

Agenda

Regular Meeting # 2017-03

Kingston Frontenac Public Library Board

Wednesday, March 22, 2017 – 4:30 PM

Meeting Rooms A & B, Isabel Turner 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 #2017-02 of February 22, 2017 (attached) (motion)

Consent Agenda

5. Information Items
 - 5.1. Correspondence/Information Received and Sent
 - 5.1.1. From the County of Frontenac, a letter dated February 22, 2017 confirming the appointing of Wilma Kenny to the Kingston Frontenac Public Library Board.
6. Monitoring Reports
 - 6.1. Communication and Counsel
 - 6.1.1. Chief Librarian's Report (attached)
 - 6.2. Annual Report
7. Motion to accept consent agenda (motion)

Action Agenda

8. Business Arising from the Minutes
9. Action Items
 - 9.1. Community Engagement policy (draft policy attached, draft Community Engagement Toolkit to be posted and distributed by March 22) (motion to approve)

Items for Discussion / Exploration (bring forward to the next meeting)

Other Business

10. Community Engagement Committee Update

- 10.1. Community Engagement Committee Minutes of February 15, 2017 (attached)
(motion to receive minutes)

11. Central Branch Renovations Update

12. Rideau Heights / Kingscourt Update

- 12.1. Community Consultation for Interim Library Service in Kingscourt and Rideau Heights - Community Engagement Summary Report (report attached) (motion to receive report)

13. Mountain Grove Update

14. Report from OLA Super Conference – February 1-4, 2017 – report from C. Tang

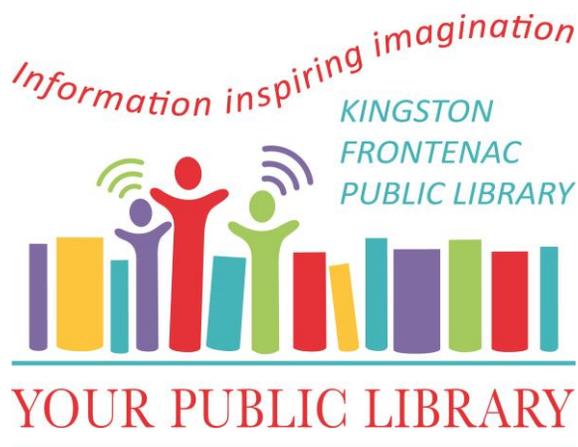
15. Updated Policy Checklist (attached)

16. Updated KFPL Carver Governance Model policy manual

Adjournment / Next Meeting

Regular Board meeting: 4:30 PM, Wednesday, April 26, 2017, Meeting Rooms A & B, Isabel Turner 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 #2017-02 of the Kingston Frontenac Public Library Board

(unconfirmed)

February 22, 2017 - 4:30 PM

Meeting Rooms A & B, Isabel Turner Branch

Present: Barbara Aitken, Judith Brown (arrived at 4:57 PM), Patricia Enright (Chief Librarian/Chief Executive Officer), Councillor Jim Neill (arrived at 4:43 PM, left at 5:28 PM), John Purdon, Somnath Sinha (arrived at 4:45 PM, left at 5:45 PM), Claudette Richardson, Monica Stewart, Mayor Ron Vandewal (arrived at 4:40 PM).

Staff Present: Laura Carter (Director, Branch Experience), Mary Glenn (Recording Secretary), Andrew Morton (Manager, Facilities), Chris Ridgley (Budget / HR Analyst)

Regrets: Ralph Gatfield, Catherine Tang

1. Call to Order

The meeting was called to order at 4:41 PM.

2. Adoption of the Agenda

3. Disclosure of Conflict of Interest

There were no declarations of conflict of interest.

4. Adoption of Minutes

4.1. Kingston Frontenac Public Library Meeting #2017-01 held January 25, 2017

2017-19 Aitken – Stewart

That the minutes of Regular Meeting #2017-01 of the Kingston Frontenac Public Library Board held January 25, 2017 be adopted as circulated.

