

## Port Colborne Public Library Board Meeting Agenda

**Date:** Wednesday, February 4, 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. Consent Items**

**6.1 Staff Reports**

**a. Public Relations Report - December 2025**

5

**6.2 Financial Report**

**a. 2026 Operating Statement (as of January 30, 2026)**

9

**6.3 Circulation Reports**

**a. Circulation Report, December 2025**

10

	a.	Circulation Snapshot, December 2025	
	b.	Circulation Report - 4th Quarter, 2025	13
	a.	Circulation Report - 4th Quarter 2025 Snapshot	
<b>7.</b>		<b>Policy</b>	
	7.1	OP-01: Privacy, Access to Information and Electronic Messages under CASL	16
	7.2	OP-17: Records Retention and Schedule	22
	7.3	GOV-13: CEO Succession Planning	30
<b>8.</b>		<b>Discussion Items</b>	
	8.1	CEO's Report - Verbal (R. Tkachuk)	
<b>9.</b>		<b>Confidential Item</b>	
	9.1	Minutes of the closed session of the January 7, 2026, meeting	
<b>10.</b>		<b>Roundtable</b>	
<b>11.</b>		<b>Next Meeting Date and Adjournment</b>	

## **Port Colborne Public Library Board Meeting Minutes**

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

**Members Present:** A. Desmarais, Vice Chair  
M. Bagu, Councillor  
B. Ingram, Chair (Attended virtually)  
C. MacMillan  
B. Beck  
M. Booth  
E. Tanini  
A. Smits

**Member(s) Absent:** H. Cooper

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

**Others Present:** M. Murray, Chief Human Resources Officer (Attended virtually)

### **1. Call to Order**

The Chair called the meeting to order at 6:05 PM.

### **2. Land Acknowledgement**

A. Smits recited the Land Acknowledgement.

### **3. Disclosures of Interest**

There were no disclosures of interest.

### **4. Adoption of Agenda**

The agenda was amended to include Minutes of the Closed Session of the December 3, 2025, meeting under Item 7.2.

Moved by A. Desmarais  
Seconded by C. MacMillan

That the agenda dated January 7, 2026, be confirmed, as amended.

Carried

**5. Approval of Minutes**

Moved by M. Booth

Seconded by B. Beck

That the minutes dated December 3, 2025, be confirmed, as circulated.

A. Smits abstained.

Carried

**6. Business Arising from the Minutes**

Nil.

**7. Confidential Items**

Moved by C. MacMillan

Seconded by A. Desmarais

That the Board do now proceed into closed sessions in order to address the following matters at approximately 6:10 PM.

Carried

**7.1 Confidential Human Resources Matter**

**7.2 Minutes of the closed session of the December 3, 2025, meeting**

Moved by A. Smits

Seconded by A. Desmarais

That the Board do now rise from closed session at 6:16 PM.

Carried

**8. Policy Item**

Moved by C. MacMillan

Seconded by A. Desmarais

That the Board approves Policy Item 8.1, as presented.

Carried

**8.1 OP-15: Accessibility in the Library**

- a. City of Port Colborne. Multi-Year Accessibility Plan**

**9. Consent Items**

Moved by Councillor M. Bagu

Seconded by A. Smits

That the Board approves Consent Items 9.1 to 9.4, as presented.

Carried

**9.1 Staff Reports**

- a. Public Relations Report - October/November 2025**
- b. Strategic Plan Update**

**9.2 Circulation Reports**

- a. Circulation Report, November 2025**
  - a. Circulation Snapshot, November 2025**

**9.3 Financial Report**

- a. 2025 Operating Budget (as of January 2, 2026)**

**9.4 Receipt of Correspondence Items**

- a. The Royal Canadian Legion, Branch 56 - Public Notice Poppy Balance 2025**
- b. Federation of Ontario Public Libraries - Amendment to the Canada Post Corporations Act, Bill C-15**

**10. Roundtable**

Trustee A. Desmarais shared positive community feedback about the library's programs, services, and staff.

Trustee M. Booth shared a few potential community partnership opportunities.

Trustee A. Smits shared information regarding a granting opportunity.

Councillor M. Bagu reported that Assistant Librarian Kristen Lascelles received the City of Port Colborne's Inclusion Award at the annual holiday luncheon, and congratulated staff on their achievement.

Library CEO R. Tkachuk reported the launch of several new library programs in January and February.

Library Services Manager L. MacDonald thanked the Board.

**11. Next Meeting Date and Adjournment**

The next meeting will be held Wednesday, February 4, 2026, at 6 PM in the Library Auditorium.

The Chair adjourned the meeting at 6:44 PM.

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Bryan Ingram, Chair

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

Date: February 4, 2026  
To: Port Colborne Public Library Board  
From: Jen Sider  
Subject: Public Relations Report

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**Recommendation:**

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

**Public Relations Report Items**

**1. Class/Daycare Visits**

- December – n/a - with the holiday season, these were halted until the New Year

**2. Pop-Up Library & Outreach**

Pop-Up Library

- December 4 – Port High; activities: Seed Library
- December 4 – ACW First Friends, songs and story time, brought Mother Goose and the Dancing Toucan, read stories, played with bubbles, sing-a-long
- December 18 – ACW First Friends; songs and story time, brought Mother Goose and the Dancing Toucan, read stories, played with bubbles, sing-a-long, nursery rhymes, colouring sheets
- December 9 – Northland Pointe

**3. Artist in the Atrium**

Port Colborne High School (December and January).

**4. Programming**

- Adult Art Class

Adults came out to create an ornament to take home on Thursday, December 11. Upon request, we added an additional Pop-Up Collage afternoon session, Saturday, December 20. Participants mentioned they liked the freedom to experiment without being guided by an instructor.



- Baby Time  
This program continues to thrive with new families joining each week. Three sessions were offered during December. Despite the holiday season and the weather, a total of 20 babies and caregivers attended.
- Documentary Films  
On Monday, December 29, there was a screening and discussion of the documentary National Film Board of Canada (NFB) film *Colour of Ink* (2022) The *Colour of Ink* uncovers the medium's mystery and power through the eyes of Jason Logan, a visionary Toronto inkmaker. Comments from a local artist who makes their own ink were positive and they recommended the film to their friends.
- Port Colborne Public Library Book Club  
In November, the PCPL Book Club read *Here One Moment* by Liane Moriarty and met on Monday, December 8 to discuss the book. The book club has 15 members. Members were tasked with providing suggestions for the 2026 Reading List.
- Portal Village Book Club  
On December 16, the Portal Village Book Club members met to discuss *Shepherds Abiding: a Mitford Christmas Story* by Jan Karon. The book club has 10 active members.
- Story Time with Shelly  
On Saturdays in December, 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 December, CC reviewed *Born a Crime* by Trevor Noah.
- Yarn & Yack  
Yarn & Yack is a new social knitting, crocheting, sewing, stitching, embroidery and conversation group held every Thursday afternoon, starting November 6.



Continuing for three Thursdays in December, committed participants have been spreading the word and encouraging their friends to attend.

