

**MEMO / NOTE DE SERVICE**

**To / Destinataire** OPLB Trustees

**cc:** Sonia Bebbington, Chief Librarian and CEO

**From / Expéditeur** Alexandra Yarrow, Program Manager, Board and Strategic Services

**Subject / Objet** 2023 Ottawa Public Library Related      **Date:** June 5, 2024  
Fraud and Waste Claims

This memo provides trustees with an update regarding fraud and waste claims related to the Ottawa Public Library (OPL) received by the Office of the Auditor General (OAG) at the City of Ottawa (“the City”) from January 1, 2023 to December 31, 2023.

**Context**

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 and Waste Reporting Policy). To facilitate reporting, the OAG agreed to the OPL’s use of the City’s Fraud and Waste Hotline (“the Hotline”), a confidential and anonymous service that allows employees and members of the public to report claims online or by phone 24 hours a day, 7 days a week. The OPL Fraud and Waste Reporting Policy (“the Policy”) and the OPL Fraud and Waste Investigation Procedure were subsequently developed and implemented in September 2015, and most recently revised in 2024. This memo ensures compliance with the Policy respect to the CEO’s responsibility to “provide the Board with an annual summary of fraud and waste reports received by OPL.”

**OPL-Related 2023 Fraud and Waste Claims**

No cases related to OPL were received by the Office of the Auditor General in 2023.

**Next steps**

The next summary regarding fraud and waste claims will be provided to the Board in 2025. For any questions, please contact me.

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