

Agenda

Regular Meeting # 2020-04
Kingston Frontenac Public Library Board
Wednesday, April 15, 2020 – 4:30 PM
Virtual Meeting – Webex Live Stream

She:kon, Aanii, Boozhoo, Waychaya, Kwey Kwey, Tawnshi. Let us bring our good minds and hearts together, to honour and celebrate these traditional lands as a gathering place of the Original Peoples and their Ancestors who were entrusted to care for Mother Earth since time immemorial. It is with deep humility, that we acknowledge and offer our gratitude for their contributions to this community, having respect for all as we share this space now and walk side-by-side into the future.

1. Call to Order / Regrets
2. Adoption of the Agenda (motion)
3. Disclosure of Conflict of Interest

Consent Agenda

4. Adoption of Minutes
 - 4.1. Regular KFPL Board Meeting #2020-02 of February 19, 2020 (attached) *(brought forward from March 2020)*
5. Information Items
 - 5.1. Correspondence/Information Received and Sent
 - 5.1.1. From the City of Kingston, a copy of a letter dated March 25, 2020 confirming the appointment of Jennifer Ross to the Kingston Frontenac Public Library Board.
6. Monitoring Reports
 - 6.1. Communication and Counsel
 - 6.1.1. Chief Librarian's Report – March 2020 (report attached) *(brought forward from March 2020)*
 - 6.1.2. Chief Librarian's Report – April 2020 (report attached)
 - 6.1.3. Annual Report *(brought forward from March 2020)*

- 6.2. Director / Manager Report: Programming and Outreach (*deferred to May 2020*)
- 6.3. Financial Condition (1st Quarter 2020) (attached)
- 6.4. Treatment of Public (attached)
- 7. Motion to accept consent agenda (motion)

Action Agenda

- 8. Business Arising from the Minutes
 - 8.1. Question from Councillor A. Revill re: KFPL Board Constitution - Appendix A, item 8
- 9. Items Removed from the Consent Agenda
 - 9.1.
- 10. Action Items
 - 10.1.

Items for Discussion / Exploration

- 11. Truth and Reconciliation Recommendations – KFPL Status Report (*brought forward from March 2020*) (*deferred to May 2020*)
- 12. Next Steps for Developing Ownership Linkages with Indigenous Peoples (*deferred to May 2020*)

Other Business

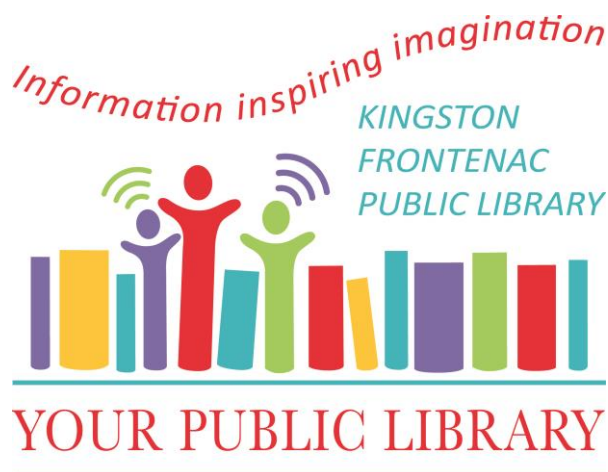
- 13. Central Branch Renovations Update
- 14. Closed Meeting (motions)
 - 14.1. That the Board resolve itself into a Closed Meeting to consider the following item(s):
 - a. Labour relations or employee negotiations (COVID-19 Closure)

Adjournment / Next Meeting

Committee of the Whole Meeting: 4:30 PM, Wednesday, April 29, 2020, Meeting Room #2, Central Branch

Regular Board Meeting: 4:30 PM, Wednesday, May 20, 2020, Meeting Room #2, Central Branch

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



Minutes of Regular Meeting #2020-02 of the Kingston Frontenac Public Library Board

February 19, 2020 - 4:30 PM (unconfirmed)

Meeting Room #2, Central Branch

Present: Laura Carter (Chief Librarian / Chief Executive Officer), Dave Kerr, Councillor Robert Kiley, Louise Moody, Kayley Marsh, Natalie Nossal (Vice-Chair), Holly Platz, Councillor Alan Revill

Staff Present: Kimberly Sutherland Mills (Manager, Programming and Outreach), Andrew Morton (Manager, Facilities), Shelagh Quigley (Director, Human Resources), Chris Ridgley (Budget/HR Analyst), Alice Robinette-Woods (Librarian, Collections) (left at 4:52 PM), Amy Rundle (Recording Secretary), Lester Webb (Director, Outreach and Technology)

CUPE 2202 / 2202.01: Jennifer Goodfellow

Guests: Friends of the Library (left at 4:38 PM) – Heather Pardy (President), Sue Bates (Director-at-Large), Shirley Birks (Volunteer), Barbara Johnston (Secretary)

Regrets: Kate Betts-Wilmott, Mark Kerr, Monica Stewart (Chair)

1. Call to Order

N. Nossal assumed the position of Chair and called the meeting to order at 4:31 PM. Guests were introduced and welcomed to the meeting.

