

Agenda

Regular Meeting # 2016-07

Kingston Frontenac Public Library Board

Wednesday, September 28, 2016 – 4:30 PM

Delahaye Room, Central Branch

1. Call to Order / Regrets
2. Adoption of the Agenda
3. Disclosure of Conflict of Interest
4. Adoption of Minutes
 - 4.1. Regular KFPL Board Meeting #2016-06 of June 22, 2016 (attached) (motion to adopt minutes)

Consent Agenda

5. Information Items
 - 5.1. Correspondence/Information Received and Sent
 - 5.1.1. From a patron, an email regarding the Code of Conduct dated June 30, 2016
 - 5.1.2. From the City Treasurer, a letter dated August 18, 2016 with 2017 budget timelines and information (letter attached)
 - 5.1.3. To the City of Kingston, the County of Frontenac, and to the four Townships, a letter dated September 1, 2016 asking them to proclaim the month of October 2016 as Public Library Month 2016 and the week of October 16-22, 2016 as Ontario Public Library Week.
 - 5.1.4. From the City of Kingston, a letter dated September 12, 2016 confirming approval of the Heritage Permit for the Central Branch renovations.
6. Report of the Manager of Branch Operations (Presentation attached) (brought forward from the June board meeting)
7. Monitoring Reports
 - 7.1. Communication and Counsel

- 7.1.1. Chief Librarian's Report (attached)
- 7.1.2. Statistical Report (Second Quarter) (attached)
- 7.2. Financial Condition (Second quarter) (attached)
- 7.3. KFPL Vision 2020 - Status Report (January to June 2016) (report attached)
- 8. Motion to accept consent agenda (motion)

Action Agenda

- 9. Business Arising from the Minutes
- 10. Action Items
 - 10.1. Negotiations Committee (motion to strike a Negotiations Committee)
 - 10.2. Community Engagement Committee
 - 10.2.1. Community Engagement Committee Minutes of June 22, June 28, July 6, August 30, September 15, 2016 (the September 15 minutes to be posted and distributed by September 28) (attached) (motion to receive minutes)

Items for Discussion / Exploration

Other Business

- 11. Central Branch Renovations Update (verbal)
 - 11.1. Report regarding Naming Opportunities (report attached) (motion)
- 12. Rideau Heights / Kingscourt Update (verbal)
- 13. Mountain Grove Branch Update (verbal)
- 14. Report on results of yearly board self-evaluation (verbal)
- 15. Updated Policy Checklist (attached)
- 16. Annual Workplan 2017 (attached)

Adjournment / Next Meeting

Committee of the Whole Meeting: 4:30 PM, Wednesday, October 12, 2016, Delahaye Room, Central Branch

Regular Board meeting: 4:30 PM, Wednesday, October 26, 2016, Delahaye Room, Central Branch

The Kingston Frontenac Public Library exists to offer all people throughout our service area access to broadly based resources in support of personal enrichment, life long learning, and community interaction, in person or in virtual space. These services are provided by expending revenues in a fiscally responsible manner.



Minutes of Regular Meeting #2016-06 of the Kingston Frontenac Public Library Board

(unconfirmed)

Wednesday, June 22, 2016 - 4:30 PM

Delahaye Room, Central Branch

Present: Barbara Aitken, Judith Brown, Patricia Enright (Chief Librarian/Chief Executive Officer), Councillor Jim Neill, Annie Peace-Fast, John Purdon, Somnath Sinha, Monica Stewart, Claudette Richardson, Mayor Ron Vandewal

Staff Present: Doug Brown (Director, Facilities and Projects), Laura Carter (Director, Branch Experience), Liz Coates (Manager, Branch Operations), Mary Glenn (Recording Secretary), Shelagh Quigley (Director, Human Resources), Chris Ridgley (Budget / HR Analyst), Kimberly Sutherland Mills (Manager, Programming and Outreach), Lester Webb (Director, Outreach and Technology)

Guest present: Colleen Gareau, Director, Strategic Communications (City of Kingston)

Others present: Approximately 14 members of the public and staff; Lori O'Connor, President, CUPE Local 2202

Regrets: Ralph Gatfield, Catherine Tang

1. Call to Order

C. Richardson welcomed all and called the meeting to order at 4:30 PM.

2. Adoption of the Agenda

The agenda distributed and posted on June 10 together with the revised Agenda with Addeds (posted on June 21) was accepted with the addition of an In Camera item to discuss a personal matter about an identifiable individual.

3. Disclosure of Conflict of Interest

There were no declarations of conflict of interest.

4. Presentation: Colleen Gareau, Director, Strategic Communications (City of Kingston) to give a presentation regarding planning for Community Engagement

C. Gareau was welcomed and gave a presentation on designing a public engagement strategy. Copies of her presentation were distributed at the meeting.

In response to a question about statistics, C. Gareau reported that in a recent survey it was reported that when people involved in a community engagement process were asked if they felt they were heard, two-thirds felt that they were not. She went on to say that public engagement is not the be all and end all of decision-making and that even if people don't agree or like the outcome, at least there is an understanding of the process and how the decision was arrived at.

She also pointed out that often times those at a meeting who may not agree with the majority or who are introverted feel intimidated to speak out. There was a suggestion from a board member to allow people to send comments by anonymous email, or have an anonymous survey, or allow people at a meeting to provide comments using pen and paper. C. Gareau was thanked for her presentation and left the meeting at 5:10 PM.

5. Adoption of Minutes

5.1. Kingston Frontenac Public Library Meeting 2016-05 of May 25, 2016

2016-36 Stewart - Neill

That the minutes of Regular Meeting 2016-05 of the Kingston Frontenac Public Library Board held May 25, 2016 be adopted as circulated.

Carried

Consent Agenda

6. Information Items

6.1. Correspondence/Information Received and Sent

6.1.1. From the City of Kingston, an email dated May 18, 2016 with a letter attached from the Chair of the Arts Advisory Committee Chair, to inform us that the Visual Art Working Group was disbanded last fall. At this time follow up will be by City staff, and she hoped the potential for expanded visual art presence at KFPL will be discussed between the Library and Cultural Services staff.

6.1.2. From the Community Foundation for Kingston and Area, a letter dated May 10, 2016 enclosing our annual fund statement for the KFPL Endowment Fund for the year ending December 31, 2015, asking us to complete and return the Disbursement Direction form. (Action Item 11.3)

6.1.3. From I. Watt, a letter regarding the Code of Conduct dated May 30, 2016

Received since distribution of the agenda:

6.1.4 From CUPE 2202 a survey of members regarding the code of conduct (internal document – distributed to Board Members June 20, 2016) (Added)

7. Monitoring Reports

7.1. Communication and Counsel

7.1.1. Chief Librarian's Report

7.2. Access to Facilities & Maintenance (attached)

8. Report of the Manager of Programming and Outreach (presentation attached) rescheduled from the April meeting)

K. Sutherland Mills presented her Manager's report and shared some of the highlights. One of the goals in programming is to reach out into the community to people who might not otherwise use our services. Board members commended the many successful events, many of which were very well-attended. The many activities in the County were also praised. Recognition was given to the Friends of the Library (FOL) for their contribution and support.

9. Motion to accept consent agenda

2016-37 Stewart – Aitken

To accept the Consent Agenda, thereby accepting the materials on the consent agenda.

Carried

Action Agenda

10. Business Arising from the Minutes

There was no business arising from the Minutes.

11. Action Items

11.1. Community Engagement Committee

- 11.1.1. Community Engagement Committee Minutes of May 25, 2016 and June 15, 2016 (added) (attached) (motion to receive)

2016-38 Stewart - Neill

That the minutes of the Community Engagement Committee meetings held May 25 and June 15, 2016 be received.

Carried

- 11.1.2. Terms of Reference (attached) (motion to accept)

2016-39 Neill – Stewart

That the Board approve the Terms of Reference for the Community Engagement Committee dated June 1, 2016.

Carried

- 11.1.3. Selection of two community members to serve on the Committee (motion to approve)

A. Peace-Fast thanked staff for all the work involved in promoting the process.

2016-40 Aitken – Purdon

That the Board approve the two community members to serve on the Community Engagement Committee:

- Julia Bryan
- Jane Neil

Carried

11.2. Policy Review

- 11.2.1. Occupational Health and Safety Policy (yearly review and signature)

It was noted that the scope in the other two policies coming to the Board today was more expansive. It was agreed to change this policy to expand the definition, including OHSA.

2016-41 Peace-Fast – Brown

That the Board confirm the Occupational Health and Safety policy, with the one change.

Carried

11.2.2. Workplace Violence Policy (yearly review and signature)

The policy name will be changed to Workplace Violence (prevention) Policy. Also, the investigation process referred to and which is articulated in the Workplace Harassment policy will be attached as an appendix.

2016-42 Stewart - Purdon

That the Board confirm the Workplace Violence policy, with a change to the policy title, and with the addition of an appendix regarding the investigation process.

Carried

11.2.3. Workplace Harassment Policy (yearly review and signature) (report regarding changes attached) (motion to approve)

A board member suggested that the union be asked to provide a statement of support for this policy. It was believed that it is important to ensure that the policy is clearly understood and that it is endorsed by the people it affects the most.

S. Quigley will contact the union to see if they are prepared to provide a letter of support. She confirmed that the three policies coming forward today have been reviewed by both the Occupational Health and Safety Committee and the Union-Management Committee and although there is no official statement, the policies have been endorsed.

A decision was also made to make a change to 5.3.4 and remove reference to a patron making a bad faith or malicious comment against a patron because this policy is about the workplace. Although issues do arise between patrons, that will be addressed elsewhere.

2016-43 Sinha – Brown

That the Board approve the revised Workplace Harassment policy (and program) with the changes discussed.

Carried

11.3. Community Foundation of Greater Kingston Disbursement Direction form
(Correspondence 6.1.2) (motion)

2016-44 Purdon – Aitken

In response to correspondence from the Community Foundation for Kingston and Area dated May 10, 2016 choose to: Rollover - Defer action on the amount available, for payout in a future year.

Carried

Other Business

12. Central Branch Renovations Update (verbal)

M. Stewart provided an update and reported that there is now a link on the KFPL website to the Central Branch Renovations. An information report will go to Heritage Kingston for review at their July meeting, with the hope that a report will go to Kingston City Council for consideration at their August 9th meeting. Once a design has been approved, we will begin work on a public feedback process.

13. Rideau Heights / Kingscourt Update (verbal)

It was reported that the Open House will be held on Monday, June 27. The new plans will be on display for both the library and the community centre.

14. Parham Update (verbal)

L. Carter reported that the grand opening on May 28 was well-attended. She has since met with a group of Parham area residents and library users to talk about what they would like to see in terms of programming and the collection, and how to promote the library in the community.

15. Mountain Grove Update (verbal) (Added)

L. Carter and P. Enright attended a meeting last week with the Fire Chief who is also the Project Manager for the building of the library. Under the terms of funding, the funds will need to be spent by March 31, 2017.

16. Summer Branch Bus Tour

The bus tour is scheduled for Thursday, August 11, 2016.

17. Personal matter about an identifiable individual (In Camera)

2016-45 Brown – Sinha

That the Board move In Camera to discuss a personal matter about an identifiable individual (6:10 PM)

Carried

A member of the public asked if the Board would be discussing the correspondence received from CUPE 2202. It was explained that the document had just recently been received by the Board and it had also come to the Board's attention that this is an internal document of CUPE 2202 and was not intended for public distribution.

Members of the public and library staff left the meeting at this time. Members of the Library Board, senior staff and Lori O'Connor (President, CUPE 2202) remained in attendance.

2016-46 Sinha - Brown

That the Board rise from In Camera (7:05 PM).

Carried

18. Yearly Board Self Evaluation

This was distributed at the meeting.

19. Adjournment / Next Meeting

The next regular Board Meeting will be held at 4:30 PM, Wednesday, September 28, 2016, Delahaye Room, Central Branch.

There being no further business, the meeting was adjourned at 7:05 PM.

Signatures:

Claudette Richardson, Chair

Mary Glenn, Recording Secretary



where history and innovation thrive

BY EMAIL ONLY

August 18, 2016

Kingston Frontenac Public Library
130 Johnson St
Kingston ON K7L 1X8

Attention: Ms. Patricia Enright, Chief Librarian/CEO

Dear Patricia:

Re: 2017 Budget Information

In 2015, Council approved the 2015-2018 Council Strategic Priorities – Implementation Plan. A copy of this Council report can be reviewed at the following link: [Council Report 15-245](#). The report included recommendations from Council that requested external agencies and boards align their strategic plans with Council's priorities and to set the expectations for alignment with the overall tax rate targets. Subsequent meetings with Mayor Bryan Paterson and Chief Administrative Officer Gerard Hunt provided information on Council's strategic priorities, their vision for a "Smart and Livable 21st Century City" and direction for managing budgets and property tax increases.

The report continues to provide direction and an overall framework and implementation plan for achieving Council's priorities as well as options and strategies to achieve the target tax rate increase for 2017 through 2019 of no more than 2.5% (including 1% dedicated to capital investment), or an overall 1.5% for operating purposes. It is assumed that the 2020 targets will remain consistent with the direction provided for the previous years. These targets continue to create fiscal challenges and will require the need for creative budget solutions from city departments and external agencies and boards in developing budgets in support of targeted tax rate increases.

Multi-year planning supports and assists with the identification of longer term solutions and strategies in response to the budget challenges and we continue to request four-year operating budget estimates including a detailed 2017 operating budget as well as projections for 2018 through 2020 to level of detail you are able. Applicable to some agencies and boards, 15-year capital plans will also need to be updated for inclusion in the city's consolidated capital budgets and funding models.

**City of Kingston
Financial Services Department**

☎ 613-546-4291 x 2220

☎ 613-546-7272

✉ dkennedy@cityofkingston.ca

2017 budget deliberations are scheduled for November 21-23, 2016. We are working towards an October 5, 2016 deadline to present preliminary operating and capital budget forecasts to corporate management and an end of October deadline for compiling supporting budget information for Council distribution.

Relevant timelines over the next two months are summarized below.

September 16 – Projections regarding overall net budget increases for 2017 – 2020, including budget challenges and reduction strategies, to be communicated to the City Treasurer.

September 21 – City Treasurer to provide preliminary budget summary and framework to corporate management including anticipated funding estimates for agencies and boards.

September 28 – Estimates of overall net budget increases for 2017 – 2020 to be forwarded to the City Treasurer.

October 5 – City Treasurer to provide final operating and capital budget forecasts to corporate management which will include overall operating net budget increases for agencies and boards.

