<p>January 1, 2022 – December 31, 2026</p>

Integrated Accessibility Standards Regulation: Customer Service

Regulation	Action Plan	Accountability	Complete	Status Comments
<p><i>O. Reg. 80.49</i> (2) The training must include a review of the purposes of the Act and the requirements of this Part and instruction about the following matters:</p> <ol style="list-style-type: none"> 1. How to interact and communicate with persons with various types of disability. 2. How to interact with persons with disabilities who use an assistive device or require the assistance of a guide dog or other service animal or the assistance of a support person. 3. How to use equipment or devices available on the provider's premises or otherwise provided by the provider that may help with the provision of goods, services or facilities to a person with a disability. 4. What to do if a person with a particular type of disability is having difficulty accessing the provider's goods, services or facilities. O. Reg. 165/16, s. 16. 	<p>Training addresses all legislative requirements.</p>	<p>Human Resources</p>	<p>Yes, ongoing</p>	<p>January 1, 2022 – December 31, 2026</p>

Integrated Accessibility Standards Regulation: Customer Service

Regulation	Action Plan	Accountability	Complete	Status Comments
<i>O. Reg. 80.49</i> (3) Every person referred to in subsection (1) shall be trained as soon as practicable. O. Reg. 165/16, s. 16.	Training of new hires occurs at onboarding	Human Resources; Human Resources	Yes, ongoing	January 1, 2022 – December 31, 2026
(4) Every provider shall also provide training on an ongoing basis in respect of any changes to the policies described in section 80.46. O. Reg. 165/16, s. 16.	Ongoing training occurs with any change to Accessibility Policy.	Human Resources	Yes, ongoing	January 1, 2022 – December 31, 2026
(5) Every provider, other than a small organization, shall keep records of the training provided under this section, including the dates on which the training is provided and the number of individuals to whom it is provided. O. Reg. 165/16, s. 16.	Training records kept.	Human Resources	Yes, ongoing	January 1, 2022 – December 31, 2026

Integrated Accessibility Standards Regulation: Customer Service

Regulation	Action Plan	Accountability	Complete	Status Comments
<p><i>O. Reg. 80.49</i> (6) Every provider, other than a small organization, shall, (a) prepare a document that describes its training policy, summarizes the content of the training and specifies when the training is to be provided; Every provider, other than a small organization, shall, (b) on request, give a copy of the document to any person. <i>O. Reg. 165/16, s. 16.</i></p> <p>(7) Every provider, other than a small organization, shall notify persons to whom it provides goods, services or facilities that the document required by subsection (6) is available on request. <i>O. Reg. 165/16, s. 16.</i></p> <p>(8) The notice required by subsection (7) may be given by posting the information at a conspicuous place on premises owned or operated by the provider, by posting it on the provider's website, if any, or by such other method as is reasonable in the circumstances. <i>O. Reg. 165/16, s. 16.</i></p>	<p>Accessibility Policy established to address compliance needs. Policy is available upon request. Policy posted on website.</p>	<p>Human Resources</p>	<p>Yes, ongoing</p>	<p>January 1, 2022 – December 31, 2026</p>

Integrated Accessibility Standards Regulation: Customer Service

Regulation	Action Plan	Accountability	Complete	Status Comments
<p><i>O. Reg. 80.50</i> (1) Every provider shall establish a process for receiving and responding to, (a) feedback about the manner in which it provides goods, services or facilities to persons with disabilities; (1) Every provider shall establish a process for receiving and responding to, (b) feedback about whether the feedback process established for purposes of clause (a) complies with subsection (3). O. Reg. 165/16, s. 16.</p>	<p>Accessibility Policy addresses feedback mechanism and how feedback is received by City.</p>	<p>Human Resources</p>	<p>Yes, ongoing</p>	<p>January 1, 2022 – December 31, 2026</p>

Integrated Accessibility Standards Regulation: Customer Service

Regulation	Action Plan	Accountability	Complete	Status Comments
<p><i>O. Reg. 80.50</i> (2) The feedback process must specify the actions that the provider will take if a complaint is received about the manner in which it provides goods, services or facilities to persons with disabilities. <i>O. Reg. 165/16, s. 16.</i></p>	<p>Feedback mechanism specifies who complaints are received and managed.</p>	<p>Human Resources</p>	<p>Yes, ongoing</p>	<p>January 1, 2022 – December 31, 2026</p>
<p>(3) Every provider shall ensure that the feedback process is accessible to persons with disabilities by providing, or arranging for the provision of, accessible formats and communication supports, on request. <i>O. Reg. 165/16, s. 16.</i></p>	<p>Feedback mechanism is accessible to people with disabilities by providing accessible formats and communication supports upon request.</p>	<p>Human Resources</p>	<p>Yes, ongoing</p>	<p>January 1, 2022 – December 31, 2026</p>

Integrated Accessibility Standards Regulation: Customer Service

Regulation	Action Plan	Accountability	Complete	Status Comments
<i>O. Reg. 80.50</i> (4) Every provider shall make information about the feedback process readily available to the public. O. Reg. 165/16, s. 16.	Feedback mechanism available to public via municipal website.	Human Resources	Yes, ongoing	January 1, 2022 – December 31, 2026
(5) Every provider, other than a small organization, shall prepare a document describing the feedback process and, on request, shall give a copy of the document to any person. O. Reg. 165/16, s. 16.	Accessibility Policy addresses feedback mechanism and how feedback is received by City.	Human Resources	Yes, ongoing	January 1, 2022 – December 31, 2026
(6) Every provider, other than a small organization, shall notify persons to whom it provides goods, services or facilities that the document required by subsection (5) is available on request. O. Reg. 165/16, s. 16.	Public is notified that Accessibility Policy is available upon request.	Human Resources	Yes, ongoing	January 1, 2022 – December 31, 2026

Integrated Accessibility Standards Regulation: Customer Service

Regulation	Action Plan	Accountability	Complete	Status Comments
<p><i>O. Reg. 80.50</i> (7) The notice required by subsection (6) may be given by posting the information at a conspicuous place on premises owned or operated by the provider, by posting it on the provider's website, if any, or by such other method as is reasonable in the circumstances. O. Reg. 165/16, s. 16.</p>	<p>Notice of feedback mechanism provided on municipal website</p>	<p>Human Resources</p>	<p>Yes, ongoing</p>	<p>January 1, 2022 – December 31, 2026</p>
<p><i>O. Reg. 80.51</i> (1) If a provider is required by this Part to give a copy of a document to a person with a disability, the provider shall, on request, provide or arrange for the provision of the document, or the information contained in the document, to the person in an accessible format or with communication support, (a) in a timely manner that takes into account the person's accessibility needs due to disability;</p>	<p>Documents provided to public are available in alternate format upon request.</p>	<p>Human Resources</p>	<p>Yes, ongoing</p>	<p>January 1, 2022 – December 31, 2026</p>

