Agenda

Regular Meeting # 2018-02
Kingston Frontenac Public Library Board
Wednesday, February 28, 2018 – 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 #2018-01 of January 24, 2018 (attached) (motion)
   4.2. Minutes of Committee of the Whole Meeting held February 14, 2018 (attached) (motion)

Consent Agenda

5. Information Items

Correspondence/Information Received and Sent

5.1. Correspondence/Information Received and Sent

5.1.1. Sent to Mayor Ron Vandewal a letter dated January 24, 2018 on behalf of the board to thank him for his service.

5.1.2. Received from Councillor Peter Stroud an email dated February 20, 2018 sharing correspondence received regarding the Pittsburgh Library Branch.

Received since distribution of the agenda:

5.1.3.

5.1.4.

6. Monitoring Reports

6.1. Communication and Counsel

6.1.1. Chief Librarian's Report (report attached)

6.1.2. Statistical Report (Fourth Quarter 2017) (report attached)

6.2. Staff Relations and Volunteers (report attached)

6.3. Financial Condition (Year End 2017) (reports attached)

6.4. KFPL Vision 2020 – Action Plans 2018 (from December 2017) (report attached)

7. Motion to accept consent agenda (motion)

Action Agenda

8. Business Arising from the Minutes

9. Action Items

Items for Discussion / Exploration

10. Freedom to Read Week (OLA Statement on Intellectual Freedom) (motion to re-affirm OLA statement on Intellectual Freedom)

Other Business

11. Policies reviewed at the February 14, 2018 Committee of the Whole Meeting (motions to approve)

    11.1. Collection Development

    11.2. Community Engagement

12. Central Branch Renovations Update

13. Rideau Heights Branch Update

14. Kingston East Library Service Update

15. Report from Ontario Library Association (OLA) Super Conference- January 31 - February 3, 2018

16. Board Self Evaluation (form will be distributed at the meeting)

Adjournment / Next Meeting

Regular Board meeting: 4:30 PM, Wednesday, March 28, 2018, 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 #2018-01 of the
Kingston Frontenac Public Library Board (unconfirmed)

January 24, 2018 - 4:30 PM

Meeting Rooms A & B, Isabel Turner Branch

Present: Barbara Aitken, Judith Brown, Patricia Enright (Chief Librarian / Chief Executive Officer), Wilma Kenny (arrived at 4:35 PM), Councillor Natalie Nossal, John Purdon, Claudette Richardson, Somnath Sinha, Monica Stewart, Catherine Tang.

Staff Present: Laura Carter (Director, Branch Experience), Liz Coates (Manager, Branch Operations), Mary Glenn, Andrew Morton (Manager, Facilities), Shelagh Quigley (Director, Human Resources), Chris Ridgley (Budget / HR Analyst), Amy Rundle (Recording Secretary), Lester Webb (Director, Outreach and Technology)

CUPE 2202 / 2202.01: Jennifer Goodfellow

Others Present: From the Friends of the Kingston Frontenac Public Library: Rita Young (Outgoing Treasurer), Jan Hansen (Treasurer), Barbara Johnston (Secretary) (in attendance from 4:30 to 4:46 PM); Shoalts and Zaback Architects Ltd.: Gerry Shoalts, Eric Riddell (in attendance from 4:30 to 5:54 PM)

Regrets: Councillor Jim Neill

Councillor Nossal was introduced and welcomed to the Board. Guests were introduced and welcomed to the meeting.

1. Call to Order

The meeting was called to order at 4:32 PM.

2. Election of Officers

In accordance with the By-Laws, P. Enright chaired the meeting pro tem during the election for the positon of Chair.

M. Stewart nominated C. Richardson for the position of Chair for 2018.

2018-01 Gatfield – Tang

That nominations for the position of Chair be closed.

Carried

C. Richardson was elected Chair by acclamation and assumed the position of Chair.

M. Stewart nominated W. Kenny for the position of Vice-Chair for 2018.

2018-02 Stewart – Tang

That nominations for the position of Vice-Chair be closed.

Carried

W. Kenny was elected Vice-Chair by acclamation.

3. Adoption of the Agenda

The agenda was accepted with item 16.1 Report from the Consultant regarding the Options for Kingston East Library Service moved forward prior to item 6. Adoption of Minutes.

4. Disclosure of Conflict of Interest

There were no declarations of conflict of interest.

5. Presentation: Rita Young, Outgoing Treasurer, Friends of the Kingston Frontenac Public Library (FOL) – update on highlights and accomplishments over the past year

FOL fundraising currently relies on the booksale at the Isabel Turner branch, sale of bookbags at many branches and community support.

In 2017 the FOL was proud to support many KFPL programs. The Frontenac Backpack Program was given funding for the purchase of backpacks and additional park passes. Funds were given to provide events and purchase toys for Science and Technology (STEM) programs at the library. Funding was also provided for the Live at the Library artists and performers throughout the year and the Radical Science programs in the fall.

The 2nd Annual Friendship Drive focussed on current friends bringing a friend. Discussion also centered on how to raise awareness in the community. It was suggested to contact Book Clubs since money is provided annually to KFPL to purchase Book Club Sets.

In preparation for the dedicated retail space at Central, a visit was made to the Toronto Reference Library. The group came back with great information.

The FOL Annual General Meeting will take place on April 12, 2018 at the Calvin Park branch.

The FOL presented C. Richardson and the Board with an acknowledgement cheque for $12,688.57, representing the amount given in support of the Library in 2017. Members of the FOL were thanked for their presentation and left the meeting at this time (4:46 PM).

6. Kingston East Library Service Update

6.1. Report from the Consultant regarding the Options for Kingston East Library Service (draft report distributed and collected) (motion)

G. Shoalts (Shoalts and Zaback Architects Ltd) distributed a draft report to the board before beginning his presentation (4:47 PM).

G. Shoalts stated the report has not been finalized. He asked for review and comments by the Board before summarizing in a final report.

The report was requested as there has been significant growth in Kingston East since the existing Pittsburgh Branch was built and options for additional space requirements need to be explored.

Four options for additional space requirements resulted from the report.

1. New library space in the Kingston East Community Centre (KECC)
2. Renovate and expand Pittsburgh Library
3. Renovate existing Pittsburgh Library and build another branch in east Kingston
4. Build a new 10,000 square foot library in east Kingston

G. Shoalts noted advantages and disadvantages of each option both fiscally and with regards to time.

G. Shoalts suggested that options 3 and 4 are not viable due to fiscal constraints. Both options could require the purchase of additional land, and option 3 would require additional ongoing operating costs.

G. Shoalts directed attention to options 1 and 2. He noted that initially both projects have comparable construction costs, however option 2 has a higher investment rate over years 2-29 due to the historic Hawthorne Cottage. G. Shoalts completed his presentation at this time (5:16 PM) and asked if there were any questions or comments.

Discussion was generated regarding the timeline of construction of the KECC. The design process has begun, architect has been selected and the City of Kingston (COK) is looking to begin construction in the fall of 2018.

Further discussion was generated regarding the heritage designation of the Pittsburgh Branch. It was noted that the unknowns about the current site, heritage permits, and permission to

renovate to our needs, make option 1 a safer choice. The Board discussed that the COK would not be losing a heritage building if the Library chooses option 1, it could be repurposed.

There was discussion about the construction of the Third Crossing and how it could impact the existing Pittsburgh Library location. Option 2 would require the Library to operate in the middle of a construction site for years.

It was mentioned that while option 2 keeps the Library in a beautiful site, option 1 allows Library service to become part of a synergy, where users have access to multiple services at one site.

There was agreement that regardless of the option, it was essential that Library service in east Kingston continue uninterrupted during any construction or relocation.

It was noted that the results of the Community Engagement (Open House and survey about Library service in east Kingston in November) were almost a tie. There was further discussion about Community Engagement. It was noted that the COK would be having a meeting regarding the KECC and we could participate.

2018-03 Gatfield – Tang

That the Library Board support Option 1 - to expand the New Kingston East Community Centre (at Highway 15 and Grenadier Court) to accommodate a new Library. The existing Library would then be surplus to Library requirements. The existing Library would be turned over to the City.

Carried

The next step is to forward the recommendation to the City of Kingston for Council approval, which is required.

G. Shoalts and E. Riddell were thanked for their presentation and left the meeting at this time (5:54 PM).

7. Adoption of Minutes

7.1. Kingston Frontenac Public Library Meeting #2017-10 held December 13, 2017

2018-04 Tang - Gatfield

That the minutes of Regular Meeting #2017-10 of the Kingston Frontenac Public Library Board held December 13, 2017 be adopted as circulated.

Carried

Consent Agenda

8. Information Items

8.1. Correspondence / Information Received and Sent

8.1.1. From the County of Frontenac, a letter dated December 21, 2017 to advise that Councillor Ron Higgins has been appointed as Warden and Councillor Denis Doyle as Deputy Warden of Frontenac County.

8.1.2. From the County of Frontenac, advising that Councillor Natalie Nossal has been appointed to the Library Board.

9. Monitoring Reports

9.1. Communication and Counsel

9.1.1. Chief Librarian's Report

9.1.2. Emergency Executive Succession

9.1.3. KFPL Vision 2020 – Action Plans 2018 (postponed to February 2018)

10. Motion to accept consent agenda

2018-05 Stewart - Brown

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

Carried

Action Agenda

11. Business Arising from the Minutes

There was no business arising from the minutes.

12. Action Items

12.1. Set Kilometre Rate

2018-06 Purdon - Brown

That the Board establish the per kilometre rate at $0.52 for 2018 and that the rate be reviewed in January 2019.

Carried

12.2. Appointment of Library Board Representative to District 6 of the SOLS Trustee Council

The services provided by SOLS were highly praised. The appointment is made on an annual basis and more than one representative may be appointed.