- Other Programs

**Green Screen** | On December 31, two members of staff attended the New Year's Eve Family Celebration at the Vale Health & Wellness Centre from 2:00 – 5:30 p.m. hosting a green screen photo booth as part of the festivities. Almost 165 people visited and had their picture taken during the evening.

**12 Days of Giving** | Thanks to the support of First Book Niagara, we were able to give away 150 books from Wednesday, December 10 until Tuesday, December 23. Child and teen visitors during the 12 days were welcome to choose one wrapped gift book to take home. Each wrapped book was identified (picture book, easy reader, chapter book, teen novel, as well as some general description about the book) with a festive tag.

The Niagara Falls & Port Colborne Library Reciprocal Borrowing partnership announced on Facebook and Instagram on Monday, December 22.

- 5. **Passive Programming**

- Design Our Bookmark Contest

In December, the theme for the monthly bookmark contest was "Celebration", the winner to be chosen in early January. November's theme was "Winter Sports," and the winner Marissa drew a winter hockey puck snowman.

- Kid's Craft Cart

The newly revamped Kid's Craft Cart was made available for three of the Wednesday afternoons in December. Each week featured a new craft project,



while still giving children the option to create their own unique pieces. Quite a few parents are also completing the suggested craft, taking their piece home with their children's creation.

- Lego Club

Every Monday after school in December a drop-in Lego Club was offered for children ages 5 and up. Kids were encouraged to complete challenges or to use their imagination to build something new. Often the children offer the desk staff their completed Lego creation to display at the desk.

- 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 December there were five scavenger hunts with 92 children participating.

- Geocache

Four finders visited our geocache during the month of December and signed the logbook.

**6. Community Connect**

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

- Birchway Niagara (formerly Women's Place) – December 1
- Bridges Community Health Center Ontario Seniors' Dental Care Plan – Wednesday, December 17
- Resume Refresh with PC Works – December 4, 11, 18

**CPC - Operating Statement by Cost Center**

Operating Statement by Cost Center  
Port Colborne Library Board, Cost Center: CC0905 Library  
Period: 2026 - P01 Jan, for Current Period YTD

Ledger Account	Commitments	Obligations	Actual	Jan 2026	Total	Budget	Variance
Revenue			1,111.30		1,111.30	61,270.00	(60,158.70)
User Charges			234.05		234.05	7,700.00	(7,465.95)
Government Transfer			266.70		266.70	47,900.00	(47,633.30)
Investment Income			(49.45)		(49.45)		(49.45)
Other Revenue			660.00		660.00	5,670.00	(5,010.00)
<b>Total Revenue</b>			<b>1,111.30</b>		<b>1,111.30</b>	<b>61,270.00</b>	<b>(60,158.70)</b>
Expense							
Personnel			64,826.07		64,826.07	816,360.00	751,533.93
Salaries and Wages			49,053.67		49,053.67	619,500.00	570,446.33
Benefits			15,772.40		15,772.40	196,860.00	181,087.60
Non-Personnel			29,395.37		29,395.37	138,675.00	109,279.63
Materials			29,134.33		29,134.33	126,575.00	97,440.67
Contract Services			239.14		239.14	12,100.00	11,860.86
Rents and Financial Expenses			21.90		21.90		(21.90)
<b>Total Expenses</b>			<b>94,221.44</b>		<b>94,221.44</b>	<b>955,035.00</b>	<b>860,813.56</b>
<b>Surplus/(Deficit) Before Allocation</b>			<b>(93,110.14)</b>		<b>(93,110.14)</b>	<b>(893,765.00)</b>	<b>800,654.86</b>
Allocation							
<b>Surplus (Deficit) After Allocation</b>			<b>(93,110.14)</b>		<b>(93,110.14)</b>	<b>(893,765.00)</b>	<b>800,654.86</b>
Transfer						(893,765.00)	(893,765.00)
Transfer Between Companies						(893,765.00)	(893,765.00)
<b>Surplus/(Deficit)</b>			<b>(93,110.14)</b>		<b>(93,110.14)</b>		<b>(93,110.14)</b>

30-Jan.-2026 3:16 p.m.

December 2025

Printed:

<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</u> <u>2025/2024</u>	<u>% Change</u> <u>2025/2023</u>
Books	3442	2273	1169	47696	45766	48171	4%	-1%
Periodicals	256	227	29	3148	2383	765	32%	312%
DVDs	1216	919	297	14342	16111	16201	-11%	-11%
CDs	39	53	-14	433	320	747	35%	-42%
Audiobooks	22	57	-35	766	834	1103	-8%	-31%
Board Games	26	12	14	307	404	382	-24%	-20%
Seed Library	6	72	-66	1125	1385	413	-19%	172%
Video Games	95	74	21	1169	1267	1471	-8%	-21%
Library of Things	9	0	9	479	60	37	698%	1195%
Library of Things - Storage	7	3	4	63	31	27	103%	133%
Library of Things - Children	42	4	38	745	176	271	323%	175%
Toys and Puzzles	83	62	21	1233	2306	2780	-47%	-56%
Microfilm	11	20	-9	287	308	418	-7%	-31%
<b>TOTAL CIRCULATION</b>	<b>5254</b>	<b>3776</b>	<b>1478</b>	<b>71793</b>	<b>71351</b>	<b>72786</b>	<b>1%</b>	<b>-1%</b>
Materials Returned	5259	3855	1404	63442	64160	66258	-1%	-4%
<b>TOTAL TRANSACTIONS</b>	<b>10513</b>	<b>7631</b>	<b>2882</b>	<b>135235</b>	<b>135511</b>	<b>139044</b>	<b>0%</b>	<b>-3%</b>
<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</u> <u>2025/2024</u>	<u>% Change</u> <u>2025/2023</u>
Electronic Databases	390	7	383	5108	1658	3353	208%	52%
Downloadable Audiobooks	645	630	15	8309	7622	6354	9%	31%
Downloadable eBooks	878	1070	-192	12103	12429	11359	-3%	7%
Downloadable Music	12	1	11	38	21	13	81%	192%
Downloadable Video	63	49	14	674	451	410	49%	64%
Downloadable Magazines	535	532	3	6779	5689	3232	19%	110%
<b>TOTAL CIRCULATION</b>	<b>2523</b>	<b>2289</b>	<b>234</b>	<b>33011</b>	<b>27870</b>	<b>24721</b>	<b>18%</b>	<b>34%</b>
<u>ILLO &amp; 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</u> <u>2025/2024</u>	<u>% Change</u> <u>2025/2023</u>
Interlibrary Loans --IN	16	0	16	120	121	135	-1%	-11%
LINC Reciprocal IN	684	511	173	9433	7336	7465	29%	26%
<b>TOTAL RECEIVED</b>	<b>700</b>	<b>511</b>	<b>189</b>	<b>9553</b>	<b>7457</b>	<b>7600</b>	<b>28%</b>	<b>26%</b>
Interlibrary Loans --OUT	0	0	0	127	162	265	-22%	-52%
LINC Reciprocal OUT	782	651	131	9312	9627	9054	-3%	3%
<b>TOTAL SENT</b>	<b>782</b>	<b>651</b>	<b>131</b>	<b>9439</b>	<b>9789</b>	<b>9319</b>	<b>-4%</b>	<b>1%</b>
<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</u> <u>2025/2024</u>	<u>% Change</u> <u>2025/2023</u>
Adults	24	22	2	430	719	506	-40%	-15%
Children	6	0	6	133	197	183	-32%	-27%
Non-Resident	4	6	-2	115	122	113	-6%	2%
Teen	2	2	0	26	26	11	0%	136%
<b>TOTAL REGISTRATIONS</b>	<b>36</b>	<b>30</b>	<b>6</b>	<b>704</b>	<b>1064</b>	<b>813</b>	<b>-34%</b>	<b>-13%</b>
<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</u> <u>2025/2024</u>	<u>% Change</u> <u>2025/2023</u>
Other Sale	191.90	100	91.90	2045.45	2096.18	1449.43	-2%	41%
Room Rental	60.00	67.8	-7.80	1103.80	802.30	825.00	38%	34%
General Donations	0.00	2	-2.00	541.20	1078.00	1137.00	-50%	-52%
Used Book Sales	151.70	167.55	-15.85	2705.75	2958.90	3654.84	-9%	-26%
Photocopy/Print/Fax Fee	362.03	243.5	118.53	6264.10	4995.25	3873.70	25%	62%
Sign Rental	50.00	0	50.00	265.57	201.75	72.50	32%	266%
Program Fee - Adult	0.00	0	0.00	1.55	120.00	3402.25	-99%	-100%
Other Revenue	0.00	0	0.00	268.09	12.50	113.00	2045%	137%
<b>SUBTOTAL</b>	<b>815.63</b>	<b>580.85</b>	<b>234.78</b>	<b>13195.51</b>	<b>12264.88</b>	<b>14527.72</b>	<b>8%</b>	<b>-9%</b>
Capital Donations	75	50	25.00	3955.00	3301.00	14464.53	20%	-73%
<b>TOTAL RECEIPTS</b>	<b>890.63</b>	<b>630.85</b>	<b>259.78</b>	<b>17150.51</b>	<b>15565.88</b>	<b>28992.25</b>	<b>10%</b>	<b>-41%</b>
<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</u> <u>2025/2024</u>	<u>% Change</u> <u>2025/2023</u>
No. of Books Repaired	60	32	28	343	383	405	-10%	-15%
Donations added to Collection	0	0	0	60	143	497	-58%	-88%
Used Books Sold	72	109	-37	1594	1997	3878	-20%	-59%