2. Adoption of the Agenda

Move Item 13 ahead in the agenda to take place following the Consent Agenda.

2020-07 Revill - Platz

That the agenda be approved as amended.

Carried

3. Disclosure of Conflict of Interest

There were no declarations of conflict of interest.

4. Presentation – Friends of the Kingston Frontenac Public Library

The FOL is a volunteer-led charitable organization that raises funds through community support and the sale of books, book bags and other merchandise. The FOL were proud to support many KFPL programs in 2019 and enjoyed watching the Friends of the Library Gather and Create Space come to life with sewing machines, scanners, 3D printers and other equipment purchased with their sponsorship donation. The Friends Bookshop, a new retail space at the Central Branch, is operated by a dedicated group of volunteers and is open 6 days a week. The FOL thanked the Board and staff for their ongoing support and presented N. Nossal with an acknowledgement cheque for \$38,448, representing the amount given in support of the Library in 2019. Members of the FOL were thanked for their outstanding donation and constant support of library services and left the meeting at this time (4:38 PM).

Consent Agenda

5. Adoption of Minutes

5.1. Regular KFPL Board Meeting #2020-01 of January 15, 2020

6. Information Items

6.1. Correspondence/Information Received and Sent

- 6.1.1. From N. Koenig, a letter of resignation from his position on the Board dated January 20, 2020.
- 6.1.2. To N. Koenig, a letter dated January 21, 2020, to express appreciation for his service on the Board.
- 6.1.3. To J. Freundorfer, a letter dated January 21, 2020 in response to her email regarding her concern about the Drag Queen Storytime program and to inform her of the Board's discussion at the January 15, 2020 Board meeting.
- 6.1.4. From J. Freundorfer, a letter received February 7, 2020, thanking M. Stewart for her response and offering further comment on programs at the library.

7. Monitoring Reports

7.1. Communication and Counsel

7.1.1. Chief Librarian's Report

7.2. Staff Relations and Volunteers

7.3. Statistical Report (4th Quarter 2019)

7.4. Financial Condition (Year End 2019)

7.5. KFPL Vision 2020 – Action Plans 2020 (brought forward from November 2019)

8. Motion to accept consent agenda

2020-08 Moody – Marsh

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

Carried

13. Requests for Reconsideration of Library Materials – 2019

A. Robinette-Woods was introduced and welcomed to the meeting. Ms. Robinette-Woods provided an overview of the reconsideration of library materials process and discussed the requests received in 2019.

A. Robinette-Woods was thanked for her presentation and left the meeting at this time. (4:52 PM)

Action Agenda

9. Business Arising from the Minutes

There was no business arising from the minutes.

10. Items Removed from the Consent Agenda

There were no items removed from the Consent Agenda.

11. Action Items

11.1. Agenda items brought forward from the cancelled Committee of the Whole meeting on January 29, 2019

11.1.1. Policy Review and Approval

11.1.1.1. Executive Limitations (L1-L10) (deferred to September 2020)

11.1.1.2. Collection Development

2020-09 Moody - Kerr

That the Board approve the Collection Development Policy.

Carried

11.1.1.3. Community Engagement

2020-10 Platz – Revill

That the Board approve the Community Engagement Policy and Toolkit.

Carried

11.1.1.4. Internet Access (Public)

2020-11 Nossal – Kerr

That the Board approve the Internet Access (Public) Policy.

Carried

11.1.1.5. KFPL Employee Online and Social Media

Discussion took place regarding the definition of political views. For the purposes of this policy it was agreed that political would mean the municipal, provincial or federal government. Staff will amend the policy with this clarification.

2020-12 Nossal – Moody

That the Board approve the KFPL Employee Online and Social Media Policy.

Carried

11.1.1.6. Public Use of KFPL Online Forums and Social Media

2020-13 Revill – Platz

That the Board approve the Public Use of KFPL Online Forums and Social Media Policy.

Carried

11.1.1.7. KFPL Board Constitution and By-Laws

2020-14 Kerr – Nossal

That the Board approve the KFPL Board By-Laws and the KFPL Board Constitution.

Carried

Items for Discussion / Exploration

12. Patron Code of Conduct – overview/discussion

L. Carter gave an overview of the Patron Code of Conduct review that took place in 2015, and the subsequent community reaction. As a result of the feedback received, the Board developed a Community Engagement Policy and a specific engagement plan for the Code of Conduct. A consultant was engaged to gather public feedback and summarize the data collected in a final report. This report is available on the KFPL website.

An exact timeline for the review process has not been determined, but Ms. Carter has recently reached out to local community organizations to discuss their conduct policies. Documents from other public libraries are also being reviewed. The intention is to have a staff committee propose revisions, followed by further community engagement and then Board approval. Ms. Carter requested direction from the Board to ensure the revised policy accurately reflects their organizational vision.

Discussion took place about loitering and sleeping in the library and how this is enforced. It was noted that vulnerable people often don't have access to safe sleeping environments and that the library is perceived as a safe space. Ms. Quigley noted that loitering is seldom addressed in the absence of other behavioural issues; however patrons who are sleeping in the library will be woken by staff for health and safety purposes. Sleeping patrons are vulnerable and aren't able to protect themselves or their belongings. Additionally, patrons could be unconscious due to a medical condition and need assistance. Ms. Quigley reported that staff are trained to engage with any patron who is not alert to properly assess the situation.

