

Agenda

Regular Meeting # 2020-07

Kingston Frontenac Public Library Board

Wednesday, September 16, 2020 – 4:30 PM

Meeting Room #1 – Central Branch

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 #2020-06 of June 17, 2020 (attached)
5. Information Items
 - 5.1. Correspondence/Information Received and Sent
 - 5.1.1. To the City of Kingston, the County of Frontenac, and to the four Townships, a letter dated August 4, 2020 asking them to proclaim the month of October 2020 as Canadian Library Month 2020 and the week of October 18-24, 2020 as Ontario Public Library Week.
 - 5.1.2. From Councillor Jim Neill, an email dated August 23, 2020 informing local leaders of a collaboration between the Toronto Public Library and GTA school boards to address challenges with upcoming school openings, and recommending similar collaborations for the Kingston area.
6. Monitoring Reports
 - 6.1. Communication and Counsel
 - 6.1.1. Chief Librarian's Report (attached)

- 6.2. Statistical Report (Second Quarter) (attached)
- 6.3. Financial Condition (Second Quarter) (attached)
- 6.4. KFPL Vision 2020 – Status Report (attached)
- 6.5. Director / Manager Report – Manager, Facilities (attached)
7. Motion to accept consent agenda (motion)

Action Agenda

8. Business Arising from the Minutes
9. Items Removed from the Consent Agenda
 - 9.1.
10. Action Items
 - 10.1.

Items for Discussion / Exploration

11. Annual Board Self-Evaluation – review forms (attached)
12. Board Meeting Frequency and Schedule
13. 2020 Workplan Updates (attached)
14. 2021 Workplan – Ownership Linkages and Education (*deferred to January 2021*)

Other Business

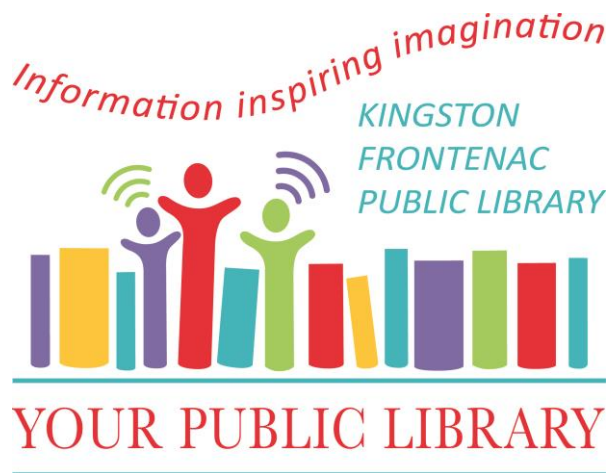
15. Board Education – Presentation by the Children's Services Librarian (*deferred to October 2020*)
16. COVID-19 Update (attached)
17. Central Branch Renovations Update
18. Radon Testing Update
19. Strategic Planning Update

Adjournment / Next Meeting

Committee of the Whole Meeting: 4:30 PM, Wednesday, September 30, 2020, Meeting Room #1, Central Branch

Regular Board Meeting: 4:30 PM, Wednesday, October 21, 2020, Meeting Room #1, 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 #2020-06 of the Kingston Frontenac Public Library Board

June 17, 2020 - 4:30 PM (unconfirmed)

Virtual Meeting - WebEx Live Stream

Present: Laura Carter (Chief Librarian / Chief Executive Officer), Kate Betts-Wilmott, Dave Kerr, Mark Kerr, Councillor Robert Kiley, Louise Moody, Natalie Nossal (Vice-Chair), Holly Platz, Councillor Alan Revill, Jennifer Ross, Monica Stewart (Chair)

Staff Present: Nicole Charles (Director, Branch Experience), Kimberly Sutherland Mills (Manager, Programming and Outreach), Andrew Morton (Manager, Facilities), Bill Purvis (Technical Support), Shelagh Quigley (Director, Human Resources), Chris Ridgley (Budget/HR Analyst), Amy Rundle (Recording Secretary), Lester Webb (Director, Outreach and Technology)

Regrets: Kayley Marsh

1. Call to Order

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

2. Adoption of the Agenda

Remove Item 11 from the agenda. Add an update on Radon testing under Other Business.

2020-22 Revill - Kiley

That the agenda be approved as amended.

Carried

3. Disclosure of Conflict of Interest

There were no declarations of conflict of interest.

Consent Agenda

4. Adoption of Minutes

4.1. Regular KFPL Board Meeting #2020-05 of May 20, 2020

5. Information Items

5.1. Correspondence/Information Received and Sent

- 5.1.1. From the Community Foundation for Kingston and Area, a letter dated May 8, 2020 enclosing our annual fund statement for the KFPL Endowment Fund for the year ending December 31, 2019, asking us to complete and return the Disbursement Direction form. (Action Item 10.2)

6. Monitoring Reports

6.1. Communication and Counsel

- 6.1.1. Chief Librarian's Report

Item 6.1.1. was pulled from the Consent Agenda for further discussion.

6.2. Access to Facilities and Maintenance

6.3. Director / Manager Report: Facilities *(deferred to September 2020)*

7. Motion to accept consent agenda

2020-23 Kerr - Nossal

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

Carried

Action Agenda

8. Business Arising from the Minutes

There was no business arising from the minutes.

9. Items Removed from the Consent Agenda

Item 6.1.1., the Chief Librarian's Report, was pulled from the Consent Agenda for discussion on KFPL's response to issues of race and social equity.

L. Carter stated that the Canadian Urban Libraries Council (CULC) reaffirmed their commitment to the 2017 Statement on Race & Social Equity. KFPL has also reaffirmed its commitment to the statement. Ms. Carter read the statement aloud.

Ms. Carter noted that KFPL's Strategic Plan acknowledges social equity as an area of focus and this focus will likely be expanded when developing future plans. In recent years, programs and collections have been updated to better reflect the diversity of our communities. Staff have also participated in educational opportunities and continue to work with other community partners.

M. Stewart noted KFPL's recent social media posts and resource lists on race and social equity and complimented staff on their efforts.

10. Action Items

10.1. KFPL Constitution – amendment to Appendix A: Delegation of Authority

2020-24 Revill – Nossal

That the appendix of the KFPL constitution be amended as follows:

- Delete item 8 and update numbering on remaining items

Carried

10.2. Community Foundation for Kingston and Area Disbursement Direction form

2020-25 Kerr - Kiley

- In response to correspondence from the Community Foundation for Kingston and Area dated May 8, 2020: That the Kingston Frontenac Public Library Endowment Fund returns available for disbursement in 2020 be rolled over.

Carried

Items for Discussion / Exploration

11. Annual Board Self-Evaluation

This item was removed from the agenda.

12. Board Meeting Frequency and Schedule

This item was deferred to September 2020.

Other Business

13. Board Education – Presentation by the Children's Services Librarian

This item was deferred to September 2020.

14. Central Branch Renovations Update

D. Kerr reported that the Committee met virtually earlier this afternoon. Workers are back on site on an irregular basis to address deficiencies and all work is being completed under

carefully controlled working conditions. Project completion has been pushed back to at least the fall due to difficulties surrounding COVID-19. The Committee will receive regular updates from the Project Manager over the summer and will meet again in September.

15. COVID-19 – Phased Reopening Update

L. Carter reported that curbside pickup was launched at all KFPL branches during the first week of June. The service is going well and more than 6,000 items have been circulated in the first two weeks. Staff are working hard to process returns and clear the backlog of reservations. The response from patrons has been positive and branch staff have been doing a great job.

Planning is also underway for in-person services. A contractor has measured service desks for custom Plexiglas barriers at branches where use of pre-fabricated barriers will be difficult. Additionally, preparation is taking place to safely provide computer access while restricting access to other parts of the library as required by the emergency orders.

Several Board members noted that they have also received positive feedback about KFPL's curbside pickup, social media posts and online programs.

16. Strategic Planning Update

L. Carter reviewed the strategic planning process and discussed the role of the Strategic Planning Committee. The time commitment is approximately three months and members of the Committee would draft the RFP, review the submissions and recommend a consultant to the Board. Striking a Committee at this time will allow for continued momentum over the summer months.

M. Stewart asked for volunteers. It was also suggested that the Committee should include representation from both the City and the County.

2020-26 Revill – Betts-Wilmott

That the Board strike a Committee to oversee the strategic planning process, including the development of an RFP and recommendation of a consultant:

- Jennifer Ross
- Kate Betts-Wilmott
- Frontenac County Representative (TBD)

Carried

17. Radon Testing Update

L. Carter reported that KFPL was contacted by Cancer Care Ontario late last year to offer free radon testing at urban branches as part of a research initiative. Data from the radon

detectors was reported to KFPL last week and all locations were within acceptable limits except for the Pittsburgh Branch. The detector located at the Pittsburgh service desk was faulty, but levels in the maintenance office were double acceptable limits. A consultant has been engaged and a remediation plan is being developed. Levels at the branch are alleviated when windows are open and this practice will be used temporarily while remediation takes place.

A Board member inquired about radon testing at rural branches. A. Morton reported that South Frontenac Township has recently completed radon testing in their buildings and all locations were below acceptable levels. Mr. Morton will speak with Township staff to discuss testing at locations in Central Frontenac, North Frontenac and Frontenac Islands.