Integrated Accessibility Standards Regulation: Customer Service

Regulation	Action Plan	Accountability	Complete	Status Comments
<p>(1) If a provider is required by this Part to give a copy of a document to a person with a disability, the provider shall, on request, provide or arrange for the provision of the document, or the information contained in the document, to the person in an accessible format or with communication support, (b) at a cost that is no more than the regular cost charged to other persons. O. Reg. 165/16, s. 16.</p>	<p>Alternate formats provided at no more than regular cost to public.</p>	<p>Human Resources</p>	<p>Yes, ongoing</p>	<p>January 1, 2022 – December 31, 2026</p>
<p>(2) The provider shall consult with the person making the request in determining the suitability of an accessible format or communication support. O. Reg. 165/16, s. 16.</p>	<p>The City consults with person requesting alternate format regarding suitability of the format to meet the person's needs.</p>	<p>Human Resources</p>	<p>Yes, ongoing</p>	<p>January 1, 2022 – December 31, 2026</p>



Date: December 30, 2025
To: Port Colborne Public Library Board
From: Loraine MacDonald
Subject: Public Relations Report

Recommendation:

That the Port Colborne Public Library Board receives the Public Relations Report for information purposes.

Public Relations Report Items

1. Class/Daycare Visits

- October 1 & November 19 – DeWitt Carter, JK/SK
- October 8 – Steele Street, Grade 2
- October 15 – Steele Street, Grades 2/3
- October 22 – Steele Street, Grades 3/4
- October 29, November 12, and November 26 – ACW First Friends, Preschool

2. Pop-Up Library & Outreach

Pop-Up Library

- October 2 & November 6 – Port High; activities: Warhammer (October), Remembrance Day poppy planting (November)
- October 9 & 23, November 6 & 20 – ACW First Friends; songs and story time
- October 14 & November 18 – Northland Pointe

Bridges Community Health Center Open Hours

Library staff popped up to staff a table promoting library programs and services on Wednesday, October 8.

3. Programming

• Adult Art Class

Adults came out to enjoy a fun and creative evening of collage making on Thursday, October 16th and on November 27th.



- Adult Chess Club
Adults were invited to step up their chess game with this series of workshops for beginners and experienced players. Eight adults registered for this program which ran for 10 weeks, ending Monday November 24th.
- Baby Time
This program continues to thrive with new families joining each week. Seven sessions were offered throughout October & November.
- Cree Nation Visual Arts Class
Indigenous artist, Keona Ashley, taught participants how to paint a traditional Cree Nation acrylic art piece on Saturday, October 2.
- Documentary Films
On Monday, October 27, there was a screening and discussion of the documentary National Film Board of Canada (NFB) film ***Beyond Paper*** (2023). At a critical moment in the history of the written word, one filmmaker goes on a journey around the globe to better understand how she can preserve her own heritage, as well as our collective memory.

On Monday, November 24, there was a screen and discussion of the NFB documentary film ***First Stripes*** (2018). A group of civilians embark on 12-weeks of intensive training that will see them gradually transformed into soldiers of the Canadian Armed Forces.
- High-Five a Librarian Day
Visitors to the library were encouraged to show their appreciation of library workers by high-fiving a “librarian” on Tuesday, November 18th.
- Histoire en français/French Storytime
Families joined us in the children’s area for a story time in French with an Early Childhood Educator from the Centre de santé communautaire on Tuesday, November 25. The program had at least one family in attendance and the response was positive. We are going to continue this new partnership in 2026.



- Music & Movement

Kids were invited to the library to make music, dance, move and groove with artist, Keona on Saturday, October 2. Unfortunately, there were no children in attendance for this program, which could have been due to an event being held downtown for families. We will consider hosting this program again in 2026.

- PA Day Activities @ the Library

On Friday October 10 families dropped in and took part in making good-enough-to-eat-looking paper pumpkin pies.

On Friday November 28 families had an egg-cellent time at the Library making their very own egg carton dragons.

- Pflag Family Board Games

Individuals and families were invited to visit the library to play a variety of fun, family-friendly board games in a safe and positive manner on Saturday, October 11. One person attended this activity, but we are hopeful that there will be greater attendance in the new year.

- Port Colborne Public Library Book Club

In September, the PCPL Book Club read *Dragon Teeth* by Michael Crichton and met on Monday, October 20 to discuss the book. The book club has 15 members.

- Portal Village Book Club

In September, the Portal Village Book Club read *Dewey: The Small Town Library Cat* by Vicki Myron and met on Tuesday, October 21 to discuss the book. In October, the book club was given *Triple Jeopardy* by Anne Perry to read. The group met on Tuesday, November 25 to discuss.

The book club has 10 active members.

- REDress Project

The REDress Project was started by Métis artist Jaime Black in 2010 to represent the many missing and murdered Indigenous women, girls, and Two-Spirited people. Indigenous women and girls face higher rates of violence than other groups of women in Canada. In partnership with the Canadian Federation



of University Women, the Library hung a red dress in the front of the library from November 25 to December 10 to draw attention to this very important project.

- Story Time with Shelly
On Saturdays in September, Story Time with Shelly ran in the Children's Room from 10:30 – 11:30 a.m. A volunteer read a variety of picture books to families.
 - Teen Book Reviews
Secondary students can earn five community service hours by reading and submitting an original review. In November, Olivia S. reviewed *Finding Aubrey* by Sophie Kinsella.
 - Touch-A-Truck
PCPL once again participated in the City's annual Touch-a-Truck event by offering children the opportunity to become published authors in the library's award-winning Touch-a-Truck book. Many excited kids drew images of their favourite City vehicle with acrylic markers on October 9. The submissions were quickly formatted, printed and bound and are available to purchase from the library or to borrow from our collection.
 - Veterans Week, Remembrance Day, and Indigenous Veterans Day
Veterans Week (November 5 to 11), Remembrance Day (November 11) and Indigenous Veterans Day were recognized at the library by offering recognition cards (for students and patrons to write a personalized message to a Veteran), poppy seeds, bookmarks, and other learning resources from Veterans Affairs Canada, in addition to social media posts.
 - Yarn & Yak
Yarn & Yak is a new social knitting, crocheting, sewing, stitching, embroidery and conversation group held every Thursday afternoon, starting November 6th. We are seeing a core group forming for this drop-in program which has already received many positive remarks.
- 4. Passive Programming**
- Design Our Bookmark Contest
In October, the theme for the monthly bookmark contest was "Creepy Creatures". November's theme was "Winter Sports". The artists of the winning bookmark received a small prize package, and their bookmarks were available at the
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circulation desk in November and December. November's winner was Marissa who drew a winter hockey puck snowman.

- Kid's Craft Cart

The newly revamped Kid's Craft Cart was made available every Wednesday afternoon in October and November. Each week featured a new craft project, while still giving children the option to create their own unique pieces.

- Lego Club

Every Monday after school in October and November a drop-in Lego Club was offered for children ages 5 and up. Kids were encouraged to complete challenges or to use their imaginations to build something new.