October 14 – Final detailed submissions from agencies and boards of 2017 operating budgets, 2018 through to 2020 operating budget projections and 15-year capital plans to be forwarded to the City Treasurer.

October 28 – Supporting budget documentation and material for distribution to Council to be forwarded to the City Treasurer.

November 21-23 – Budget deliberations.

As in the past, agencies and boards are invited to present at the budget deliberation sessions in order to provide information on planned services, current year budget estimates (2017) and future years' projections (2018 – 2020). The Clerk's office will be in touch with you to confirm budget delegation details.

Based on previous requests from Council for information, I have summarized below a list of supporting documentation that may be useful as you prepare your material for distribution and/or presentation to Council.

- Trends of prior year budgets and actuals / current year estimated surplus
- Budget challenges, reduction strategies and efficiencies
- Highlights of 2017 work plans and priorities, alignment to Council priorities and related budget implications
- Highlights of future year priorities and projected budget increases

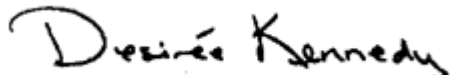
Implementation of a new Financial Management System

The City is currently implementing a new Financial Management System, Microsoft Dynamics AX (FMS). This change in technology requires a conversion of your existing chart of accounts to the new system's structure. It will also require that the 2017-2020 budgets be converted to the new account structure for use as of January 1, 2017.

In consideration of the new system's implementation and training schedule, the 2017 budget preparation process will continue to use the current chart of accounts and budget structure in order to allow departments and agencies the time to focus on the existing budget challenges and reduction strategies before them. It is anticipated that the 2017 operating and capital budgets will also be presented to Council using the existing account structure. Subsequent to the development of the budgets, Financial Services will be available to support the conversion of the 2017 budget templates to the new account structure throughout the fall period and prior to January 1, 2017 such that the budget by-laws presented to Council in December 2016 will reflect the new account structure.

We appreciate your willingness to work with us each year to achieve Council's priorities within the budget guidelines as set by Council. I will be in touch as we continue to work through this year's budget process. In the meantime, if you have any questions or I can be of any assistance, please do not hesitate to contact me.

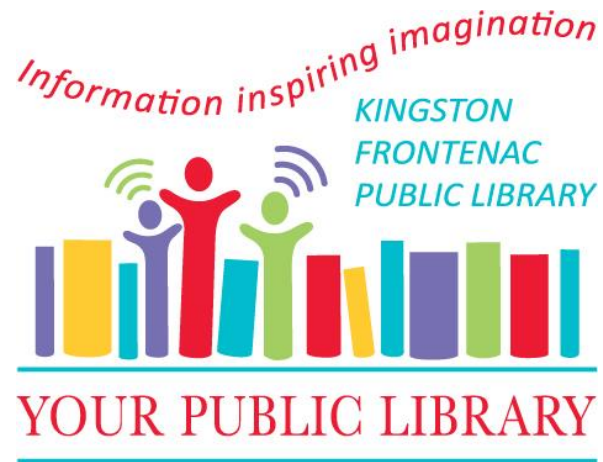
Yours truly,



Desirée Kennedy, CPA, CA
Chief Financial Officer and City Treasurer

DK/cl

cc: Gerard Hunt, Chief Administrative Officer
John Bolognone, City Clerk



Branch Operations Overview

September 28, 2016
Presented by Liz Coates

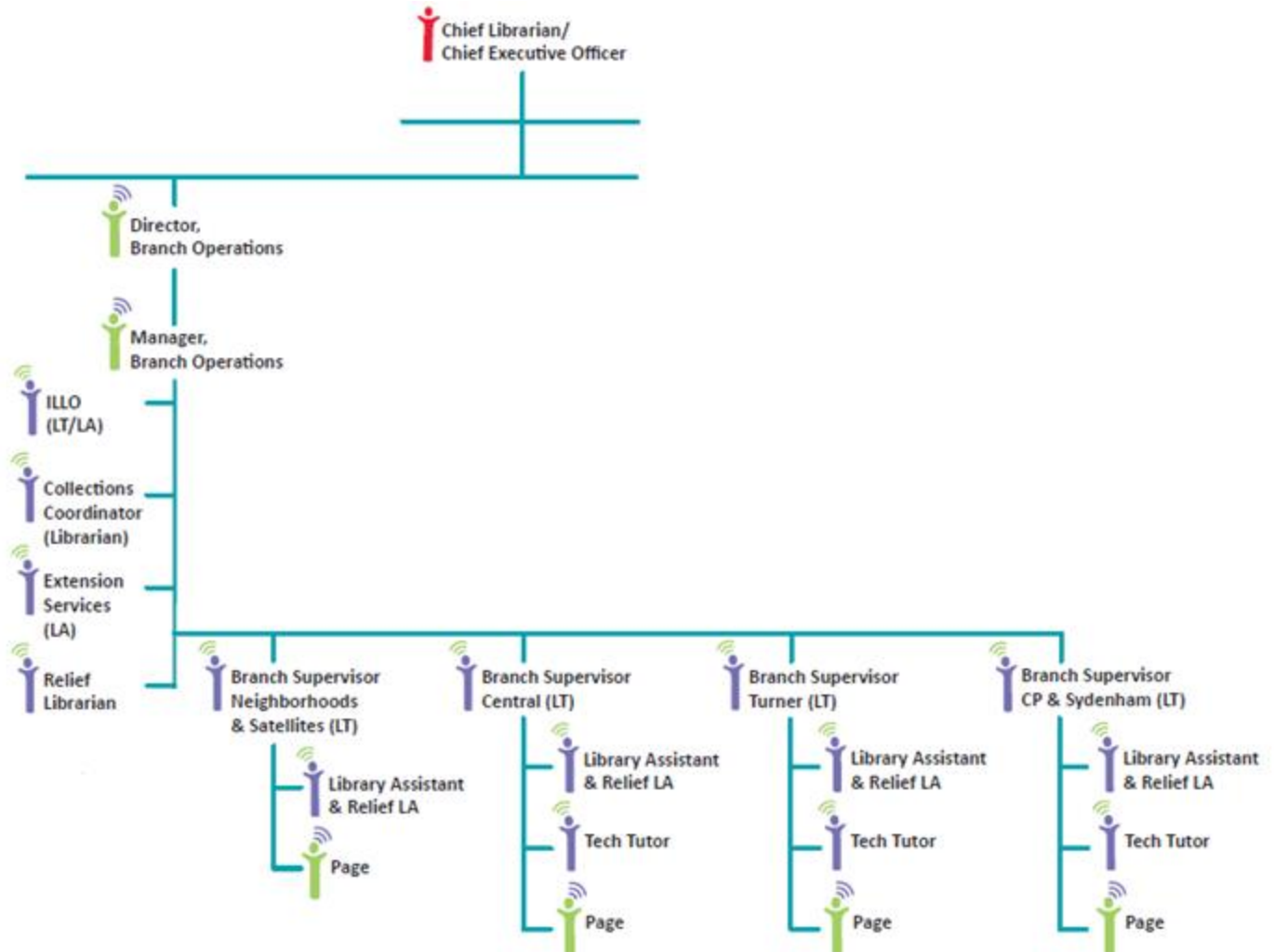
Information inspiring imagination

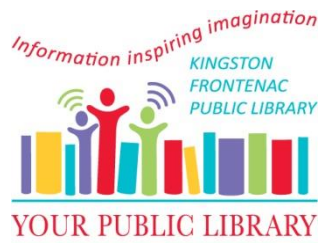
KINGSTON
FRONTENAC
PUBLIC LIBRARY



YOUR PUBLIC LIBRARY

Branch Operations Structure





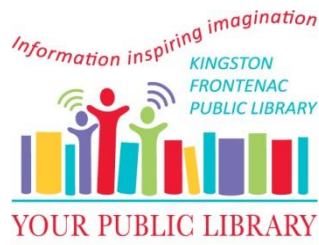
Branch Operations Staffing

Job Category	F/T	P/T	Relief	Temp
Library Assistant	7	26	13	0
Library Technician	5	0	0	0
Librarian	1	0	1	0
Supervisor	3	0	0	0
Tech Tutor	0	0	0	1
Pages	0	34	0	0
Total	16	60	14	1
Total FTEs = 28.72	(not including Pages)			
Pages FTEs = 10.9	(based on budgeted weekly hours)			

What do we do?

Branch Supervisors

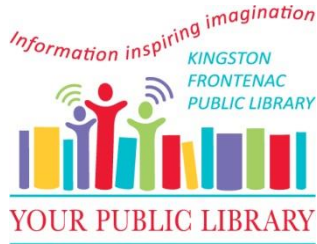
- 3 Branch Supervisors with Library Technician or equivalent education and experience:
 - Central, Parham, Mountain Grove, Arden, Sharbot Lake
 - Turner, Wolfe Island, Howe Island, Cloyne, Plevna
 - Calvin Park, Pittsburgh, Kingscourt, Sydenham, Hartington, Storrington
- Responsible for day-to-day operation of the branches:
 - Supervise, schedule and train Page staff
 - Hourly schedule for LAs and LTs
 - Staff Training and mentoring
 - Customer service issue resolution
 - Liaise with Librarians on collections management



What do we do?

Library Assistants and Technicians

- Library Assistants (LAs) and Library Technicians (LTs) provide customer service at our 16 branches, where they:
 - answer reference, reader's advisory and other questions
 - assist patrons in using the library's electronic resources
 - help people learn how to use our computers and their own devices
 - check-in and check-out materials, and assist patrons in using self-service technologies
 - create book displays that highlight our collections.
- Many LAs and LTs also have other tasks they complete behind the scenes, such as processing incoming magazines, overdue notices and providing interlibrary loan service and service to patrons who are house-bound.



KFPL Vision 2020: Information Inspiring Imagination

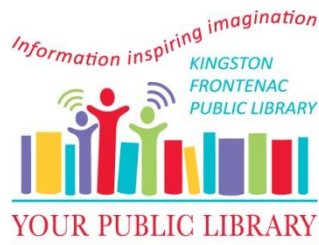
Our Values



Mission: Our primary purpose is to make a positive difference in the lives of everyone in Kingston Frontenac. We aim to achieve this purpose by helping residents transform today's vast information resources into the solutions, facts, know-how, inspiration, and entertainment as they need to learn, solve problems, read, engage with their community and reach their personal aspirations.

Branch Operations staff make up the largest group of library staff and spend most of their time working directly with the public.



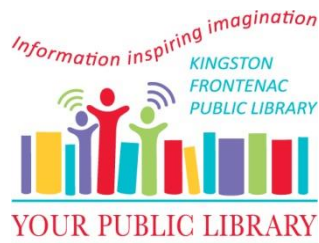


Southern Ontario Library Service (SOLS) & Core Competencies for Library Staff*

SOLS has created an index of core competencies that encompass all of the skills needed for successful library workers to provide exceptional service in a changing environment:

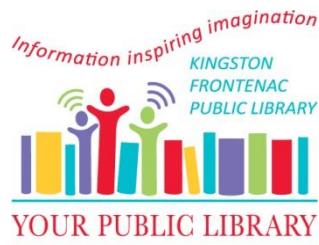
- Personal/Interpersonal
- Public Service
 - *Customer Service*
- Technology
 - *Technology Core Competencies*
- Management/Leadership
- Collection Management

*<http://www.sols.org/index.php/develop-your-library-staff/competencies2/about-competencies-based-staff-development/shared-responsibility>



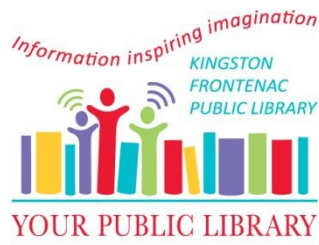
Technology Core Competencies*

- Performs basic functions of e-mail applications
- Performs basic calendar operations and task management
- Understands and uses basic computer hardware and peripherals
- Understands and performs basic operating system functions
- Performs basic printing operations from common applications
- Demonstrates beginner-level proficiency with word processing programs
- Demonstrates beginner-level proficiency with spreadsheet programs
- Demonstrates beginner level proficiency with mobile devices



Getting Staff on Board: No One Left Behind

- Problem solving skills as opposed to memorization (think like a Millennial)
- Tech Tutor – 21 hours per week
 - Weekly appointments for staff
 - Visiting rural branches
 - Available by phone
 - **TECH CHALLENGES** (bi-weekly challenges based on the tech competencies that involve hands-on practice)

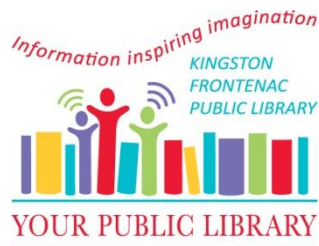


Sample Tech Challenge

Tech Challenge 11 – Familiarizing yourself with mobile devices

Task: Using any mobile device (tablet, or smart phone) complete the 7 tasks below. E-mail your answers to your Branch Supervisor. If you are having trouble accessing a mobile device, ask your Branch Supervisor where you can find one to use.

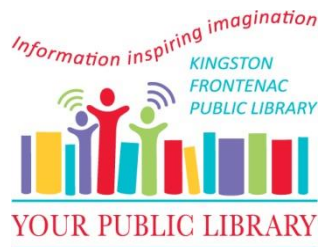
- #1. What device did you use for the challenge?
- #2. Download 2 free apps to the device. Where did you download the apps from and what 2 apps did you choose to download?
- #3. Delete the 2 apps you just installed. How did you do this?
- #4. How do you change the brightness on the screen?
- #5. What is the name of the Internet browser on the device you are using?
- #6. How much available storage is on the device? Where did you find this number?
- #7. How do you close down all of the apps on the device?



Project 2017: Customer Service Competencies*

- Provides assistance to library users in a manner that is warm, welcoming and respectful
- Pro-actively pursues opportunities to assist library users, anticipating needs and exceeding expectations
- Demonstrates comfort in assisting library users with disabilities and accommodating special needs
- Demonstrates a good working knowledge of the full range of programs and services offered by the library
- Demonstrates comfort in assisting users with the library's public access technology, peripherals, devices and networks
- Demonstrates comfort in assisting users with personal portable devices
- Applies effective techniques to address difficult situations with users.

*<http://www.sols.org/index.php/develop-your-library-staff/competencies2/competencies-index/public-service/customer-service>



KFPL Customer Service Training

- Leadership team representing Branch Operations, Programming and Outreach, Maintenance, & Systems
 - Design & deliver training to all KFPL staff from Pages to Management
 - Bring in perspectives from other libraries across Canada
 - Include staff in the training design
- Our goal = High quality service for patrons in every area of the organization

Questions



Monitoring Report to the Board

Executive Limitations L9: Communication and Counsel

With respect to providing information and counsel to the Board, the Chief Librarian may not permit the Board to be uninformed.