2018-07 Brown - Purdon

That the Board confirm the appointment of Claudette Richardson to District 6 of the SOLS Trustee Council.

Carried

12.3. Closed meeting - Motion to move In Camera

2018-08 Brown - Purdon

That the Board move In Camera to consider the following items:
Labour Relations or Employee Negotiations: Pay Equity Maintenance - Permanent Non-Union Staff excluding Pages (including the Chief Librarian / CEO) (6:00 PM)

Carried

Board members, together with S. Quigley remained in attendance.

2018-10 Brown – Purdon

That the Board rise from In Camera (6:07 PM).

Carried

Items for Discussion / Exploration – no items this month

Other Business

13. **Ownership** Linkages

13.1. Develop Ownership Linkages Plan for the Year

13.2. Decide which Section of the Ownership to Actively Engage With

C. Tang reminded the Board of the choices for the Ownership Linkages Plan: indigenous peoples, economic development, young professionals and new immigrants.

Staff were asked if the Library already had a relationship with any of these groups. K. Sutherland Mills reported that the Library already has programs in place for new immigrants and young adults. In addition, staff have begun making connections with local indigenous groups for future program opportunities.

C. Tang explained that multiple groups can be chosen. W. Kenny left at this time (6:26 PM).

It was decided to engage with all four groups throughout the year, beginning with economic development in the spring.

C. Tang and C. Richardson will meet to discuss next steps for the spring.

14. Board Education

14.1. Ontario Library Association (OLA) Super Conference – January 31 – February 3, 2018.

W. Kenny, C. Richardson and J. Brown will be attending.

15. Central Branch Renovations Update

A. Morton reported that progress is being made on both the interior and exterior of the building.

16. Rideau Heights Update

A. Morton reported that the branch will be opening soon. The City of Kingston is working towards occupancy on February 26th. Installation of the concrete walkway will begin next week. The Library will move into the branch in March.

Adjournment / Next Meeting

The next Committee of the Whole Meeting will be held at 4:30 PM, Wednesday, February 14, 2018, Meeting Rooms A & B, Isabel Turner Branch.

The next regular Board Meeting will be held at 4:30 PM, Wednesday, February 28, 2018, Meeting Rooms A & B, Isabel Turner Branch.

There being no further business, it was moved by R. Gatfield to adjourn at 6:32 PM.

Signatures:

Claudette Richardson, Chair

Amy Rundle, Recording Secretary

Minutes of the Committee of the Whole Meeting 2018-01 (unconfirmed)

February 14, 2018 - 4:30 PM

Meeting Rooms A & B, Isabel Turner Branch

Present: Barbara Aitken, Judith Brown, Patricia Enright (Chief Librarian/Chief Executive Officer), Councillor Jim Neill, Councillor Natalie Nossal, John Purdon, Claudette Richardson (Chair), Monica Stewart, Catherine Tang

Staff Present: Laura Carter (Director, Branch Experience), Amy Rundle (Recording Secretary), Shelagh Quigley (Director, Human Resources), Kimberly Sutherland Mills (Manager, Programming and Outreach)

Regrets: Ralph Gatfield, Wilma Kenny, Somnath Sinha

The meeting was called to order at 4:32 PM. The agenda was accepted with the addition of Kingston East Library Service update ahead of Policy Review.

1. Kingston East Library Service Update

After the Board meeting on January 24, 2018, P. Enright sent the Board's recommendation to be included in the Kingston East Community Centre (KECC) as well as Shoalts & Zaback's final report to the City.

C. Richardson and P. Enright met with Commissioner Hurdle to discuss the recommendation. Councillor Neill and Councillor Boehme were also in attendance.

There have been concerns raised by Kingston East residents about relocating the Pittsburgh Branch. It was reiterated that the Board's decision was based on the information provided in the report. With renovation/building costs being fairly equal the Board's decision was based on the costs of maintaining the building over a 30-year period.

There was discussion around the table regarding the advantages and disadvantages of adding a second option for Council.

It was advised that the Board should take the time to review the new information and make a recommendation. A report will be brought forward to the next meeting.

P. Enright will contact Commissioner Hurdle to provide an update.

L. Carter brought forward concerns regarding Community Engagement. The Library's results showed a roughly equal number of respondents wanting to stay versus move to the KECC. In reopening the discussion, we should do more Community Engagement.

B. Aitken and S.Quigley left at this time. (5:35 PM)

2. Policy Review

2.1. Collection Development

No changes were suggested.

2.2. Community Engagement

No changes were suggested.

3. Other Business

3.1. Community Engagement – Patron Code of Conduct

The RFP process was completed and Mass LBP was chosen. They have a diverse background of clients including the United Way of Toronto, City of Toronto, Toronto Airport, St. Michael's Hospital and Ontario Municipal Affairs and Housing.

Mass LBP has developed a proposal for the Library that was presented at the initial meeting. The proposal outlines three steps:

1. Stakeholder Interviews: Mass LBP will develop a Stakeholder Map to determine who the Library's stakeholders are and then develop a plan to interview these stakeholders.
2. Public Meeting: Mass LBP will assist the Library to organize a Round Table style meeting with a panel of speakers and facilitator.
3. Public Survey: Mass LBP will use the information gathered from the Stakeholder Interviews and the Public Meeting to form a survey that will be available in multiple formats.
4. Final Report: Mass LBP will provide the Library with a final report.

Mass LBP has estimated a May 2018 timeline for the final report.

3.2. Program Evaluation – KFPL Live: Speaker Series

K. Sutherland Mills reported the KFPL Live: Speaker Series is an event that happens once per month, on a wide variety of topics. Since 2015, the Library's most popular topics were Underwear Through the Ages, Heidegger and Jews and DNA Testing and Genealogy.

Beginning in 2016, surveys have been provided to all participants; however the return rate is only around 33%.

Based on feedback received, there are now a mix of daytime and evening events.

4. Adjournment and Next Meeting

There being no further business, it was moved by J. Purdon to adjourn at 5:51PM.

The next regular Board Meeting will be held on Wednesday February 28, 2018 at 4:30 PM, Rooms A and B, Isabel Turner Branch.

Agenda Item 6.1.1
Meeting 2018-02
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:

   - Staff Relations and Volunteers
   - Financial Condition (year-end 2017)
   - Statistical Report 4th Quarter 2017

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.**

   The Ontario Library Association and the Federation of Ontario Public Libraries are recommending three strategies for the 2018 provincial budget to ensure a modern, sustainable library sector in Ontario:

   a. Provide sustainable, predictable funding for all public and First Nations libraries across Ontario by increasing annual base funding from $33 million to $50 million –an increase of $17 million in annual funding.

   b. Dedicate $25 million in new, annual funding for the development and implementation of Ontario's Digital Library.

   c. Mandate the use of funding allocated by the Ministry of Education for school libraries and teacher-librarians for its intended purpose. This will inject an estimated $100 million in annual funding to school libraries across Ontario without requiring any new provincial funding, while ensuring that school libraries get their fair share.

The Province of Ontario through the Ministry of Tourism, Culture and Sport provides an annual public library operating grant that has remained at the same level of funding since the mid-1990s. It is this annual base funding that OLA and FOPL are recommending be increased. The Ministry has provided capacity grants that have focused on technology under the Ontario Library Capacity Funding and Improving Library Digital Services Fund programs. KFPL received $33,564 from the 2017-2018 ILDS program.

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: February 2018 (Original signed copy on file)

Patricia Enright, CEO/Chief Librarian

Meetings, Conferences, Etc

Date	Meeting
January 17, 2018	Shoalts and Zaback-East Kingston
January 19, 2018	Community Engagement –Code of Conduct committee
January 26, 2018	Community Foundation for Kingston and area lunch
January 31, 2018	Central Branch Renovation-HDR
February 6, 2018	H. Pardy, President, Friends of the Library
February 9, 2018	Central Branch Renovation Committee and tour
February 13, 2018	Friends of the Library
February 13, 2918	L. Hurdle, Deputy CAO, City of Kingston-East Kingston
February 15, 2018	Joint Health and Safety Committee

Incident Reports (February 2018 Board Agenda)

2018-010	Alcohol – Empty Cans	Wellington	02/07/2018
2018-004	Alcohol - Patron Possibly Intoxicated	Isabel Turner	01/20//2018
2018-011	Disturbance – Child Crying Loudly	Isabel Turner	02/07/2018
29649	Disturbance – Concern About Teen Behaviour Near Pop-Up	Isabel Turner	01/13/2018
29648	Disturbance – Library Policy	Sydenham	01/13/2018
29642	Disturbance - Patron at CP proselytizing to another patron	Calvin Park	01/12/2018
29640	Disturbance - Patron slamming on keyboard	Calvin Park	01/12/2018
2018-008	Disturbance - Shouting in branch	Calvin Park	02/01/2018
2018-015	Disturbance - Shouting in branch, part 2	Calvin Park	02/16/2018
29685	Disturbance – Staff Concerned About Patron’s Behaviour	Wellington	01/16/2018
29669	Disturbance - Verbal Abuse to Library Staff from Banned Patron	Isabel Turner	01/15/2018

2018-002	Disturbance/Drugs - Bike, Swearing & Drugs	Calvin Park	01/27/2018
2018-009	Drugs - Possible drug paraphernelia	Calvin Park	02/06/2018
2018-003	Drugs - Possible Drug Use in Men's Washroom	Calvin Park	01/30/2018
2018-013	Drugs - Possible drug use in the family washroom	Calvin Park	02/08/2018
2018-005	Drugs - Suspected drug use in men's washroom	Calvin Park	01/31/2018
29720	Facilities - Bikes between the doors at CP	Calvin Park	01/22/2018
29710	Facilities - Entrance step cracked and crumbling	Arden	01/18/2018
2018-001	Facilities - Ice on Sidewalk	Calvin Park	01/24/2018
29671	Facilities - Missing Keys on Access Computer	Isabel Turner	01/15/2018
29697	Facilities - Sharps container filled to the brim with water	Wellington	01/17/2018
29638	Facilities – Small Quantity of Blood Cleaned in Staff Area	Pittsburgh	01/12/2018
29637	Facilities – Unattached/Loose Pipe	Wellington	01/12/2018
29717	Medical - Mystery Ambulance Call at Turner	Isabel Turner	01/20/2018
2018-007	Theft - Audiobook case found with 0 discs.	Wellington	01/26/2018
2018-014	Theft - Patron suspected of theft	Calvin Park	02/14/2018

Kingston Frontenac Public Library

Key Activities – February 2018 (Meeting 2018-02)

Programming & Outreach Highlights

In the Library

- Our children's programming team has planned 22 events for children during this year's March Break ***Weird, Wacky and Wonderful*** from March 12 through 17.
- Black History Month was celebrated with a screening of the film ***Hidden Figures***, thematic Family Storytimes and a visit by storyteller Emerita Emerencia during the month of February.
- Freedom to Read Week runs February 25 to March 3, and will be recognized with in-branch displays and social media posts.
- In order to connect more with the community, KFPL now offers feedback@kfpl.ca, an email address where the public can write in to a Manager with their comments and suggestions about library services.