- Scavenger Hunts

Scavenger hunts were available daily in the children's room, with a different theme each week. Children reported how many scavenger hunt items they found to receive a small prize. In October and November there were nine scavenger hunts.

5. **Community Connect**

On various dates in September, community partners booked a library table to promote their programs and services:

- Birchway Niagara (formerly Women's Place) – October 6 & November 3
- Bridges Community Health Center Programs & Services – October 30 & November 27
- Bridges Community Health Center Ontario Seniors' Dental Care Plan – October 15 & November 19
- Pflag Niagara – October 11
- Resume Refresh with PC Works – Thursdays October 2, 9, 16, 23, 30 and November 6, 13, 20 & 27



Report:

The purpose of this report is to update the Library Board on the status of library staff’s working plan to complete action items identified in the 2023-2027 Strategic Plan. The plan requires an annual report to the Board. Quarterly updates will be provided.

Strategic Goal no. 1

To maintain and develop high-quality, inclusive programming and services for our user communities

Strategic Objective no.1.1

Support staff with opportunities to assist in developing and delivering programs more effectively

Strategic Action	Person/ Dept. Responsible	Date to Begin	Expected Timing	Outputs/Activities	Status	Desired Outcome
Develop an [employee training] program to build staff competencies that focus on programming, outreach strategies, technology, and digital innovation.	CEO, [HR from the City]	2023		Annual goal setting and staff development with library staff based on HR program	Completed	Builds staff competencies to focus on programming, outreach strategies, technology, and digital innovation
Conduct a community profile in collaboration with the City of Port Colborne	CEO	Deferred	Deferred		Deferred	Outcome to be determined based on discussion with City staff
Survey library users and non-users to identify satisfaction with current programs and determine needs for future programs	CEO, Board	2026 or 2027	3 months for delivery		Deferred	A better understanding of the impact of current programs and to develop future needs for 2028-strategic plan
Develop and implement an annual programming plan that includes timelines for accountability and efficiencies	CEO, Librarian	2023	Ongoing	Program plan created and to be updated annually	Completed	Improve transparency of programming plans for the public and for staff accountability and efficiency

Strategic Objective no.1.2

Leverage strategic relationships to provide diverse programming

Strategic Action	Person/ Dept. Responsible	Date to Begin	Expected Timing	Outputs/Activities	Status	Desired Outcome
Expand resource-sharing and collaborative programming with LiNC partner libraries	CEO, Librarian, LiNC CEOs	2023	Ongoing	2023: Library Board OnBoarding event; Ongoing collaborations for programs (I.e One Book, One Niagara), promotions, staff development, and shared resources 2025: Regional library programmers meetings added; Fall Board Retreat	Completed	Strengthened relationships with LiNC libraries and to leverage partnerships for cost savings and enhanced services for library patrons
Engage existing and new community partners to fund, sponsor, and deliver programs	CEO, Librarian	2023	Ongoing	2023: Launch of Community Connect program 2024: Expansion of Community Connect partnerships to delivery weekly, monthly, quarterly, and annual programs	Completed	Strengthened relationships with community partners and externally funded programming
Expand the “Let’s Talk About...” series with local agencies	CEO, Librarian	2023	Ongoing	2023: 5 series held on following topics: Seniors Safety, Truth & Reconciliation, Homelessness, Healthy Relationships for Teens, Intimate Partner Violence 2024: 4 series held on following topics: Ontario Seniors Dental Care, Dementia Education, Environmental Awareness, Student Wellness 2025: 4 sessions held on following topics: LGBTQIA Allyship and Allied Against Abuse, NRPS Newcomer Information Session, Ontario Senior Dental Care Plan and Canadian Dental Care Plan	Completed	Strengthened partnerships with local agencies as experts who provide information on difficult topics
Increase programming opportunities with Museum and participation in City events	CEO, Librarian, Museum staff	2023	Ongoing	2023: Museum invited to pop-up library opportunities; joint programming explored, including a Canadian Author Talk at Roselawn 2024: Library participated in Museum’s Community Scan Day and implemented joint class visits. Participation in City events including Solar Eclipse Day / Eclipse glasses distribution, Emergency Preparedness Week, Communities In Bloom, New Year’s Eve Event, and Santa Claus Parade 2025: Expansion of opportunities including: City’s Easter event, Canal Days green screen postcard program, 40 th anniversary Etched in Time art show with Museum 2026: Library to join City’s annual SportsFest in February	Completed	Strengthened relationships with the Museum and City departments for increased visibility of the library within the Port Colborne community

Strategic Objective no.1.3

Upgrade and increase access to leading edge technology to expand digital literacy and community connectedness

Strategic Action	Person/ Dept. Responsible	Date to Begin	Expected Timing	Outputs/Activities	Status	Desired Outcome
Expand makerspace activities and resources and empower and educate library users	CEO, Librarian	2023	Ongoing	2023: PC Lions donation for Wonderbooks; Music Makerspace completed 2024: Bookable Music Makerspace hours implemented; seasonal green screen, button maker, and coding programs for youth; launch of the Erwin Taylor Charitable Foundation’s Library of Things collection expansion; expansion of PC Lion’s Wonderbooks collection; weekly Lego club program added 2025: Weekly summer drop-in maker activities with Library of Things collection	Completed	Library users will be educated on core STEM concepts and practices creating increased opportunities
Complete the digital lab for public and staff use	CEO	2023	Ongoing	2023: Green screen studio implemented including camera, lighting equipment; TV screen added for meeting use 2024: Quarterly/seasonal programs added to library programming schedule	Completed	The public and staff will have increased access and a reduction of barriers to cost prohibitive technology equipment
Increase the availability of accessible technology and software for public use, including lendable technology items	CEO	2023	Ongoing	2023: Accessible software available on public computer browsers 2024: Addition of in-house tablets for patron use 2025: Lendable technology added to collection: microphones, coding kits, CELA deposit collection for print disabilities, Digital audiobook player for print disabilities (i.e. Envoy Connect), Education tablets and devices (i.e. Launchpads and Whazoodles); Playstation 5 added to collection	Completed	Barriers will be reduced by providing access to cost prohibitive technology equipment
Develop and implement programming to ensure digital literacy and to provide tech help for users	CEO, Librarian	2023	Ongoing	2022: 208 total tech help sessions 2024: Expanded Tech Time sessions resulting in 400 total sessions; Ongoing promotion for community partner tech help events, including PCWorks and NTEC computer classes	Completed	Ability for library users to improve their technical skills and enhance their digital literacy

Strategic Objective no.1.4

Develop the library collections to support and reflect a growing and diverse community

Strategic Action	Person/ Dept. Responsible	Date to Begin	Expected Timing	Outputs/Activities	Status	Desired Outcome
Conduct a diversity audit of the collections to ensure we are addressing the needs of our user communities and reflect changing demographics	CEO, Librarian	2026 or 2027	6 months	Initiate audit with external agency, or conduct an audit internally	Not started	A collection development policy and collections that reflect the diverse needs of the community

