

Agenda

Regular Meeting # 2020-08
Kingston Frontenac Public Library Board
Wednesday, October 21, 2020 – 4:30 PM
Meeting Room #1 – Central Branch

She:kon, Aanii, Boozhoo, Waychaya, Kwey Kwey, Tawnsi. 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
4. Ownership Linkages – Presentation: Anne Prichard, Executive Director - Frontenac Community Futures Development Corporation
5. Board Education – Presentation: Children’s Services Librarian (*brought forward from September 2020*)

Consent Agenda

6. Adoption of Minutes
 - 6.1. Regular KFPL Board Meeting #2020-07 of September 16, 2020 (attached)
 - 6.2. Committee of the Whole Meeting #2020-03 of September 30, 2020 (attached)
7. Information Items
 - 7.1. Correspondence/Information Received and Sent
 - 7.1.1. From the City Treasurer, a letter dated September 16, 2020 with 2021 budget information.
8. Monitoring Reports
 - 8.1. Communication and Counsel
 - 8.1.1. Chief Librarian’s Report (attached)

- 8.2. Financial Condition (Third Quarter) (attached)
- 8.3. Financial Planning and Budgeting (attached)
- 9. Motion to accept consent agenda (motion)

Action Agenda

- 10. Business Arising from the Minutes
- 11. Items Removed from the Consent Agenda
 - 11.1.
- 12. Action Items
 - 12.1. Policy Approval
 - 12.1.1. Ends (E1-E4) (*deferred to January 2021*)
 - 12.1.2. Governance Process (G1-G9) (*deferred to January 2021*)
 - 12.1.3. Executive Limitations (L1-L10) (*deferred to January 2021*)
 - 12.1.4. Access to Information and Protection of Privacy (policy attached) (motion)
 - 12.1.5. Records Management (policy attached) (motion)
 - 12.1.6. Gifts, Donations and Planned Giving (policy attached) (motion)
 - 12.1.7. Accessibility for Users with Disabilities (policy attached) (motion)
 - 12.1.8. Health & Safety related policies
 - 12.1.8.1. Occupational Health and Safety (policy attached) (motion)
 - 12.1.8.2. Workplace Harassment (policy attached) (motion)
 - 12.1.8.3. Workplace Violence Prevention (policy attached) (motion)
 - 12.2. Budget Approval Consent (2021 Operating and Capital Budget reports attached) (motions)
 - 12.3. Elimination of Overdue Fines (attached) (motion)

Items for Discussion / Exploration

- 13. Chief Librarian / CEO Evaluation – distribution of forms

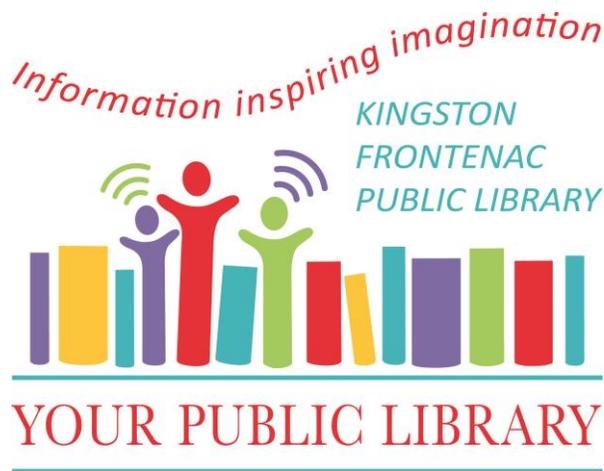
Other Business

- 14. Central Branch Renovations Update
- 15. Radon Testing Update

Adjournment / Next Meeting

Regular Board Meeting: 4:30 PM, Wednesday, November 18, 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 #2020-07 of the Kingston Frontenac Public Library Board

September 16, 2020 - 4:30 PM (unconfirmed)

Meeting Room #1 – Central Branch

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

Staff Present: Andrew Morton (Manager, Facilities), Chris Ridgley (Budget/HR Analyst), Amy Rundle (Recording Secretary)

1. Call to Order

The meeting was called to order at 4:31 PM.

2. Adoption of the Agenda

Move item 6.5 from the Consent Agenda to Other Business.

2020-27 Revill - Moody

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. 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

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

6.2. Statistical Report (Second Quarter)

Item 6.2. was pulled from the Consent Agenda for further discussion.

6.3. Financial Condition (Second Quarter)

6.4. KFPL Vision 2020 – Status Report

Item 6.4. was pulled from the Consent Agenda for further discussion.

7. Motion to accept consent agenda

2020-28 Kiley - 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

9.1. Item 6.2. – Statistical Report (Second Quarter)

A Board member asked how KFPL's circulation numbers compare to other libraries during the pandemic. L. Carter noted that the statistics in the second quarter report primarily reflect

circulation numbers in the month of June when curbside pickup started at all branches. The circulation numbers for July and August are much better and are coming back up. Branches continue to operate under reduced hours and patron traffic is lower than usual due to COVID-related anxiety, reduced meeting room rentals, and no in-person programming. Ms. Carter reported that ARUPLO libraries are reporting the same statistical trends and some libraries have yet to begin circulation of physical items. Ms. Carter has also been in contact with the Guelph Public Library and their circulation is down about 50% from last year.

9.2. Item 6.3. – Financial Condition (Second Quarter)

A Board member inquired about the process for unused funds at year-end. L. Carter stated that in a normal year surplus funds are placed into a library reserve account held by the City of Kingston to fund future capital projects. However, specific discussions about surplus 2020 funds have yet to take place with the City of Kingston. KFPL's year-end projections were provided to City Council last night and estimate a surplus of approximately \$680,000.

Ms. Carter also stated that the Public Library Operating Grant (PLOG) for 2020 has been received and will likely remain the same for 2021. The budget process for the City of Kingston will take place slightly later this year due to COVID-19. No indications have been received from the municipalities of budget reductions for the coming year.

9.3. Item 6.4. – KFPL Vision 2020 – Status Report

A Board member asked about KFPL's participation in the Community Check-Ins hosted by Mayor Paterson. Ms. Carter reported that weekly Zoom meetings took place during the early months of the pandemic and included a broad selection of community leaders and social service representatives. Discussion focussed on concerns, issues and responses to the local COVID-19 situation. KFPL is also acting as a digital repository for meeting notes and resources for future reference.

A Board member suggested that the report be reviewed as a group in order to recognize the work of staff during the pandemic. Staff went beyond just responding to the crisis and seized the opportunity to engage and support the community.

2020-29 Moody – Kerr

The Board acknowledges the responsiveness and ability of the staff to adapt to the changing environment of the pandemic, and on behalf of the community thanks them for filling in gaps despite closures.

Carried

10. Action Items

There were no Action Items to report on.

Items for Discussion / Exploration

11. Annual Board Self-Evaluation – review forms

Board members discussed the two forms currently used for self-evaluation. It was agreed that while self-evaluation is an important aspect of Carver Governance, the current forms are awkward to use and do not provide useful feedback. L. Carter offered to reach out to other Carver libraries for examples and N. Nossal offered to pull together samples and relevant information for further discussion at a future meeting.

12. Board Meeting Frequency and Schedule

L. Carter reported that the Public Libraries Act (PLA) was amended in 2019 to reduce the number of required Board meetings to a minimum of seven meetings annually. The KFPL Board Constitution was updated to reflect this change to the PLA. The KFPL Board currently meets for 10 regular Board meetings and 3 Committee of the Whole (COW) meetings each year.

Board members discussed the current meeting schedule and workplan. It was noted that months with both a regular and COW meeting are difficult to balance, but overall members liked the opportunity for less formal and more in-depth discussion during COW meetings. It was noted that the amount of annual work will remain the same regardless of the number of meetings. Fewer meetings would increase the amount of preparation and time required for each one.

The Board inquired about how staff find the current meeting schedule. Ms. Carter agreed that the amount of annual work doesn't decrease with the frequency of meetings and that monthly meetings are valuable in keeping the Board engaged and informed.

It was agreed that no changes will be made to the frequency or schedule of meetings at this time.

13. 2020 Workplan Updates

M. Stewart reported that COVID-19 disrupted aspects of the workplan this year resulting in the deferral of some items. The annual workplan is a living document that acts as a road map for the Board.

14. 2021 Workplan – Ownership Linkages and Education

This item was deferred to January 2021.

Other Business

6.5. Director / Manager Report: Facilities

A. Morton provided an overview of the department's staffing, responsibilities, recent accomplishments, response to COVID-19 and upcoming projects. A brief discussion followed regarding the possibility of introducing electric vehicles into KFPL's fleet.

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

This item was deferred to October 2020.

16. Central Branch Renovations Update

D. Kerr reported that the Committee met in-person this afternoon. Workers are periodically on site to address the dwindling list of deficiencies. A meeting is scheduled for Friday between staff and the contractor to discuss remaining deficiencies and push for project completion. The Committee will continue to meet on a monthly basis, as required.

17. COVID-19 – Phased Reopening Update

L. Carter stated that staff are proactively planning for the possibility of new emergency orders due to a second wave of the pandemic. The Union and members of the Health and Safety Committee have been included in discussions.

18. Radon Update

A. Morton reported that Mr. Radon was contracted to complete an assessment and report for the Pittsburgh Branch. The original readings were captured over a short duration during the COVID-19 closure when air circulation in the branch was at a reduced level. Levels are currently below the minimum risk threshold and are being assessed regularly. Levels will continue to be monitored to assess if further remediation is necessary.

Mr. Morton reported that radon levels in the Sharbot Lake Branch are also being monitored. The Township notified KFPL over the summer that radon levels in the municipal offices, which are attached to the Sharbot Lake Branch, were found to be above the minimum risk threshold. Regular monitoring is taking place in the branch and levels are currently lower than the minimum risk threshold. The Township is actively working on the issue.

Mr. Morton added that two portable radon monitors have been purchased and are being rotated through the remaining library branches on a monthly basis. Results will be tabulated in a spreadsheet for future reference.

19. Strategic Planning Update

M. Kerr experienced connection issues during the Strategic Planning discussion at the June meeting and is also interested in participating on the Committee. A. Revill also confirmed that he will be the representative for the County.

It was agreed that M. Kerr, K. Betts-Wilmott, J. Ross and A. Revill will form the Strategic Planning Committee. L. Carter will move ahead with planning.

Adjournment / Next Meeting

The next Committee of the Whole Meeting will be held at 4:30 PM, Wednesday, September 30, 2020, Meeting Room #1, Central Branch.

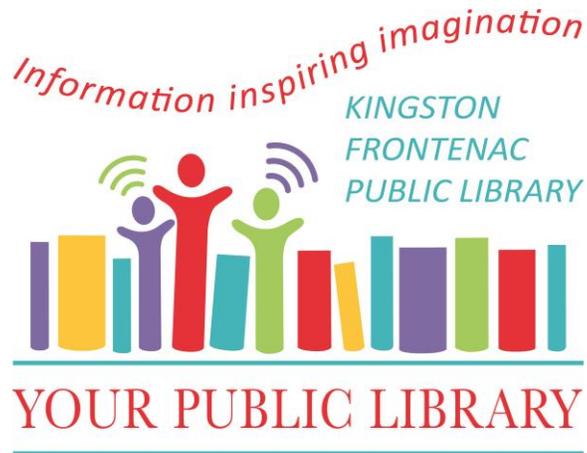
The next regular Board Meeting will be held at 4:30 PM, Wednesday, October 21, 2020, Meeting Room #1, Central Branch.

There being no further business, it was moved by A. Revill to adjourn at 5:59 PM.

Signatures:

Monica Stewart, Chair

Amy Rundle, Recording Secretary



Minutes of Committee of the Whole Meeting 2020-03 of the Kingston Frontenac Public Library Board

September 30, 2020 - 4:30 PM (unconfirmed)

Meeting Room #1, Central Branch

Present: Laura Carter (Chief Librarian/Chief Executive Officer), Kate Betts-Wilmott, Dave Kerr, Mark Kerr, Councillor Robert Kiley (via teleconference) (left at 5:27 PM, returned at 5:28 PM), Louise Moody (via teleconference), Natalie Nossal (Vice-Chair), Councillor Alan Revill, Jennifer Ross (via teleconference) (left at 5:00 PM, returned at 5:33 PM), Monica Stewart (Board Chair)

Staff Present: Kimberly Sutherland Mills (Manager, Programming and Outreach) (left at 4:51 PM), Shelagh Quigley (Director, Human Resources), Amy Rundle (Recording Secretary), Lester Webb (Director, Outreach and Technology) (via teleconference) (left at 4:51 PM)

Regrets: Kamryn Marsh, Holly Platz

1. Call to Order

The meeting was called to order at 4:33 PM.

2. Adoption of the Agenda

The agenda was adopted as distributed.

3. Policy Review

3.1. Ends (E1-E4)

Discussion of the Ends policies has been deferred to January 2021.

3.2. Governance Process (G1-G9)

Discussion of the Governance Process policies has been deferred to January 2021.

3.3. Executive Limitations (L1-L10)

Discussion of the Executive Limitations policies has been deferred to January 2021.

3.4. Access to Information and Protection of Privacy

It was noted that marketing isn't listed as an intended use for patron information. L. Carter confirmed that marketing would be covered by the existing wording, but changes could be made for transparency purposes. Suggestions for new wording were compiled by staff and distributed prior to the meeting. Ms. Carter explained that use of patron information also falls under anti-spam legislation, which is separate from MFIPPA, and allows for unsolicited communication with people you have an existing business relationship with. Unsolicited communication must always include an unsubscribe option. KFPL patrons currently opt-in to receive newsletters, etc.

It was mentioned that several of the definitions under Personal Information are unclear. Ms. Carter stated that these definitions come directly from the Municipal Freedom of Information and Protection of Privacy Act (MFIPPA) and any changes should be carefully considered.

Several Board members felt that the word "marketing" would make patrons uncomfortable and that we should be clear that personal information won't be shared with third parties. K. Mills noted that this is already covered in section 5.3 Disclosure. Ms. Carter suggested that the word "marketing" could be changed to something less provoking, like "promotion".

It was agreed to update the policy with the suggested changes distributed by L. Carter prior to the meeting, with the word "marketing" changed to "promotion" where applicable.

K. Sutherland Mills and L. Webb left the meeting at this time. (4:51 PM)

3.5. Records Management

L. Carter explained that a consultant was hired in 2016 to draft a formal Records Management policy and related documents. This policy is reviewed by the Board every two years and was last approved in 2018. No changes are being recommended to the policy at this time; however required updates have been made to the Legislative Citation documents.