Outside our walls

- Our fourth annual King Con will be held March 10 and 11 at Sydenham Street United Church. Sponsored by the Friends of the Library and Tourism Kingston, this year's festival has an ambitious schedule of events including workshops, gaming tournaments, a cosplay contest and more. Thank you to our partners, Minotaur Games & Gifts and the Kingston Gaming Nexus.

Services and Collections Highlights

- January 2018 was our best month for OverDrive circulations to date, with 11,215 items checked out by 2,097 patrons. This is an 11.5% growth in users over January 2017 and a 13.8% increase in circulation.
- At Calvin Park and Isabel Turner, staff organized thematic displays in celebration of Black History Month and Chinese New Year.
- In 2018, Library has increased the use of Instagram to promote Library services and collections. In February so far, 20 posts have garnered 452 reactions and 19 responses. Currently, there are 551 followers.
- Once a month, Library staff have been going on CBC's Ontario Morning to promote books from the collection. In February, the theme was love stories.

- Pop-Up Library service will be coming to an end on Wednesday, February 28th.

In the Library – Staff

- KFPL has developed a committee of staff members in preparation for the Summer Reading Clubs (for children, teens, and adults) of 2018. This team will develop strategies to make SRC a success.
- KFPL's Customer Service Committee met in January to discuss the continuation of the Customer Service Training. The team will conduct a follow-up training session at the next round of staff meetings.

Digital

- Pressreader, one of KFPL's e-resources, can now be accessed through an app with library card authentication. Pressreader offers access to over 7000 different newspapers and magazines in 60 different languages. Readers can arrange for titles to be automatically downloaded to their devices as they become available.

Facilities

- Continued collaboration with City of Kingston staff and Bourgon Construction to keep the Rideau Heights Project on time and on budget. Current move in date is March 2018, which includes commissioning activities. On the critical path for meeting the deadline are the Commissioning activities for the building including start up, training, and testing of mechanical and life safety systems. Further time is being spent on identifying deficiencies within the facility.
- Continued collaboration with City of Kingston staff and Everstrong Construction Ltd. to keep the Central Project on time and on budget. New work schedule has been developed to keep the project team accountable.
- The Pittsburgh Library window replacement is complete, but the stucco on the exterior wall required a further shut down of the accessible front entrance for 2 weeks. Facilities Division opted to defer this work to the spring in order to maximize the accessibility of the Library.

Meeting 2018-02
Agenda Item 6.1.2

Report to the Board
Communication and Counsel

From: Patricia Enright, Chief Librarian/CEO

Meeting Date: February 28, 2018

Subject: Monitoring Report: Performance Report 2017 – Fourth Quarter

The fourth quarter of 2017 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, patron queries, online database use and Overdrive (e-books/e-audiobooks)
- Social media activity (Facebook Twitter, Instagram)
- Programs (in-house and outreach) and attendance
- Meeting room bookings
- Total uses

Changes, Closures and/or Service Interruptions:

- The Central Branch closed on November 26, 2016 for renovations.
- The Wellington Branch opened on November 23, 2016.
- On September 1, 2015 the number of renewals was increased from two to three.
- The Parham Branch closed on October 17, 2015 and re-opened on May 12, 2016
- The Calvin Park Branch is open Thursdays as of September 3, 2015.
- The mobile library in operation as of July 17, 2015 was moved to the Memorial Centre in November 2017
- The Pop up library is operating as of September 18, 2017.

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 - Q4	2015	2016	2017
Arden	2,003	1,116	1,792
Calvin Park	63,827	62,319	69,920
Central	71,055	31,657	
Cloyne	2,392	1,994	2,075
Hartington	2,385	1,991	1,710
Howe Island	657	630	723
Isabel Turner	87,749	80,700	86,914
Kingscourt	8,629	6,486	
Mountain Grove	1,369	923	834
Parham	119	838	896
Pittsburgh	18,162	16,622	19,735
Plevna	633	877	638
Pop up			577
St. Remy			5,418
Sharbot Lake	3,288	2,615	2,724
Storrington	2,096	1,738	2,371
Sydenham	9,155	9,771	9,478
Wellington	0	4,399	14,314
Wolfe Island	2,587	2,449	2,407
Mobile	97	64	179
Outreach	41	0	0
Virtual (renewals)	67,525	58,010	61,616
Telephone (renewals)	903	539	258
TOTAL	**344,672**	**285,738**	**284,579**

Figure 2: Circulation percentages-2017-Q4

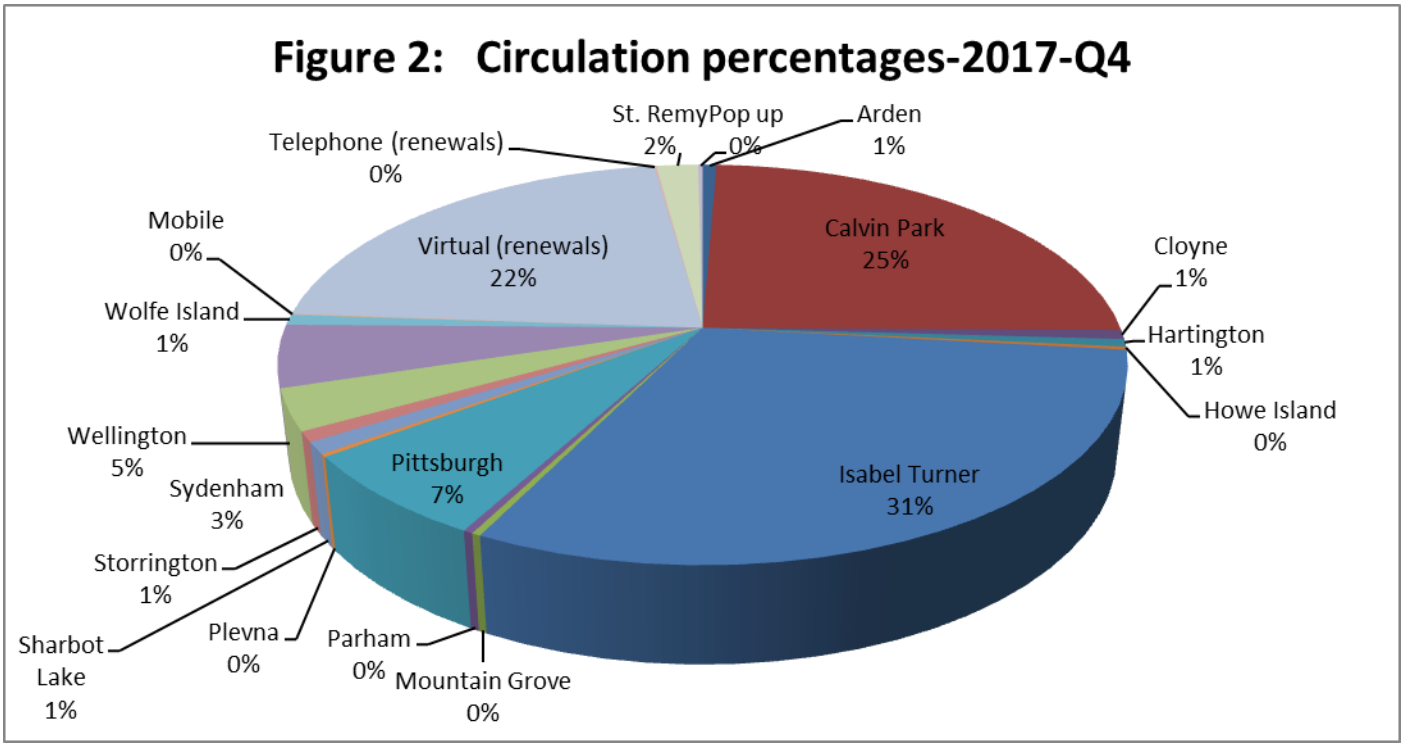
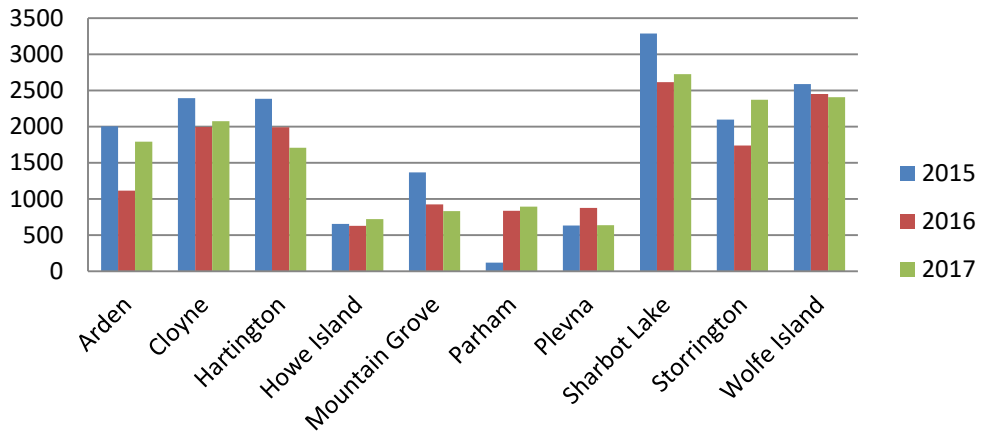


