Agenda

Regular Meeting # 2020-09
Kingston Frontenac Public Library Board
Wednesday, November 18, 2020 – 4:30 PM
Meeting Room #2 – Central Branch

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

1. Call to Order / Regrets

2. Adoption of the Agenda (motion)

3. Disclosure of Conflict of Interest

4. Ownership Linkages – Presentation: Kingston's Workforce Development & In-Migration Strategy

Consent Agenda

5. Adoption of Minutes

    5.1. Regular KFPL Board Meeting #2020-08 of October 18, 2020 (attached)

6. Information Items

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

7. Monitoring Reports

    7.1. Communication and Counsel

    7.1.1. Chief Librarian's Report (attached)

    7.2. Staff Relations and Volunteers (attached)

    7.3. Asset Protection (attached)

    7.4. Compensation and Benefits (attached)

    7.5. Statistical Report (3rd Quarter 2020) (attached)

    7.6. Strategic Planning – Action Plans for 2021(attached)

8. Motion to accept consent agenda (motion)

Action Agenda

9. Business Arising from the Minutes

10. Items Removed from the Consent Agenda

    10.1.

11. Action Items

    11.1. Policy Review and Approval **(added)**

    11.1.1. 3D Printing (policy and report attached) (motion)

    11.2. Closed Meeting (motions)

    11.2.1. That the Board resolve itself into a Closed Meeting to discuss a personal matter about an identifiable individual (Chief Librarian / CEO Performance Review).

Items for Discussion / Exploration

12. Kingston's Workforce Development and In-migration Strategy

13. [Library Boards – What is Your Data Telling You](#) (SOLS webinar) (presentation slides attached)

Other Business

14. 2021 Board Planning Cycle (Annual Workplan) *(deferred to December 2020)*

15. Central Branch Renovations Update

16. Radon Testing Update

17. Updated Policy Checklist (attached)

Adjournment / Next Meeting

Regular Board Meeting: 4:30 PM, Wednesday, December 16, 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.
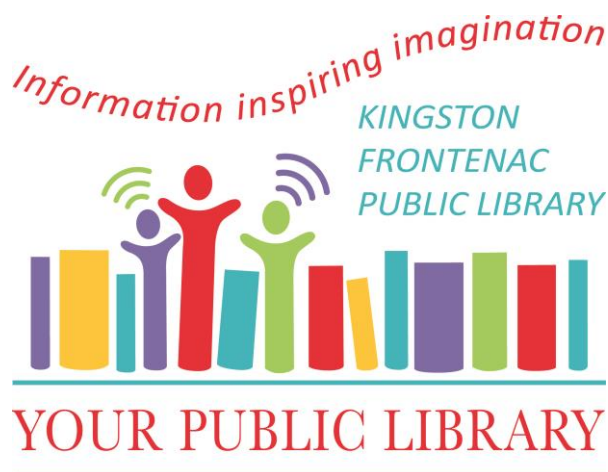
Minutes of Regular Meeting #2020-08 of the
Kingston Frontenac Public Library Board

October 21, 2020 - 4:30 PM (unconfirmed)

Meeting Room #1 – Central Branch

<u>Present</u>: Laura Carter (Chief Librarian / Chief Executive Officer), Kate Betts-Wilmott, Dave Kerr, Mark Kerr, Councillor Robert Kiley (via videoconference), Kamryn Marsh, Louise Moody, Natalie Nossal (Vice-Chair), Holly Platz (via teleconference), Councillor Alan Revill (via video conference) (joined at 4:46 PM), Jennifer Ross, Monica Stewart (Chair)

<u>Staff Present</u>: Nicole Charles (Director, Branch Experience) (via videoconference) (joined at 4:50 PM), Kristen Lemay (Librarian, Children's Services) (left at 5:28 PM), Kimberly Sutherland Mills (Manager, Programming and Outreach), Brianne Peters (Librarian, Children's Services) (via videoconference) (left at 5:28 PM), Bill Purvis (Technical Support), Shelagh Quigley (Director, Human Resources), Chris Ridgley (Budget/HR Analyst), Amy Rundle (Recording Secretary), Lester Webb (Director, Outreach and Technology) (via videoconference) (left at 6:23 PM)

<u>Others Present</u>: Anne Prichard (Executive Director, Frontenac Community Futures Development Corporation) (left at 4:56 PM)

1. Call to Order

The meeting was called to order at 4:35 PM.

2.   Adoption of the Agenda

2020-30   Moody – D. Kerr

That the agenda be approved as distributed.

Carried

3.   Disclosure of Conflict of Interest

There were no declarations of conflict of interest.

4. Ownership Linkages – Presentation: Anne Prichard, Executive Director – Frontenac Community Futures Development Corporation

A. Prichard talked about the services offered by the Frontenac Community Futures Development Corporation (FCFDC) and shared recent examples of businesses they've assisted through their small business loan program.

A. Revill joined the meeting at this time. (4:46 PM)

Ms. Prichard noted that she always includes a link to the KFPL website as a resource in follow-up emails to clients and that K. Sutherland Mills has been a valuable contributor during community Zoom calls by connecting people with business resources available at the library.

N. Charles joined the meeting at this time. (4:50 PM)

The FCFDC is keen to partner with KFPL to jointly promote targeted services and programs such as 3D printers, Live Speaker Series, digital resources and meeting spaces.

Ms. Prichard was thanked for her presentation and left the meeting at this time. (4:56 PM)

5. Board Education – Presentation: Children's Services Librarian

K. Lemay and B. Peters discussed how KFPL's Programming staff have adapted to the COVID-19 restrictions by offering virtual programming for all ages via Zoom and YouTube. Programming ideas for the remainder of 2020 were also shared.

Staff were asked if partnerships with other libraries to share virtual program content have been considered. Some discussion has already taken place, especially for multilingual content. Staff will continue to explore this option.

Staff were asked about Zoom fatigue and if consideration has been given to programs that are not screen-based. K. Sutherland Mills noted that the activity kits, Stories in the Square and Storywalk have been well-received, but restrictions on gathering and capacity limit the number of options available. Colder weather also limits the ability to offer outdoor programs. The Let's Read Backpacks are a great option for families who are looking for screen-free enrichment - each backpack has a theme and includes a selection of books and activities for at-home use. Staff also noted the Ukulele program and upcoming DASH robot kits that offer hands-on learning with screen time limited to instruction and guidance.

A question was asked about accessibility for those without a device, limited internet, language barriers or disabilities. Ms. Sutherland Mills noted that accessibility is always considered when planning programs, however it is more difficult to achieve with virtual programming. L. Carter reported that KFPL now has wireless hotspots available for lending and Chromebooks have also been ordered. Wi-Fi equipment at rural branches has been

relocated to ensure access from branch parking lots and is available 24 hours/day. Staff will continue to look at ways that access to virtual resources can be improved.

Staff were asked if more patrons have been reached virtually then with traditional, in-person programs. Ms. Sutherland Mills reported that it's hard to determine where patrons are accessing virtual programs from, but it's likely that more rural families are able to take part now that physical location isn't a barrier.

The Board commended programming staff on their incredible response to the COVID-19 restrictions. Members are impressed with the professional quality of the virtual programs and look forward to what comes next.

K. Lemay and B. Peters were thanked for their presentation and left the meeting at this time. (5:28 PM)

Consent Agenda

6.   Adoption of Minutes

6.1. Regular KFPL Board Meeting #2020-07 of September 16, 2020

6.2. Committee of the Whole Meeting #2020-03 of September 30, 2020

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

8.2. Financial Condition (Third Quarter)

8.3. Financial Planning and Budgeting

9.   Motion to accept consent agenda

2020-31   Revill - Nossal

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

Carried

Action Agenda

10. Business Arising from the Minutes

N. Nossal gave an update on Board self-evaluation. L. Carter reached out to colleagues for examples of self-evaluation tools and responses were received from several libraries, including some that use Carver. Online resources about Carver self-assessment have also been reviewed. Ms. Nossal offered to present the information at an upcoming meeting. Ms. Nossal was thanked for her work.

11. Items Removed from the Consent Agenda

No items were removed from the Consent Agenda for discussion.

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

2020-32   D. Kerr – Betts-Wilmott

That the Board approve the Access to Information and Protection of Privacy Policy.

Carried

12.1.5. Records Management

2020-33   M. Kerr - Marsh

That the Board approve the Records Management Policy.

Carried

12.1.6. Gifts, Donations and Planned Giving

2020-34   Nossal – Betts-Wilmott

That the Board approve the Gifts, Donations and Planned Giving Policy.

Carried

12.1.7. Accessibility for Users with Disabilities

2020-35   Kiley – Nossal

That the Board approve the Accessibility for Users with Disabilities Policy.

Carried

12.1.8. Health & Safety related policies

12.1.8.1. Occupational Health and Safety

2020-36   M. Kerr – Marsh

That the Board approve the Occupational Health and Safety Policy.

Carried

12.1.8.2. Workplace Harassment

2020-37   Nossal – D. Kerr

That the Board approve the Workplace Harassment Policy.

Carried

12.1.8.3. Workplace Violence Prevention

2020-38   M. Kerr – Betts-Wilmott

That the Board approve the Workplace Prevention Policy.

Carried

12.2. Budget Approval Consent

L. Carter provided an overview of the 2021 capital and operating estimates, projections for 2022, 2023, 2024 and the 15-year capital plan. While partially offset by a decrease in facility costs, uncertainty about self-generated revenue due to COVID-19 restrictions, as well as the proposal to eliminate fines (item 12.3), makes it difficult to meet the City of Kingston's targets.

A. Revill noted that Ms. Carter's budget presentation to County Council earlier in the day was well received.

It was agreed that discussion of item 12.3 should take place prior to making final decisions on the 2021 budget.

12.3. Elimination of Overdue Fines

L. Carter reported that more than 270 libraries in North America have eliminated overdue fines and are reporting positive results. Evidence shows that fines are a barrier to providing equitable and accessible library service, disproportionately affecting families with young children, newcomers, members of visible minorities and other vulnerable members of the community. Fine free libraries report that eliminating fines has resulted in increased circulation numbers and a return of lapsed patrons, without a corresponding increase in late returns.   Additionally, as digital circulation continues to grow, revenue from library fines will continue to decline and cease to be a sustainable revenue model.

A question was asked about negative community feedback. Ms. Carter reported that KFPL hasn't received any negative feedback about fine elimination during the pandemic, and other

libraries haven't reported issues.