<u>PROGRAMS AND EVENTS</u>	<u>2025</u>	<u>2024</u>	<u>+/-</u>	<u>2025 YTD</u>	<u>2024 YTD</u>	<u>2023 YTD</u>	<u>% Change</u> <u>2025/2024</u>	<u>% Change</u> <u>2025/2023</u>
<b>No. of Prog/Events</b>							0%	0%
Teen Programs	0	0	0	29	16	15	81%	93%
Pop-Up Library Visits	2	1	1	32	19	21	68%	52%
Community Events	17	11	6	181	200	750	-10%	-76%
Children's Programmes	20	14	6	320	238	236	34%	36%
Class Visits	2	1	1	46	34	17	35%	171%
* Tech	59	28	31	739	454	0	63%	100%
* Seniors	2	2	0	23	26	0	-12%	100%
<b>TOTAL</b>	102	57	45	1370	987	1039	39%	32%
<b>No. of Attendees</b>								
Teen Programs	0	0	0	115	70	253	64%	-55%
Pop-Up Library Visits	11	220	-209	938	856	801	10%	17%
Community Events	238	100	138	2403	3202	5137	-25%	-53%
Children's Programmes	329	257	72	6348	5682	5573	12%	14%
Class Visits	24	3	21	1073	951	443	13%	142%
* Tech	59	28	31	740	454	0	63%	100%
* Seniors	4	6	-2	171	119	0	44%	100%
<b>TOTAL</b>	665	614	51	11788	11334	12207	4%	-3%
* Tech and Seniors previously categorized under Community Events								
<b>No. of Rentals/Reservations</b>								
Room Rentals	6	7	-1	64	75		-15%	100%
Bookable Spaces	22	15	7	179	125		43%	100%
Sign Rentals	0	0	0	6	13		-54%	100%
<b>No. of Attendees</b>								
Room Rentals	113	105	8	771	903		-15%	100%
Bookable Spaces	35	20	15	237	169		40%	100%
*Room Rentals previously categorized under Community Events								
<u>ALL COMPUTER USERS</u>	<u>2025</u>	<u>2024</u>	<u>+/-</u>	<u>2025 YTD</u>	<u>2024 YTD</u>	<u>2023 YTD</u>	<u>% Change</u> <u>2025/2024</u>	<u>% Change</u> <u>2025/2023</u>
Computer Workstation Users	194	127	67	2735	2821	3478	-3%	-21%
<b>TOTAL</b>	194	596	-402	2735	6925	8185	-61%	-67%
<u>PATRON COUNT</u>	<u>2025</u>	<u>2024</u>	<u>+/-</u>	<u>2025 YTD</u>	<u>2024 YTD</u>	<u>2023 YTD</u>	<u>% Change</u> <u>2025/2024</u>	<u>% Change</u> <u>2025/2023</u>
	3360	2456	904	48576	49588	43473	-2%	12%
<u>LIBRARY HOMEPAGE HITS</u>	<u>2025</u>	<u>2024</u>	<u>+/-</u>	<u>2025 YTD</u>	<u>2024 YTD</u>	<u>2023 YTD</u>	<u>% Change</u> <u>2025/2024</u>	<u>% Change</u> <u>2025/2023</u>
	1788	1566	222	21234	19020	19418	12%	9%
<u>ONLINE CATALOGUE HITS</u>	<u>2025</u>	<u>2024</u>	<u>+/-</u>	<u>2025 YTD</u>	<u>2024 YTD</u>	<u>2023 YTD</u>	<u>% Change</u> <u>2025/2024</u>	<u>% Change</u> <u>2025/2023</u>
	3099	1945	1154	31285	29180	21703	7%	44%
<u>SOCIAL MEDIA</u>	<u>2025</u>	<u>2024</u>	<u>+/-</u>	<u>2025 YTD</u>	<u>2024 YTD</u>	<u>2023 YTD</u>	<u>% Change</u> <u>2025/2024</u>	<u>% Change</u> <u>2025/2023</u>
<b>Facebook</b>								
Page Likes/Followers	1906	1731	175	1906	1731	1610	10%	18%
Total Post Views	23882	38810	-14928	286286	280504	242696	2%	18%
Total Post Interactions	334	721	-387	5673	5701	10250	0%	-45%
Total Posts	44	40	4	567	441	495	29%	15%
<b>Instagram</b>								
Page Likes/Followers	1489	1324	165	1489	1324	1204	12%	24%
Total Post Views	6986	5613	1373	112995	52086	65717	117%	72%
Total Post Interactions	109	193	-84	2918	12879	4464	-77%	-35%
Total Posts	36	46	-10	531	493	467	8%	14%