It was noted that retention periods seem to vary greatly. Ms. Carter explained that some retention periods are directly governed by legislation, while others are a work in progress as we discover organizational needs.

Brief discussion took place about staff training and compliance for items not governed by statute. Ms. Carter acknowledged that more work needs to be done to ensure that staff are in compliance with the schedule. All staff received training when the policy was first introduced, but a review would be beneficial. Ms. Carter also proposed that an annual date be set as a target for staff to review records by.

J. Ross left the meeting at this time. (5:00 PM)

3.6. Gifts, Donations and Planned Giving

Clarification was requested about gifts/donations of books to the Library. L. Carter explained that the Library doesn't usually accept books as gifts and directs these donations to the Friends of the Library. Occasionally a book has exceptional value (local history, out-of-print, monetary) and these items are accepted on a case-by-case basis.

A brief discussion took place regarding the \$1,000 limit for required appraisals. Ms. Carter confirmed that this threshold is set by the Canada Revenue Agency (CRA) and remains at \$1,000.

The policy states that gifts become property of the Board and not the Library. Ms. Carter will investigate this provision and report back to the Board.

3.7. Accessibility for Users with Disabilities

S. Quigley reported that no significant changes are recommended, only italicization of legislation. Ms. Quigley noted that main issue from the policy that comes up regularly for staff is Service Animals, and a pamphlet has been developed to address. Concerns about Wi-Fi and accessible tables in branches have also recently been accommodated.

A Board member noted that the policy mentions an aim to increase accessibility in KFPL buildings and asked if there is a specific timeline for retrofitting. L. Carter reported that KFPL aims for the highest standard available, not simply meeting the current building code, when renovations or construction takes place. Some older branches are not currently compliant and deadlines are stipulated in the legislation. Due to budgetary impacts, the City of Kingston and the Townships of Frontenac are involved in these decisions as well.

A brief discussion took place regarding 5G technologies. Ms. Carter reported that some feedback has been received about 5G technologies, but it has not yet been discussed operationally. Systems staff are currently focussed on improving internet service at rural branches.

A suggestion was made to provide a more complete list of devices in section 5.3 Assistive Devices to help inform patrons of what is available. Additional information on assistive devices is available under section 5.6 Training, as well as in the Collections Development policy. Staff could also refer patrons to the Assistive Devices Program offered by the province instead of duplicating services. A broad statement such as "link people to devices available" might be the best option. Ms. Carter stated that KFPL does have magnifiers, high-contrast keyboards, screen readers, etc. KFPL is also the local gateway to the Centre for Equitable Library Access (CELA), with staff working through the process alongside patrons. A collection of DAISY CDs is also housed at KFPL.

A brief discussion took place regarding learning differences and how disability is not just a physical attribute. A dyslexia scanner pen that costs approximately \$300 was provided as an example. The Burlington Public Library has 12 of these devices available for use at their

Children's Services desk. KFPL is working with Dyslexia Canada in the month of October to raise awareness. Additionally, many of KFPL's online resources, including TumbleBooks and cloudLibrary offer dyslexia accessible fonts. Ms. Carter will look into the dyslexia scanner pen as a potential resource for KFPL.

R. Kiley left the meeting at this time. (5:27 PM)

3.8. Health and Safety related policies

S. Quigley explained that much of content is set out by the Ministry of Labour. These policies are also reviewed by the Joint Health and Safety Committee (JHSC) prior to coming to the Board. No changes are recommended at this time.

R. Kiley joined the meeting at this time. (5:28 PM)

A suggestion was made to include gender identity and pronouns to Appendix A of the Harassment Policy. Ms. Quigley agreed that this is appropriate and will update the document. It was also suggested that the wording in the Appendix be updated as follows:

- Under section 1. Sexual Harassment: Unwelcome Behaviour, change to "This is the most common form of sexual harassment. Examples include:"

It was noted that section 5.3 states that "management will correct", however not all work refusal situations require a correction. S. Quigley agreed and will add "as required" to the sentence.

J. Ross joined the meeting at this time. (5:33 PM)

The introductory paragraph of the Workplace Harassment policy refers to "other employers". S. Quigley will double-check the wording against the Ministry Code of Practice.

4. Other Business

4.1. COVID-19 – Hours of Operation

L. Carter reported that based on the current situation in the province KFPL will continue the current hours of operation until the end of 2020, with the addition of Sunday hours at the Isabel Turner Branch beginning in mid-October.

5. Adjournment

There being no further business, it was moved by A. Reville to adjourn at 5:36 PM.

6. Next Meeting

The next regular Board Meeting will be held on Wednesday, October 21, 2020 at 4:30 PM, Meeting Room #1, Central Branch.

Monitoring Report to the Board

Executive Limitations L-9: 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 3rd Quarter
- Financial Planning and Budgeting (2021 operating and capital budgets attached)

- 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.**

Most libraries in British Columbia, supported by the British Columbia Centre for Disease Control¹, have reduced their quarantine period for returned library materials to 24 hours or have eliminated it entirely. Ontario libraries will be discussing this with government and health officials. Current Ontario Government regulations require that libraries quarantine materials, but do not specify for how long. Most libraries, including KFPL, chose 72 hours to err on the side of caution in the absence of data regarding surface transmission at the beginning of the pandemic.

- 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.

¹ <http://www.bccdc.ca/health-info/diseases-conditions/covid-19/community-settings/libraries#Information--for--Operators>

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

Staff and external points of view are provided as needed.

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

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

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

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

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

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

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

Compliance is anticipated in all areas.

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

All such items appear on this month's agenda.

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

Original signed copy on file

Laura Carter, CEO/Chief Librarian

Date: October 13, 2020

Meetings, conferences and events attended by the CEO or delegate

Date	Meeting
September 9	Community Check-In, Facilitated by Rob Wood (Zoom)
September 16	Central Branch Renovation Committee
September 29	Union-Management Committee Meeting
September 30	Community Check-In, Facilitated by Rob Wood (Zoom)
October 1, 5-6	Canadian Urban Libraries Council Fall Meetings
October 6	Heather Pardy, Sue Bates, Friends of the Library
October 7	Friends of the Library Board meeting
October 13	Desiree Kennedy, City Treasurer and Speros Kanellos, Director, FCMS, City of Kingston

Incident Reports (October 2020 Board Agenda)

Incident #	Title	Branch	Date
2020-205	Banning – banned patron enters branch	IT	09/30/2020
2020-190	Banning - patron violates ban again	IT	09/17/2020
2020-201	Banning – patron violates ban again	IT	09/28/2020
2020-184	Behaviour - another proselytizing phone call	MG	09/08/2020
2020-206	Behaviour - argumentative patron	PI	09/30/2020
2020-198	Behaviour - improper wearing of mask / swearing at staff member	IT	09/23/2020
2020-210	Behaviour - loitering in Central garage	CE	10/02/2020
2020-203	Behaviour - man circling cars in parking lot	IT	09/29/2020
2020-183	Behaviour - patron asked to leave	CE	09/08/2020
2020-188	Behaviour - patron possibly impaired/mental health concerns	CE	09/16/2020
2020-209	Behaviour - patron report of negative energy	PI	10/01/2020
2020-195	Behaviour – patron swearing at staff	CE	09/23/2020

Incident #	Title	Branch	Date
2020-187	Behaviour - person sleeping in parking lot	CE	09/16/2020
2020-182	Behaviour - proselytizing phone call	WI	09/08/2020
2020-211	Behaviour - sleepy patron	CE	10/02/2020
2020-196	Behaviour - sleepy patron	CE	09/24/2020
2020-197	Behaviour - trespassing and vandalism	IT	09/24/2020
2020-193	Behaviour - two teens headed up on Turner's roof	IT	09/21/2020
2020-204	Behaviour - woman refuses to come out of washroom at closing time	CE	09/29/2020
2020-200	Facilities - alarm activated	CE	09/26/2020
2020-215	Facilities - alarm not set	WI	10/08/2020
2020-202	Facilities - alarm not set	SY	09/28/2020
2020-199	Facilities - alarm not set	SY	09/26/2020
2020-208	Facilities - bag of clothes found outside branch	CP	09/28/2020
2020-185	Facilities - branch door unlocked	MG	09/12/2020
2020-214	Facilities - branches in book drop	RH	10/08/2020
2020-207	Facilities - garbage and alcohol containers outside branch	IT	09/30/2020
2020-191	Facilities - graffiti on window glass	RH	09/18/2020
2020-186	Facilities - issue locking doors	RH	09/14/2020
2020-192	Facilities - lockbox jammed	WI	09/19/2020
2020-194	Facilities – mattress discarded on library property	CP	09/23/2020
2020-189	Facilities – unexpected contractor	PI	09/17/2020
2020-213	Theft - patron's bicycle seat	CP	10/07/2020



October 2020

Programming & Outreach

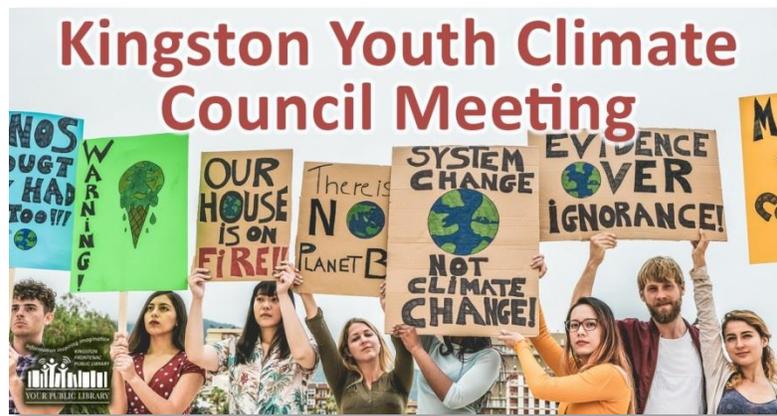
- ▶ To encourage families to return to our downtown, and our Central Branch, we've teamed up with several local businesses, the City of Kingston, the Downtown Kingston Business Improvement Area, and Visit Kingston to offer our **2020 StoryWalk®**. Families **start at Market Square**, following the map as they **stroll 18 blocks through the downtown, and look for picture book pages in partner businesses' windows**. The walk ends at the Central Branch where children are given a StoryWalk® button and encouraged to borrow books.



- ▶ Our **Constellations series returned October 7** with a marquee event attended by more than **70 people on Zoom**. We partnered with Kingston's Black Luck Collective, and Studies in National and International Development at Queen's, to host **bestselling author and journalist Eternity Martis**. The conversation was recorded and will be released as a podcast through CFRC.
- ▶ Our **KFPL Live series expanded to Instagram** in October with a **photo exhibition and travelogue** by adventure photographer **Lola Reid Allin**. Weekly posts will feature Lola's stunning images and stories from her trek through the Akshayuk Pass in Nunavut.



- ▶ We are partnering with the **Sisters of Providence and several local environmental groups** to develop the **Kingston Youth Climate Council**, and to host two community **conversations on Kingston's work to tackle the climate emergency**. We are also supporting Sustainable Kingston's work in this area by **providing resource lists** for their workshop series.



- ▶ We **developed new programs** to support educators and parents who are **teaching their children at home** this fall, including a **virtual library tour**, repeated workshops on **supporting struggling readers**, and a **workshop for parents who are new to homeschooling**. We partnered with the Limestone Board to connect elementary school principals with a comprehensive list of KFPL resources teachers and families can use to support learning.
- ▶ KFPL joined libraries and writers' festivals from across Canada to launch the **One Page Virtual Literary Series** on October 8. Free, **biweekly events featuring international writers** will be available free of charge to our community. We will be **working closely with Kingston WritersFest to promote the series locally**, and to develop local content to be included in the festival.

Services and Collections

- ▶ A new **self-checkout machine** was recently installed at the **Sydenham Branch**.
- ▶ The **Rideau Heights Branch** re-opened to the public with modified hours on Friday, September 11th. The **Wolfe Island, Arden and Storrington Branches** have also re-opened to the public one day a week.

Monitoring Report to the Board

Executive Limitations Policy L-5: Financial Condition: Third 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 September 30, 2020 shows that expenses were at 63% while revenues came in at 75%. A surplus is projected for the end of the year.

- 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 September 30, 2020 shows that expenses were at 63% while revenues were at 75%.

- 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) In this quarter \$114.19 were assessed for late payments. This is due to delays in receiving and processing invoices resulting from restrictions related to the pandemic and will decrease substantially for Q4.
- c) The applications for the Ministry of Heritage, Sport, Tourism, and Culture Industries Public Library Operating Grant and Pay Equity report were submitted on July 9, 2020 (due July 22, 2020).
- d) The Public Library Operating Grant and Pay Equity Subsidy were received on August 10, 2020.

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 Procurement of Goods and Services Policy.

Evidence: No purchases or commitments of greater than the amount allowed in the Procurement of Goods and Services Policy were made during the period covered by this report.

8. Acquire, encumber or dispose of real property.

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

Evidence:

The Library Board receives operating funding for the operation and maintenance of the buildings housing the branches in the City of Kingston. Large scale renovations and maintenance projects are funded through the capital funds which are designated for this purpose. Funding for maintenance and operation are funded in the operating and capital budgets which are approved by the Library Board and 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 September 30, 2020 has been provided to the Library Board for the October 21, 2020 meeting.

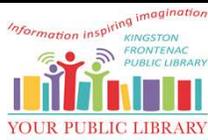
I report compliance.