Accordingly, the Chief Librarian may not:

- 1. Neglect to submit monitoring data required by the Board (see policy on Monitoring Chief Librarian Performance) in a timely, accurate and understandable fashion, directly addressing provisions of the Board policies being monitored.**

According to the schedule for submission of monitoring data for Executive Limitations and Ends, the following report(s) are included:

- Financial Condition 2nd Quarter
- Statistical Report 2nd Quarter

- 2. Let the Board be unaware of relevant trends, significant changes in provincial or municipal policies, anticipated adverse media coverage, and/or public reaction, material external and internal changes, particularly changes in the assumptions upon which any Board policy has previously been established.**

- **Cultural Strategy and funding review**

On July 20, 2016 the province of Ontario launched its first Cultural Strategy. According to the Ministry of Culture, Tourism and Sport media release the Cultural Strategy has established goals and actions to promote participation in arts and culture, build on the sector's economic impact in communities across the province and help Ontarians tell their stories and express themselves.

https://www.ontario.ca/page/ontario-culture-strategy-telling-our-stories-growing-our-economy?_ga=1.134122125.2042261438.1473264107

On August 9, 2016 the Southern Ontario Library Service (SOLS) notified public libraries that the Ministry will be launching a review of the provincial funding provided to support public libraries, i.e. operating grants and grants directly supporting First Nation Public Libraries and the two Ontario Library Service agencies. The Ministry plans to consult with the sector in order to determine how the Ministry can best serve the library community. There will be no additional funding available. The consultation will focus on establishing funding priorities. KFPL receives \$297,000 in operating funding annually from the province.

- **Internet Connectivity Funding**

On August 2, 2016 the Southern Ontario Library Service notified public libraries that the Internet Connectivity Fund received from the Ministry of Tourism, Culture and Sport had been cut over fifty percent for the 2016/17 fiscal year. SOLS has had to make changes to how recipients are reimbursed. On August 26, 2016 SOLS announced the following:

- Libraries serving a population under 20,000 will be reimbursed 100% of approved costs to the end of your fiscal year.
- Libraries serving a population over 20,000 will be reimbursed approximately 50% of approved costs to the end of your fiscal year.

There is no assurance that the Internet Connectivity Fund will be available in 2017. KFPL received \$11,008 in 2014 and \$11,660 in 2015.

- **Ontario Libraries Capacity Fund – Information Technology and Service Capacity and Research and Innovation**

In October 2014 the Ministry of Culture, Tourism and Sport announced a \$10-million three year commitment to strengthen information technology and service capacity as well as support for research and innovative projects. KFPL received funding in 2014-15 (\$33,132) and 2015-16 (\$27,707) to purchase e-resources and to hire tech tutors. Funding for 2016-17 is still waiting approval

3. Fail to advise the Board if, in the Chief Librarian's opinion, the Board is not in compliance with its own policies on Governance Process and Board-Staff Relationship, particularly in the case of Board behaviour which is detrimental to the work relationship between the Board and the Chief Librarian.

To my knowledge, the board is in compliance with its policies.

4. Fail to marshal for the Board as many staff and external points of view, issues and options as needed for fully informed Board choices.

Staff and external points of view are provided as needed.

5. Present information in unnecessarily complex or lengthy form or in a form that fails to differentiate among information of three types; monitoring, decision-preparation or other.

Every effort is made to keep reports brief and to the point.

6. Fail to provide a mechanism for official Board, officer or committee communications.

Mechanisms are provided for these purposes, including the board portal.

7. Fail to deal with the Board as a whole except when (a) fulfilling individual requests for information or (b) responding to officers or committees duly charged by the Board.

My dealings have either been with the Board as a whole or with the chair on matters within her jurisdiction.

8. Fail to report in a timely manner an actual or anticipated non-compliance with any policy of the Board.

Compliance is anticipated in all areas.

9. Fail to supply for the consent agenda all items delegated to the Chief Librarian, yet required by law or contract to be board-approved, along with the monitoring assurance pertaining thereto.

All such items appear on this month's agenda.

I hereby present my monitoring report on Executive Limitations L-9: Communication and Counsel according to the schedule set out. I certify that the information contained in this report is true and represents compliance with a reasonable interpretation of all aspects of the policy unless stated otherwise.

Original signed copy on file

Patricia Enright, CEO/Chief Librarian Date: September 15, 2016

Meetings, Conferences, etc.

Date	Meeting
June 14, 2016	Township of Central Frontenac-Mountain Grove branch
June 15, 2015	City of Kingston Facilities Management and Construction Services
June 15, 2016	Community Engagement Ad Hoc Committee
June 16, 2016	Friends of the Library Annual General Meeting
June 22, 2016	Community Engagement Ad Hoc Committee
June 24, 2016	Central Renovation Committee
June 24, 2016	S. Bates, President, Friends of the Library
June 27, 2016	Central Renovation Project Management Committee
July 6, 2016	Heritage Kingston Committee
July 6, 2016	Community Engagement Ad Hoc Committee
July 8, 2016	Central Renovation Committee

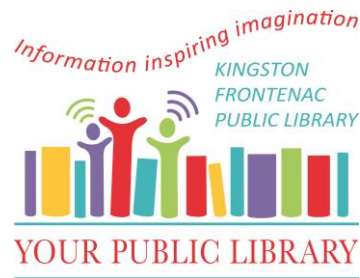
Date	Meeting
July 11, 2016	City of Kingston Third Crossing
July 11, 2016	Central Renovation: City of Kingston Planning Department
July 15, 2016	Central Renovation: HDR Inc.
July 15, 2016	Central Renovation: Councilor Stroud
July 20, 2016	Central Renovation: City of Kingston Planning Department
July 21, 2016	County of Frontenac Branch Tour
July 22, 2016	Central Renovation Committee
July 26, 2016	Central Renovation: HDR Inc.
July 28, 2016	Township of Central Frontenac-Mountain Grove branch
July 29, 2016	Central Renovation Committee
August 8, 2016	S. Bates, President, Friends of the Library
August 10, 2016	Friends of the Library
August 11, 2016	Board bus tour
August 12, 2016	Central Renovation Committee
August 16, 2016	Central Renovation: Suzuki Kingston
August 16, 2016	Central Renovation: Public information sessions
August 18, 2016	Central Renovation: Councillor Allen
August 19, 2016	Central Renovation Committee
August 20, 2016	Parham Fair
August 30, 2016	Community Engagement Ad Hoc Committee
September 2, 2106	S. Bates, President, Friends of the Library
September 6, 2016	Central Renovation: City of Kingston Council meeting-heritage approval
September 7, 2016	Friends of the Library
September 8, 2016	Joint Health and Safety Committee
September 9, 2016	Central Renovation Committee
September 15, 2016	Community Engagement Committee
September 16, 2016	S. Bates, President, Friends of the Library
September 19, 2016	D. Kennedy, CFO/Treasurer, City of Kingston
September 19, 2016	Union Management Committee

Incident Reports (September 2016 Board Agenda)

Incident #	Title	Branch	Date
25414	Alcohol – empty bottle found	Pittsburgh	08/13/2016
25089	Alcohol – empty bottle found	Central	06/22/2016
25656	Alcohol – empty bottles found	Central	09/09/2016
25516	Alcohol – empty bottles found	Calvin Park	08/24/2016
25371	Alcohol – empty bottles found	Pittsburgh	08/05/2016
25087	Alcohol – empty bottles found	Central	06/22/2016
25042	Alcohol – empty can found	Pittsburgh	06/17/2016
25072	Alcohol – empty can found	Pittsburgh	06/13/2016
25657	Behaviour – argument between patrons	Central	09/09/2016
25469	Behaviour – argument between patrons	Calvin Park	08/19/2016
25324	Behaviour – fist fight between patrons	Central	07/27/2016
25388	Behaviour – inappropriate	Sydenham	08/08/2016
24956	Behaviour – inappropriate	Central	06/08/2016
25531	Behaviour – inappropriate behaviour toward staff	Calvin Park	08/26/2016
25361	Behaviour – inappropriate behaviour toward staff	Calvin Park	08/03/2016
25384	Behaviour - man sleeping in parking lot	Central	08/08/2016
25028	Behaviour – possible unauthorized video filming	Central	06/15/2016
25100	Behaviour – potential mental health issue	Central	06/23/2016
25580	Behaviour – threats to other patrons	Central	08/31/2016
25650	Behaviour – unacceptable	Wolfe Island	09/08/2016
25571	Behaviour – unacceptable	Isabel Turner	08/30/2016
25534	Behaviour – unacceptable	Calvin Park	08/26/2016
25345	Behaviour – unacceptable	Central	08/02/2016
25048	Behaviour – unacceptable	Central	06/15/2016
25373	Behaviour – unacceptable and rude repeated behaviour	Central	08/05/2016
25039	Behaviour – unauthorized video filming	Calvin Park	06/16/2016
25663	Behaviour – unusual	Central	09/10/2016
25410	Breach of Ban	Central	08/12/2016
25298	Breach of Ban	Isabel Turner	07/23/2016

Incident #	Title	Branch	Date
25049	Breach of Ban	Isabel Turner	06/18/2016
25430	Bullet found – police called	Isabel Turner	08/11/2016
25229	Children – inadequate supervision during group visit	Calvin Park	07/12/2016
25196	Correctional services – request to restrict a patron’s internet use	Calvin Park	07/07/2016
25685	Dog in Parked Car	Calvin Park	09/13/2016
25538	Dog tied up outside the branch	Wolfe Island	08/26/2016
25403	Drug Paraphernalia found	Calvin Park	08/11/2016
25017	Drug Paraphernalia found	Central	06/14/2016
25389	Drug use (suspected) in parking garage	Central	08/08/2016
25299	Facilities – branch security (door found unlocked)	Sydenham	07/23/2016
25073	Facilities – branch security (door found unlocked)	Pittsburgh	06/20/2016
25040	Facilities – branch security (door found unlocked)	Sydenham	06/16/2016
25433	Facilities – branch security (keys) and general safety/upkeep	Sydenham	08/15/2016
25380	Facilities – elevator help button was pushed – false alarm	Central	08/05/2016
25387	Facilities - Glass from FOL cabinet slipped and broke	Isabel Turner	08/08/2016
25541	Facilities – patron entered before opening hours	Sydenham	08/27/2016
25381	Facilities – power outage	Sharbot Lake	08/06/2016
25461	Facilities – wasp inside library	Calvin Park	08/18/2016
25488	Fecal matter on returned library materials	Calvin Park	08/22/2016
25522	Incontinent patron	Calvin Park	08/25/2016
25584	Injury – child	Central	08/31/2016
25149	Medical incident	Calvin Park	06/29/2016
25076	Medical incident	Central	06/20/2016
25523	Medical Incident – substance abuse	Isabel Turner	08/25/2016
25240	Mischief – inappropriate reading materials left around	Calvin Park	07/13/2016
25443	Mischief – inappropriate reading materials left around again	Calvin Park	08/16/2016
25368	Mischief – inappropriate reading materials left around again	Calvin Park	08/04/2016
25519	Misuse of library privileges (internet)	Central	08/25/2016
25501	Misuse of library privileges (internet)	Central	08/23/2016
25226	Misuse of library privileges (internet)	Calvin Park	07/12/2016

Incident #	Title	Branch	Date
24984	Request for information regarding a family member	Central	06/10/2016
25585	Theft - bathroom supplies	Calvin Park	08/31/2016
25444	Theft - bathroom supplies	Calvin Park	08/16/2016
25395	Theft - bathroom supplies	Calvin Park	08/09/2016
25360	Theft - bathroom supplies	Calvin Park	08/03/2016
25295	Theft - bathroom supplies	Calvin Park	07/22/2016
25472	Theft - cell phone tracked and found at Central branch	Central	08/20/2016
25415	Theft - library materials	Central	08/13/2016
24963	Theft - library materials	Isabel Turner	06/08/2016
25434	Theft – patron’s flash drives	Isabel Turner	08/10/2016
25353	Theft - patron’s cell phone	Central	08/02/2016
25027	Theft - patron’s wallet	Central	06/15/2016
25156	Theft –library materials	Calvin Park	06/28/2016
24928	Theft outside the library– request for assistance	Central	06/06/2016
25047	Theft- patron’s belongings	Calvin Park	06/18/2016
25529	Vandalism	Central	08/26/2016
25354	Viewing of pornography	Isabel Turner	08/02/2016



Kingston Frontenac Public Library

Key Activities – July, August, September 2016

Programming & Outreach Highlights

In the Library

- More than 4,000 people participated in library programs in our branches during July and August. Highlights included Live at the Library performers sponsored by the Friends, our enduringly popular Puppet Show Extravaganzas and LEGO.
- The exhibition *Anne Frank: a history for today* opened in the Central Branch on Monday, September 26 and will run through November. This event is offered in partnership with Anne Frank House in Amsterdam through the generosity of anonymous local donors.

Outside our walls

- KFPL staff interacted with more than 2,400 community members outside our branches at Stories in the Park, Storywalk, Mini Maker Faires, school visits, fairs, festivals and other outreach events through June, July and August. The extreme heat resulted in the cancellation of many of our outdoor programs this summer.
- Postsecondary students returned in September and our staff met them at events on and off campus at Queen's and St. Lawrence.
- KFPL received a grant from the Seniors Community Grant Program to enhance our Story Me project, hiring a staff member for 1 day a week to visit seniors in group residences, nursing homes and community centres across Kingston and the County to record their stories for posterity. The project launched late in July and will run through March 2017.

Services and Collections Highlights

- Staff have been busy weeding the Central and Isabel Turner collections in preparation for Central's closure at the end of November. We are planning a post on the Central Renovations page to help the public explain what we remove from the collection and why and have signs on shelves that are particularly bare letting patrons know we are starting to pack.

In the Library – Staff

- We welcomed Madeline Gormley to the role of Children's Librarian while Brianne Peters is on maternity leave, from July 2016 through June 2017.

- Kate Meagher worked scanning documents for Digital Kingston as part of a Young Canada Works grant.
- We welcomed Alina Wijites to the library as a temporary Library Assistant at the Sydenham Branch until October 2016.
- In October and November, there will be another set of four staff meetings for Branch Operations staff.
- Laura Carter attended the Administrators of Rural-Urban Public Libraries (ARUPLO) AGM, regular meeting and workshop from September 20-22. ARUPLO is reviewing and updating its “Guidelines for Rural/Urban Library Systems”, which was last updated in 2012.