It was noted that the feedback compiled by MASS LBP was inconclusive in many areas and when looking at the report it is hard to know how to change the current Code of Conduct. It was suggested that the revised code should guide the patron experience and also empower staff. Some rules are not negotiable for health and safety reasons and patrons don't always have a clear understanding of what is being asked. Explanations, examples of desirable behaviour and a softer tone could be helpful.

Ms. Carter stated that the feedback received at today's meeting will be taken back to the staff committee for consideration.

Other Business

14. Central Branch Renovations Update

D. Kerr reported that deficiency phase continues. It is anticipated that the project will wrap up over the next few months and the Committee will continue to meet. The project budget has been spent and no additional expenditures are expected.

15. Report from Ontario Library Association (OLA) Superconference – January 29-February 1, 2020

R. Kiley, N. Nossal and L. Moody expressed appreciation for the opportunity to attend the conference and gave brief reports on the sessions attended.

Adjournment / Next Meeting

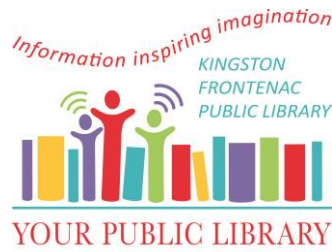
The next regular Board Meeting will be held at 4:30 PM, Wednesday, March 18, 2020, Meeting Room #2, Central Branch.

There being no further business, it was moved by A. Revill to adjourn at 6:18 PM.

Signatures:

Natalie Nossal, Vice-Chair

Amy Rundle, Recording Secretary



**Agenda Item 6.1.1.
Meeting 2020-03
Monitoring Report to the Board**

Executive Limitations L9: Communication and Counsel

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

Accordingly, the Chief Librarian may not:

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

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

- Annual Report 2019
- 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.**

Pittsburgh Branch Site Work and Third Crossing Tie-In

Following discussions with City of Kingston Facilities Management and Construction Services (FCMS) staff and with the City Treasurer, the budget for the Pittsburgh Branch site work and coordination with the Third Crossing project will be transferred to FMCS. Library staff will continue to be very involved in the project. Funds to undertake a community engagement process and to complete the library building program and any other related works to prepare for the design and construction process will be re-budgeted in the future as necessary.

Development Charges

Development charges (or DCs) have been a tool for public libraries to fund growth-related capital costs, including buildings, renovations, and collections. Previously, these costs were considered “soft services” by the *Development Charges Act*. Unlike essential or “hard” services, such as roads or fire services, these were eligible for up to 90% cost recovery through development charges, with libraries or municipalities required to cover the remainder.

In the spring of last year, the Ontario Government passed the *More Homes, More Choices Act*, which created a new structure. Going forward, a limited number of fully cost-recoverable services – primarily hard infrastructure like roads and water mains and essential services like fire, police and ambulance – would remain eligible for DCs. All other previously eligible services, including public libraries, would be shifted to a new Community Benefits Charge.

FOPL (and OLA) took part in consultations with the Ministry of Municipal Affairs & Housing to educate and explain the impact of the proposed changes and the risk to Ontario's public libraries. Their feedback was incorporated and public libraries are proposed to remain eligible for DC funding.

The Ministry of Municipal Affairs and Housing has posted for consultation its proposed next steps in launching the new Development Charge and Community Benefits Charge regime.

The full regulatory proposal can be found at the following link - <https://ero.ontario.ca/notice/019-1406>

The consultation is open until March 30th.

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 their 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: March 10, 2020

(Original signed copy on file)

Laura Carter, CEO/Chief Librarian

Meetings, conference, etc. attended by the CEO or delegate

Date	Meeting
February 19, 2019	Central Branch Renovation Committee
February 24 - March 1	Public Library Association Conference
March 4, 2019	Friends of the Library
March 5, 2020	D. Kennedy, City Treasurer
March 6, 2020	Central Branch Project Management Committee
March 6, 2020	Stefanie Mutheardy, KPMG (phone call)
March 10, 2019	City of Kingston Facility Management and Construction Services - Pittsburgh Branch

Incident Reports (March 2020 Board Agenda)

