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**Report to / Rapport au:**

**Ottawa Public Library Board  
Conseil d'administration de la Bibliothèque publique d'Ottawa**

**May 9, 2023 / 9 mai 2023**

**Submitted by / Soumis par:**

**Sonia Bebbington, Chief Librarian and Chief Executive Officer / Bibliothécaire en  
chef et Directrice générale**

*Contact Person / Personne ressource:*

*Alexandra Yarrow, Program Manager, OPL Board & Strategic Services / Gestionnaire  
de programmes, Conseil d'administration de la BPO et services stratégiques  
(613) 580-2424 x32312. Alexandra.Yarrow@bibliooottawalibrary.ca*

**File Number: OPLB-2023-0613-10.3**

**SUBJECT: 2022 Annual Report on Ottawa Public Library Related Fraud Claims**

**OBJET: Rapport annuel de 2022 sur les déclarations de fraude concernant la  
Bibliothèque publique d'Ottawa**

## **REPORT RECOMMENDATION**

**That the Ottawa Public Library Board receive this report for information.**

## **RECOMMANDATION DU RAPPORT**

**Que le Conseil d'administration de la Bibliothèque publique d'Ottawa prenne  
connaissance de ce rapport à titre d'information.**

## **BACKGROUND**

Ottawa Public Library (OPL) is committed to protecting its financial resources, property, information, and other assets from any attempt by members of the public, contractors, sub-contractors, agents, intermediaries, or its own employees, to gain financial or other benefits by deceit or by any other illicit means.

In November 2012, as part of a governance review process, the Board directed staff to develop a Whistleblower Policy (subsequently renamed the Fraud Reporting policy). To facilitate the reporting of suspected fraud, the Auditor General agreed to the OPL's use of the City of Ottawa's Fraud and Waste Hotline ("the Hotline"); a confidential and anonymous service that allows employees and members of the public to report incidents either by phone or internet 24 hours a day, 7 days a week. The OPL's Fraud Reporting policy and Fraud Investigation procedure was subsequently developed and implemented in September 2015.

As outlined in OPL's Fraud Reporting policy, the CEO is responsible for providing the Board with an annual summary of fraud reports received by the Office of the Auditor General at the City of Ottawa. This document reflects the reports related to OPL, received through the City's Fraud Hotline from January 1, 2022 through to December 31, 2022.

## **DISCUSSION**

In 2022, no reports related to OPL were received by the Fraud Reporting Hotline. Given that no reports were received, there is no further information to be provided. The next report will be in 2023.

## **CONSULTATION**

The Office of the Auditor General reviewed this report and confirmed that no cases, with respect to OPL, were received during the 2022 calendar year. As this is considered an internal administrative matter, no public consultation was undertaken.

## **ACCESSIBILITY IMPACTS**

Ottawa Public Library supports and considers the *Accessibility for Ontarians with Disabilities Act, (2005)* in its operations. There are no accessibility impacts associated with this report.

## **BOARD PRIORITIES**

This report ensures compliance with OPL's administrative policy and reporting requirements regarding claims of fraud.

### **BUSINESS ANALYSIS IMPLICATIONS**

There are no business analysis considerations associated with this report.

### **FINANCIAL IMPLICATIONS**

There are no financial implications associated with this report.

### **LEGAL IMPLICATIONS**

There are no legal implications associated with this report.

### **RISK MANAGEMENT IMPLICATIONS**

There are no risk management implications associated with this report.

### **TECHNOLOGY IMPLICATIONS**

There are no technology implications associated with this report.

### **SUPPORTING DOCUMENTATION**

Document 1 - Fraud and Waste Hotline Reporting Categories

### **DISPOSITION**

Staff will present the 2023 Annual Report on Ottawa Public Library Related Fraud Claims in Q2 2024.

### Fraud and Waste Hotline Reporting Categories

|   |   |
|---|---|
| Harm to People or Potential Harm to People                        | Concerns related to physical or mental harm or potential harm to employees or others relating to violence, threat, discrimination, or harassment.   |
| Health and Safety, Environment                                    | Items related to the safety of people and the protection of the environment in which they work and live.  |
| Alcohol or Drug Use or Other Substance Abuse                      | Issues related to alcohol or drug use or other substance abuse.   |
| Theft, Embezzlement, Fraud  | Any act of stealing from an organization or individual, by whatever means, and attempts to conceal it.  |
| Unauthorized Use or Misuse of City Property, Information, or Time | Items related to the unauthorized use or misuse of City property, equipment, materials, records, internet or harm or threat of harm to City property, equipment, materials, or internet. This would also include abuse of work time or fraudulent use of sick leave.  |
| Manipulation or Falsification of Any Data                         | Changes (unauthorized or authorized) made to any data, information, records, reports, contracts, or payment documents possibly to cover mistakes or fraud, improve financial / operating / statistical results or to gain financial advantage or unfair advantage in a contract.                                  |
| Conflict of Interest or Unethical Conduct                         | Unethical or dishonest conduct by any person at any level of the organization and any situation or action of an employee that puts them in conflict, or could be perceived as putting them in conflict, with the interests of the organization.   |
| Violation of Laws, Regulations, Policies, Procedures              | Violation of any law, rule, or policy set down by an organization, regulatory authority including securities commissions, or any level of government.   |
| Financial Reporting and Accounting                                | Items related to the accuracy and completeness of financial statements and other financial reporting to the Board of Directors, Board of Governors, or other governing body, and to regulatory bodies or the public (e.g. securities regulators, tax authorities, government departments, annual public reports). |

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| Management / Supervisor     | Any issues, concerns or comments related to the level of support received through the actions or inactions of your direct managers and / or supervisors.   |
| Suggestions for Improvement | Suggestions to improve any aspect of the organization including ideas, concerns, or comments related to Municipal Services and Products, Customer Service, and any other suggestions, to aid the attainment of its objectives, or to manage its risks. |
| Areas for Audit             | Any suggestion to audit any area of the organization.  |