Figure 3: Circulation-Frontenac Branches-Q4



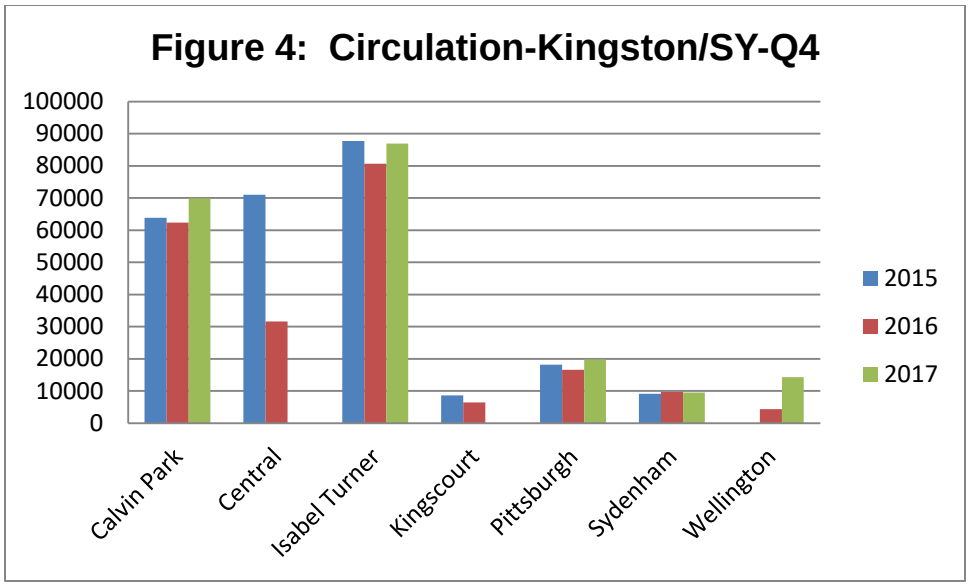


Figure 5: Circulation per capita – Q4	Population (2016)	Circulation	Circulation per capita
Township of North Frontenac	1,898	2,713	1.43
Township of Central Frontenac	4,373	6,246	1.43
Township of South Frontenac	18,646	13,559	0.73
Township of Frontenac Islands	1,760	3,130	1.78
City of Kingston	123,798	197,057	1.59

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 - Q4	2015	2016	2017
Arden	492	564	538
Calvin Park	5,788	7,426	8,200
Central	12,474	6,696	
Cloyne	266	114	581
Hartington	690	714	480
Howe Island	51	66	74
Isabel Turner	7,636	9,418	7,862

Kingscourt	1,507	869	0
Mountain Grove	227	38	109
Parham	31	268	291
Pittsburgh	2,952	3,505	3,288
Plevna	161	267	197
Pop up			284
Sharbot Lake	577	329	478
Storrington	334	152	137
Sydenham	1,578	1,506	1,563
Wellington	0	1,498	3,258
Wolfe Island	217	203	329
Mobile Library	0	0	2
Virtual	1,098	1,440	1,209
TOTAL	**34,981**	**35,073**	**28,880**

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 the use of WIFI (wireless access), online public access catalogues (OPAC) or research stations.

Figure 7: Internet bookings/Express - Q4	**2015**	**2016**	**2017**
Arden	153	81	85
Calvin Park	5,240	6,841	6,302
Central	7,968	4,308	
Cloyne	86	61	63
Hartington	79	54	52
Howe Island	0	0	0
Isabel Turner	7,412	7,501	7,427
Kingscourt	980	644	
Mountain Grove	104	87	79
Parham	8	38	16
Pittsburgh	365	423	197

Plevna	75	67	151
Pop up			1
Sharbot Lake	242	225	195
Storrington	42	61	10
Sydenham	581	477	380
Wellington		400	1,244
Wolfe Island	190	201	167
Total	**23,525**	**21,469**	**16,369**

Figure 8: Wireless - Q4	**2015**	**2016**	**2017**
Arden	521	291	274
Calvin Park	3,469	4,161	3,973
Central	6,366	2,949	
Cloyne	287	467	374
Hartington	69	9	51
Howe Island	1	12	10
Isabel Turner	6,336	6,887	7,481
Kingscourt	247	190	
Mountain Grove	231	131	43
Parham	3	17	51
Pittsburgh	189	355	375
Plevna	199	111	327
Sharbot Lake	189	324	281
Storrington	99	153	81
Sydenham	408	568	469
Wellington		349	1,175
Wolfe Island	85	66	61
TOTAL	**18,699**	**17,040**	**15,026**

4. E-Services

The Kingston Frontenac Public Library offers a 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 - Q4	**2015**	**2016**	**2017**
Freegal	30,893		
Hoopla	1,424	2,018	2,434
Lynda.com			
Users	216	208	257
Certificates completed	94	59	41
Overdrive	**25,611**	**25,675**	**28,909**
E-books	21,006	20,013	21,913
E-audiobooks	4,528	5,618	6,953
Videos	77	44	43
Safari	160	82	100
Zinio	3,712	2,996	2,747
Online database use	28,070	65,785	18,786
Website visits	185,540	223,693	240,720
Virtual patron queries	1,098	1,440	1,209
TOTAL	**276,818**	**321,956**	**295,203**

5. Social Media

Social media statistics include Facebook, Twitter and Instagram (joined May 12, 2017). Most Instagram data was collected manually as of June 8, 2017.

Figure 10: Social Media - Q4	2017
Facebook	
Posts	85
Reach	38,048
View	770
Engaged	2,844
Clicks	3,190
Likes	100
Twitter	
Tweets	193
Engagement	383
Mentions	343
Instagram	
Posts	8
Likes	190
Comments	3
Views of video	224

6. Programming

The Kingston Frontenac Public Library offers programs to residents of all ages. It should be noted that the number of teen or new adult programs being attended is not as clearly represented in this report with the new event type “kfpl.labs” which includes events and programs for all ages.

Figure 10: Total sessions/events - Q4	2015	2016	2017
Children's and Family	259	260	292
Teen	34	25	34
Adult	222	172	100
Mixed/all ages	0	53	6
Outreach	26	36	66
TOTAL	**541**	**546**	**498**

Figure 11: Program attendance - Q4	2015	2016	2017
Children and Family	3,701	6,216	7,534
Teen	494	520	450
Adult	3,739	475	440
Mixed/all ages	-	4,111	354
Outreach	198	1,068	1,966
TOTAL	**8,132**	**12,390**	**10,744**

7. Meeting Room Bookings

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

Figure 12: Meeting Room Bookings - Q4	2015	2016	2017
Central Wilson	49	65	
Central Boucher	31	22	
Central Chown	37	16	
Central Delahaye	25	34	
Central Kennedy	15	3	
Isabel Turner A	21	26	35
Isabel Turner B	16	16	30
Isabel Turner Community (A+B)	9	6	23
Isabel Turner Training	13	9	35
Calvin Park	40	37	75
St. Remy			16
TOTAL	**256**	**234**	**214**

Figure 13: Meeting Room Bookings - Q4	2015	2016	2017
City of Kingston	27	14	10
Government (e.g. Hospitals, OHRT)	39	14	28
Private	64	32	61
Book Clubs	10	10	10
Private Cultural	25	11	0
Education	8	7	1
Read For Fun	27	19	18
In house		127	86
TOTAL	**201**	**234**	**214**

8. Total Uses

Figure 14 : Total uses-Q4	Patron Queries	Internet	Wireless	Circulation	Program Attendance	E-Services	Total
Arden	538	85	274	1,792			**2,689**
Calvin Park	8,200	6,302	3,973	69,920			**88,395**
Central							**-**
Cloyne	581	63	374	2,075			**3,093**
Hartington	480	52	51	1,710			**2,293**
Howe Island	74	-	10	723			**807**
Isabel Turner	7,862	7,427	7,481	86,914			**109,684**
Kingscourt							**-**
Mountain Grove	109	79	43	834			**1,065**
Parham	291	16	51	896			**1,254**
Pittsburgh	3,288	197	375	19,735			**23,595**
Plevna	197	151	327	638			**1,313**
Pop up	284	1		577			**862**
St Remy				5,418			**5,418**
Sharbot Lake	478	195	281	2,724			**3,678**
Storrington	137	10	81	2,371			**2,599**
Sydenham	1,563	380	469	9,478			**11,890**
Wellington	3,258	1,244	1,175	14,314			**19,991**
Wolfe Island	329	167	61	2,407			**2,964**
Mobile	2			179			**181**
Outreach	-			-			**-**
System-wide	1,209			61,874	8,778	293,994	**365,855**
Total	**28,880**	**16,369**	**15,026**	**284,579**	**8,778**	**293,994**	**647,626**

Agenda item 6.2
Meeting 2018-02
Monitoring Report to the Board

Executive Limitation Policy L-2: Staff Relations and Volunteers

With respect to relations with paid staff and volunteers, the Chief Librarian may not cause or allow conditions which are unfair or undignified.

Accordingly, the Chief Librarian may not:

1. **Operate without personnel procedures which clarify personnel rules for the staff, provide for effective handling of grievances, and protect against wrongful conditions.**

CEO interpretation: Agreement, policies and procedures which clarify rules, provide for the effective handling of grievances and protect against wrongful conditions are in place.