<b><u>eNEWSLETTER</u></b>	<b><u>2025</u></b>	<b><u>2024</u></b>	<b><u>+/-</u></b>		<b><u>2025 YTD</u></b>	<b><u>2024 YTD</u></b>	<b><u>2023 YTD</u></b>	<b><u>% Change</u></b> <b><u>2025/2024</u></b>	<b><u>% Change</u></b> <b><u>2025/2023</u></b>
New Contacts	8	3	5		70	70	137	0%	-49%
Total Contacts to Date	553	456	97		553	456	386	21%	43%
Email Opens	0	0	0		1799	1708	2222	5%	-19%
Clickthroughs	0	0	0		274	280	520	-2%	-47%
<b><u>PRINTING &amp; PHOTOCOPY</u></b>	<b><u>2025</u></b>	<b><u>2024</u></b>	<b><u>+/-</u></b>		<b><u>2025 YTD</u></b>	<b><u>2024 YTD</u></b>	<b><u>2023 YTD</u></b>	<b><u>% Change</u></b> <b><u>2025/2024</u></b>	<b><u>% Change</u></b> <b><u>2025/2023</u></b>
Public Computers	79	103	-24		1574	1962	3549	-20%	-56%
Mobile Print	176	54	122		2101	899	98	134%	2044%
Pages in Black and White	1319	850	469		21483	17458	14129	23%	52%
Pages in Colour	38	31	7		967	679	325	42%	198%
Total Print Jobs	255	157	98		3675	2861	3647	28%	1%
Total Number of Pages	1357	881	476		22450	17930	13916	25%	61%

Summary 2025			Printed:						
<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	47696	45766	1930		47696	45766	48171	4%	-1%
Periodicals	3148	2383	765		3148	2383	765	32%	312%
DVDs	14342	16111	-1769		14342	16111	16201	-11%	-11%
CDs	433	320	113		433	320	747	35%	-42%
Audiobooks	766	834	-68		766	834	1103	-8%	-31%
Board Games	307	404	-97		307	404	382	-24%	-20%
Seed Library	1125	1385	-260		1125	1385	413	-19%	172%
Video Games	1169	1267	-98		1169	1267	1471	-8%	-21%
Library of Things	479	60	419		479	60	37	698%	1195%
Library of Things - Storage	63	31	32		63	31	27	103%	133%
Library of Things - Children	745	176	569		745	176	271	323%	175%
Toys and Puzzles	1233	2306	-1073		1233	2306	2780	-47%	-56%
Microfilm	287	308	-21		287	308	418	-7%	-31%
<b>TOTAL CIRCULATION</b>	<b>71793</b>	<b>71351</b>	<b>442</b>		<b>71793</b>	<b>71351</b>	<b>72786</b>	<b>1%</b>	<b>-1%</b>
Materials Returned	63442	64160	-718		63442	64160	66258	-1%	-4%
<b>TOTAL TRANSACTIONS</b>	<b>135235</b>	<b>135511</b>	<b>-276</b>		<b>135235</b>	<b>135511</b>	<b>139044</b>	<b>0%</b>	<b>-3%</b>
<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	5108	1658	3450		5108	1658	3353	208%	52%
Downloadable Audiobooks	8309	7622	687		8309	7622	6354	9%	31%
Downloadable eBooks	12103	12429	-326		12103	12429	11359	-3%	7%
Downloadable Music	38	21	17		38	21	13	81%	192%
Downloadable Video	674	451	223		674	451	410	49%	64%
Downloadable Magazines	6779	5689	1090		6779	5689	3232	19%	110%
<b>TOTAL CIRCULATION</b>	<b>33011</b>	<b>27870</b>	<b>5141</b>		<b>33011</b>	<b>27870</b>	<b>24721</b>	<b>18%</b>	<b>34%</b>
<u>ILLO &amp; 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	120	121	-1		120	121	135	-1%	-11%
LINC Reciprocal IN	9433	7336	2097		9433	7336	7465	29%	26%
<b>TOTAL RECEIVED</b>	<b>9553</b>	<b>7457</b>	<b>2096</b>		<b>9553</b>	<b>7457</b>	<b>7600</b>	<b>28%</b>	<b>26%</b>
Interlibrary Loans --OUT	127	162	-35		127	162	265	-22%	-52%
LINC Reciprocal OUT	9312	9627	-315		9312	9627	9054	-3%	3%
<b>TOTAL SENT</b>	<b>9439</b>	<b>9789</b>	<b>-350</b>		<b>9439</b>	<b>9789</b>	<b>9319</b>	<b>-4%</b>	<b>1%</b>
<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	430	719	-289		430	719	506	-40%	-15%
Children	133	197	-64		133	197	183	-32%	-27%
Non-Resident	115	122	-7		115	122	113	-6%	2%
Teen	26	26	0		26	26	11	0%	136%
<b>TOTAL REGISTRATIONS</b>	<b>704</b>	<b>1064</b>	<b>-360</b>		<b>704</b>	<b>1064</b>	<b>813</b>	<b>-34%</b>	<b>-13%</b>
<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	2045.45	2096.18	-50.73		2045.45	2096.18	1449.43	-2%	41%
Room Rental	1103.80	802.30	301.50		1103.80	802.30	825.00	38%	34%
General Donations	541.20	1078.00	-536.80		541.20	1078.00	1137.00	-50%	-52%
Used Book Sales	2705.75	2958.90	-253.15		2705.75	2958.90	3654.84	-9%	-26%
Photocopy/Print/Fax Fee	6264.10	4995.25	1268.85		6264.10	4995.25	3873.70	25%	62%
Sign Rental	265.57	201.75	63.82		265.57	201.75	72.50	32%	266%
Program Fee - Adult	1.55	120.00	-118.45		1.55	120.00	3402.25	-99%	-100%
Other Revenue	268.09	12.50	255.59		268.09	12.50	113.00	2045%	137%
<b>SUBTOTAL</b>	<b>13195.51</b>	<b>12264.88</b>	<b>930.63</b>		<b>13195.51</b>	<b>12264.88</b>	<b>14527.72</b>	<b>8%</b>	<b>-9%</b>
Capital Donations	<u>3955.00</u>	<u>3301.00</u>	<u>654.00</u>		<u>3955.00</u>	<u>3301.00</u>	<u>14464.53</u>	<u>20%</u>	<u>-73%</u>
<b>TOTAL RECEIPTS</b>	<b>17150.51</b>	<b>15565.88</b>	<b>1584.63</b>		<b>17150.51</b>	<b>15565.88</b>	<b>28992.25</b>	<b>10%</b>	<b>-41%</b>
<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	343	383	-40		343	383	405	-10%	-15%
Donations added to Collection	60	143	-83		60	143	497	-58%	-88%
Used Books Sold	1594	1997	-403		1594	1997	3878	-20%	-59%

