

Report to / Rapport au:

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

June 8, 2021 / 8 juin 2021

Submitted by / Soumis par:

Danielle McDonald, Chief Executive Officer / Directrice générale

Contact Person / Personne ressource:

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

File Number: OPLB-2021-0607

SUBJECT: 2020 Annual Report on Ottawa Public Library Related Fraud Claims

OBJET: Rapport annuel de 2020 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, either 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, 2020 through to December 31, 2020.

DISCUSSION

In 2020, one report related to OPL was submitted to the Hotline by a member of the public.

Issues arising from the Hotline

This section includes a summary of the example of fraud or waste that was reported regarding Ottawa Public Library during 2020. Where reports are found to be substantiated, any disciplinary action taken is the responsibility of management. Where management has taken action, the outcomes are noted below.

Unauthorized Use or Misuse of City Property, Information, or Time

One (1) claim was made regarding perceived inappropriate activities in violation of the *Employee Code of Conduct* and the *Responsible Computing Policy*. The employee posted on the Internet regarding their usage of YouTube during work hours. Management reviewed the claim and found that OPL's time was not wasted, and that the hardware and software were appropriately used by the employee during the situation in question. The employee received a Letter of Expectation, which was also placed on their employee file. No further action was taken.

CONSULTATION

The Office of the Auditor General reviewed this report and confirmed that the content was consistent with the cases that were submitted and the management actions that were reported back to them. As this is considered an internal administrative matter, no public consultation was undertaken.

ACCESSIBILITY IMPACTS

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 report on the 2021 Policy Compliance and Delegation of Authority Annual Reporting in Q2 2022.

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).

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.