Digital

- Historic Kingston Indexes have been loaded into Digital Kingston. Coordinating with the Historical Society about a public launch date.
- Updated our self-checkout software.

Facilities Highlights

Staffing

- Doug Brown retired from the position of Director, Facilities and Projects.
- We welcomed Andrew Morton to the role of Facilities Manager.
- We welcomed Matthew MacArthur to the role of Facilities Supervisor replacing the departed Robert Kennedy.
- We welcomed Eliza Earle to the role of relief Maintenance Assistant.

Branch Projects

- Request for Tender for Pittsburgh Branch Roof Replacement was issued and awarded to Amherst Roofing of Kingston with work scheduled to begin in October.
- Request for Proposals for Independent LEED Commissioning Agent for the Central Branch Renovation was issued and awarded to Jones Lang LaSalle Real Estate Services, Inc. of Toronto.
- Continued collaboration with the City of Kingston staff to keep the Central Branch Renovation Project on time and on budget.
- Ordered a Media box to circulate DVDs and games at the Wellington Storefront and then at the branch at the Rideau Heights Community Centre.

Report to the Board
Communication and Counsel

From: Patricia Enright, Chief Librarian/CEO
Meeting Date: September 28, 2016
Subject: Monitoring Report: Performance Report 2016 – Second Quarter

The second quarter of 2016 performance report provides data on the following performance measures:

- Circulation (direct and renewals) of all materials
- Patron queries (reference, reader's advisory, technology)
- Internet use (computer sessions and wireless access)
- E-services (website visits, online database use)
- Programs (in-house and outreach) and attendance
- Meeting room bookings
- Total uses

Changes, Closures and/or Service Interruptions:

- The Calvin Park Branch is open Thursdays as of September 3, 2015.
- The mobile library is operating at the Kingston Community Health Centre as of July 17, 2015
- On September 1, 2015 the number of renewals was increased from two to three.
- The Parham Branch re-opened on May 12, 2016.
- The Isabel Turner Branch closed for renovations January 6-20, 2014

1. Circulation

Circulation includes direct circulation as well as renewals. The circulation figures are generated by KFPL's integrated library system on a monthly basis.

Figure 1: Circulation-Q2	2014	2015	2016
Arden	1,486	1,844	1,636
Calvin Park	60,407	59,506	65,463
Central	76,657	73,271	67,612
Cloyne	2,216	2,421	2,000
Hartington	2,488	2,399	2,347
Howe Island	733	600	753
Isabel Turner	82,535	83,210	84,362
Kingscourt	9,341	9,526	8,519
Mountain Grove	1,054	1,340	882
Parham	452	586	581
Pittsburgh	18,585	18,003	17,507
Plevna	680	552	926
Sharbot Lake	3,381	3,402	2,706
Storrington	3,015	3,089	2,106
Sydenham	10,736	10,384	10,652
Wolfe Island	2,558	2,730	1,854
Mobile			94
Offline	255	148	-
Virtual (renewals)	7,554	68,326	65,033
Telephone (renewals)	1,161	1,193	919
TOTAL	335,294	342,530	335,952

Figure 2: Circulation-2016-Q2

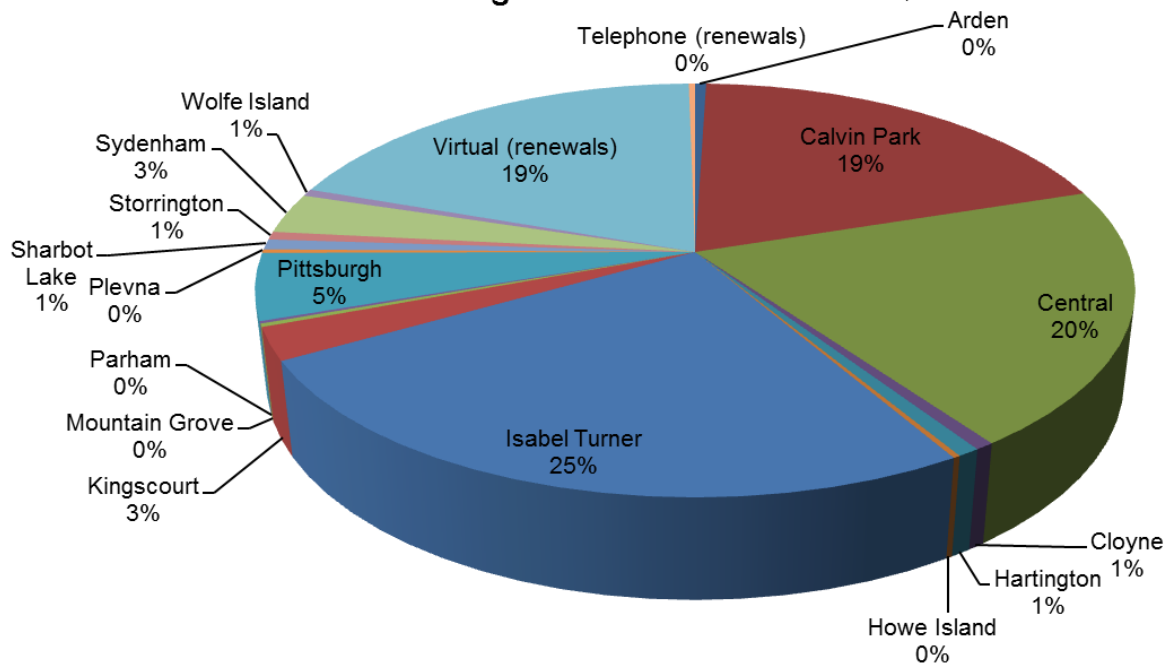


Figure 3: Circulation-Frontenac-Q2

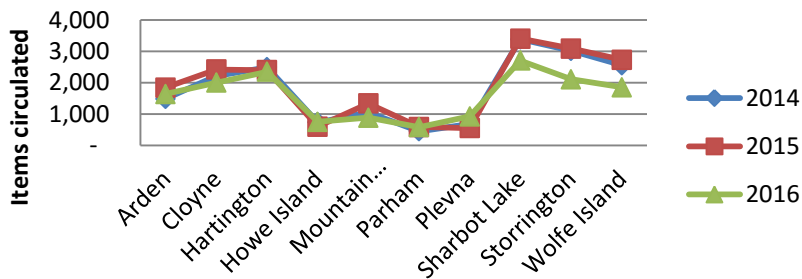


Figure 4: Circulation-Kingston/SY-Q2

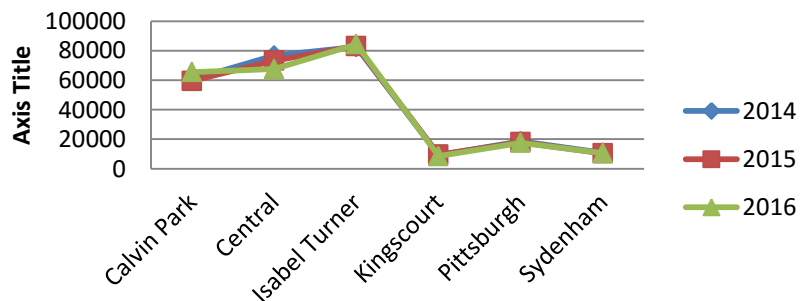


Figure 5: Circulation per capita-Q2	Population 2011	Circulation	Circ per capita
Township of North Frontenac	1,842	2,926	1.59
Township of Central Frontenac	4,556	5,805	1.27
Township of South Frontenac	18,113	15,105	0.83
Township of Frontenac Islands	1,864	2,607	1.40
City of Kingston	123,363	243,463	1.97

2. Patron Queries

Patron queries include reference, reader's advisory and technology. Virtual questions include all patron queries (account, reference, reader's advisory, technology).

Figure 6 : Patron queries-Q2	2014	2015	2016
Arden	659	628	514
Calvin Park	6,085	7,228	6,939
Central	15,531	9,896	10,684
Cloyne	530	280	173
Hartington	912	904	816
Howe Island	77	34	41
Isabel Turner	6,833	7,280	6,893
Kingscourt	1,532	1,847	1,400
Mountain Grove	413	330	141
Parham	304	291	47
Pittsburgh	5,581	4,772	1,715
Plevna	110	256	249
Sharbot Lake	518	484	533
Storrington	349	500	289
Sydenham	1,847	1,918	1,263
Wolfe Island	680	438	340
Virtual	841	953	1,078
TOTAL	42,802	38,039	33,115

3. Internet Use

Internet use figures are the number of sessions initiated on KFPL's public access computers and express stations. The figures do not include online public access catalogues (OPAC) or research stations where available. WIFI statistics (based on how patrons access WIFI) were not collected at all branches and some of the data for some of the branches was not available in the first quarter of 2015. Statistics for the Storrington and Wolfe Island branches were collected in February and March in 2015.

Figure 7: Internet bookings/Express-Q2	2014	2015	2016
Arden	84	109	138
Calvin Park	5,275	5,001	6,585
Central	11,862	7,900	7,622
Cloyne	125	119	144
Hartington	99	75	88
Howe Island	5	-	-
Isabel Turner	8,903	7,614	7,924
Kingscourt	746	1,035	916
Mountain Grove	150	147	90
Parham	4	7	3
Pittsburgh	507	370	482
Plevna	98	168	188
Sharbot Lake	129	235	300
Storrington	53	59	78
Sydenham	654	585	712
Wolfe Island	343	236	236
TOTAL	29,037	23,660	25,506

Figure 8: Wireless-Q2	2014	2015	2016
Arden		31	394
Calvin Park	3,167	2,779	4,548
Central	4,362	5,265	5,716
Cloyne	258	69	487
Hartington		7	113
Howe Island		12	14
Isabel Turner	5,523	5,720	6,662
Kingscourt	316	364	222
Mountain Grove		24	167
Parham		1	2
Pittsburgh	149	175	280
Plevna		52	336
Sharbot Lake	230	239	291
Storrington		65	94
Sydenham	371	460	585
Wolfe Island		12	100
TOTAL	14,376	15,275	20,011

4. E-Services

The Kingston Frontenac Public Library offers variety of online resources, including Hoopla (music, film, television); Lynda.com (online courses); Overdrive (e-books, e-audiobooks); Safari (technical books) and Zinio (magazines). As of April 2016 Freegal is no longer offered.

Use of online databases has decreased because the provincial funding for these products ended December 31, 2015. KFPL is funding access to a reduced number of products through its operating budget.

Figure 9: E-services - Q2	2014	2015	2016
Freegal		34,014	886
Hoopla		1,415	1,731
Lynda.com			
Users		325	324
Certificates completed		48	161
Overdrive	18,104		
E-books		18,603	21,418
E-audiobooks		3,617	5,115
Videos		71	80
Safari		171	486
Zinio		3,799	3,277
Online database use	57,033	37,978	19,728
Website visits	190,045	184,539	261,353
Virtual patron queries	841	953	1,078
TOTAL	208,990	247,555	315,637

5. Programming

The Kingston Frontenac Public Library offers a variety of programs to residents of all ages.

Figure 10: Total sessions/events-Q2	2014	2015	2016
Children's and Family	208	187	188
Teen	6	10	7
Adult	55	332	262
Mixed/All Ages			79
TOTAL	304	342	536

Figure 11: Program attendance-Q2	2014	2015	2016
Children and Family	6,296	5,312	5,144
Teen	225	464	14
Adult	4,697	3,572	364
Mixed/All Ages			4,939
TOTAL	11,218	9,348	10,461

6. Meeting Room Bookings

The Kingston Frontenac Public Library provides rental space at the following branches: Central, Isabel Turner and Calvin Park.

Figure 12: Meeting Room Bookings – Q2	2014	2015	2016
Central Wilson	67	0	61
Central Boucher	36	0	51
Central Chown	23	0	30
Central Delahaye	15	0	49
Central Kennedy	2	0	3
Isabel Turner A	18	6	30
Isabel Turner B	1	0	24
Isabel Turner Community (A+B)	8	4	18
Isabel Turner Training	11	3	5
Calvin Park	22	13	49
Pittsburgh	2	n/a	n/a
TOTAL	205	26	320

Figure 13: Meeting Room Bookings-Q2	2014	2015	2016
City of Kingston	29	6	38
Government	48	2	40
Private	48	8	61
Book Club	11	6	9
Art	6	0	0
Private Cultural	46	3	29
Education	7	1	19
Writersfest	6	0	0
In house			124
Read For Fun	4	0	0
TOTAL	205	26	320

7. Total Uses

Figure 14 : Total uses-Q2	Patron queries	Internet	Wireless	Circulation	Program Attendance	E-services	TOTAL
Arden	514	138	394	1,636			2,682
Calvin Park	6,939	6,585	4,548	65,463			83,535
Central	10,684	7,622	5,716	67,612			91,634
Cloyne	173	144	487	2,000			2,804
Hartington	816	88	113	2,347			3,364
Howe Island	41	-	14	753			808
Isabel Turner	6,893	7,924	6,662	84,362			105,841
Kingscourt	1,400	916	222	8,519			11,057
Mountain Grove	141	90	167	882			1,280
Parham	47	3	2	581			633
Pittsburgh	1,715	482	280	17,507			19,984
Plevna	249	188	336	926			1,699
Sharbot Lake	533	300	291	2,706			3,830
Storrington	289	78	94	2,106			2,567
Sydenham	1,263	712	585	10,652			13,212
Wolfe Island	340	236	100	1,854			2,530
System-wide	1,078			66,046	10,461	315,637	393,222
TOTAL	33,115	25,506	20,011	335,952	10,461	315,637	740,682

Monitoring Report to the Board

Executive Limitations Policy L-5: Financial Condition: Second Quarter 2016

With respect to the actual, ongoing condition of the library's financial health, the Chief Librarian may not cause or allow the development of fiscal jeopardy or a material deviation of actual expenditures from Board priorities established in Ends policies and under the Public Libraries Act, RSO 1990, c. P. 44.

Accordingly, he or she may not:

- 1. Expend more funds than have been received in the fiscal year to date unless the debt guideline (in # 2 below) is met.**

CEO interpretation: I interpret "shall not expend more funds than have been received" to mean that at no point in the year do expenses exceed revenues.

Compliance will be demonstrated when revenues are equal or greater than expenses at all times, except for debt consistent with # 2.

Evidence: The budget variance report to June 30, 2016 shows that expenses were at 49% while revenues came in at 48%. The annual survey and the application for the provincial library operating grant have been submitted but those funds have not been received.