<u>PROGRAMS AND EVENTS</u>	<u>2025</u>	<u>2024</u>	<u>+/-</u>		<u>2025 YTD</u>	<u>2024 YTD</u>	<u>2023 YTD</u>	<u>% Change</u> <u>2025/2024</u>	<u>% Change</u> <u>2025/2023</u>
<b>No. of Prog/Events</b>								0%	0%
Teen Programs	29	16	13		29	16	15	81%	93%
Pop-Up Library Visits	32	19	13		32	19	21	68%	52%
Community Events	181	200	-19		181	200	750	-10%	-76%
Children's Programmes	320	238	82		320	238	236	34%	36%
Class Visits	46	34	12		46	34	17	35%	171%
* Tech	739	454	285		739	454		63%	100%
* Seniors	23	26	-3		23	26		-12%	100%
<b>TOTAL</b>	1370	987	383		1370	987	1039	39%	32%
<b>No. of Attendees</b>									
Teen Programs	115	70	45		115	70	253	64%	-55%
Pop-Up Library Visits	938	856	82		938	856	801	10%	17%
Community Events	2403	3202	-799		2403	3202	5137	-25%	-53%
Children's Programmes	6348	5682	666		6348	5682	5573	12%	14%
Class Visits	1073	951	122		1073	951	443	13%	142%
* Tech	740	454	286		740	454		63%	100%
* Seniors	171	119	52		171	119		44%	100%
<b>TOTAL</b>	11788	11334	454		11788	11334	12207	4%	-3%
* Tech and Seniors previously categorized under Community Events									
<b>No. of Rentals/Reservations</b>									
Room Rentals	90	75	15		90	75		20%	100%
Bookable Spaces	226	125	101		226	125		81%	100%
Sign Rentals	6	13	-7		6	13		-54%	100%
<b>No. of Attendees</b>									
Room Rentals	1151	903	248		1151	903		27%	100%
Bookable Spaces	297	169	128		297	169		76%	100%
*Room Rentals previously categorized under Community Events									
<b>ALL COMPUTER USERS</b>	<b>2025</b>	<b>2024</b>	<b>+/-</b>		<b>2025 YTD</b>	<b>2024 YTD</b>	<b>2023 YTD</b>	<b>% Change</b> <b>2025/2024</b>	<b>% Change</b> <b>2025/2023</b>
Computer Workstation Users	2735	2821	-86		2735	2821	3478	-3%	-21%
<b>TOTAL</b>	2735	6925	-4190		2735	6925	8185	-61%	-67%
<b>PATRON COUNT</b>	<b>2025</b>	<b>2024</b>	<b>+/-</b>		<b>2025 YTD</b>	<b>2024 YTD</b>	<b>2023 YTD</b>	<b>% Change</b> <b>2025/2024</b>	<b>% Change</b> <b>2025/2023</b>
	48576	49588	-1012		48576	49588	43473	-2%	12%
<b>LIBRARY HOMEPAGE HITS</b>	<b>2025</b>	<b>2024</b>	<b>+/-</b>		<b>2025 YTD</b>	<b>2024 YTD</b>	<b>2023 YTD</b>	<b>% Change</b> <b>2025/2024</b>	<b>% Change</b> <b>2025/2023</b>
	21234	19020	2214		21234	19020	19418	12%	9%
<b>ONLINE CATALOGUE HITS</b>	<b>2025</b>	<b>2024</b>	<b>+/-</b>		<b>2025 YTD</b>	<b>2024 YTD</b>	<b>2023 YTD</b>	<b>% Change</b> <b>2025/2024</b>	<b>% Change</b> <b>2025/2023</b>
	31285	29180	2105		31285	29180	21703	7%	44%
<b>SOCIAL MEDIA</b>	<b>2025</b>	<b>2024</b>	<b>+/-</b>		<b>2025 YTD</b>	<b>2024 YTD</b>	<b>2023 YTD</b>	<b>% Change</b> <b>2025/2024</b>	<b>% Change</b> <b>2025/2023</b>
<b>Facebook</b>									
Page Likes/Followers	1906	1731	175		1906	1731	1610	10%	18%
Total Post Views	286286	280504	5782		286286	280504	242696	2%	18%
Total Post Interactions	5673	5701	-28		5673	5701	10250	0%	-45%
Total Posts	567	441	126		567	441	495	29%	15%
<b>Instagram</b>									
Page Likes/Followers	1489	1324	165		1489	1324	1204	12%	24%
Total Post Views	112995	52086	60909		112995	52086	65717	117%	72%
Total Post Interactions	2918	12879	-9961		2918	12879	4464	-77%	-35%
Total Posts	531	493	38		531	493	467	8%	14%



<b><u>eNEWSLETTER</u></b>	<b><u>2025</u></b>	<b><u>2024</u></b>	<b><u>+/-</u></b>		<b><u>2025 YTD</u></b>	<b><u>2024 YTD</u></b>	<b><u>2023 YTD</u></b>	<b><u>% Change</u></b> <b><u>2025/2024</u></b>	<b><u>% Change</u></b> <b><u>2025/2023</u></b>
New Contacts	70	70	0		70	70	137	0%	-49%
Total Contacts to Date	553	456	97		553	456	386	21%	43%
Email Opens	1799	1708	91		1799	1708	2222	5%	-19%
Clickthroughs	274	280	-6		274	280	520	-2%	-47%
<b><u>PRINTING &amp; PHOTOCOPY</u></b>	<b><u>2025</u></b>	<b><u>2024</u></b>	<b><u>+/-</u></b>		<b><u>2025 YTD</u></b>	<b><u>2024 YTD</u></b>	<b><u>2023 YTD</u></b>	<b><u>% Change</u></b> <b><u>2025/2024</u></b>	<b><u>% Change</u></b> <b><u>2025/2023</u></b>
Public Computers	1574	1962	-388		1574	1962	3549	-20%	-56%
Mobile Print	2101	899	1202		2101	899	98	134%	2044%
Pages in Black and White	21483	17458	4025		21483	17458	14129	23%	52%
Pages in Colour	967	679	288		967	679	325	42%	198%
Total Print Jobs	3675	2861	814		3675	2861	3647	28%	1%
Total Number of Pages	22450	17930	4520		22450	17930	13916	25%	61%

## **Privacy, Access to Information and Electronic Messages under CASL**

Policy Number: **OP-01**

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

Last Review/Revision Date: **Nov. 2021, 2024, 2026**

Year of Next Review: **2028**

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The Port Colborne Public Library recognizes that all visitors have the right to privacy and confidentiality regarding their use of the library's services, collections and online spaces, and the collection of personal information. In matters related to privacy and access to information, the Port Colborne Public Library is guided by the Ontario Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990, c. M.56, known commonly as (MFIPPA).

### **Section 1: The Library and Privacy**

The Port Colborne Public Library Board will protect the privacy of all individuals' personal information in its custody or control, in keeping with the privacy provisions of MFIPPA and other applicable legislation.