I hereby present my monitoring report on Executive Limitation Policy L-5, Financial Condition: 3rd 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: October 13, 2020



Kingston Frontenac Public Library Budget Variance Report Third Quarter 2020

Description	Actuals 2020	Budget 2020	Variance \$	Actuals to Budget %	Actuals 2019	Actuals to Budget %
EXPENSES						
Salaries and wages	2,028,466	3,111,027	-1,082,561	65%	2,192,332	71%
Part-Time Wages	706,412	1,089,777	-383,365	65%	863,825	80%
Pages Part-Time Wages	138,305	301,526	-163,221	46%	206,267	65%
Overtime	9,704	30,781	-21,077	32%	14,183	49%
Payroll benefits	854,508	1,397,767	-543,259	61%	965,456	72%
Retirees benefits	50,651	50,589	62	100%	21,153	48%
WSIB	0	300	-300	0%	161	54%
Total Staff Costs	3,788,045	5,981,767	-2,193,722	63%	4,263,378	72%
Adult popular mat'ls	248,202	417,630	-169,428	59%	297,446	71%
Child/youth pop mat'ls	89,998	173,300	-83,302	52%	113,261	65%
Electronic resources	112,891	137,800	-24,909	82%	101,663	78%
Serials	40,681	41,000	-319	99%	40,257	100%
Collection databases	98,554	120,500	-21,946	82%	115,135	100%
Total Material	590,326	890,230	-299,904	66%	667,763	76%
Office Supplies	53,764	60,000	-6,236	90%	37,737	63%
Computer Supplies	4,401	5,000	-599	88%	1,693	34%
Vehicle repairs & maintenance	748	5,000	-4,252	15%	3,665	59%
Vehicle fuels and lubricants	2,934	9,400	-6,466	31%	5,486	59%
Computer Equipment	11,559	70,000	-58,441	17%	50,866	73%
Software	4,600	9,000	-4,400	51%	6,381	71%
Furniture and fixtures	19,412	14,250	5,162	136%	39,357	242%
Advertising	4,629	9,000	-4,371	51%	4,585	51%
Telephones/Cell Phones	19,329	34,218	-14,889	56%	21,327	56%
Internet Connectivity	26,413	45,467	-19,054	58%	25,011	55%
Fees, subscription, membership	10,551	10,450	101	101%	10,198	94%
Mileage	3,986	12,500	-8,514	32%	5,125	41%
Education and training	17,557	40,600	-23,043	43%	19,947	49%
Misc Expense	5,479	9,500	-4,021	58%	28,865	289%
Delivery, postage & shipping	2,460	10,000	-7,540	25%	2,475	25%
Cash over (short)	63	0	0	0%	-196	0%
Professional services	6,736	26,000	-19,264	26%	11,302	43%
Contracted services - system wide	208,906	278,073	-69,167	75%	261,968	97%
Programs	12,173	24,000	-11,827	51%	25,692	107%
Equipment rentals	7,968	13,550	-5,582	59%	9,931	77%
Interest & Service Charges	1,168	2,500	-1,332	47%	1,283	51%
Allocated Insurance	15,263	20,000	-4,737	76%	12,937	65%
Total System-Wide	440,099	708,508	-268,409	62%	585,635	83%
Facilities						
Protective Clothing	1,377	2,000	-623	69%	1,423	71%
Cleaning supplies	15,990	21,200	-5,210	75%	13,727	75%
Tools & Equipment	2,563	4,335	-1,772	59%	1,400	32%
Furniture and equipment	338	6,425	-6,087	5%	3,706	37%
Repairs & maintenance	2,167	13,350	-11,183	16%	4,108	33%
Water and Sewer	7,461	14,450	-6,989	52%	7,883	54%
Natural Gas	29,824	58,700	-28,876	51%	27,824	55%
Electricity	126,201	213,850	-87,649	59%	133,652	63%
Contracted Services	93,002	157,357	-64,355	59%	92,250	59%
Total Facilities	278,922	491,667	-212,745	57%	285,974	60%
Total Expenditures	5,097,392	8,072,172	-2,974,780	63%	5,802,749	73%
REVENUES						
Provincial Subsidy	-297,138	-297,138	0	100%	0	0%
Project Grants	-26,398	-30,000	3,602	88%	0	0%
Printer/Photocopier Revenue	-7,369	-29,660	22,291	25%	-17,891	56%
Fines/Damages	-20,290	-94,360	74,070	22%	-54,809	55%
Non-Resident Fees	-3,690	-9,443	5,753	39%	-6,197	66%
Facility Rentals	-10,583	-56,000	45,417	19%	-14,814	28%
Investment & bank interest	-6,754	-3,500	-3,254	193%	-6,754	193%
Donations	-61,741	-7,000	-54,741	882%	-134,048	1915%
Expenditure Recovery	-15,206	-40,000	24,794	38%	-32,996	82%
Miscellaneous Revenue exempt	-1,555	-10,000	8,445	16%	-23,923	239%
County of Frontenac	-647,617	-863,489	215,872	75%	-637,711	75%
City of Kingston	-4,973,686	-6,631,582	1,657,896	75%	-4,882,210	75%
Total Revenue	-6,072,028	-8,072,172	2,000,144	75%	-5,811,352	73%
Net Income	-974,636	0	-974,636		-8,604	

Monitoring Report to the Board

Executive Limitations Policy L-4: Financial Planning and Budgeting (Annual)

Financial planning for any fiscal year or the remaining part of any fiscal year shall not deviate materially from the Board Ends priorities, the requirements of the *Public Library Act*, 1990, c.P.44, risk financial jeopardy nor fail to be derived from a multi-year plan.

Accordingly, she may not cause or allow budgeting which:

- 1. Contains too little information to enable accurate projection of revenues and expenses, separation of capital and operational items, cash flow, and disclosure of planning assumptions.**

CEO interpretation: I interpret “contains too little information to enable accurate projection of revenues and expenses, separation of capital and operational items, cash flow, and disclosure of planning assumptions” to mean that a draft operating budget with projected revenues and expenses as well as year over year comparison with the current year, 15-year capital plan with project details and a report outlining budget planning assumptions is provided to the Library Board.

Compliance will be demonstrated when the draft operating budget with the information described above, 15-year capital plan and budget planning assumptions report are presented to the Library Board.

Evidence:

- a) The draft consolidated 2021 operating budget is included with this Board package.
- b) The 15-year capital plan is included with this Board package.
- c) A report outlining budget planning assumptions is included with this Board package.

- 2. Is inadequate for a consolidated budget or cost centre budget presentation.**

CEO interpretation: I interpret “is inadequate for a consolidated budget or cost centre budget presentation” to mean that a draft consolidated budget is presented to the Library Board.

Compliance will be demonstrated when the draft consolidated operating budget is presented to the Board.

Evidence:

- a) The draft consolidated 2021 operating budget is included with this Board package.

- 3. Plans the expenditure in any fiscal year of more funds than are conservatively projected to be received in that period.**

CEO interpretation: I interpret “plans the expenditure in any fiscal year of more funds than are conservatively projected to be received in that period” to mean that revenues and expenditures are projected based on year over year comparisons and on any projected/planned material changes to library facilities, programs and services.

Compliance will be demonstrated when year over year comparison as well as a report outlining budget planning assumptions are provided to the Library Board.

Evidence:

a) The draft operating budget with year over year comparisons and a report outlining the budget planning assumptions is included with this Board package.

4. Provides less than an amount adequate for the following Board prerogatives:

CEO interpretation: The draft operating budget includes funding for the items described below.

Compliance will be demonstrated when funding for the items described below is included in the draft operating budget.

Evidence:

- a) Board development including funds for training, and attendance at conferences and workshops is included in the Education and Training budget line.
- b) Fiscal audit and other third party monitoring are included in the Professional Services budget line.
- c) Board linkages including surveys, focus groups, opinion analyses and meeting costs are included in the Professional Services budget line.
- d) Board and Committee meetings are included in the Miscellaneous Expenses line.
- e) Board insurance is included in the Insurance line.
- f) Other undertakings approved by the Board are included in the Miscellaneous Expenses line.

I report compliance.

I hereby present my monitoring report on Executive Limitation Policy L-4, Financial Planning and Budgeting. I certify that the information contained in this report is true.

Original signed copy on file

Laura Carter, CEO/Chief Librarian

Date: October 13, 2020

KFPL Statement of Policy

Access to Information and Protection of Privacy

1. Purpose

The purpose of this policy is to ensure:

- The Kingston Frontenac Public Library complies with the *Municipal Freedom of Information and Protection of Privacy Act*, R.S.O., c. M.56. (MFIPPA) and its regulations, notwithstanding the specific applications outlined in this policy;
- Members of the public have access to information about the operations of the Library and to their own personal information held by the Library in accordance with the access provisions of MFIPPA; and
- The privacy of individuals' personal information is protected in compliance with the privacy provisions of MFIPPA.

2. Scope

This policy applies to all services and operations of the Kingston Frontenac Public Library Board, its staff, Board members and volunteers.

3. Definitions

Disclosure means revealing a piece of information that was intended to remain confidential.

General records means general information that is organized and capable of being retrieved. The records contain no personal information.

Individuals means members of the public, about whom the Library retains "personal information".

Personal information as defined by MFIPPA, means recorded or unrecorded information about an identifiable individual, including, but not limited to

1. information relating to the race, national or ethnic origin, colour, religion, age, sex, sexual orientation or marital or family status of the individual,
2. information relating to the education or the medical, psychiatric, psychological, criminal or employment history of the individual or information relating to financial transactions in which the individual has been involved,
3. any identifying number, symbol or other particular assigned to the individual,
4. the address, telephone number, fingerprints or blood type of the individual,

5. the personal opinions or views of the individual except if they relate to another individual,
6. correspondence sent to an institution by the individual that is implicitly or explicitly of a private or confidential nature, and replies to that correspondence that would reveal the contents of the original correspondence,
7. the views or opinions of another individual about the individual, and
8. the individual's name if it appears with other personal information relating to the individual or where the disclosure of the name would reveal other personal information about the individual.

Personal information bank means a collection of personal information that is organized and capable of being retrieved using an individual's name or an identifying number or particular assigned to the individual;

Record means any record of information however recorded, whether in printed form, on film, by electronic means or otherwise, and includes:

1. correspondence, a memorandum, a book, a plan, a map, a drawing, a diagram, a pictorial or graphic work, a photograph, a film, a microfilm, a sound recording, a videotape, a machine readable record, any other documentary material, regardless of physical form or characteristics, and any copy thereof, and
2. subject to the regulations, any record that is capable of being produced from a machine readable record under the control of an institution by means of computer hardware and software or any other information storage equipment and technical expertise normally used by the institution.

4. Guiding Principles

It is the policy of the Kingston Frontenac Public Library that the Library will make information about the Library available to the public and protect the privacy of all individuals' personal information in its custody or control in keeping with the access and privacy provisions of MFIPPA and other applicable legislation.

5. Policy

5.1 Access to Information

1. Library Board agendas and minutes, annual reports, policies and a variety of other information will routinely be made a matter of public record through the Kingston Frontenac Public Library website and through Library publications.

2. Access to general records about Library operations will be provided to the public, subject to the provisions of MFIPPA.
3. Access to recorded personal information about a particular individual will be provided to that individual, upon verification of identity and subject to the exemptions outlined in MFIPPA.
4. Payment of a fee may be required and will be assessed and collected in accordance with MFIPPA regulations.
5. Requests for access to general records and recorded personal information should be directed to the Office of the Chief Librarian/CEO.

5.2 Protection of Privacy: Patrons

Collection and Use of Information:

- a) The Library will not collect any personal information about individuals without obtaining their consent to do so, subject to the exceptions as contained in MFIPPA. Personal information that is collected will be limited to what is necessary for the proper administration of the library, and the provision and promotion of services and programs.
- b) Personal information will only be used for the stated purpose for which it was collected or for a consistent purpose.
- c) The Library will provide the following information to the individual when personal information is being collected on behalf of the Library:
 - i. legal authority
 - ii. principle purpose or purposes for use
 - iii. title, business address and telephone number of an official from the Library who can answer questions.
- d) Individuals are informed of the reasons for collecting personal information at or before the time of collection. Examples of reasons are:
 - i. Access to library materials, services and programs;
 - ii. Room rentals;
 - iii. Library fund development;
 - iv. Electronic communications including, but not limited to, hold alerts, overdue notices, program registration, and new member orientation;
 - v. Electronic newsletters highlighting upcoming programs and events, recommended resources, and new services in areas of interest (e.g. Children and Families);

- vi. Non-identifying statistical purposes
 - vii. Protection of Library property and the safety of the public.
- e) Personal information may only be obtained from the individual to whom the record relates, as required in MFIPPA, unless the individual authorizes another manner of collection.
 - f) A parent or guardian may supply information about a child under 16 years of age, in his or her custody.
 - g) The Library will take reasonable steps to ensure that the personal information on the records held by the Library is accurate and up to date. The Library will change an individual's personal information if it is incorrect. The Library may ask for supporting documentation.
 - h) Employee access to personal information is limited to those employees who need access in order to perform their assigned duties.
 - i) The Library will maintain a personal information bank index of all personal information banks in the custody or under the control of the Library, as set forth in MFIPPA.

5.3 Disclosure of Information:

Notwithstanding the specific applications of MFIPPA cited in this policy, the Kingston Frontenac Public Library Board is subject to all requirements of disclosure in the MFIPPA.

- a) The Library will not disclose personal information, under its custody or control, related to an individual to any third party without obtaining consent to do so, subject to certain exemptions as provided in MFIPPA.

Situations where the Library will disclose this information include the following:

- a) The Library will disclose personal information to a parent or guardian of a child, under 16 years of age, whose names are recorded on the child's patron record.
- b) The Library will disclose relevant personal information about the individual enrolled in the Extension Services, to an authorized support person/family member, or staff of long term care facilities, for the purposes of service delivery, authorized by the individual.
- c) The Library will disclose personal information concerning an individual to a third party who has been assigned supplementary card privileges (pick up material on hold) provided that the individual and the third party have indicated their agreement and the agreement has been recorded in the patron record. Use of the card does not allow access to other services and programs or access to information in the individual's record.

- d) The Library may release relevant personal information to a company acting on its behalf for the collection of Library property or unpaid fines or fees.
- e) The Library will release information to the Family and Children's Services, under the authority of the *Child, Youth and Family Services Act, 2017*, S.O. 2017, c. 14, Sched. 1, which states that a person who believes, on reasonable grounds, that a child under 16 is at risk of harm, must report this suspicion to the Family and Children's Services immediately, directly and on an ongoing basis.
- f) The Library requires any contracted service provider that may have access to personal information (e, g. integrated library system provider) to sign a confidentiality agreement.

5.4 Retention of Records:

The Library will not retain any personal information, such as information related to items borrowed or requested by an individual, or pertaining to an individual's on-line activity, longer than is necessary for the provision of library services and programs. Examples include:

- a) Personal information regarding library transactions is retained as long as the circulation record indicates that an item remains on loan or fees remain unpaid.
- b) As part of the Library's commitment to offering personalized service, patrons may register for an online service which will allow them to view their ongoing record of items borrowed. Use of this service will be entirely voluntary.
- c) The circulation records of Extension Library Services individuals are retained with their permission in order to assist the staff in selecting materials for the individual.
- d) Personal records of individuals who have not used their cards in the previous three (3) years and do not have a balance owing are purged on an annual basis.

5.5 Accountability:

The Chief Librarian/CEO is responsible and accountable for documenting, implementing, enforcing, monitoring and updating the Library's privacy and access compliance.

Any Library employee who becomes aware of any unauthorized disclosure of a record in contravention of this policy has a responsibility to ensure that the Chief Librarian and appropriate staff are immediately informed of the breach.