Staff were asked about alternate ways to inspire responsible borrowing. L. Carter reported that staff will update circulation policies and frequency of overdue notices. Patrons could also be blocked from borrowing based on the quantity of overdue items, or how long an item has been overdue. Additionally, materials that remain outstanding after a certain length of time will continue to be billed as lost. Ms. Carter anticipates that a sense of shared ownership and community will drive returns.

A question was asked about the decision to spread the elimination of fines over two years instead right away. Ms. Carter explained eliminating all fines at the same time is preferable operationally, but phasing-in the elimination of fines diminishes the impact to the budget. Board members expressed concern about phasing-in the initiative over two years, noting that it would be confusing and inequitable.

Staff were asked what happens if City Council chooses not to approve the additional funding. Ms. Carter stated the deficit would be funded through the operating budget and might require a decrease in service or collections. The deficit could also be diminished through a concerted fundraising effort, although staff capacity and experience is currently insufficient for this type of initiative.

After further discussion, it was agreed that all fines should be eliminated in 2021.

2020-39   Nossal – Kiley

That the Kingston Frontenac Public Library Board approve the permanent elimination of fines on all materials effective January 1, 2021.

Carried

L. Webb left the meeting at this time. (6:23 PM)

The Board returned to discussion of the 2021 budget estimates. Ms. Carter noted that budget documents will be updated to reflect the elimination of fines before being forwarded to the municipalities. Fundraising will be discussed further at a future meeting.

2020-40   Revill – Kiley

That the Kingston Frontenac Public Library Board receive and approve the 2021 operating and capital estimates, adjusted to reflect the elimination of fines effective January 1, 2021.

Carried

2020-41   Ross – Betts-Wilmott

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

Carried

2020-42   Nossal – Kerr

That the Kingston Frontenac Public Library Board direct the Chief Librarian/CEO to forward the 2021 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.

Carried

Items for Discussion / Exploration

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

Forms will be distributed to Board members via email. Completed forms should be returned to M. Stewart prior to the next meeting.

Other Business

14. Central Branch Renovations Update

D. Kerr reported that the Committee will meet next on October 27, 2020. The list of remaining deficiencies is very small. Staff will meet with the contractor early next week to finalize a completion plan.

15. Radon Update

L. Carter reported that portable readers are now located in several branches and will be rotated through locations on a monthly basis.

Levels at the Sharbot Lake branch are fluctuating and have recently been over the minimum risk threshold. KFPL is working with the Township on remediation efforts and airflow in the branch has been increased as a temporary measure.

Funding has been requested in the 2021 capital budget in case additional remediation is required at the Pittsburgh Branch.

Adjournment / Next Meeting

The next regular Board Meeting will be held at 4:30 PM, Wednesday, November 18, 2020, location TBD.

There being no further business, it was moved by K. Betts-Wilmott to adjourn at 7:03 PM.

Signatures:

Monica Stewart, Chair   Amy Rundle, Recording Secretary

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:

   - Statistical Report 3rd Quarter
   - Staff Relations and Volunteers
   - Asset Protection
   - Compensation and Benefits

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

   The Southern Ontario Library Service (SOLS) and the Ontario Library Service-North (OLS-N) are merging, and their boards have ratified the Amalgamation Agreement, Letters Patent of Amalgamation and By-Law of the new organization - the Ontario Library Service (OLS). These changes take effect April 1, 2021, with the new OLS based in Sudbury, led by current OLS–N CEO, Mellissa D'Onofrio-Jones. Barbara Franchetto, CEO of SOLS will be retiring on March 31, 2021.

   The 2020 Ontario Budget was released on November 5, 2020. There is no new direct funding for libraries, but there are likely to be some opportunities to get involved with initiatives such as the Ontario Onwards Acceleration Fund, which will pilot new technology to improve how people and businesses experience government services in Ontario and benefits to libraries and our rural communities as a result of the increased investments in broadband infrastructure.

3. **Fail to advise the Board if, in the Chief Librarian's opinion, the Board is not in compliance with its own policies on Governance Process and Board-Staff Relationship,**

particularly in the case of Board behaviour which is detrimental to the work relationship between the Board and the Chief Librarian.

To my knowledge, the board is in compliance with its policies.

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

   Staff and external points of view are provided as needed.

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

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

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

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

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

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

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

   Compliance is anticipated in all areas.

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

   All such items appear on this month's agenda.

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

Original signed copy on file

Laura Carter, CEO/Chief Librarian

Date: November 10, 2020

Meetings, conferences and events attended by the CEO or delegate

Date	Meeting
October 13	Meeting with D. Kennedy, S. Kanellos, City of Kingston
October 14	Joint Health and Safety Committee Meeting
October 19	Meeting with S. Bates and H. Pardy, Friends of the Library
October 20	Vulnerable Sector Network
October 20	Community Response to Neighbourhood Concerns (CRNC) Meeting
October 21	County of Frontenac, Budget Consultations
October 21	Community Check-In, Facilitated by Rob Wood
October 27	Central Branch Renovations Committee Meeting
October 31	Meeting with City of Kingston FMCS Staff and Contractors, Central Branch
November 3	Meeting with City of Kingston FMCS Staff and Contractors, Central Branch
November 4	Meeting with S. Bates and H. Pardy, Friends of the Library
November 4	Canadian Urban Libraries Council Meeting
November 4	Friends of the Library Board Meeting
November 6	Central Branch Renovations Project Management Committee
November 6	Chief Executives of Large Urban Public Libraries Meeting
November 7	Multisector Tele-Town Hall with Minister Lisa MacLeod

Incident Reports (November 2020 Board Agenda)

Incident #	Title	Branch	Date
2020-225	Accident - child bumped head on outside railing	CE	10/22/2020
2020-226	Alcohol/Drugs - loud music and drug use outside branch	IT	10/23/2020
2020-223	Alcohol/Drugs - patron likely impaired/sleeping	CE	10/21/2020
2020-243	Assistance - ambulance called for community member	WI	11/05/2020
2020-224	Behaviour - abuse of library privileges	CE	10/22/2020

Incident #	Title	Branch	Date
2020-230	Behaviour - angry patron confronts another patron	CE	10/26/2020
2020-231	Behaviour - difficult patron at end of day	CE	10/23/2020
2020-233	Behaviour - disturbing comments made to staff over the phone; existing ban extended and police report filed	CE	10/29/2020
2020-219	Behaviour - mask compliance	CE	10/19/2020
2020-236	Behaviour - mask compliance / mental health concerns	CE	10/30/2020
2020-235	Behaviour - meeting participant refusing to wear mask upon entering branch	CE	10/27/2020
2020-241	Behaviour - patron ignoring attempts to explain quarantine procedures	CP	11/05/2020
2020-232	Behaviour - patron verbally abusive to staff, police called	IT	10/27/2020
2020-221	Behaviour - patron violates ban two times	CE	10/21/2020
2020-238	Behaviour - patron was rude and threatening	CE	11/02/2020
2020-229	Behaviour - swearing patron on phone	CE	10/24/2020
2020-239	Behaviour - upset patron	PI	11/04/2020
2020-218	Facilities - alarm not set, maintenance room light on	WI	10/15/2020
2020-216	Facilities - jammed lock box	MG	10/13/2020
2020-217	Facilities - missing "No Parking" sign	IT	10/15/2020
2020-228	Facilities - no water at WI	WI	10/24/2020
2020-242	Facilities - no water at WI branch	WI	11/05/2020
2020-240	Facilities - possible tampering with sharps container	CE	11/04/2020
2020-220	General - defaced out of order sign	CE	10/21/2020
2020-222	General - library materials found in washroom	CE	10/21/2020
2020-227	General - personal DVDs filed alphabetically with KFPL DVDs	IT	10/23/2020

November 2020

Programming & Outreach

▶ We launched a **new bilingual program** for young children. In **Hello, Bonjour** they will learn **key vocabulary** and **enjoy a story** read in French with English translation provided.

▶ We will be **partnering with Kingston's Seniors Association** to offer **GrownUp Storytime as a phone-in program** in January 2021. We will continue to offer the program by Zoom.

▶ Launched an **accessibility audit** of **virtual and in-person programming** to be completed mid-December 2020.

▶ As part of **ongoing evaluation** of the **KFPL Live program series** we are **surveying the community** to determine the thematic focus of future programming.

▶ The **Create Space** reopened to the public by **appointment only**. The space is quarantined for 72 hours between uses. We are receiving regular requests for access.

Services and Collections

▶ We **resumed delivery** of items to our **Home Library Service clients**. Our volunteers have once again started delivering materials to Kingston-Frontenac residents who are homebound.

▶ **Sunday hours** began on October 18 at the **Isabel Turner branch**. The branch is open from **1-5 pm**.

Digital

▶ Developed an internal **COVID Screening App** and reporting tool. **Staff report their COVID status** before entering work to ensure KFPL is in compliance.

▶ We launched **15 mobile hotspots** to assist with internet connectivity. Hotspots in rural branches are tied to those branches, while 4 other hotspots circulate in the urban branches. This project was **funded by the Cameron & Laurie Thompson Fund** with the **Community Foundation of Kingston and Area**.

▶ We are **piloting a touchless self-checkout model** in our Central and Isabel Turner branches. Patrons only have to scan their library barcode and place the items on the pad to check them out - touching the screen is no longer required.

Facilities

▶ An RFQ was submitted to have the **carpet replaced in the Cataraqui Room at the Isabel Turner Branch**.

▶ Met with City of Kingston staff to discuss **ongoing maintenance on KFPL vans**. Based on pricing, service levels and experience, KFPL has made the decision to use their fleet services on a trial basis.

▶ Installed **safety tie off rings** on the slanted roof at the **Central Branch** to allow **safe repairs and service** of HVAC equipment and roof drains.

▶ Continued coordination with HDR Architects in the creation of **sound baffles** to absorb excess noise from **the washrooms on all floors** at the Central Branch.

▶ Continued **warranty work** and **deficiency work at Central Branch** including items such as accessibility button relocation at front door, repair of heat pump communication line, air balancing and LEED certification of system, and replacement of door failed door controllers.

▶ Worked with SZA Architects to plan a **repair of the heritage door** in the front of **Pittsburgh Library**.

▶ Continued increased cleaning at urban branches based on COVID requirements.

▶ Continued RADON monitoring in all branches.

Monitoring Report to the Board

Executive Limitation Policy L-2: Staff Relations and Volunteers

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

Accordingly, the Chief Librarian may not:

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

CEO Interpretation: I interpret this to mean that KFPL operates with written personnel procedures which clarify rules, provide for the effective handling of grievances and protect against wrongful conditions.