#### **1. Collection of Information**

- a) Personal information is defined in the Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990, c. M.56 (MFIPPA), in part, as "recorded information about an identifiable individual." This could include, in the library context, information on a user's borrowing habits, as well as information related to computer use **or program registration**.
- b) The Port Colborne Public Library collects the following identifiable information:
  - name, address, telephone number and e-mail address of each registered library user **(i.e. cardholder)**
  - **date of birth of registered library users under the age of twelve**
  - information about what an individual library user has on loan or items placed on hold
  - information about fines and fees
  - information about a public meeting room space booked by a specific individual

- information about programs an individual has registered to attend
  - information about when an individual booked a public computer as well as the Internet search history
  - information about individuals' requests for material through reciprocal borrowing and interlibrary loans (as part of the reciprocal borrowing networks, some of this information resides on servers in other places and the library cannot definitely guarantee the use or protection of this information).
- c) The library collects comment forms, requests for material reconsideration and correspondence from individual users. All correspondence received is part of the Board's public documents except for correspondence related to personnel or property issues which would be treated as confidential and handled in an in a closed library meeting as permitted under the Public Libraries Act, R.S.O. 1990, c. P. 44.
- d) The library system collects images and video clips through security cameras. Images are only used to ensure the security and safety of staff and individuals using the library.
- e) **Identifiable** information may be given in any of three formats – in person, in writing, electronically – and this privacy policy covers all three circumstances.

## 2. Use of Information

- a) The collection of personal information is limited to that which is necessary for the administration of the library and the provision of library services and programs.
- b) The purposes for which personal information is collected from an individual is identified by the library at, or before, the time the information is collected and that consent is given by the individual at that time.
- c) As using personal information for other purposes than originally intended is not permitted by MFIPPA, if the library wishes to use a patron's personal information for a purpose that is not consistent with the one for which it was originally obtained or compiled, it must first acquire the patron's written consent to use the personal information for that new purpose.

### 3. Disclosure of information

- a) The library will not disclose personal information related to a visitor or library user to any third party without obtaining consent to do so, subject to certain exemptions as provided in section 32 of MFIPPA. Disclosure is permitted in some situations, including the following:
- The library will disclose personal information to a parent or guardian of a person under sixteen (16) years of age who exercises ~~the right of access to the child's personal information in the user or circulation databases.~~ **lawful custody of that individual.**
- b) The library may also disclose information in accordance with the exemptions provided in section 32 of MFIPPA, including:
- Subsection (g), disclosure to an institution or a law enforcement agency in Canada to aid an investigation undertaken with a view to a law enforcement proceeding or where that institution or agency has reasonable basis to believe that an offence may have been committed and the disclosure is to enable the conducting of an investigation;
  - Subsection (i), disclosure under compassionate circumstances, to facilitate contact with the spouse, a close relative or a friend of an individual who is injured, ill or deceased.

### 4. Retention of Information

- a) The library will not retain any personal information related to the items borrowed or requested by a user, or pertaining to a user's online activity, longer than is necessary for the provision of library services and programs. The retention of personal information includes the following situations:
- Personal information regarding library transactions is retained in the user database as long as the circulation record indicates that an item remains on loan or fees remain outstanding.
  - Records of returned items that have no outstanding fees/charges remain on the user record in the circulation database until the end of the working day.
  - Personal records of all inactive cardholders (those who have not used their cards in the previous three (3) years) and do not have outstanding fines or fees are purged on an annual basis.

- All personal information is erased at the end of the working day upon which the computer is used.
- b) The library may retain personal information related to library functions or services as described below, when users voluntarily opt in to do so; for example, in order to enhance or personalize library functions or services.
  - The personal information and borrowing history of Visiting Library Services users are retained with their permission. This is done in order to assist staff in selecting and delivering materials for the user.
  - Records relating to the answering of questions and/or in-depth research for the public in person, by phone, or e-mail, are not retained except at the discretion of library staff for no longer than two years.

## **5. Responsibility for Privacy**

- a) The board is responsible for personal information under its control and designates the Chief Executive Officer (CEO) as the individual accountable for the library's compliance with legislation. The CEO ensures that the requirements around the collection, use and disclosure of information are followed.
- b) All Port Colborne Public Library employees will be made aware of the importance of maintaining the confidentiality of personal information.
- c) Library users who feel their privacy have not been protected may challenge library practices, in writing, with the CEO. A library user not satisfied with the result of a challenge submitted may appeal to the Library Board via the Board Secretary, maintaining either the current policy has been violated or that the current policy needs to be changed in order to address a perceived issue.
- d) A breach is any unauthorized or illegal collection, use, or disclosure of personal information. In the event of a breach the CEO or designate will:
  - Contain the breach and repatriate the information
  - Assess the severity of the breach
  - Notify affected parties and the Information and Privacy Commissioner as required
  - Investigate the cause of the breach
  - Implement corrective actions

## **Section 2: The Library and Access to Information**

1. The Port Colborne Public Library is committed to making access to information about the operations of the library available to the public. Board agendas and minutes, annual reports, policies, and a variety of other information are made a matter of public record through the library website and through library publications. In accordance with the Public Libraries Act the public can inspect any records that the board's secretary has on file except where exemptions are allowed under Section 6-16 of MFIPPA.
2. Responding to requests for other library information is a statutory obligation and will be completed promptly.
3. Upon request, individuals will be informed of the existence, use, and disclosure of their personal information, and be given access to that information. Individuals will be able to challenge the accuracy and completeness of the information and have it amended as appropriate. Identity of the individual must be verified prior to releasing the requested information, as per the Municipal Freedom of Information and Protection of Privacy Act R.R.O. 1990 Regulation 823.
4. All requests for information or for records, not publically available, must be made in writing. The CEO will give written notice to the person making a request, as to whether or not access to the record or part of it will be given as prescribed in MFIPPA. Fees will be applied according to the Municipal Freedom of Information and Protection of Privacy Act R.R.O. 1990 Regulation 823.

## **Section 3: The Library and Electronic Messages under Canada's Anti-Spam Legislation**

1. All electronic messaging sent by the library is consistent with Canada's Anti-Spam Legislation (CASL).
2. The library will ensure that all electronic messages clearly identify the:
  - a) subject of the communication
  - b) sender (Port Colborne Public Library)
  - c) library's mail address and contact information
  - d) way that an individual may "unsubscribe" from receiving further messages

3. At the time of registration for a library card, specific pieces of information are collected (see Section 1 above). Obtaining a library card implies the individual's consent to authorize the library to send electronic notifications regarding personal borrowing and transaction activities if an e-mail address was provided at the time of registration. Individuals may request not to receive electronic notifications although such an action may affect their ability to use certain library services to their fullest extent.
4. The library may, at times, use electronic means to promote services, share information, or announce special events. The library will provide an opportunity for individuals to sign up, and provide consent, to receive such specific notifications. The library will provide options to individuals to easily unsubscribe from these services or to change their preferences at any time.