Incident #	Title	Branch	Date
2020-099	Alcohol – drinking in library	CE	March 4, 2020
2020-082	Alcohol – empty containers found in library	IT	February 18, 2020
2020-090	Assistance – patron in distress, AMHS and police called	CE	February 27, 2020
2020-069	Assistance – camping on library grounds, asked to leave and informed of community supports	WI	February 13, 2020
2020-068	Assistance – child fell and bumped head	CE	February 13, 2020
2020-084	Assistance - distressed patron, AMHS called	CE	February 21, 2020
2020-086	Assistance - distressed patron, informed of community supports	CE	February 25, 2020
2020-092	Assistance – emotional distress, AMHS called	CE	February 29, 2020
2020-077	Assistance – extended time in accessible washroom, clothing and drug paraphernalia on floor, Street Outreach contacted	CE	February 18, 2020
2020-105	Assistance – impaired and sleeping patron – informed of community supports	CE	March 6, 2020
2020-098	Assistance - man lying on sidewalk	CE	March 3, 2020
2020-079	Assistance – patron asleep on floor, violation of previous ban	CE	February 19, 2020
2020-091	Assistance – patron in crisis, AMHS called	CE	February 28, 2020
2020-067	Assistance - Sleeping patron	CE	February 13, 2020
2020-101	Assistance – sleeping patron, difficult to wake	CE	March 5, 2020
2020-070	Assistance - sleeping patron, informed of community supports	CE	February 14, 2020
2020-076	Assistance – unconscious patron, emergency services called	CE	February 18, 2020
2020-063	Behaviour – accessing staff-only area, argumentative, police called	CE	February 12, 2020
2020-075	Behaviour – aggressive and threatening	CE	February 18, 2020

Incident #	Title	Branch	Date
2020-103	Behaviour – aggressive, violation of previous ban	CE	March 5, 2020
2020-106	Behaviour – disrespectful to staff (phone)	CP	March 5, 2020
2020-096	Behaviour – disruptive and impaired	CE	March 2, 2020
2020-062	Behaviour – disruptive interaction between parent and child	CE	February 11, 2020
2020-083	Behaviour – disruptive youth asked to leave	RH	February 21, 2020
2020-064	Behaviour – disruptive, swearing at staff	IT	February 12, 2020
2020-087	Behaviour – disturbance in parking garage, police called	CE	February 25, 2020
2020-072	Behaviour - large group of youth blocking front door	IT	February 18, 2020
2020-095	Behaviour – mental health	IT	March 2, 2020
2020-081	Behaviour – suspicious activity in parking garage	CE	February 18, 2020
2020-061	Behaviour - verbally abusive to other patrons	CE	February 11, 2020
2020-060	Behaviour – youth repeatedly smoking on library grounds	IT	February 10, 2020
2020-085	Drugs – joint found in Children’s area	IT	February 22, 2020
2020-071	Drugs - teens with a bong	IT	February 14, 2020
2020-100	Facilities - alarm not set	CL	March 4, 2020
2020-088	Facilities - fire alarm	CE	February 27, 2020
2020-066	Facilities - fire alarm	CE	February 12, 2020
2020-078	Facilities - front door latch not working	CE	February 18, 2020
2020-104	Facilities - garbage and salt in book return	RH	March 6, 2020
2020-094	Facilities – Knox box open	IT	March 1, 2020
2020-074	Facilities - no heat	WI	February 18, 2020
2020-065	Facilities – patrons in branch before opening	CE	February 13, 2020

Incident #	Title	Branch	Date
2020-108	Facilities – salt in book return	RH	March 9, 2020
2020-093	Facilities - security alarm triggered	CE	February 29, 2020
2020-073	Facilities - walkway not cleared	MG	February 18, 2020
2020-107	Medical Assistance – seizure in library, emergency services called	IT	March 8, 2020
2020-102	Theft – attempt to steal library property	CE	March 4, 2020
2020-089	Theft - book jacket found in trash	IT	February 27, 2020
2020-097	Theft - stolen magazines	CE	March 2, 2020



March 2020

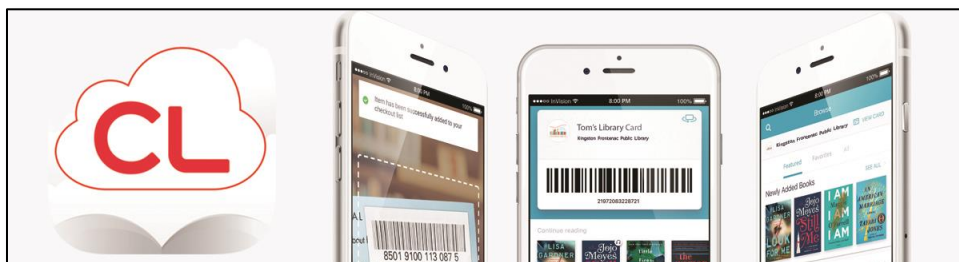
Programming & Outreach: In the Library

- ▶ **King Con returns to the Central Branch** this spring. Our annual festival of **comics, gaming, sci-fi and other fandoms** is offered in partnership with downtown businesses *Minotaur Games and Gifts* and *Kingston Nexus*. Join us from **Friday, April 3rd to Sunday April 5th** for demonstrations, tabletop gaming, speakers and more.



- ▶ Our weekly **Art Hive programs** have been enhanced by the addition of small, hands-on workshops that use our Create Space equipment or help patrons explore new art forms. Topics to date have included **sewing machine basics, knitting, photo editing, macramé, painting and Ukrainian Easter egg painting**.

