

**Report to / Rapport au:**

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

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**Submitted by / Soumis par:**

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**File Number:** OPLB-2020-0602

**SUBJECT: 2019 Annual Report on Ottawa Public Library Related Fraud Claims**

**OBJET: Rapport annuel de 2019 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.

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. This document reflects the reports related to OPL, received through the Fraud Hotline from January 1, 2019 through to December 31, 2019.

## **DISCUSSION**

In 2019, 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 2019. 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.

### **Harm to People or Potential Harm to People, Health and Safety**

One (1) claim was made regarding perceived lack of an emergency plan and insufficient staff training at a library branch, during an altercation between customers. Management reviewed the claim and found that procedures in place were properly followed in the situation in question, that emergency plans are available at the location, and that staff have been properly trained on the application of emergency plans and any related security procedures. Management subsequently arranged for Corporate Security to conduct a site visit of the location in question. 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.

## **LEGAL IMPLICATIONS**

There are no legal implications associated with this report.

## **FINANCIAL IMPLICATIONS**

There are no financial implications associated with this report.

### **ACCESSIBILITY IMPACTS**

There are no accessibility impacts associated with this report.

### **TECHNOLOGY IMPLICATIONS**

There are no technology implications associated with this report.

### **BOARD PRIORITIES**

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

### **SUPPORTING DOCUMENTATION**

Document 1 - Fraud and Waste Hotline Reporting Categories

### **DISPOSITION**

Staff will report on the 2020 Policy Compliance and Delegation of Authority Annual Reporting in Q2 2021.

**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.