Strategic Objective no.1.5

Attract new users through effective promotion and marketing of library programming and services

Strategic Action	Person/ Dept. Responsible	Date to Begin	Expected Timing	Outputs/Activities	Status	Desired Outcome
Increase the frequency of outreach services and pop-up visits with a focus on new destinations	CEO, Librarian	2023	Ongoing	2023: Resume outreach halted during Covid pandemic, re-establish contacts; collaboration with Port Fire for pop-up to east side 2024: Monthly/regularly scheduled pop-ups to partners' resume: local elementary school class visits, Farmer's Market, and Northland Pointe. Partnerships and events expanded to local elementary and high schools, Portal Village Book Club, Downtown BIA Harvest Fest, and Port Cares 2025: Friends Over 55; summer daycare partnerships; Bridges Open House; Senior's Info Café; Port Colborne Garden Club; Start Me Up Niagara Mobile Closet	Completed	Strengthened partnerships and increased visibility of library services within the community
Revise marketing and promotion strategies to target new users	CEO, Librarian	2023	Ongoing	2023: Strategies revised in collaboration with City's Communication Team; implemented social media calendar/plan; Ontario Public Library Week (OPLW) radio ad 2024: OPLW Promotional Coasters for Niagara Regional Libraries; radio interviews on CTKB 610; Yodeck Signage Player in Library Atrium installed with library slide added Vale Health and Wellness Centre walking track slideshow; visual elements and templates on social media updated for branding consistency 2025: Library logo branded fundraiser bags; Library logo stickers and temporary tattoos for promotional giveaways and prizes; Planned updates for the Library of Things webpage and pop-up library equipment and signage	Completed	Increased membership and awareness of library services within the community

Strategic Goal no. 2

Retaining, recruiting, and innovating in human capital/People

Strategic Objective no.2.1

Invest in ongoing professional development to enable staff to improve user experience and innovate library services

Strategic Action	Person/ Dept. Responsible	Date to Begin	Expected Timing	Outputs/Activities	Status	Desired Outcome
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Develop a training map for each job description to ensure that staff are prepared and can apply professional best practices to embrace evolving library services	CEO	2026	6 months	Job descriptions to be created; training map to follow	Not started	Ensure staff are equipped with the skills and knowledge to confidently deliver high-quality, relevant service in a changing environment
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Strategic Objective no.2.2

Ensure job descriptions accurately reflect workflows and support operational procedures

Strategic Action	Person/ Dept. Responsible	Date to Begin	Expected Timing	Outputs/Activities	Status	Desired Outcome
Assess duties and tasks with a focus on identifying changes due to evolving practices	CEO	2026	6 months	Aligned with goal to update job descriptions; complete in 2025	Not started	Ensure staff are equipped with the skills and knowledge to confidently deliver high-quality, relevant service in a changing environment
Update competencies and expectations for staff to successfully perform duties and provide services	CEO	2026	6 months	Aligned with goal to update job descriptions; complete in 2025	Not started	Ensure staff are equipped with the skills and knowledge to confidently deliver high-quality, relevant service in a changing environment
Review job descriptions and the organizational chart to identify needs and gaps to best provide services	CEO, Board	2026	6 months	Aligned with goal to update job descriptions; complete in 2025	Not started	Ensure the organization is structured effectively and roles are clearly defined to support efficient, high-quality service delivery
Create a succession plan for the CEO of Library Services	CEO, Board	2023	2024	2023: Creation of GOV-10: CEO Succession Planning Board Policy, Library Services Manager job description updated 2024: Library Services Manager hired Jan. 2024; Exploration of shared services with Wainfleet Public Library; Final CEO replacement in June 2024; Library Services Manager position posted Dec. 2024 2025: Library Services Manager hired February 2025	Completed	Ensure continuity, retain institutional knowledge, and prepare future leaders to sustain and strengthen the organization over time

Strategic Goal no. 3

Strengthening accessibility and sustainability of library spaces/Developing the Cultural Block

Strategic Objective no.3.1

Increase accessibility in public and staff spaces to ensure barrier-free, fair, and equitable access

Strategic Action	Person/ Dept. Responsible	Date to Begin	Expected Timing	Outputs/Activities	Status	Desired Outcome
Collaborate with the City to plan and complete capital projects that increase accessibility and ensure compliance in all interior and exterior library spaces	CEO	2023	Ongoing	2023: Assess planning needs with the City; AODA inspection; assess budget needs for 5-year plan; completed accessible doors project 2024: High-contrast, anti-slip grip tape installed on public stairwells; Elevator annunciator installed; AODA Audit completed with Library Accessibility Capital Projects to be included in upcoming larger City projects	Completed	Facilities and services that are AODA compliant and that address the accessibility needs of the community
Identify and optimize grant opportunities for funding	CEO	2023	Ongoing	2023: Grant application to Karl Kahane Foundation for Mini-Kiosk/ NovelBranch 2024: Grant application to Karl Kahane Foundation for Mini-Kiosk/ NovelBranch	In progress	Secure additional resources that support innovative programs, expand services, and enhance long-term sustainability

Strategic Objective no.3.2

Innovate for efficient infrastructure improvements and sustainability

Strategic Action	Person/ Dept. Responsible	Date to Begin	Expected Timing	Outputs/Activities	Status	Desired Outcome
Implement suggested projects from the Building Condition Assessment as recommended by the City	CEO, Public Works	2023	Ongoing	2023: Generator project; Library Fibre & Voices Services; Accessible doors installed; Library King St. Sign 2024: Teams phone project; elevator modernization project; Auditorium/lower-level hallway flooring replacement; skylight replacement; exterior double-door repair; UV coatings for windows; existing stairwell repair; roof replacement project initiated 2025: Roof replacement project completed	Completed	Address facility needs, improve safety and functionality, and ensure space supports current and future service demands
Conduct a risk assessment to identify critical issues	CEO, By-law	April 2025		2025: Risk assessment completed by Joint Health and Safety Committee; exterior lighting facility upgrade	Completed	Identifying risks and implementing improvements as recommended to ensure the health and safety of the staff and public

Strategic Objective no.3.3

Continued Exploration of the Cultural Block

Strategic Action	Person/ Dept. Responsible	Date to Begin	Expected Timing	Outputs/Activities	Status	Desired Outcome
Take a leading role with the Museum in developing a Public Art Policy	CEO, CEO of Museum & Culture; Board	Deferred	Deferred	Collaborate with the Museum; Set goals for project timelines	Deferred	Deferred
Install outdoor art exhibits	CEO, CEO of Museum & Culture; Board	Deferred	Deferred	Collaborate with the Museum; Set goals for project timelines	Deferred	Deferred
Conduct a feasibility study on adding a shared programming space for use by the Library, Museum, and Archives on the Cultural Block	CEO, CEO of Museum & Culture; Board	Deferred	Deferred	Cancelled by City; Explore other options for additional space	Deferred	Deferred

Strategic Goal no. 4

To exercise financial stewardship by leveraging all funding sources and partnership opportunities