Compliance will be demonstrated:

a)   Written procedures/agreements are in place.

Evidence:

a) KFPL has collective agreements with its unionized staff (CUPE 2202 and 2202.01).
b) KFPL has an agreement with its permanent non-union staff.
c) Written policy and program descriptions are in place for KFPL volunteer positions.

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

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

Compliance will be demonstrated:

a)   No staff member has been disciplined for expressing an ethical dissent

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

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

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

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

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

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

Evidence: There has been one grievance filed since the last report in May 2020.

2020-02 Contents of Disciplinary Letter. This grievance is in abeyance.

I report compliance.

I hereby present my monitoring report on Executive Limitation Policy L-2, Staff Relations. I certify that the information contained in this report is true.

Signed: Original signed copy on file

Date: November 10, 2020

Laura Carter, CEO/Chief Librarian

Monitoring Report to the Board

Executive Limitations Policy L-7: Asset Protection

The Chief Librarian may not allow assets to be unprotected, inadequately maintained nor unnecessarily risked.

Accordingly, the Chief Librarian may not:

1. **Fail to insure against theft and casualty losses to at least 80 percent replacement value and against liability losses to Board members, staff or the library itself in an amount greater than the average for comparable libraries.**

   The City of Kingston provides insurance coverage, including errors and omissions for directors, liability for staff members, the contents and facilities of the urban branches and the contents of the rural branches. On November 5, 2013 a comprehensive inventory of the urban branches' contents, including collections, was sent to the City's insurance specialist. On November 6, 2015 a current technical inventory (desktop computers, servers, RFID) was sent to the City's insurance specialist. The inventory was updated in 2018 to include Rideau Heights and in 2019 to include Central.

   On November 8, 2013 a current inventory of the rural branches' contents, including collections, was sent to the City's insurance specialist to have the contents insured under the Library's policy with the City. This inventory was updated in 2017 for the Parham and Mountain Grove Branches. The Frontenac County townships provide insurance coverage for the facilities that house KFPL branches.

   The Budget/Human Resources Analyst sends inventory updates to the insurance specialist as required.

2. **Allow unbonded personnel access to material amounts of funds which exceed $15,000.**

   CEO interpretation: Policies and procedures are in place to protect against theft and/or fraud.

   The Budget/HR Analyst provides the auditor on an annual basis with a detailed report on the receipt, processing and disbursement of funds. There is a segregation of duties related to the authorization, execution, recording and custody of funds and other assets.

3. **Subject plant and equipment to improper wear and tear or insufficient maintenance.**

An overall operations and maintenance program is in place with routine and preventive maintenance inspections/programs, along with third party operations and maintenance service/repair contracts to maintain plant and equipment at the City of Kingston branches.   A multi-year capital repair program is also in place for long-term planning and maintenance of these assets.

Computer servers are being migrated to the City of Kingston. Maintenance service contracts and server renewals will follow City of Kingston protocols.

4. **Unnecessarily expose the library, its Board or staff to claims of liability.**

Monthly workplace inspections are documented and reviewed by the Joint Health and Safety Committee as well as maintenance staff. Maintenance issues are addressed by KFPL staff members in the City of Kingston facilities. Maintenance issues at the Frontenac County branches are reported to the Townships.

Incidents, such as serious breaches of the patron code of conduct, are documented by staff members. The incident reports are reviewed bi-weekly at the managers' meetings and monthly at the library board meetings. Incidents are tracked and assessed to determine if remedial action is required.

Library staff members have been provided with training in the following areas: first aid, accessibility, workplace safety, human rights code, homelessness, and customer service.

5. **Make any purchase: a) wherein normally prudent protection has not been given against conflict of interest and b) except in conformity with the Procurement of Goods and Services policy.**

All purchases of goods and services are subject to the provisions of the Procurement of Good and Services policy and procedures. The policy was last reviewed and approved by the Library Board at the November 2019 meeting.

Employees are required to follow the conflict of interest provisions in the Standards of Conduct for Employees policy.

6. **Fail to protect intellectual property, information and files from loss or significant damage.**

The VSmart (integrated library system) server is backed up to disk daily and then to offsite Cloud storage. All production servers are backed up daily then sent to Cloud storage.

Digital Kingston is backed-up locally and in our cloud, but also has resources replicated in the Internet Archive and Our Digital World. These organizations have their own strategies to keep the data further duplicated and preserved.

7. **Receive, process or disburse funds under controls which are insufficient to meet the auditor's standards.**

   The Budget/HR Analyst provides the auditor annually with a detailed report on the receipt, processing and disbursement of funds. There is a segregation of duties related to the authorization, execution, recording and custody of funds and other assets.

   An annual budget is prepared and approved by the Library Board and City and County Councils. The approved budget is monitored by the Chief Librarian and Budget/HR Analyst as well as City of Kingston finance department staff on a regular basis. The Library Board receives a quarterly report on revenues and expenditures.

   The City of Kingston finance department is responsible for the Library's accounts payable and payroll. All supporting documentation for payment is reviewed by the Budget/HR Analyst and reviewed and approved by the Chief Librarian or her designate.

8. **Invest in uninsured instruments.**

   The Library has funds ($123,071) invested with the Community Foundation for Kingston and area. The Flora B. Grant endowment of $20,000 for Sydenham is invested with the Community Foundation. The Steele bequest ($27,343) is held in a City of Kingston library reserve account.

9. **Endanger the library's public image or credibility, particularly in ways that would hinder the accomplishment of its mission.**

   Policies, procedures and training (standards of conduct for patron and staff members, library use, customer service, etc.) are in place to mitigate endangering the Library's public image or credibility.

I report compliance.

I hereby present my monitoring report on Executive Limitation Policy L-7, Asset Protection. I certify that the information contained in this report is true.

Signed: Original signed copy on file

Laura Carter, CEO/Chief Librarian

Date: November 10, 2020

Monitoring Report to the Board

Executive Limitations L-8: Compensation and Benefits

With respect to employment, compensation and benefits to employees, consultants, contract workers and volunteers, the Chief Librarian may not cause or allow jeopardy to fiscal integrity or public image.

Accordingly, the Chief Librarian may not:

1. **Establish or alter the compensation and benefits for non-union staff without board authorization or approval.**

Compensation and benefits (including vacation time and sick leave) for non-union staff are determined by the Agreement between the Board and Permanent Non-Union Staff Excluding Pages. This document was last amended and approved by the parties on September 18, 2019. The agreement expires on March 31, 2022 and no compensation or benefits have been established or altered by the Chief Librarian.

2. **Promise or imply permanent or guaranteed employment.**

No person has been promised or guaranteed employment outside of the accepted interviewing and hiring process.

3. **Create compensation obligations over a longer term than revenues can be safely projected, in no event longer than one year and in all events subject to losses of revenue.**

No such obligations have been undertaken.

4. **Establish or change pension plans so as to cause unpredictable or inequitable situations.**

OMERS, the carrier of the library pension plan, determines the terms and conditions of the plan. This plan has not been changed, and no alternate pension plan has been established by the Chief Librarian.

I report compliance. I hereby present my monitoring report on Executive Limitation Policy L-8, Compensation and Benefits. I certify that the information contained in this report is true.

Original signed copy on file

Laura Carter, CEO/Chief Librarian

Date: November 10, 2020

Report to the Board
Communication and Counsel

From: Laura Carter, Chief Librarian/CEO

Meeting Date: November 10, 2020

Subject: Monitoring Report: Performance Report 2020 - 3rd Quarter

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

- Circulation (direct and renewals) of all materials

- Patron queries (reference, reader's advisory, technology)

- Internet use (computer sessions and wireless access)

- E-services (website visits, patron queries, online database use and Overdrive (e-books/e-audiobooks)

- Social media activity (Facebook, Twitter, Instagram)

- Programs (in-house and outreach) and attendance

- Meeting room bookings

- Total uses

Changes, Closures and/or Service Interruptions:

- All branches of the Library were closed as of March 16, 2020 to help prevent the spread of COVID-19.

- Reopening began with curbside pickup of reservations during the week of June 1 at all 16 branches. Branches are still operating on reduced hours, offering a mix of open to the public and curbside hours, or are offering curbside only hours as follows:

   a. Central resumed offering access to public computers on July 6

   b. Isabel Turner, Calvin Park and Central reopened with reduced hours during the last week of July

   c. Sydenham reopened for all regular hours on August 4

   d. Pittsburgh reopened on Tuesdays, Wednesdays and Thursdays on August 18

   e. Rideau Heights reopened on Mondays and Fridays on September 11

   f. Wolfe Island opened on Tuesdays starting September 15, other hours remain curbside

   g. Storrington opened on Thursdays starting September 29, other hours remain curbside

   h. Arden opened on Thursdays starting October 1, other hours remain curbside

     i.   Cloyne, Plevna, Mountain Grove, Parham and Hartington remain curbside only at this time.

- The Arden Branch was closed October 9 – 29, 2019 for installation of flooring and shelving and to be painted.

- The Central Branch closed on November 26, 2016 for renovations and re-opened on March 23, 2019. The temporary Wellington Branch opened on November 23, 2016 and closed on December 14, 2018.

- The mobile library was in operation as of July 17, 2015 at Kingston Community Health Centre, and was moved to the Memorial Centre in November 2017. It was moved to its current location at the INVISTA Centre in mid-September 2019. The mobile library has been out of service since March 17, 2020 due to COVID-related closures.

- Hoopla borrows were lowered from 6 to 4 per month in May 2019.

- The Pop up library provided service after the closure of the Kingscourt Branch and before the opening of the Rideau Heights Branch and operated from September 18, 2017 to February 28, 2018. This category is also where books checked out at outreach events are reported. The Rideau Heights Branch opened on April 21, 2018.

1. Circulation

Circulation includes direct circulation as well as renewals. The circulation figures are generated by KFPL's integrated library system (ILS) on a monthly basis. While the 2020 Q3 statistics represent 54.6% of the circulation of Q3 2019, the September 2020 numbers are 69.3% of the September 2019 statistics, so circulation is increasing.