Services and Collections

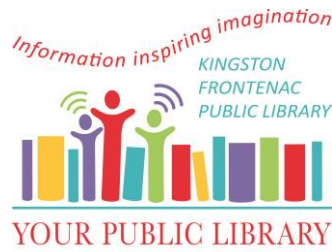


- ▶ **Our digital collection is about to get much bigger!** KFPL is switching our e-book and e-audiobook content from OverDrive (and Libby) to **cloudLibrary** effective May 27, 2020. Switching to cloudLibrary **allows us to join the cloudLink consortium** – a way for public libraries to pool together and share their digital collections. Currently the Ontario cloudLink group consists of **28 other public libraries with a shared collection of over 215,000 items**. By comparison, KFPL's current e-collection has about 10,000 items. This is **an amazing opportunity** for KFPL to connect and work with other public libraries and provide our patrons with **a larger, more diverse collection**. [More information about the transition to cloudLibrary](#) is available on our website.

- ▶ KFPL is supporting **Sustainable Kingston's** education initiatives in 2020 by **creating recommended resource lists** for each of their **lunch-time workshops**. Topics include **sustainable diets**, **home energy conservation**, **waste diversion** and more.
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Staff News

- ▶ KFPL welcomes **Nicole Charles** as our **new Director, Branch Experience**. Nicole comes to us from Port Elgin where she was the Director of Library Services for the Bruce County Public Library.
 - ▶ Laura Carter, Kimberly Sutherland Mills and Lester Webb attended the **Public Library Association (PLA) conference** in Nashville at the end of February.
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Agenda Item 6.1.2.
Meeting 2020-04
Monitoring Report to the Board

Executive Limitations L9: Communication and Counsel

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

- Financial Condition (1st Quarter)
- Treatment of Public

The audit report is not yet ready. It is expected for the May meeting.

- 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.**

Staff from the Ministry of Heritage, Sport, Tourism and Culture Industries let public libraries know that due to the need for 'social distancing', public library board meetings that are open to the public under the *Public Libraries Act (PLA)*, may be held using a live video interface platform or conference call service. Members of the public must be able to attend virtually and in real-time. As with all library board meetings, advance notice is required and sufficient information of the topics to be considered should be made available to the public to enable them to make an informed decision as to whether or not to attend.

- 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.**

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My dealings have either been with the Board as a whole or with the chair on matters within their 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: April 6, 2020

(Original signed copy on file)

Laura Carter, CEO/Chief Librarian

Meetings, conferences, etc. attended by the CEO or delegate

Date	Meeting
March 20, 2020	Vulnerable Sector Organizations, Facilitated by Sophie Kiwala (Teleconference)
March 21, 2020	Community Check-In, Facilitated by Rob Wood (Zoom)
March 24, 2020	Vulnerable Sector Organizations, Facilitated by Sophie Kiwala (Teleconference)
March 25, 2020	Canadian Urban Libraries Council (CULC) Check-in (Zoom)
March 28, 2020	Community Check-In, Facilitated by Rob Wood (Zoom)
April 1, 2020	Community Check-In, Facilitated by Rob Wood (Zoom)
April 2, 2020	CULC Weekly Check-In (Zoom)
April 2, 2020	OrangeBoy demo (webinar)
April 3, 2020	Chief Executives of Large Urban Public Libraries (CELUPL) meeting (Zoom)
April 4, 2020	Community Check-In, Facilitated by Rob Wood (Zoom)
April 6, 2020	OLA Annual Institute on Library as Place Planning Committee (teleconference)

Incident Reports (April 2020 Board Agenda)

Incident #	Title	Branch	Date
2020-115	Banning – patron ban delivered	CE	2020-03-11
2020-110	Behaviour – children disruptive and disrespectful to staff, asked to leave branch	RH	2020-03-10
2020-120	Behaviour - difficult patron stays past closing time	CE	2020-03-13
2020-117	Behaviour - disruptive patron	PI	2020-03-12
2020-118	Behaviour – disruptive youth and possible weapon – police called	IT	2020-03-13
2020-113	Behaviour - patron angry about internet speed	CE	2020-03-11
2020-116	Behaviour – patron arrested in branch	IT	2020-03-11

Incident #	Title	Branch	Date
2020-122	Behaviour - patron slow to exit again	CE	2020-03-15
2020-109	Drugs - impaired teens in library, asked to leave	IT	2020-03-09
2020-111	Facilities - exterior door locking system failure, repairs made	IT	2020-03-10
2020-114	Facilities – unsafe work practice by contractor	CE	2020-03-11
2020-112	Theft - stolen book	CP	2020-03-11
2020-119	Theft - unattended laptop, risk of theft	CE	2020-03-13