Carried

Consent Agenda

5. Information Items

5.1. Correspondence/Information Received and Sent (no correspondence to report on)

6. Monitoring Reports

6.1. Communication and Counsel

6.1.1. Chief Librarian's Report

6.1.1.1. Statistical Report (4th Quarter 2016)

6.1.2. Staff Relations and Volunteers

6.1.3. Financial Condition (Year End 2016)

6.1.4. KFPL Vision 2020 – Action Plans 2017

Regarding 6.1.3, additional financial statements (2016 Capital, 2016 Library Reserves, and Works in Progress) were distributed at the meeting.

7. Motion to accept consent agenda

2017-20 Aitken – Stewart

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

Carried

Action Agenda

8. Business Arising from the Minutes

There was no business arising from the minutes.

9. Action Items

There were no action items.

Items for Discussion / Exploration (bring forward to the next meeting)

10. Freedom to Read Week (February 26 - March 4, 2017)

It was reported that in 2016 we received one Request for Review of Library Materials. After review of the materials, a decision was made not to remove the item based on criteria in the Collection Development policy.

Discussion took place regarding the Community Engagement process and how it would relate to collections. It was reported that there is an opportunity for public input through the Request for Purchase (RFP) process. As stated in the Collection Development Policy: Suggestions for purchase are welcomed from members of the public. All suggested purchases are reviewed by library staff and the same selection criteria that is applied to materials purchased by the library is applied to patron requests.

It was reported that the library receives approximately 200 RFPs per week and currently spends about 10% of the collection budget in response to the RFP process. A suggestion was made that promotion of the RFP process would be a form of community engagement.

Board members stated their support of Freedom to Read and the intellectual rights of the individual. Board members were also in support of the Collection Development policy which delegates the selection and withdrawal of materials to the professional staff who are responsible for the collection on a day-to-day basis.

2017-21 Stewart – Vandewal

That the Board re-affirm the Ontario Library Association Statement on Intellectual Freedom

Carried

Other Business

11. Cancelled Committee of the Whole Meeting of February 8, 2017 – agenda items brought forward

11.1. Collection Development Policy (report and draft policy attached)

L. Carter reported on the revisions to the Collection Development policy which is reviewed on an annual basis.

2017-22 Stewart – Vandewal

That the Board approve the Collection Development policy, as amended.

Carried

11.2. Ownership Linkage: discussion regarding Connect: A Guide to Ownership Linkage; and Where Community Engagement meets KFPL Board Governance (from December 14, 2016 board meeting)

This was discussed under 12.2.

12. Community Engagement Committee Update

12.1. Community Engagement Committee Minutes of January 18 and January 30, 2017

2017-23 Sinha – Purdon

That the minutes of the Community Engagement Committee meeting held January 18 and January 30, 2017 be received.

Carried

12.2. Community Engagement Policy (Appendix A Community Engagement Toolkit to be finalized for approval at the March Board meeting)

There was discussion regarding the definition of stakeholders and the difference between a Stakeholder and an Owner. It was explained that the Ownership is the bigger picture relating to board engagement with people, and stakeholders are those who would have an interest in the decision. Stakeholders are usually a smaller group than the ownership.

A few changes were suggested to the draft policy included in the agenda. The definition of owners and stakeholders will be revised so it is more consistent throughout the document. J. Purdon referred to a document with a definition of a Stakeholder which may be more relevant and which the Board may want to incorporate into the definition. It was also suggested that Item 6 *Communicating with Stakeholders* and Item 8 *Communication* be consolidated into the same section. Councillor Neill left the meeting at this time (5:28 PM).

It was reported by M. Stewart (Committee Chair) that it was recognized by the Committee that Evaluation is an important part of the process and this is one of the steps listed in the Community Engagement Toolkit which is to come before the Board in March. The Community Engagement Toolkit outlines the steps that will be taken for the reporting process. It will create a framework for staff and for the Board so there is a process to determine whether community engagement is required and if so, the level of level of engagement.

A board member voiced concerns with the resources and budget and with the reporting that may be required for the library to conduct Community Engagement according to the Guiding Principles (Effectiveness and Accountability).

M. Stewart reported that staff and management have already been doing some Community Engagement but the process will be formalized and recognized as Community Engagement. There will be enhanced communication and the Chief Librarian will be reporting on Community Engagement to the Board. Although there could be additional costs this is what the organization should be moving toward, and the process will be incremental.

A decision was made to defer the policy, with the revisions discussed today, to the next Board meeting so it can be presented together with the Community Engagement Toolkit.