Strategic Objective no.4.1

Identify additional revenue sources to strengthen the financial resources of the library

Strategic Action	Person/ Dept. Responsible	Date to Begin	Expected Timing	Outputs/Activities	Status	Desired Outcome
Identify and optimize grant opportunities	CEO	2023	Ongoing	2023: Community Volunteer Income Tax Program (CVITP) grant; Successful application for Erwin Taylor Charitable Foundation \$10,000 donation 2025: Application to the OLITA Technology Micro-grant; CVITP grant; Connectivity Grant	Completed	Secure additional resources that support innovative programs
Develop, implement, and promote new fundraising opportunities, including activities, events, and promotional items for sale	CEO, Board	2023	Ongoing	2024: New book sale and fundraiser items added; Adopt-a-Mag Fundraising Campaign relaunched; Board Fundraising Committee exploring planned giving opportunities 2025: Touch-a-Truck Book Fundraiser; Library branded tote bag sale	In progress	Secure additional resources that support innovative programs

Strategic Objective no.4.2

Implement best practices to strengthen the Library's capital and financial assets to enable the Library to flourish and increase sustainability

Strategic Action	Person/ Dept. Responsible	Date to Begin	Expected Timing	Outputs/Activities	Status	Desired Outcome
Integrate the City's financial control mechanisms to ensure consistency and accuracy in reporting and to support the City's Finance Department	CEO	2023-2024	3 months	2023: Migration to City's financial software, Diamond 2024: Implementation of new software platform Workday; financial procedures updated in collaboration with City Financial Department	Completed	Maintain transparency, align with the municipality, and ensure accurate, consistent financial reporting and accountability

Create a Memorandum of Understanding between the Board and the City	CEO, CAO, Board, Council	2024	2025	2024: MOU draft approved by Library Board 2025: City Council approved MOU; Bylaw and MOU signed by City and Library officials	Completed	Establish clear roles, responsibilities, and shared goals that support effective collaboration and mutual benefit
Develop key performance indicators to improve operations and decision-making	CEO	2026 or 2027	3 months		Not started	Track performance, identify areas for improvement, and make informed, data-driven decisions that enhance organizational effectiveness
Identify opportunities for cost-savings and deepen collaboration with LiNC partner libraries	CEO, LiNC CEOs	2023	Ongoing	2023: Library Board OnBoarding event; Ongoing collaborations for programs (I.e One Book, One Niagara), promotions, staff development, and shared resources 2025: Regional library programmer meeting; 2025 Fall Board Retreat	Completed	Strengthened relationships with LiNC libraries and leverage partnerships for cost savings and enhanced services for library patrons

Strategic Goal no. 5

Trailblazing library trends while maintaining core library services/Developing methods to deliver and strengthen innovative user experiences

Strategic Objective no.5.1

Create and support a programming team to explore new and innovative delivery systems for programs

Strategic Action	Person/ Dept. Responsible	Date to Begin	Expected Timing	Outputs/Activities	Status	Desired Outcome
Position staff on external working groups including library support service agencies and think-tanks to keep abreast of new ideas, trends, strategies, and practices	CEO, Librarian, LiNC CEOs	2023	Ongoing	2023: Librarian and library staff active participation on LiNC working groups; ongoing opportunities explored through OLS 2025: Library staff attended Child and Youth Expo at Hamilton Public Library	Completed	Leveraging external collaborations to ensure the organization remains informed of library practices and trends in an evolving landscape
Support staff development opportunities to create	CEO	2023	Ongoing	Annual staff development goal setting and training opportunities (e.g., LinkedIn, OLS); ongoing opportunities	Completed	Building internal capacity by equipping staff with the necessary technological skills

a tech savvy customer service team				provided by the City (i.e. cybersecurity training, Microsoft training) 2023: Enrolled in Bridge Data Survey for patrons and staff to find tech gaps 2024: Implemented Bridge Data surveys 2025: Completed 2023/2024 Bridge Report through Social Impact Ontario.	
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Strategic Objective no.5.2

Enhance the user experience through improved communication and availability of services

Strategic Action	Person/ Dept. Responsible	Date to Begin	Expected Timing	Outputs/Activities	Status	Desired Outcome
Complete the connectivity and phone systems capital project to provide stable and efficient service	CEO	2023	3 months	2023: Teams phones installed, and training provided by City IT Staff 2024: Phone line added for Main Floor Info Pod to complete new library staff workstation	Completed	Enhance communication infrastructure to support more reliable, efficient, and professional interactions with users and team members
Ensure two-way communication that is timely, accessible, and ensures accountability	CEO, Librarian	2026 or 2027	1 month	Review and revise internal communication plan	Not started	Enhance communication procedures to support more reliable, efficient, and professional interactions with users and team members
Explore new methods to request and analyze input from users	CEO, Librarian	2023	Ongoing	2023: Staff enrolled in Bridge and Edge technology platforms 2024: Staff surveys and patron surveys deployed and collected at frequency determined by Bridge program 2025: Completed 2023/2024 Bridge Report through Social Impact Ontario.	Completed	To better understand user needs and preferences, enabling more responsive communication and service delivery that enhances overall user experience
Enhance and adopt new delivery methods to promote, advertise, and assess user needs	CEO, Librarian	2023	Ongoing	2024: Ontario Public Library Week coasters; regular 610 CKTB radio interviews; new pop-up locations added (e.g. high schools), increased press releases with City Communications Team 2025: Semi-permanent cart of library items delivered and restocked monthly at Northland Pointe; planning in-house QR Code advertising; Instagram reels	Completed	Increase accessibility, convenience, and relevance of services in response to changing user needs
Develop innovative policies and practices to ensure excellent customer service	CEO, Board	2023		Review and updates to circulation policies and procedures	Completed	Create consistent, high-quality user experiences that build trust, satisfaction, and long-term engagement
Explore and procure leading-edge resources and technology for staff and public use	CEO	2023	Ongoing	2023: Print server project completed; wireless printing option added (ePrintit Solution); Library of Things budget line 2024: Loanable tech added through Erwin Taylor donation 2025: Addition of new e-resource PressReader; WorkDay financial/HR platform implementation; CELA deposit collection added	Completed	Barriers will be reduced by providing access to cost prohibitive technology equipment
Install a NovelBranch book lending machine at Vale Health and	CEO, Board	2026 or 2027	1 year	2023: Applied to Karl Kahane Foundation grant opportunity to fund NovelBranch	Not started	Providing equitable access to library services to the East side of the community

Wellness Centre for expanded outreach service

2024: Reapplied to Karl Kahane Foundation grant opportunity to fund NovelBranch; Exploration of reintroducing temporary library shelving at Vale

Strategic Goal no. 6

Engaging our external stakeholders and user communities to ensure good decision-making for the benefit of all