Once a privacy breach has occurred (loss, theft, or inadvertent disclosure of personal information) immediate action must be taken to control the situation.

The Chief Librarian/CEO will identify the scope of the breach and take steps to contain the

damage (e.g., determine if unauthorized access to the system has occurred, retrieve copies of recorded information, etc.).

The Chief Librarian/CEO will inform the Information and Privacy Commission and, if applicable, notify affected parties whose personal information was disclosed.

The Chief Librarian/CEO will conduct an internal investigation into the matter to review the circumstances surrounding the event as well as the adequacy of existing policies and procedures in protecting personal information.

5.6 Training

All Library staff will be made aware of their obligations under MFIPPA and this policy. Training will be provided to the appropriate staff responsible for the administration and application of this policy.

5.7 Compliance

Failure by staff to comply with this policy may result in disciplinary action up to and including termination of employment

6. Related Policies

Video Surveillance Policy

Records Management Policy

7. Appendices

8. Authorities

Municipal Freedom of Information and Protection of Privacy Act R.S.O.1990, c. M56

Child, Youth and Family Services Act, 2017, S.O. 2017, c. 14, Sched. 1

Public Libraries Act, R.S.O. 1990, c. P.44

9. Document Control

Original Policy Date: February 2014 (previously entitled Patron Privacy)

Last Reviewed: October 2020

Changes made: minor updates to Collection and Use of Information

Next Review: October 2024

KFPL Statement of Policy

Records Management

1. Purpose

The purpose of this policy is to ensure:

- Accessibility to accurate, authentic and reliable Kingston Frontenac Public Library Records in all formats, including electronic, to meet legislated requirements, to support the effective management and work of the Library and/or to record the history of the Library.
- The Library will retain and will not destroy any of its records that are required to meet legislated requirements, to support the effective management and work of the Library and/or to record the history of the Library.
- Transitory records and records that are no longer required to meet legislated requirements, support the effective management of the Library and/or record the history of the library are destroyed according to pre-determined records retention guidelines and schedules.

2. Scope

This policy applies to all records, in all formats, created or received by the Library (including its Board and Employees) in the course of carrying out job-related responsibilities.

3. Definitions

- a) **Active record** is a record that is retained in employee offices and on-site storage areas and is required for the day-to-day business of the Library.
- b) **Archival record** is a record that has been appraised for permanent retention because of its historical, fiscal, legal (including evidential), operational or administrative value.
- c) **Disposition** means the disposal of records that have no further value, or the transfer of archival records to permanent storage.
- d) **Destruction/destroy** means to eliminate permanently (e.g. through shredding) a record within a record series at a time indicated on the Retention Classification Structure.
- e) **Record** is any information, however recorded, and regardless of its form or characteristics. Records include, but are not limited to: documents, business records, financial statements, personnel files, minutes, accounts, correspondence, memoranda, plans, maps, drawings, photographs, films.

- f) **Record series** is a group of related files that are normally used and filed together
- g) **Records management** is the process of planning, organizing, directing and controlling all the steps involved in the life cycle of records.
- h) **Retention Classification Structure** is a description of what record series are being managed and how long they need to be retained and what will be their final disposition based on legal, compliance, business, operational and historical requirements.
- i) **Transitory Record** means any record that has a temporary usefulness and is not required to meet legislated requirements, set policy, establish guidelines and procedures, certify a transaction, become a receipt or provide evidence of a legal, financial, operation or other decisions of the Library. Examples of such records include: duplicate copies, working documents, notes from a meeting for which the reports and minutes have been finalized or adopted.

4. Guiding Principles

The Kingston Frontenac Public Library will maintain and apply records management policy and procedures which ensure that records in the custody of the Library are:

- Available and accessible to support strategic and operational business decisions;
- Held in an efficient and cost-effective manner;
- Secured and properly protected;
- Available to support the business recovery process;
- Retained active records as long as required; and
- Disposed of in accordance with established retention schedules.

The policy, procedures and retention schedules will be consistent with or exceed the legislated requirements and professional standards.

All records are the property of the Kingston Frontenac Public Library Board.

The holdings of the Kingston Frontenac Public Library Board shall include all the records of the institutions which amalgamated into the Kingston Frontenac Public Library at January 1, 1998 by order of the Minister of Municipal Affairs and Housing.

5. Policy

5.1 General Directives

All records created or received by an employee of the Kingston Frontenac Public Library Board in the course of official business are not exempt from KFPL records management practices and procedures.

It is the responsibility of every employee holding or maintaining Library records to deliver all such records to one's successor or to the Chief Librarian/CEO or designate upon leaving employment.

Security measures must be implemented to ensure that records are created, acquired, updated, handled, used, transmitted, transported, filed, stored and destroyed in a manner appropriate to their sensitivity. These security measures must ensure the integrity of all records, protect sensitive information and personal information from unauthorized access or disclosure and protect vital records from damage or loss.

Transfer of original Library records into the possession of private organizations or individuals is prohibited except for the purposes of microfilming, duplication, format conversion, binding, conservation, or other records management and preservation procedures or authorized by policy, legislation or contractual agreement.

Records in the custody of consultants and contractors performing work for the Library may be under the control of the Library and subject to the *Municipal Freedom of Information and Protection of Privacy Act*.

Records created by volunteers under the direction of a Library employee are corporate records subject to this policy and to the provisions of the *Municipal Freedom of Information and Protection of Privacy Act*.

5.2 Retention and Disposition

The retention classification structure is a timetable which prescribes a life span of records information from creation to final disposition.

In accordance with approved schedules, final disposition action must take place in a timely manner at the end of the inactive retention period.

5.3 Preservation of Archival Records

Records with archival value are those where the long term value of the records justifies their preservation. Archival records are preserved most effectively and economically when they are managed for preservation throughout the information life cycle.

Archival records must be created in formats that ensure the longest possible life of records or of the information contained in them. They must be handled and stored in a manner that minimizes damage and deterioration while in use.

Archival records must be preserved in formats appropriate to their retention periods and final disposition. Information of enduring value must be preserved using durable storage media.

5.4 Transitory Records

Transitory records are those that have temporary usefulness and are only required for the completion of a routine action, or the preparation of another record.

They are not an integral part of a records series and are not filed regularly with standard records or filing systems.

Transitory records are not required to meet statutory obligations or to sustain administrative or operational functions.

After a final record has been produced and incorporated into the regular filing system, the working materials involved may become superseded or obsolete transitory records and may be destroyed unless otherwise legislated or specified in the records retention schedule.

Working materials which are required for ongoing legal, fiscal, audit, administrative or operational purposes are not transitory records.

Transitory records that are the subject of ongoing legal proceedings or a request under the *Municipal Freedom of Information and Protection of Privacy Act* must not be destroyed until after the legal proceeding or request has been completed and all possible appeals have been resolved.

5.5 Destruction of Records

Destruction of records may occur at the end of a record's life cycle as described in the approved Retention Classification Structure.

Records shall be destroyed using a method appropriate to their medium and to their content.

Records containing confidential and /or personal information shall be destroyed through a process that achieves definitive obliteration of information.

Destruction operations must maintain the security of information and protect the privacy of individuals whose personal information is contained in records.

5.6 Authority and Responsibility

The Chief Librarian/CEO and authorized Directors/Managers will act for the Library in the management of Library records in accordance with the approval authority provisions of the Library Board.

The Library Board empowers the Chief Librarian/CEO and authorized Directors / Managers to establish records management retention schedules, procedures, external storage services required to enact the policy.

All employees shall comply with the Records Management Policy, processes and corresponding procedures and schedules.

6. Appendices

Retention Classification Structure

Citation Authority Summary

7. Authorities

Public Libraries Act

Municipal Act

Municipal Freedom of Information and Protection of Privacy Act

8. Document control

Original Policy Date: 2016 (Board motion # 2016-65)

Last Reviewed: 2020

Changes made: n/a

Next Review: 2024

DRAFT

KFPL Statement of Policy

Gifts, Donations and Planned Giving

1. Purpose

The Kingston Frontenac Public Library (the Library) acknowledges the importance of gifts and donations to provide enhancements to the existing programs and services available at the Kingston Frontenac Public Library and capital enhancements which support the Library's mission and objectives.

The Kingston Frontenac Public Library Board encourages and solicits contributions of cash, securities, and personal and real property as outright gifts that are acceptable to Canada Revenue Agency (CRA) and the laws of the Province of Ontario. The purpose of the policy is to ensure that informed decisions are made on the acceptance of gifts and that such gifts are receipted in accordance with the requirements of the *Income Tax Act*.

2. Scope

3. Definitions (if applicable)

Fair Market Value (FMV): FMV "is usually the highest dollar value you can get for your property in an open and unrestricted market, between a willing buyer and a willing seller who are acting independently of each other." Canada Revenue Agency, "Fair Market Value" P113 Gifts and Income Tax 2019.

Gift: A voluntary transfer of cash and kind, from individuals, industry, foundations and other sources to the Library for either unrestricted or restricted utilization in the operation of the Library. Gifts are made without expectation of return; no consideration - no benefit of any kind - to the donor or to anyone designated by the donor, may result from the payment. Gifts may be monetary (cash, cheques) or non-monetary (e.g. securities, real property, or personal property).

Unrestricted Gifts: Gifts, given to the Library, where the donor has not specified the purpose for which the gift is to be used.

Restricted Gifts: Gifts, given to the Library, where the donor has specified that the gift is to be used to support a particular purpose.

Planned giving: Is a philanthropic program by which a donor can arrange a substantial gift to the Library for the future. The emphasis is on planning and is focused on matching the objectives of the Library with the needs and objectives of the donor.

Official Charitable Receipt: The official charitable receipt is a statement issued by the Library to donors that includes the business number issued to the Library by the CRA, a declaration as to the value of the gift, date of the gift and name of the donor. Receipts are

normally accepted by the CRA to support the calculation of the allowable "non-refundable tax credits".

4. Guiding Principles

The Library holds itself to a high standard of ethical conduct, both within its own board and staff and in all of its external relationships and interactions. The Library values and will protect its integrity, autonomy and intellectual freedom, and does not accept gifts when a condition of such acceptance would compromise these fundamental principles.

5. Policy

The Library reserves the right to accept or decline any proposed gifts.

The Library will work closely with the donor to ensure there is a mutually beneficial agreement on the donor's intent for their gift designation. In some cases, a gift may not be accepted because the Library is unable to carry out the restrictions set forth by the donor.

Ownership of all gifts directed to Kingston Frontenac Public Library vests in the Library, whether said gifts are for the benefit of the Library generally or for some specific purpose in it.

Acceptance of any gift contribution which involves a proposal to name is conditional upon final approval of the naming by the Board as per the Board's Naming policy.

Undesignated gifts shall be used for such purposes as the Library judges will best advance its mission and priorities. Designated gifts shall be used expressly for the purposes for which they are given, which must be consistent with the Library's mission and priorities.

All programs, solicitation plans and activities are subject to Board approval.

Official receipts for income tax purposes will be issued for gifts, which comply with CRA guidelines. Online donations through CanadaHelps.org will be automatically receipted. For donations made by mail and / or in-person, a tax receipt will be mailed when the accumulated donation by the donor reaches \$10 in any calendar year. Official receipts for income tax purposes are not routinely issued to charitable organizations and foundations, but may be issued if requested by the donor. Official receipts for income tax purposes are not issued for sponsorships, purchases, or other transactions listed in the Canada Revenue Agency's Bulletin IT-110R3. These transactions may be acknowledged through issue of a receipt.

Donors are encouraged to discuss the proposed gift with independent legal and/or tax advisors of the donor's choice so as to ensure that the donor receives a full and accurate explanation of all aspects of the proposed charitable gift.

Gifts in Kind

Gifts in kind that are added to the Library's collections will be receipted based on the fair market value. For gifts greater than \$1,000, an independent appraisal is required. The donor

will generally be responsible for the cost of obtaining an independent appraisal. The Board may authorize payment of valuation costs by exception.

A contribution of service (time, skills, effort) does not qualify as a gift or gift in kind for purposes of issuing an official donation receipt.

Conditions of Gift Acceptance

The Library will accept gifts of individual items or works of art or collections on condition that they become the property of the Library. The Library reserves the right to dispense of any items at any time and in any manner.

The final decision to accept or refuse any items rests with the Board.

Library Materials

The Library may accept gifts of books, dvds, music and other materials as long as they are suitable to the needs of the Library. The same selection and deletion principles apply to gifts as to purchases as per the Library's Collection Development policy.

Privacy

The Kingston Frontenac Public Library is committed to protecting the privacy of our donors and prospective donors. The Library shall maintain donor records, the contents of which shall remain confidential unless the donor agrees otherwise.

All research undertaken by the Library on current and potential donors will be limited to its funding development process and no other purpose. Research methods will respect the individual's right to privacy and information will be acquired only through publicly available sources.

Expenditures

All undesignated donations will be directed to a specific purpose where they are most needed as deemed fit by the Chief Librarian or designate. All expenditures of gifts over \$50,000 must be approved by the Board.

Financial management

Pledges of \$10,000 and over will be accompanied by an agreement signed by the donor and the Chief Librarian, or designate. Pledges may be announced publicly at the shared discretion of the donor and the Library. Expenditures for donor recognition must be guided by the CRA guidelines.

Power to Vary

Should the intended purpose of a gift be changed, the Library will attempt to contact the donor to discuss the change. If obtaining donor permission is not feasible, the Library will choose a designation that aligns most similarly with the donor's original intent and carry out all recognition plans as originally discussed with the donor.

6. Appendices

7. Authority

8. Document Control

Original policy date: 2006

Last Reviewed: October 2020

Changes made: minor update to Conditions of Gift Acceptance

Next Review: 2024

DRAFT



KFPL Statement of Policy

Accessibility Policy for Users with Disabilities

The Library is committed to meeting its current and ongoing obligations under the Ontario *Human Rights Code* respecting non-discrimination.

The Library understands that obligations under the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)* and its accessibility standards do not substitute or limit its obligations under the Ontario *Human Rights Code* or obligations to people with disabilities under any other law.

The Library is committed to complying with both the Ontario *Human Rights Code* and the *AODA*.

1. Purpose

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

2. Scope

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

3. Definitions

AODA means the *Accessibility for Ontarians with Disabilities Act, 2005*.

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

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

Disability or Disabilities means:

- a) any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device;
- b) a condition of mental impairment or a developmental disability;
- c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- d) a mental disorder; or,
- e) an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*.

Guide dog means a guide dog as defined in section 1 of the *Blind Persons' Act*.