S. Quigley reported that there is no immediate danger to the public or concern for staff. Childcare centres with similar levels to the Pittsburgh Branch were given two years to complete the remediation process. Management has been working closely with both the Joint Health and Safety Committee (JHSC) and the Union. Communication has also taken place with staff who regularly work at the Pittsburgh Branch. Public health has been contacted for support, however the staff who normally oversee radon have been temporarily diverted to assist with COVID-19.

Adjournment / Next Meeting

The next regular Board Meeting will be held at 4:30 PM, Wednesday, September 16, 2020. The location of the meeting will be determined at a later date.

There being no further business, it was moved by A. Revill to adjourn at 5:09 PM.

Signatures:

Monica Stewart, Chair

Amy Rundle, Recording Secretary

Monitoring Report to the Board

Executive Limitations L9: Communication and Counsel

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

Accordingly, the Chief Librarian may not:

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

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

- Financial Condition 2nd Quarter
- Statistical Report 2nd Quarter
- KFPL Vision 2020 – Status Report (January – June 2020)

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

On Monday July 13, 2020, the Ontario government announced that some areas of the province could enter Stage 3 of the province's reopening framework as of Friday, July 17th.

The Government of Ontario's document [A Framework for Reopening our Province: Stage 3](#) included information about expanding services offered in public libraries: "Libraries were permitted to resume limited on-site services in Stage 2. In addition to the services resumed in Stage 2, libraries may reopen for all on-site services, as long as materials that are circulated, returned or accessed within the library are disinfected or quarantined before being recirculated." KFPL had already been quarantining materials circulated through curbside pickup for 72 hours, and is continuing to do so. Ontario remains in Stage 3 as of September 8, 2020.

- 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 required by current Board practices.

- 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.

Date: September 8, 2020

Original signed copy on file

Laura Carter, CEO/Chief Librarian

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

Date	Meeting
June 16, 2020	Joint Health and Safety Committee Meeting
June 17, 2020	Central Branch Renovation Committee Meeting
June 29, 2020	Joint Health and Safety Committee Meeting
July 9, 2020	Canadian Urban Libraries Council (CULC) online AGM and presentation
July 29, 2020	Community Check-In, Facilitated by Rob Wood (Zoom)
August 17, 2020	R. Young, Acting President, Friends of the Library (telephone)
August 21, 2020	Joint Health and Safety Committee Meeting
August 27, 2020	S. Kanellos and L. MacDonald, City of Kingston FMCS
August 27, 2020	Orientation for new KFPL Board members
September 2, 2020	Friends of the Library Board Meeting (Zoom)

Incident Reports (September 2020 Board Agenda)

Incident #	Title	Branch	Date
2020-146	Alcohol - beer can left outside branch	CP	07/06/2020
2020-131	Alcohol - empty alcohol bottles left outside branch	IT	06/16/2020
2020-169	Assistance - patron throwing up in washroom	IT	08/15/2020
2020-130	Assistance - sleeping female in parking lot	CE	06/09/2020
2020-143	Assistance - sleeping in parking garage	CE	06/25/2020
2020-149	Assistance - sleeping man outside branch entrance	CP	07/10/2020
2020-158	Banning - banned patron asked to leave	CE	07/30/2020
2020-156	Banning - banned patron visits branch	IT	08/01/2020

Incident #	Title	Branch	Date
2020-157	Banning - patron notified of ban	CE	07/29/2020
2020-159	Banning - security asked to monitor possible banned patron	CE	07/30/2020
2020-160	Banning - banned patron visits branch	CE	08/04/2020
2020-153	Behaviour - altercation in the bathroom	CE	07/17/2020
2020-133	Behaviour - driving on sidewalk to front door	PI	06/18/2020
2020-179	Behaviour - trespassers on the roof	IT	09/05/2020
2020-147	Behaviour - urination in Central parking garage	CE	07/07/2020
2020-175	Drugs - bong and bikes in Central parking garage	CE	09/02/2020
2020-178	Drugs - pills found on floor	IT	09/05/2020
2020-177	Facilities - alarm not set	SL	09/03/2020
2020-173	Facilities - alarm not set	CL	09/01/2020
2020-170	Facilities - alarm not set	CL	08/18/2020
2020-163	Facilities - alarm not set	WI	08/11/2020
2020-142	Facilities - alarm not set	SL	06/25/2020
2020-138	Facilities - alarm not set	SL	06/23/2020
2020-134	Facilities - alarm not set	SL	06/18/2020
2020-152	Facilities - bat in the library	PI	07/17/2020
2020-150	Facilities - ceiling vent in washroom falls	SL	07/11/2020
2020-164	Facilities - cooling not working	IT	08/11/2020
2020-181	Facilities - damage to exterior outlet	IT	09/08/2020
2020-167	Facilities - elevator malfunctioning at Central	CE	08/13/2020

Incident #	Title	Branch	Date
2020-165	Facilities - exterior curbside pickup sign blown over	PI	08/11/2020
2020-141	Facilities - exterior light damaged	IT	06/25/2020
2020-140	Facilities - exterior power outlet cover damaged	IT	06/25/2020
2020-148	Facilities - external electrical outlet cover vandalized	CP	07/08/2020
2020-144	Facilities - front door hit child in head	PI	06/25/2020
2020-137	Facilities - front door unlocked and patron walks in	CE	06/23/2020
2020-172	Facilities - garbage left outside branch	CP	08/26/2020
2020-180	Facilities - human waste outside branch	PI	09/08/2020
2020-145	Facilities - human waste outside CP	CP	07/02/2020
2020-151	Facilities - missing sidewalk sticker	CP	07/17/2020
2020-168	Facilities - paintball residue on exterior windows	RH	08/14/2020
2020-155	Facilities - patron almost hit head on exterior emergency key box	IT	07/23/2020
2020-136	Facilities - patron enters Community Centre while closed	RH	06/19/2020
2020-161	Facilities - patron falls while avoiding construction near branch	SL	07/30/2020
2020-162	Facilities - patrons wandered in to RH while Centre closed	RH	08/10/2020
2020-135	Facilities - purse and clothing found outside branch	IT	06/18/2020
2020-132	Facilities - windows open in BIB room at Pittsburgh	PI	06/18/2020
2020-171	Theft - attempt to steal library materials	CE	08/24/2020



September 2020

Programming & Outreach

- ▶ Jake Miller hosted Metis **writer Jesse Thistle**, author of the bestselling [From the Ashes](#) at our **first major live program on Zoom**. Jesse's discussion of his writing and his personal story thoroughly **engaged 78 participants**.
- ▶ **Storytime Express** and **Meredith's MakerLab** were joined by **Art Hive, Baby & Me, Coder Dojo, French for Beginners, Grownup Storytime, Junior Book Club, Reading Buddies**, the **Rowdy & Ridiculous Read-Aloud, Summer Art Studios, Summer Reading BINGO, Words from the Wild** and the French programs **L'heure du conte** and **Espace Creation**. The Friends of the Library also sponsored several children's performers who joined us via YouTube or Zoom. Our live and recorded programs, from June 15 to September 2 were **attended by at least 4,611 people**.



- ▶ In August we partnered with the City at the **Love Kingston Marketplace** to offer **Stories in the Square** – our first in-person program in 5 months. The program was an immediate hit and was **extended through September**.
- ▶ Graeme Langdon has partnered with **Black Luck Collective** to bring **Eternity Martis**, journalist and author of the bestselling [They Said This Would Be Fun](#) to KFPL **via Zoom on October 7th**.
- ▶ Fall will also bring expanded live programming, including our new **Uke Can Do It!** ukulele workshops for kids. **Art of Illustration** will also move online. These programs launch in September and October, and children will be provided with ukuleles and art supplies when they register.

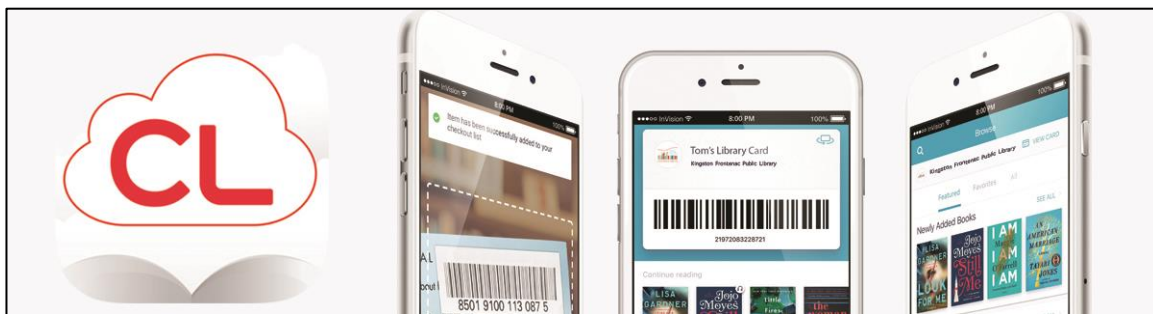
- ▶ Our **YouTube channel** became our programming hub, and between mid-March and September our **content has been viewed 17,299 times** and we've added 427 new subscribers.



- ▶ Kimberly met with Stephanie Sartor, Associate Superintendent of School Effectiveness and Assessment for the Limestone District Board of Education, to determine **how KFPL can best support staff and students during this unique school year**. We have also reached out to the Algonquin-Lakeshore Catholic District School Board.