## **Related Documents:**

- Port Colborne Public Library. OP-12: Circulation Policy
- Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990, c. M56
- Municipal Freedom of Information and Protection of Privacy Act R.R.O, 1990, Regulation
- ~~Information and Privacy Commissioner of Ontario. "What are the Privacy Responsibilities of Public Libraries?" 2002~~
- **Canada's Anti-Spam Legislation (CASL)**
- **Government of Ontario.** [Public Libraries use of patron information](#)

## Records Retention and Schedule

Policy Number: **OP-17**

Original Policy Approval Date: **Dec. 2019**

Most Recent Review/Revision Date: **Aug. 2022, 2026**

Year of Next Review: **2029**

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The Port Colborne Public Library Board recognizes the importance of organizing and retaining business and personal records according to standards that ensure ease of retrieval while maintaining appropriate levels of security and confidentiality. It also recognizes the responsibility to adhere to provincial and federal legislation relating to retention, such as those of Canada Revenue Agency.

This policy establishes record definitions and schedules of minimum retention periods during which records must be kept by the Port Colborne Public Library. This policy should be read in conjunction with Privacy, Access to Information & Electronic Messages under CASL Policy (OP-01).

### Section 1: Definitions

**Active record** means records that are retained in the library and are required for the day-to-day business of the library.

**Disposal/disposition** means the decision regarding retention after a record is no longer considered active (i.e. retained as permanent, or destroyed).

**Destruction/destroy** means to eliminate permanently (e.g. through shredding) a record within a record series at a time indicated on the records retention schedule.

**Permanent Records** mean those records determined to have a long-term value to the library in terms of recording its corporate, service and cultural history. They are maintained for a variety of reasons, including documentation of the establishment of the Board as an entity, its policies, key historical events and milestones, and the evolution of the library system.



**Record** means recorded information in any format and includes, but is not limited to, documents, business records, financial statements, personnel files, minutes, accounts, correspondence, memoranda, plans, maps, drawings, photographs, films.

**Record Series** means documents arranged in accordance with a filing system or kept together because they relate to a particular subject or function, result from the same activity, document a specific kind of transaction, take a particular physical form, or have some other defined commonality.

**Records Retention Schedule** means a description of the record series that are being managed, how long they need to be retained, and what their final disposition will be based on legal, business, and historical requirements.

**Transitory Record** means any record that has temporary usefulness and is not required to meet legislated requirements, establish guidelines and procedures, set policy, certify a transaction, become a receipt, or provide evidence of legal, financial, operational or other decisions of the library. Examples of such records include: duplicate copies, working documents, and notes from a meeting for which the reports and minutes have been finalized or adopted.

## Section 2: Context for Retention

1. Within the framework of the Ontario Municipal Act 2001, there are certain parameters that local boards (including libraries) must follow. This includes direction that records must be retained in a secure and accessible manner, and that subject to the Municipal Freedom of Information and Protection of Privacy Act, certain records, such as board meeting minutes, must be accessible to the public. This requirement is echoed in the Public Libraries Act 28 (1).
2. Municipalities may establish retention periods that local boards are obliged to follow.
3. In addition, other bodies to which the library must relate may have their own retention requirements (e.g. Canada Revenue Agency (CRA) requirement to maintain financial records for seven years and Employment Standards Act employment records for three years and vacation records for five years).

## **Section 3: Protection, Access and Storage**

1. The CEO, or designate, will administer this policy and ensure that all relevant legal requirements are met.
2. All records will be clearly labeled and marked and, to ease retrieval, no document shall be created without the appropriate file name chosen and indicated at the bottom of the document.
3. Records shall be stored in such a manner to minimize risk of loss or destruction due to flood, fire, etc.
4. The CEO, or designate, will ensure that records are stored in a manner that provides access only to those in charge of the records.
5. In responding to requests to examine records, employees must observe the library's standards of confidentiality and accessibility.

## **Section 4: Disposition of Records**

1. Transitory records, unless they have become necessary for legal purposes or as otherwise provided for by law, will not be retained and may be destroyed at any time beyond their usefulness.
2. Active records will not be retained beyond the retention period without a valid reason.
3. Records are disposed of in accordance with the approved Records Retention Schedule.
4. Records retention schedules and disposition will be consistent across all media, including digital records.
5. Where records must be retained for pending tax audits or legal issues, the retention period is not changed for the entire record series, but only for those records that are required for audit or legal purposes.

6. The destruction of records must be conducted in a secure manner, mindful of confidentiality requirements. The CEO as records manager has the authority to destroy all documents that have been retained beyond their retention period as outlined in the Records Retention Schedule (**Appendix A**).

**Related Documents:**

- Municipal Act, 2001 sections 253-255
- Port Colborne Public Library. OP-01: Privacy, Access to Information & Electronic Messages under CASL

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## Appendix A - Records Retention Schedule

Function	Records Series	Filing	Retention (years)	Notes
<b>Board</b>	Ministry - Annual Survey of Public Libraries	By year	Permanent	
	Strategic Plans	By year	Permanent	
	Annual Reports for the Library	By year	Permanent	
	Board Packages (including agendas, minutes, correspondence, reports, etc.)	By meeting date	Permanent	
	Committee Minutes	By committee	Seven (7)	
	Library Policies	By policy number	Current	
	Library Board Bylaws	By by-law number	Current	
	Contracts (e.g. Fire Hall lease, etc)	By contract	Seven (7), following end of agreement	
	Court cases pertaining to the Library	By case	Permanent	
	Insurance policies, records and claims	By year	Seven (7)	
<b>Administration</b>	Grant applications (successful) and responses	By year	Seven (7)	
	Banning notices	By series	Two (2)	
	Freedom of Information requests	By name	Permanent	
	Statistical reports	By year	Permanent	
	Capital assets inventory		Current	
	Request for reconsideration of	By year	Two (2)	

Function	Records Series	Filing	Retention (years)	Notes
	materials in collection			
<b>Facility Management</b>	Architects' or engineers' reports, plans, drawings	By project	Permanent	
	Inspection reports (routine and special maintenance)	By type	Four (4)	
<b>Finance</b>	Audited financial statements & Auditor's reports	By year	Permanent	See GOV-07 Financial Control/ Oversight
	Bequests	By series	Seven (7)	
	Bank statements	By year	Six (6)	
	Cash records	By year	Six (6)	
	Donation receipts (copies)	By year	Two (2)	
	Charitable returns	By year	Seven (7)	
	Deposit records	By year	Six (6)	
	Final budgets	By year	Seven (7)	
	Paid invoices	By year	Seven (7)	
	Written Quotations/ RFP	By project	Seven (7)	See OP-18 Purchasing
	Year-end working papers	By year	Seven (7)	
<b>Personnel</b>	Current employee personnel files	By name	Current	
	Terminated employee personnel files	By name	Seven (7)	
	Employee WSIB claims and records	By name	Seven (7)	
	Job postings	By posting	Two (2)	
	Resumes/applications for employment – not hired	By posting	6 months	
	Pay equity/job evaluation reports and implementations	By year	Permanent	