- 2. Indebt the library in an amount greater than can be repaid by certain, otherwise unencumbered revenues within 60 days.**

CEO interpretation: I interpret "certain revenues" to be income that will definitely be received within 60 days, and "otherwise unencumbered revenues" to be income that is not required or committed for payment of other expenses.

Compliance will be demonstrated when there are no debts, or it can be shown that any debts are equal to or less than revenues that will definitely be available within 60 days and are not required or committed for other expenses.

Evidence: The budget variance report to June 30, 2016 shows that expenses were at 49% while revenues were at 48%.

- 3. Use any specifically designated Long Term Reserves, except for their designated purposes.**

CEO interpretation: I interpret 'long term reserves' to mean a fund designated for a specific purpose and identified as such. The reserves have been approved by the Board and municipal councils.

Compliance will be demonstrated when:

- a) the reserves are used for the purposes designated by the Board and municipal councils, and
- b) bequests and other gifts held in long term reserves are used for the purposes designated by the donor.

Evidence:

The Board's reserve accounts are held and monitored by the City of Kingston. The funds have been used for specific purposes designated by the Library Board and municipal councils.

The Verna Steele bequest has been used to purchase accessible library materials as per the terms of the bequest.

4. Conduct inter-fund shifting in amounts greater than can be restored to a condition of discrete fund balances by certain, otherwise unencumbered revenues within 30 days.

CEO interpretation: The City of Kingston administers the payroll and accounts payable functions. There is no inter-fund shifting by Kingston Frontenac Public Library staff.

5. Allow cash to drop below the amount needed to settle payroll and debts in a timely manner, except where unavoidable due to Municipal funding flow.

CEO interpretation: The City of Kingston administers the payroll and accounts payable functions. Cash flow is monitored by the City of Kingston and by the Library's Budget/HR Analyst.

6. Allow tax payments or other government-ordered payments or filings to be overdue or inaccurately filed.

CEO interpretation: I interpret "tax payments" to mean source deductions for employee income taxes. "Other government ordered payments or reports" include employee source deductions for pensions, workers' compensation, employment insurance and associated monthly and annual reports related to these payments. "Government reports" also include the Ministry of Culture, Tourism and Sport annual survey and grant application and the Registered Charity Information return.

"Overdue" is interpreted to mean paid or filed after the due date. "Incorrectly filed" is interpreted to mean deliberately falsified, or containing errors other than minor calculation errors.

Compliance will be demonstrated when:

- a) statements of accounts from the City of Kingston/government agency verify on-time receipts of payments and reports,
- b) no penalties have been assessed for late payments, and
- c) the auditor reports that no falsified information is uncovered by a random sampling of filing.

Evidence:

- a) The City of Kingston administers the payroll and accounts payable functions and submits source deductions and tax instalments on behalf of the Kingston Frontenac Public Library employees.
- b) No penalties have been assessed for late payments.

The Ministry of Culture, Tourism and Sport annual survey was submitted on September 13, 2016 (due October 31, 2016) and the application for the annual public library operating grant on September 16, 2016 (due October 31, 2016).

The Library's charitable return was completed by the auditor, KPMG, and submitted by mail on May 2, 2016 (due June 30, 2016). Receipt of the return was confirmed by the Canada Revenue Agency on Jun 24, 2016.

7. Make a single purchase or commitment of greater than the amount allowed in the Purchasing Procedure.

CEO interpretation: I interpret 'single purchase' to mean a one-time discrete purchase of a good or service. 'Commitment' means a promise to purchase or lease a good or service either as a one-time discrete purchase or as a multi-year contract or lease.

Compliance will be demonstrated when the CEO has not made purchases or commitments of greater than the amount allowed in the Purchasing Procedure.

Evidence: No purchases or commitments of greater than the amount allowed in the Purchasing Procedure were made during the period covered by this report.

8. Acquire, encumber or dispose of real property.

CEO interpretation: I interpret "real property" to mean land and building as per s.19(1) of the Public Libraries Act, R.S.O. 1990, c. P44. "Acquire" and "encumber" mean by purchase, lease, expropriation or otherwise erect, add or alter buildings (PLA, s.19(1)(b)(c)). "Dispose" means sell, lease or otherwise dispose of any land or structure that is no longer required for the Board's purpose (PLA, s. 19 (d)).

Evidence:

The Library Board receives operating funding for the operation and maintenance of the buildings housing the branches in the City of Kingston. Large scale renovations and maintenance projects are funded through the capital funds which are designated for this purpose. Funding for maintenance and operation are funded in the operating and capital budgets which are approved by the Library Board and municipality.

The buildings housing County of Frontenac branches are owned, operated and maintained by the Frontenac Townships.

In compliance with the Public Libraries Act and this policy the Library Board's lease agreements and funding for 209 Wellington Street and 18 St. Remy Place, Kingston were approved by Kingston City Council on July 12, 2016. The leased premises are temporary locations to provide a service point in down town Kingston and office and warehouse space during the Central Renovation project.

9. Fail to provide quarterly accurate and detailed financial statements showing budgeted and year-to-date figures.

CEO interpretation: I interpret "accurate" to mean that the financial statements are free from material misstatements, either due to fraud or error. I interpret "detailed" to mean that financial statements show budgeted and year-to-date figures as well as year over year comparisons.

Compliance will be demonstrated when quarterly financial statements are presented to the Library Board.

Evidence: The budget variance report to June 30, 2016 has been provided to the Library Board at the September 28, 2016 meeting.

I report compliance.

I hereby present my monitoring report on Executive Limitation Policy L-5, Financial Condition: 2nd Quarter 2016. I certify that the information contained in this report is true.

Original signed copy on file

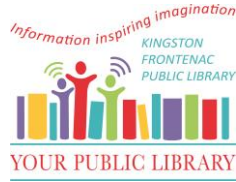
Patricia Enright, CEO/Chief Librarian

Date: September 19, 2016



**Kingston Frontenac Public Library
Budget Variance Report
June 30, 2016**

Account Number	Description	Actuals		Annual Budget	Variance \$	Actuals to Budget %
		Month	Year to Date			
Expenses						
710100	Salaries and wages	215,141	1,366,457	2,986,245	-1,619,788	46%
710115	Part-time wages	85,104	507,547	970,304	-462,757	52%
710116	Pages Part-time wages	18,460	117,461	266,520	-149,059	44%
710200	Overtime	615	13,901	32,042	-18,141	43%
710305	Statutory Holidays	0	0	0	0	0%
710315	WSIB Top-Up	0	0	0	0	0%
720100	Payroll allowances	0	0	0	0	0%
720210	Payroll benefits	96,837	613,654	1,228,766	-615,112	50%
720215	Retirees Benefits	4,343	27,250	44,202	-16,952	62%
720280	WSIB	0	0	300	-300	0%
720281	WSIB Leave	0	0	0	0	0%
Total Staff Costs		420,499	2,646,271	5,528,379	-2,882,108	48%
730306	Adult popular mat'ls (urban)	32,836	192,723	349,030	-156,307	55%
730307	Adult popular mat'ls (rural)	6,394	43,149	74,600	-31,451	58%
730308	Reference	720	6,471	10,000	-3,529	65%
730311	Child/youth pop mat'ls (urban)	10,357	71,099	149,300	-78,201	48%
730312	Child/youth pop mat'ls (rural)	1,871	14,802	28,000	-13,198	53%
730315	Serials	17,360	41,016	37,604	3,412	109%
730323	Electronic Resources	-515	46,788	76,791	-30,003	61%
730375	Collection databases	5,667	70,164	112,103	-41,939	63%
Total Material		74,689	486,212	837,428	-351,216	58%
730322	Miscellaneous expenses	1,760	8,055	13,000	-4,945	62%
730327	Computer supplies	2,236	4,843	5,000	-157	97%
730331	Programs	2,113	19,894	20,000	-106	99%
730335	Office supplies	2,083	15,358	58,000	-42,642	26%
730500	Vehicle fuels and lubricants	1,293	3,422	9,000	-5,578	38%
730512	Vehicle expense	1,093	1,880	3,500	-1,620	54%
740100	Fees, subscription, membership	0	9,964	12,332	-2,368	81%
740105	Advertising	1,105	3,245	9,000	-5,755	36%
740202	Phone & fax	4,531	22,311	45,640	-23,329	49%
740205	Postage and shipping	0	1,537	9,800	-8,263	16%
740207	Express / delivery	4	24	1,500	-1,476	2%
740221	Internet communications	3,720	19,831	42,600	-22,769	47%
740310	Mileage	1,000	2,698	7,200	-4,502	37%
740405	Audit fees	0	0	10,500	-10,500	0%
740450	Education and training	4,833	17,619	45,000	-27,381	39%
750200	Photocopier rental & supplies	2,309	11,835	29,950	-18,115	40%
760100	Contracted services	10,754	161,461	226,356	-64,895	71%
760105	Professional services	0	0	13,000	-13,000	0%
760119	Database mtce and software	473	7,439	16,000	-8,561	46%
770110	Furniture and equipment	43	3,206	15,250	-12,044	21%
770121	Computer equipment	681	5,737	77,648	-71,911	7%
780100	Cash over (short)	-64	-81	0	-81	0%
780200	Interest and service charge	172	896	2,700	-1,804	33%
790514	Allocated Insurance	1,432	8,591	20,000	-11,409	43%
Total System Wide		41,571	329,768	692,976	-363,208	48%
730360	Cleaning supplies	35	7,223	21,700	-14,477	33%
740520	Building & ground maintenance	274	2,052	24,300	-22,248	8%
740715	Natural gas	1,094	27,355	67,600	-40,245	40%
740730	Electricity	24,530	99,415	168,500	-69,085	59%
740736	Water and Sewer	1,104	8,126	10,500	-2,374	77%
760100	Contracted services	15,503	41,572	97,200	-55,628	43%
760108	Snow removal	0	17,032	47,500	-30,468	36%
770110	Furniture and equipment	178	2,324	4,000	-1,676	58%
Total Facilities		42,718	205,099	441,300	-236,201	46%
Total Expenditures		579,476	3,667,350	7,500,083	-3,832,733	49%
Revenues						
630170	Non resident fees	-732	-3,728	-9,250	5,523	40%
630440	Expenditure recovery	-2,855	-23,874	-50,000	26,126	48%
640131	Investment and bank interest	0	0	-3,500	3,500	0%
640210	Provincial subsidy	0	0	-297,138	297,138	0%
640250	Library project grant	-480	-44,175	-30,000	-14,175	147%
650422	Equipment rental	-685	-1,989	-4,000	2,011	50%
650486	Facility rentals	-3,247	-16,598	-52,500	35,902	32%
670700	Donations	-767	-6,094	-5,000	-1,094	122%
670707	Photocopier revenue	-2,449	-13,436	-28,440	15,004	47%
670708	Art commissions	0	0	0	0	0%
670721	Fines/damages	-8,492	-43,990	-93,680	49,690	47%
670732	Miscellaneous revenue(exempt)	-93	-6,152	-13,000	6,848	47%
640306	Recovery from County	-64,371	-386,228	-785,588	399,360	49%
610526	Municipal-Kingston	-510,664	-3,063,981	-6,127,987	3,064,006	50%
Total Revenue		-594,835	-3,610,245	-7,500,083	3,889,838	48%
Net		-15,359	57,105	0	57,105	



Kingston Frontenac Public Library
KFPL Vision 2020
Status Report – January to July 2016

Strategic Direction: A. Unique Impactful Services

Our services are our hallmark. While the library provides a vast array of electronic data, e-books, books, movies, music and local history, it is our services that transform these resources into facts, solutions, ideas and reading enjoyment for the people of Kingston Frontenac. We will design and deliver unique services to enable the people of our community to manage this digital environment effectively.

Key Initiatives:

A.1 Review and adjust our portfolio of services and programs.

Patrons can now place their own interlibrary loan requests directly in the SOLS VDX system. This allows them to see if items they want are available, place and monitor the status of their requests.

A.2 Segment the market for our services.

A.3 Review how and when services are offered, exploring and most importantly, piloting different hours, alternative delivery modes and non-traditional spaces.

KFPL offered one adult and one children's program at KCHC to begin introducing library services in the Rideau Heights neighbourhood.

A.4 Complete a Collections Audit, specifically examining the collections in terms of balance of format, content relevance, overuse/underuse and budget allocation.

A.5 Investigate and implement a new service delivery model in cooperation with our funding partners and communities.

Strategic Direction: B. Difference-Making Spaces

The book-bound hushed library has long passed. It has, rightfully, been replaced with spaces that bring information alive to spark ideas, deepen understandings, and engage people in community-specific discussions. Our spaces must make a difference for the people of Kingston Frontenac at all ages and stages. Our spaces must blend the paper and digital worlds with service options ranging from self-serve to staff-intensive consultations. Using technologies and innovative approaches we will push our walls ever further out, extending our resources and personalized problem-solving services to where residents are. We will configure virtual and physical spaces that are accessible, inviting and purposeful for residents to explore, discover, create, study and read.

B.1 Explore a new facility model for both physical and virtual spaces that most effectively complements our service delivery model.

In February KFPL released an RFP to engage a consultant to assist in the development of a new facility model. KFPL did not receive any proposals. This is the second time that KFPL has issued an RFP for a facility model and not received any responses.

B.2 Redefine the role of the Central Library to better reflect its unique position in downtown Kingston and the potential for stronger partnerships with other organizations and a greater contribution to municipal objectives for the downtown, cultural and heritage resources, tourism and economic development.

See also C. Partnerships developed specialized programming in the downtown - King Con, Juvenis, Cultural Services partnerships.

KFPL has been working with the City of Kingston Facilities and Construction Management staff to move forward on the Central Branch renovation project.

B.3 Consistent with the identified facility model, improve and strengthen branches/buildings by a) participating in the City, County and Township asset management plans and b) creating flexible, welcoming, accessible branches.

KFPL staff worked with City of Kingston staff and architects on the development of the Rideau Heights branch which will be attached to the Community Centre. An open house was held in June for the public to review the designs.

The new Parham Branch opened in May.

The design for the new Mountain Grove branch has been finalized and the project has been put out to tender. The Township of Central Frontenac received a Canada 150 grant for the project, which must be completed by March 31, 2017. The new library branch will be attached to the Mountain Grove fire station, and is located behind the existing building.

Strategic Direction: C. Community-Focused Relationships

In today's world no organization is an island, nor should it be. We have always partnered with community organizations and suppliers to extend our service possibilities and maintain operational efficiencies. During this planning period we will intensify our collaborations with other organizations, focusing always on how – together – we will best enable the people of Kingston Frontenac to participate in the digital information-intensive world. We'll collaboratively deliver specialized programs that will provide the information and knowledge which people in all phases of their lives need to pursue their aspirations.