2017-24 Purdon – Sinha

That the Board approve the Community Engagement policy.

Deferred (to the March 2017 Library board meeting)

12.3. Ownership Linkages – Carver Governance policy

There was one minor formatting revision.

2017-25 Sinha – Purdon

That the Board approve the Ownership Linkages (Carver Governance) policy

Carried

The Ownership Linkages policy will be added to the board policy checklist for review. S. Sinha left the meeting at this time (5:45 PM).

13. Central Branch Renovations Update

Drawings were distributed and reviewed and it was reported that the tender is scheduled to close next Wednesday. It is hoped to have the evaluation done and the contract signed as quickly as possible.

A. Morton reported on the heating at Central branch. The last of three boilers failed a few weeks ago, and based on a quotation a decision was made to repair the last boiler rather than bring in temporary heat. However, when the heating contractor checked further into the repair it was discovered that the cost would be much higher than expected.

Therefore, a decision was made to run temporary heat for 5-6 weeks until the general contractor is on site. As advised by the insurance company, the system will be drained and the building checked on a daily basis including Sundays until the general contractor is on site.

14. Rideau Heights / Kingscourt Update

A. Morton reviewed the drawings distributed at the meeting. He reported that, other than the gymnasium, the library has a higher ceiling than the rest of the building and the additional materials required are reflected in the cost. There has been a delay in the delivery of steel, however it is expected to arrive this week and the project is still on schedule for completion in mid-October.

P. Enright reported that the Limestone District School Board (LDSB) will be informing us by the end of March of the date that we need to vacate Kingscourt branch. According to the agreement this will be no later than June 30.

P. Enright also reported that there will be a meeting with stakeholders next Wednesday, and drop-in sessions next Thursday and Saturday to get input on what the public would like to see in the pop-up service that we will be providing in the interim. There is also a survey on our website. The Manager of Programming and Outreach looked at the Draft Community Engagement Toolkit as a guide for public input.

At the public sessions we will be raising awareness of the new branch. After Rideau Heights branch has opened, we hope to continue to offer pop-up library service for programming and outreach.

15. Mountain Grove Update

L. Carter reported that the furniture and shelving has been ordered and should arrive in early March. We hope to have a soft opening mid-March and a grand opening celebration at the end of March.

16. Reports from OLA Super Conference – February 1-4, 2017

M. Stewart, C. Richardson, and B. Aitken attended the conference and gave brief reports. C. Tang also attended and will report at the next Board meeting.

Adjournment / Next Meeting

The next regular Board Meeting will be held at 4:30 PM, Wednesday, March 22, 2017, Meeting Rooms A & B, Isabel Turner Branch.

There being no further business, it was moved by J. Purdon to adjourn at 6:42 PM.

Signatures:

Claudette Richardson, Chair

Mary Glenn, Recording Secretary

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:

- Annual Report 2016

- 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.**

On February 17, 2017, Kingston Frontenac Public Library was notified by one of our third party vendors, Lynda.com, that their servers had been comprised and some data had been exposed. This breach included KFPL users and took place in December 2016. It involved one server and the only information that was captured was email addresses and learning histories (which courses were taken). No personal information was compromised (a patron would have had to have added that information to their profile). No corporate or financial information was involved at all. The vendor notified all users that were affected by this breach. This issue has been completely resolved by the vendor. KFPL notified the Information and Privacy Commission when notification of the breach was received.

- 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.

Signed: Original signed copy on file Date: March, 2017

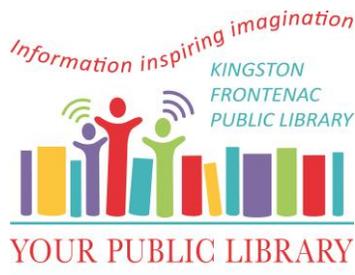
Patricia Enright, CEO/Chief Librarian

Meetings, Conferences, etc.