Compliance will be demonstrated: Agreements, policies and procedures are in place.

Evidence:

KFPL has collective agreements with its unionized staff (CUPE 2202 and 2202.01).

KFPL has an agreement with its permanent non-union staff.

Written policy and program descriptions are in place for KFPL volunteer positions.

2. **Discriminate against any staff member for expressing an ethical dissent.**

CEO Interpretation: Dissent means the holding or expression of opinions at variance with those commonly or officially held and ethical refers to moral principles that govern a person's behaviours. I interpret discriminate to mean that staff members are not disciplined for expressing an ethical dissent.

Compliance will be demonstrated:

No staff member has been disciplined for expressing an ethical dissent

Evidence:

To my knowledge no staff member has been discriminated against for expressing an ethical dissent.

3. **Fail to acquaint staff with their rights under this policy.**

CEO interpretation:

I interpret this to mean that KFPL provides orientation and training to acquaint staff members with their rights

Evidence:

Orientation of new staff includes coverage of rights and responsibilities, training required under the Occupational Health and Safety Act and time to meet with a CUPE 2202 /2202.01 representative as per the current collective agreements.

4. **Allow an employment environment that is detrimental to morale and productivity of staff.**

CEO interpretation: The number of grievances is one reflection of the employee environment.

Evidence:

There have been no grievances filed since the last report in November 2017.

I report compliance.

I hereby present my monitoring report on Executive Limitation Policy L-2, Staff Relations and Volunteers.

I certify that the information contained in this report is true.

Original signed copy on file

Date: February 2018

Patricia Enright, CEO/Chief Librarian

Agenda item 6.3
February 2018
Monitoring Report to the Board

Executive Limitations Policy L-5: Financial Condition: Year End 2017

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, the Chief Librarian 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 December 31, 2017 shows that expenses were at 96% while revenues came in at 100% ending the year with a surplus of $311,668.

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 December 31, 2017 shows that expenses were at 96% while revenues came in at 100% ending the year with a surplus of $311,668.

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
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 by the City of Kingston. The funds have been used for specific purposes designated by the Library Board and municipal councils.

The Clifford Hodgson bequest was used to purchase large print 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 account 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 account 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
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.

b) The Ministry of Culture, Tourism and Sport’s 2016 annual survey and 2017 grant application were submitted on June 15, 2017 and September 12, 2017 respectively in order to qualify for the 2017 Public Library Operating Grant before the October 31, 2017 deadline.

c) The final report for the 2016-2017 Ontario Library Capacity Funding grant was submitted on April 24, 2017 before the April 28, 2017 deadline. The grant was provided by the Province of Ontario through the Ministry of Tourism, Culture and Sport.

d) The final report for the 2016-2017 Seniors Community Grant program was submitted on March 27, 2017 within the thirty days after the completion of the program.

e) The final report for the 2016-2017 Service Ontario grant was submitted on February 15, 2017 before the March 31, 2017 deadline. The application for the 2017-2018 grant was submitted on August 3, 2017 before the September 1, 2017 deadline.

f) The 2016 Registered Charity Information Return was completed by the Library Board’s auditor, KPMG, and filed before the June 30, 2017 deadline.

g) The 2017-18 Improving Library Digital Services (ILDS) Fund application was submitted on September 7, 2017 before the September 29, 2017 deadline.

h) From January 1-June 30, 2017 $10.15 was assessed for late payments. Because of changes to the City’s financial system starting in July 2017, these costs are no longer a separate line item.

i) The 2017 audited financial statement is scheduled to be reviewed at the April 2018 board meeting.

7. **Make a single purchase or commitment of greater than the amount allowed in the Procurement of Goods and Services Policy.**

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 Procurement of Goods **and** Services Policy.

Evidence: No purchases or commitments of greater than the amount allowed in the Procurement of Goods and Services Policy 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 I did not acquire, encumber or dispose of real property on behalf of the Library Board during the time period covered by this report.

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 December 31, 2017 has been provided to the Library Board at the February 28, 2018 meeting.

I report compliance on all items.

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

Original signed copy on file

Date: February 20, 2018

Patricia Enright, CEO/Chief Librarian

Kingston Frontenac Public Library
Capital Expenditures Budget Variance Report
Sunday, December 31, 2017

Program Number	Program Description	Actual to Date	Annual Budget	Variance $	%
Expenditures					
100000	**Branch Revitalization (Shared)**	**-**	**100,000**	**- 100,000**	**0%**
	Turner branch revitalization (pending study)	-	87,000	- 87,000	0%
	Rural branch revitalization	-	13,000	- 13,000	0%
100001	**Shared IS&T**	**181,591**	**300,554**	**- 118,964**	**60%**
	Branding/Logo	690	20,889	- 20,200	3%
	Hardware - switches & back-up plan	-	65,352	- 65,352	0%
	Servers	75,000	75,000	-	100%
	RFID Products	85,641	85,641	85,641	100%
	Phone System	13,672	13,672	-	100%
	Security - Doors/swipe cards	6,588	40,000	- 33,412	16%
100002	**Branch Revitalization (Unshared)**	**34,018**	**200,000**	**- 165,982**	**17%**
	IT Study	-	50,000	- 50,000	0%
	Facilities Study - PI	7,072	26,595	- 19,523	27%
	Records Management	23,405	23,405	-	100%
	Turner branch revitalization	3,541	100,000	- 96,459	4%
100003	**Facility Repairs**	**156,250**	**325,225**	**- 168,974**	**48%**
	IT - investigation - water leakage exterior windows	3,256	3,256	-	100%
	IT - cooling tower/AC condensor/ductwork	8,380	21,000	- 12,620	40%
	IT - men's washroom repairs	2,290	25,704	- 23,414	9%
	IT - security upgrade	13,722	40,000	- 26,278	34%
	Pittsburgh Roof	100,264	100,264	-	100%
	IT - replace boiler #2	-	15,000	- 15,000	0%
	IT - janitorial equipment upgrade	6,704	12,000	- 5,296	56%
	CP - TPO Roof repairs	-	5,000	- 5,000	0%
	CP - Security Upgrade	4,895	15,000	- 10,105	33%
	PI - window upgrades	16,740	81,000	- 64,260	21%
	IT - exterior painting	-	7,000	- 7,000	0%
100004	**Rideau Heights Library**	**41,356**	**3,300,000**	**- 3,258,644**	**1%**
	Building	-	2,600,000	- 2,600,000	0%
	Furniture & Equipment	27,587	300,000	- 272,413	9%
	Collections	3,512	380,000	- 376,488	1%
	Other	10,257	20,000	- 9,743	51%
100005	**Central Branch Renovations**	**4,796,594**	**13,809,842**	**- 9,013,248**	**35%**
	CE - Planning & Design	594,131	667,568	- 73,437	89%
	Construction	4,178,512	12,642,274	- 16,820,786	33%
	Furniture & Equipment	23,951	500,000	- 523,951	5%
100019	**Materials for Sight Impaired**	**5,406**	**10,000**	**- 4,594**	**54%**
	Large Print Books	5,406			
100029	**Unshared IS&T**	**13,611**	**30,000**	**- 16,389**	**45%**
	Pop-up Library	13,611	30,000	- 16,389	45%
100042	**Shared Other**	**30,000**	**30,000**	**-**	**100%**
	Mini Van	30,000	30,000	-	100%
100482	**Central Branch Relocation**	**397,594**	**612,400**	**- 214,806**	**65%**
	Lease - 209 Wellington	45,177	50,829	- 5,652	89%
	Lease - 18 St. Remy	140,643	158,223	- 17,579	89%
	Fit- up Costs	56,335	40,000	16,335	141%
	Move Out/In	155,439	363,348	- 207,910	43%
	Total Expenditures	**5,656,419**	**18,718,021**	**- 13,061,601**	**30%**

Kingston Frontenac Public Library
Operating Expenditures Budget Variance Report
Sunday, December 31, 2017