Figure 1: Circulation-Q3	2017	2018	2019	2020
Arden	2,045	1,827	1,553	840
Calvin Park	73,388	73,883	62,303	36,512
Central	-	-	50,157	24,727
Cloyne	2,371	2,464	2,328	1,124
Hartington	2,416	2,375	2,187	927
Howe Island	920	1,020	752	495
Isabel Turner	104,397	100,791	96,670	48,542
Mountain Grove	754	821	829	396
Parham	950	886	857	471
Pittsburgh	22,110	21,913	20,137	10,067
Plevna	1,513	1,306	1,356	449
Rideau Heights		10,197	7,888	3,571
Sharbot Lake	3,895	3,752	3,569	1,327
Storrington	2,473	2,569	2,453	1,627
Sydenham	11,574	11,689	11,744	6,746
Wolfe Island	3,090	2,831	2,436	1,026
Mobile	63	236	0	0
Virtual (renewals)	64,799	67,670	74,612	48,032
Telephone (renewals)	869	555	526	295
TOTAL	**325,229**	**329,062**	**342,360**	**187,174**

Figure 2: Circulation-Q3-Percentage

Telephone (renewals) 0%
Arden 0%
Calvin 20%
Virtual (renewals) 26%
Central 13%
Wolfe Island 1%
Sydenham 4%
Pittsburgh 5%
Isabel Turner 26%
Storrington 1%
Sharbot Lake 1%
Rideau Heights 2%
Parham 0%
Plevna 0%
Mountain Grove 0%
Cloyne 1%
Hartington 0%
Howe Island 0%
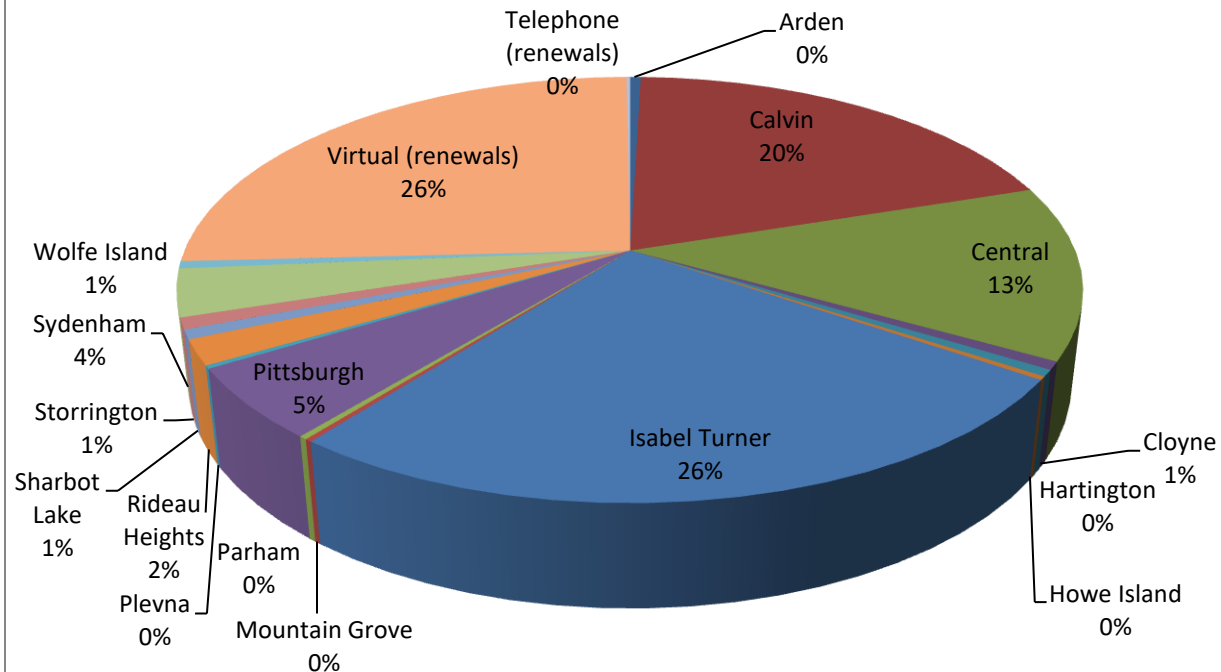
Figure 3: Circulation-Frontenac-Q3

Legend: 2018, 2019, 2020

Categories: Arden, Cloyne, Hartington, Howe Island, Mountain Grove, Parham, Plevna, Sharbot Lake, Storrington, Wolfe Island
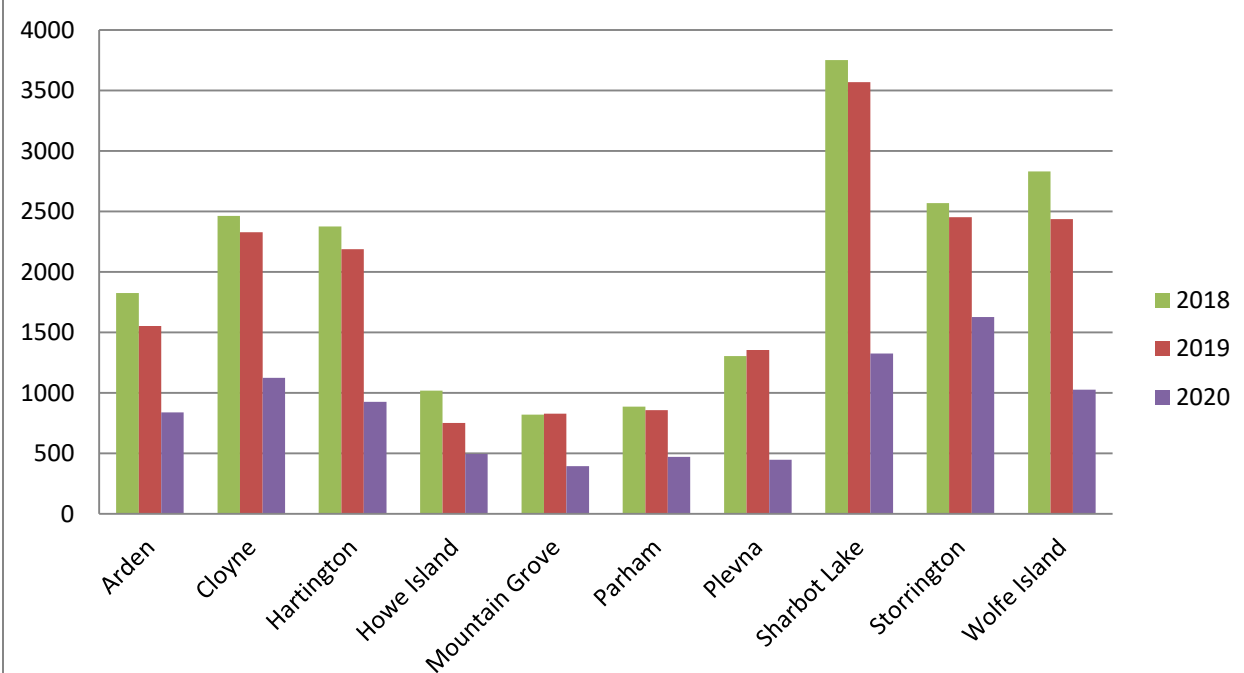
Figure 4: Circulation-Q3-Kingston/SY
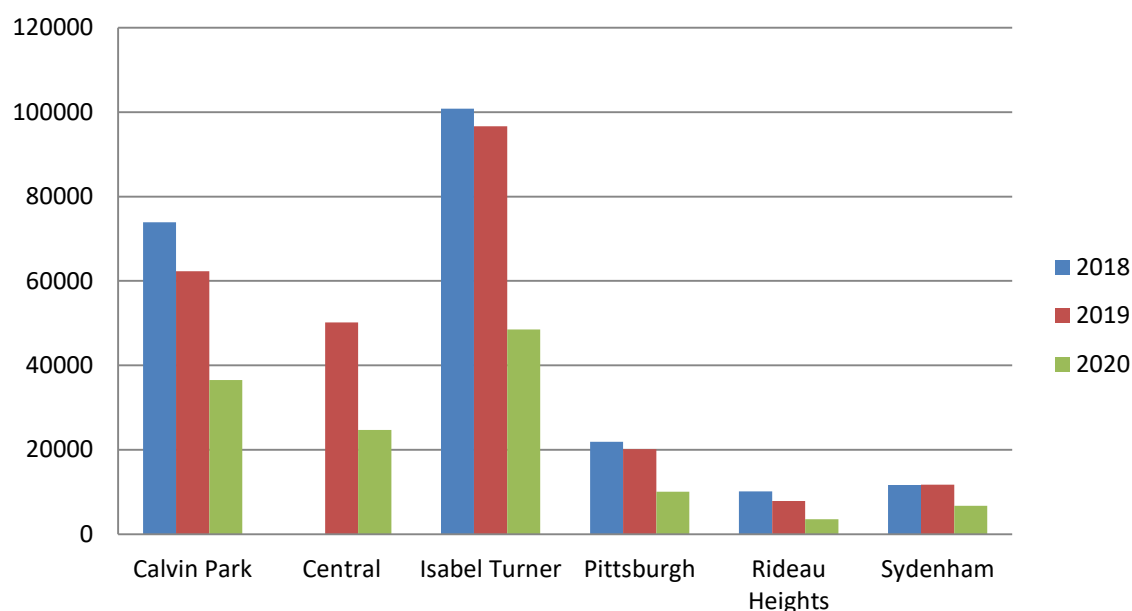
Figure 5: Circulation per capita-Q3	Population- permanent (2016 Census)	Circulation	Circulation per capita
Township of North Frontenac	1,898	1,573	0.83
Township of Central Frontenac	4,373	3,034	0.69
Township of South Frontenac	18,646	9,300	0.50
Township of Frontenac Islands	1,760	1,521	0.86
City of Kingston	123,798	123,419	1.00

2. Patron Queries

Patron queries include reference, reader's advisory and technology. Patron queries are reported by staff members using definitions from the Ministry of Heritage, Sport, Tourism and Culture Industries. Virtual questions include all patron queries (account, reference, reader's advisory, and technology).

Figure 6 : Patron queries-Q3	2017	2018	2019	2020
Arden	648	515	439	317
Calvin Park	9,212	5,072	2,299	2,400
Central			5,967	3,242
Cloyne	418	477	521	163
Hartington	1,095	847	450	95
Howe Island	91	93	64	0*
Isabel Turner	9,068	5,900	7,917	2,224

Figure 6 : Patron queries-Q3	2017	2018	2019	2020
Mountain Grove	91	111	136	15
Parham	381	366	663	17
Pittsburgh	3,540	2,154	1,373	514
Plevna	495	386	405	32
Rideau Heights	-	1357	1,193	59
Sharbot Lake	656	563	849	285
Storrington	616	71	26	1*
Sydenham	1,238	811	636	83
Wolfe Island	440	442	0	31
Virtual	1,737	1,772	1,538	2,415
TOTAL	**34,948**	**23,098**	**25,608**	**11,893**

*Statistics in this category were not recorded at this branch in Q3.