Date	Meeting
February 14, 2017	Kingston Immigration Partnership Award Ceremony
February 23, 2017	Project Outcome webinar
February 24, 2017	Central Branch Renovation
February 27, 2017	Central Branch Project Management
February 28, 2017	S. Bates, Friends of the Library
March 1, 2017	Mountain Grove and Parham
March 1, 2017	Central Branch Renovation tendering opening
March 4, 2017	Kingscourt Branch/Rideau Heights pop up service open house
March 13, 2017	Community Engagement Committee

Incident Reports (March 2017 Board Agenda)

Incident #	Title	Branch	Date
27152	Alcohol – empty bottle found	Isabel Turner	03/07/2017
27126	Alcohol – empty bottle found	Calvin Park	03/06/2017
27130	Alcohol – empty bottle found	Isabel Turner	03/06/2017
26994	Alcohol – empty bottle found	Calvin Park	02/14/2017
26996	Alcohol – empty bottle found	Wellington	02/14/2017
26961	Alcohol – empty bottle found	Calvin Park	02/10/2017
26948	Alcohol – empty bottle found	Calvin Park	02/08/2017
27154	Behaviour – discriminatory comments	Isabel Turner	03/07/2017
26955	Behaviour - inappropriate information request	Wellington	02/09/2017
27151	Behaviour – ongoing unacceptable behaviour	Isabel Turner	03/07/2017
27132	Behaviour – ongoing unacceptable behaviour	Calvin Park	03/06/2017
27019	Behaviour – rude phone call	Sydenham	02/17/2017
27020	Behaviour – rude phone call	Wellington	02/17/2017
27056	Facilities – child set off false alarm	Calvin Park	02/25/2017
27002	Facilities - falling snow and ice from roof	Calvin Park	02/15/2017
27076	Facilities – patron fall on stairs	Wolfe Island	02/28/2017
27081	Facilities – protocol regarding sharps containers	Calvin Park	03/01/2017
27085	Facilities – telephone system security / emergency issues	Calvin Park	03/01/2017
27074	Facilities – telephone system security / emergency issues	Wellington	02/25/2017
27155	Impaired patron in vehicle in parking lot	Isabel Turner	03/07/2017
27005	Medical incident	Calvin Park	02/15/2017
26954	Medical incident	Pittsburgh	02/09/2017
27153	Mental health - patron in distress	Pittsburgh	03/07/2017
27096	Sensitive document left in photocopier	Isabel Turner	03/02/2017
27138	Service dogs in branch – conflict between dogs	Calvin Park	03/06/2017



Kingston Frontenac Public Library

Key Activities – March 2017

Programming & Outreach Highlights

In the Library

- We will pilot two new children's programs during the spring session. STEM Start for ages 3-5 and STEM Punks for ages 6-9 will combine literacy with science, technology, engineering and math to encourage hands-on exploration of the world around us and provide a bridge to our popular Coder Dojo for ages 10 and up. We will offer STEM Start during an afterschool time slot at Kingston Community Health Centre in Rideau Heights. STEM Punks will pilot at Turner.
- Families will gather March 13 to 17 to enjoy 21 March Break activities including a Puppet Show Extravaganza tour, movies, science activities and more. Sharbot Lake, Sydenham, Pittsburgh, Calvin Park, Kingscourt and Turner will host programs.
- KFPL patrons worked with Kingston Gets Active to film promotional videos for their physical activity kits that are often featured in our Play to Learn preschool programs.

Outside our walls

- KFPL has teamed up with the City's Cultural Services team, the Reelout Film Festival, The Screening Room, the Tett Centre and other community partners to offer a weekend-long celebration of musical icon David Bowie from March 24-26. Events include a sing-along screening of The Labyrinth, a glam-rock family storytime and the Grand Theatre's Classic Albums Live performance of Bowie's music. This event made the Kingstonist Top 5 events in March.
- Our third annual King Con will run March 31 to April 1. The event will be on a smaller scale without the Central Branch venue, but St. Andrew's Presbyterian Church offered their facilities to keep the event in downtown Kingston. Minotaur Games and Gifts, Improbable Escapes and Kingston Gaming Nexus return as partners.

In the Library – Staff

- John Zweerink, Relief Maintenance Assistant, retired effective March 8, 2017.
- Alina Witjes was the successful candidate for the Relief Library Assistant position for North and Central Frontenac.