Account Number	Description	Actual Year to Date	Annual Budget	Variance $	Actuals to Budget %
	EXPENSES				
710100	Salaries and wages	2,795,019	2,972,663	- 177,644	94%
710115	Part-Time Wages	1,019,280	1,061,698	- 42,418	96%
710116	Pages Part-Time Wages	214,003	267,611	- 53,608	80%
710200	Overtime	20,718	24,095	- 3,377	86%
720210	Payroll benefits	1,249,906	1,292,818	- 42,912	97%
720215	Retirees benefits	36,851	51,316	- 14,465	72%
720280	WSIB	-	300	- 300	0%
	Total Staff Costs	**5,335,776**	**5,670,501**	**- 334,725**	**94%**
730300	Adult popular mat'ls	446,875	427,630	19,245	105%
730305	Child/youth pop mat'ls	176,953	173,300	3,653	102%
730310	Electronic resources	124,629	93,345	31,284	134%
730315	Serials	37,748	38,725	- 977	97%
730320	Reference	8,917	10,000	- 1,083	89%
730325	Collection databases	102,687	107,121	- 4,434	96%
	Total Material	**897,809**	**850,121**	**47,688**	**106%**
730205	Office Supplies	62,029	70,000	- 7,971	89%
730205	Computer Supplies	5,276	5,000	276	106%
730210	Vehicle repairs & maintenance	7,600	6,000	1,600	127%
730215	Vehicle fuels and lubricants	9,992	9,000	992	111%
730400	Computer Equipment	70,537	70,000	537	101%
730420	Furniture and fixtures	66,338	16,250	50,088	408%
730500	Advertising	5,137	9,000	- 3,863	57%
730515	Telephones/Cell Phones	39,659	44,074	- 4,415	90%
730515	Internet Connectivity	42,691	42,600	91	100%
730710	Fees, subscription, membership	10,314	12,334	- 2,020	84%
730720	Mileage	13,827	7,200	6,627	192%
730730	Education and training	26,801	34,000	- 7,199	79%
730855	Delivery, postage & shipping	9,497	10,000	- 503	95%
730860	Cash over (short)	601	-	-	0%
740005	Professional services	12,804	23,500	- 10,696	54%
740020	Contracted services - system wide	244,373	258,421	- 14,048	95%
740030	Programs	28,891	21,500	7,391	134%
750005	Equipments rentals	14,495	22,513	- 8,018	64%
750110	Interest & Service Charges	1,874	2,700	- 826	69%
780300	Allocated Insurance	16,392	20,000	- 3,608	82%
	Total System-Wide	**689,127**	**684,092**	**5,035**	**101%**
	Facilities				
730205	Cleaning supplies	17,456	19,750	- 2,294	88%
730420	Furniture and equipment	3,745	9,200	- 5,455	41%
730800	Repairs & maintenance	12,397	15,200	- 2,803	82%
730820	Water and Sewer	14,291	14,139	152	101%
730825	Natural Gas	25,972	33,395	- 7,423	78%
730830	Electricity	135,582	133,551	2,031	102%
740020	Contracted Services	96,059	63,950	32,109	150%
740025	Contracted Maintenance	31,587	52,000	- 20,413	61%
	Total Facilities	**337,089**	**341,185**	**- 4,096**	**99%**
	Total Expenditures	**7,259,801**	**7,545,899**	**- 286,098**	**96%**
	REVENUES				
610000	Provincial Subsidy	- 297,138	- 297,138	-	100%
610090	Project Grants	- 28,519	- 30,000	1,481	95%
630560	Printer/Photocopier Revenue	- 22,886	- 27,365	4,479	84%
630585	Fines/Damages	- 81,922	- 81,631	- 292	100%
630775	Non-Resident Fees	- 6,827	- 8,910	2,084	77%
630950	Facility Rentals	- 17,537	- 33,500	15,963	52%
630955	Equipment Rental	- 924	- 1,000	76	92%
640205	Investment & bank interest	- 10,798	- 3,500	- 7,298	309%
640450	Donations	- 51,722	- 6,500	- 45,222	796%
660270	Expenditure Recovery	- 41,430	- 45,500	4,070	91%
670730	Miscellaneous Revenue exempt	- 10,937	- 10,000	- 937	109%
610300	County of Frontenac	- 807,618	- 807,618	-	100%
610526	City of Kingston	- 6,193,212	- 6,193,237	25	100%
	Total Revenue	**- 7,571,469**	**- 7,545,899**	**- 25,571**	**100%**
	Net Income (deficit)	**- 311,668**	**-**	**- 311,669**	

Agenda Item 6.4
2018-02

Kingston Frontenac Public Library
KFPL Vision 2020
Action Plans 2018

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.

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

In 2015 the Service Audit committee developed criteria and a measurement tool. Data was collected on several services and programs in 2015, 2016 and 2017. The criteria and measurement tool will be used to review services and programs in 2018.

A.2 Segment the market for our services.

Points to consider with this strategy are to determine those community segments which will benefit most from specific services and to determine the information behaviours, needs and preferences of user and non-users. The goal is to develop an approach to move forward on this strategy in 2018.

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

A request for proposal had been developed to engage a consultant to explore a new service and facility model. The request for proposal was released in late 2015 and again in early 2016 with no responses. A request for proposal will be developed to engage a consultant to explore a new service and facility model in Q4.

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

The collections audit is scheduled for completion in Q1.

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

Pop up library service has continued in 2018 to provide service until the Rideau Heights branch opens in March. The last day of service will be February 28, 2018.

The mobile library is now located at the Memorial Centre. The location of the unit will be reviewed in Q4.

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.

See A.3

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.

The Central Library renovation project is schedule to be completed in summer 2018.

Implementation teams for each departments will be struck to address changing procedures, processes etc. in the renovated building in Q1.

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.

Construction of the branch adjacent to the Rideau Heights Community Centre began in fall 2016 with construction scheduled to be completed in early 2018

KFPL was approached by the City of Kingston in October 2017 to look at the expansion of library service in east Kingston. The Library Board engaged Shoalts and Zaback to review options, including expansion of the existing facility or building a library branch as part of the Kingston East Community Centre. The Library is continuing to work with the City to move forward on this project.

KFPL will continue to liaise with the City, County and Townships to provide information and suggestions to create flexible, welcoming, accessible branches, and to provide any assistance that may be required in developing their Asset Management Plans.

KFPL facilities team will work to ensure that the City capital repair projects that have been approved are completed in 2018. (15-year capital plan)

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.

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 will continue to partner with the City of Kingston Cultural Services Department. Opportunities include offering story programs before every children's performance at the Grand Theatre and administering the Kingston's Poet Laureate program.

Programming and Outreach staff has compiled an ongoing list of partnerships that KFPL has developed.

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.

KFPL staff members have been working with City of Kingston staff throughout the Rideau Heights Community Centre and Library and Central Branch projects.

Mayors and Chief Administrative Officers from the municipalities will be invited on the annual board bus tour in Q3.

Annual reports will be distributed to the municipalities.

Library Board minutes are distributed to the City of Kingston and County of Frontenac Councils.

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.

Review was completed in 2015.

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

All library staff members participated in customer service training in 2017. The customer service committee continues to meet to develop ongoing training.

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

The Facilities and Maintenance Department will develop and implement development /training program in Q1.

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

The Technology plan developed by the Systems team will be reviewed in Q1. The Systems team will analyze help desk tickets to determine outstanding issues and create a plan to deal with them in Q1.

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

Staff will continue to implement records management policy and procedures.

Working with the City of Kingston staff will implement new procurement procedures in Q4 for FY 2019.

Staff will review and update control procedures, for example cash handling procedures, in Q1.

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.

Programming and outreach staff will continue to use performance measures that have already been developed for a number of programs. Performance measures will continue to be developed for new programs.

Working with the Federation of Ontario Public Libraries KFPL will continue to develop bench marks using Ministry of Tourism, Culture and Sport data in Q2.

The Facilities and Maintenance Department will develop performance measures in Q1.

The Branch Operations Department will develop performance measures for Ask a Librarian in Q2.

Evaluation of the KFPL website will take place in Q2.

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Intellectual Rights & Freedoms

All selections must respect the principles of intellectual freedom expressed in the Ontario Library Association's Statement on the Intellectual Rights of the Individual Endorsed by the membership of the OLA at the 96th Annual General Meeting, 1998.

ONTARIO LIBRARY ASSOCIATION STATEMENT ON THE INTELLECTUAL RIGHTS OF THE INDIVIDUAL

In affirming its commitment to the fundamental rights of intellectual freedom, the freedom to read and freedom of the press, as embodied in the Canadian Charter of Rights and Freedoms, the Ontario Library Association declares its acceptance of the following propositions:

1. That the provision of library service to the public is based upon the right of the citizen, under the protection of the law, to judge individually on questions of politics, religion and morality.
2. That intellectual freedom requires freedom to examine other ideas and other interpretations of life than those currently approved by the local community or by society in general, and including those ideas and interpretations which may be unconventional or unpopular.
3. That freedom of expression includes freedom for a creator to depict what is ugly, shocking and unedifying in life.
4. That free traffic in ideas and opinions is essential to the health and growth of a free society and that the freedom to read, listen and view is fundamental to such free traffic.
5. That it is the responsibility of libraries to maintain the right of intellectual freedom and to implement it consistently in the selection of books, periodicals, films, recordings, other materials, and in the provision of access to electronic sources of information, including access to the internet.
6. That it is therefore part of the library's service to its public to resist any attempt by any individual or group within the community it serves to abrogate or curtail access to information, the freedom to read, view and listen by demanding the removal of, or restrictions to library information sources in any format.
7. That it is equally part of the library's responsibility to its public to ensure that its selection of material is not unduly influenced by the personal opinions of the selectors, but determined by the application of generally accepted standards of accuracy, style and presentation.

Approved, OLA Board of Directors, December 2003

Reaffirmed, OLA Board of Directors, December 2005

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KFPL Statement of Policy

Collection Development Policy

1. Purpose

The purpose of this policy statement is to clarify the criteria used for selecting and acquiring materials, as well as the responsibility for maintaining the collections.

2. Scope

The Collection Development Policy applies to all formats in the Library collection, including print, non-print, audio-visual and electronic materials.

3. Guiding Principles

The mission of the Kingston Frontenac Public Library is to make a positive difference in the lives of everyone in Kingston Frontenac. The Library's collections are one of the primary ways the mission is realized. The Library strives to provide a dynamic collection of materials that is regularly evaluated and available in a variety of formats to serve the needs and support the interests of all members of our community.

The Library endeavors to provide equitable access to its extensive collections through a multi-tiered service delivery model which rationalizes the location, scope and focus of collections. In addition, items may be delivered to any branch at the user's request. The materials budget is maximized through coordinated and controlled expenditure.

Basic to the Library's Collection Development Policy is the Ontario Library Association's Statement on Intellectual Rights of the Individual (1998). (See Appendix A)

4. Policy

Responsibility for selection

The responsibility for the selection of material rests legally with the library board. It, in turn, delegates the selection and withdrawal of materials to the professional staff who are responsible for the collection on a day-to-day basis.

Suggestions for purchase are welcomed from members of the public. All suggested purchases are reviewed by library staff who apply to the patron request the same selection criteria that are applied to all materials purchased by the Library.