April 2020

COVID-19 and KFPL

- ▶ **Branch Closures** – As mandated by the Province, all branches (and book returns) will be closed through April 14th. Due dates have been extended until May 1st and no new fines will be charged during the closure.
 - Communication – KFPL's website, social media accounts, and main telephone message, have been updated with information about the closure. Updates are also provided to municipal staff for inclusion on their websites. Staff are monitoring feedback received from patrons and are providing assistance where possible.
 - Staffing – Library staff are working from home. Additional training opportunities are being provided and planning for increased virtual services and programs is underway.
 - Facilities – Daily inspections are being completed at urban branches during the closure as required for insurance purposes. Preventative maintenance and repairs are also taking place as required.
 - Looking Ahead – Planning for phased and/or full system opening is underway, including safety shields at service desks, an increased cleaning schedule and options for quarantining returned materials.
- ▶ **Services** – KFPL understands that many people in our community rely on the services we provide and staff are actively discussing options to offer modified service to our patrons once the Provincial restrictions on non-essential businesses are relaxed. Until that time, the following KFPL services remain available.
 - Digital Resources – Free access to KFPL's digital resources continues to be available to all cardholders via our website at www.kfpl.ca. Staff also moved up the soft launch of cloudLibrary to offer additional access to e-books and e-audiobooks. Over 1200 people have tried out cloudLibrary and there were 19,000 e-book and e-audiobook checkouts in March (22% more than March 2019 and 11% more than February 2020).
 - Library Membership – Staff are processing requests for new library cards and library card renewals remotely for residents of Kingston and Frontenac County.
 - Internet Access – Free WiFi is still available and patrons should be able to connect from just outside their local branch.
 - Facility Bookings – All facility bookings have been cancelled until the end of May.

- Looking Ahead – We will offer support through online and phone chat to assist patrons with our digital resources and other technology support.

► Programming and Outreach

- Children's Programming – KFPL has cancelled all regular children's programming for April and May. This includes Baby & Me, Play to Learn, Rhythm and Rhyme, Family Storytime, STEM Start, Groove and Grow, STEM Punks, Coder Dojo and Art of Illustration.
- Special Programming – KFPL has cancelled/postponed all special programming and events through April 14th. This includes King Con, Art Hive, Genealogy Drop-Ins, TAG meetings, Sydenham Writers' Group, KFPL Live events and P.A. Day programs.
- Social Media – We expanded our social media efforts with curated content to keep the community engaged. Families are the focus of daily 10:00 am posts that highlight KFPL resources for children, recommended websites for learning and play, and video content created by our programmers prior to the closure. A second round of posts at 2:00 pm connects adults with cultural experiences, video tutorials, and a variety of KFPL resources. As a result of these efforts - and a community hungry for connection and information - our social media engagement* increased significantly in March. Facebook engagement increased by 354% and KFPL gained 505 new followers. Twitter engagement increased by 760%, and visits to our profile increased from 174 in February to 1,108 in March. **Engagement is the total of likes, comments and shares/retweets.*
- Looking Ahead – Children's programmers are preparing to offer storytime and other children's events online through a combination of filmed and live activities. Teen Advisory Groups will be convened online to brainstorm ideas for online content and activities to help us engage teens across the community. We will move Art Hive programs online, and will offer simple workshops and facilitated tutorials virtually. Librarians have discussed online readers' advisory services, book discussion groups and guest speakers. Our local history specialist would like to continue genealogy reference services which is already done primarily by email. She is working with our StoryMe project lead on a plan to gather community experiences of the pandemic for posterity and as a Digital Kingston curated exhibit.

► Community Support

- 3D Printers – KFPL's 3D printers are being used by Queen's University medical students to help make protective equipment for local healthcare workers.
- Surplus PPE – KFPL donated surplus PPE, including gloves and N95 masks, to the Kingston Health Sciences Centre.
- Looking Ahead – Active communication with municipalities, local support agencies and school boards to help assess community needs and offer library support.

Some Good News

- ▶ KFPL **welcomes** new Board member **Jennifer Ross** who was appointed by the City of Kingston in March.
 - ▶ The KFPL family continues to grow as two staff members **welcomed new babies** recently. Welcome to the Library little ones!
 - ▶ Join us in extending **best wishes** to **Cindy Abrams, Anna Monk,** and **Heather White** who have recently **retired** from KFPL.
 - ▶ In **celebration** of National Volunteer Appreciation Week, KFPL would like to **thank our wonderful volunteers** for their dedication and support of public library service.
-

Monitoring Report to the Board

Executive Limitations Policy L-5: Financial Condition: First Quarter 2020

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

Accordingly, he or she may not:

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

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

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

Evidence: The budget variance report to March 31, 2020 shows that expenses were at 26% while revenues came in at 21%.

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 March 31, 2020 shows that expenses were at 26% while revenues were 21%. The budget includes expenditures, for example, online database subscriptions, memberships, serial subscriptions, that are paid on an annual basis and are due at the beginning of the budget year. The County of Frontenac is meeting to discuss their 2020 budget on April 8. It is anticipated that the revenues will be equal or greater than expenses in Q2.

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

CEO interpretation: I interpret 'long term reserves' to mean a fund designated for a specific

purpose and identified as such. The reserves have been approved by the Board and municipal councils.

Compliance will be demonstrated when:

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

Evidence:

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

The Verna Steele bequest is held in a reserve account with the City of Kingston and is administered by the Library. It has been used to purchase accessible library materials as per the terms of the bequest.

The parking reserve is funded through parking fees at the Central Branch (covered parking lot) and is used for repairs and upgrades to the lot. It is held in a reserve account with the City of Kingston and is administered by the Library.

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, employment insurance and associated monthly and annual reports related to these payments. "Government reports" also include the Ministry of Heritage, Sport, Tourism and Culture Industries annual survey and grant application and the Registered Charity Information return.