Facilities

- The new Mountain Grove Branch, built by the Township of Central Frontenac, with support through the Canada 150 Community Infrastructure Program as an addition to the fire station on Mill Road, is complete. The branch is scheduled to open on March 24th with grand opening celebrations planned for March 31st.
- A stakeholders meeting and 2 public drop-in sessions were held, and an online and paper survey was conducted to get feedback from the community about library service in Kingscourt and Rideau Heights for the period between the Kingscourt Branch closing and the branch in Rideau Heights opening.
- The sale of surplus equipment from Central Branch through www.govdeals.com, was concluded on March 3, 2017.
- The Tender for Central Renovation concluded with 5 bids, 4 of which were eligible bids.

Everstrong Construction Ltd.	\$7,992,099.00
Peak Engineering & Construction Ltd	\$7,995,000.00
M. Sullivan & Sons Limited	\$8,087,000.00
Buttcon East Limited	\$8,150,000.00
Freecon General Contractors	\$9,197,000.00
Elite Construction	No Submission

The Central Branch Renovation Committee met on March 6, 2017 and made a recommendation to the City on which contractor to select based on the provided information, and legal opinion.

- Continued collaboration with the City of Kingston staff and Bourgon Construction to keep the Rideau Heights Project on time and on budget. Current completion date is estimated at mid-October, 2017. Current project has erected steel.
- Met with City of Kingston – Solid Waste Division in regards to waste audits performed at Isabel Turner Library which indicated 66% of generated waste was organic waste.

KFPL Statement of Policy

Community Engagement

1. Purpose

The purpose of this policy is to ensure that community engagement is integrated into decision making and planning at KFPL. The policy also serves to ensure that community consultation is conducted in a manner that appropriately reflects the complexity, community interest and impact of KFPL decisions.

Community engagement is an important tool for building and sustaining community trust.

2. Scope

The policy applies to all KFPL services and operations.

3. Definitions

Stakeholders are defined as library users, individuals and/or communities, funding bodies or organizations that have an interest in the outcomes of a project or initiative.

4. Guiding Principles

- **INCLUSION:** We want to hear from and include all who have an interest or stake in the outcome of a decision. We will provide equitable opportunity to participate.
- **RESPECT:** Our engagement with the community will take place in an atmosphere of mutual respect.
- **TRANSPARENCY:** We will be open about decision processes, procedures and limits. We will communicate clearly in a timely and publicly accessible way. We will provide relevant background and context when informing or engaging the community about the initiative.
- **CLARITY:** We will be clear about defining the community's role in any public participation process. The promise, purpose and limitations on engaging the community and all stakeholders will be clear.
- **EFFECTIVENESS:** We will allocate sufficient resources to provide the appropriate level of engagement, use these resources wisely, setting and meeting reasonable timelines.
- **ACCOUNTABILITY:** We will be accountable for the process and outcome during and after the engagement process. We will report back to stakeholders regarding what we heard and how these results were used in reaching the decision.

5. Policy

The Community Engagement Toolkit shall be used to determine when and what level of community engagement is needed.

6. Communication

When communicating with stakeholders, the Library will do so in accordance with the complexity and impact of the issue as determined by the Community Engagement Toolkit and in a manner that reflects the guiding principles.

In order for owners and stakeholders to provide meaningful input, they need to understand the project or initiative. KFPL will build this knowledge by sharing the details of the project in plain language. Details shall include what has been done so far, why engagement is needed, what is being considered, what are the constraints, and how input is going to be used. To build credibility and trust in the engagement process, stakeholders will also need to understand:

- The overall engagement timeline
- Details of the engagement activities
- Who will be reviewing the input and making decisions
- What is expected of them as a stakeholder

It is important to develop a clear communication plan that will shape the whole engagement process and provide clear answers to stakeholder questions/concerns from the earliest stages to reporting back results. Owners and stakeholders are unable to provide input if they don't know about the opportunity to do so.

The engagement plan should work together with the project's communication plan to generate awareness about the engagement opportunities.

7. Engagement Planning

The Library will utilize the Community Engagement Toolkit to help shape a plan for engagement. The engagement plan serves as a roadmap for the engagement process and helps clarify:

- Engagement goals and objectives
- What KFPL are seeking input on
- Who KFPL stakeholders are
- Details such as engagement scope, budget, timelines, dates, roles and responsibilities
- At what level on the Spectrum of Strategies and Promises stakeholders will be engaged
- Decisions that are not open to input

8. Reporting Back and Evaluation

If stakeholders take the time to provide input they want to know what was done with it. KFPL will report back on:

- What was heard (pulling all sources of input together).
- What decision was made and how the input was used.
- If nothing was changed as a result of the feedback, why?
- Evaluation is important for continuous improvement.
- It is best to include raw data in an Appendix in order for contributors to see their individual voices represented and ensure the reporting is an accurate reflection of the data.