Strategic Objective no.6.1

Increase awareness of the library and the services available

Strategic Action	Person/ Dept. Responsible	Date to Begin	Expected Timing	Outputs/Activities	Status	Desired Outcome
Develop and implement a communications and marketing plan	CEO, Librarian	2026 or 2027	3 months	2023: Met with Communication team	Not started	Promote services and reach a wider audience and strengthen community awareness and engagement
Increase effective outreach through social media and branding	CEO, HR	2024	1 month	2024: Library staff participated in social media training opportunities; social media content was updated with library branding and colours	Completed	Build a recognizable identity for consistency that will enable impactful promotion of library services
Identify new opportunities for outreach service	CEO, Librarian	2023	Ongoing	2024: Portal Village, Port High & LCHS 2025: Friends over 55, summer daycare partnerships offered	Completed	Strengthened partnerships and increased visibility of library services within the community

Strategic Objective no.6.2

Convey and measure the impacts of library services and programs

Strategic Action	Person/ Dept. Responsible	Date to Begin	Expected Timing	Outputs/Activities	Status	Desired Outcome
Solicit feedback from library users and non-users, and respond to the community in a timely manner	CEO, Librarian, Board	2023	Ongoing	Annual “Why I Love My Library” contest; responding to library user feedback on an ongoing basis	In progress	Create a culture of engagement and accountability by valuing user voices in shaping impactful library services and programs
Target reach-out to members of vulnerable populations (seniors, newcomers, low-income families and youth) to ensure that they are aware of and	CEO, Librarian, Board	2023	Ongoing	2023: Implementation of the Community Connect program 2024: Expansion of the Community Connect partnerships with local community support agencies 2025: Addition of Start Me Up! Niagara’s Mobile Closet shopping event	Completed	Promoting social inclusion and awareness of library services through integrated programming; Increased membership and awareness of library services within the community

are invited to participate in library services						
Develop and implement key performance indicators	CEO, Librarian	2026 or 2027	6 month		Not started	Track performance, identify areas for improvement, and make informed, data-driven decisions that enhance organizational effectiveness

Strategic Objective no.6.3

Deepen strategic partnership with City Council, City staff, and other critical stakeholders

Strategic Action	Person/ Dept. Responsible	Date to Begin	Expected Timing	Outputs/Activities	Status	Desired Outcome
Complete and implement a Memorandum of Understanding between the Board and the City	CEO, CAO, Board	2023	2024	2023: Library Board submits draft MOU to City staff 2024: CEO and City Treasurer collaborated on a revised draft; Library Board approved revised MOU draft 2025: City Council approved MOU; Bylaw and MOU signed by City and Library	Completed	Establish clear roles, responsibilities, and shared goals that support effective collaboration and mutual benefit
Implement Truth and Reconciliation Calls to Action as they relate to public libraries	CEO, Librarian, Board	2023	Ongoing	2023: Indigenous education session at the OnBoard trustee training event 2024: RedDRESS art installation with CFUW; participation in the Moosehide campaign; ongoing decolonization cataloguing project with LiNC libraries 2025: Land Respect and Acknowledgement policy updated to include providing Indigenous education personnel training; 4 Seasons of Reconciliation training added to the library staff's onboarding package; 2-part community Inuit cultural teachings program; Métis artist installation in Atrium; Indigenous Creator-led library programming: Music and Movement and Cree Nation Art Class.	Completed*	Fostering inclusive, respectful library services that supports Reconciliation, cultural understanding, and equitable access for Indigenous communities

Additional Notes

*Projects relating to Truth and Reconciliation have been completed as outlined in the 2023-2027 Strategic Plan. However, Truth and Reconciliation is never completed, and library staff at Port Colborne Public Library will continue to implement Calls to Action as they relate to Public Libraries.

<u>CIRCULATION (PHYSICAL)</u>	<u>2025</u>	<u>2024</u>	<u>+/-</u>	<u>2025 YTD</u>	<u>2024 YTD</u>	<u>2023 YTD</u>	<u>% Change 2025/2024</u>	<u>% Change 2025/2023</u>
Books	3892	2730	1162	44254	43493	45033	2%	-2%
Periodicals	326	179	147	2892	2156	708	34%	308%
DVDs	1337	1021	316	13126	15192	14581	-14%	-10%
CDs	63	12	51	394	267	734	48%	-46%
Audiobooks	35	71	-36	744	777	1027	-4%	-28%
Board Games	34	27	7	281	392	351	-28%	-20%
Seed Library	18	0	18	1119	1313	413	-15%	171%
Video Games	117	89	28	1074	1193	1420	-10%	-24%
Library of Things	18	0	18	470	60	37	683%	1170%
Library of Things - Storage	11	5	6	56	28	26	100%	115%
Library of Things - Children	97	10	87	703	172	269	309%	161%
Toys and Puzzles	125	29	96	1150	2244	2567	-49%	-55%
Microfilm	15	22	-7	276	288	399	-4%	-31%
TOTAL CIRCULATION	6088	4195	1893	66539	67575	67565	-2%	-2%
Materials Returned	5498	4082	1416	58183	60305	60953	-4%	-5%
TOTAL TRANSACTIONS	11586	8277	3309	124722	127880	128518	-2%	-3%
<u>CIRCULATION (DIGITAL)</u>	<u>2025</u>	<u>2024</u>	<u>+/-</u>	<u>2025 YTD</u>	<u>2024 YTD</u>	<u>2023 YTD</u>	<u>% Change 2025/2024</u>	<u>% Change 2025/2023</u>
Electronic Databases	223	55	168	4718	1651	2933	186%	61%
Downloadable Audiobooks	667	721	-54	7664	6992	5779	10%	33%
Downloadable eBooks	952	1005	-53	11225	11359	10430	-1%	8%
Downloadable Music	3	3	0	26	20	13	30%	100%
Downloadable Video	48	32	16	611	402	385	52%	59%
Downloadable Magazines	496	594	-98	6244	5157	2632	21%	137%
TOTAL CIRCULATION	2389	2410	-21	30488	25581	22172	19%	38%
<u>ILLO & RECIP. BORROWING</u>	<u>2025</u>	<u>2024</u>	<u>+/-</u>	<u>2025 YTD</u>	<u>2024 YTD</u>	<u>2023 YTD</u>	<u>% Change 2025/2024</u>	<u>% Change 2025/2023</u>
Interlibrary Loans --IN	1	4	-3	104	121	127	-14%	-18%
LINC Reciprocal IN	765	556	209	8749	6825	6946	28%	26%
TOTAL RECEIVED	766	560	206	8853	6946	7073	27%	25%
Interlibrary Loans --OUT	0	1	-1	127	162	256	-22%	-50%
LINC Reciprocal OUT	862	723	139	8530	8976	8327	-5%	2%
TOTAL SENT	862	724	138	8657	9138	8583	-5%	1%
<u>REGISTRATIONS</u>	<u>2025</u>	<u>2024</u>	<u>+/-</u>	<u>2025 YTD</u>	<u>2024 YTD</u>	<u>2023 YTD</u>	<u>% Change 2025/2024</u>	<u>% Change 2025/2023</u>
Adults	29	40	-11	406	697	480	-42%	-15%
Children	5	28	-23	127	197	171	-36%	-26%
Non-Resident	7	26	-19	111	116	113	-4%	-2%
Teen	0	1	-1	24	24	11	0%	118%
TOTAL REGISTRATIONS	41	95	-54	668	1034	775	-35%	-14%
<u>RECEIPTS</u>	<u>2025</u>	<u>2024</u>	<u>+/-</u>	<u>2025 YTD</u>	<u>2024 YTD</u>	<u>2023 YTD</u>	<u>% Change 2025/2024</u>	<u>% Change 2025/2023</u>
Other Sale	71.00	187	-116.00	1853.55	1996.18	1375.43	-7%	35%
Room Rental	90.00	56.5	33.50	1043.80	734.50	757.20	42%	38%
General Donations	230.00	4	226.00	541.20	1076.00	1128.00	-50%	-52%
Used Book Sales	152.75	295.7	-142.95	2554.05	2791.35	3371.59	-9%	-24%
Photocopy/Print/Fax Fee	368.94	251.25	117.69	5902.07	4751.75	3699.00	24%	60%
Sign Rental	0.00	28.25	-28.25	215.57	201.75	72.50	7%	197%
Program Fee - Adult	0.00	0	0.00	1.55	120.00	3192.25	-99%	-100%
Other Revenue	23.00	0	23.00	268.09	12.50	113.00	2045%	137%
SUBTOTAL	935.69	822.70	112.99	12379.88	11684.03	13708.97	6%	-10%
Capital Donations	<u>1300.00</u>	<u>377</u>	<u>923.00</u>	<u>3880.00</u>	<u>3251.00</u>	<u>4214.53</u>	<u>19%</u>	<u>-8%</u>
TOTAL RECEIPTS	2235.69	1199.70	1035.99	16259.88	14935.03	17923.50	9%	-9%
<u>MATERIALS</u>	<u>2025</u>	<u>2024</u>	<u>+/-</u>	<u>2025 YTD</u>	<u>2024 YTD</u>	<u>2023 YTD</u>	<u>% Change 2025/2024</u>	<u>% Change 2025/2023</u>
No. of Books Repaired	15	37	-22	283	351	394	-19%	-28%
Donations added to Collection	3	0	3	60	143	482	-58%	-88%
Used Books Sold	79	159	-80	1522	1888	3765	-19%	-60%