Key initiatives:

C.1 Intensify our partnerships and collaborative relationships with a few organizations to design and deliver unique, highly needed services that no one organization can do alone.

KFPL partnered with downtown businesses and fandom-based social clubs to offer second annual King Con in downtown Kingston.

KFPL partnered with Blue Canoe and other arts groups in the development of the inaugural Juvenis Youth Arts Festival in Kingston.

KFPL partnered with KEYS, ISKA and other agencies to bring the community together to learn about the refugee experience.

KFPL partnered with the National Aboriginal Day Committee to increase community programming on Indigenous culture and issues.

KFPL has an ongoing partnership with Cultural Services at the City of Kingston, administering the Poet Laureate program and developing programs connected to Grand Theatre performances.

KFPL and Kingston Historical Society have begun work to digitize indexes to their publications.

We are partnering with the Kingston Indigenous Library Nest on their “Our Stories, Our Languages” project that has received funding from the Community Foundation of Kingston & Area. We will work with them on some programming initiatives and house their collection of indigenous language resources and materials on indigenous language acquisition.

C. 2 Develop mechanisms to share information and expertise with community leaders and organizations, specifically the Mayors, CAO’s, Councils and City and County Staff.

City and County Mayors and CAOs were invited to attend the annual Board branch bus tour held in August.

Strategic Direction: D. 21st century capabilities

Though our services are our hallmark, it is our staff, technologies and approaches that are our heart, our mind and our engine. We will grow our organizational capabilities, including our training, technologies, processes and practices to provide staff with the experiences, approaches and learning events to thrive, with the community, in the 21st century information world. We will monitor new developments and research on the effects of technology on information access and use. We will develop creative new mechanisms to improve communication between residents as a whole and library users to understand better their library services needs and to monitor our effectiveness in repositioning the library as top-of-mind.

D. 1 Review our Organizational Design ensuring we are aligned with this strategic plan.

Organizational design review was completed in 2015.

D. 2 Identify roles and competencies required to deliver and manage our service portfolio.

KFPL hired a part time Marketing & Communications Technician on contract to assist with strategic promotions.

After consultation with the City of Kingston regarding project management and facility management, the Director, Facilities and Projects position was replaced with a Manager, Facilities position.

D.3 Develop and implement a learning development plan, specifically focusing on technologies and our service portfolio.

Staff training continued with a focus on technologies. A Tech Tutor was hired to continue training on KFPL technology and digital services.

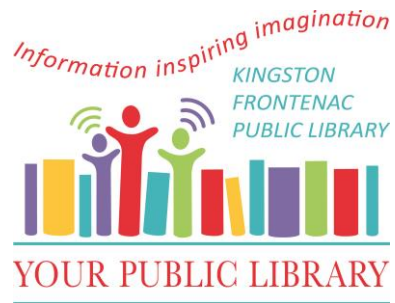
D. 4 Audit our technologies, identifying gaps that must be addressed.

An intern was hired through a government program to move forward required digitization of materials for Digital Kingston.

D. 5 Review and adjust our policies, practices and procedures that are no longer in keeping with our strategies and service portfolio.

In January we began a review of our overdue notification and invoicing system.

D. 6 Develop performance measures and improved approaches to planning and evaluating our services to ensure that we are all well positioned to identify and respond to community needs, either alone or collaborating with other organizations; to make the best use of available resources; and to communicate effectively our contribution to the community.



Minutes of Community Engagement Committee
Meeting held June 22, 2016 – 7:15 PM
Delahaye Room, Central Branch

Committee Members Present: Annie Peace-Fast (Chair), Julia Bryan, Councillor Jim Neill, Claudette Richardson, Monica Stewart, Somnath Sinha

Regrets: Jane Neil

Others Present: Patricia Enright (Chief Librarian/Chief Executive Officer, ex-officio, non-voting member); Mary Glenn (Recording Secretary)

Approximately 8-10 members of the public and KFPL staff members

The start of the meeting was delayed to 7:15 PM, following the Library Board meeting.

1. Welcome and Introduction of New Members of the Committee and Review of Terms of Reference

Julia Bryan was welcomed to the committee and introductions were made. Jane Neil sent her regrets.

A. Peace-Fast reiterated that under the Terms of Reference the mandate of this Committee is not to review the Code of Conduct but to come up with a Public Consultation process. Once a public consultation process is in place, the Code of Conduct will be reviewed.

2. Approval of Agenda

The agenda was revised to include a brief presentation by Ryan Brenders (KFPL) to talk about some of the information technology tools that would be available to the Committee. Media Release was also added to the agenda.

3. Approval of minutes of meeting held June 15, 2016

It was moved by M. Stewart and seconded by C. Richardson, and carried that the minutes of the June 15, 2016 meeting be approved.

4. Ryan Brenders (KFPL) regarding information technology tools

Ryan was welcomed to the meeting. He reviewed some of the tools that would be available to the committee for public input and said that basically there are two options for gathering information.

Forms can be designed in-house for people to fill in online and submit, similar to the “contact us” page on our website.

The other option is surveys. We need to be mindful of anti-spam legislation. There are 1,600 people who have confirmed that they wish to receive our newsletters. We can provide a link to any survey. People would not necessarily need to provide their library card. We could have separate surveys for anonymous and non-anonymous input.

Ryan also reported that the library has an account with *Constant Contact* and we could create forms with that software. Ryan will report back on the cost of the options. Ryan was thanked for his presentation and left the meeting at 7:25 PM.

5. Media Release

A. Peace-Fast distributed a draft media release for comment and committee approval. The media release will be revised to state that once the consultation process has been developed it will be applied to develop a new Code of Conduct, as stated in the Terms of Reference for the committee.

It was moved by J. Neill, seconded by S. Sinha, and carried that the media release be approved with the addition. It will be posted on the KFPL home page and sent to the media.

6. Discussion re earlier presentation by Colleen Gareau on the City of Kingston's Plans for Community Engagement

A. Peace-Fast, C. Richardson and J. Bryan will contact C. Gareau to get more information and details.

M. Stewart felt that we need to look at how we would do this with resources that we have and what additional resources we might need to do this properly and so we have consistency. We need to map what we already have.

During C. Gareau's presentation at the board meeting, we heard that even after public consultation, 2/3 of the people still feel that they are not heard.

C. Richardson believes that we will need to apply various levels of consultation depending on the issue at hand and that we may need to come up with various options. J. Bryan noted that C. Garneau gave examples and said that the City has an established set of principles to guide them. J. Neill said that ultimately it would be up to the Board to decide what will need community consultation.

C. Richardson will go through some of the Board materials (Mission, Vision, Board Governance Manual, etc.) and bring draft guiding principles to the next meeting as a starting point.

7. Compile list of others to invite re engagement process and possible formats

This will be brought forward to the next meeting.

8. Set meeting dates

The next meetings are scheduled for Tuesday, June 28, 2016 at 5:00 PM and Thursday, July 7, 2016 at 5:00 PM.

9. Other Business (Homework: be ready to devise a list of formats / strategies for engagement)

A. Peace-Fast will go through the booklet that C. Garneau provided and share the pertinent information. She will also contact the office of Sophie Kiwala, MPP, to see if there is any assistance they can provide with regards to a public consultation process.

J. Neill will ask the Clerk's department if they have a project based intern who could do some research and come back with a report to us. He will also see if there is anything in the KEDCO report regarding transparency that we can use.

J. Bryan will contact Emma Sobel (Queen's) who has developed conflict resolution and invite her to one of our next Committee meetings.

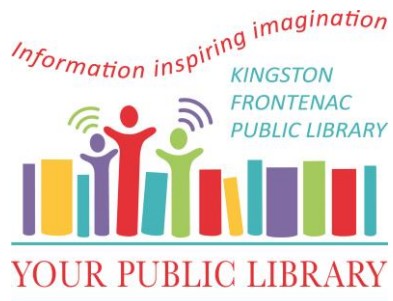
A. Peace-Fast asked the Committee to look at the link to the Committee currently on the KFPL website (<https://www.kfpl.ca/about-the-library/community-engagement-committee>) and provide comments / suggestions.

10. Adjournment and next meeting

It was moved by S. Sinha to adjourn at 7:50 PM.

11. Next Meeting

June 28, 2016 at 5 PM, Delahaye Room, Central Branch.



**Minutes of Community Engagement Committee
Meeting held Tuesday, June 28, 2016 – 5:00 PM
Delahaye Room, Central Branch**

Committee Members Present: Annie Peace-Fast (Chair), Julia Bryan, Councillor Jim Neill, Claudette Richardson, Monica Stewart

Regrets: Jane Neil, Somnath Sinha, Patricia Enright (Chief Librarian/Chief Executive Officer, ex-officio, non-voting member)

Others Present: Mary Glenn (Recording Secretary), Emma Sobel (Queen's) by invitation

Three members of the public

1. Approval of Agenda

The agenda was approved as distributed. The next meeting date was changed from July 7 to July 6 to accommodate committee members.

2. Approval of Minutes of Meeting held June 22, 2016

It was moved by M. Stewart and seconded by C. Richardson, and carried that the minutes of the June 22, 2016 meeting be approved.

3. Guiding Principles (draft)

C. Richardson had been asked to gather some of our values and statements. She provided copies of the KFPL Ends, Mission and Vision Statements which have been developed by the Board. J. Bryan and E. Sobel arrived at this time.

It was felt that the Mission statement and Ends statement should be part of this together with the section in the Vision statement regarding Respect and Dignity.

It was believed that Quality (under Vision) is also important. We need to focus on making sure that we get it right. Integrity has been mentioned a few times in documents, as well as Balance, Timelines, and Accuracy which overlap with Integrity. Other values are Inclusion, Follow-up (which is Accountability) and Openness which is believed to be different from transparency. Also mentioned in the City of Kingston Plan is Effectiveness (efficient and effective). J. Bryan suggested the Committee use clear and basic language.

The values were listed on the whiteboard and grouped together:

Respect Dignity Inclusion
Accountability Transparent Responsible Integrity
Openness Balance
Balance Accuracy Clarity
Timeliness Effectiveness (effective / efficient)

M. Stewart reiterated a comment she made at an earlier meeting regarding resources. If we want to do this well we will need the resources. The Ends statement refers to a *fiscally responsible manner*. J. Neill suggested we brainstorm for now and then see what resources would be needed and cost it out. There is also the possibility of using City resources and if interested, we could see about having the City Intern do some research and prepare an executive summary report for the Committee.

There was much discussion on how to start. What do these values lead to? What will people who engage in the process see when they see an open process? A. Peace-Fast suggested we summarize the process and look at the City of Kingston and Calgary examples in relation to the values above to help flesh out the statement. A. Peace-Fast likes Calgary's *Tell a Story*.

J. Bryan suggested that by using the guiding principles, the Board will set the tone of how decisions are made. The Board needs to determine when to inform people of a decision versus when to involve them by consulting and collaborating. For example a decision based on legislation will not be open to consultation. You want to be transparent but there will be a limit.

It was felt that we need criteria that will tell us clearly when we need to consult and engage and criteria to set different levels of consultation. Certain topics will require a deep engagement and for others a more simple engagement process might suffice.

E. Sobel suggested the Committee start by sorting through the context. J. Bryan suggested the Committee look at a case study (suggested the Code of Conduct) to help identify our audience and to give us an idea of how the process will work. We will need to work differently with different audiences. E. Sobel suggested making a list of things you might do and test them: What would a poll give us? How engaged will people be? You want something concrete.

M. Stewart asked how we determine the markers so we know what level of consultation is required for different topics. J. Bryan said that your values would kick in. E. Sobel added that if a decision is made you can still engage and explain why the decision was made and then it becomes an informative consultation. The Board would set the values and then everything would flow out from that. The Committee will come up with the tools which will feed back to the values.

As a starting point, the committee will work on drafting four lists to bring to the next meeting:

- 1) **Guiding Principles; Values** – A. Peace-Fast will work on this.
- 2) **Criteria for choosing level of engagement** – that would trigger public engagement and the different levels of engagement – J. Bryan will work on this; she talked about setting the tone and culture.
- 3) **Generic List of Stakeholders** – J. Neill and M. Stewart will work on this – The City might have something we can use as a starting point. Will also talk with Library staff to see what we already have.
- 4) **Tool box** – A list of things the library can do to engage people – C. Richardson will work on this. We can look at the Calgary tool box as an example. E. Sobels will send a few suggestions for the list. We can consider building a matrix (Calgary has one on their website).

4. Further discussion regarding resource shared by C. Gareau on public participation

This was discussed together with Agenda Item 3.

5. Compile list of others to invite re engagement process and possible formats.

Bring forward to the next meeting.

6. Set meeting dates

The next meeting will be held on **Wednesday, July 6** (changed from July 7). The following meeting will be held on Tuesday, August 30 at 5:00 PM. M. Glenn will look at dates into the fall.

7. Communication

Bring forward to the next meeting.

8. Other Business

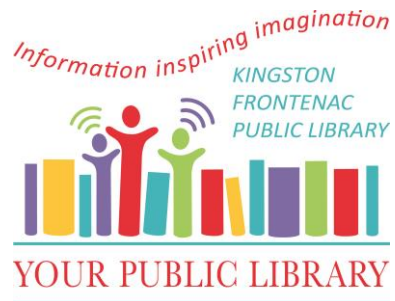
There was no other business.

9. Adjournment and next meeting

The meeting was adjourned at 6:15 PM.

10. Next Meeting

Wednesday, July 6, 2016 at 5 PM, Delahaye Room, Central Branch.



**Minutes of Community Engagement Committee
Meeting held Wednesday, July 6, 2016 – 5:00 PM
Delahaye Room, Central Branch**

Committee Members Present: Annie Peace-Fast (Chair), Julia Bryan, Jane Neil, Councillor Jim Neill (left the meeting at 5:25 PM, was in attendance for agenda item 3.3 and 6); Somnath Sinha, Patricia Enright (Chief Librarian/Chief Executive Officer, ex-officio, non-voting member), Claudette Richardson, Monica Stewart

Others Present: Mary Glenn (Recording Secretary); Four members of the public

1. Approval of Agenda

The meeting was called to order at 5:00 PM. The agenda was approved as distributed, with a request to move agenda item 3.3 ahead so that it could be discussed before J. Neill had to leave the meeting.

2. Approval of Minutes of Meeting held June 28, 2016

It was moved by M. Stewart and seconded by C. Richardson, and carried that the minutes of the June 28, 2016 meeting be approved.