Service Animal means:

An animal is a service animal for a person with a disability if,

- a) the animal can be readily identified as one that is being used by the person for reasons relating to the person's disability, as a result of visual indicators such as the vest or harness worn by the animal; or
- b) the person provides documentation from one of the following regulated health professionals confirming that the person requires the animal for reasons relating to the disability:
 - i. A member of the College of Audiologists and Speech-Language Pathologists of Ontario.
 - ii. A member of the College of Chiropractors of Ontario.
 - iii. A member of the College of Nurses of Ontario.
 - iv. A member of the College of Occupational Therapists of Ontario.
 - v. A member of the College of Optometrists of Ontario.
 - vi. A member of the College of Physicians and Surgeons of Ontario.

- vii. A member of the College of Physiotherapists of Ontario.
- viii. A member of the College of Psychologists of Ontario.
- ix. A member of the College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario. O. Reg. 165/16, s. 16

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

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

4. Guiding Principles

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

Library services are provided in a manner that respects the dignity and independence of persons with disabilities. We believe in integration and we are committed to meeting the needs of people with disabilities in a timely manner.

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

5. Policy

The Library is committed to providing quality library services that are accessible to all persons who wish to obtain and use Library goods, services or facilities.

5.1. Communications with Persons with Disabilities

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

When asked, we will provide information about our organization and its services, including public safety information, in accessible formats or with communication supports.

We will also meet internationally-recognized *Web Content Accessibility Guidelines (WCAG)* 2.0 Level AA website requirements in accordance with Ontario's accessibility laws.

Policy documents will be available on the Library website.

5.2. Temporary Service Disruptions

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

5.3. Assistive Devices and other measures that assist with Accessibility

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

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

Further accessibility resources are addressed in the Collection Development Policy, under Accessible Collections.

5.4. Service Animals

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

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

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

5.5. Support Persons

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

The Library may require a person with a disability to be accompanied by a support person

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

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

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

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

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

5.6. Training

The Library will ensure that all persons to whom this policy applies receive training as required by the *Integrated Accessibility Standards (Ontario Regulation 191/11)*. The amount and format of training given will be dependent on a person's interactions with Library users.

The content of the training will include:

- a review of the purposes of the *AODA*;
- the requirements of the *Integrated Accessibility Standards (Ontario Regulation 191/11)*;
- training on the *Human Rights Code* as it pertains to persons with disabilities;
- instruction on Library policies, procedures and practices pertaining to the provision of Library services to persons with disabilities;
- how to interact and communicate with persons with various types of disabilities;
- what to do if a person with a particular type of disability is having difficulty accessing Library goods, services or facilities;
- how to interact with persons with disabilities who use assistive devices or who

- require the assistance of a support person, guide dog or service animal; and,
- information about the equipment or devices available on the Library premises that may help with the provision of Library goods, services or access to facilities to persons with disabilities.

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

5.7. Feedback and Complaints About Services

Feedback and complaints from a member of the public about the delivery of goods and services (including facilities) to persons with disabilities may be given by telephone, in person, in writing, in electronic format, or through other methods. Complaints and feedback will be received and addressed in accordance with the Library's complaints administration process.

5.8. Procurement

We will incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities, including self-serve kiosks. If it is not possible and practical to do so, we will provide an explanation upon request.

5.9. Self-service kiosks

We will incorporate accessibility features/consider accessibility for people with disabilities when designing, procuring or acquiring self-service kiosks.

5.10. Employment

We will notify employees, potential hires and the public that accommodations can be made during recruitment and hiring.

We will notify staff that supports are available for those with disabilities. We will use our accommodation policy to develop individual accommodation plans for employees.

Where needed, we will also provide customized emergency information to help an employee with a disability during an emergency.

Our performance management, career development and redeployment processes will take into account the accessibility needs of all employees.

5.11. Design of Public Spaces

We will meet accessibility laws when building or making major changes to public spaces. Public spaces include:

Outdoor paths of travel, like sidewalks, ramps, stairs, curb ramps, rest areas and accessible pedestrian signals

Service-related elements like service counters, fixed queuing lines and waiting areas

6. Appendices

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

7. Authorities

O. Reg 191/11 s. 6(1) under *Accessibility for Ontarians with Disabilities Act, 2005*.

8. Document Control

Date:	2020 October
Original policy date:	2009 October
Last Reviewed:	2020 October
Changes made:	minor update to 5.3
Next Review:	2021 October

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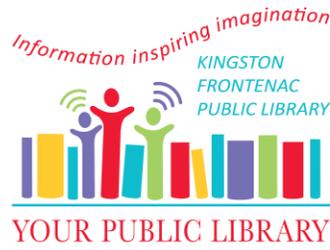


Sign Language Interpreter

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

Requirements for Engaging an Interpreter:

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



Accessible Customer Service Feedback

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

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

The process to request reconsideration of a decision is outlined in KFPL's [Service Feedback Standards](#).

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

Feedback: (Please provide a detailed description of the issue or suggestion)

Feedback must be submitted to the attention of:

Director, Human Resources

Kingston Frontenac Public Library

130 Johnson Street, Kingston ON K7L 1X8

Email: administration@kfpl.ca

Telephone: 613-549-8888 extension 3515 Fax: 613-549-8476

Website: www.kfpl.ca

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

KFPL Statement of Policy Occupational Health and Safety

1. Purpose

The Kingston Frontenac Public Library is dedicated to continuing to meet or exceed the requirements of the Occupational Health and Safety Act (OHSA).

2. Scope

This policy applies to all workers of the Kingston Frontenac Public Library.

3. Definitions

Under the OHSA, “worker” includes a person who performs work or supplies services for monetary compensation. “Worker” includes library employees working full-time, part-time, or casual, in unionized, non-unionized, supervisory or management positions. Students and student interns involved in work experience programs are also included in the definition of worker. “Worker” does not include contractors, sub-contractors or volunteers.

4. Guiding Principles

Through a comprehensive occupational health and safety program, management of the Library will ensure that operational activities remain safe and productive.

5. Policy

- 5.1 The management of the Kingston Frontenac Public Library is responsible for developing and implementing standards to ensure a hazard free workplace.
- 5.2 Workers will have ongoing training programs provided to familiarize them with safety regulations.
- 5.3 A healthy and safe workplace is everyone’s responsibility. Workers of the Kingston Frontenac Public Library will report any unsafe condition to management and/or a member of the Joint Occupational Health & Safety Committee and management will respond by correcting the situation as required.
- 5.4 This Policy Statement, officially signed, has been posted on all Branch Health & Safety Bulletin Boards.
- 5.5 This policy will be reviewed annually by the Board of the Kingston Frontenac Public Library.

6. Appendices

Not applicable.

7. Authorities

Occupational Health and Safety Act, R.S.O. 1990, Chapter 0.1

Signed / date: _____
Chief Librarian / CEO

Signed / date: _____
Chair, KFPL Board

Signed / date: _____
Union Health & Safety Committee representative

8. Document Control

Original policy date:

Last Reviewed: 2020 October

Changes made: no changes

Next Review: 2021 June

KFPL Statement of Policy

Workplace Harassment

The Kingston Frontenac Public Library is committed to providing a work environment in which all workers are treated with respect and dignity. Workplace harassment will not be tolerated from any person in the workplace including patrons, customers, clients, volunteers, other employers, contractors, supervisors, workers and members of the public.

Workplace harassment means engaging in a course of vexatious comment or conduct against a worker in a workplace that is known or ought reasonably to be known to be unwelcome or workplace sexual harassment. **Workplace sexual harassment** means:

- a) engaging in a course of vexatious comment or conduct against a worker in a workplace because of sex, sexual orientation, gender identity or gender expression, where the course of comment or conduct is known or ought reasonably to be known to be unwelcome, or
- b) making a sexual solicitation or advance where the person making the solicitation or advance is in a position to confer, grant or deny a benefit or advancement to the worker and the person knows or ought reasonably to know that the solicitation or advance is unwelcome.

Reasonable action taken by the employer or supervisor relating to the management and direction of workers or the workplace is not workplace harassment.

Workers are encouraged to report any incidents of workplace harassment to the appropriate person (e.g. supervisor, Manager or Director, Union).

Management will investigate and deal with all complaints or incidents of workplace harassment in a fair, respectful and timely manner. Information provided about an incident or about a complaint will not be disclosed except as necessary to protect workers, to investigate the complaint or incident, to take corrective action or as otherwise required by law.

Managers, supervisors and workers are expected to adhere to this policy, and will be held responsible by the employer for not following it. Workers are not to be penalized or disciplined for reporting an incident or for participating in an investigation involving workplace harassment.

If a worker needs further assistance, he or she may contact a member of the Joint Health and Safety Committee, the Union, the Ministry of Labour or the library Employee Assistance Program provider.

Document Control

Last Reviewed: 2020 October
Changes made: minor updates to Appendix A
Next Review: 2021 June

Signed / date (Chief Librarian / CEO): _____

Signed / date (Chair, KFPL Board): _____

Signed / date: _____

Union Health and Safety Committee Representative

Kingston Frontenac Public Library

Workplace Harassment Program

The Kingston Frontenac Public Library is committed to providing a work environment in which all workers are treated with respect and dignity. Workplace harassment will not be tolerated from any person in the workplace including customers, patrons, clients, volunteers, other employers, contractors, supervisors, workers, and members of the public.

The workplace harassment program applies to all workers including managers, supervisors, temporary employees, students and subcontractors.

1. Workplace Harassment

Workplace harassment means engaging in a course of vexatious comment or conduct against a worker in a workplace that is known or ought reasonably to be known to be unwelcome or workplace sexual harassment. (See Appendix A for more definitions and examples)

Workplace sexual harassment means:

- a) engaging in a course of vexatious comment or conduct against a worker in a workplace because of sex, sexual orientation, gender identity or gender expression, where the course of comment or conduct is known or ought reasonably to be known to be unwelcome, or
- b) making a sexual solicitation or advance where the person making the solicitation or advance is in a position to confer, grant or deny a benefit or advancement to the worker and the person knows or ought reasonably to know that the solicitation or advance is unwelcome;

Reasonable action taken by the employer or supervisor relating to the management and direction of workers or the workplace is not workplace harassment (e.g. scheduling, annual performance review).

2. Reporting Workplace Harassment

2.1 How to Report Workplace Harassment

Workers can report incidents or complaints of workplace harassment verbally or in writing. When submitting a written complaint, please use the workplace harassment complaint form (Appendix B). When reporting verbally, the reporting contact, along with the worker complaining of harassment, will fill out the complaint form.

The report of the incident should include the following information:

- a) Name(s) of the worker who has allegedly experienced workplace harassment and contact information.
- b) Name of the alleged harasser(s), position and contact information (if known).
- c) Names of the witness(es) (if any) or other person(s) with relevant information to provide about the incident (if any) and contact information (if known).
- d) Details of what happened including date(s), frequency and location(s) of the alleged incident(s).
 - Any supporting documents the worker who complains of harassment may have in his/her possession that are relevant to the complaint.
 - List any documents a witness, another person or the alleged harasser may have in their possession that are relevant to the complaint.

2.2 Who to Report Workplace Harassment To

An incident or a complaint of workplace harassment should be reported as soon as possible after experiencing or witnessing an incident. This allows the incident to be investigated in a timely manner.

Report a workplace harassment incident or complaint to your manager. If the worker's supervisor or reporting contact is the person engaging in the workplace harassment, contact the Director, Human Resources. If a manager or director is the person engaging in the workplace harassment, contact the Chief Librarian/CEO. If the Chief Librarian/CEO is the person engaging in the workplace harassment, contact the Chair of the KFPL Board. (Note: The person designated as the reporting contact should not be under the direct control of the alleged harasser.)

Human Resources shall be notified of the workplace harassment incident or complaint so that they can ensure an investigation is conducted that is appropriate in the circumstances. If the incident or complaint involves a senior executive or KFPL Board member, an external person qualified to conduct a workplace harassment investigation who has knowledge of the relevant workplace harassment laws will be retained to conduct the investigation.

All incidents or complaints of workplace harassment shall be kept confidential except to the extent necessary to protect workers, to investigate the complaint or incident, to take corrective action or otherwise as required by law.

3. Investigation

3.1 Commitment to Investigate

The Kingston Frontenac Public Library will ensure that an investigation appropriate in the circumstances is conducted when the employer, human resources, a manager or supervisor becomes aware of an incident of workplace harassment or receives a complaint of workplace harassment. (See Appendix C – Investigation Template)

3.2 Who Will Investigate

The Director, Human Resources will determine who will conduct the investigation into the incident or complaint of workplace harassment. If the allegations of workplace harassment involve a Manager, Director or Chief Librarian/CEO, the employer will refer the investigation to an external investigator to conduct an impartial investigation.

3.3 Timing of the Investigation

The investigation must be completed in a timely manner and generally within 90 days or less unless there are extenuating circumstances (i.e. illness, complex investigation) warranting a longer investigation.

3.4 Investigation Process

The person conducting the investigation whether internal or external to the workplace will, at minimum, complete the following:

- a) The investigator must ensure the investigation is kept confidential and identifying information is not disclosed unless necessary to conduct the investigation. The investigator should remind the parties of this confidentiality obligation at the beginning of the investigation.
- b) The investigator must thoroughly interview the worker who allegedly experienced the workplace harassment and the alleged harasser(s), if the alleged harasser is a worker of the employer. If the alleged harasser is not a worker, the investigator should make reasonable efforts to interview the alleged harasser.
- c) The alleged harasser(s) must be given the opportunity to respond to the specific allegations raised by the worker. In some circumstances, the worker who allegedly experienced the workplace harassment should be given a reasonable opportunity to reply.

- d) The investigator must interview any relevant witnesses employed by the employer who may be identified by either the worker who allegedly experienced the workplace harassment, the alleged harasser(s) or as necessary to conduct a thorough investigation. The investigator must make reasonable efforts to interview any relevant witnesses who are not employed by the employer if there are any identified.
- e) The investigator must collect and review any relevant documents.
- f) The investigator must take appropriate notes and statements during interviews with the worker who allegedly experienced workplace harassment, the alleged harasser and any witnesses.
- g) The investigator must prepare a written report summarizing the steps taken during the investigation, the complaint, the allegations of the worker who allegedly experienced the workplace harassment, the response from the alleged harasser, the evidence of any witnesses, and the evidence gathered. The report must set out findings of fact and come to a conclusion about whether workplace harassment was found or not.

3.5 Results of the Investigation

Within 10 days of the investigation being completed, the worker who allegedly experienced the workplace harassment and the alleged harasser, if he or she is a worker of the employer, will be informed in writing of the results of the investigation and any corrective action taken or that will be taken by the employer to address workplace harassment.