Services and Collections

- ▶ In order to **support our patrons in their homes**, we **implemented a call center in early May** where staff would **respond to patron inquiries**. While we were monitoring email, we assisted those who preferred to speak to a person for reference questions, book recommendations, and reservation requests.
- ▶ We transitioned our e-book and e-audio collections to **cloudLibrary** in June 2020. **cloudLibrary** offers our patrons **over 100,000 titles** and **200,000 copies** through an Ontario consortium.



Report to the Board
Communication and Counsel

From: Laura Carter, Chief Librarian/CEO
Meeting Date: September 16, 2020
Subject: Monitoring Report: Performance Report 2020 - Second Quarter

The second quarter of 2020 performance report provides data on the following 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:

- All branches of the Library were closed as of March 16, 2020 to help prevent the spread of COVID-19. Curbside pickup started the week of June 1, 2020 at all 16 branches.
- The Arden Branch was closed October 9 – 29, 2019 for installation of flooring and shelving and to be painted.
- The Central Branch closed on November 26, 2016 for renovations and re-opened on March 23, 2019.
- The temporary Wellington Branch opened on November 23, 2016 and closed on December 14, 2018.
- The mobile library was in operation as of July 17, 2015 at Kingston Community Health Centre, and was moved to the Memorial Centre in November 2017. It was moved to its current location at the INVISTA Centre in mid-September 2019. The mobile library has been out of service since March 17, 2020 due to COVID-related closures.
- Hoopla borrows were lowered from 6 to 4 per month in May 2019.
- The Pop up library provided service after the closure of the Kingscourt Branch and before the opening of the Rideau Heights Branch and operated from September 18, 2017 to February 28, 2018. This category is also where books checked out at outreach events are reported.
- The Rideau Heights Branch opened on April 21, 2018.

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.

Fig. 1: Circulation – Q2	2017	2018	2019	2020
Arden	1,594	1,613	1,667	188
Calvin Park	69,789	73,682	62,179	5,901
Central			48,623	3,398
Cloyne	1,957	1,947	1,666	193
Hartington	1,984	1,735	2,139	224
Howe Island	735	956	704	141
Isabel Turner	93,889	87,082	86,138	6,822
Mountain Grove	1,105	677	696	105
Parham	849	684	836	138
Pittsburgh	19,787	21,095	17,927	2,177
Plevna	975	909	920	87
Rideau Heights		9,056	8,499	883
Sharbot Lake	3,087	2,802	2,707	295
Storrington	2,065	2,260	2,208	360
Sydenham	10,126	9,944	9,562	1,203
Wolfe Island	2,646	2,814	1,872	250
Mobile	91	122	151	
Virtual (renewals)	63,170	66,688	69,762	2,810
Telephone (renewals)	846	670	707	29
TOTAL	303,291	306,493	318,963	25,204

Figure 2: Circulation percentages - Q2

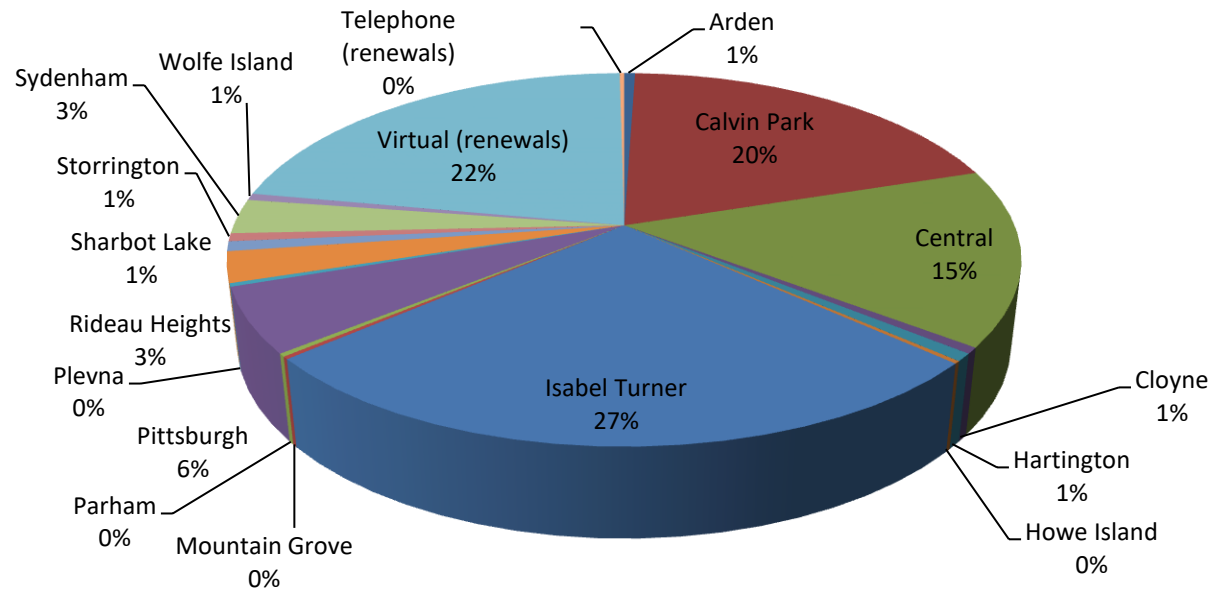


Figure 3 : Circulation-Q2-Frontenac

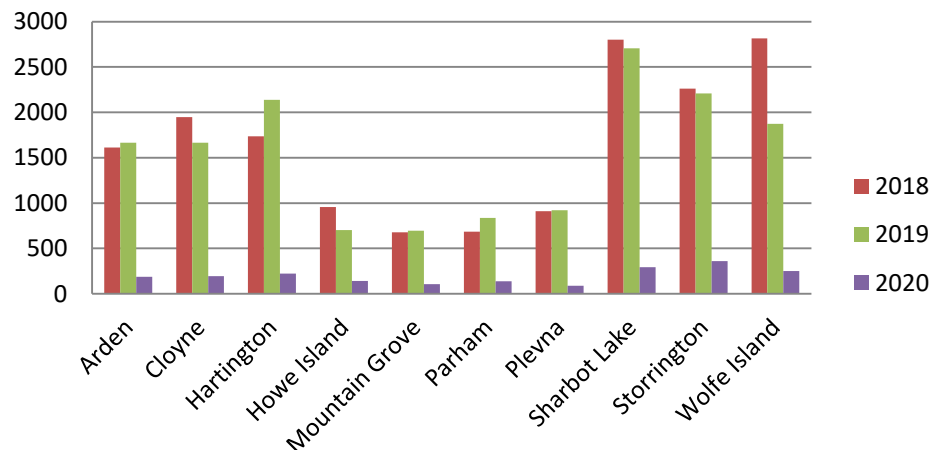


Figure 4: Circulation- Q2-Kingston and SY

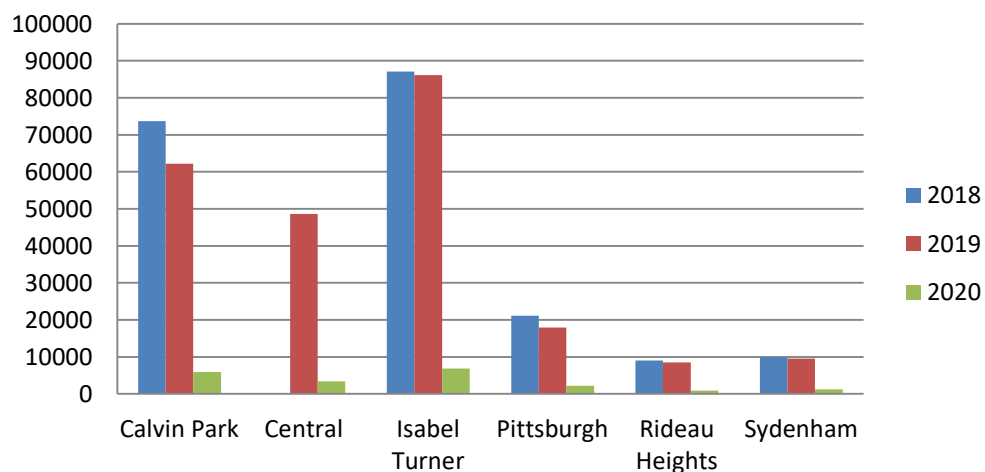


Figure 5: Circulation per capita – Q2	Population (2016)	Circulation	Circulation per capita
Township of North Frontenac	1,898	280	0.15
Township of Central Frontenac	4,373	726	0.17
Township of South Frontenac	18,646	1,787	0.10
Township of Frontenac Islands	1,760	391	0.22
City of Kingston	123,798	19,181	0.15

2. Patron Queries

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

Figure 6: Patron queries – Q2	2017	2018	2019	2020
Arden	464	463	355	-
Calvin Park	9,784	4,571	2,624	-
Central	-	-	8,065	-
Cloyne	472	469	427	-
Hartington	1048	448	536	-
Howe Island	70	75	286	-
Isabel Turner	9,005	5,944	7,382	-
Mountain Grove	169	142	125	-
Parham	312	258	617	-
Pittsburgh	3,090	2,350	1,445	-
Plevna	295	325	272	-
Rideau Heights	-	1,398	1,913	-
Sharbot Lake	475	499	634	-
Storrington	408	168	58	-
Sydenham	1,703	912	703	-
Wolfe Island	305	330	1,102	-
Mobile Library	14	-	-	-
Virtual***	1,322	1,527	1,559	3,504
TOTAL	33,969	22,196	28,103	3,504

***All patron queries for Q2 are being reported as "Virtual." Staff were answering phones from home or from a designated location. Patrons were directed to call/email with all queries instead of asking when picking up reservations.