Function	Records Series	Filing	Retention (years)	Notes
	documents			
	Payroll	By year	Seven (7)	
	Seniority list	By series	Current	
	Timesheets	By year	Seven (7)	
	T4 summaries	By year	Seven (7)	
<b>Labour Relations</b>	Collective Agreements	By year	Permanent	
	Grievance forms, correspondence and related documentation	By year	Permanent	
	Records relating to contract negotiations and letters of intent/understanding	By year	Permanent	
	Arbitration Awards	By year	Permanent	
<b>Volunteers</b>	Active volunteer files	By name	Current	
	Inactive volunteer files	By name	2, following last volunteer activity	
<b>Library Operations</b>	Active library patron accounts	Database	Current	Integrated Library System (ILS). OP-01 – Privacy, Access to information...
	Expired library patron accounts	Database	2, following expiry	ILS
	Loan transactions	Database	Retained as long as patron account is active, then 2 years following expiry	ILS

Function	Records Series	Filing	Retention (years)	Notes
	Outstanding fines / lost/damaged charges	Database	Retained as long as patron account is active, then 2 years following expiry	ILS
	Overdue notices	Database	Current	ILS
	Interlibrary loan records	Database	Two (2)	INFO/VDX database
<b>Risk Management</b>	Incident reports	By series	Ten (10)	
	Health & safety inspection reports	By year	Four (4)	
	Health & Safety Committee meeting minutes	By year	Four (4)	
<b>Pandemic (e.g., COVID)</b>	Daily Employee Sign-in Sheets	By month	Six (6)	See COVID-19 Policy 12: Document Retention (City of Port Colborne)
	Visitor screening sheets (Form A or Form B)	By month	Six (6)	
	Enhanced Sanitation and Cleaning Procedure Checklist	By month	Six (6)	

## CEO Succession Planning Policy

Policy Number: **GOV-13**

Initial Policy Approval Date: **Sept. 2023**

Last Review/Revision Date: **Jan. 2024, 2026**

Year of Next Review: **2028**

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### Definitions

“CEO” means Port Colborne Public Library Chief Executive Officer (CEO)

“Library” means the Port Colborne Public Library

“Library Board” or “Board” means the Port Colborne Public Library Board

### Purpose

Leadership at the Port Colborne Public Library is a key element to the organization’s success and is important to the community considering the library’s influence and impact on its residents. Change in executive leadership is inevitable and can be challenging, particularly when the change is unexpected.

To ensure the continued smooth running of Library operations during any period of CEO turnover and adherence to Board responsibilities under the *Public Libraries Act*, R.S.O. 1990, c.P.44., the following policy and procedures for CEO succession and extended leave have been set in place by the Board.

The CEO succession policy ensures there is stability and continuity of leadership for the ongoing operations of the library in the planned or unplanned absences of the CEO. In addition to establishing principles and accountabilities, it outlines procedures and processes for short- and long-term temporary or permanent planned absences with considerations for communications, authority, and compensation as well as Board oversight.

Emergency succession procedures set out the elements needed to ensure an orderly, deliberate transition in order to avoid uncertainty and destabilization. While the policy is intended to minimize the risks of disruption during the leadership transition, it will also generate opportunities to recognize, develop, and retain top leadership talent.

### Principles

In the implementation of the CEO Succession Plan, the Board will ensure that:

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- The process is seen by all participants as being transparent, fair, and professionally managed;
- There is continuity in operations and strategic direction;
- Communications are responsive and timely to all key stakeholders including external and internal;
- Board and management will be engaged in support of respective changes;
- Confidence is demonstrated and conveyed in the replacement CEO; and,
- Appropriate support will be provided to the acting or new CEO.

## Procedures

### 1. Short-Term Temporary Succession

Planned absences not expected to exceed three months due to approved leave during which time the CEO is not available to perform the duties of the job.

- a. The CEO may recommend that the Library Services Manager be assigned the role of Acting CEO with Board approval.
- b. The Acting CEO will be added as an authorized signing authority during this time.
- c. While in the role of Acting CEO, the Library Services Manager will be compensated at step one of the CEO compensation band. (Planned CEO vacation does not qualify for temporary compensation).

### 2. Emergency Succession

is required when there is an unplanned absence where the CEO is unable to perform duties of the position, or in the event that there is no CEO in place.

In a temporary emergency succession situation, the Board Chair in consultation with the CEO (if circumstances allow) will recommend that the Library Services Manager be appointed as Acting CEO.

### 3. Long-Term Succession

For a longer-term temporary, unplanned absence that lasts more than three months, the same procedures and conditions apply as for a short-term absence, however, in consultation with the Acting CEO, immediate consideration should be given to temporarily filling the position left vacant by the Acting CEO's previous position and/or to the provision of additional support, for example, temporarily filling the role of the Library Services Manager.

A permanent change in leadership is one in which the CEO will not be returning to the position.

Planned, voluntary departure such as the expiry of an employment contract or the resignation/retirement of the incumbent ensures there is a period of reasonable notice. The CEO is expected to give an eight-week notice period.

In this instance, the outgoing CEO plays an important role in the hiring process and transition to a successor. This includes helping the Board define skills, competencies, and qualifications for the position as well as provide advice on the strengths needed for the future position.

Unplanned, involuntary departure such as termination, requires that the Board plan for the appointment of an Acting CEO to be synchronized with any announcement on the change of leadership.

#### **4. CEO Search and Selection Process**

Once notified of a planned departure, it may take many months to fill the vacancy. As a first step, the Board shall engage an ad hoc CEO Hiring and Transition Committee to begin work to recruit and recommend a CEO.

This committee is comprised of three members of the Board with suitable expertise and experience. The Board Chair will also sit on this committee.

The Hiring Committee shall:

- a. Ensure the CEO job description is current and reflects current duties and responsibilities of the position;
- b. Work with the Board to develop a leadership profile to serve as a blueprint and confirm the recruitment process to be undertaken;
- c. Work with the City of Port Colborne Human Resources Department for advice and assistance as required throughout the process;
- d. Request Board approval to engage an executive recruiting firm if desired;
- e. Agree on an advertising and communications approach and develop an interview structure;
- f. Review potential candidate applications and interview those qualified candidates deemed to be appropriate for the position; and,
- g. Present recommendations to the entire Board, with rationale for the most qualified candidates for Board consideration.

The appointment of Acting CEO will be revoked at the same meeting when the new CEO is appointed.

The Board shall make the final determination on the candidate to be offered the position, including the financial compensation package. The Chair of the Board and the Committee shall be responsible for ensuring that any and all offers to candidates are properly administered and finalized.

## **Transition and Probationary Period**

The incumbent CEO shall prepare a transition document providing key information that will be relevant to the new leader and will ensure that key library positions have current job descriptions as well as a proactive, career development plan in place. It should also include key issues facing the organization, key external relationships and other relevant information.

The Board, as represented by the Chair and other appropriate Board members, shall meet with the incoming CEO to provide an orientation including key insights on the library as well as Board priorities, goals, and expectations for the six-month probationary period.