PROGRAMS AND EVENTS	2025	2024	+/-	2025 YTD	2024 YTD	2023 YTD	% Change 2025/2024	% Change 2025/2023
No. of Prog/Events								
Teen Programs	1	2	-1	29	16	15	81%	93%
Pop-Up Library Visits	2	2	0	30	18	20	67%	50%
Community Events	17	8	9	164	189	675	-13%	-76%
Children's Programmes	21	12	9	300	224	216	34%	39%
Class Visits	3	5	-2	44	33	14	33%	214%
* Tech	47	23	24	680	426	0	60%	100%
* Seniors	2	2	0	21	24	0	-13%	100%
TOTAL	93	54	39	1268	930	940	36%	35%
No. of Attendees								
Teen Programs	1	2	-1	115	70	253	64%	-55%
Pop-Up Library Visits	7	14	-7	927	636	785	46%	18%
Community Events	269	93	176	2165	3102	4411	-30%	-51%
Children's Programmes	240	273	-33	6019	5425	5286	11%	14%
Class Visits	67	150	-83	1049	948	374	11%	180%
* Tech	47	23	24	681	426	0	60%	100%
* Seniors	6	4	2	167	113	0	48%	100%
TOTAL	637	559	78	11123	10720	11109	4%	0%
* Tech and Seniors previously categorized under Community Events								
No. of Rentals/Reservations								
Room Rentals	9	9	0	58	68		-15%	100%
Bookable Spaces	21	12	9	157	110		43%	100%
Sign Rentals	0	0	0	6	13		-54%	100%
No. of Attendees								
Room Rentals	121	98	23	658	798		-18%	100%
Bookable Spaces	32	12	20	202	149		36%	100%
*Room Rentals previously categorized under Community Events								
ALL COMPUTER USERS								
Computer Workstation Users	225	57	168	2541	2694	3249	-6%	-22%
TOTAL	225	431	-206	2541	6329	7744	-60%	-67%
PATRON COUNT								
	3755	3356	399	45216	47132	39908	-4%	13%
LIBRARY HOMEPAGE HITS								
	1647	1388	259	19446	17454	17877	11%	9%
ONLINE CATALOGUE HITS								
	2635	1838	797	28186	27235	19810	3%	42%
SOCIAL MEDIA								
Facebook								
Page Likes/Followers	1883	1706	177	1883	1706	1610	10%	17%
Total Post Views	32956	28074	4882	262404	241694	211967	9%	24%
Total Post Interactions	536	523	13	5339	4980	8987	7%	-41%
Total Posts	56	42	14	523	401	450	30%	16%
Instagram								
Page Likes/Followers	1474	1319	155	1474	1319	1204	12%	22%
Total Post Views	14114	6038	8076	106009	46473	60075	128%	76%
Total Post Interactions	264	4672	-4408	2809	12686	4144	-78%	-32%
Total Posts	44	46	-2	495	447	427	11%	16%

eNEWSLETTER	2025	2024	+/-		2025 YTD	2024 YTD	2023 YTD	% Change 2025/2024	% Change 2025/2023
New Contacts	6	7	-1		62	67	137	-7%	-55%
Total Contacts to Date	545	453	92		545	453	386	20%	41%
Email Opens	255	239	16		1799	1708	2014	5%	-11%
Clickthroughs	68	25	43		274	280	475	-2%	-42%
PRINTING & PHOTOCOPY	2025	2024	+/-		2025 YTD	2024 YTD	2023 YTD	% Change 2025/2024	% Change 2025/2023
Public Computers	87	29	58		1413	1859	3420	-24%	-59%
Mobile Print	178	76	102		1848	845	72	119%	2467%
Pages in Black and White	1270	897	373		19577	16608	13462	18%	45%
Pages in Colour	57	27	30		884	648	272	36%	225%
Total Print Jobs	265	105	160		3261	2704	3492	21%	-7%
Total Number of Pages	1327	717	610		20461	17049	13196	20%	55%

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REPORT

INTERACTIONS

NEW PATRONS

41

PATRON VISITS

3,755

CATALOGUE VISITS

2,635

WEB VISITS

1,647

PHYSICAL CIRC

6,088

DIGITAL CIRC

2,389

ITEMS BORROWED FROM LINC LIBRARIES

765

ITEMS LOANED TO LINC LIBRARIES

862

CIRCULATION

PROGRAMS

TOTAL PROGRAMS

93

PROGRAM ATTENDANCE

637

SOCIAL MEDIA POSTS

100

eNEWSLETTER SUBSCRIBERS

545

PAGES PRINTED & COPIED

1,327

COMPUTER USERS

225

ePRINTit PRINT JOBS

178

TECH HELP

47

LIBRARY TECH

HIGHLIGHTS

- Poppy Seeds from Veterans Affairs Canada
 - 200 distributed
- Letters to Santa began
- Adult Crafts:
 - Yarn & Yack
 - Collage Night