3. Internet and WIFI use

Internet use statistics are the number of sessions initiated on KFPL's public access computers and express stations (use of the online public access catalogues (OPAC) and research stations are not included).

Figure 7: Internet bookings/Express-Q2	2017	2018	2019	2020
Arden	128	70	71	-
Calvin Park	6,826	6,351	5,379	-
Central			3,548	-
Cloyne	89	101	58	-
Hartington	82	68	25	-
Howe Island	5	0	9	-
Isabel Turner	7,662	6,873	6,207	-
Mountain Grove	88	70	35	-
Parham	28	20	15	-
Pittsburgh	439	625	410	-
Plevna	87	74	41	-
Rideau Heights		538	883	-
Sharbot Lake	242	130	193	-
Storrington	58	15	6	-
Sydenham	450	499	353	-
Wolfe Island	219	190	143	-
TOTAL	18,247	16,962	17,376	-

Figure 8: Wireless – Q2	2017	2018	2019	2020
Arden	308	353	204	181
Calvin Park	4,531	4,129	3,488	585
Central			8,004	492
Cloyne	513	520	538	263
Hartington	105	75	111	74
Howe Island	23	49	41	24
Isabel Turner	8,506	8,579	6,448	215
Mountain Grove	83	26	126	27
Parham	19	22	14	25

Figure 8: Wireless – Q2	2017	2018	2019	2020
Pittsburgh	301	386	373	17
Plevna	302	239	260	264
Rideau Heights		590	394	195
Sharbot Lake	262	405	389	243
Storrington	118	88	86	19
Sydenham	670	520	402	62
Wolfe Island	185	216	182	157
TOTAL	17,383	17,744	21,060	2,843

4. E-Services and Social Media

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 RB Digital (magazines). Online databases include Ancestry (library edition), Mango Language Learning, Press Reader, Novelist (reader advisory) and other products.

Figure 9: E-services – Q2	2017	2018	2019	2020
Hoopla	2,365	3,099	3,852	5,197
Lynda.com				
Users	248	380	291	450
Certificates completed	119	73	101	603
Overdrive/cloudLibrary				
E-books	21,729	25,324	31,533	47,847
E-audiobooks	6,516	8,580	12,542	15,709
Videos	43	21	30	57
RB Digital	3,101	2,425	5,469	7,851
Online database use*	12,145	49,143	37,048	31,411
Website visits	201,902	276,747	281,711	179,881
TOTAL	248,276	365,874	372,476	289,006

**Online database use includes PressReader, which has changed the way it reports its statistics. Connections rather than article views are reported starting Q2 2020.*

Figure 10: Social Media – Q2	2017	2018	2019	2020
Facebook				
Posts	81	65	82	133
View	2,726	1,246	3,279	3,268
Engaged	2,643	3,206	4,463	8,589
Likes		2,981	3,357	3,946
Twitter	271			
Tweets	617	173	162	261
Engagement	236	440	537	1,012
Mentions	3,290	372	653	276
Likes		3,403	2,560	3,680
Instagram	16			
Posts	388	73	39	46
Engagement (Likes, Comments)	151	1,558	1,105	1,178
Views of video	202	170	226	455
Followers	81	604	1,158	122
YouTube				
Posts (public-facing)	0	1	3	109
Views	**590	171	320	9914
Subscribers	n/a	n/a	n/a	231

***KFPL's YouTube channel was used for an internal training program in 2017. Views were primarily by staff.*

5. Programming

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

Figure 11: Total sessions/events – Q2	2017	2018	2019	2020
Children's and Family	233	227	275	41
Teen	28	31	30	4
Adult	154	167	105	11
Mixed/all ages	4	5	216	0
Outreach	89	43	42	0
TOTAL	511	473	258	56

Figure 12: Program attendance – Q2	2017	2018	2019	2020
Children and Family	6,575	6,609		102
Teen	572	317		3
Adult	956	604		188
Mixed/all ages	335	1,027		1,939
Outreach	5,161	2,101		0
TOTAL	13,599	10,658	12,592	2,232

6. Meeting Room Bookings

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

Figure 13: Meeting Room Bookings – Q2	2017	2018	2019	2020
Calvin Park	85	122	61	-
Central Meeting Room 1			25	-
Central Meeting Room 2			29	-
Central Meeting Room 3			11	-
Central Meeting Room 2			4	-
Isabel Turner A	55	50	27	-
Isabel Turner B	37	40	12	-
Isabel Turner Cataraqui	35	37	17	-
Isabel Turner Gates Training	16	30	2	-
TOTAL	228	279	188	-

Figure 14: Meeting Room Bookings – Q2	2017	2018	2019	2020
City of Kingston	20	29	27	-
Book Club	13	65	7	-
Education	69	47	56	-
Government	12	12	11	-
In house	6		4	-
Private	1	5	0	-
Private Cultural	104	118	81	-
Read For Fun	3	3	2	-
TOTAL	228	279	188	-

7. Total Uses

Fig. 15 : Total uses-Q2	Patron queries	Internet	Wireless	Circulation	Program Attendance	E-services	Total
Arden	-	-	181	188	-	-	369
Calvin Park	-	-	585	5,901	-	-	6,486
Central	-	-	492	3,398	-	-	3,890
Cloyne	-	-	263	193	-	-	456
Hartington	-	-	74	224	-	-	298
Howe Island	-	-	24	141	-	-	165
Isabel Turner	-	-	215	6,822	-	-	7,037
Mountain Grove	-	-	27	105	-	-	132
Parham	-	-	25	138	-	-	163
Pittsburgh	-	-	17	2,177	-	-	2,194
Plevna	-	-	264	87	-	-	351
Rideau Heights	-	-	195	883	-	-	1,078
Sharbot Lake	-	-	243	295	-	-	538
Storrington	-	-	19	360	-	-	379
Sydenham	-	-	62	1,203	-	-	1,265
Wolfe Island	-	-	157	250	-	-	407
Mobile	-	0	0	0	-	-	-
System-wide	3,504	0	0	2,839	2,232	456,321	464,603
TOTAL	3,504	-	2,843	25,204	2,232	456,321	489,811

Monitoring Report to the Board

Executive Limitations Policy L-5: Financial Condition: Second 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 June 30, 2020 shows that operating expenses were at 43% and revenues were at 48%. Both variances are below budget and the Provincial Subsidy has not been received.

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

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

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

Evidence: The budget variance report to June 30, 2020 shows that operating expenses were at 43% and revenues were at 48%. Both variances are below budget and the Provincial Subsidy has not been received.

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

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

Compliance will be demonstrated when:

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

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

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

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 accounts payable functions. There is no inter-fund shifting by Kingston Frontenac Public Library staff.

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

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

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

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

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

Compliance will be demonstrated when:

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

Evidence:

- a) The City of Kingston administers the payroll and accounts payable functions and submits source deductions and tax instalments on behalf of the Kingston Frontenac Public Library employees.
- b) \$13.18 has been assessed for late payments.
- c) The Library's charitable return was completed by the auditor, KPMG, submitted by mail on June 25, 2020 and received by the Canada Revenue Agency on July 2, 2020. Receipt of the return was received on September 8, 2020 (dated August 31, 2020). The return is usually due at the end of June, but the deadline was extended to December 31, 2020 this year.

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 City Council.

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

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

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

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

Evidence: The budget variance report to June 30, 2020 has been provided to the Library Board at the September 16, 2020 meeting.

I report compliance.

I hereby present my monitoring report on Executive Limitation Policy L-5, Financial Condition: 2nd Quarter 2020. I certify that the information contained in this report is true.