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

Compliance will be demonstrated when:

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

Evidence:

- 1. 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.
- 2. The 2020 annual survey data deadline is May 31, 2020. It will be submitted before the deadline.
- 3. \$22.27 in late payments were assessed in the first quarter.
- 4. The auditors are scheduled to present the 2020 audited financial statement at the May 20, 2020 Board meeting.

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

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

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

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

8. Acquire, encumber or dispose of real property.

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

Evidence:

The Library Board receives operating funding for the operation and maintenance of the

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

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

In compliance with the *Public Libraries Act* and this policy I did not acquire, encumber or dispose of real property on behalf of the Library Board during the time period covered by this report without the required authorities.

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 March 31, 2020 has been provided to the Library Board at the April 15, 2020 meeting.

I report compliance.

I hereby present my monitoring report on Executive Limitation Policy L-5, Financial Condition: 1st Quarter 2020. I certify that the information contained in this report is true.

Signed copy on file

Date: April 6, 2020

Laura Carter, CEO/Chief Librarian

Kingston Frontenac Public Library

Budget Variance Report

First Quarter 2020

Description	Actuals 2020	Budget 2020	Variance \$	Actuals to Budget %	Actuals 2019	Actuals to Budget %
EXPENSES						
Salaries and wages	663,859	3,111,027	-2,447,168	21%	728,867	24%
Part-Time Wages	316,089	1,089,777	-773,688	29%	250,146	23%
Pages Part-Time Wages	69,114	301,526	-232,412	23%	63,145	20%
Overtime	8,528	30,781	-22,253	28%	10,177	35%
Payroll benefits	314,535	1,397,767	-1,083,232	23%	317,921	24%
Retirees benefits	14,287	50,589	-36,302	28%	6,306	14%
WSIB	0	300	-300	0%	65	22%
Total Staff Costs	1,386,413	5,981,767	-4,595,354	23%	1,376,627	23%
Adult popular mat'l's	152,149	417,630	-265,481	36%	147,396	35%
Child/youth pop mat'l's	56,745	173,300	-116,555	33%	60,348	35%
Electronic resources	39,538	137,800	-98,263	29%	23,630	18%
Serials	40,455	41,000	-545	99%	38,426	95%
Collection databases	78,554	120,500	-41,946	65%	98,181	85%
Total Material	367,441	890,230	-522,789	41%	367,982	42%
Office Supplies	10,444	60,000	-49,556	17%	14,982	25%
Computer Supplies	2,089	5,000	-2,911	42%	407	8%
Vehicle repairs & maintenance	93	5,000	-4,907	2%	1,410	23%
Vehicle fuels and lubricants	1,069	9,400	-8,332	11%	1,246	13%
Computer Equipment	2,778	70,000	-67,222	4%	8,625	12%
Software	3,873	9,000	-5,127	43%	2,234	25%
Furniture and fixtures	8,673	14,250	-5,577	61%	16,627	102%
Advertising	2,781	9,000	-6,219	31%	3,298	37%
Telephones/Cell Phones	6,205	34,218	-28,013	18%	6,962	18%
Internet Connectivity	8,026	45,467	-37,441	18%	8,872	20%
Fees, subscription, membership	6,339	10,450	-4,111	61%	4,698	44%
Mileage	612	12,500	-11,888	5%	2,268	18%
Education and training	10,016	40,600	-30,584	25%	8,307	20%
Misc Expense	4,512	9,500	-4,988	47%	26,368	264%
Delivery, postage & shipping	790	10,000	-9,210	8%	574	6%
Cash over (short)	60	0	0	0%	- 1	0%
Professional services	0	26,000	-26,000	0%	4,619	18%
Contracted services - system wide	164,680	278,073	-113,393	59%	141,646	53%
Programs	5,528	24,000	-18,472	23%	6,059	25%
Equipments rentals	3,139	13,550	-10,411	23%	2,843	22%
Interest & Service Charges	154	2,500	-2,346	6%	321	13%
Allocated Insurance	4,805	20,000	-15,195	24%	6,887	34%
Total System-Wide	246,667	708,508	-461,841	35%	269,251	38%
Facilities						
Protective Clothing	1,204	2,000	-796	60%	809	40%
Cleaning supplies	5,410	21,200	-15,790	26%	3,306	18%
Tools & Equipment	1,424	4,335	-2,911	33%	279	6%
Furniture and equipment	0	6,425	-6,425	0%	657	7%
Repairs & maintenance	10	13,350	-13,340	0%	1,151	9%
Water and Sewer	2,296	14,450	-12,154	16%	2,245	15%
Natural Gas	17,410	58,700	-41,290	30%	16,454	32%
Electricity	40,445	213,850	-173,405	19%	49,774	24%
Contracted Services	30,004	157,357	-127,353	19%	29,945	19%
Total Facilities	98,203	491,667	-393,464	20%	104,620	22%
Total Expenditures	2,098,724	8,072,172	-5,973,448	26%	2,118,480	27%
REVENUES						
Provincial Subsidy	0	-297,138	297,138	0%	-	0%
Project Grants	-9,758	-30,000	20,242	33%	-	0%
Printer/Photocopier Revenue	-5,112	-29,660	24,548	17%	- 4,419	14%
Fines/Damages	-14,739	-94,360	79,621	16%	- 17,867	18%
Non-Resident Fees	-2,144	-9,443	7,299	23%	- 1,949	21%
Facility Rentals	-9,449	-56,000	46,551	17%	- 2,033	4%
Investment & bank interest	0	-3,500	3,500	0%	-	0%
Donations	-335	-7,000	6,665	5%	- 69,163	988%
Expenditure Recovery	-13,726	-40,000	26,274	34%	- 19,699	49%
Miscellaneous Revenue exempt	-2	-10,000	9,998	0%	- 23,846	238%
County of Frontenac	0	-863,489	863,489	0%	- 212,570	25%
City of Kingston	-1,657,895	-6,631,582	4,973,687	25%	- 1,627,403	25%
Total Revenue	-1,713,160	-8,072,172	6,359,012	21%	- 1,978,949	25%
Net	385,564	0	385,564		139,531	