3. Internet and WIFI use

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

Figure 7: Internet bookings/Express-Q3	2017	2018	2019	2020
Arden	161	109	48	0
Calvin Park	7,024	6,019	5,509	1,409
Central	-	-	4,186	1,404
Cloyne	235	226	127	0
Hartington	94	73	47	0
Howe Island	4	0	7	0
Isabel Turner	8,334	7,640	6,606	1,669
Mountain Grove	117	86	26	0
Parham	24	15	16	0
Pittsburgh	539	495	400	73
Plevna	236	111	123	0
Rideau Heights			751	938	13
Sharbot Lake	338	241	248	5

Figure 7: Internet bookings/Express-Q3	2017	2018	2019	2020
Storrington	14	1	1	0
Sydenham	594	485	361	105
Wolfe Island	251	202	235	0
TOTAL	19,865	16,454	18,878	4,678

Figure 8: Wireless-Q3	2017	2018	2019	2020
Arden	326	347	154	222
Calvin Park	3,787	3,954	3,300	988
Central	-	-	7,194	1,908
Cloyne	880	926	926	1040
Hartington	118	71	142	138
Howe Island	96	49	47	58
Isabel Turner	5,337	6,394	5,983	1,356
Mountain Grove	77	42	61	68
Parham	23	12	20	36
Pittsburgh	290	383	363	61
Plevna	638	523	664	768
Rideau Heights	-	584	484	236
Sharbot Lake	431	633	616	304
Storrington	56	83	86	20
Sydenham	928	726	716	275
Wolfe Island	250	343	270	63
TOTAL	14,673	16,931	21,026	7,541

4. E-Services and Social Media

The Kingston Frontenac Public Library offers a variety of online resources, including Hoopla (music, film, television); Lynda.com (online courses); cloudLibrary (e-books, e-audiobooks) and RB Digital (magazines). Online databases include Ancestry (library edition), Mango Language Learning, Press Reader, Novelist (reader advisory) and other products.

Figure 9: E-services-Q3	2017	2018	2019	2020
Hoopla	2,230	3,444	3,410	3,908
Lynda.com				
Users	238	181	272	506
Certificates completed	73	63	65	138
cloudLibrary				
E-books	22,613	28,103	35,116	51,648
E-audiobooks	6,957	9,149	13,825	17,894
RB Digital	2,929	2,334	5,821	7,179
Online database use	25,935	69,907	53,004	54,472
Website visits	218,005	275,022	345,644	222,874
Virtual patron queries	1,737	1,772	1,538	2,415
Total	**310,540**	**390,231**	**458,745**	**361,034**

Figure 10: Social Media-Q3	2017	2018	2019	2020
Facebook				
Posts	58	71	112	228
Engagement	2,867	5,433	2,669	3641
Likes	2,830	3135	3491	4205
Twitter				
Tweets	145	207	198	289
Engagement	339	472	281	656
Mentions	396	329	411	209
Followers	3,333	3,463	3,594	3,776
Instagram				
Posts	12	33	39	25
Likes and Comments	239	751	974	271
Followers	-	316	988	1,537
Views of video	289	1,003	1,244	1,928
YouTube				
Posts (public-facing)	0	2	4	112
Views	*678	394	291	2,704
Subscribers	n/a	n/a	n/a	507

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

5. Programming

Figure 11: Total sessions/events-Q3	2017	2018	2019	2020
Family and Children	244	286	277	125
Teen	12	24	15	17
Adult	48	231	198	32
All ages	587	8	8	0
Outreach	75	62	0	0
TOTAL	**966**	**611**	**498**	**174**

Figure 12: Program attendance-Q3	2017	2018	2019	2020
Family and Children	7,952	9,253	8,499	3,514
Teen	139	270	103	278
Adult	587	1,557	447	539
All ages	1,531	947	67	0
Outreach	4,607	4,796	2,001	0
TOTAL	**14,816**	**16,823**	**11,117**	**4,331**

6. Meeting Room Bookings

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

Figure 13: Meeting Room Bookings-Q3	2017	2018	2019	2020*
Calvin Park	70	0	26	0
Central: Meeting Room 1 *(2016-Wilson Room)*	-	-	18	15
Central Meeting Room 2 *(2016-Delahaye Room)*	-	-	27	6
Central Meeting Room 3 *(2016-Boucher Room)*	-	-	13	1
Central Meeting Room 4 *(2016-Chown Room)*	-	-	7	0
Central Gather/Create	-	-	0	0
Isabel Turner A	37	17	4	0
Isabel Turner B	29	11	2	0
Isabel Turner Cataraqui	28	11	12	1
Isabel Turner Training	27	19	20	1
TOTAL	**191**	**58**	**129**	**24**

Due to COVID-19, rental space is currently only available at the Central Branch.

Figure 14: Meeting Room Bookings-Q3	2017	2018	2019	2020
Book Club	9	6	3	1
City of Kingston	6	16	6	1
Education	9	1	5	2
Government (e.g. Hospitals, OHRT)	50	23	3	1
In house	68	66	53	18
Private	48	30	50	1
Private Cultural	1	3	8	0
Read For Fun	0	0	0	0
Writersfest	0	6	1	0
TOTAL	**191**	**151**	**129**	**24**

7. Total Uses

Figure 15: Total uses-Q3	Patron queries	Internet	Wireless	Circulation	Program Attendance	E-services	TOTAL
Arden	317	0	222	840	-	-	1,379
Calvin Park	2,400	1,409	988	36,512	-	-	41,309
Central	3,242	1,404	1,908	24,727	-	-	31,281
Cloyne	163	0	1,040	1,124	-	-	2,327
Hartington	95	0	138	927	-	-	1,160
Howe Island	0	0	58	495	-	-	553
Isabel Turner	2,224	1,669	1,356	48,542	-	-	53,791
Mountain Grove	15	0	68	396	-	-	479
Parham	17	0	36	471	-	-	524
Pittsburgh	514	73	61	10,067	-	-	10,715
Plevna	32	0	768	449	-	-	1,249
Rideau Heights	59	13	236	3,571	-	-	3,879
Sharbot Lake	285	5	304	1,327	-	-	1,921
Storrington	1	0	20	1,627	-	-	1,648
Sydenham	83	105	275	6,746	-	-	7,209
Wolfe Island	31	0	63	1,026	-	-	1,120
System-wide	2,415	0	0	48,327	4,331	361,034	416,107
TOTAL	**11,893**	**4,678**	**7,541**	**187,174**	**4,331**	**361,034**	**576,651**
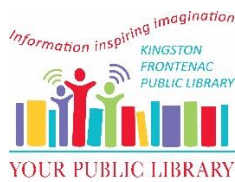
Kingston Frontenac Public Library
KFPL Vision 2020 and Beyond
Action Plans 2021

The development of the new strategic plan and progress on completing some initiatives was delayed by the COVID-19 pandemic. Library staff will continue to work on the Vision 2020 action plans until the new strategic plan is complete.

Responding to the changing COVID-19 landscape is still requiring extra staff time and other resources.

Strategic Direction: A. Unique Impactful Services

Our services are our hallmark. While the library provides a vast array of electronic data, e-books, books, movies, music and local history, it is our services that transform these resources into facts, solutions, ideas and reading enjoyment for the people of Kingston Frontenac. We will design and deliver unique services to enable the people of our community to manage this digital environment effectively.

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

Online self-initiated room bookings will be explored early in 2021 now that implementation of the new Communico room booking software is complete.

A.2 Segment the market for our services.

Implement marketing plan recommendations.

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

A request for proposal had been developed to engage a consultant to explore a new service and facility model. The request for proposal was released in late 2015 and again in early 2016 with no responses. With the delay in re-opening the Central Branch and then the onset of the pandemic, the re-issue of this request for proposals (RFP) has been delayed. A request for proposal scheduled for Q4 2018 is now scheduled for Q1 2021.

Branch hours of operation will be reviewed in late 2020, early 2021.

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

A collection audit was completed in 2016.

KFPL has signed up for Booknet Canada and is using the reports to inform our purchasing, collection maintenance and collection space allocation.

Evaluation of the cloudLibrary collection and an examination of the balance of print and electronic resources will be done in 2021.

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

KFPL is partnering with the Limestone District School Board to offer a service point in the Kingston Secondary School. The service point will offer access to materials through technology such as a DVD vending machine, mobile library and lockers (reserve materials). The service point will open in early 2021. The school is scheduled to open in January 2021.

Strategic Direction: B. Difference-Making Spaces

The book-bound hushed library has long passed. It has, rightfully, been replaced with spaces that bring information alive to spark ideas, deepen understandings, and engage people in community-specific discussions. Our spaces must make a difference for the people of Kingston Frontenac at all ages and stages. Our spaces must blend the paper and digital worlds with service options ranging from self-serve to staff-intensive consultations. Using technologies and innovative approaches we will push our walls ever further out, extending our resources and personalized problem-solving services to where residents are. We will configure virtual and physical spaces that are accessible, inviting and purposeful for residents to explore, discover, create, study and read.

B.1   Explore a new facility model for both physical and virtual spaces that most effectively complements our service delivery model.

See A.3

B.2   Redefine the role of the Central Library to better reflect its unique position in downtown Kingston and the potential for stronger partnerships with other organizations and a greater contribution to municipal objectives for the downtown, cultural and heritage resources, tourism and economic development.

Continue to develop the Create Space, launching self-serve 3D printing and adding an embroidery machine for independent use. Add recording software to the Mac, and install

keyboard and sound recording equipment for basic skill development. Installing a Glowforge for use in programs once they resume. Art Hive programming will continue online until in-person programs resume, providing inspiration and how-to advice for a variety of crafting projects that utilize our Create Space equipment.

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

Changes in the construction relationship with the City of Kingston for large projects has altered staff priorities for ongoing capital work to fit in with KFPL needs and City of Kingston capacity. As such, several large projects will be completed in 2021 including Window and Sill restoration at Bishops House at Central Branch, and curtain wall repairs at the Isabel Turner Branch.

Other large projects will see work commencing in the planning stages in 2021, including the Isabel Turner Branch roof repairs, the Isabel Turner Branch parking lot upgrades and the Calvin Park Branch grey water cistern decommissioning.