Signed: Original signed copy on file

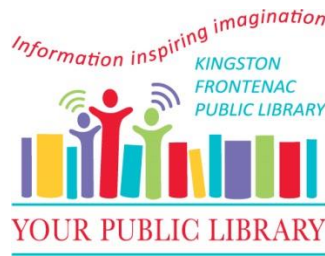
Laura Carter, CEO/Chief Librarian

Date: September 8, 2020

Kingston Frontenac Public Library

Budget Variance Report Second Quarter 2020

Description	Actuals 2020	Budget 2020	Variance \$	Actuals to Budget %	Actuals 2019	Actuals to Budget %
EXPENSES						
Salaries and wages	1,370,187	3,111,027	-1,740,840	44%	1,459,105	48%
Part-Time Wages	430,702	1,089,777	-659,075	40%	516,851	48%
Pages Part-Time Wages	90,690	301,526	-210,836	30%	129,025	40%
Overtime	8,569	30,781	-22,212	28%	13,095	45%
Payroll benefits	564,846	1,397,767	-832,921	40%	636,078	47%
Retirees benefits	32,403	50,589	-18,186	64%	13,075	30%
WSIB	0	300	-300	0%	161	54%
Total Staff Costs	2,497,398	5,981,767	-3,484,369	42%	2,767,390	47%
Adult popular mat'l's	160,059	417,630	-257,571	38%	228,146	55%
Child/youth pop mat'l's	57,855	173,300	-115,445	33%	93,085	54%
Electronic resources	68,728	137,800	-69,072	50%	53,131	41%
Serials	40,706	41,000	-294	99%	39,595	98%
Collection databases	98,554	120,500	-21,946	82%	98,181	85%
Total Material	425,902	890,230	-464,328	48%	512,138	58%
Office Supplies	26,211	60,000	-33,789	44%	25,858	43%
Computer Supplies	4,128	5,000	-872	83%	1,514	30%
Vehicle repairs & maintenance	748	5,000	-4,252	15%	3,499	57%
Vehicle fuels and lubricants	1,902	9,400	-7,498	20%	3,599	39%
Computer Equipment	6,384	70,000	-63,616	9%	41,157	59%
Software	5,714	9,000	-3,286	63%	6,016	67%
Furniture and fixtures	13,084	14,250	-1,166	92%	18,722	115%
Advertising	5,654	9,000	-3,346	63%	4,459	50%
Telephones/Cell Phones	11,009	34,218	-23,209	32%	14,219	38%
Internet Connectivity	15,307	45,467	-30,160	34%	17,029	37%
Fees, subscription, membership	9,551	10,450	-899	91%	9,698	90%
Mileage	870	12,500	-11,630	7%	4,013	32%
Education and training	15,569	40,600	-25,031	38%	17,655	43%
Misc Expense	4,601	9,500	-4,899	48%	27,054	271%
Delivery, postage & shipping	1,162	10,000	-8,838	12%	1,967	20%
Cash over (short)	60	0	0	0%	- 131	0%
Professional services	4,965	26,000	-21,035	19%	6,214	24%
Contracted services - system wide	172,167	278,073	-105,906	62%	170,857	63%
Programs	9,495	24,000	-14,506	40%	18,962	79%
Equipment rentals	3,874	13,550	-9,676	29%	6,868	53%
Interest & Service Charges	699	2,500	-1,801	28%	801	32%
Allocated Insurance	10,175	20,000	-9,825	51%	8,370	42%
Total System-Wide	323,330	708,508	-385,178	46%	408,400	58%
Facilities						
Protective Clothing	1,204	2,000	-796	60%	1,288	64%
Cleaning supplies	7,424	21,200	-13,776	35%	9,621	53%
Tools & Equipment	1,827	4,335	-2,508	42%	1,385	32%
Furniture and equipment	0	6,425	-6,425	0%	3,069	31%
Repairs & maintenance	1,714	13,350	-11,636	13%	3,007	24%
Water and Sewer	4,318	14,450	-10,132	30%	5,361	37%
Natural Gas	28,527	58,700	-30,173	49%	26,697	52%
Electricity	80,923	213,850	-132,927	38%	100,814	48%
Contracted Services	61,649	157,357	-95,708	39%	59,699	38%
Total Facilities	187,587	491,667	-304,080	38%	210,940	44%
Total Expenditures	3,434,216	8,072,172	-4,637,956	43%	3,898,868	49%
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%	- 11,366	36%
Fines/Damages	-14,739	-94,360	79,621	16%	- 35,520	36%
Non-Resident Fees	-2,144	-9,443	7,299	23%	- 4,119	44%
Facility Rentals	-8,507	-56,000	47,493	15%	- 7,715	15%
Investment & bank interest	-6,754	-3,500	-3,254	193%	-	0%
Donations	-54,525	-7,000	-47,525	779%	- 121,261	1732%
Expenditure Recovery	-13,726	-40,000	26,274	34%	- 25,191	63%
Miscellaneous Revenue exempt	-1,191	-10,000	8,809	12%	- 23,888	239%
County of Frontenac	-431,744	-863,489	431,745	50%	- 354,284	42%
City of Kingston	-3,315,791	-6,631,582	3,315,791	50%	- 3,254,806	50%
Total Revenue	-3,863,990	-8,072,172	4,208,182	48%	- 3,838,149	48%
Net	-429,774	0	-429,774		60,719	



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

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.

The COVID-19 pandemic and library closure drove innovation at KFPL as staff worked to connect our patrons and the broader community with library services.

After registering patrons via email and social media requests in the first weeks of our mandated closure, we launched an online registration form that provided patrons with a barcode and PIN for immediate access to our digital collections.

cloudLibrary was launched weeks ahead of schedule to expand patron access to e-books and e-audiobooks. The full transition from OverDrive to cloudLibrary was delayed by a month to allow more time for people to learn how to use the new service. We also connected patrons with other digital resources that opened up their licensing to permit at-home access including Ancestry Library Edition and Tumblebooks.

KFPL's Systems team developed an application that allows staff to answer the library's phone lines through their computers, restoring our ability to serve people by telephone during the closure. Questions to our Ask A Librarian email service also multiplied.

The Library's social media channels saw a significant jump in usage as our community looked for the latest information on Library hours and service levels.

The Programming and Outreach team transitioned rapidly to a virtual programming format to help keep families engaged, launching new YouTube-based programming

and a subscription-based Storytime Express by email the week of April 20. Our programming expanded in mid-June to include live programming on Zoom. By the end of June, our YouTube channel had grown from 30 to 225 subscribers and our video content had 10,463 views.

A.2 Segment the market for our services.

The implementation of targeted e-blasts was postponed due to the pandemic. We are exploring new tools that will allow us to offer targeted marketing by the end of Q4.

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

Curbside pickup of library materials launched at all 16 KFPL branches during the week of June 1st.

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

We transitioned our e-book and e-audio collections to cloudLibrary in June 2020. cloudLibrary offers our patrons over 100,000 titles and 200,000 copies through an Ontario consortium.

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

KFPL is partnering with the Limestone District School Board to offer a service point in the Kingston Secondary School. Community consultation in the form of a survey will occur before the products are ordered for the service point. It is anticipated that access to materials through a DVD vending machine, mobile library and lockers (reserve materials) will be offered. The school is opening has been delayed to early 2021.

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 Friends of the Library Create Space opened at the Central Branch in January 2020, providing access to sewing machines, Cricut makers, photo scanning and video transfer during regular weekly hours at Central.

Weekly Art Hive programs connected makers with our various tech and equipment, allowing patrons to create vinyl decals for a pickup truck window, extra plastic coins for a child's Fisher Price cash register, a Halloween costume, digital copies of family movies, and more.

With the pandemic, the Create Space closed along with the Branch, and Art Hive programs moved online in Q2 2020.

Partnerships were developed with the Tone Deaf Festival, the Kingston Canadian Film Festival and Queen's Ignite research series to attract new audiences to the Central Branch in late 2019 and Q1 2020.

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

KFPL is working with the City of Kingston's Facility Management and Construction Services (FMCS) to move forward on the expansion and renovation of the Pittsburgh Branch. Although the project is postponed, we are continuing to work with the City to prepare the site in relation to the development of the Third Crossing and the Highway 15 expansion.

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.

In 2019, KFPL partnered with the City of Kingston on several RFPs for standard services in order to access economy-of-scale pricing with minimal staff time. Service contracts for entrance mats, snow removal, elevator inspections and fire safety systems are recent examples. This practice continued in 2020 with service contracts for security, HVAC maintenance, boiler maintenance and pest control added. The City's procurement team now sends notices of all service agreements to KFPL's Manager, Facilities so that the Library may join when it is reasonable or advantageous to do so.

A new service desk has been ordered for Arden. The branch also needs a new study table and new desk for the public computers, but the plan is being revised to allow COVID to be taken into consideration.

A new Building Automated System (BAS) was installed at the Calvin Park branch in order to manage assets remotely, and to bring the system into the City's network of buildings. This will enable the City of Kingston to better meet their targets for the reduction of Green House Gas Emissions, and will save the Library money in the future in both operation costs and future capital costs on equipment.

The existing BAS at Isabel Turner branch was updated so that it is also on the City network. Previously, the BAS was only available on site.

During the pandemic shutdown, the management team coordinated with the municipal partners on reopening plans in preparation for phased reopenings of libraries in KFPL system. This included a comprehensive return to work plan for staff, incorporating all requirements from the health unit and the associated government agencies, an increased high touch area cleaning plan, increased ventilation plans to protect against airborne viruses and a physical distancing plan for each venue to protect both patrons and staff.

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.

Brain Storm, a new speaker's series in partnership with Queen's University, launched in Q1 2020. The series featured monthly talks on issues ranging from dementia to learning disabilities to mental health. The McDonald Institute continued to host their Ignite series at Central in Q1.

KFPL joined other community services, agencies and businesses in weekly Zoom meetings through the early months of the pandemic. We were represented in the City during Mayor Bryan Paterson's community check-ins and in the County during Richard Allen's economic development check-ins. KFPL supported the Mayor's group by developing a virtual archive of minutes, documents and other records from those conversations.

The Marketing plan recommends fostering partnerships to coordinate marketing efforts. We will be pursuing this in Q4 2020 and Q1 2021.

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.

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.

The organizational design was reviewed 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 is updating the training and was planning to deliver the training to new staff in early 2020, followed by a refresher for all staff later in the

year. In light of COVID-19, staff are working on an alternative model of delivery for 2021.

Beginning in 2016, Branch Operations and Programming & Outreach staff have taken part in biweekly technology training exercises which resulted in increased technology competency among staff. We are currently redeveloping this training to include other aspects of library service. When KFPL closed to the public in March, staff continued to work on this training. They also had the opportunity to gain knowledge in other areas related to Indigenous people, homelessness and the Science of Well-being.

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

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

New checkout machines have arrived for the Pittsburgh and Sydenham branch and will be installed in September.

Hotspots and Chromebooks have been purchased for circulation to our patrons. Hotspots should be available to the public in September.