3.6 Confidentiality

Information about complaints and incidents shall be kept confidential to the extent possible. Information obtained about an incident or complaint of workplace harassment, including identifying information about any individuals involved, will not be disclosed unless disclosure is necessary to protect workers, to investigate the complaint or incident, to take corrective action or otherwise as required by law.

While the investigation is on-going, the worker who has allegedly experienced harassment, the alleged harasser(s) and any witnesses should not discuss the incident or complaint or the investigation with each other or other workers or witnesses unless necessary to obtain advice about their rights. The investigator may discuss the investigation and disclose the incident or complaint-related information only as necessary to conduct the investigation.

All records of the investigation will be kept confidential.

3.7 Handling Complaints

If an investigation confirms that an offence has occurred and remedial action is warranted it will be initiated without delay. This may include counselling, education and training, review and modification of policies and practices, or other disciplinary action up to and including dismissal. Where applicable, the relevant disciplinary procedures set out in the Collective Agreement or other employee agreements will be followed. In no circumstances shall this remedial action in a substantial case of harassment penalize the complainant.

4. **Record Keeping**

The employer (human resources or designated person) will keep records of the investigation including:

- a) a copy of the complaint or details about the incident;
- b) a record of the investigation including notes;
- c) a copy of the investigation report (if any);
- d) a summary of the results of the investigation that was provided to the worker who allegedly experienced the workplace harassment and the alleged harasser, if a worker of the employer;
- e) a copy of any corrective action taken to address the complaint or incident of workplace harassment.

All records of the investigation will be kept confidential. The investigation documents, including this report should not be disclosed unless necessary to investigate an incident or complaint of workplace harassment, take corrective action or otherwise as required by law.

Records will be kept for six years.

Date created: January 2017 Annual review date: October 2020

Signed / date: _____
(Chief Librarian / CEO):

Signed / date: _____
Union Health and Safety Committee Representative

Appendix A

Types and Examples of Harassment

1. Sexual Harassment

Unwelcome Behaviour

Examples of this type of harassment include, but are not limited to:

- unwelcome physical contact such as touching, kissing, patting, or brushing up against a person
- suggestive staring or other obscene or offensive gestures
- physical assault
- display of pornographic materials, including graffiti
- unwelcome remarks, jokes, or taunting about a person's body, dress, or sex
- isolating or making fun of a person because of gender identity or gender expression
- enquiries or comments about a person's sex life, sexual preferences, etc.
- circulation or posting of sexist jokes or cartoons

Sexual Advances

This second type of sexual harassment occurs when a person in a position of power or authority makes unwanted sexual advances or requests for sexual relations.

2. Racial Harassment

Racial slurs and harassment and racial jokes are a form of discrimination that violate the *Ontario Human Rights Code* (the Code). The term "race" includes all race-related grounds: race, ancestry, place of origin, colour, ethnic origin, citizenship and creed.

Examples of this type of harassment include, but are not limited to:

- unwelcome remarks, jokes, innuendoes, or taunting about a person's racial or ethnic origin, colour, place of birth, citizenship or ancestry
- racist, ethnic or religious graffiti or the display of racist material
- practical jokes based on racial, ethnic or religious grounds which cause awkwardness or embarrassment
- refusal to work or converse with an employee because of his or her racial or ethnic background
- use of racially derogatory nicknames

3. Poisoned Work Environment

Conduct or comments not directed at a specific individual can nonetheless create a degrading or offensive "poisoned" work environment and may therefore be considered a form of harassment. Examples of this type of harassment include, but are not limited to:

- display of material which degrades or denigrates a person or group on the grounds of gender, race, ethnic origin, disability, or sexual orientation
- patronizing behaviour, language or terminology which reinforces stereotypes and undermines other workers' self-respect or adversely affects work performance or working conditions
- intimidating behaviour by a person in authority which negatively affects the work performance of employees and is generally detrimental to the working environment
- a poisoned work environment constitutes harassment whether or not employees complain about the display of offensive materials, joking, or name-calling.

4. Personal Harassment

Personal harassment is improper conduct and/or comment, not related to a legitimate work purpose, directed at and offensive to another person or persons in the workplace and that the individual knows or ought to reasonably know would offend, harm or is derogatory, demeaning or causes humiliation or embarrassment.

Personal harassment often involves a course or grouping of behaviours. However a single serious incident of such behaviour that has a lasting harmful effect on an employee may also constitute personal harassment. Examples of this type of harassment include, but are not limited to:

- frequent angry shouting/yelling or blow-ups
- regular use of profanity and abusive or violent language
- physical, verbal or email threats, intimidation
- violent behaviours – slamming doors, throwing objects, knocking over chairs
- targeting individual(s) in humiliating practical jokes
- excluding, shunning, impeding work performance
- spreading gossip, rumours, negative blogging
- insults, name calling
- retaliation, sabotaging
- repeated offensive or intimidating phone calls or e-mails
- communication that is demeaning, insulting, humiliating, mocking

5. **Bullying**

Bullying can be defined as persistent actions, criticism or personal abuse, either in public or private, which humiliates, denigrates, undermines, intimidates or injures the recipient. Bullying includes cyberbullying.

6. **What Harassment does not include**

The term harassment is often used incorrectly. It does not include:

- reasonable and appropriate direction, evaluation or discipline by a manager or supervisor
- reasonable action taken by management relating to the management and direction of workers
- stressful events associated with the performance of legitimate job duties
- differences of opinion or minor disagreements between co-workers
- good-natured jesting and bantering which is mutually acceptable
- friendly or romantic behaviour which is welcome and mutual

Appendix B

Workplace Harassment Complaint Form

Note: Whether the worker uses the complaint form or not, the employer is still obligated to ensure an investigation appropriate in the circumstances is conducted into an incident of workplace harassment.

Name and contact information of worker who has allegedly experienced workplace harassment (your name):

Name of alleged harasser(s) and contact information, if available:

Details of the Complaint of Workplace Harassment: Please describe in as much detail as possible the bullying and harassment incident(s), including: (a) the names of the parties involved; (b) any witnesses to the incident(s); (c) the location, date and time of the incident(s); (d) details about the incident(s) (behaviour and/or words used); (e) any additional details. (Attach additional pages if required)

Relevant Documents/Evidence: Attach any supporting documents, such as emails, handwritten notes, or photographs. Physical evidence, such as vandalized personal belongings, can also be submitted. If you are not able to attach documents and they are relevant to your complaint, please list the documents below. If someone else has relevant documents, please note that below.

Signature: _____

Date: _____

Appendix C

Workplace Harassment Investigation Template

This template may be used for guidance in investigating workplace harassment incidents or complaints. It may not be appropriate for complex workplace harassment investigations. The person conducting the investigation must not have been involved in the incident or complaint of workplace harassment and must not be under the direct control of the alleged harasser.

Name of investigator: _____

Date of investigation: _____

A. Background Information:

Who are the people involved? Are they workers as defined by OHSAA? Who reported and when? (Attach more pages if necessary)

1. Name of person who reported workplace harassment:

2. If not the same person as above, name of person who allegedly experienced workplace harassment:

3. Date complaint/concern raised and how:

4. Name of worker(s) (complaining or possibly exposed to workplace harassment):
Position/Department:

5. Name of respondent(s) (alleged harasser); Position/ Department: If not a worker – provide details:

B. Investigation Plan:

Plan and **conduct** the investigation (Attach more pages if necessary):

1. Obtain the worker(s) concerns of harassment in writing, if possible. Assistance should be provided in completing the form where necessary.
2. An investigator needs to interview the worker who allegedly experienced workplace harassment and the alleged harasser (if a worker of the employer). If the alleged harasser is not a worker of the employer, the investigator should make reasonable efforts interview him or her.
3. Make a list of possible relevant witnesses. The worker who allegedly experienced workplace harassment and the alleged harasser should be asked for names of any relevant witnesses.
4. Interview relevant witnesses. Ask specific questions about what they have observed, are aware of or have personally experienced. If the witnesses are not workers of the employer, the investigator should make reasonable efforts to interview those witnesses.
5. Collect and review relevant documents from the worker, alleged harasser, witnesses and the employer.
6. Take detailed notes.
7. Keep the investigation confidential. Instruct the worker who allegedly experienced workplace harassment, the alleged harasser and witnesses not to talk to others about the investigation unless it is necessary, for instance, to obtain advice or counselling.

C. Worker (s) Concerns/Workplace Harassment Allegations:

(Attach more pages if necessary): When did the incident(s) occur? Confirm date of first incident and any subsequent behaviours or conduct. Note that recalling events of harassment can be stressful for the complainant.

Date of first incident:

Date of last incident:

Date of other incident(s):

D. Alleged Harasser(s) Response:

(The alleged harasser(s) will likely need details of the allegation of harassment to be able to respond. Attach more pages if necessary)

DRAFT

KFPL Statement of Policy

Workplace Violence Prevention

1. Purpose

The Kingston Frontenac Public Library is committed to the prevention of workplace violence and is ultimately responsible for worker health and safety. The Library will take whatever steps are reasonable to protect workers from workplace violence from all sources.

2. Scope

This policy applies to all library workers including those of part-time, temporary or casual status, as well as to all Library Board appointees, and all elected officials, appointees or employees acting on behalf of the City of Kingston, the County of Frontenac, and the Townships of North Frontenac, Central Frontenac, South Frontenac and Frontenac Islands. The policy also applies to students, student interns, volunteers, contractors, members of the public and patrons.

3. Definitions

Workplace Violence

Workplace violence means:

1. the exercise of physical force by a person against a worker, in a workplace, that causes or could cause physical injury to the worker
2. an attempt to exercise physical force against a worker, in a workplace, that could cause physical injury to the worker;
3. a statement or behaviour that it is reasonable for a worker to interpret as a threat to exercise physical force against the worker or other workers, in a workplace, that could cause physical injury to the worker or other workers.

The Workplace

Workplace violence can occur in any library location, not just library buildings. The workplace may include: meeting rooms, vehicles, locker rooms, cafeterias, or any other location where library business is conducted.

4. Guiding Principles

The Library is committed to a workplace free from violence.

5. Policy

The Kingston Frontenac Public Library, as the employer, will ensure that this policy and the supporting program are implemented and maintained and that all workers, supervisors and managers have the appropriate information and instruction to protect them from violence in the workplace.

There is a workplace violence program that implements this policy. It includes measures and procedures to protect workers from workplace violence, a means of summoning assistance and a process for workers to report incidents or raise concerns.

Managers and supervisors will adhere to this policy and the supporting program. Managers and supervisors are responsible for ensuring that measures and procedures are followed by workers and that workers have the information that they need to protect themselves.

Every worker must work in compliance with this policy and the supporting program. All workers are encouraged to raise any concerns about workplace violence and to report any violent incidents and/or threats. This includes the threat of domestic violence that would likely expose a worker or workers to physical injury in the workplace.

The employer pledges to investigate and deal with all incidents and complaints of workplace violence in a timely and fair manner, respecting the privacy of all concerned to the extent possible. The investigation process is attached as Appendix A. Failure to uphold and abide by this policy may result in discipline, legal action and/or such other sanction as set out in Library policy.

This policy will be reviewed annually by the Board of the Kingston Frontenac Public Library and will be posted in each branch of the Library.

6. Appendices – Appendix A – Investigation Process

7. Authorities

Occupational Health and Safety Act, R.S.O. 1990, Chapter 0.1

8. Document Control

Original policy date: 2010
Last Reviewed: 2020 October
Changes made: no changes
Next Review: 2021 June

Signed / date: _____
Chief Librarian / CEO

Signed / date: _____
Chair, KFPL Board

Signed / date: _____
Union Health & Safety Committee representative

Appendix A – Investigation Process

The Kingston Frontenac Public Library will investigate any incident or threat of violence in the workplace. The principle that the Library will operate under is to communicate as much information as possible to workers, subject to the limitations of privacy legislation.

Patron or External Party Violence

Any worker who observes or is made aware of an act or threat of violence by an external party (i.e. not a worker) shall call the police immediately, and then contact a person in charge (e.g. Branch Supervisor, Librarian-in-Charge, Manager or Director). Where the worker is uncertain of the threat, they are required to contact the person in charge for direction. Where security is on-site, the guard should also be notified of the act or threat of violence.

An Incident Report is to be used for documenting threats and/or acts of violence in the workplace. The designated Manager and/or Director will investigate any incident or threat of violence in the workplace. Police and/or security may be involved depending on the circumstances. Remedial action may include banning patrons and/or criminal prosecution. Workers will be informed of the results of any investigation using the Incident Report and Banning Notification process. The Occupational Health and Safety Committee will review all Incident Reports.

Worker Violence

It is the responsibility of every worker to report threats or acts of violence made by any worker in the workplace. The designated Manager and/or Director will investigate any incident or threat of violence in the workplace. The Union, police and/or security may be involved depending on the circumstances.

An Incident Report is to be used for documenting threats and/or acts of violence in the workplace. For worker violence incidents, the Incident Report published on the Library staff intranet will be treated as confidential.

Domestic Violence

Where the Library becomes aware or ought reasonably to be aware that domestic violence would likely expose a worker or workers to physical injury, the Director, Human Resources in conjunction with other relevant staff and/or security will develop a safety plan for the identified worker and those workers that would reasonably be exposed to the violence. Where appropriate, the police will be contacted to assist with the safety plan.

The nature and circumstances of the incident and/or threat of violence will determine the level and content of communication to workers including any remedial action taken by the Library.

Report to the Board

Subject: 2021 Operating and Capital Budgets
Date: October 13, 2020
Prepared by: Laura Carter, Chief Librarian / Chief Executive Officer

Background:

The Kingston Frontenac Public Library is a union library board established under the authority of the *Public Libraries Act R.S.O. 1990, P.44* (PLA) and the agreement between the City of Kingston and County of Frontenac (formerly Frontenac Management Board). Under the agreement the City of Kingston shall be responsible for 87% of the cost and the County of Frontenac and four Townships shall be responsible for 13% of the cost.

The Library receives funding from the City of Kingston to operate and maintain the five branches in the City. Facility costs for the City of Kingston branches are not part of the 87%/13% funding formula. The four Frontenac Townships are responsible for operating and maintaining the County branches. These costs do not appear in KFPL's operating budget.

The Library Board is responsible for the preparation and recommendation of a draft budget to be presented to the City of Kingston and County of Frontenac Councils for approval (PLA s.24 (1)).