3. Preliminary reports:

3.1. Guiding principles; values

A. Peace-Fast distributed a draft values and principles document for discussion. The section referring to KFPL Vision 2020 will be revised to indicate that it's an excerpt from KFPL Vision 2020.

The draft document distributed for discussion was revised to reflect the discussion that took place.

INCLUSION: There was lengthy discussion regarding this. We want to ensure that all people or groups have equal opportunity to participate.

Regarding the suggestion by a member of the public to replace the word *stakeholder* with *everyone in the community*, it was pointed out that there are others, including staff, who might be impacted by a decision. "Stakeholders" means anyone who is impacted by a decision.

The Inclusion statement ties in with the last statement (Accountability) and how we report back to the community on how their input affected the community decision.

RESPECT: It was agreed to shorten the sentence.

TRANSPARENCY: The word “constraints” will be changed to “limits”. We will be open about what, why and when we are doing things. The committee will make a decision on whether to use the word timely or regular.

CLARITY – this is different from transparency. We want to be clear about the public’s role in the public participation process.

Monica suggested that we state at the end of the sentence that we will adhere to the IAP2’s Public Participation Spectrum, which is internationally recognized. She felt that if we tie ourselves to this we would be able to define the public’s role in any process.

Other committee members preferred to make reference to a public participation spectrum and define that later. Julia felt this was an opportunity that would allow the Board to go back and make changes if needed. It was pointed out that other models (other libraries) closely follow the IAP2 spectrum but slightly modified.

The Clarity statement still needs some work but the committee came up with a draft statement.

BALANCE – This is about providing balanced information and providing the public with a good sense of the issue and ensuring that the information we provide is non-judgemental. What we want to see covered is: enough information; openness; fair; relevant; unbiased; accuracy; informative; complete; no undue influence; context.

The committee preferred to find a word other than Balance for the title. The title was put into the parking lot and the working title (to be reviewed) will be: **INFORMATION**.

The last two bullets: Effectiveness and Accountability will be reviewed at the next meeting and are still in draft.

3.2. Criteria for choosing level of engagement

J. Bryan distributed draft public engagement criteria that E. Sobel helped put together. This will be discussed at the next meeting.

3.3. Generic List of Stakeholders

J. Neill distributed brochures with a list of community stakeholders from Sophie Kiwala’s office. He reported that he met with P. Enright and L. Webb yesterday who will be doing a gap analysis.

J. Neill asked committee members to go through the brochure and highlight the organizations to add to the stakeholders contact list and to come up with priorities for the list. Jane suggested that we will want to actively approach the organizations we want for a particular community engagement. Once we have a list we can apply those priorities and categorize the list which will be specific to the discussion at the time. The list and priorities will differ from time to time depending on the task.

It was also pointed out that we need to be mindful of anti-spam legislation and will need a mechanism to allow people to opt in to receive information.

M. Stewart suggested also checking Canada 2-1-1 which has a database of organizations in this community including organizations in Frontenac County and which allows you to do a keyword search. Keeping up to date with the list of stakeholders will be difficult; however Canada 2-1-1 is updated often.

3.4. Tool Box

C. Richardson distributed the IAP2's Public Participation Toolbox for discussion at the next meeting.

4. Compile list of others to invite re engagement process and possible formats.

This will be brought forward to the next meeting.

5. Communication

This will be brought forward to the next meeting.

6. Other Business

J. Neill reported that he met the City intern, who has indicated that community engagement is an area of interest for him and that he would be happy to do research for the Committee, subject to approval from the Clerk's department. It is believed that he will be at the City until the end of the year.

7. Adjournment and next meeting

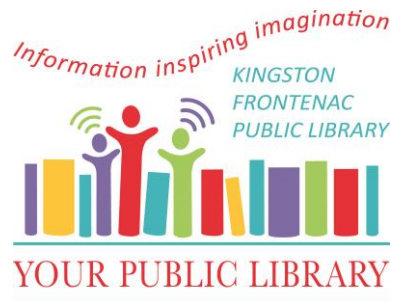
S. Sinha moved to adjourn at 6:35 PM

8. Next Meeting

Tuesday, August 30, 2016 at 5 PM, Delahaye Room, Central Branch.

Tentative meeting dates – 5:00 PM, Delahaye Room, Central Branch:

- Thursday, September 15
- Wednesday, October 5
- Wednesday, October 19
- Wednesday, November 2
- Wednesday, November 16
- Wednesday, November 30
- Wednesday, December 7



**Minutes of Community Engagement Committee
Meeting held Tuesday, August 30, 2016 – 5:00 PM
Delahaye Room, Central Branch**

Committee Members Present: Annie Peace-Fast (Chair), Julia Bryan, Jane Neil, Councillor Jim Neill, Somnath Sinha, Claudette Richardson, Monica Stewart; Patricia Enright (Chief Librarian/Chief Executive Officer, ex-officio, non-voting member)

Others Present: Mary Glenn (Recording Secretary); Five members of the public and staff

1. Approval of Agenda

The meeting was called to order at 5:00 PM. The agenda was approved as distributed

2. Approval of Minutes of Meeting held July 6, 2016

It was moved by M. Stewart, seconded by C. Richardson and carried that the minutes of the July 6, 2016 meeting be approved.

3. Business Arising from the Minutes

A. Peace-Fast will be sending a letter to E. Sobel to thank her for her valuable input with regards to her plan for public engagement re the revising of the Code of conduct. The outline will be presented to the committee responsible for planning the revision.

A. Peace-Fast also reported that with regards to the IAP2 Public Participation Spectrum and toolbox, she has learned from C. Gareau at the City of Kingston that we will need written permission to use what is in those documents, which we will try to obtain once we get to that point in the process.

4. Preliminary reports:

4.1. Guiding principles; values

A draft statement reflecting the changes discussed at the last meeting was distributed.

A. Peace-Fast asked about use of the word (We) at the beginning of the list of bullets guiding community engagement. There was some discussion. It was suggested that this should include the Board as well as staff and volunteers and anybody who is the face of the library. It was agreed to preface the sentence with: KFPL.

Information – it was agreed to move this statement and include it under *Transparency* rather than keep it as a separate bullet.

Effectiveness – It was acknowledged that sufficient resources includes allocation of staff resources. The statement was revised (with more wordsmithing required).

Accountability – There was discussion surrounding use of the word ‘community’ and whether the word ‘stakeholders’ should be used instead. We want to ensure we include anyone who has an interest in the outcome of a decision. It was felt that the word stakeholder is broader and that it includes the community, as well as staff and funding bodies. The Committee agreed to use the word *stakeholder* provided a definition of stakeholder is included.

A. Peace-Fast will ask C. Gareau (City of Kingston) and find out how Vancouver P.L. and Calgary P.L. report back to the community and stakeholders in order to ensure that the definition of Accountability is as complete as possible.

4.2. Criteria for choosing level of engagement

The draft Public Engagement Criteria checklist prepared by E. Sobel and J. Bryan distributed at an earlier meeting was discussed.

It was agreed to make a change to the opening sentence to state the word *initiative*.

Regarding the second bullet, it was agreed to change the end of the sentence to state a specific group of *patrons*, which defines a library user.

There was discussion regarding the sixth bullet which asked if there was the potential to contravene existing community conventions. As suggested, the word contravene will be replaced with impact. There was discussion on how it would be determined whether something is an accepted community convention or municipal practice. A suggestion was made to revise this to refer to existing and / or common practices at the library.

It was agreed to add an additional bullet to ask whether there is legislation or regulation requiring engagement for this project.

It was agreed to keep the list expansive with the list of eleven criteria to be considered which could be up for review in two years (notwithstanding the need to meet legislation parameters or reduced resources).

The list will be revised and discussed further at the next meeting.

There were positive comments about how the Values / Guiding principles and the list of Public engagement criteria seem to work together.

4.3. Toolbox: review of IAP2'S Public Participation Toolbox (and Spectrum)

The toolbox has clearly defined techniques and is something to look at to determine what would be appropriate and what level of engagement (light, medium, robust version) would be required. We want to ensure we look at an array of people to invite to ensure that we get balanced input.

J. Neill reported that the City has undergone much public consultation; however, some have questioned whether it is more quantitative than qualitative and have asked how valuable the data is. He said that usually the more information you include in the invitation the better the results. It takes effort and this comes back to resources.

It was suggested the Committee identify which of the outlined tools are relevant and this is where the spectrum would come into play. After further discussion, it was suggested that the Committee first look over the spectrum and then decide which toolbox and techniques to use. M. Stewart would like to ensure that input from staff, who are familiar with the library, is also conveyed in the toolbox. A. Peace-Fast will follow up with the City to see how they ensure they get staff input. As mentioned in the Values, we would need to invite anyone who would be impacted by a decision and this needs to be captured in the toolbox.

A. Peace-Fast asked the Committee take some things away and to specifically look at the spectrum and toolbox and come to the next meeting with suggestions.

As well, P. Enright will provide examples of what the library currently does with regards to public participation and which formats have been found to be most effective.

4.4. Generic List of Stakeholders

A list of community agencies compiled from the office of MPP Kiwala was distributed for the Committee to look at and make suggestions.

5. Communication

There was nothing to report.

6. Other Business

There was no other business.

7. Adjournment and next meeting

It was moved by J. Neill to adjourn at 6:15 PM.

8. Next Meeting

Thursday, September 15, 2016 at 5 PM, Delahaye Room, Central Branch.

Homework for next meeting:

The following materials will be sent out a.s.a.p. for study and discussion at the next meeting:

- City of Calgary's Engage Process
- City of Calgary's Engage Assessment
- IAPP's section on Choosing level of engagement (definitions and 3 worksheets)
- IAPP's Public Participation Spectrum
- IAPP's Public Participation Toolbox ("Techniques to Share Information"; "Techniques to Collect and Compile Input"; "Techniques to Bring People Together")

Tentative meeting dates – 5:00 PM, Delahaye Room, Central Branch:

- Wednesday, October 5
- ~~— Wednesday, October 19~~
- Wednesday, November 2
- Wednesday, November 16
- Wednesday, November 30
- Wednesday, December 7

KFPL Report to the Board

Subject: Central Branch-Naming

Date: September 28, 2016

Prepared by: P. Enright, Chief Librarian/Chief Executive Officer

Background:

The Kingston Frontenac Public Library has provided naming opportunities for rooms/service areas either through sponsorships, fundraising or commemoration, usually when a branch is built or renovated (e.g. Calvin Park).

The naming of branches, rooms/services areas and collections falls under the Library Board's Naming, Gifts and Donations and Sponsorship policies. The Naming policy states that no commitment regarding naming will be made to an individual or group prior to the approval of the related proposal for naming by the Kingston Frontenac Public Library Board. The Gifts and Donations policy states that acceptance of any gift contribution which involves a proposal to name is conditional upon final approval of the naming by the Board as per the Board's Naming policy.

Analysis:

The Central Branch's meeting and programming rooms have been named after former long-serving Library Board Members and two Chief Librarians. Because of the renovation of the Central Branch, there will be some rooms that will no longer exist in the proposed design. KFPL has also received a donation in memory of a former staff member that has been committed to the Central Branch renovation project.

Recommendations:

That the Library Board strike an ad-hoc committee to review naming opportunities as part of the Central Branch renovation project.

KFPL Statement of Policy

Accessibility Policy for Users with Disabilities

1. Purpose

The purpose of this policy is to ensure that the Library provides all library services, resources and facilities in ways that are accessible to persons with disabilities. The policy also serves to meet the requirements of the Accessibility for Ontarians with Disabilities Act (A.O.D.A.).

2. Scope

This policy applies to all persons who deal with customers or patrons, and to third parties who deal with customers on the Library's behalf such as those providing program services. A person or third party can be an employee, volunteer, Friend of the Library, Board member, student on placement or someone otherwise engaged in the provision of Library services to our customers.

3. Definitions

"A.O.D.A." means the Accessibility for Ontarians with Disabilities Act, 2005.

"Assistive Device" means a device used to assist persons with disabilities in carrying out activities or in accessing Library services. Assistive devices may include, but are not limited to, wheelchairs, walkers, canes, oxygen tanks, and electronic communication devices.

"Core Service" means reference, referral and readers' services, collections, lending, technology, programming and outreach.

"Disability or Disabilities" means:

- a) any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a service animal or on a wheelchair or other remedial appliance or device;
- b) a condition of mental impairment or a developmental disability;
- c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;

- d) a mental disorder; or,
- e) an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

“Service Animal” means any animal used by a person with a disability for reasons relating to the disability, where it is readily apparent that the animal is used by the person for reasons relating to their disability, or where the person provides documentation from a regulated health professional confirming that they require the animal for reasons relating to their disability. Service animals may include a variety of animals used to assist with sight or hearing, to detect seizures, or to provide any other form of assistance necessary to a person with a disability.

“Library Premises” means premises owned and operated, or operated by the Kingston Frontenac Public Library.

“Support Person” means a person who accompanies a person with a disability in order to assist them with communication, mobility, personal care, or medical needs, or with access to goods or services.

4. Guiding Principles

Library service is relevant, inclusive and responsive for all, including persons with disabilities. Each member of the community has an equal opportunity to access public library services.

Library services are provided in a manner that respects the dignity and independence of persons with disabilities.

Library services to persons with disabilities are integrated with those provided to persons who do not have disabilities, unless an alternative measure is necessary to enable a person with a disability to obtain, use or benefit from Library services.

5. Policy

Kingston Frontenac Public Library is committed to providing quality library services that are accessible to all persons who wish to obtain and use Library services.

5.1 Communications with Persons with Disabilities

When communicating with a person with a disability, the Library will do so in a manner that takes into account the person’s disability.

5.2 Temporary Service Disruptions

The Library will make reasonable effort to provide notice of any planned disruption of Library services to the public, including information about the reason for the disruption, its anticipated duration and a description of alternative facilities or service, if any, that may be available. If a disruption is unplanned, the Library will provide notice as soon as possible.

5.3 Assistive Devices and other measures that assist with Accessibility

A person with a disability may provide their own assistive device for the purpose of obtaining or using Library services. Exceptions may occur in situations where the Library has determined that the assistive device may pose a risk to the health and safety of a person with a disability or the health and safety of others on the premises. In these situations the Library may offer a person with a disability other reasonable measures to assist them in obtaining and using Library services, where the Library has such other measures available.

It is the responsibility of the person with a disability to ensure that their assistive device is operated in a safe and controlled manner at all times.