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

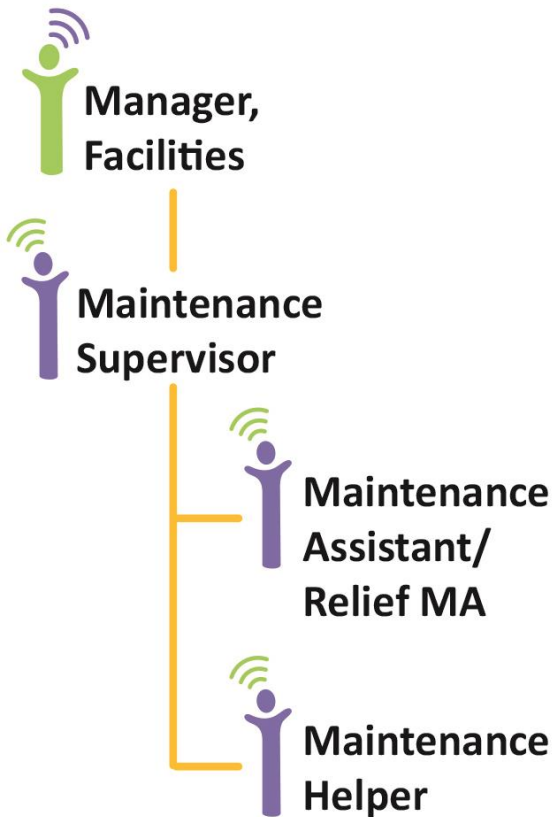
D. 6 Develop performance measures and improved approaches to planning and evaluating our services to ensure that we are all well positioned to identify and respond to community needs, either alone or collaborating with other organizations; to make the best use of available resources; and to communicate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

BOARD DEVELOPMENT . Orientation 2020

Department Overview

Facilities





Manager, Facilities

Andrew Morton

Maintenance Supervisor

Matthew MacArthur

Maintenance Assistants

4 Full-time (40 hours/week)

4 Part-Time (24 hours/week)

1 Part-Time (16 hours/week)

4 Relief (as-needed basis)

Maintenance Helper

1 Part-Time (20 hours/week)

Planning & Oversight

- ➔ Budget for future repair/replacement of building systems as they age/fail.
- ➔ Review contracts to ensure highest quality is received for the best value of money.
- ➔ Ensure all legal obligations are met including permitting, heritage approvals, public engagement and building/fire codes.

Safety

- ➔ Address safety and risk management concerns for all staff and library users.
- ➔ Ensure that KFPL conforms to the minimum legal building safety standards.

Preventative Maintenance

- ➔ Initiate a plan for preventative maintenance of vehicles, equipment and structures to maximize the life-span.
- ➔ Keep an inventory of KFPL owned equipment.
- ➔ Monitor work being performed.

Daily Work

- ➔ Janitorial maintenance
- ➔ Grounds maintenance
- ➔ Deficiency repairs – work orders
- ➔ Safety and security
- ➔ Logistics – event and meeting room set-up

Inter-Branch Courier

Makes **67 stops** and travels about **650km** each week.

- ➔ Picks up and delivers library materials to all branches.
- ➔ Takes outgoing KFPL mail to a Canada Post facility.
- ➔ Retrieves cash from branches and delivers to KFPL Administration.
- ➔ Performs other maintenance tasks as required at all branches
- ➔ Vehicle maintenance scheduled as directed by the Maintenance Supervisor.

Moves **80 totes** a day – **20,000** each year.



Janitorial Maintenance

- ➔ Sweeping and vacuuming
- ➔ Mopping and floor machines
- ➔ Cleaning/sanitizing high contact areas
- ➔ Washroom maintenance
- ➔ Cleaning table tops, chairs and glazing



Grounds Maintenance

- ➔ Outdoor furniture and bike rack maintenance
- ➔ Snow removal, salt, sand
- ➔ Winterizing of seasonal taps
- ➔ Flowers and beds
- ➔ Litter pickup



Deficiency Repairs

- ➔ A work order system is used to assign repair work/tasks to the Maintenance Team.
- ➔ Any KFPL staff member can initiate a repair request online – opening lines of communication.
- ➔ Over 1000 work orders initiated each year.

Safety & Security

- ➔ Responsible for maintaining door locks, key distribution and pass code systems for KFPL.
- ➔ Deal with door hardware and access concerns.
- ➔ Address requests for security camera footage as per the KFPL policy.
- ➔ Coordinating with external security companies as required to provide a physical security presence at the library.
- ➔ Participate in meetings to represent the Library on safety matters.

Logistics

Provides assistance with:

- ➔ Meeting room setups
- ➔ KFPL event setup, such as KingCon
- ➔ Electronic equipment setups for meetings
- ➔ Digital equipment training to public



Highlights

- ➔ A **15-year capital work plan** accurately depicts future requirements.
- ➔ **Completed** renovation on the **Central Branch**.
- ➔ Worked as a team to resolve facility issues and **improved internal communication and customer service**.
- ➔ Consistently **provided reasonable justification** for fees associated with **contracted services and supplies**.

Highlights

- ➔ **Updated janitorial practices to raise standards and increase efficiency.**
- ➔ Coordinated the Site Works for the upcoming **Pittsburgh Branch** renovation with the City of Kingston.
- ➔ Implemented a back to work plan for Maintenance Staff in advance of other staff, in order to **provide a safe workplace** for returning employees **during the COVID outbreak.**

Challenges

- ➔ **Aging infrastructure** at Isabel Turner and Pittsburgh.
- ➔ **Libraries are designed for typical library functions, not Maintenance Division functions** – lack of space for maintenance work/activities.
- ➔ **Financial and capacity constraints** to complete all the work in a timely manner.
- ➔ **Heritage buildings** require extra care to ensure they are preserved.

Challenges

- ➔ Small staff compliment with **many spread out facilities.**
- ➔ **Extra non-core projects** pull maintenance staff from core work.
- ➔ **Ensuring standards are maintained at a consistent level** through the 4 Townships and urban branches, especially with contracted cleaners.

COVID-19

- ➔ **Increased cleaning of high touch items** (*per the Health Unit recommendations*) in addition to the performance of regular cleaning/maintenance duties.
- ➔ 3 month library closure put Division in catch up mode.
- ➔ **New logistical duties** in regards to safety of patrons and staff, ensuring all **distancing requirements** in facilities are present, and **PPE** is available (*sourcing appropriate PPE is an ongoing challenge*).



Opportunities

New technology has helped the division including:

- ➔ **event and facilities booking software** - easier to perform logistic setups in meeting rooms.
- ➔ **door swipe cards** have reduced key requests and centralized security work - **making facilities safer.**
- ➔ **camera system** keeps property, patrons and staff safer.
- ➔ **BAS integrated system** allows remote monitoring and altering of building mechanical systems.

Opportunities

Leveraging **City of Kingston resources** to access services at a reduced rate:

- ➔ KFPL can **opt into agreements negotiated by the COK** for contracted services such as snow removal, HVAC maintenance, fire/emergency safety systems inspections, alarm system monitoring, elevator maintenance and repairs, pest control services, etc.
- ➔ **Facility Management & Construction Services has increased involvement** in larger complicated projects such as Pittsburgh Library Site Servicing (1.5 million), Bishop's House Lintel and Windows (450K), and other large upcoming projects.

Questions?



KFPL YEARLY BOARD SELF-EVALUATION (distributed June 2018)

	Always	Usually	Rarely	Never	Comments (if there is not enough room continue comments on back)
1. The Board will govern with a style that emphasizes: a. outward vision (rather than internal preoccupation) b. tolerance of diversity in viewpoints c. strategic leadership (rather than administrative detail) d. clear distinction of Board and Chief Librarian roles e. collective decisions (rather than individual decisions) f. future orientation (rather than past or present) g. proactivity (rather than reactivity).					
2. Operates in all ways mindful of its civic trusteeship obligation to the people of the City of Kingston and the four Townships of Frontenac. No Board officer, committee or member will hinder this commitment.					
3. Operates in all ways within the principles of Intellectual Freedom.					
4. Directs, controls and inspires the library through the careful establishment of broad organizational policies (Ends) reflecting the Board's values and perspectives.					
5. Ensures the continuity of governance capability through orientation of new members to, and periodic (evaluation) discussion of, the Board's governance process.					
6. Cultivates a sense of group responsibility by using the experience and talents of individual Board members to enhance the ability of the Board as a body.					
7. Monitors and discusses the Board's process and performance regularly. Self-monitoring will include comparison of Board activity and discipline to policies in the Governance Process and Board-Staff Relationship categories.					
8. Enforces the necessary discipline to govern with excellence. Such discipline will apply to: a. policy making principles b. respective roles c. speaking with one voice d. rules of order e. attendance					
9. To accomplish its jobs with a governance style consistent with Board policies, the Board follows an agenda which (a) completes a re-exploration of ends policies and (b) continually improves its performance through Board education and enriched input and deliberation.					
10. Costs will be prudently incurred, though not at the expense of the development and maintenance of superior capability.					