Monitoring Report to the Board

Executive Limitation Policy L-3: Treatment of the Public

With respect to interactions with patrons, potential patrons or the general public, the Chief Librarian shall not cause or allow conditions, procedures, or decisions which are unsafe, disrespectful, unnecessarily intrusive, or which fail to comply with the provisions of the Municipal Freedom of Information and Protection of Privacy Act.

Accordingly, the Chief Librarian may not:

1. **Use application forms or procedures that elicit information for which there is no clear necessity.**

CEO Interpretation: Application forms and procedures are limited to the collection of personal information required to administer library operations and to provide library services and programs.

Evidence:

Under the *Public Libraries Act*, R.S.O. 1990, c. P. 44 and *Municipal Freedom of Information and Protection of Privacy Act (MFIPPA)* R.S.O. 1990 c. M. personal information is collected for the administration of library operations and the provision of library services and programs. Personal Information (name, address, email address, telephone, month and year of birth) is limited to information required to identify individual patrons and to allow the library to contact them.

As per *MFIPPA* a notice of collection is provided on forms (paper and online versions) with the legislated authority, use of the personal information and contact information for the staff member responsible for *MFIPPA*.

2. **Use methods of collecting, reviewing, transmitting or storing client information that fail to protect against improper access to, or transmission of, the information elicited.**

CEO Interpretation: Policies and procedures are in place to protect against improper access to, or transmission of, the information elicited.

Evidence:

Communication between the branches and main server at the City of Kingston is secure because it is on the City's private network.

Firewalls limit patron access to the branches and patron database. Only minimal services are available on the public side of the firewall.

The KFPL Access to Information and Protection of Privacy Policy and *MFIPPA* set out that staff members are to handle all patron information as confidential. Access to the patron database in the integrated library system is password protected. Procedures are in place to safe-guard personal information for those patrons registering for a library card, a program or to use a public access computer, for example, shredders are provided in every branch.

Patron records are not used for any purpose other than for which the information is gathered.

The KFPL Access to Information and Protection of Privacy policy is posted on the library website.

3. Operate without a written policy on customer service based on the principles of consistent, patron-oriented public service.

CEO Interpretation: Written policies and procedures on customer service based on the principles of consistent, patron-oriented public service are in place.

Evidence:

The Kingston Frontenac Public Library operates with written policies and procedures, including accessibility, collection development, code of conduct, circulation of materials, library membership, programming, Internet/WIFI access and meeting room rentals. These policies and procedures are posted on the library website. Policies and procedures are reviewed on a regular basis.

4. Fail to ensure that staff are equipped with the necessary training to provide excellent service to library users in all areas.

CEO Interpretation: Staff members are provided with the necessary training to provide excellent service to library users and with training that is required by legislation/regulation.

Evidence:

Staff members are equipped with the necessary training, including the *Accessibility for Ontarians with Disabilities Act* customer service training, to provide excellent service to library patrons. All staff have been asked to complete this training a refresher in Spring 2020 along with training on the Ontario Human Rights Code.

In 2017, a staff committee developed and delivered customer service training based on industry standards. All staff members participated in the training. That training is being updated and revised for delivery at staff meetings in Spring or Fall 2020.

Staff members also participate in Tech challenges that provide ongoing opportunities to explore KFPL technology products and services.

5. Fail to monitor regularly patron satisfaction with the quality of service.

CEO Interpretation: Procedures are in place to monitor patron satisfaction with the quality of service.

Evidence:

Patron satisfaction is measured through periodic surveys and through their comments received in the suggestion boxes, emails, telephone calls, in person.

Launched in February 2018, KFPL offers feedback@kfpl.ca, an email address where the public can write in to a Manager with their comments and suggestions about library services.

Patron comments are logged and reviewed by the management team bi-weekly. A summary has also been provided to the customer service training committee to help guide their efforts.

I hereby present my monitoring report on Executive Limitations L-3: Treatment of the Public 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.

I report compliance.

Signed copy on file

April 6, 2020

Laura Carter, CEO/Chief Librarian