Letters to Santa, Collage Night

CPC - Operating Statement by Cost Center

Operating Statement by Cost Center
 Port Colborne Library Board, Cost Center: CC0905 Library
 Period: 2025 - P12 Dec, for Current Period YTD

Ledger Account	Commitments	Obligations	Dec 2025		Budget	Variance
			Actual	Total		
Revenue			25,192.80	25,192.80	47,950.00	(22,757.20)
User Charges			9,082.44	9,082.44	4,000.00	5,082.44
Government Transfer			9,942.30	9,942.30	38,300.00	(28,357.70)
Investment Income			209.78	209.78		209.78
Other Revenue			5,958.28	5,958.28	5,650.00	308.28
Total Revenue			25,192.80	25,192.80	47,950.00	(22,757.20)
Expense						
Personnel			728,885.54	728,885.54	750,800.00	21,914.46
Non-Personnel			124,363.27	124,363.27	132,295.00	7,931.73
Materials			110,056.27	110,056.27	121,095.00	11,038.73
5100:Communication and Public Relations			572.15	572.15	500.00	(72.15)
5105:Computer Software			471.09	471.09	1,000.00	528.91
5115:Equipment Purchase			5,174.54	5,174.54	7,000.00	1,825.46
5125:Hospitality			1,170.80	1,170.80	775.00	(395.80)
5135:Library Collection			78,245.57	78,245.57	77,000.00	(1,245.57)
5140:Membership Fees			2,025.00	2,025.00	1,500.00	(525.00)
5145:Postage and Courier			676.61	676.61	700.00	23.39
5150:Program Supplies			2,557.66	2,557.66	3,500.00	942.34
5160:Utilities			10,076.75	10,076.75	17,100.00	7,023.25
5165:Maintenance Supplies			264.25	264.25		(264.25)
5170:Other Material and Supplies			3,167.68	3,167.68	4,320.00	1,152.32

5175:Training, Development and Travel	5,654.17	5,654.17	7,700.00	2,045.83
Contract Services	14,186.08	14,186.08	11,200.00	(2,986.08)
Rents and Financial Expenses	120.92	120.92		(120.92)
Total Expenses	853,248.81	853,248.81	883,095.00	29,846.19
Surplus/(Deficit) Before Allocation	(828,056.01)	(828,056.01)	(835,145.00)	7,088.99
Allocation				
Surplus (Deficit) After Allocation	(828,056.01)	(828,056.01)	(835,145.00)	7,088.99
Transfer			(835,145.00)	(835,145.00)
Transfer Between Companies			(835,145.00)	(835,145.00)
Surplus/(Deficit)	(828,056.01)	(828,056.01)		(828,056.01)



Public Notice

The Royal Canadian Legion, Port Colborne, Humberstone & Wainfleet, Branch 56 Poppy Trust Fund Branch Status Report January to December, 2025		
Balance in Branch Poppy Trust Funds as of January 1 st , 2025		\$29,120.69
Income from Campaign and all other sources	\$36,385.58	
Sub Total		\$65,506.27
Campaign Expenses	\$2,838.75	
Youth Education	\$1,480.00	
Donations from Fund: Grant to Veterans and Donations to Veteran Programs	\$17,459.90	
Total Expenses and Donations		\$21,778.65
Closing Balance as of December 31 st , 2025		\$40,212.72



Hon. Joël Lightbound, P.C., M.P.
Minister of Government Transformation, Public Works and Procurement
Public Services and Procurement Canada
11 Laurier St
Gatineau, Quebec K1A 0S5
joel.lightbound@parl.gc.ca

Dear Minister Lightbound,

I am writing on behalf of the Federation of Ontario Public Libraries in relation to changes to the Canada Post Corporations Act in Bill C-15, An Act to implement certain provisions of the budget tabled in Parliament on November 4, 2025. I write to you today to support the work of our colleagues at the Canadian Urban Libraries Council who have brought this issue to our attention.

The Federation of Ontario Public Libraries represents more than 350 public library systems in Ontario. Our member libraries serve more than 16 million people in Ontario who visit the 1100+ library branches and utilize their virtual services across the province.

FOPL is concerned with the amendment to the Canada Post Corporations Act included within C-15. C-15 repeals Paragraphs 19(1)(d) to (g.1) of the Act. This section was the result of a Private Members' Bill (Bill C-321) which received Royal Assent in 2013 and was supported by all parties in the House of Commons. C-321 specifically amended the Canada Post Corporations Act to provide for a reduced rate of postage for library materials lent by a library to a borrower, including by means of an interlibrary loan. C-15 eliminates the provisions agreed to by the House of Commons and Senate in Bill C-321.

At the time C-321 was introduced, its sponsor, former M.P. Merv Tweed (Brandon-Souris), said during debate in the House of Commons that the Bill was intended to 'protect libraries from any other rate increases without a debate in the House to verify how much and when it should take place.' We fully agreed with Mr. Tweed when his legislation was introduced and passed and continue to support his rationale now.

This change, if it is allowed to stand, will have a significant negative impact on libraries and the more than 8 million active library users across the country. Libraries in Canada have historically worked collaboratively to provide Canadians with timely, important intellectual and scholarly information. To achieve this, publicly funded libraries of all types depend on their ability to build networks among institutions to encourage borrowing and maximize the impact of their collections. In addition to sharing resources amongst libraries, individuals who are homebound or living in rural, remote, and Indigenous communities often rely on library materials being mailed through Canada Post.

Together. Strong.

Interlibrary loans are an essential part of how libraries in Canada operate and rely on the provisions of the Canada Post Corporation Act to provide access to materials for the millions of library users in Canada. If Canada Post can increase rates without any oversight from Parliament

or the Government of Canada – as C-15 would permit - libraries across Canada will be devastated, put a strain on already surging library budgets and threaten their ability to offer this essential service for access, equity and literacy for all.

To ensure that library products remain accessible for all of Canada through interlibrary loans, it is paramount that the amendment to the *Canada Post Corporations Act* does not pass. I am happy to meet with you to discuss these amendments and support the work of our colleagues at the Canadian Urban Libraries Council.

Yours sincerely,



Dina Stevens, MLIS
Executive Director
Federation of Ontario Public Libraries

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Prime Minister of Canada
pm@pm.gc.ca

Hon. François-Philippe Champagne, P.C., M.P.
Minister of Finance and National Revenue
minister-ministre@fin.gc.ca

Hon. Jenna Sudds, P.C., M.P.
Parliamentary Secretary to the Minister of Government Transformation, Public Works and Procurement
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Hon. Karina Gould, P.C., M.P.

Together. Strong.

Chair, Standing Committee on Finance

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Kelly McCauley, P.C., M.P.

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