Selection Principles

The materials purchased for the Library are selected with the purpose of carrying out the mission, vision and values of the institution. To that end, the Library has established the following goals of selection:

- To maintain a well-balanced and broad collection of materials for information, enjoyment, reference and research
- To foster intellectual growth, lifelong learning and the formal and informal education and enlightenment of the community
- To provide materials for the recreational and leisure pursuits of the public
- To stimulate thoughtful participation in community affairs by providing access to a variety of opinions and ideas

To assist in the process of selection, the following principles are used to judge the quality and the quantity of the items that are chosen:

- Contemporary materials representing various points of view, which are of current interest and possible future significance, including materials which reflect current conditions, trends and controversies
- Materials designed to increase the individual's ability to function effectively as a member of society
- Materials which provide access to practical information which develops the individual's dependence on self, thereby enhancing the quality of life
- Materials which provide an aesthetic experience, stimulate imagination and increase the individual's potential for creativity
- Materials, including the experimental or controversial, which may extend the individual's capacity to understand the world in which they live
- Materials which entertain and which may enhance the individual's enjoyment of life
- Source materials which thoughtfully interpret, document or illuminate the past
- Materials in the two official languages, English and French, as well as materials which reflect the diverse linguistic or cultural heritage of the community
- Recognizing the responsibility to make works by Kingston-Frontenac and Canadian writers widely available, the Library shall acquire Canadian materials in all categories

Selection criteria:

When selecting materials for the collection, Library staff considers:

Non-fiction

- Purpose and importance
- Authority and reputation
- Accuracy
- Style, clarity and presentation
- Access
- Format
- Need
- Demand
- Price
- Relationship to other items in the collection
- Quality of illustrations or art
- Positive reviews in recognized library reviewing sources.

Fiction

- Style
- Creativity
- Characterization
- Literary merit
- Appeal
- Demand
- Price
- Need
- Relationship to other items in the collection
- Quality of illustrations or art
- Positive reviews in recognized library reviewing sources.

Accessible Collections

Many of the resources available at the Kingston Frontenac Public Library are suitable for patrons with print disabilities.

a) Vision Enhancements:

- Downloadable audiobooks
- Downloadable eBooks – the settings can be adjusted with the majority of our downloadable eBooks to suit personal preferences for text size and typeface
- Books on CD
- DAISY (Digital Accessible Information System) books
- Large Print Books

b) Hearing Enhancements:

- Many DVDs have a sub-title option
- Many of our databases have text-to-speech capabilities

Children's Collections

The Library's children's collections serve children from infancy through age twelve. Materials for these collections reflect the wide range of reading and interest levels that this age group includes. The children's collections exist to encourage children to develop a lifelong habit of reading for both recreational and informational needs. Materials for children shall be chosen in accordance with the Kingston Frontenac Public Library's overall collection development policy.

Teen Materials

Teen materials are selected to meet the informational and recreational needs of teens aged thirteen through eighteen. An effort is made to provide materials that support the developmental stages of all teens. The teen collections are not intended to be comprehensive, serving all the needs and interests of teens, nor is it the Library's intention that teens should be confined to the use of these materials. Materials for teens shall be chosen in accordance with the Kingston Frontenac Public Library's overall collection development policy.

Parental responsibility

Responsibility for a child's or teen's choice and use of materials rests with their parent(s) or legal guardian(s). The Kingston Frontenac Public Library believes in the freedom of the individual, and the right and obligation of parents(s) or legal guardian(s) to guide, develop, interpret and maintain their own code of values in their family.

Library users of all ages have open access to the Library's collections. Selection for the adult collection is not restricted by the possibility that children or teens may access materials their parent(s) or legal guardian(s) may consider inappropriate.

Textbooks/Homeschooling needs

School libraries serve the curriculum needs of students. The Library does not attempt to acquire textbooks or other curriculum-related materials except as such materials may also serve the general public. The Library recognizes the need to provide a wide variety of cultural and recreational reading matter for students in traditional schools and those being homeschooled, and to provide basic materials for students seeking to complete assignments outside school hours.

Collection Maintenance

To keep the collection timely and attractive, materials are withdrawn when they are considered to be outdated, worn or no longer useful. If still needed, items may be replaced or rebound. Replacement depends on the demand for the title, the availability of more current materials on the topic and the extent of the coverage of the subject in the collection

Controversial Material

The Kingston Frontenac Public Library Board regards the right of access by an individual to information, controversial or non-controversial, through the public library as an important element of a democratic society.

The presence of any material in the Library does not indicate an endorsement of its contents. The Library recognizes that many materials are controversial and that any given item may offend some patrons. Selection will not be made on the basis of any anticipated approval or disapproval, but solely on the evaluation of the item's literary merit, authenticity, honesty of presentation and use to the community. In the case of controversial issues, an effort is made to see that all points of view are represented. While library staff will attempt to guide individuals and groups to materials suitable for their use, the ultimate responsibility for the choice made by the patron lies with the patron and/or their parent(s) or guardian(s).

Request for reconsideration of material must be made in writing and on the understanding that selection will not be determined by pressure from any group or individual nor will material serving the purpose of the Library be removed from the collection. Completed Request for Review of Library Materials forms (See Appendix B) are forwarded to the Collections Librarian for review and a written response will be sent within 7 business days.

If the patron is still not satisfied, the complaint will be forwarded to the Board for their consideration. The Board and the Chief Librarian will jointly rule on the complaint and report the decision to the complainant within 30 days of the next Board meeting.

Labeling of collections

The Library does not label materials to indicate approval or disapproval of the content, nor does it expurgate any material in the collection. No catalogued book or other item will be placed on closed shelves, except due to space limitations or to protect it from damage or theft.

5. Appendices

Appendix A: Ontario Library Association (OLA) Statement on the Intellectual Rights of the Individual, 1963 Updated and approved, 1998

Appendix B: Request for Review of Library Materials form

6. Document Control

This policy shall be reviewed on an annual basis.

Original Policy Date: 2007 February

Last Reviewed: 2016 February

Changes made 2017 February

Next Review: 2018

Appendix A

Statement of the Ontario Library Association on Intellectual Rights & Freedoms, Updated and approved, 1998:

All selections must respect the principles of intellectual freedom expressed in the Ontario Library Association's Statement on the Intellectual Rights of the Individual Endorsed by the membership of the OLA at the 96th Annual General Meeting, 1998.

In affirming its commitment to the fundamental rights of intellectual freedom, the freedom to read and freedom of the press, as embodied in the Canadian Charter of Rights and Freedoms, the Ontario Library Association declares its acceptance of the following propositions:

1) That the provision of library service to the public is based upon the right of the citizen, under the protection of the law, to judge individually on questions of politics, religion and morality.

2) That intellectual freedom requires freedom to examine other ideas and other interpretations of life than those currently approved by the local community or by society in general, and including those ideas and interpretations which may be unconventional or unpopular.

3) That freedom of expression includes freedom for a creator to depict what is ugly, shocking and unedifying in life.

4) That free traffic in ideas and opinions is essential to the health and growth of a free society and that the freedom to read, listen and view is fundamental to such free traffic.

5) That it is the responsibility of libraries to maintain the right of intellectual freedom and to implement it consistently in the selection of books, periodicals, films, recordings, other materials, and in the provision of access to electronic sources of information, including access to the internet.

6) That it is therefore part of the library's service to its public to resist any attempt by any individual or group within the community it serves to abrogate or curtail access to information, the freedom to read, view and listen by demanding the removal of, or restrictions to library information sources in any format.

7) That it is equally part of the library's responsibility to its public to ensure that its selection of material is not unduly influenced by the personal opinions of the selectors, but determined by the application of generally accepted standards of accuracy, style and presentation.

Appendix B:

Request for Review of Library Materials or Displays form

Request for Review of Library Materials

Name: _____

Address: _____

_____

Phone: _____ Email: _____

You represent yourself_____ or _____

(name of organization, group, etc.)

Items for Review:

Title: _____

Author/Publisher/Producer: _____

_____

1. What do you find objectionable or unsuitable about the material? Please be specific (include page numbers, if possible).

_____

_____

2. What do you feel might be the result of reading, viewing or hearing this material?

_____

_____

3. Did you read, view or listen to the entire work? if not. why not?

_____

_____

4. What would you like the library to do about this material?

_____

_____

_____ _____

Date Signature

Personal information collected by the Kingston Frontenac Public Library is done so under the authority of the *Public Libraries Act*, R.S.O. 1990, c. P.44., s. 4(3) and s. 20 and the *Municipal Freedom of Information and Protection of Privacy Act*, R.S.O., c. M.56., s. 28(2) The information collected will be used in the process of the library's business. Questions regarding the collection of this information should be directed to the CEO & Chief Librarian, Kingston Frontenac Public Library, 130 Johnson Street, Kingston, ON K7L 1X8 613-549-8888

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, with the exception of maintenance and repair issues which are exempt except for the requirement to “inform” the public.

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

One of the foundations of a good engagement process is to ensure stakeholders know what has been done with their input. If stakeholders take the time to provide input they want to know what was done with it.

KFPL will compile and consider stakeholder feedback and 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?

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.

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.

Evaluation is important for continuous improvement. KFPL will evaluate both the engagement process and engagement outcomes. 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: Change made to Scope - June 28, 2017 (motion 2017-48)

Next Review: 2018

KFPL Report to the Board

Subject: Service expansion in East Kingston

Date: February 28, 2018

Prepared by: P. Enright, Chief Librarian/CEO

Background:

The 2004 *Kingston Frontenac Public Library Branch Services Review* (BSR) noted that east Kingston is relatively poorly served currently with 0.29 s.f. of library space per capita considerably less than the 0.59 s.f. of local library space in other urban areas. To meet the planning standard of 0.5 s.f. per capita, east Kingston required immediately an additional 3,000 s.f. and further 2,800 s.f. to serve population growth until 2026. In total, by 2026 east Kingston should have about 10,000 s.f. of library space.