Kingston Frontenac Public Library

Meeting Evaluation form for regular Board Meeting (May 2018)

Please rate the items below on a scale of 1 to 5 where 1 means "I completely disagree" and 5 means "I completely agree"

Score

I received the meeting materials in enough time to review them before the meeting. 1 2 3 4 5

Comments:

The pre-meeting package included everything I needed to prepare for the meeting. 1 2 3 4 5

Comments:

I had adequate opportunity to add items to the agenda. 1 2 3 4 5

Comments:

I had adequate opportunity to ask questions about the minutes. 1 2 3 4 5

Comments:

I had adequate opportunity to ask questions about the issues raised in the Business Arising portion of the agenda. 1 2 3 4 5

Comments:

I had adequate opportunity to ask questions about the monitoring reports included in the package. 1 2 3 4 5

Comments:

I had adequate opportunity to contribute to discussion about governance issues. 1 2 3 4 5

Comments:

The Chair ensured that all Board Members had a chance to voice their views. 1 2 3 4 5

Comments:

I learned something new or different about our library system or about the library sector. 1 2 3 4 5

Comments:

I feel this meeting was an effective use of my volunteer time. 1 2 3 4 5

Comments:

Kingston Frontenac Public Library
Annual Workplan 2020
 Board Term Year 2

January 15, 2020 – Regular Meeting 2020-01	
Ownership Linkages	<ul style="list-style-type: none"> • Discuss Workplan for the year, including Ownership Linkages
Board Education	<ul style="list-style-type: none"> • Carver Governance – online training – Ends module
Governance Process	<ul style="list-style-type: none"> • Election of Officers • Strategic Planning – Overview of <i>Vision 2020</i> process
Items Requiring Action	<ul style="list-style-type: none"> • Set Kilometre Rate
Monitoring CEO and Self-Evaluation	<ul style="list-style-type: none"> • Communication and Counsel • Emergency Executive Succession • KFPL Vision 2020 – Action Plans 2020 (<i>deferred to February 2020</i>)
Discussion/Exploration	<ul style="list-style-type: none"> • Discourse on the development of a land acknowledgement statement

CANCELLED - January 29, 2020 – C.O.W. Meeting 2020-01	
Policy Review	<u>Policy Review:</u> <ul style="list-style-type: none"> • Executive Limitations (L1-L10) (<i>deferred to September 2020</i>) • Collection Development • Community Engagement (<i>brought forward from May 2019</i>) • Internet Access (Public) • KFPL Employee Online and Social Media (<i>brought forward from May 2019</i>) • Public Use of KFPL Online Forums and Social Media (<i>brought forward from May 2019</i>) • KFPL Board Constitution and By-Laws

February 19, 2020 – Regular Meeting 2020-02	
Ownership Linkages	<ul style="list-style-type: none"> • Friends of the Library – 2019 Highlights and Accomplishments
Board Education	<ul style="list-style-type: none"> • OLA SuperConference – report from attendees

February 19, 2020 – Regular Meeting 2020-02	
Governance Process	<ul style="list-style-type: none"> • Strategic Planning – 2021 and beyond
Items Requiring Action	<u>Policy Review and Approval:</u> <ul style="list-style-type: none"> • Executive Limitations (L1-L10) (<i>deferred to September 2020</i>) • Collection Development • Community Engagement (<i>brought forward from May 2019</i>) • Internet Access (Public) • KFPL Employee Online and Social Media (<i>brought forward from May 2019</i>) • Public Use of KFPL Online Forums and Social Media (<i>brought forward from May 2019</i>) • KFPL Board Constitution and By-Laws
CEO Information Reports	<ul style="list-style-type: none"> • Statistical Report (4th Quarter 2019)
Monitoring CEO and Self-Evaluation	<ul style="list-style-type: none"> • Communication and Counsel • Staff Relations and Volunteers • Financial Condition (Year End 2019) • KFPL Vision 2020 – Action Plans 2020 (<i>brought forward from November 2019</i>)
Discussion/Exploration	<ul style="list-style-type: none"> • Patron Code of Conduct – overview of progress to date, discussion on revisions to Code • Report on Requests for Reconsideration of Library Materials in 2019

CANCELLED - March 18, 2020 – Regular Meeting 2020-03	
Ownership Linkages	<ul style="list-style-type: none"> • Kingston's Workforce Development & In-migration Strategy
Board Education	<ul style="list-style-type: none"> • Carver Governance – online training – Policy Sizes and Interpretation module
Governance Process	<ul style="list-style-type: none"> • Strategic Planning – 2021 and beyond
Monitoring CEO and Self-Evaluation	<ul style="list-style-type: none"> • Communication and Counsel • Annual Report • Truth and Reconciliation Report (Manager, Programming and Outreach) (<i>deferred to April 2020</i>)
Discussion/Exploration	<ul style="list-style-type: none"> • Discussion of Kingston's Workforce Development & In-migration Strategy

April 15, 2020 – Regular Meeting 2020-04	
Ownership Linkages	<ul style="list-style-type: none"> • See Board Education
Board Education	<ul style="list-style-type: none"> • Presentation by Georgina Riel, Riel Cultural Consulting (<i>deferred to later date</i>) • Carver Governance – online training – Policy Sizes and Interpretation module (<i>deferred to Fall 2020</i>)
Governance Process	<ul style="list-style-type: none"> • Strategic Planning – 2021 and beyond
Monitoring CEO and Self-Evaluation	<ul style="list-style-type: none"> • Communication and Counsel • Annual Report • Director / Manager Report (Manager, Programming and Outreach) (<i>deferred to May 2020</i>) • Truth and Reconciliation Report (Manager, Programming and Outreach) (<i>deferred to May 2020</i>) • Financial Condition (1st Quarter 2020) • Treatment of Public
Discussion/Exploration	<ul style="list-style-type: none"> • Next steps for developing Ownership Linkages with Indigenous peoples (<i>deferred to May 2020</i>)

CANCELLED - April 29, 2020 – C.O.W. Meeting 2020-02	
Policy Review	<p><u>Policy Review:</u></p> <ul style="list-style-type: none"> • Occupational Health and Safety • Workplace Harassment • Workplace Violence Prevention <p><u>Board Education:</u></p> <ul style="list-style-type: none"> • Carver Governance – online training – Board Evaluation and Improvement module • Discussion of Board Self-Evaluation Form

May 20, 2020 – Regular Meeting 2020-05	
Ownership Linkages	<ul style="list-style-type: none"> • None this month
Board Education	<ul style="list-style-type: none"> • Carver Governance – online training – Board Holism and Delegation, Empowerment Through Limitations and Monitoring modules (<i>deferred to Fall 2020</i>)
Governance Process	<ul style="list-style-type: none"> • Strategic Planning – 2021 and beyond

May 20, 2020 – Regular Meeting 2020-05	
	<ul style="list-style-type: none"> • Board Self-Evaluation Form – approval (<i>deferred to September 2020</i>)
Items Requiring Action	<u>Policy Approval:</u> <ul style="list-style-type: none"> • Occupational Health and Safety (<i>deferred to October 2020</i>) • Workplace Harassment (<i>deferred to October 2020</i>) • Workplace Violence Prevention (<i>deferred to October 2020</i>)
CEO Information Reports	<ul style="list-style-type: none"> • Statistical Report (1st Quarter 2020)
Monitoring CEO and Self-Evaluation	<ul style="list-style-type: none"> • Communication and Counsel • Staff Relations and Volunteers • Asset Protection: Audit • Audit Approval Consent • Truth and Reconciliation Report (Manager, Programming and Outreach) (<i>brought forward from March 2020</i>) • Director / Manager Report (Manager, Programming and Outreach) (<i>brought forward from April 2020</i>)
Discussion/Exploration	<ul style="list-style-type: none"> • Next steps for developing Ownership Linkages with Indigenous peoples (<i>brought forward from April 2020</i>)

June 17, 2020 – Regular Meeting 2020-06	
Ownership Linkages	<ul style="list-style-type: none"> • None this month
Board Education	<ul style="list-style-type: none"> • Presentation by the Children's Services Librarian (<i>deferred to October 2020</i>)
Governance Process	<ul style="list-style-type: none"> • Strategic Planning – 2021 and beyond
Monitoring CEO and Self-Evaluation	<ul style="list-style-type: none"> • Communication and Counsel • Director / Manager Report (Manager, Facilities) (<i>deferred to September 2020</i>) • Access to Facilities and Maintenance
Discussion/Exploration	<ul style="list-style-type: none"> • Board meeting frequency and schedule (<i>deferred to September 2020</i>)

September 16, 2020 – Regular Meeting 2020-07	
Ownership Linkages	<ul style="list-style-type: none"> • None this month
Board Education	<ul style="list-style-type: none"> • None this month
Governance Process	<ul style="list-style-type: none"> • Board Self-Evaluation Form – approval
Ends	<ul style="list-style-type: none"> • KFPL Vision 2020 – Status Report (January – June 2020)
CEO Information Reports	<ul style="list-style-type: none"> • Statistical Report (2nd Quarter 2020)
Monitoring CEO and Self-Evaluation	<ul style="list-style-type: none"> • Communication and Counsel • Financial Condition (2nd Quarter 2020) • Director / Manager Report (Manager, Facilities) <i>(brought forward from June 2020)</i>
Discussion/Exploration	<ul style="list-style-type: none"> • Board meeting frequency and schedule <i>(brought forward from June 2020)</i> • 2021 Workplan – discuss Ownership Linkages and Education for next year <i>(deferred to January 2021)</i>

September 30, 2020 – C.O.W. Meeting 2020-03	
Policy Review	<p><u>Policy Review:</u></p> <ul style="list-style-type: none"> • Ends (E1-E4) <i>(deferred to January 2021)</i> • Governance Process (G1-G9) <i>(deferred to January 2021)</i> • Executive Limitations (L1-L10) <i>(brought forward from October 2019) (deferred to January 2021)</i> • Access to Information and Protection of Privacy • Community Engagement • Records Management • Gifts, Donations and Planned Giving • Accessibility for Users with Disabilities • Occupational Health and Safety <i>(brought forward from April 2020)</i> • Workplace Harassment <i>(brought forward from April 2020)</i> • Workplace Violence Prevention <i>(brought forward from April 2020)</i>