KFPL will evaluate both the engagement process and engagement outcomes.

One of the foundations of a good engagement process is to ensure stakeholders know what has been done with their input.

When preparing report backs, KFPL will tell stakeholders what was heard, how that input influenced the decision, and if it didn't, why not. By ensuring this feedback loop happens, stakeholders will be more inclined to participate in future engagement opportunities. If they know their time and efforts are being respected, we will continue to gain trust and credibility. Good engagement is not a formula.

The engagement plan should be designed to meet the unique needs of the stakeholders and the project at hand. By evaluating the process and engagement outcomes, KFPL can document lessons learned that can be applied to future projects. This extra step ensures we continually refine and improve our engagement efforts and approach.

9. Appendices

KFPL Community Engagement Toolkit

10. Authorities

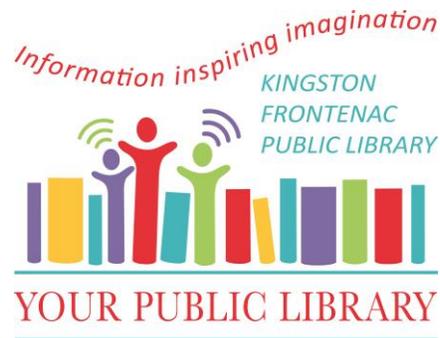
11. Document Control

Original Policy Date: 2017 March

Last Reviewed: 2017 March

Changes made:

Next Review: 2018



**Minutes of Community Engagement Committee
Meeting held Wednesday, February 15, 2017 – 5:00 PM
Poolside Training Room – Artillery Park**

Committee Members Present: Julia Bryan, Jane Neil, Councillor Jim Neill, Claudette Richardson, Somnath Sinha, Monica Stewart (Chair)

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

Others Present: Mary Glenn (Recording Secretary)

1. Approval of Agenda

The meeting was called to order at 5:04 PM by M. Stewart

The agenda as distributed was approved.

2. Approval of Minutes of Meeting held January 30, 2017

It was moved by Jane Neil, seconded by Councillor Neill and carried that the minutes of the January 30, 2017 meeting be approved.

3. Community Engagement Toolkit – discussion regarding revisions

Jane Neil distributed comments in response to the draft that J. Bryan distributed following the last meeting. The document was displayed via the laptop on the screen, with the committee reviewing the document and making changes.

Under Step 3 there was discussion regarding whether to include the word inclusivity, however the consensus was that this bullet is about transparency and accountability, and therefore it will include the word “transparency”.

There was discussion regarding Step 5 of the Engagement Process and it was agreed to add Step 6 – Evaluate.

There was also discussion regarding Communications and having a mechanism for reporting back. It was felt that Board will determine the reporting mechanism and this does not need to be detailed in the toolkit.

A table outlining Current Practices for KFPL (a document distributed some time ago) will be added to the toolkit.

4. Plan for Community Consultation – Code of Conduct

This will be discussed at the next meeting.

5. Next Steps

The next version of the toolkit will be distributed to the Committee for comment and it is hoped it will go forward for approval at the March 22, 2017 Board meeting.

The plan for community consultation regarding the Code of Conduct will be discussed at the next committee meeting.

6. Other Business

There was no other business.

7. Adjournment & Next Meeting Date

It was moved by S. Sinha to adjourn at 6:25 PM.

The next meeting will be held on Monday, March 13, 2017 at 5 PM. Calvin Park branch, Room A.

Report to the Board

Subject: Community Consultation for Interim Library Service in Kingscourt and Rideau Heights - Community Engagement Summary Report

Date: March 9, 2017

Prepared by: L. Carter, Director, Branch Experience

Background:

At meeting 2015-06 the Library Board passed motions 2015-43 and 2015-44 setting in motion the sale of the Kingscourt Branch property to the Limestone District School Board and collaboration with the Board to provide access to library service in the area.