The BSR also noted that future residential growth is expected to remain concentrated around the existing branch, though other development patterns may emerge if portions of CFB Kingston are redeveloped. The recommendation was to prepare an architectural assessment of the existing Pittsburgh branch and site to identify options and costs associated with a 6,000 s.f. expansion conforming to the requirements of a community library (Appendix A). However, the review also noted that the Pittsburgh branch was not initially designed to accommodate an expansion and because it is associated with a heritage structure, creating functional library space at this location may be a challenge. The BSR recommended the expansion of the Pittsburgh branch in the period 2009-2014.

The 2010 planning document, *Building our Future: Kingston Frontenac Public Library Branch Services Master Plan*, recommended a 4,000 s.f. expansion of the existing building in 2012-2013. The recommendation was based on a minimum of 8,000 s.f. for a community branch.

Because of other emergent facility issues and opportunities, service expansion in east Kingston was added to the most recent 15-year capital plan submitted to the City for study and construction in 2020-2021..

On October 18, 2017 the City asked that the construction of a library branch as part of the Kingston East Community Centre be considered. A budget of $4.6 million for the project was added to the Library's capital request for 2018.

In November 2017 the City of Kingston requested that the Library Board review various options for the expansion of library service in the area, including an addition to the Kingston East Community Centre and expansion and renovation of the existing building. Because design of the Kingston East Community Centre was scheduled to be completed in early 2018, the Library Board was asked to bring forward a recommendation in January 2018.

In November 2017 the Library Board engaged Shoalts and Zaback to look at options for expansion of service. A draft report was presented at the January 28, 2018 meeting for discussion. The Library Board reviewed the draft report and approved the following motion:

That the Library Board support Option 1 - to expand the New Kingston East Community Centre (at Highway 15 and Grenadier Court) to accommodate a new Library. The existing Library would then be surplus to Library requirements. The existing Library would be turned over to the City.

In February 2018 the Library Board was asked by the City to review their initial recommendation and bring forward to Council two options for consideration: Kingston East Community Centre and expansion and renovation of the existing Pittsburgh Branch.

Option 1- Kingston East Community Centre

Option 1 is the construction of 9,000 s.f. of purpose built library space at the Kingston East Community Centre. The 9,000 s.f. includes 8,177 s.f. of library program space with an additional 10% of the total program area for building gross up (exterior and interior walls) to accommodate the library on two levels. Because the Library will use the KECC program rooms for its program requirements and share washrooms and other amenities, the footprint of the library space is the minimum amount of space required for a community branch (8-10,000 s.f.). Additional washrooms will be required in the KECC to account for the occupant load from the library. These costs have not been added to the Library's project budget.

Accessibility

The building will be constructed to meet the current Ontario Building Code and City of Kingston Facility Accessibility Design Standards (FADS).

Project Budget

The estimated cost of construction at the KECC was calculated at $375 per s.f. The total cost of the project is estimated at $5.1M and includes construction, 15% construction contingency, project management, consultant fees and LEED, furniture and equipment, moving, permit fees and an overall project contingency of $105,000. More detailed information is provided in Table 1 of this report.

Asset management in years 2-29 is estimated at $925,000 (includes contingency).

Option 2-Expansion and renovation of the existing Pittsburgh Branch

Located on the northwest corner of Gore Road and Highway 15, the Pittsburgh Branch is housed in a renovated/restored historic limestone farmhouse and a 4,000 s.f. addition constructed in 1999-2000. The building and its grounds are designated under Part IV of the Ontario Heritage Act, R.S.O. 1990, c. 0.18. The branch shares the grounds and parking with

an off-leash dog park and community garden operated and maintained by the City of Kingston. The City of Kingston has an agreement with the Pittsburgh Township Historical Society to store records owned by the City in a controlled-access room in the branch.

Option 2 is the renovation of the existing historic house and addition built in 1999-2000 and the construction of 6,000 s.f. of additional space to meet the Library's programming requirements for a total of 10,690 s.f. The 10,690 s.f. includes 11% of total program area to account for the heritage structure and existing conditions. The site allows for the proposed expansion of the library building and parking. The expanded facility would include programming/meeting space.

The second floor of the historic house is not currently accessible. It would provide an additional 1,200 s.f. of additional space for a total of 11,890 s.f. if retrofitted with a lift.

Building Condition

In 2015 the Library engaged EXP Engineering Consultants to complete a building assessment study which listed maintenance work/deficiencies. Some of this work has been completed or is underway. The work that has not been completed has been added to the budget for this option. However, since the 2015 report was written, additional items have been identified. Following a severe weather event or sudden winter thaw, ground water enters the basement of the historic building. While a detailed site investigation is needed to determine the exact causes of the infiltration, funding has been identified in the project budget to address this issue. The historic house also requires local areas of repointing, additional gutters and downspouts and minor repair/repainting of the original windows and door.

The addition requires replacement of the exterior 'acrylic stucco' at or near grade as well as the replacement of the windows. This work has been added to the project budget.

The expanded/renovated project will be designed to a minimum of LEED Silver in accordance with the City of Kingston policies. The budget for the renovation component includes a number of upgrades to assist in better operation and to meet LEED targets.

Accessibility

The 2000 addition and most of the ground floor of the existing building meet current Ontario Building code (OBC) accessibility requirements and the City of Kingston Facility Accessibility Design Stands (FADS). Some deficiencies have been noted, including access to the south meeting room in the historic house. The public washrooms do not meet current OBC and FADS standards. The original front door is not accessible. It is one of four emergency exits from the building and the OBC requires two of the four emergency exits to be accessible. The costs of the required upgrades are included in the project budget.

The second floor of the historic house is not accessible. Although the second floor is not required for library program space at this time, it is recommended that it be retrofitted as part of the project to make the space accessible.

Project Budget

The cost of expanding and renovating the existing branch, including the second floor of the historic house is $5.2M. The budget includes construction, 15% construction contingency, project management, consultant fees and LEED, furniture and equipment, moving/phasing, permit fees and an overall project contingency of $120,000. More detailed information is provided in Table 1 of this report.

Asset management in years 2-29 is estimated at $1,225,000 (includes contingency).

Stakeholders' Consultation:

Feedback was sought through an online and paper survey on two questions between November 3 and 30, 2017. The questions were "What do you thinking of building a new library branch in the Kingston East Community Centre?" and "Are there other sites or options that you would like the library to consider when exploring relocation or expansion of library service in Kingston East?" An Open House was held on November 15, 2017 between 2:00 and 4:00 p.m. and 5:30 and 7:30pm at the Pittsburgh Branch. Members of the Library's management team and Library Board, along with Gerry Shoalts, from Shoalts and Zaback Architects (SZA) were present to answer questions and discuss the options for expanding library service.

Results:

39 people attended the open house on November 15, and 57 people submitted survey forms.

The results were as follows:

28 people wanted the library remain at the current site and renovate or expand; 1 person said the library should stay at the current site or should consider an alternate location in Greenwood Park.

25 people supported moving the library to the Kingston East Community Centre; 1 person chose KECC or an alternate location, and suggested somewhere near Startek on Innovation Drive.

2 people chose an alternate site and suggested one farther north up Hwy 15 in Countryside District and the former J.E. Horton Public School Building.

Concern was expressed for the future of the current library building if the library were to move, and comments were also made about the need to expand library hours at the Pittsburgh Branch.

Recommendations:

That the Library Board request that the City of Kingston Council review two options for the expansion of library service in East Kingston: Option 1: Kingston East Community Centre and Option 2: Expansion and renovation of the existing Pittsburgh Branch.

Table 1

Summary Comparison Chart

Description	Kingston East Community Centre	Expansion/renovation-Pittsburgh Branch
New Construction	$ 3,375,000	$ 2,043,750
Renovations	$ -	$ 535,000
Additional repairs and upgrades	$ -	$ 175,000
Site work	$ 33,000	$ 300,000
Sub-total	**$ 3,408,000**	**$ 3,053,750**
Contingency 15%	$ 511,200	$ 458,062
Sub-total	**$ 3,919,200**	**$ 3,511,812**
City fees	$ 202,608	$ 133,843
Consultant and LEED	$ 214,000	$ 315,000
FFE	$ 500,000	$ 500,000
Moving/Phasing	$ 30,000	$ 134,000
City costs	$ 100,000	$ 137,749
Project contingency	$ 105,000	$ 125,000
Sub-total	**$ 5,070,808**	**$ 4,857,404**
Net HST	$ 89,240	$ 85,437
Total Initial Investment	**$ 5,160,048**	**$ 4,942,841**
2nd Floor Historic House	$ -	$ 349,687
Final Total Initial Investment	**$ 5,160,048**	**$ 5,292,528**
Asset Management 2-29 Year	$ 925,000	$ 1,225,000
Total 30 year investment	**$ 6,085,048**	**$ 6,517,528**

Appendix A

Kingston Frontenac Public Library Branches Services Review (2004) (A copy of the report can be downloaded here)

Community Branch

Population served: 15-20,000

Size (square feet): 8-10,000

Minimum collection (items): 50-55,000

Annual circulation (items): 100-150,000

Hours open per week: 45

Programing/training space (square feet): 300-350

Computer/Internet workstations: 14

Reading areas and work stations: 40

Appendix B

Building our future: Kingston Frontenac Public Library Branch Services Master Plan (2010) (A copy of the report can be downloaded here)

Community Branch

Minimum population served: 15,000

Minimum hours open per week: 45

Minimum size (square feet): 8,000

Appendix C

Under s. 19(1) of the Public Libraries R.S.O. 1990, c. P.44 the Library Board may, with the consent of the appointing council or, where it is a union board, the consent of a majority of the councils of the municipalities for which it was established,

(a) acquire land required for its purposes by purchase, lease, expropriation or otherwise;

(b) erect, add to or alter buildings;

(c) acquire or erect a building larger than is required for library purposes, and lease any surplus part of the building; and

(d) sell, lease or otherwise dispose of any land or building that is no longer required for the board's purposes.