Section 24 (6) of the PLA states that "a union board shall submit with its estimates a statement as to the proportion of the estimates that is to be charged to each of the municipalities, and if the estimates of the board are approved or amended and approved by the councils of the municipalities representing more than one-half of the population of the area for which the board was established, they are binding on all the municipalities".

Budget Process and Allocations:

City of Kingston

The Library received correspondence from Desiree Kennedy, Chief Financial Officer / Treasurer of the City of Kingston dated September 16, 2020 outlining budget targets for 2021. The Library has been asked to keep our budget increase within inflation parameters of approximately 1.0%-1.5%. Over the past four years, Council provided direction to maintain tax increases at no more than 2.5% (including a 1% increase for incremental capital infrastructure purposes. The City has also asked that the budget submission be multi-year, including a detailed 2021 operating budget as well as forecasts through to 2024 and a 15-year capital expenditure plan.

Budget Synopsis:

Budget pressures

- Increasing demand for hours of operation - Pittsburgh, Rideau Heights
- Demand for physical materials has remained fairly constant while demand for online collections/resources has increased
- Rising costs of e-books, e-audiobooks and other digital resources
- Requests for additional online products/resources
- Impact of the value of the Canadian dollar on buying power
- Increased costs related to the COVID-19 pandemic
- Decreasing self-generated revenues, exacerbated by COVID-19:
 - Increasing use of e-resources and online renewals impact fines/fees revenue lines
 - Decreased room rental revenue
 - Decreased photocopying and printing revenue

2021 Draft Operating Budget:

Revenues

- The draft 2021 budget calls for an overall increase of 1.3% (\$105,045) with a 2.26% (\$149,788) increase from the City of Kingston and a 2.14% (\$18,466) increase from the County of Frontenac over 2020 figures. The total operating budget for 2021 is \$8,177,217.
- While the increase to the operating budget is \$105,045, the Library is requesting an extra \$63,209 to offset revenue losses from meeting room rentals and printer and photocopier charges, which are down because of COVID, and to cover the elimination of fines on children's and teen materials.
- The Ministry of Heritage, Sport, Tourism and Culture Industries has not announced any changes to the public library operating grant (PLOG) for 2021-2022 at this time. The PLOG remains at \$297,138.
- Revenues also include \$15,000 from the County of Frontenac to contribute to the costs of providing administration and technical services at the Central Branch. The amount is based on the area of the Central Branch used to provide administration and technical services and calculated using the 87/13% funding formula.

Expenditures

- Salaries, wages and benefits lines have increased by 1.37% (\$82,174) and include an increase in wages and early retiree benefits and a decrease in benefit costs, which are lower due to reductions in Life and Long Term Disability premium rates.
- The library materials lines have increased by 1.40% (\$12,465).

- Shared system-wide expenditures have increased by 1.95% (\$13,851), largely due to an increase in contracted services, due to increased maintenance costs of various software licences and increased security costs.
- Facilities expenditures (City of Kingston branches) have decreased by 0.7% (\$-3,445) as utility costs have been lower than what was previously budgeted.

Operating Budget Projections

- The 2022 operating budget projection calls for an overall increase of 1.98% over 2021 figures. The increase includes a \$40,000 decrease in revenue due to the elimination of late fines on adult materials, and an increase in contracted services for the phasing in of maintenance costs at the new intermediate-secondary school.
- The 2023 operating budget projection calls for an overall increase of 2.5%.
- The 2024 operating budget projection calls for an overall increase of 2.39%.

2021 Capital Budget

Shared costs are calculated using the 87%/13% funding formula.

- **Branch revitalization (shared)**
 - **Rural Branches** \$13,000
 - Furniture replacement
 - **Isabel Turner**
 - Renovation of branch scheduled for 2022 \$87,000
- **Technology (shared)**
 - Software/Equipment upgrades \$50,000
- **Facility repairs (unshared)**
 - **Urban Branches**
 - Signage \$80,000
 - **Central**
 - Deficiencies \$50,000
 - Bishop's House Windows \$250,000
 - **Pittsburgh**
 - Repairs \$105,000
 - **Rideau Heights**
 - Motorized Blinds \$40,000

Recommendations:

That the Kingston Frontenac Public Library Board receive and approve the 2021 operating

and capital estimates.

That the Kingston Frontenac Public Library Board receive the operating budget projections for 2022, 2023 and 2024.

That the Kingston Frontenac Public Library Board receive and approve the 15-year capital plan.

That the Kingston Frontenac Public Library Board direct the Chief Librarian/CEO to forward the 20201 operating and capital estimates, operating budget projections for 2022, 2023 and 2024 and the 15-year capital plan to the City of Kingston and County of Frontenac.

Next Steps:

Pending KFPL Board approval of the 2021 operating and capital budget estimates, operating projections and 15-year capital plan will be sent to the City of Kingston and the County of Frontenac.

The City of Kingston Council budget deliberations are scheduled for late January 2021.

The County of Frontenac is holding budget deliberation meetings on October 20, 21 and 22nd. KFPL is scheduled to present the draft budget on October 21.

KFPL 2021 Draft Operating Budget

Account Description	2021 Budget	2020 Budget	Variance	% Variance
EXPENSES				
Salaries and wages	3,133,868	3,111,026	22,842	0.73%
Part-Time Wages	1,126,490	1,089,777	36,713	3.37%
Pages Part-Time Wages	306,260	301,527	4,733	1.57%
Overtime	31,432	30,782	650	2.11%
Payroll benefits	1,397,729	1,397,765	-36	0.00%
Retirees benefits	67,861	50,589	17,272	34.14%
WSIB	300	300	0	0.00%
Total Staff Costs	6,063,941	5,981,767	82,174	1.37%
Adult popular mat'ls	415,630	417,630	-2,000	-0.48%
Child/youth pop mat'ls	170,200	173,300	-3,100	-1.79%
Electronic resources	147,500	137,800	9,700	7.04%
Serials	42,000	41,000	1,000	2.44%
Collection databases	127,365	120,500	6,865	5.70%
Total Material	902,695	890,230	12,465	1.40%
General Supplies	66,000	66,000	0	0.00%
Vehicle repairs & maintenance	5,000	5,000	0	0.00%
Vehicle fuels and lubricants	9,400	9,400	0	0.00%
Computer Equipment	70,000	70,000	0	0.00%
Software	9,000	9,000	0	0.00%
Furniture and fixtures	14,250	14,250	0	0.00%
Advertising	9,000	9,000	0	0.00%
Telephones/Cell Phones	34,889	34,218	672	1.96%
Internet Connectivity	37,000	45,467	-8,467	-18.62%
Fees, subscription, membership	10,850	10,450	400	3.83%
Mileage	11,600	12,500	-900	-7.20%
Education and training	40,600	40,600	0	0.00%
Miscellaneous Expenses	7,000	9,500	-2,500	-26.32%
Delivery, postage & shipping	10,000	10,000	0	0.00%
Professional services	26,500	26,000	500	1.92%
Contracted services - system wide	302,569	278,073	24,496	8.81%
Programs	23,500	23,000	500	2.17%
Equipments rentals	12,700	13,550	-850	-6.27%
Interest & Service Charges	2,500	2,500	0	0.00%
Allocated Insurance	20,000	20,000	0	0.00%
Total System-Wide	722,359	708,508	13,851	1.95%
Facilities				
Protective clothing	2,025	2,000	25	1.25%
Cleaning supplies	28,700	21,200	7,500	35.38%
Tools & Equipment	3,200	4,335	-1,135	-26.18%
Furniture and equipment	7,550	6,425	1,125	17.51%
Repairs & maintenance	6,500	13,350	-6,850	-51.31%
Water and Sewer	12,575	14,450	-1,875	-12.98%
Natural Gas	55,438	58,700	-3,262	-5.56%
Electricity	207,984	213,850	-5,866	-2.74%
Contracted Services	164,250	157,357	6,893	4.38%
Total Facilities	488,222	491,667	-3,445	-0.70%
Total Expenditures	8,177,217	8,072,172	105,045	1.30%
REVENUES				
Provincial Subsidy	- 297,138	- 297,138	0	0.00%
Project Grants	- 30,000	- 30,000	0	0.00%
Printer/Photocopier Revenue	- 23,465	- 29,660	6,195	-20.89%
Fines/Damages	- 52,000	- 94,360	42,360	-44.89%
Non-Resident Fees	- 9,289	- 9,443	154	-1.63%
Facility Rentals	- 45,000	- 56,000	11,000	-19.64%
Donations	- 10,000	- 7,000	-3,000	42.86%
Expenditure Recovery	- 40,000	- 40,000	0	0.00%
Miscellaneous Revenue exempt	- 10,000	- 13,500	3,500	-25.93%
County of Frontenac	- 881,565	- 863,489	-18,076	2.09%
City of Kingston	- 6,778,760	- 6,631,582	-147,178	2.22%
Total Revenue	- 8,177,217	- 8,072,172	-105,045	1.30%
Net	0.00	0.00		

KFPL Draft Operating Budget - 2022 Projection

Account Description	2022 Budget	2021 Budget	Variance	% Variance
EXPENSES				
Salaries and wages	3,176,954	3,133,868	43,086	1.37%
Part-Time Wages	1,137,549	1,126,490	11,059	0.98%
Pages Part-Time Wages	310,590	306,260	4,330	1.41%
Overtime	31,825	31,432	393	1.25%
Payroll benefits	1,455,463	1,397,729	57,734	4.13%
Retirees benefits	49,899	67,861	-17,962	-26.47%
WSIB	300	300	0	0.00%
Total Staff Costs	6,162,580	6,063,941	98,639	1.63%
Adult popular mat'ls	415,630	415,630	0	0.00%
Child/youth pop mat'ls	170,200	170,200	0	0.00%
Electronic resources	152,500	147,500	5,000	3.39%
Serials	43,000	42,000	1,000	2.38%
Collection databases	132,300	127,365	4,935	3.87%
Total Material	913,630	902,695	10,935	1.21%
Supplies	66,000	66,000	0	0.00%
Vehicle repairs & maintenance	5,000	5,000	0	0.00%
Vehicle fuels and lubricants	9,400	9,400	0	0.00%
Computer Equipment	70,000	70,000	0	0.00%
Software	9,000	9,000	0	0.00%
Furniture and fixtures	14,250	14,250	0	0.00%
Advertising	9,126	9,000	126	1.40%
Telephones/Cell Phones	35,495	34,889	606	1.74%
Internet Connectivity	37,518	37,000	518	1.40%
Fees, subscription, membership	10,850	10,850	0	0.00%
Mileage	11,600	11,600	0	0.00%
Education and training	41,000	40,600	400	0.99%
Miscellaneous Expense	7,000	7,000	0	0.00%
Delivery, postage & shipping	10,000	10,000	0	0.00%
Professional services	27,500	26,500	1,000	3.77%
Contracted services - system wide	336,616	302,569	34,047	11.25%
Programs	24,000	23,500	500	2.13%
Equipments rentals	14,000	12,700	1,300	10.24%
Interest & Service Charges	2,500	2,500	0	0.00%
Allocated Insurance	20,000	20,000	0	0.00%
Total System-Wide	760,856	722,359	38,497	5.33%
Facilities				
Protective clothing	2,050	2,025	25	1.23%
Cleaning supplies	24,050	28,700	-4,650	-16.20%
Tools & Equipment	3,900	3,200	700	21.88%
Furniture and equipment	6,175	7,550	-1,375	-18.21%
Repairs & maintenance	9,050	6,500	2,550	39.23%
Water and Sewer	13,204	12,575	629	5.00%
Natural Gas	58,210	55,438	2,772	5.00%
Electricity	218,383	207,984	10,399	5.00%
Contracted Services	167,350	164,250	3,100	1.89%
Total Facilities	502,372	488,222	14,150	2.90%
Total Expenditures	8,339,438	8,177,217	162,221	1.98%
REVENUES				
Provincial Subsidy	- 297,138	- 297,138	0	0.00%
Project Grants	- 30,000	- 30,000	0	0.00%
Printer/Photocopier Revenue	- 23,890	- 23,465	-425	1.81%
Fines/Damages	- 10,400	- 52,000	41,600	-80.00%
Non-Resident Fees	- 9,339	- 9,289	-50	0.54%
Facility Rentals	- 46,000	- 45,000	-1,000	2.22%
Donations	- 11,000	- 10,000	-1,000	10.00%
Expenditure Recovery	- 40,000	- 40,000	0	0.00%
Miscellaneous Revenue exempt	- 10,000	- 10,000	0	0.00%
County of Frontenac	- 904,509	- 881,565	-22,944	2.60%
City of Kingston	- 6,957,162	- 6,778,760	-178,402	2.63%
Total Revenue	- 8,339,438	- 8,177,217	-162,221	1.98%
Net	0.00	0.00		

KFPL Draft Operating Budget - 2023 Projection

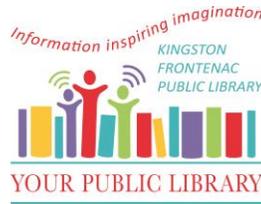
Account Description	2023 Budget	2022 Budget	Variance	% Variance
EXPENSES				
Salaries and wages	3,229,835	3,176,954	52,881	1.66%
Part-Time Wages	1,160,300	1,137,549	22,751	2.00%
Pages Part-Time Wages	316,802	310,590	6,212	2.00%
Overtime	32,407	31,825	582	1.83%
Payroll benefits	1,525,156	1,455,463	69,693	4.79%
Retirees benefits	52,394	49,899	2,495	5.00%
WSIB	300	300	0	0.00%
Total Staff Costs	6,317,194	6,162,580	154,613	2.51%
Adult popular mat'ls	415,630	415,630	0	0.00%
Child/youth pop mat'ls	170,200	170,200	0	0.00%
Electronic resources	157,700	152,500	5,200	3.41%
Serials	44,000	43,000	1,000	2.33%
Collection databases	137,150	132,300	4,850	3.67%
Total Material	924,680	913,630	11,050	1.21%
Supplies	66,000	66,000	0	0.00%
Vehicle repairs & maintenance	5,100	5,000	100	2.00%
Vehicle fuels and lubricants	9,650	9,400	250	2.66%
Computer Equipment	70,000	70,000	0	0.00%
Software	9,000	9,000	0	0.00%
Furniture and fixtures	14,250	14,250	0	0.00%
Advertising	9,126	9,126	0	0.00%
Telephones/Cell Phones	36,129	35,495	634	1.79%
Internet Connectivity	38,644	37,518	1,126	3.00%
Fees, subscription, membership	10,850	10,850	0	0.00%
Mileage	11,600	11,600	0	0.00%
Education and training	41,500	41,000	500	1.22%
Miscellaneous Expense	7,000	7,000	0	0.00%
Delivery, postage & shipping	10,000	10,000	0	0.00%
Professional services	28,500	27,500	1,000	3.64%
Contracted services - system wide	358,665	336,616	22,048	6.55%
Programs	24,500	24,000	500	2.08%
Equipments rentals	14,000	14,000	0	0.00%
Interest & Service Charges	2,500	2,500	0	0.00%
Allocated Insurance	20,000	20,000	0	0.00%
Total System-Wide	787,013	760,856	26,158	3.44%
Facilities				
Protective clothing	2,075	2,050	25	1.22%
Cleaning supplies	22,750	24,050	-1,300	-5.41%
Tools & Equipment	3,975	3,900	75	1.92%
Furniture and equipment	6,475	6,175	300	4.86%
Repairs & maintenance	10,700	9,050	1,650	18.23%
Water and Sewer	13,864	13,204	660	5.00%
Natural Gas	61,121	58,210	2,911	5.00%
Electricity	229,302	218,383	10,919	5.00%
Contracted Services	169,200	167,350	1,850	1.11%
Total Facilities	519,462	502,372	17,090	3.40%
Total Expenditures	8,548,349	8,339,438	208,911	2.51%
REVENUES				
Provincial Subsidy	-	297,138	-	0.00%
Project Grants	-	30,000	-	0.00%
Printer/Photocopier Revenue	-	23,715	-	-0.73%
Fines/Damages	-	10,400	-	0.00%
Non-Resident Fees	-	9,389	-	0.54%
Facility Rentals	-	50,000	-	8.70%
Donations	-	12,000	-	9.09%
Expenditure Recovery	-	40,000	-	0.00%
Miscellaneous Revenue exempt	-	10,000	-	0.00%
County of Frontenac	-	927,035	-	2.49%
City of Kingston	-	7,138,672	-	2.61%
Total Revenue	-	8,548,349	-	2.51%
Net	0.00	0.00		