October 21, 2020 – Regular Meeting 2020-08	
Ownership Linkages	<ul style="list-style-type: none"> • Frontenac Community Futures Development Corporation
Board Education	<ul style="list-style-type: none"> • Presentation by the Children's Services Librarian <i>(brought forward from June 2020)</i>
Ends	<ul style="list-style-type: none"> • Strategic Planning – 2021 and Beyond
Governance Process	<u>Policy Approval:</u> <ul style="list-style-type: none"> • Ends (E1-E4) <i>(deferred to January 2021)</i> • Governance Process (G1-G9) <i>(deferred to January 2021)</i> • Executive Limitations (L1-L10) <i>(brought forward from October 2019) (deferred to January 2021)</i>
Items Requiring Action	<u>Policy Approval:</u> <ul style="list-style-type: none"> • Access to Information and Protection of Privacy • Records Management • Gifts, Donations and Planned Giving • Accessibility for Users with Disabilities • Occupational Health and Safety <i>(brought forward from May 2020)</i> • Workplace Harassment <i>(brought forward from May 2020)</i> • Workplace Violence Prevention <i>(brought forward from May 2020)</i>
Monitoring CEO and Self-Evaluation	<ul style="list-style-type: none"> • Communication and Counsel • Financial Condition (3rd Quarter 2020) • Financial Planning and Budgeting • Budget Approval Consent • Yearly Board Self-Evaluation • Chief Librarian / CEO Evaluation – distribution of forms
Discussion/Exploration	<ul style="list-style-type: none"> • None this month

November 18, 2020 – Regular Meeting 2020-09	
Ownership Linkages	<ul style="list-style-type: none"> • Kingston's Workforce Development & In-migration Strategy <i>(brought forward from March 2020)</i>
Board Education	<ul style="list-style-type: none"> • None this month
Ends	<ul style="list-style-type: none"> • Strategic Planning – Action Plans 2021

November 18, 2020 – Regular Meeting 2020-09	
CEO Information Reports	<ul style="list-style-type: none"> • Statistical Report (3rd Quarter 2020) • 2021 Workplan
Monitoring CEO and Self-Evaluation	<ul style="list-style-type: none"> • Communication and Counsel • Staff Relations and Volunteers • Asset Protection • Compensation and Benefits • Chief Librarian / CEO Performance Review
Discussion/Exploration	<ul style="list-style-type: none"> • Discussion of Kingston's Workforce Development & In-migration Strategy (<i>brought forward from March 2020</i>)

December 16, 2020 – Regular Meeting 2020-10	
Ownership Linkages	<ul style="list-style-type: none"> • None this month
Board Education	<ul style="list-style-type: none"> • None this month
Ends	<ul style="list-style-type: none"> • KFPL Vision 2020 – Status Report (July – December 2020)
Items Requiring Action	<ul style="list-style-type: none"> • Review CEO remuneration
Monitoring CEO and Self-Evaluation	<ul style="list-style-type: none"> • Communication and Counsel
Discussion/Exploration	<ul style="list-style-type: none"> • None this month

KFPL Report to the Board

Subject: COVID-19 Phased Reopening Update
Date: September 8, 2020
Prepared by: L. Carter, Chief Librarian / Chief Executive Officer

Background:

All branches of the Kingston Frontenac Public Library were closed on March 16, 2020 as a precaution against COVID-19. On March 17, 2020, the Government of Ontario declared an emergency under the *Emergency Management and Civil Protection Act* and put an emergency order in place that mandated the closure of all public libraries in Ontario.

Curbside pickup and delivery of library materials was permitted beginning May 19. KFPL began accepting returned library materials on May 20 and curbside pickup was available at all 16 branches by Friday, June 5. This was Phase 2 of KFPL's phased reopening plan, as presented to the Board at the May 2020 meeting.

The Kingston, Frontenac and Lennox & Addington Public Health region was allowed to move to Stage 2 of the Province's Reopening Framework as of midnight on June 12. Public libraries were included in this Stage. "All libraries can reopen with limited on-site services, such as computer access and contactless book pickup and drop-off."ⁱ This represented Phase 3 of KFPL's reopening plan. The Central Branch expanded curbside pickup hours and opened for computer access on July 6.

The Province entered Stage 3 on July 17, which allowed libraries to expand the services offered: "In addition to the services resumed in Stage 2, libraries may reopen for all on-site services, as long as materials that are circulated, returned or accessed within the library are disinfected or quarantined before being recirculated."ⁱⁱ Ontario's Stage 3 aligns with KFPL's Phase 4, and only differs in that patrons are allowed to browse the shelves and retrieve their own material. KFPL branches began reopening to the public on July 27th. The chart in Appendix A shows the current status and hours of operation for the all branches.

Analysis:

Reopening Branches

KFPL Branches will continue to re-open gradually over the next couple of months:

- The Rideau Heights branch will be open to the public starting on Friday, September 11. Branch hours will be Mondays - 10am to 6pm and Fridays - 9am to 5pm until at least the end of September.
- The Wolfe Island branch will be open to the public starting on Tuesday, September 15. Branch hours will be Tuesday – 1-5pm; 6-8pm – open to the public, Thursday - 1-5pm;

6-8pm – curbside only, Saturday – 10am to 1pm – curbside only.

- The Cloyne, Arden and Storrington branches are expected to open to the public at least one day a week starting September 22 (CL and AR) and September 29 (ST).

Reopening dates for the remainder of KFPL's branches are not yet set. Internal staffing capacities, particularly in the Branch Operations and Maintenance and Facilities departments have impacted branch reopening, as have the capacities of the Townships in Frontenac County, who are responsible for the cleaning and maintenance of the branches in their municipalities. Positions have been posted to fill vacancies, and discussions are ongoing with the Townships around cleaning schedules and the reopening of facilities.

Other Service Interruptions and Resumptions

Meeting Room rentals have resumed at the Central Branch. Room capacities are limited by physical distancing requirements. Other branches are using the meeting rooms for staff space or to hold quarantined materials. There is currently no date for the full resumption of meeting room rentals.

The Create Space reopens to the public on September 8th. One booking is permitted per day and bookings are spaced 72 hours apart. Some of the Create Space equipment is being setup in Gather to allow more people access to the equipment if necessary.

Programs are online until at least the beginning of 2021, with the exception of "Stories in the Square," presented in partnership with the City of Kingston, Tourism Kingston and Downtown Kingston! every Thursday morning in August and September in the Springer Market Square Amphitheatre.

Interlibrary Loan service remains on hold until at least the end of September.

KFPL temporarily stopped charging overdue fines as part of our COVID-19 response. Fines will not be charged for the remainder of 2020. Patrons continue to be billed for lost or damaged items.

Recommendations:

This report is for information only.

KFPL staff continue to adapt and resume services as appropriate, taking into account public health advice, library best practices, community demand and internal and external capacities.

ⁱ <http://s3.documentcloud.org/documents/6939238/A-Framework-for-Reopening-Our-Province-Stage-2.pdf>

ⁱⁱ <https://www.ontario.ca/page/framework-reopening-our-province-stage-3>

Appendix A:

Hours for KFPL Branches – Open to the Public

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Calvin Park	10am – 8pm	10am – 8pm	10am – 8pm	10am – 8pm	9am – 5pm	9am – 5pm
Central	10am – 6pm	10am – 6pm	10am – 6pm	10am – 6pm	9am – 5pm	9am – 5pm
Isabel Turner	10am – 6pm	10am – 6pm	10am – 6pm	10am – 6pm	9am – 5pm	9am – 5pm
Pittsburgh	closed	10am – 6pm	10am – 6pm	10am – 6pm	closed	closed
Sydenham	10am – 6pm	1pm – 8pm	closed	1pm – 8pm	10am – 5pm	10am – 2pm

Hours for KFPL Branches – Curbside Pickup and Open to the Public

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Sharbot Lake	closed	curbside only 1-5pm; 6-8pm	closed	open to public 1-5pm; 6-8pm	curbside only 2pm – 5pm	open to public 10am – 2pm

Hours for KFPL Branches – Curbside Pickup Only

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Arden	closed	2pm – 6pm	closed	5pm – 8pm	closed	10am – 1pm
Cloyne	closed	10am – 3pm	5pm – 8pm	closed	12pm – 4pm	9am – 12pm
Hartington	10am – 6pm	closed	1-5pm; 6-8pm	closed	closed	1pm – 4pm
Howe Island	closed	3pm – 5pm	closed	6pm – 8pm	closed	10am – 12pm
Mountain Grove	closed	2pm – 5pm	5:30-7:30pm	closed	2pm – 5pm	12:30 – 2:30 pm
Parham	closed	4pm – 6pm	closed	6pm – 8pm	closed	10am – 12pm
Plevna	closed	2-4pm; 5-7pm	closed	2-4pm; 5-7pm	10am – 1pm	10am – 1pm
Rideau Heights	10am – 6pm	closed	closed	closed	9am – 5pm	closed
Storrington	closed	1-5pm; 6-8pm	closed	1-5pm; 6-8pm	closed	1pm – 4pm
Wolfe Island	closed	1-5pm; 6-8pm	closed	1-5pm; 6-8pm	closed	10am – 1pm