KFPL will continue to liaise with the City, County and Townships to provide information and suggestions to create flexible, welcoming, accessible branches, and to provide any assistance that may be required in developing their Asset Management Plans. The City of Kingston audited all Kingston branches in the Fall of 2020 to help reach this goal.

Hardware and software improvements will be made at the Isabel Turner Branch, allowing connection to the City's fibre internet and improvement of bandwidth, particularly for wireless internet.

Strategic Direction: C. Community-Focused Relationships

In today's world no organization is an island, nor should it be. We have always partnered with community organizations and suppliers to extend our service possibilities and maintain operational efficiencies. During this planning period we will intensify our collaborations with other organizations, focusing always on how – together – we will best enable the people of Kingston Frontenac to participate in the digital information-intensive world. We'll collaboratively deliver specialized programs that will provide the information and knowledge which people in all phases of their lives need to pursue their aspirations.

C.1   Intensify our partnerships and collaborative relationships with a few organizations to design and deliver unique, highly needed services that no one organization can do alone.

KFPL will continue to develop and intensify partnerships and collaborative relationships with community organizations.

Continue to work closely with the City of Kingston's Cultural Services team, supporting the Grand Theatre's virtual children's performance series through 2020/21 season with library content and ongoing projects with the Poet Laureate.

Launch the Meet Our Makers virtual series in partnership with Frontenac Community Development Corporation to highlight Frontenac County creators.

C. 2   Develop mechanisms to share information and expertise with community leaders and organizations, specifically the Mayors, CAO's, Councils and City and County Staff.

City and County leaders will be engaged to help develop the Library's new strategic plan.

Annual reports will be distributed to the municipalities.

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

Strategic Direction: D. 21st Century Capabilities

Though our services are our hallmark, it is our staff, technologies and approaches that are our heart, our mind and our engine.   We will grow our organizational capabilities, including our training, technologies, processes and practices to provide staff with the experiences, approaches and learning events to thrive, with the community, in the 21st century information world. We will monitor new developments and research on the effects of technology on information access and use. We will develop creative new mechanisms to improve communication between residents as a whole and library users to understand better their library services needs and to monitor our effectiveness in repositioning the library as top-of-mind.

D. 1   Review our Organizational Design ensuring we are aligned with this strategic plan.

The organizational design was reviewed in 2015. Another review will take place in 2021.

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

All library staff members participated in customer service training in 2017. The customer service committee is developing refresher training and working on new training initiatives.

All library staff completed an online course on the foundations of inclusion and cultural competence in 2020. Resilience training and additional de-escalation training is to continue into 2021.

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

Technology training is ongoing with a focus on staff being able to assist patrons with library-provided technologies, such as cloudLibrary.

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

KFPL has collected data using the Bridge Technology Services Assessment Toolkit developed by Nordicity for the Toronto Public Library. The toolkit was developed to build on the collective capacity of Ontario public libraries to deliver services that are responsive to rapidly changing technology and to the unique needs of their communities and to provide evidence of the value and the impact of that investment. That data will be analyzed in Q1 and next steps determined. The pandemic has delayed the review of this data and perhaps changed the how to examine this information.

KFPL is continuing to respond to the COVID pandemic by changing priorities and implementing new projects, such as an internal screening app for staff, contractors and volunteers and wireless internet hotspots.

Touchless self-checkout software is being tested at this time.

The main KFPL website will be reviewed in 2021.

KFPL is reviewing options for a Learning Management System to deliver and track the variety of online learning opportunities available to staff and volunteers.

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

KFPL reviews and adjusts policies, practices and procedures on ongoing basis.

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

Community engagement on pandemic programming in late 2020 will guide 2021 program planning.

Implementation of the marketing plan will assist the Library in communicating our value to the communities we serve and to our funders.

The Facilities team will analyze work order requests to assist in developing performance measures and to identify areas for improvement.

KFPL Report to the Board

Subject: 3D Printing Policy

Date: November 13, 2020

Prepared by: K. Sutherland Mills, Manager, Programming & Outreach

Background:

In September 2019, the Board approved a transition from full-service 3D printing to a self-service model that would allow patrons to be hands-on with the technology and further enhance their digital literacy skills. Staff have reviewed options to determine how best to implement this change which has been delayed due to the pandemic. The Create Space is once again open by appointment, and we would like to launch self-serve printing in January 2021.

Analysis:

New additions to the policy reflect our practices in the Create Space to ensure safe usage. Patrons using the 3D printers must be 16 years of age or older, as recommended by the City's insurance and legal advisors, and they must submit a waiver prior to using the equipment. We also require participation in an orientation session to optimize the patron's use of the machine and success of their print jobs. We are exploring how to move this training into a virtual environment given the pandemic restrictions.

3D printers are unique among our Create Space equipment in that we must provide the materials to ensure proper filament is used to prevent damage to the machines and ventilation problems in the space.

To launch self-serve 3D printing with minimal administrative requirements we will be adjusting our pricing model from a price per gram of plastic used to a flat fee for use of the equipment and supplies.

We propose a 2021 fee of $10 per 4 hour booking; patrons wishing to print larger items may book back-to-back sessions at a cost of $20. This pricing is based on the average cost of a sampling of print jobs through our full-service printing from 2015-2018 which was $14.64. Patrons will be able to complete as many items as they wish during their booking time.

To avoid barriers for patrons who are unable to afford the fee, since digital literacy is an important component of this service, we will make access to the 3D printers free of charge

during Art Hive programs for print jobs of less that ½ hour. This will allow all patrons to explore the technology with hands-on experience and a small takeaway item.

Recommendations:

That the Board approve the revised 3D Printing Policy.

KFPL Statement of Policy
3D Printing Policy

1. Purpose

The purpose of this policy is to provide guidelines for self-serve 3D printing services at the Library.

2. Scope

This policy applies to all 3D printing services at the Kingston Frontenac Public Library.

3. Policy

Kingston Frontenac Public Library supports innovation, imagination and free access to information. We endeavour to be recognized as a problem-solver and a key supporter of learning. In keeping with these vision items, the Library will make 3D printing services available to members of the Kingston Frontenac Public Library under the following conditions:

1. Library membership is required.

2. Use of the 3D printers is limited to patrons 16 years of age and older.

3. Participation in a 3D printing orientation session is mandatory before use of the machines.

4. Patrons must sign a waiver prior to using any equipment in the Create Space, including the 3D printers.

5. Use of the 3D printers is by appointment only, and the availability of the printer will determine the length of time available for printing.

6. Pricing is based on a flat fee that includes the cost of materials, and is subject to change. The fee is not refundable if the print job fails.

7. Patrons are expected to monitor the 3D printer throughout the process.

8. 3D printers may not be used to print weapons, weapon components, keys or materials that are subject to copyright.

9. 3D printers will be housed in a public area, and the user and their print job will be visible to staff and members of the public.

10. KFPL reserves the right to decline or discontinue any print job, subject to library policies.

4. Document Control

This policy shall be reviewed on an annual basis.

Last Reviewed: November 2020

Next Review: November 2021

The Public Library Data Landscape in Ontario

Annual Survey of Public Libraries

Ontario Public Library Statistics

Annual Reports compiled by staff at the Ministry of Heritage, Sport, Tourism and Culture Industries

Ontario Open Data

Download self-reported data from all of Ontario's public libraries

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The Public Library Data Landscape in Ontario

Annual Survey of Public Libraries

ANNUAL SURVEY OF PUBLIC LIBRARIES - LIBRARY SYSTEM HOLDINGS

Note: Titles Held must be less than or equal to Volumes Held for each language's column
CD and DVD Titles must be less than or equal to CD and DVD Copies for each language's column
Titles of E-resources must be less than or equal to Copies of E-resources

	English	French	Other
C0.0 Circulating and Reference			
C0.1 Print Titles Held	15921	85	25
C0.2 Print Volumes Held	20765	90	27
C0.3 Electronic Resources			
C0.3.1 CD and DVD Titles	1906		
C0.3.2 CD and DVD Copies	2135		
C0.3.3 E-book and E-audio Titles	77998	618	41
C0.3.4 E-book and E-audio Copies	126963	621	57
C0.4 Special Collections - Original Format			
C0.5 Special Collections - Digital Format			

C3.0 Periodicals, Databases and Downloadable Items	English	French	Other
C3.1 Print Periodical Titles Held	31		
C3.2 Electronic Resources			
C3.2.0 Databases and Database Subscriptions	1	0	0
C3.2.4 No. of Individual Electronic Periodicals Titles	0	0	0

C4.0 Streaming and Downloading services and subscriptions

C4.1 Does your library offer Downloading and Streaming services:

○ Yes
◉ No

Sidebar:
- A. General Information
- B. Financial Information
- C. Library System Holdings
- D. Library System Staffing
- E. Library System Facilities
- F/G. Library System Activities
- H. Partnerships and Initiatives
- I. Certification

The Public Library Data Landscape in Ontario

Annual Survey of Public Libraries

Why Report the Data?

Successful completion of ASPL is one reporting requirement to obtain your Public Library Operating Grant (PLOG) from the Ontario Government.

Public Libraries Act and O/Reg 976

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The Public Library Data Landscape in Ontario

Annual Survey of Public Libraries

It's also a great place to start when you need data for decision-making!

- Compare peer library systems
- Presentations to council
- Strategic Planning
- Budgets
- Facilities and branch planning

The Public Library Data Landscape in Ontario

Annual Survey of Public Libraries

This is a great....BUT how do we make sense of all this data?