KFPL Draft Operating Budget - 2024 Projection

Account Description	2024 Budget	2023 Budget	Variance	% Variance		
EXPENSES						
Salaries and wages	3,283,667	3,229,835	53,832	1.67%		
Part-Time Wages	1,183,506	1,160,300	23,206	2.00%		
Pages Part-Time Wages	323,138	316,802	6,336	2.00%		
Overtime	33,000	32,407	593	1.83%		
Payroll benefits	1,598,273	1,525,156	73,116	4.79%		
Retirees benefits	55,014	52,394	2,620	5.00%		
WSIB	300	300	0	0.00%		
Total Staff Costs	6,476,897	6,317,194	159,703	2.53%		
Adult popular mat'ls	415,630	415,630	0	0.00%		
Child/youth pop mat'ls	170,200	170,200	0	0.00%		
Electronic resources	162,900	157,700	5,200	3.30%		
Serials	45,000	44,000	1,000	2.27%		
Collection databases	142,050	137,150	4,900	3.57%		
Total Material	935,780	924,680	11,100	1.20%		
Supplies	66,000	66,000	0	0.00%		
Vehicle repairs & maintenance	5,100	5,100	0	0.00%		
Vehicle fuels and lubricants	9,650	9,650	0	0.00%		
Computer Equipment	70,000	70,000	0	0.00%		
Software	9,000	9,000	0	0.00%		
Furniture and fixtures	14,250	14,250	0	0.00%		
Advertising	9,126	9,126	0	0.00%		
Telephones/Cell Phones	36,793	36,129	664	1.84%		
Internet Connectivity	39,803	38,644	1,159	3.00%		
Fees, subscription, membership	10,850	10,850	0	0.00%		
Mileage	11,600	11,600	0	0.00%		
Education and training	42,000	41,500	500	1.20%		
Miscellaneous Expense	7,000	7,000	0	0.00%		
Delivery, postage & shipping	10,000	10,000	0	0.00%		
Professional services	29,000	28,500	500	1.75%		
Contracted services	367,895	358,665	9,230	2.57%		
Programs	25,000	24,500	500	2.04%		
Equipments rentals	14,000	14,000	0	0.00%		
Interest & Service Charges	2,500	2,500	0	0.00%		
Allocated Insurance	20,000	20,000	0	0.00%		
Total System-Wide	799,567	787,013	12,554	1.60%		
Facilities						
Protective clothing	2,100	2,075	25	1.20%		
Cleaning supplies	22,850	22,750	100	0.44%		
Tools & Equipment	4,075	3,975	100	2.52%		
Furniture and equipment	7,100	6,475	625	9.65%		
Repairs & maintenance	12,700	10,700	2,000	18.69%		
Water and Sewer	14,557	13,864	693	5.00%		
Natural Gas	64,177	61,121	3,056	5.00%		
Electricity	240,767	229,302	11,465	5.00%		
Contracted Services	171,950	169,200	2,750	1.63%		
Total Facilities	540,276	519,462	20,814	4.01%		
Total Expenditures	8,752,520	8,548,349	204,171	2.39%		
REVENUES						
Provincial Subsidy	-	297,138	-	0.00%		
Project Grants	-	30,000	-	0.00%		
Printer/Photocopier Revenue	-	23,815	-	23,715	-100	0.42%
Fines/Damages	-	10,400	-	10,400	0	0.00%
Non-Resident Fees	-	9,439	-	9,389	-50	0.53%
Facility Rentals	-	55,500	-	50,000	-5,500	11.00%
Donations	-	13,000	-	12,000	-1,000	8.33%
Expenditure Recovery	-	40,000	-	40,000	0	0.00%
Miscellaneous Revenue exempt	-	10,000	-	10,000	0	0.00%
County of Frontenac	-	948,173	-	927,035	-21,138	2.28%
City of Kingston	-	7,315,055	-	7,138,672	-176,383	2.47%
Total Revenue	-	8,752,520	-	8,548,349	-204,171	2.39%
Net	0.00	0.00				

Kingston Frontenac Public Library
2021 Draft Capital Budget
15 Year Plan

	2021	2022	2023	2024	2025	2026	2027	2028	2029	2030	2031	2032	2033	2034	2035	2021 - 2035
LIBRARY																
Branch Revitalization (Shared)	100,000	200,000	-	100,000	100,000	100,000	100,000	100,000	100,000	100,000	100,000	100,000	100,000	100,000	100,000	1,500,000
Branch Revitalization & Renewal (Unshared)	-	-	500,000	500,000	200,000	-	-	-	-	-	-	-	-	-	-	1,200,000
Facility Repairs	275,000	30,000	305,000	31,500	78,000	42,000	109,000	252,500	628,000	580,000	86,000	140,000	195,000	340,000	82,000	3,174,000
Materials for Sight Impaired	10,000	10,000	-	-	-	-	-	-	-	-	-	-	-	-	-	20,000
Shared IS&T	50,000	120,000	400,000	180,000	100,000	165,000	85,000	125,000	125,000	125,000	100,000	350,000	100,000	100,000	100,000	2,225,000
Unshared IS&T	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Shared Other	-	-	40,000	-	35,000	-	40,000	-	-	-	40,000	-	35,000	-	-	190,000
Bishop's House	250,000	-	-	-	-	-	-	-	-	-	-	-	-	-	-	250,000
Turner Renovations	-	400,000	2,000,000	-	-	-	-	-	-	-	-	-	-	-	-	2,400,000
Pittsburgh Renovations	-	500,000	-	5,400,000	-	-	-	-	-	-	-	-	-	-	-	5,900,000
Total Library	685,000	1,260,000	3,245,000	6,211,500	513,000	307,000	334,000	477,500	853,000	805,000	326,000	590,000	430,000	540,000	282,000	16,859,000
FINANCING																
	2021	2022	2023	2024	2025	2026	2027	2028	2029	2030	2031	2032	2033	2034	2035	2021 - 2035
Reserve Funds																
Library Capital Reserve Ft	655,500	1,208,400	3,187,800	6,175,100	482,450	272,550	304,750	448,250	823,750	775,750	294,800	531,500	399,450	514,000	256,000	16,330,050
Total Reserve Funds	655,500	1,208,400	3,187,800	6,175,100	482,450	272,550	304,750	448,250	823,750	775,750	294,800	531,500	399,450	514,000	256,000	16,330,050
Total Grants	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Total Other (Steele)	10,000	10,000	-	-	-	-	-	-	-	-	-	-	-	-	-	20,000
Recovery from County	19,500	41,600	57,200	36,400	30,550	34,450	29,250	29,250	29,250	29,250	31,200	58,500	30,550	26,000	26,000	508,950
TOTAL FINANCING	685,000	1,260,000	3,245,000	6,211,500	513,000	307,000	334,000	477,500	853,000	805,000	326,000	590,000	430,000	540,000	282,000	16,859,000



KFPL Report to the Board

Subject: Elimination of Overdue Fines
Date: October 13, 2020
Prepared by: L. Carter, Chief Librarian/Chief Executive Officer

Background¹:

Over 270 libraries in North America eliminated overdue fines in recent years, representing a commitment to equitable and accessible service, while increasing users, circulation, and reducing lost materials. The move to a fine free model has accelerated in recent months because of the COVID-19 pandemic.

There are four key reasons for the Library to eliminate fines:

1. Fines stand in the way of the core library value of providing equitable library service.

Calgary Public Library, who eliminated fines in 2020, reported that families with young children, those that identified as newcomers or members of visible minorities were more likely to be blocked cardholders and that library branches in communities with lower socioeconomic indicators had higher rates of blocked users.²

KFPL currently has 2,297 borrowers with fines in excess of \$20. Twenty-three percent (23%) of these memberships are held by children or teens. Anecdotally, library staff hear from people who don't use the library because they are afraid of incurring fines.

2. Removing fines to increase access to books promotes lifelong literacy.

Literacy development is closely linked to interactions with books and reading in the early years. Fines present a barrier not only to borrowing material to read at home, but also to attendance at library programs or the use of other library services.

Research also proves that library fines contribute to the cycle where socioeconomic status

¹ With sincere appreciation to my colleagues in the Canadian Urban Libraries Council who shared their reports, research and expertise, and particularly Lauren Jessop from the Barrie Public Library.

² Mueller, Sarah. Calgary Public Library. "A Fine Free Model: A Report to the Calgary Public Library Board Strategy & Community Committee." March 10, 2020

functions as an indicator of school success.³

3. Fines are not a sustainable revenue model for public libraries.

As digital circulation grows, Library fines continue to decline. In July, digital circulation was up 43% over the same month in 2019. While this large increase can be attributed in part due to the pandemic, increases of 15-20% month over month were being seen in 2019. Based on these trends and users' growing preference for the convenience of digital resources, digital circulation will continue to grow and may soon be equal to physical circulation. Returning e-books is an automated process, meaning that no fines are ever incurred on an increasingly large percentage of Library circulation.

Fine revenue as a percentage of the Library's overall revenue has declined in the past few years and evidence points to it being a reduced revenue stream in the future. It is incumbent upon the Library to build a vision of the future that maintains operations without reliance on fine revenue.

4. Evidence has proven correlations between the implementation of fine free policies and the increase of circulation and active library members

Fine-free libraries have "found that eliminating fines has raised circulation numbers, brought lapsed users back to the library, and boosted goodwill" among patrons.⁴

While public perception may suggest that fines lead to more responsible use of library collections, documentation proves the contrary. According to a recent survey of nine library systems in North America that have eliminated overdue fines, none have experienced increases in late returns, longer hold times, or gaps in the collection. In fact, the Salt Lake Public Library recorded their late-return rate drop from 9% to 4% following fine elimination.⁵ It is noted that billed-item fees remained in place to provide retention protection for the collection. KFPL would also continue to bill patrons for lost or damaged items.

Analysis:

Funding

In 2020, prior to the pandemic closure, the Library had forecasted revenue from fines at less than 1% of our total revenue, and the dollar amounts collected from fines revenue has been declining for a number of years. Instead of continuing to reduce this budget gradually over a

³ American Psychological Association. "Education and Socioeconomic Status." Accessed October 11, 2020. <https://www.apa.org/pi/ses/resources/publications/education>

⁴ Peet, Lisa. "The End of Fines." *Library Journal* 143, no.15 (September 2018).

⁵ San Francisco Public Library. "Long Overdue: Eliminating Fines on Overdue Materials to Improve Access to San Francisco Public Library." Accessed October 13, 2020 <https://sfpl.org/about-us/fine-free-library>

number of years, I am recommending the elimination of all overdue fines, phased in over two years to lessen the budgetary impact.

Several factors in the changing landscape of public library service contribute to the reality of continuously falling fine revenues:

- increased use of digital resources which do not incur late fees due to the automated return process
- an overall decline in borrowing of physical items resulting in fewer overdue items
- improved communications (i.e. courtesy notices) reminding patrons to renew or return their books
- increased or unlimited renewals on library physical items.

An extra \$22,000 in funding is being sought this year to offset the lost revenue from the elimination of fines on children's and teen materials, and the 2022 budget projections include \$40,000 in additional funding requests to eliminate fines on adult materials.

The donations line has been increased by \$3,000 in the 2021 draft budget in anticipation of patrons making donations to the library in lieu of fines. A category will be added on the KFPL Canada Helps donation page to help track this type of donation.

Efficiency

In 2019, there were approximately 70,000 individual fines recorded by our integrated library system (ILS) software. At an estimate of 5 fines per transaction at approximately 3 - 5 minutes each, this accounts for 700 – 1,167 hours of staff time at the desk annually. This calculation only factors in the actual cash transaction and does not include time connecting with patrons about fines on the phone, by email, etc.

Staff resources are better spent connecting with our patrons to assist them in moving their lives forward, sparking curiosity and discovering opportunities. A fine free model will result in accessible service for all residents, with higher community engagement, increases in circulation, efficient operations and removal of barriers to information.

Impact

The expected and intended impacts of eliminating fines on materials are:

- Growth in circulation of materials and active membership
- More equitable provision of library services across the City and County, as blocked cardholder rates decline
- Improved patron relationships with the Library, as interactions related to fines owing and payment transactions are reduced

- Increased use of the self-check stations as these cannot be used when fines over \$20 are owing
- Allows Library staff members to focus on core library services that have the most positive impact in the community, as tens of thousands of annual payment transactions are eliminated

The Kingston Frontenac Public Library's mission is to make a positive difference in the lives of everyone in Kingston Frontenac. Charging fines makes this mission difficult to achieve as it prevents those who may need our services the most from using the library.

Recommendations:

That the Kingston Frontenac Library Board approve the elimination of overdue fines on children's and teen materials in 2021, with the elimination of fines on adult materials to follow in 2022.