5.4 Service Animals

A person with a disability may enter Library premises accompanied by a service animal, and may keep the animal with them if the public has access to such premises and the animal is not otherwise excluded by law. If the service animal is excluded by law, the Library will ensure that alternative means are available to enable the person with a disability to obtain or use the Library services.

At times it may be difficult to differentiate between a person with a disability using a service animal and an individual being accompanied by a pet. If it is not readily apparent that the animal is a service animal, Library staff may ask the person for confirmation of the animal's status, as outlined above.

It is the responsibility of the person with the disability to ensure that their service animal is kept in control at all times. This will include controlling the behavior of the animal (e.g. barking or growling), cleaning up after the animal (e.g. defecation), and being responsible for any damage the animal may cause to the Library premises.

5.5 Support Persons

A person with a disability may enter Library premises with a support person, and have access to the support person at all times while on the premises.

The Library may require a person with a disability to be accompanied by a support person while on Library premises in situations where it is necessary to protect the health and safety of the person with the disability or the health and safety of others. Before making a decision to require a support person, the Library will consult with the person with a disability to understand their needs, consider health or safety reasons based on available evidence and determine if there is any other reasonable way to protect the health or safety of the person or others on the premises.

A support person, when assisting a person with a disability to obtain or use Library services, will be permitted to attend at no charge where an admission fee is applicable.

Where an admission fee is charged to gain access to an event, facility, or service, and the revenue from the fee is payable to a third party (e.g. a concert provider), the support person is permitted to attend the event at their own cost.

If a third party uses a Library meeting room to host an event, they are not required to alter their admission fees for support persons, but we would strongly encourage them to do so. However, if a third party voluntarily decides to alter admission fees for support persons for their event, the Library will not be responsible for reimbursing them for the value of those admission fees.

In response to a request for a sign language interpreter, the Kingston Frontenac Public Library will endeavour to engage an interpreter through the Ontario Interpreting Services (OIS) at The Canadian Hearing Society (CHS).

5.6 Training

The Library will ensure that all persons to whom this policy applies receive training as required by the Accessibility Standards for Customer Service (Ontario Regulation 429-07). The amount and format of training given will be dependent on a person's interactions with Library users.

The content of the training will include:

- a review of the purposes of the A.O.D.A.;
- the requirements of the Accessibility Standards for Customer Service (Ontario Regulation 429/07);
- instruction on Library policies, procedures and practices pertaining to the provision of Library services to persons with disabilities;
- how to interact and communicate with persons with various types of disabilities;

- what to do if a person with a particular type of disability is having difficulty accessing Library services;
- how to interact with persons with disabilities who use assistive devices or who require the assistance of a support person or service animal; and,
- information about the equipment or devices available on the Library premises that may help with the provision of Library services to persons with disabilities.

A record of training provided under this policy will be kept by the Director, Human Resources. Training will be provided as part of orientation training for new employees or as required to those covered by this policy.

5.7 Feedback on Services

Feedback from a member of the public about the delivery of goods and services to persons with disabilities may be given by telephone, in person, in writing, in electronic format, or through other methods.

5.8 Availability of Documents

Policy documents will be available on the [Library Website](#). Policy documents will be provided, consistent with the requirements of the A.O.D.A. and Ontario Reg. 429/07.

6. Appendices

- [Sign Language Interpreter Services Information](#)
- [Accessible Customer Service Feedback form](#)

7. Authorities

O. Reg 191/11 s. 3(2) under Accessibility for Ontarians with Disabilities Act, 2005.

8. Document Control

Original policy date: October 2009

Last Reviewed: October 2015 – no changes

Legislative update: July, 2016

Next Review: October 2016



Sign Language Interpreter

In response to a request for a sign language interpreter, the Kingston Frontenac Public Library will endeavour to engage an interpreter through the Ontario Interpreting Services (OIS) at The Canadian Hearing Society (CHS).

Requirements for Engaging an Interpreter:

- There must be a formal request for an interpreter. Such request will be considered consent by the patron to provide information to the Hearing Society in order to fulfill the request (e.g. patron contact information).
- Two weeks' notice is required to engage the services of an interpreter through The Canadian Hearing Society.
- If the patron has a preferred sign language interpreter then the patron should indicate such preference when making the formal request.
- Requests for an interpreter must be made in writing. Requests may be sent by email to administration@kfpl.ca or by mail to 130 Johnson Street, Kingston, Ontario K7L 1X8 (care of administration).
- Due to the demand for interpreter services, the library will update the patron should the request for service be denied. Where the request is denied the library will explore reasonable alternative measures of accommodation with the patron.



Accessible Customer Service Feedback

At the Kingston Frontenac Public Library we welcome patron feedback on the services we provide. Patrons with disabilities are welcome to submit feedback in person, by telephone, in writing, by delivering an electronic text by email or on a diskette / USB flash drive or through our website. This form may be used by patrons wishing to submit feedback in writing.

Patrons that provide their contact information with formal feedback will receive an acknowledgement of their feedback within five business days of its receipt. The acknowledgement will indicate how the matter will be addressed and when the individual will be notified of the outcome. The library will follow up on any actions required from the feedback and the timing of implementation will be communicated to the patron. Feedback / response will be in a format that is accessible to the complainant.

Patron Contact Information: (e.g. name, phone number, email address etc.)

Feedback: (Please provide a detailed description of the complaint)

Feedback must be submitted to the attention of:

Director, Human Resources

Kingston Frontenac Public Library

130 Johnson Street

Kingston ON K7L 1X8

Email: administration@kfpl.ca

Telephone: 613-549-8888 extension 1515

Fax: 613-549-8476

Website: www.kfpl.ca/

Kingston Frontenac Public Library Board
OPERATIONAL POLICIES

POLICY TYPE	Name	Last review	Next review	Frequency	Legislative Authority
Community Perspective	Collection development	2016 February	2017 February	Annual	
Community Perspective	Internet Access, Public (includes internet filtering)	2016 February	2020 February	Year 2 of term	
Community Perspective	Patron Code of Conduct	2016 February policy to be reconsidered	2020 February	Year 2 of term	Public Libraries Act R.S.O. 1990 c. P. 44 23(4)
Community Perspective	Patron privacy, statement of	2014 February	2016 October	Year 2 of term	Municipal Freedom of Information and Protection of Privacy Act, R.R.O. 1990, c. M. 56 (MFIPPA).
Community Perspective	Use of library space for art exhibits	2013 November	2017 October	Year 3 of term	
Community Perspective	Video surveillance	2014 October 2014 May	2018 May	Year 4 of term	Municipal Freedom of Information and Protection of Privacy Act, R.R.O. 1990, c. M. 56 (MFIPPA).

Organizational Readiness	Anti-nepotism	2014 May	2017 May	Year 3 of term	Municipal Act, 2001, S.O. 2001 c. 25 270(2)
Organizational Readiness	Criminal Record Checks	2014 May	2017 May	Year 3 of term	
Organizational Readiness	Occupational Health and Safety	2016 June	2017 May	Annual by H & S committee	Occupational Health and Safety Act, R.S. O. 1990 c. O.1 Part III,25(2)(j)
Organizational Readiness	Standards of conduct for KFPL employees	2014 May	2017 May	Year 3 of term	
Organizational Readiness	Volunteer policy	2014 June	2017 May	Year 3 of term	
Organizational Readiness	Workplace harassment	2016 June	2017 May	Annual by H & S committee	Occupational Health and Safety Act, R.S.O. 1990 c. O. 1 Part III.01, 32.01 (1)
Organizational Readiness	Workplace violence	2016 June	2017 May	Annual by H & S committee	Occupational Health and Safety Act, R.S.O. 1990 c. O. 1 Part III.01, 32.01 (1)

Financial	Gifts and donations	2014 October	2016 October	Year 2 of term	
Financial	Naming	2014 September	2018 October	Year 4 of term	
Financial	Meeting room	2014 October	2016 October	Year 2 of term	
Financial	Planned giving	2012 September	2016 October	Year 2 of term	
Financial	Procurement of goods & services	2011 October	2016 October	Year 1 of term	Municipal Act, 2001, S.O. 2001 c. 25 270(2)
Financial	Sponsorships	2015 October	2019 October	Year 1 of term	

MEANS POLICIES

POLICY TYPE	Name	Last review	Next review	Frequency	Legislative Authority
Core values	Accessibility for users with disabilities	2015 October Legislative Update: July 15, 2016	2016 October	Annual	O. Reg 191/11 s. 3(2) under Accessibility for Ontarians with Disabilities Act,

GOVERNANCE (Carver)

POLICY	Name	Last Review	Next Review	Frequency
Executive Limitations				
L-1	General Executive Constraint	2015 October	2019 October	Minimum once per term
L-2	Staff Relations and Volunteers	2015 October	2019 October	Minimum once per term
L-3	Treatment of public	2015 October	2019 October	Minimum once per term
L-4	Financial planning/budgeting	2015 October	2019 October	Minimum once per term
L-5	Financial Condition	2015 October	2019 October	Minimum once per term
L-6	Emergency executive succession	2015 October	2019 October	Minimum once per term
L-7	Asset protection	2015 October	2019 October	Minimum once per term
L-8	Compensation and benefits	2015 October	2019 October	Minimum once per term
L-9	Communication and counsel	2015 October	2019 October	Minimum once per term
L-10	Access to facilities and maintenance	2015 October	2019 October	Minimum once per term
Governance Process				
G-1	Governance Commitment	2014 May	2016 October	Minimum once per term
G-2	Governing style	2014 May	2016 October	Minimum once per term
G-3	Board job description	2014 May	2016 October	Minimum once per term
G-4	Chairperson's role	2014 May	2016 October	Minimum once per term
G-5	Board committee principles	2014 May	2016 October	Minimum once per term
G-6	Committee structure	2014 May	2016 October	Minimum once per term
G-7	Annual agenda planning	2014 May	2016 October	Minimum once per term
G-8	Board members' code of conduct	2014 May	2016 October	Minimum once per term
G-9	Cost of governance	2014 May	2016 October	Minimum once per term
Board-staff relationship				
B-1	Board-Chief Librarian linkage	2014 October	2017 October	Minimum once per term
B-2	Unity of control	2014 October	2017 October	Minimum once per term
B-3	Accountability of the Chief Librarian	2014 October	2017 October	Minimum once per term
B-4	Delegation to the Chief Librarian	2014 October	2017 October	Minimum once per term
B-5	Monitoring Chief Librarian performance	2014 October	2017 October	Minimum once per term
Ends				
E-1	Ends statement	2014 May	2018 October	Minimum once per term
E-2	Mission statement	2013 October	2018 October	Minimum once per term
	Vision	2013 October	2018 October	Minimum once per term
	Values	2013 October	2018 October	Minimum once per term

Kingston Frontenac Public Library

Annual Workplan 2017

Board Term Year 3

Date	Agenda items
January 25	Governance <ul style="list-style-type: none"> • Election of Officers Compliance <ul style="list-style-type: none"> • Communication and Counsel • Emergency Executive Succession Linkages <ul style="list-style-type: none"> • Set Kilometre Rate
February 8 C.O.W. meeting	Linkages <ul style="list-style-type: none"> • Policy Review: Collection Development
February 22	Compliance <ul style="list-style-type: none"> • Communication and Counsel • Statistical Report (4th Quarter 2016) • Staff Relations and Volunteers • Financial Condition (Year End 2016) Ends <ul style="list-style-type: none"> • Board Self-Evaluation
March 22	Compliance <ul style="list-style-type: none"> • Communication and Counsel Linkages <ul style="list-style-type: none"> • Annual Report
April 26	Compliance <ul style="list-style-type: none"> • Communication and Counsel • Financial condition (1st Quarter) • Treatment of Public Ends <ul style="list-style-type: none"> • Director / Manager Report (Director, Branch Experience)
May 10 C.O.W. meeting	Linkages <ul style="list-style-type: none"> • Policy Review: Occupational Health and Safety; Workplace Harassment; Workplace Violence; Anti-Nepotism; Criminal Record Checks; Standards of Conduct for KFPL Employees; Volunteer Policy

<p>May 24</p>	<p>Compliance</p> <ul style="list-style-type: none"> • Communication and Counsel • Statistical Report (1st Quarter) • Staff Relations and Volunteers • Asset Protection: Audit <p>Governance</p> <ul style="list-style-type: none"> • Audit Approval Consent <p>Ends</p> <ul style="list-style-type: none"> • Board Self-Evaluation
<p>June 28</p>	<p>Compliance</p> <ul style="list-style-type: none"> • Communication and Counsel • Access to Facilities & Maintenance <p>Governance</p> <ul style="list-style-type: none"> • Review of Page Wage Grid <p>Ends</p> <ul style="list-style-type: none"> • Director / Manager Report (Director, Outreach and Technology) • Yearly Board Self-Evaluation
<p>September 27</p>	<p>Compliance</p> <ul style="list-style-type: none"> • Communication and Counsel • Statistical Report (2nd Quarter) • Financial Condition (2nd Quarter) <p>Ends</p> <ul style="list-style-type: none"> • KFPL Vision 2020 - Status Report (January -June 2017) • Report on results of yearly board self-evaluation
<p>October 11 C.O.W. meeting</p>	<p>Linkages</p> <ul style="list-style-type: none"> • Policy Review: Board-Staff Relationship (B1-B5) • Policy Review: Accessibility for users with disabilities; Use of Library Space for Art Exhibits
<p>October 25</p>	<p>Compliance</p> <ul style="list-style-type: none"> • Communication and Counsel • Financial Condition (3rd Quarter) • Financial Planning and Budgeting <p>Governance</p> <ul style="list-style-type: none"> • Budget Approval Consent <p>Ends</p> <ul style="list-style-type: none"> • KFPL Vision 2020 – Action Plans 2018 • Board Self-Evaluation

November 22	<p>Compliance</p> <ul style="list-style-type: none"> • Communications and Counsel • Statistical Report (3rd Quarter) • Staff Relations and Volunteers • Asset Protection <p>Governance</p> <ul style="list-style-type: none"> • Chief Librarian's Performance Review
December 13	<p>Compliance</p> <ul style="list-style-type: none"> • Communications and Counsel • Review CEO remuneration • Workplan 2018 <p>Ends</p> <ul style="list-style-type: none"> • KFPL Vision 2020 - Status Report (July - December 2017) • State of the Union; Year End Review (Chair)

2017 Board Meeting dates - Wednesdays at 4:30 PM– Isabel Turner Branch, Rooms A & B

- January 25
- February 8 – C.O.W. meeting
- February 22
- March 22
- April 26
- May 10 – C.O.W. meeting
- May 24
- June 28
- September 27
- October 11 – C.O.W. meeting
- October 25
- November 22
- December 13