- It takes lots of time to analyze data and to discover trends.
- Therefore, it's important to be strategic about what you ask of staff for data analysis
- Staff workload: very few public libraries have staff solely dedicated to evaluation and assessment.
- Why do you need data? What is the context?
- Specific initiatives

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Library as Place

At Stage 3, the library building is currently open with a maximum capacity of 50 people at any one time. Masks must be worn and distancing must be respected.

visits have returned to **40%** of pre-pandemic levels

computer use has returned to **17%** of pre-pandemic levels

visits

Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep

12,500
10,000
7,500
5,000
2,500
0

library closed
March 16

curbside
pickup
begins May 23

computers
available
June 22

library open
modified hours
July 27

meeting room
bookings resume
September 24

the Perth & District Union
PUBLIC LIBRARY

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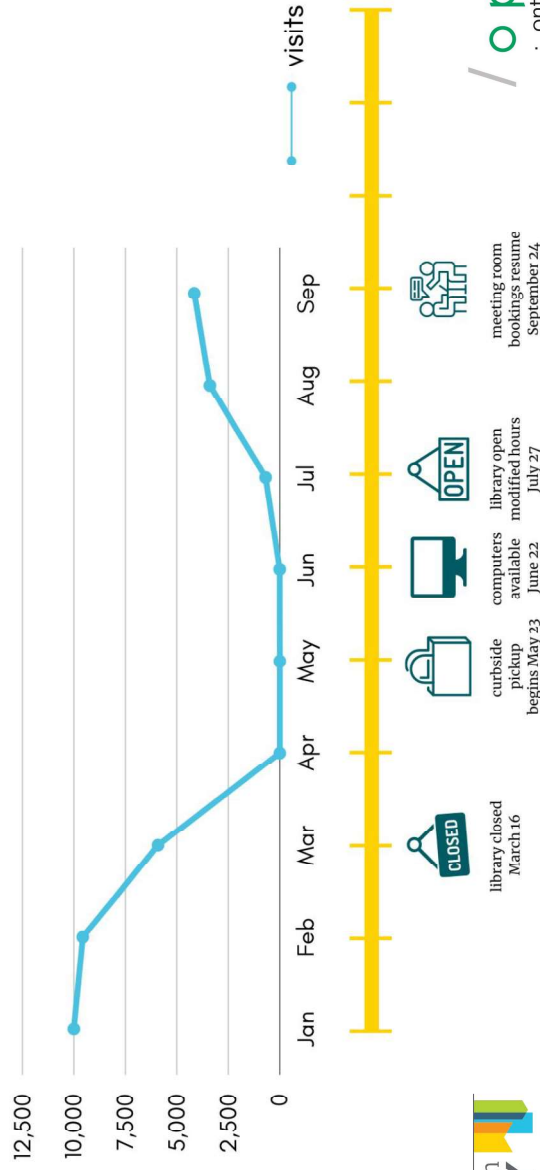
Physical Collection

2,682 items were checked out the weekend before the library building closed to the public.
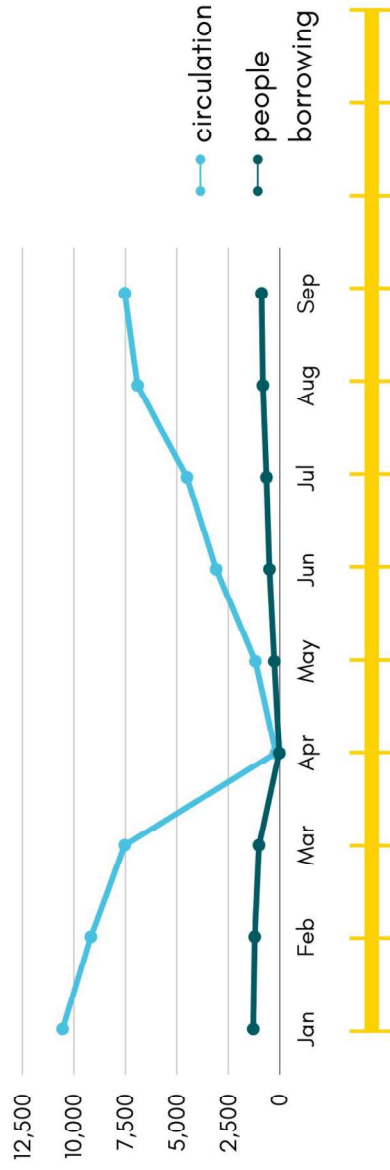That's 25% of a typical month's circulation in two days.

circulation and
people borrowing **70%**
has returned to

of pre-pandemic levels

In September 2020:

885 library cardholders
borrowed

7526 items

circulation

people
borrowing

Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep

12,500
10,000
7,500
5,000
2,500
0

CLOSED
library closed
March 16

curbside
pickup
begins May 23

OPEN
library open
modified hours
July 27

the Perth & District Union
PUBLIC LIBRARY

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Membership

The library's online membership form was launched in April. It has been invaluable in providing an alternative method to getting a library card when the library building was closed, and saw significant increased use when many patrons renewed their card in September. The number of new members was still greatly impacted by the closure of the library building.

membership composition

Drummond/North Elmsley 24.8%

Other 6.5%

Tay Valley 26.9%

Perth 41.8%

new members

75

50

25

0

Jan Feb Mar Apr May Jun Jul Aug Sep

CLOSED — library closed March 16

http:// — online membership launches April

OPEN — library open modified hours july 27
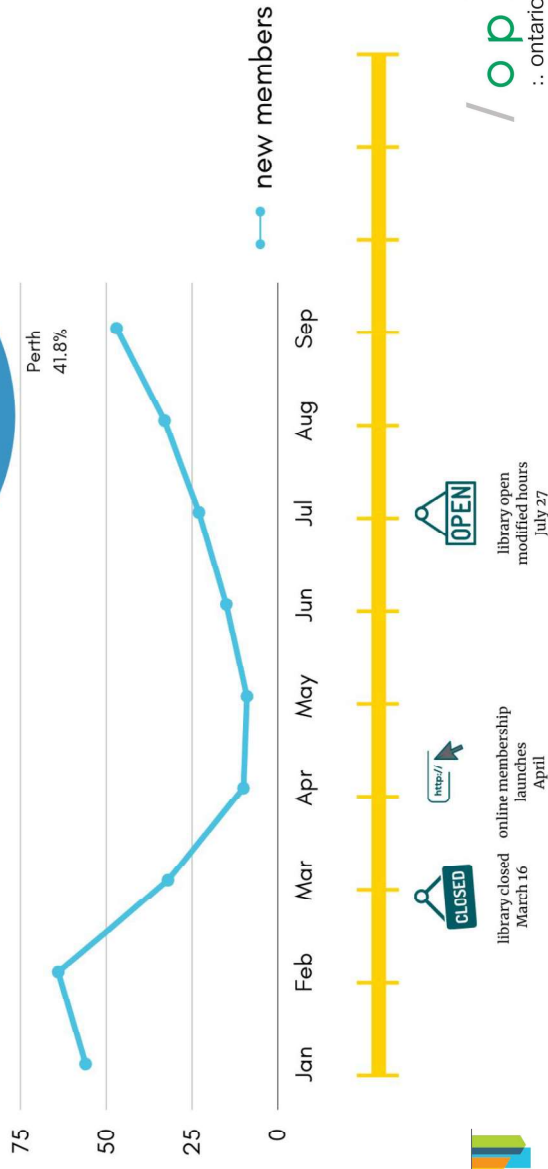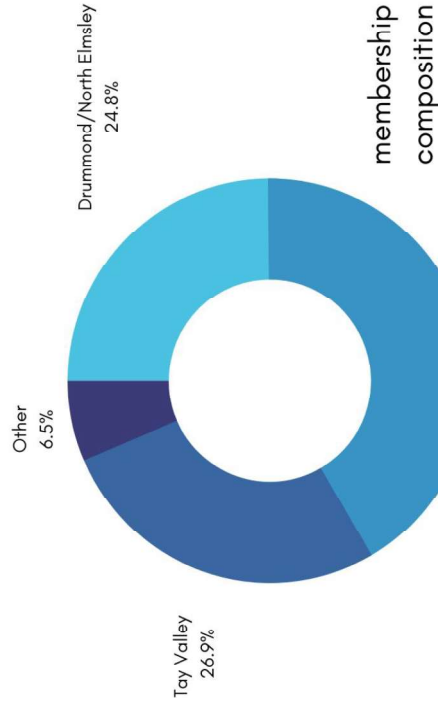
Workplans & Data

Huron County Library eResources During COVID-19

- Rural library
- No dedicated data staff

eBooks:

- March: eBook usage increased 75%
- April: eBook usage increased 53%
- **Response: increase eBook budget**

Online Databases:

- Increased access during pandemic
- **Response: staff time to take advantage of vendor offers**

Strategic plans & data

Strategic planning

- Longer term goals
- Big picture outcomes

Example: Reducing barriers

Activities that could support this goal:

- More library facilities
- Accessible library spaces & online resources
- Expanded world language collection
- Expanded elearning & programming
- Increase digital literacy support
- **Fines free**

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Brampton Library

How can the library use data to achieve those strategic goals?

Total Physical Circulation is gradually declining

Total Physical Circulation — 2016, 2017, 2018, 2019 (5000000, 4000000, 3000000, 2000000, 1000000, 0)

Total Digital Circulation is increasing quickly

Total Digital Circulation — 2016, 2017, 2018, 2019 (600000, 400000, 200000, 0)
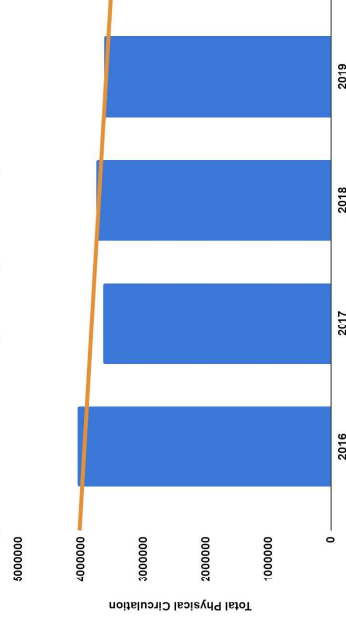
Fine Free Data:

- # of customers with fines that never come back
- Staff costs for handling fines
  - Time spent with customers
  - Time spent counting cash
- Costs for credit & bank card fees
- Costs for collection companies
- Census data showing low income areas & trends
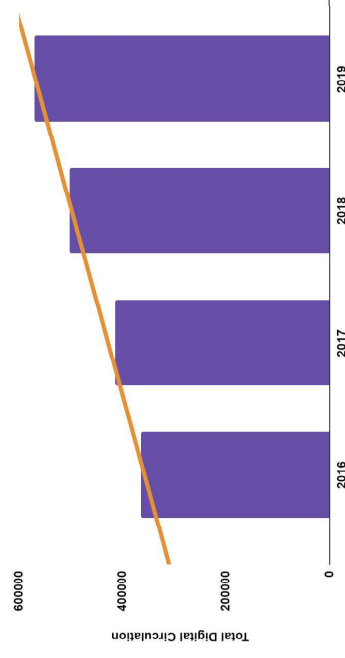- **Declining print circ vs increasing digital circ**

Other change drivers for reduced fines revenue:

- Pause on returns & fines during pandemic
- Better communication with customers about overdues (email, virtual apps etc)
- Increased shift to digital products
  - Better internet connectivity post-pandemic
  - Increased digital literacy

How can the library use data to track strategic goals?