The Library received notice in June 2016 that the City of Kingston had accepted the Limestone District School Board's offer to purchase the Kingscourt Branch property and that the transaction was stipulated to close between May 1 and June 30, 2017. The closing date of the purchase is to be mutually decided upon no later than March 31, 2017. The City shall be providing a formal Notice of Closing Date to the library and the school board no later than April 7, 2017. Recent communication from P. Babin, LDSB, indicated that KFPL should continue to plan to vacate the premises by June 30, 2017.

The Rideau Heights Community Centre and Library, originally planned to be open in late 2016, is currently scheduled to be complete in October 2017. The completion date of the new intermediate/secondary school on the former Queen Elizabeth Collegiate Vocational School and Kingscourt Branch site is not known. The closure of the Kingscourt Branch before the Rideau Height's Library opens will result in a 5-6 month break in library service to residents in north Kingston.

Funds were allocated in the 2017 capital budget to fund interim pop-up library service in north Kingston.

Library staff administered a print and online survey and conducted a stakeholder's meeting and two public drop-in sessions to gather feedback about the details of this service.

Analysis:

- Patrons overwhelmingly rated picking up reservations and borrowing library materials as the top 2 services they wanted the pop-up library to offer, followed by access to a computer and access to wireless internet.

- Respondents were also asked to rate days of the week and to indicate which times of day would be most convenient for them. The rankings were more tightly grouped for the days of the week, with Tuesday and Thursday being the top choices, and Saturday and Wednesday tying for third. Afternoons were the clear favourite for time of day, followed by evenings, with several respondents commenting that they could only access the library on evenings and weekends.
- Respondents suggested several locations for pop-up library service, with multiple mentions of the Kingston Community Health Centres on Weller Ave (11), the Memorial Centre (5), Family and Children’s Services (4), Salvation Army Church (4) and Kingslake Plaza (4), the No Frills parking lot (3) King’s Crossing Outlet Mall (3), Kingscourt Free Methodist Church (3), Holy Family Church (3) and community rooms in apartment complexes (3).
- Some patrons raised concerns about the limited service possible with a pop up library, expressed sadness at the loss of the Kingscourt Branch, and were critical of the timing of the closure coinciding with the Central project.

Recommendations:

- Staff hours currently used to operate the Kingscourt Branch will be reallocated to the delivery of pop-up library service when the branch closes.
- Staffing hours will be used for direct public service, as well as for travel between locations and setup/takedown at each service point. Staffing will not exceed what is currently in place for Kingscourt.
- Pop-up library service will serve a dual purpose – continuation of library service in north Kingston and promotion of the new Rideau Heights Branch.
- Staff will reach out to locations recommended by survey participants, and other similar sites, to establish partnership agreements for use of space.
- Regularly scheduled hours of service will be offered at selected locations.
- Staff will develop a comprehensive marketing plan to promote the pop-up library service.

Kingston Frontenac Public Library Board
OPERATIONAL POLICIES

POLICY TYPE	Name	Last review	Next review	Frequency	Legislative Authority
Community Perspective	Collection development	2017 February	2018 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	Access to Information and Protection of Privacy (title revision, was Patron privacy)	2016 October	2020 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	
	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 2016 December (legislative changes)	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 (prevention)	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	Records Management	2016 October	2020 October	Year 2 of term	

Financial	Gifts, Donations and Planned Giving	2016 October	2020 October	Year 2 of term	
Financial	Naming	2014 September	2018 October	Year 4 of term	
Financial	Meeting room	2014 October	2017 October	Year 3 of term	
Financial	Planned giving	2016 October	2020 October	Year 2 of term	
Financial	Procurement of goods & services	2011 October	2018 May	Year 4 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	2016 October	2017 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	2016 October	2020 October	Minimum once per term
G-2	Governing style	2016 October	2020 October	Minimum once per term
G-3	Board job description	2016 October	2020 October	Minimum once per term
G-4	Chairperson's role	2016 October	2020 October	Minimum once per term
G-5	Board committee principles and structure	2016 October	2020 October	Minimum once per term
G-6	Annual agenda planning	2016 October	2020 October	Minimum once per term
G-7	Board members' code of conduct	2016 October	2020 October	Minimum once per term
G-8	Cost of governance	2016 October	2020 October	Minimum once per term
G-9	Ownership Linkages	2017 February	2020 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