Physical borrowing has been on the decline in recent years. However, after going fines free with children's materials, our children's circulation numbers have remained steady in the last two years.

Chart — Total of Children's borrowing

Year	Total of Children's borrowing
2016	1714748
2017	1563824
2018	1645156
2019	1653674

Tracking the success of fine free:

Quantitative data:
- # of active cardholders
- **physical circulation**
- # of new cardholders
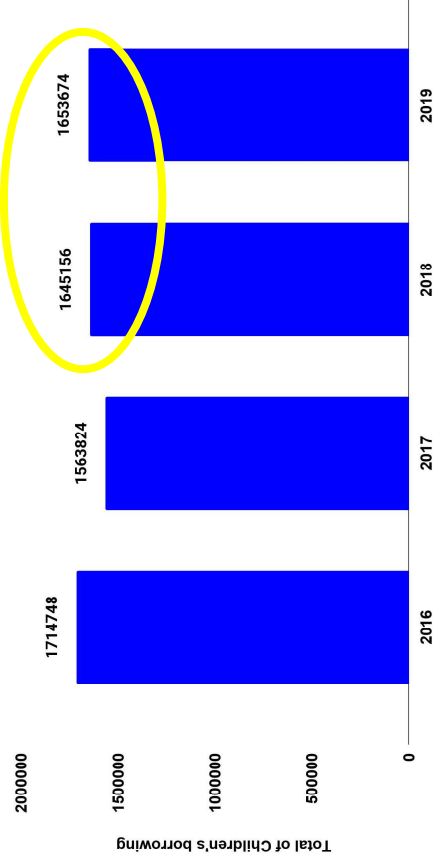- In-person visits
- Program attendance

Qualitative data:
- Customer comments
- Staff feedback

Note:
- Be sure to pull the data before you go fine free!

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OREC Committee Members - we're always happy to talk about data!

Alison Clarke, Coordinator, Performance Measures & Data, Brampton Library - **aclarke@bramlib.on.ca**

Brandon Fratarcangeli, Consultant, Southern Ontario Library Service, **brandonf@sols.org**

Erika Heesen, CEO/Chief Librarian, Perth & District Union Public Library, **erikaheesen@gmail.com**

Heather Lavallee, Branch Manager, Huron County Library, **hlavallee@huroncounty.ca**

Jessica Rovito, Planning Specialist, Toronto Public Library, **jrovito@tpl.ca**

Kim Silk, Strategic Planning & Engagement Coordinator, Hamilton Public Library, **ksilk@hpl.ca**

Marni Tam, Senior Service Specialist, eLearning, Toronto Public Library, **mtam@tpl.ca**

Rebecca Hunt, Library CEO/Head Librarian, City of Temiskaming Shores Public Library, **rhunt@temiskamingshores.ca**

OLA representative - Sarah Roberts, Advocacy & Research Officer, **sroberts@accessola.com**

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Questions?
Discussion.

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SOLS | SBOS
Southern Ontario Library Service
Service des bibliothèques de l'Ontario-Sud
Stronger Libraries. Stronger Communities.
Enrichir nos bibliothèques, c'est enricher nos communautés.

Ontario Library Service – North
Service des bibliothèques de l'Ontario – Nord
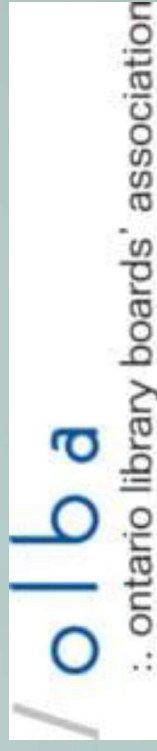
Additional Resources

- The GovernanceHUB - librarygovernance.ca
- Board Briefs Podcast
- OLBA
- Trustee Councils (Southern Ontario public libraries)

Kingston Frontenac Public Library Board
OPERATIONAL POLICIES

POLICY TYPE	Name	Last review	Next review	Frequency	Legislative Authority
Community Perspective	Access to Information and Protection of Privacy	2020 October	2024 November	Year 2 of term	Municipal Freedom of Information and Protection of Privacy Act, R.R.O. 1990, c. M. 56 (MFIPPA).
Community Perspective	Building Commemoration Plaques	2018 November	2022 November	Year 4 of term	
Community Perspective	Collection development	2020 February	2021 February	Annual	
Community Perspective	Community Engagement	2020 February	2021 February	Annual	
Community Perspective	Community Partnerships	2017 October	2021 October	Year 3 of term	
Community Perspective	Internet Access, Public	2020 February	2024 February	Year 2 of term	
Community Perspective	Patron Code of Conduct	2016 February **policy to be reconsidered**	2020 February	Year 2 of term	Public Libraries Act R.S.O. 1990 c. P. 44 23(4)
Community Perspective	Programming	2017 October	2021 October	Year 3 of term	
Community Perspective	Public Use of KFPL Online Forums and Social Media	2020 February	2021 February	Annual	
Community Perspective	Video surveillance	2018 November	2022 June	Year 4 of term	Municipal Freedom of Information and Protection of Privacy Act, R.R.O. 1990, c. M. 56 (MFIPPA).

POLICY TYPE	Name	Last review	Next review	Frequency	Legislative Authority
Organizational Readiness	Anti-nepotism	2017 June	2021 June	Year 3 of term	Municipal Act, 2001, S.O. 2001 c. 25 270(2)
Organizational Readiness	Criminal Record Checks	2017 June	2021 June	Year 3 of term	
Organizational Readiness	KFPL Employee Online and Social Media	2020 February	2021 February	Annual	
Organizational Readiness	Media	2017 November	2021 October	Year 3 of term	
Organizational Readiness	Occupational Health and Safety	2020 October	2021 May	Annual by H & S committee	Occupational Health and Safety Act, R.S.O. 1990 c. O.1 Part III,25(2)(j)
Organizational Readiness	Records Management	2020 October	2024 November	Year 2 of term	
Organizational Readiness	Standards of conduct for KFPL employees	2017 October	2021 June	Year 3 of term	

POLICY TYPE	Name	Last review	Next review	Frequency	Legislative Authority
Organizational Readiness	Volunteer policy	2017 June	2021 June	Year 3 of term	
Organizational Readiness	Workplace harassment	2020 October	2021 May	Annual by H & S committee	Occupational Health and Safety Act, R.S.O. 1990 c. O. 1 Part III.0I, 32.01 (1)
Organizational Readiness	Workplace violence (prevention)	2020 October	2021 May	Annual by H & S committee	Occupational Health and Safety Act, R.S.O. 1990 c. O. 1 Part III.0I, 32.01 (1)

POLICY TYPE	Name	Last review	Next review	Frequency	Legislative Authority
Financial	Asset Disposal	2019 November	2022 November	Year 4 of term	
Financial	Gifts, Donations and Planned Giving	2020 October	2024 November	Year 2 of term	
Financial	Room and Event Space Rental	2019 February	2021 October	Year 3 of term	
Financial	Naming	2018 November	2022 November	Year 4 of term	
Financial	Procurement of goods & services	2019 November	2022 November	Year 4 of term	Municipal Act, 2001, S.O. 2001 c. 25 270(2)
Financial	Sponsorships	2019 November	2023 November	Year 1 of term	

MEANS POLICIES

POLICY TYPE	Name	Last review	Next review	Frequency	Legislative Authority
Core Values	Accessibility for users with disabilities	2020 October	2021 October	Annual	O. Reg 191/11 s. 3(2) under Accessibility for Ontarians with Disabilities Act,

GOVERNANCE (Carver)

Executive Limitations

POLICY TYPE	Name	Last Review	Next Review	Frequency
L-1	General Executive Constraint	2015 October	2021 January (from Oct 2019)	Minimum once per term
L-2	Staff Relations and Volunteers	2015 October	2021 January (from Oct 2019)	Minimum once per term
L-3	Treatment of public	2015 October	2021 January (from Oct 2019)	Minimum once per term
L-4	Financial planning/budgeting	2015 October	2021 January (from Oct 2019)	Minimum once per term
L-5	Financial Condition	2015 October	2021 January (from Oct 2019)	Minimum once per term
L-6	Emergency executive succession	2015 October	2021 January (from Oct 2019)	Minimum once per term
L-7	Asset protection	2015 October	2021 January (from Oct 2019)	Minimum once per term
L-8	Compensation and benefits	2015 October	2021 January (from Oct 2019)	Minimum once per term
L-9	Communication and counsel	2015 October	2021 January (from Oct 2019)	Minimum once per term
L-10	Access to facilities and maintenance	2015 October	2021 January (from Oct 2019)	Minimum once per term

Governance Process

POLICY TYPE	Name	Last Review	Next Review	Frequency
G-1	Governance Commitment	2016 October	2021 January (from Nov 2020)	Minimum once per term
G-2	Governing style	2016 October	2021 January (from Nov 2020)	Minimum once per term
G-3	Board job description	2016 October	2021 January (from Nov 2020)	Minimum once per term
G-4	Chairperson's role	2016 October	2021 January (from Nov 2020)	Minimum once per term
G-5	Board committee principles and structure	2016 October	2021 January (from Nov 2020)	Minimum once per term
G-6	Annual agenda planning	2016 October	2021 January (from Nov 2020)	Minimum once per term
G-7	Board members' code of conduct	2016 October	2021 January (from Nov 2020)	Minimum once per term

G-8	Cost of governance	2016 October	2021 January (from Nov 2020)	Minimum once per term
G-9	Ownership Linkages	2018 November	2021 January (from Nov 2020)	Annual

Board-Staff Relationship

POLICY TYPE	Name	Last Review	Next Review	Frequency
B-1	Board-Chief Librarian linkage	2017 October	2021 October	Minimum once per term
B-2	Unity of control	2017 October	2021 October	Minimum once per term
B-3	Accountability of the Chief Librarian	2017 October	2021 October	Minimum once per term
B-4	Delegation to the Chief Librarian	2017 October	2021 October	Minimum once per term
B-5	Monitoring Chief Librarian performance	2017 October	2021 October	Minimum once per term

Ends

POLICY TYPE	Name	Last Review	Next Review	Frequency
E-1	Ends statement	2018 November	2022 October	Minimum once per term
E-2	Mission statement	2018 November	2022 October	Minimum once per term
E-3	Vision	2018 November	2022 October	Minimum once per term
E-4	Values	2018 November	2022 October	Minimum once per term